

## Webmail

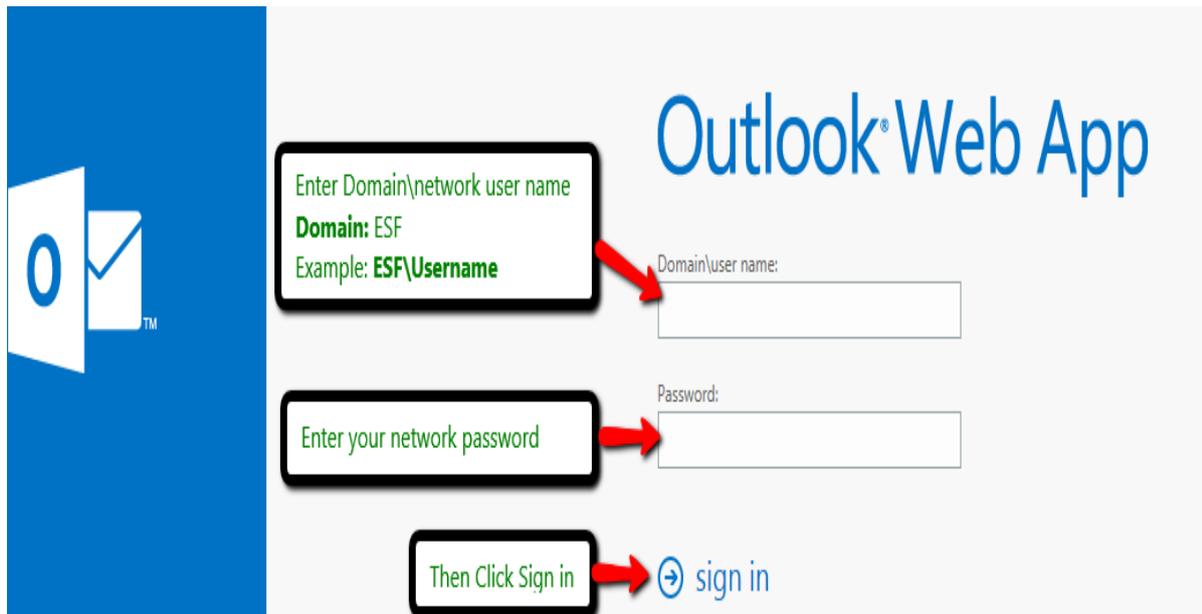
### What is it?

Outlook is the Foundation's email client. This is used by staff to send and receive work emails and access their calendar and contacts.

### Where is it?



This can be accessed by clicking the icon on the school website or by using <https://webmail.emmanuelsschools.net/>. You will be asked for your network username & password.



### Where can I get help?

Support: via the local [IT Support](#).

## Email Guide

### Email etiquette.

Email is often used to communicate with colleagues, friends and other important contacts therefore staff should be aware that each email may affect the Foundations image and reputation.

Here are a few rules for good email etiquette:

- Do not forward chain emails or humorous messages as these fill up mailboxes and some topics are not appropriate for the Foundation.
- Try to use a meaningful subject line rather than leaving it blank.
- Only use the 'important message' setting sparingly and for messages that are really important.
- When sending a group email only include those people that are relevant to that particular email.

### Use Folder structure so that emails can be found and archived.

Create a folder structure within your mailbox so that emails can be located more efficiently and archived when no longer required. Your local IT Support can assist you with creating folders and managing them if needed.

### Delete spam and Junk email.

Each of us receive what we class as spam and junk emails, rather than leaving them in your inbox you should delete them.

### Empty your Deleted Items folder regularly.

When you delete items they go your Deleted Items folder, until you empty it. Your mailbox size will not get any smaller until these are emptied. Right click on "Deleted Items" and select "Empty Folder". Only do this once you are sure that you no longer require the emails.

### Archive old emails.

It is good practice to archive old emails which you may want to keep but not require access to all the time contact your local IT Support if you require assistance.

### Removing unnecessary attachments whilst retaining the email.

It is good practice to detach attachments you receive from the email system and store them on the file server. This will retain the original email but save space on the email system itself. Please contact to your local IT Support team if you are unsure how to do this.

### Sending large files.

#### Outside the Foundation.

There is a 35MB limit for emails going out externally of the Foundation, therefore please speak to IT Support and they will guide you in the most secure way to send the file not necessarily email.

#### Within the Foundation.

There are numerous methods of sharing files with your colleagues throughout the Foundation. Consider sending a link to the file rather than sending the actual file, or compressing the file prior to attaching. If you are unsure of this process please speak to your local IT Support team who will happily go through the process with you.

### Recovering deleted items.

Open your Deleted Items folder and drag the files you require back to the folder they need to be in.

If you have emptied your Deleted Items folder then you still may be able to recover your items by the following process.

- Open "Deleted Items".
- Select "Folder" from the top menu.
- Select "Recover Deleted Items" from the top.
- Select the files you wish to recover.