GatorLink Web Mail Frequently Asked Questions

FAQ for UF’s GatorLink Web mail

UF Computing & Networking Services

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Table of Contents
User FAQ

1. General questions ..................................................................................................4
1.1. What is GatorLink Web mail? .............................................................................4
1.2. Is there a manual/user guide for GatorLink WebMail? .................................4
1.3. Why can't I log in? .............................................................................................4
1.4. Why am I not getting mail that's sent to my GatorLink account? ......................4
1.5. What do I do if I'm over my quota? .................................................................5
1.6. How can I filter "spam" and other junk and unwanted e-mail from my inbox? ......5
2. Questions about Webmail's interface ......................................................................6
2.1. Could you make it so that when I compose or read a message it opens in a new window? .................................................................6
2.2. Where do my display name and signature come from? Why are they all capital letters? Can I change them? ...........................................................................6
2.3. How do I add addresses to my WebMail address book? .................................6
2.4. How do I change (modify) an address entry for an address which is already in my address-book? .................................................................7
2.5. How do I open an attachment which I've received? ...........................................7
2.6. Sometimes when I send e-mail the message gets sent three or four times. Why does this happen? How do I stop it? .................................................................7
2.7. Does GatorLink WebMail Web mail have any kind of spell-checker available? ..7
3. Questions about folders .........................................................................................8
3.1. How can I create a new folder? ...........................................................................8
3.2. What does the "Subscribed" column signify on the "Manage Folders" page? ..8
3.3. Why can't I see some of my folders? I know they exist, but GatorLink WebMail doesn't show them. .................................................................8
3.4. How do I move messages into a different folder? .............................................9
4. Questions about Error messages .............................................................................9
4.1. Why do I get a "Could find folder" error for INBOX when I log in? .................9
4.2. Why do I get a "Could not access required user information" error when I try to log in. .................................................................9
4.3. Why do I get "Error 500: BeanUtils.populate" when I try to send mail? ........10
5. This didn't help, what now? ..................................................................................10
5.1. I have questions about my account that weren't covered by this FAQ; who should I ask? .........................................................................................10
5.2. How do I contact the UF Computing Helpdesk? .............................................10
5.3. I have a suggestion for an improvement/enhancement to the WebMail system; whom should I contact? ................................................................10
1. General questions

1.1. What is GatorLink Web mail?

GatorLink WebMail is simply a web-based email client that allows you to access your GatorLink e-mail account. It's approximately equivalent to Netscape Mail or Outlook, but GatorLink WebMail is readily accessible from any computer that has a Web browser. http://webmail.ufl.edu implements the Gatormail Webmail software [http://sourceforge.net/projects/gatormail].

1.2. Is there a manual/user guide for GatorLink WebMail?


1.3. Why can't I log in?

First of all, you must have a GatorLink account. Make sure you are entering your user ID like "gatorfan", not like "gatorfan@ufl.edu" or anything that is not your user ID that you picked when you set up your account. It should be in all lower-case letters, and make sure you aren't including any spaces before or after your user ID. Your password is case sensitive, so make sure you are typing it exactly correctly. If you forgot your password or have any other problems with your account contact the Helpdesk.

1.4. Why am I not getting mail that's sent to my GatorLink account?

There are several possibilities:

1. Your GatorLink mail is being forwarded to another account.
   1. Go to the GatorLink Website [http://gatorlink.ufl.edu].
   2. Click the 'Modify' link in the menu across the top of the page
   3. Login with your GatorLink username and password
   4. Click the 'Email forwarding' link in the Modification menu
   5. Read the page to see if GatorLink is forwarding your mail
   6. To unforward your mail click 'Forward mail to GatorLink mailbox'
2. Your mailbox is over quota.
   1. Log into Webmail
   2. Look at the "Folder Quota" meter on the lower left-hand side of the screen.
   3. If the "Folder Quota" storage meter is all orange see the section "What do I do if I'm over my quota?"

1.5. What do I do if I'm over my quota?

   The short answer is "Get back under your quota." The first step to doing this is to empty your trash folder. This can be done by clicking the "Empty Trash" button in Webmail. Then:

   1. Check the box to the left of the message(s) to be deleted in your inbox and/or other folders.
   2. Click the "Delete Checked" button to remove the messages you selected in step 1.
   3. Read the page about not being able to copy the messages to your trash folder.
   4. Click the link "delete forever" to the right of the messages you want to delete.
   5. Repeat until you are back under quota.

1.6. How can I filter "spam" and other junk and unwanted e-mail from my inbox?

   Every e-mail that comes through our servers is marked with a "spam score," which reflects the likelihood of the message being spam. If the spam you are receiving is marked with a high enough spam score, then you will easily be able to filter it.

   You can set a threshold score for mail to be marked as "Junk." For instance, if you set the threshold to a score of 1, then every message that comes through with a score greater than or equal to 1, will be flagged as junk. This is not suggested however, because legitimate message may get marked with a low score and then get flagged. If you were to set the threshold to 10, then only messages marked with a score of 10 or greater will be flagged. This would be much more conservative with a small chance of legitimate e-mail being flagged, but a large chance of spam getting through. Your e-mails are not modified or deleted, but just flagged to make you aware of what could possibly be junk, and then make for easier deletion. Your best bet is to play with the threshold to see which score is most suitable for you. "5" is probably a good place to start.

   To set the threshold:

   1. Click the preferences link
2. Scroll down to "Junk Mail Flag Threshold:"

3. In the dialog box to the right, set your desired spam threshold

4. Scroll down and click "Save Preferences"

Once you have done that, you can use the "Filter Message List" drop-down to select all/only the Junk messages, and delete them all at once, using the "Check All Messages" check-box (next to the word "Flags"), and then the "Delete Checked" button.

For a more detailed explanation, please see CNS document D0170, Spam Filtering: Configuring GatorLink Web Mail [http://docweb.cns.ufl.edu/docs/d0170/d0170.html].

2. Questions about Webmail's interface

2.1. Could you make it so that when I compose or read a message it opens in a new window?

GatorLink WebMail already supports this via your web browser's "Open in New Window" feature. When you "right click" on either the "Compose Mail" or "reply" links, a pop-up menu with a choice similar to "Open in New Window" should be available. When you choose this you will be able to compose a message in one window and read or other activities in another window.

2.2. Where do my display name and signature come from? Why are they all capital letters? Can I change them?

Your name is retrieved from UF's directory server. By default we use the "Display Name" field for both your signature and your name as it appears in the From: field of e-mails. These values can be changed in the 'Preferences' section of Webmail.

2.3. How do I add addresses to my WebMail address book?

To add addresses into your address book. You must:

1. Login to GatorLink WebMail
2. Click the Address Book link at the top of the page
3. Click the Add Address link
The Add Address link is right above where it says "Name" in bold white, and right below the Check Mail button.

2.4. How do I change (modify) an address entry for an address which is already in my address-book?

Unfortunately at the current time, there is no way to change an address that has already been placed in the address book. The only option is to delete the old entry and to make a new one. This is an option being worked on, so we may see it in as soon as a few months.

2.5. How do I open an attachment which I've received?

The procedure for opening an attachment differs, depending on which Web browser you use. If you are using MS Internet Explorer then you should click the blue link to the file name, at the bottom of the e-mail where it says "Attachment:" A new window will open that says "File Download." If this is an attachment of a common file type, then you should be able to click the "Open" button, and have the file open in a default program. If this does not work, then download the attachment by clicking the "Save" button, and then locate the appropriate program to read the file.

Some other browsers will also allow you to just click on the file-name link; they will then offer you a menu of relevant options.

If you need assistance with a particular file, please call the UF Computing Help Desk at 392.4357 and they will be happy to help you.

2.6. Sometimes when I send e-mail the message gets sent three or four times. Why does this happen? How do I stop it?

Many times the cause for this problem is the user clicking the back and forward buttons for his/her web browser, and not those embedded in GatorLink WebMail. Using your browser's back and forward buttons can sometimes reissue the send command. It is best if the user sticks to using only the navigational links within GatorLink WebMail.

2.7. Does GatorLink WebMail Web mail have any kind of spell-checker available?

GatorLink WebMail does not have an internal spell-checker. However, there are spell-checker "plug-in" modules for Web browsers which will provide this functionality. A Web-search for "browser spell-check plugin" [http://www.google.com/search?q=browser+spell-check+plugin] will return several useful results, including:
For Web-based applications, using a browser plug-in is generally preferable to having the spell-check built in to the application, because it allows you more flexibility. For example, you can add your own commonly-used technical terms (which may not be in a standard spell-checker word-list) to your plug-in's library, thus customizing it for your individual needs.

### 3. Questions about folders

#### 3.1. How can I create a new folder?

This isn't the most intuitive procedure, but here it is:

1. While logged into Webmail click the 'Folders' link across the top of the page
2. Click the 'Modify' link for the INBOX folder
3. Enter the name of the new folder in the "Add a new folder under INBOX:" field and click the "Create Folder" button

You should now see the new folder in the 'Manage Folders' list. It will appear as INBOX.foo where foo is the name you entered when creating it. It should also appear in the folder hierarchy on the left side of the page.

#### 3.2. What does the "Subscribed" column signify on the "Manage Folders" page?

GatorLink WebMail uses the IMAP protocol to interact with the GatorLink mail server. In IMAP, a folder may be marked subscribed or unsubscribed, and mail clients may treat each type of folder differently. GatorLink WebMail allows you to set the subscribed status of your folders, and will ignore (not display) unsubscribed folders, except in the "Manage Folders" page.

#### 3.3. Why can't I see some of my folders? I know they exist, but GatorLink WebMail doesn't show them.

It is very likely that you need to mark these folders as "Subscribed". Here is how to do this:

1. Click on the Manage Folders link on the menu bar
2. Look at the subscription status of each of your folders
3. If the "Subscribed" column is marked "N", click the folder's "Modify Folder" link
4. Press the "Subscribe Folder" button

3.4. How do I move messages into a different folder?

1. Check the e-mail(s) that you would like to move or copy somewhere else.
2. Select the folder you wish to move to by click the "Select a Folder:” drop-down menu in the upper right hand corner of GatorLink WebMail.
3. Click the Move or Copy buttons, depending on the operation you would like to perform.

4. Questions about Error messages

4.1. Why do I get a "Couldn't find folder" error for INBOX when I log in?

It is possible that you don't have a GatorLink mailbox. This is often the case when your GatorLink mail is being forwarded to some other account, and your mailbox hasn't yet been created. Alternately, you may be a GatorLink user who doesn't qualify for a mailbox. You may edit and view your GatorLink account information at the GatorLink account site [http://gatorlink.ufl.edu].

It is also possible that the mail server is experiencing an internal error. Please contact the Helpdesk (392-HELP) if you think this may be the case.

4.2. Why do I get a "Could not access required user information" error when I try to log in.

This error indicates that GatorLink WebMail couldn't find your entry in the UF Directory. GatorLink WebMail uses the directory to get your display name and your UF ID, which it uses internally.

People commonly get this error if they have very recently registered into the GatorLink system. The UF Directory pulls information from the registration database overnight, so if you have registered earlier in the day, please try logging onto GatorLink WebMail the next morning.

Also, it is possible that this error represents a transient lookup glitch. You may be able
to log in successfully after waiting a short while. However, if you keep getting this error, and you know you have a UF Directory entry, please report the problem to the Helpdesk (392-HELP).

4.3. Why do I get "Error 500: BeanUtils.populate" when I try to send mail?

This is a known compatibility problem with the Opera browser. Until this issue is resolved you will have to use another browser to send mail with GatorLink WebMail.

5. This didn’t help, what now?

5.1. I have questions about my account that weren’t covered by this FAQ; who should I ask?

This FAQ is designed to cover Webmail issues, but it does include some Gatorlink issues simply because they are such common questions. If your question is about your email account take a look at the Gatorlink webpage [http://gatorlink.ufl.edu] and if you’re still unsatisfied you should contact the UF Computing Helpdesk (392-HELP).

5.2. How do I contact the UF Computing Helpdesk?

The helpdesk can be contacted in the following ways:

Web: http://helpdesk.ufl.edu

E-mail: <helpdesk@ufl.edu>

Phone: (352)392-HELP

5.3. I have a suggestion for an improvement/enhancement to the WebMail system; whom should I contact?

The GatorMail WebMail project page [http://GatorMail.sf.net/] shows the current status of the project, and contains a link to the "Request for Enhancement" (RFE) page [http://GatorMail.sf.net/rfe], which lists all requests received to date, and indicates the status of each of them. Please review this list to see if your suggestion has already been posted. If it has, you can find out the current status of the request there. If it has not, you are welcome to post your request, and the developers will add it to the list of features under consideration.

Your Comments are Welcome
We welcome your comments and suggestions on this and all CNS documentation. Please send your comments to:

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