



# New to VMail?

## The Top Eleven Most Common Inquiries About the VMail System

**Q:** Previously, I used Control Panel to change my options. Where do I change them now?

**A:** The Control Panel Options are now within VMail on the "Preferences" tab. Control Panel is only for password resets.

**Q:** I don't see all of my items in my inbox or sent items. How do I see them all?

**A:** On the right of your mail toolbar you'll see the number of messages with forward and back arrows (i.e. ← 1-25 → ). You can page through them using the arrows or to change the number of items displayed at once, go to the "Options" tab and to the "Mail" sub-tab and change "Number of items to be displayed per page". VMail can display a maximum of 100 messages per page.

**Q:** I only see the contents of my message in the reading pane. How do I open a message?

**A:** You can set your Mail Preferences so that double clicking opens a message in a new window by going to "Preferences > Mail" and checking the "Double-click opens message in new window" option. Then click save. If you prefer reading messages in the active window, you should know that the default action for double-clicking in the upgrade is to open a large preview. Double-clicking the message a second time will open a full-screen view of the message, which can then be closed to return to your inbox. These simple changes will make navigating your inbox much easier.

**Q:** My local client asks me for my password every time I try to send mail. Is there a way to change this?

**A:** Yes. While on campus, you can uncheck the box for Use Secure Authentication and this will prevent your client from repeatedly asking for your password. However, for off campus use, "Use Secure Authentication" must remain checked. Complete instructions on [migrating your email for Mac Mail, Thunderbird and Eudora are provided here.](#)

**Q:** How do I select multiple messages?

**A:** You can use the check boxes to select multiple messages or allows you to multiple select the way you would in a local mail client. Or you can hold Shift and click (for adjacent messages) or Control and click to select multiple messages.

**Q:** I prefer using a local email client to using the web mail application. Can I do this?

**A:** Yes! Complete instructions on [migrating your email for Mac Mail, Thunderbird and Eudora are provided here.](#)

**Q:** Using Squirrel Mail, I did not have to enter the complete address for users with a "Vassar.edu" account. Is that the same for the new VMail?

**A:** No, in VMail you need to enter the full email address for all recipients. For example, in the past you may have entered jodoe to send email to John Doe who has a vassar.edu email. You must now enter the full address as [jodoe@vassar.edu](mailto:jodoe@vassar.edu). You should do this in your local mail client as well.

**Q:** My email moved over to the new VMail but not my address book. Did I lose it?

**A:** No. You can very simply export your address book from Squirrel Mail and import it into VMail. [Read the complete instructions here.](#)

**Q:** Since the mail migration, the server seems to have downloaded a bunch of old email. Why is this?

**A:** Unfortunately for POP mail users, with the setting "Leave a Copy on the Server", the new platform cannot discern what has been read from what has not been read. This will only happen the first time. Simply delete what is out of date and your account will be current.

**Q:** Can VMail be used with all browsers?

**A:** VMail is compatible with the following browsers

**For Windows XP:** Firefox 1.x or better and IE 6 or better

**For Mac OS X:** Firefox 1.5 or better and Safari

**Q:** How do I add BCC (Blind Carbon Copy) when sending a message in VMail?

**A:** When composing a new message, click "Show BCC" option beside the CC field. This will display the BCC field in your new message and remain visible in all emails you send until you log off. You will have to select this option again the next time you log on and want to send a message with a BCC.

**Please Note:** Any changes to your options or other configuring of your VMail may not take effect until your next login. If you want to see if your changes have taken affect, click the log out link and log back in again.