WEBMAIL IS HERE!!!

The HSPH Information Technology department is extremely pleased to introduce Webmail to our user community. Webmail offers the ability to send and receive email from your HSPH or HOHP mail* account using nothing more than a web browser such as Netscape or Internet Explorer. That’s it. There is no Eudora to download, no account settings to configure. It works on both Macs and PC’s. All you need is an internet connection, a browser and your username and password. And it does it all using a secure connection. So how do you get there?

Observe the following URL very carefully as it contains an extra character most don’t have:

https://www.webmail.hsph.harvard.edu

The "s" after "http" stands for secure and this must be entered to connect to the site properly. When you first connect to the site you will receive a notice about the site’s certificate of authenticity. You can simply accept the certificate each time you visit the site or you can configure your browser to accept the certificate permanently. See the IT website for instructions on installing the security certificate on your computer.

Currently, Webmail allows you to send and receive attachments, work with all your existing folders and mailboxes, create your own personal Webmail addressbook which you can access from anywhere**, and print your messages. The only feature that is yet to be added is the ability to filter messages. Webmail uses an intuitive graphical interface and has an excellent help section with detailed instructions on performing most common tasks. When you create a new message, you can use its built-in LDAP search engine to find an email address when all you have is a person’s name.

When you are finished checking/sending email, remember to click on the “Log Out” button at the top of the page. Just exiting the program and not logging out could cause problems when trying to use other Email programs like Eudora later on.

Viruses are spread predominantly through email attachments so it is very important that you have anti-virus software installed on whatever computer you are using to view your email. McAfee Anti-Virus software is available at no charge for use on all HSPH faculty and staff computers (both here at the school and at home). You can download it from our website or contact the Help Desk and they can make a CD for you to take home.

The Information Technology department is very happy to be able to offer this alternative method for accessing email when off campus. It lends itself very well to checking your mail from an internet kiosk or from your home computer if you do not have Eudora installed and configured. Look for more updates as we add new features and functionality to this excellent product.

THANKS FOR YOUR TIME AND AS ALWAYS, CONTACT THE HELPDESK IF YOU HAVE ANY QUESTIONS.

* - We hope to add access to other email servers in the future, but currently only HSPH and HOHP are available.

**. Existing email addressbooks cannot be imported into your Webmail addressbook as of yet, but our department is looking for a conversion utility that will allow us to offer this service.
**TRIVIA CONTEST**

Each month, a computer related trivia question will appear in our monthly newsletter. The winning entry will be chosen at random from among the correct responses. The winner will receive a gift certificate from an establishment of our choosing. Members of the IT and Operations staff are not eligible to participate (sorry guys!). And now for this month’s question . . . .

The Who Wants to be a Millionaire set features ten flat screen monitors that contestants use to try to qualify for the main game. What brand of monitors are they: IBM; Sony; NEC; or Apple?

Responses should be emailed to Kathi_Bell@harvard.edu no later than Friday, January 19th, 2001.

---

**INCLEMENT WEATHER**

Many local television and radio stations carry announcements of the School’s closure in event of inclement weather. The television and radio stations ordinarily report school closings from 5:00 AM to 8:30 AM. For those who do not have access to television or radio, or who may need to know about the School’s closing at other times, HSPH has a 432-NEWS hotline. The recording will be made immediately following a decision to close the School, so that it will be possible to learn of a closing before the media airs it.

In the event of a closing, television stations News 4 New England, 7 News, and News Center 5 and radio stations WBZ 1030/AM and WRKO 680/AM will be notified to announce the closing. The 432-NEWS recording will be made, and a telephone chain will be initiated by the Dean’s Office to contact all department chairpersons. Each department may wish to develop its own telephone chain to notify faculty and staff of the School closure. Departments may also wish to develop a plan for emergency staffing by individuals who could provide coverage of vital functions that must continue under any circumstances.

---

**EUDORA TIPS**

On the “Special” toolbar in Eudora, there is an option to change your password. For security reasons, that option does not work, but we are unable to remove the choice from the menu.

To change your password, you must telnet into HSPH and use the password change utility. Detailed instructions for that are available on our website (http:// www.hsph.harvard.edu/ it) or you can email the Help Desk (helpdesk@hsph) for assistance.

---

**ASK A TECHIE**

If you have a computer related question you’d like to see answered in our newsletter, just send an email with your question to helpdesk@hsph.harvard.edu

**Question:**

What kinds of things should I call the Help Desk about?

**Answer:**

The IT Department is available to assist in all matters of Computer Support. We help with:

- Recommendations for new equipment
- New equipment set-up
- Hardware troubleshooting and free labor for repairs (costs for replacement parts must be paid for by the client)
- Installation and troubleshooting of software on our supported products list (see our web page for list of supported software - http:// www.hsph.harvard.edu/ it)
- Consulting and advice for future Computer planning (purchases, upgrades, etc.)

If you aren’t sure, just call the Help Desk. If we are not able to assist you, hopefully we can point you in the right direction so you can get what you need.