



## Basic Function in CUHK WebMail

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### 1. Log in CUHK WebMail System

CUHK Webmail System is similar to other web-based email system like Hotmail and Yahoo. You do not have to register but you have to collect your CWEM account information (<http://accounts.itsc.cuhk.edu.hk>) from the ITSC before you login.

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Go to <a href="#">CUHK WebMail</a> with your web browser (e.g. Internet Explorer).</li></ol> |
|---|

2. Log in with your Computing ID and CWEM password.  
You may also select your preferred language on the login page.

Application for Additional Quota  
ITSC or CUHK never ask for your account and/or personal information through e-mail  
How to read Chinese Characters properly in CUHK Webmail System

WEBM@IL  
A Web Interface to the CWEM System

Welcome to CUHK WebMail

Computing ID  
CWEM Password  
Language English (US)

Log in

CADS  
(CADS Reference Number: 041)  
Beware of Phishing E-mail! ITSC or CUHK never ask for your account and/or personal information through e-mail. Check out more information at  
<http://www.cuhk.edu.hk/itsc/network/app/imap/phishing.html>

Usage Tips: Forgot your CWEM Password?  
Next Maintenance Sessions: Check [http://www.cuhk.edu.hk/itsc/sys\\_ava/outage.html](http://www.cuhk.edu.hk/itsc/sys_ava/outage.html)

Need Help?

## 2. Main Menu Options

INBOX Compose Folders Options Search Help Address Book Forwarding Vacation Logout

The main menu contains various frequently used functions for you to manage your email account. They include:

- [2.1 INBOX](#) – for reading/deleting/moving your incoming mails
- [2.2 Compose](#) – for writing a mail
- [2.3 Folders](#) – for managing your folders on message server
- [2.4 Options](#) – for updating personal information, message management and other options
- [2.5 Search](#) – for searching mail
- [2.6 Help](#) – for getting help on the use of WebMail system
- [2.7 Address Book](#) – for managing your contact list
- [2.8 Forwarding](#) - for setting or cancel e-mail forwarding function
- [2.9 Vacation](#) - for activating or cancel vacation auto-reply function
- [2.10 Logout](#) – for leaving the WebMail system

### 2.1 INBOX

All your new messages are stored in your INBOX **unless you have set up filter for filing specific mails.**

#### 2.1.1 Read a Message



For each message, you can use the available functions including:

- Delete
- Reply
- Reply to All
- Forward
- Redirect
- Blacklist – for filtering the message
- Message Source – for listing the message source
- Save as – for saving the message on your local computer
- Print – for printing your message with a connected printer

## 2.1.2 Move/Copy a Message

1. Check the box of the associated message.

2. Select the required folder from the pull down menu and click “**Move/Copy**”.

➔ Refer to [Section 2.3](#) for details of creating a new folder.

## 2.2 Compose a Message

1. Select “**Compose**” at the top menu bar.

2. A new window will be displayed.

Your default identity should be [your-computing-id@mailserv.cuhk.edu.hk](mailto:your-computing-id@mailserv.cuhk.edu.hk). Please refer to [Section 2.4](#) for the setup details for a new identity with [your-name@cuhk.edu.hk](mailto:your-name@cuhk.edu.hk).

Click **Send Message** to send the message.

Message Composition - Mon 09 Mar 2009 04:17:27 PM HKT

Send Message Save Draft Cancel Message

Identity kahocc@cuhk.edu.hk (Kaho)

To

Cc

Bcc

Subject

Options

Address Book Expand Names Spell Check Special Characters Attachments

Save a copy in Request a Return Receipt

If you have specified to keep copy of all outgoing messages to the sent-mail mailbox, a copy of this sent message will also be filed in your sent-mail folder automatically.

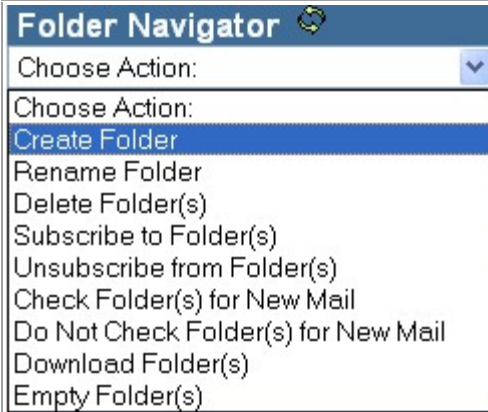
## 2.3 Folders Management

By default, the following folders have been created for you.

- INBOX
- Sent-box (only when you have check the sent box option as mentioned in [Section 2.2](#))

1. Click <b>"Folders"</b> at the top menu bar.	
2. Click <b>"Show Unsubscribed"</b> to list all the available folders.	
3. You should find all the available folders listing on the screen.	

4. Create a folder at top level or within the INBOX to facilitate your work.

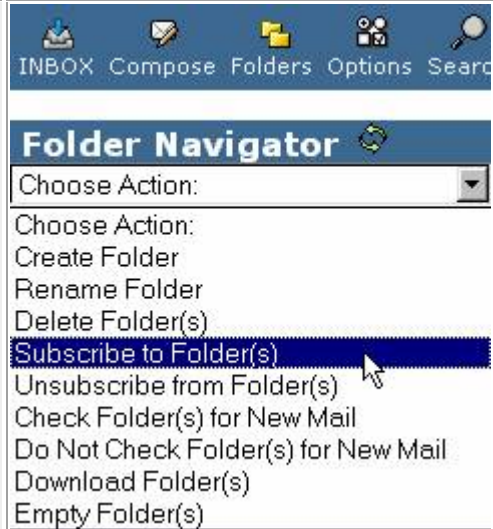


5. Enter the folder name in the prompted box and click **OK**.

Please **DO NOT** create a folder name that contains other special characters or space and Chinese characters. You will not be able to retrieve the folder if you do so.

6. Click "**Hide Unsubscribed**" to refresh the folder listing.

7. Click the newly created folder and select **Subscribe to Folders** from the **Choose Action:** pull down menu.



8. For successful subscription, you will be prompted with **You were successfully subscribed to "xxx"**.

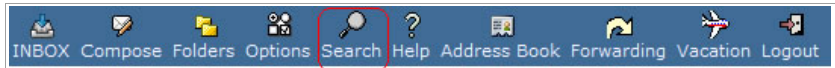
9. Besides, you can also select the newly created folder through the **Open Folder**.



## 2.4 Search

You can use the available Search engine to check for the messages of a particular sender or subject.

1. Select “Search” at the top menu bar.



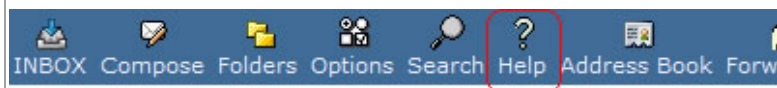
2. A search window will then be displayed

A screenshot of the search window. At the top, there is a 'Search' button and a 'Reset' button. Below this is a section titled 'Message fields' with input boxes for 'From', 'To', 'Cc', 'Subject', and 'Body'. There are also three rows of date filters: 'Received on', 'Received before', and 'Received after', each with two dropdown menus. Below the date filters is a section titled 'Message flags' with radio button options for 'Old messages', 'New messages', 'Both', 'Answered messages', 'Unanswered messages', 'Both', 'Important messages', 'Not important messages', 'Both', and 'Deleted messages', 'Not deleted messages', 'Both'. At the bottom, there is a section titled 'Message folders'.

3. Enter any of the required information of the corresponding field and the list of searched result will then be displayed.

## 2.5 Getting Help

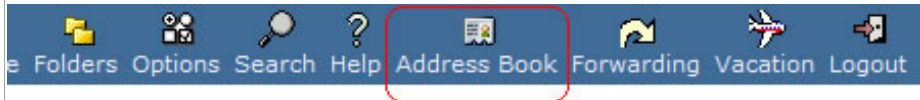
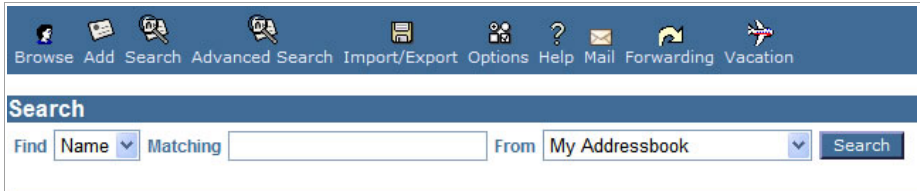
1. Select “Help” at the top menu bar.



2. Corresponding helpful information will then be displayed. Select the required topic for further assistance.

## 2.6 Address Book

In the CUHK Webmail System, you can search the email address of University staff and students not included in your address book.

<p>1. Select <b>“Address Book”</b> from the main menu bar.</p>	 <p>The screenshot shows a horizontal menu bar with several items: Folders, Options, Search, Help, Address Book, Forwarding, Vacation, and Logout. The 'Address Book' item is highlighted with a red rectangular box.</p>
<p>2. Click <b>“Search”</b></p> <p>3. Enter your search name (e.g. ITSC Helpdesk) on the matching box and press <b>“Search”</b>.</p>	 <p>The screenshot shows the search interface. At the top, there is a navigation bar with icons for Browse, Add, Search, Advanced Search, Import/Export, Options, Help, Mail, Forwarding, and Vacation. Below this is a section titled 'Search' with a 'Find' dropdown menu set to 'Name', a 'Matching' text input field, a 'From' dropdown menu set to 'My Addressbook', and a 'Search' button.</p>
<p>4. All the matching results will then be prompted on screen.</p>	

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