

Outlook on the Web

College of Lake County
Professional Development Center
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Checking E-Mail from Home

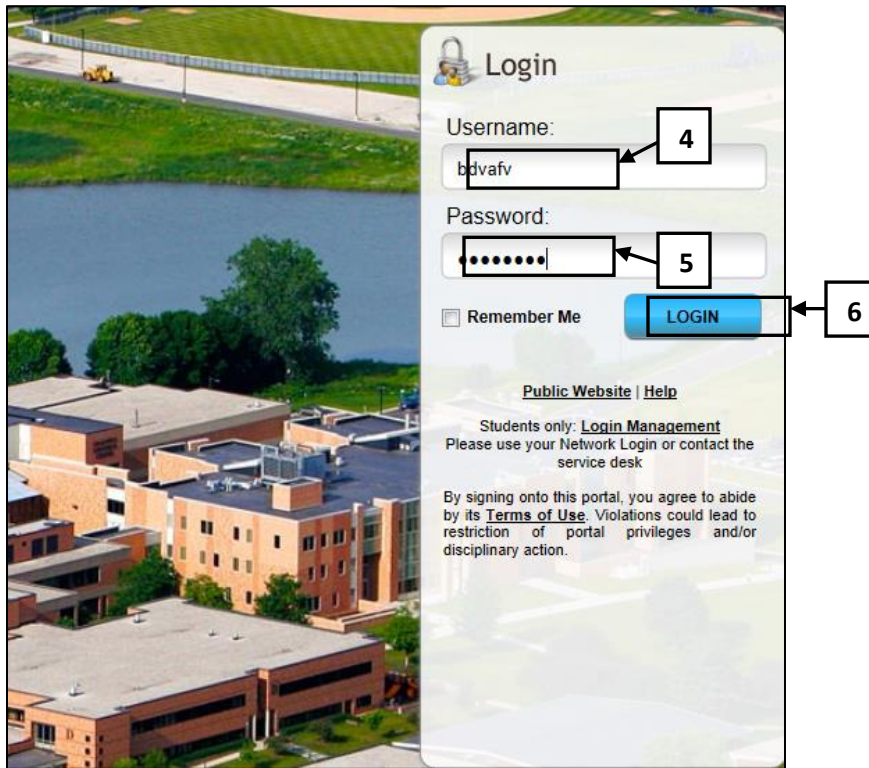
Each faculty member is provided with an e-mail account. This account can be accessed through Microsoft Office Outlook on your desktop. Faculty can also access their e-mail account from home or from any other remote computer using Microsoft Office Outlook on the Web.

Accessing Your Mailbox on the Web

1. Launch a **web browser**.
2. In the address prompt type: **http://clcilliois.edu**.
3. Click the **LOGIN** button.



4. Enter your **user name**.
5. Enter your **password**.
6. Click the **LOGIN** button or press **Enter**.



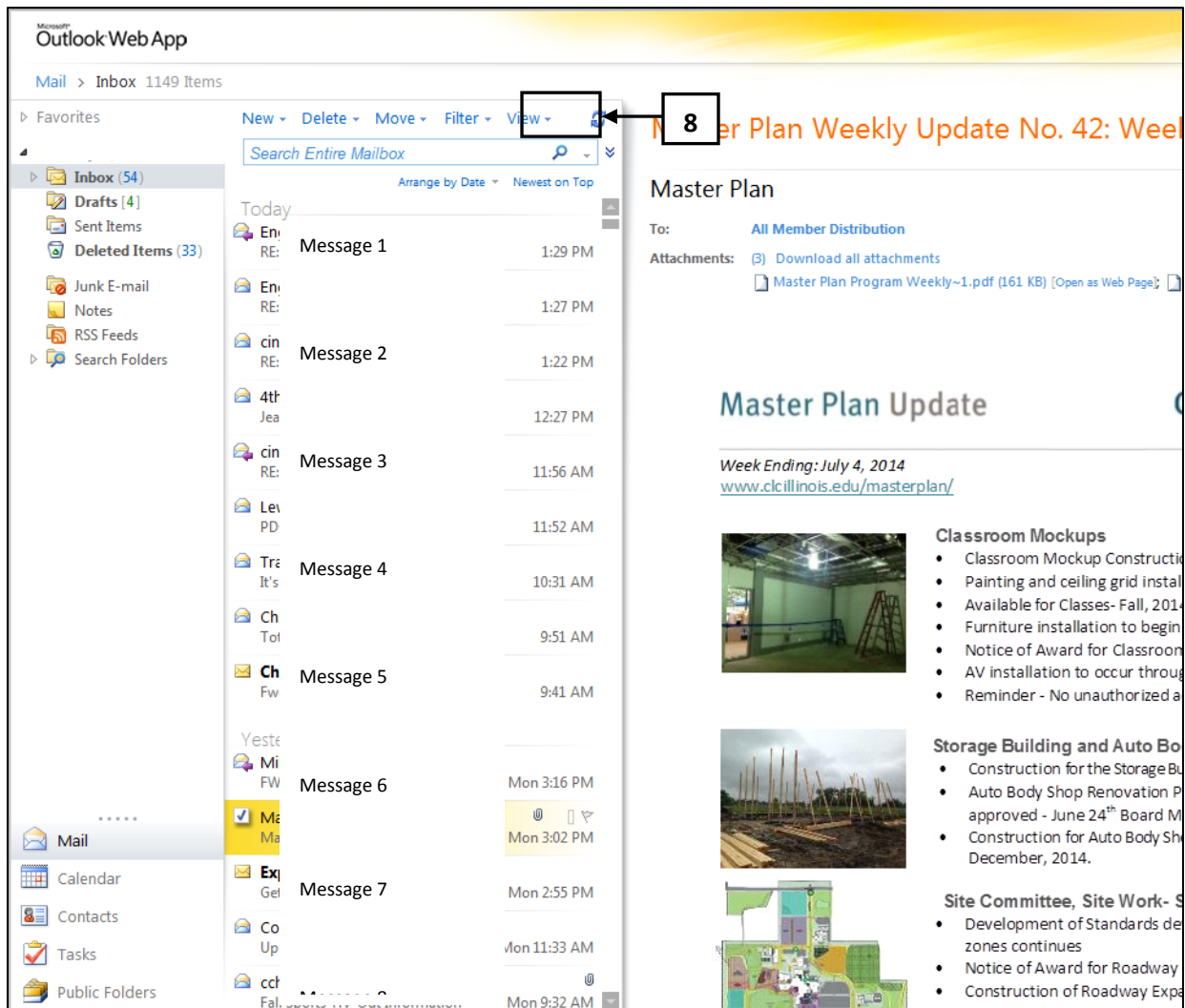
The Microsoft Outlook Web Access window will display.

7. Click on **Email via Web**.



The email window will display.

8. If the reading pane is not visible, click **View** button and select Right to display the reading pane on the right.

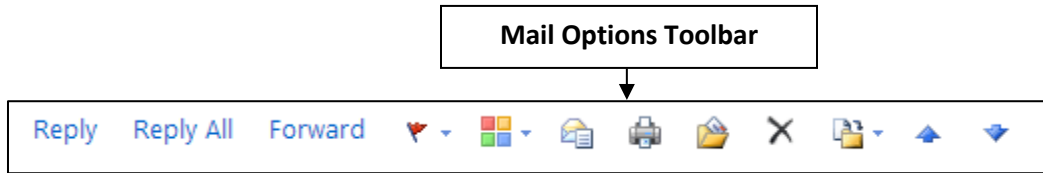


This command can be used to turn the reading pane on or off when viewing your inbox. The reading pane can be positioned at the bottom of your mail messages or to the right of the messages. Having the reading pane turned on can be handy, because it allows you to read your mail messages without having to double-click, or open them.

Opening a Mail Message

1. Double-click on any **message** in your inbox.

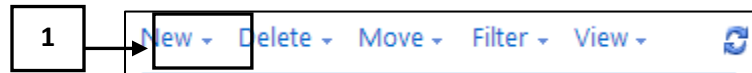
A separate window will display with the selected mail message. A toolbar will display at the top of the mail message window providing you with options to reply, forward, print, delete or organize the displayed message.



2. **Close** the message.

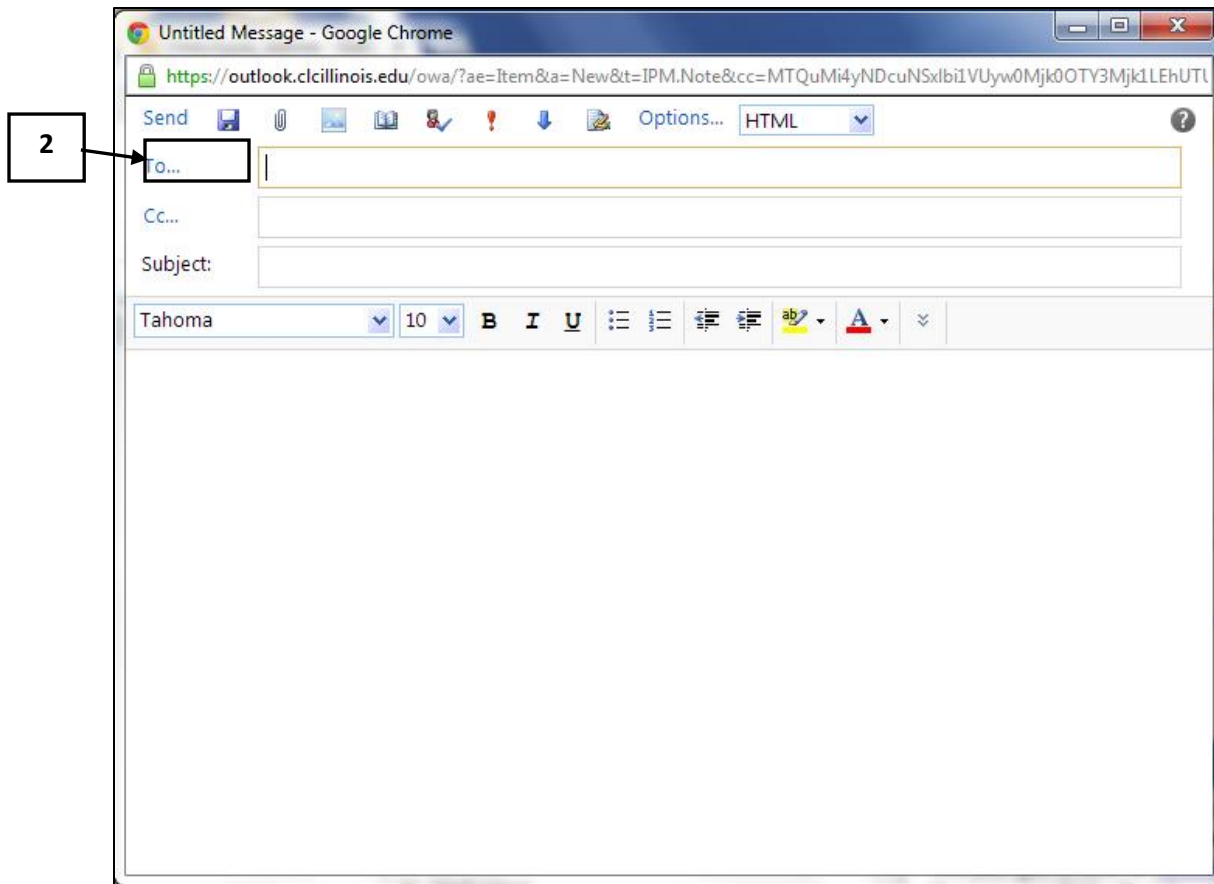
Creating a Mail Message

1. Click **New** on the toolbar.



The Message window will display.

2. Click on the **To** button at the top left corner of the window.



The Address Book window will display. At the top of the window, the search prompt will display and the Default Global Address List will be highlighted. The Global Address List contains the names of all CLC employees and is the default location for looking up e-mail addresses. There is a Contacts list available underneath the Global Address. Clicking Contacts provides you with access to all of the Contacts you have added . Any e-mail addresses that you will use other than CLC employees will need to be added to the Contacts area.

3. Type a **full name or last name** in the search prompt.
4. Press **Enter**.

A list of names will appear.

5. Double-click the **person** you would like to send the e-mail to.
6. Click **OK**.

Address Book - Google Chrome
https://outlook.clcillinois.edu/owa/?ae=Dialog&t=AddressBook&a=PickRecipients

Address Book

3 → Mouse

5 → Mouse, Mickey

Contacts

- My Contacts
 - Suggested Contacts
 - Contacts

Temporary Employee Entertainment

Message recipients:

To ->

Cc ->

Bcc ->

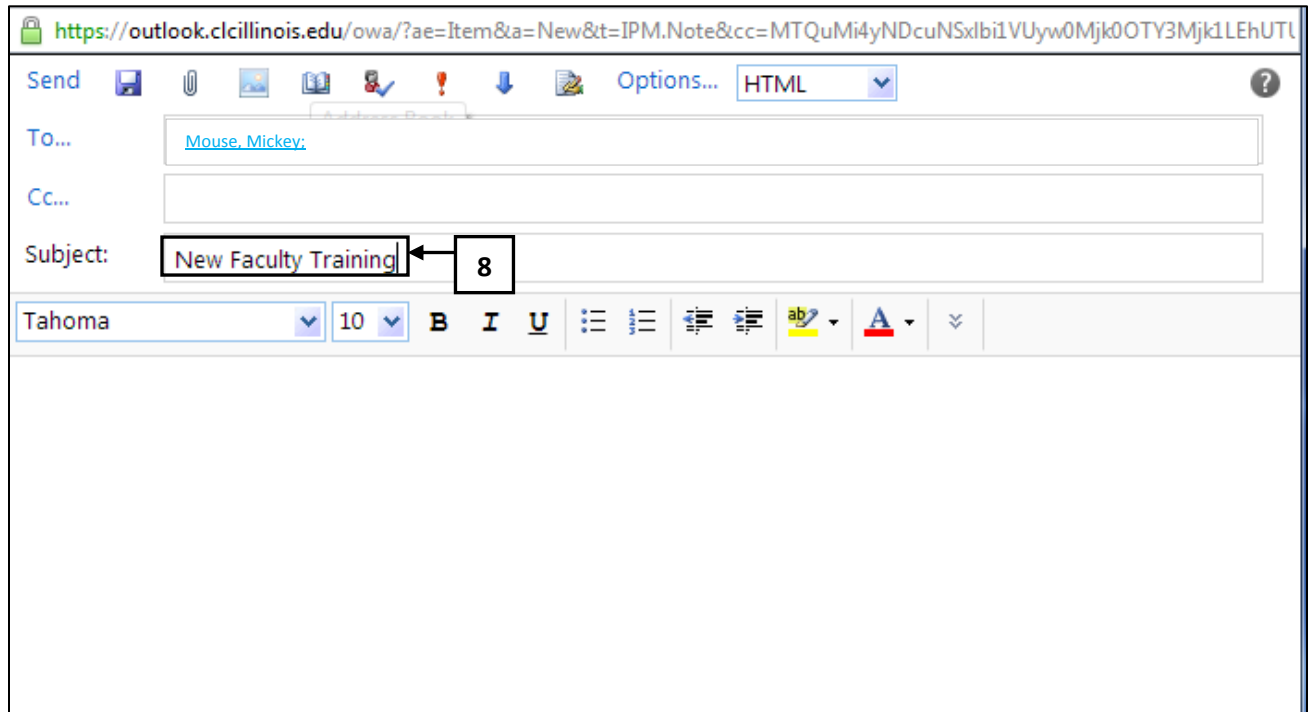
Mouse, Mickey

Contact	Alias	mmouse
	E-mail	mmouse@CLCILLINOIS.EDU
	Phone	ext. 00000

OK ← Cancel 6

The mail recipient you selected has now been added to the message window.

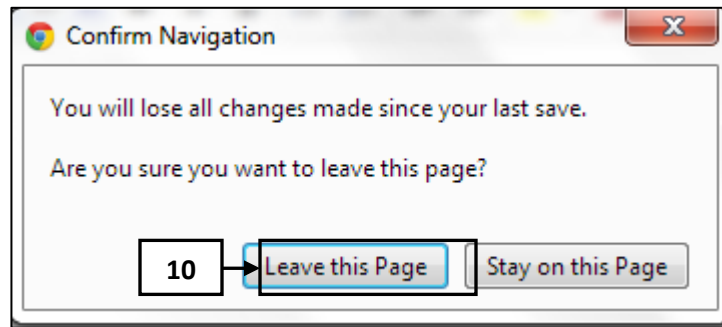
7. Type **New Faculty Training** in the Subject prompt:.
8. Click in the **message area**.




This is where you would type your message. When you have completed the message, you would click the Send button at the top of the window.

9. **Close** the message window without sending.

10. Click **Leave this page**.



11. To end your Outlook on the web session, click on the **sign out** button, , in the upper right corner of the window.

This is the proper way to end an Outlook on the web session.

12. **Close** the Browser window.

E-Mail Suggestions and Considerations

Communication with Students: As a CLC faculty member, you will be sending messages to CLC students and staff via e-mail. When communicating with students via e-mail, very specific rules apply. You must be careful about the kind of information you send as well as the type of e-mail account the student is using for e-mail. For example, you cannot send grade or attendance information to anyone other than a student. This kind of information cannot be given out to parents, spouses, children, or any other individuals. Therefore, when sending this information, you must use the student's CLC e-mail account to ensure that this information is received by student only. Please refer to the FERPA on-line training regarding specific rules for student communication.

All Member Distribution: You will receive many All Member Distribution e-mail messages from different departments at the college. When sending All Member Distribution messages that include an attachment, attachment size **must not** exceed 1 MB. Large e-mails sent to all CLC employees have resulted in network outages in the past.

Replying to E-mails: When replying to e-mail messages, be careful. Be sure to reply to the sender only. If you receive an e-mail message that has been sent to a distribution list (several individuals or all members), pressing the Reply to All button in the message window will result in your response being forwarded to all members of the distribution list. This has been a continual problem at CLC, where we are constantly barraged by e-mail responses going back and forth between individuals.

Spam/Phishing Emails

There are many spam/phishing emails that have come into our email system. The subject lines are different but the information requested is the same – asking for personal information (username, password, etc.) or giving a link to click to provide information.

Below are summaries of consequences for what happens **EVERY TIME** someone replies to a phishing message that asks for personal information:

Email System

- 1000's of spam messages are sent from the user's email account - prohibiting outgoing email from sending from our email server
- CLC's email system is put on a '**blacklist**' for other server - *meaning they will not accept email from us*

User Account (in order to stop the spamming of email messages on the server)

- The user's password is automatically reset. The user will have to contact IT to get the new password to log into his/her email, computer, etc.
- The user's account is disabled to stop the spamming of the messages. The user needs to contact IT to get the account re-enabled

Removal of CLC from 'Blacklist' from other servers

- Outbound mail is frozen – meaning no emails can be sent out from CLC
- A utility is used to remove all spam email from all our queues.
- ITS then needs to go to **every** large ISP's website and request to be removed from their blacklists. Examples of the ISP's are yahoo.com, Comcast.net, aol.com, live.com, hotmail.com, sbcglobal.com.
- ITS then goes to other spam blocker websites that checks smaller ISP's to identify which ones are also blocking us. ITS then individually requests to be removed from these sites.

This process is tedious and these smaller sites are under no obligation to remove us from there blacklists.

The entire process of the Blacklist removal may take up to **48 hours**.

DO NOT RESPOND to **ANY** messages asking for this information. ITS **never** asks for this information. Please **delete** ANY and ALL messages asking for personal information.

Please keep these points in mind in regards to **any** messages you may receive regarding personal information messages:

- ITS will **never** send you email asking for your Personal Identifiable Information (PII) such as your id, password, date of birth etc.

If you receive an email asking for this information, **delete it right away**

- **Never** open the attachment from a sender that you do not know or an unexpected attachment from someone that you do know - delete the email
- **Do not** submit your email information to **any** site that you do not know
- If you receive suspect (i.e. odd) email and not sure about it, please contact the helpdesk to verify its authenticity
- Do **not** share your password with others

If you have any doubt as to the legitimacy of an email, please forward the questionable email to Kim DeLaney at kdelaney@clcollinois.edu for verification.