



Article	GEN: University Email Standards	Level	BASIC
Symptom	Email address should be standardised		
Cause	N/A		
Resolution	Configure your email to have reply address set to @uwa.edu.au		
Dated	Monday, July 14, 2008 12:05 PM		

OVERVIEW

In order to present a consistent email address, when dealing with external bodies, users are asked to modify their email systems to present:

<firstname>.<lastname>@uwa.edu.au

as the return/reply-to address.

Emails Issued

The email address a staff member is issued with is dependent upon the organisation, within the University, that they are currently working for. In general this email address is usually a reflection of their name followed by the domain name of the school, faculty, centre or department; and is constructed as follows:

<username>@<school>.uwa.edu.au

Additionally the staff member is automatically issued with a default email address, by the contacts directory system that is constructed as follows:

<firstname>.<lastname>@uwa.edu.au

Finally, some staff also have an email address issued by UCS that is constructed as follows:

<username>@cyllene.uwa.edu.au

Faculty Emails

Emails within this faculty are managed so that any emails sent to the addresses below, are automatically redirected to <username>@cyllene.uwa.edu.au:

<username>@arts.uwa.edu.au

<firstname>.<lastname>@uwa.edu.au

Sending Emails

In general (role based email addresses excepted) this means that when a user sends an email, the recipient is presented with an email address <username>@cyllene.uwa.edu.au.

RECOMMENDATIONS

- An email address should be intuitive, while being consistent with the agreed format across UWA
- To be used predominantly when an email address is to be published, such as a business card and although the person's name, in the email address, may be titled – the email address should be in the accepted form of case-insensitive i.e. lower case

ASSUMPTIONS

- Macintosh OSX users should ensure they use any browser other than Microsoft Internet Explorer, when dealing with any aspect of the UCS WebMail pages

RESOLUTION

Configuring the Eudora mail system

Modifying your return/reply-to address

1. Start the Eudora application.
2. Macintosh OS X: From the **Eudora** menu select **Preferences**.
– OR –
Windows XP: From the **Tools** menu select **Options**.
3. Click on the **Getting Started** icon and modify the **Return Address** field to contain <firstname>.<lastname>@uwa.edu.au and click **OK**.

Modifying your signatures

If you have included your email address in your signature, then this will need modifying as well.

1. Macintosh OS X: From the **Window** menu select **Signatures**.
– OR –
Windows XP: From the **Tools** menu select **Signatures**.
2. Macintosh OS X: Highlight the appropriate signature and click the **Edit** button; modify as appropriate.
– OR –
Windows XP: Double-click the appropriate signature; modify as appropriate.
3. Save the changes to the signature.

Configuring the UCS WebMail system

You need only configure the webmail system if you intend to use the 'Compose' option within Webmail to send emails.

Modifying your return/reply-to address

1. Using an appropriate Internet browser, navigate to the following web page:
<http://webmail.uwa.edu.au/>
and ensure that the **Server** is set to Cyllene.
2. Enter your **Username** and **Password**; then click the **Log In** icon.
You will be presented with whatever you have defined as your default view.
3. Click on the **Options** link (left hand side); and then select the **Personal Information** link.
You will be presented with the Personal Information view for the selected default identity.
4. Choose the appropriate identity, usually Default Identity, from the **Select the identity you want to change** drop-down list.
5. Enter <firstname>.<lastname>@uwa.edu.au in the **Your From:** address field.
6. Click the **Save Options** button.
You will be informed that 'Your options have been updated.'

Modifying your signatures

If you have included your email address in your signature, then this will need modifying as well.

1. Click on the **Mail** link (left hand side).
2. Click the **Options** icon (top); and then select the **Personal Information** link.
You will be presented with the Personal Information view for the selected default identity.

-
3. Choose the appropriate identity, usually Default Identity, from the **Select the identity you want to change** drop-down list.

*The **Your From:** address field should already be correctly populated.*

4. Scroll down to the **Your signature** section and modify as appropriate.
5. Click the **Save Options** button.

You will be informed that 'Your options have been updated.'

6. Click on the **Log out** link (left hand side).

Updating the University' Directory Service

1. Verify your entry in the UWA Contact Directory Service:

<http://directory.uwa.edu.au/>

2. If you need to have your entry updated email directory@uwa.edu.au with you details. Note that all of the following information may be required:
 - staff number
 - full name, including title (Mr/Ms/Dr, etc.)
 - position and department name
 - mailbag number, phone (and fax) number
 - e-mail address

RELATED INFORMATION

- Check that any web pages displaying your email address are modified accordingly
- <http://directory.uwa.edu.au/>
- http://www.induction.uwa.edu.au/alpha_am/checklists/getting_connected