

FWISD WebMail

Frequently Asked Questions

1. Why is Fort Worth ISD moving to WebMail?

WebMail integrates with newer technology. It supports single sign-on into the network and is easier to accurately maintain. In addition, it provides record retention required by new laws.

2. What is WebMail?

WebMail is the web-based email solution the District has chosen to replace the First Class email system.

3. When will WebMail be launched?

WebMail is here and ready for use.

4. What is my username?

Your username is your **firstname.lastname (plus a number at the end, if there are duplicate names)**. You can locate your username by going to the following website: <http://info/ITS/default.aspx>

On the right-hand side of the web page, click on Active Directory Username Report

Active Directory Tools and AUP

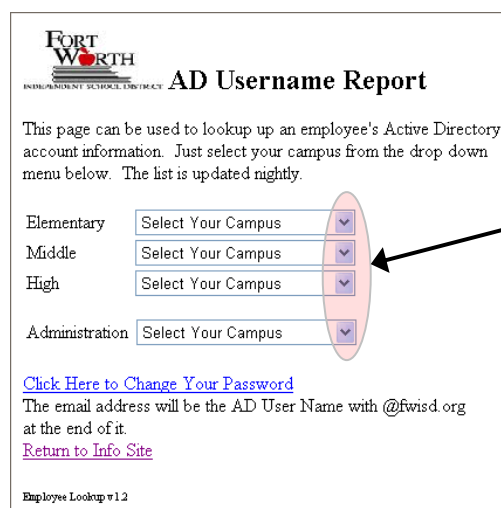
■ Acceptable Use Policy

■ Active Directory Username Report

■ Active Directory Password Change

■ My Computer Information

A new web page will open. Select your campus from the drop-down menu to open the web page with your username.



The screenshot shows the 'AD Username Report' page from the Fort Worth Independent School District. It features a header with the district logo and title. Below the header is a paragraph explaining the page's purpose: 'This page can be used to lookup up an employee's Active Directory account information. Just select your campus from the drop down menu below. The list is updated nightly.' There are four drop-down menus labeled 'Elementary', 'Middle', 'High', and 'Administration', each with the text 'Select Your Campus' and a downward arrow. A pink oval highlights these menus, with an arrow pointing from the text 'Select your campus from the drop-down menu' in the previous block. Below the menus is a link: 'Click Here to Change Your Password'. A note states: 'The email address will be the AD User Name with @fwisd.org at the end of it.' There is also a link: 'Return to Info Site'. At the bottom left, it says 'Employee Lookup v1.2'.

Write down your username and append “@fwisd.org” Your E-mail address should look like **user.name@fwisd.org**. For example, Henry Garcia’s e-mail address is henry.garcia@fwisd.org

5. How do I change my password?

To change your password, you will need to type the following link into your web browser’s address bar and hit Enter. <http://info/ITS/default.aspx>

On the right-hand side of the web page, click on Active Directory Password Change

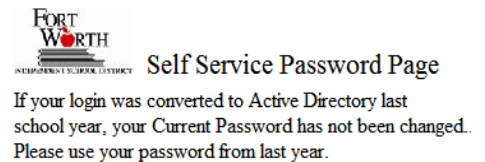
Active Directory Tools and AUP

- Acceptable Use Policy
- Active Directory Username Report
- Active Directory Password Change
- My Computer Information

The Self Service Password Page will open.

- a. Type your username in the UserName field.
- b. In the Current Password field, type the initial password. **To obtain the initial password, ask your Technology Coordinator or contact the ITS User Support Help Desk at 817-871-2085.**
- c. Type in your new password in the New Password and Retype Password fields.

UserName: joseph.smith5
Current Password: <initial password>
New Password: 3jm85h!0
Retype Password: 3jm85h!0



FORT WORTH
INDEPENDENT SCHOOL DISTRICT

Self Service Password Page

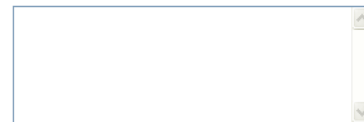
If your login was converted to Active Directory last school year, your Current Password has not been changed. Please use your password from last year.

If you are new to Active Directory, you have been given an initial password to use that will allow you to set your new Active Directory password.

UserName:
Current Password:
New Password:
Retype Password:

- d. Once you have entered the above information, click on the SetPassword button.

SetPassword



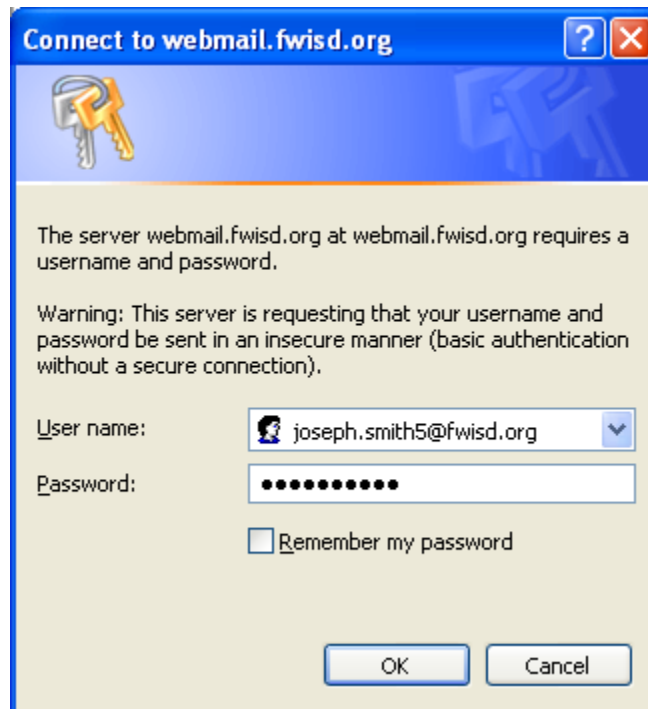
Note: Changing your Active Directory password automatically changes your WebMail password.

6. What do I do if I forget my username and/or password?

Contact the ITS User Support Help Desk at 817-871-2085.

7. How do I log in to WebMail?

Open Internet Explorer, type <http://webmail.fwisd.org> in the address bar and hit Enter. A dialog box will appear. Type <username>@fwisd.org in the User Name field. For example, in the User name field type **joseph.smith5@fwisd.org**




Type your password in the Password field and click OK.


8. How do I log off of WebMail?

Click on the Log Off button found on the right-hand side of the WebMail toolbar. When prompted, click on the Close button to exit the WebMail window and then click on Yes to close Internet Explorer.

9. How do I send emails to District employees?

From the WebMail Toolbar, click on the down arrow on the right side of the New button; it will open a drop-down menu. Click Message and a new window will open. Click on the To button to open the Find Names window. You can then choose to search within the Global Address List (District contacts list) or Contacts (your personal contacts list) by clicking on the drop-down menu. Type the first few letters of the recipient's last name in the Last Name field and click on Find. Select the correct person from the list and click on one of the *Add recipient to...* buttons (To, Cc, or Bcc). Click Close when you are done adding recipients. Give the email a subject, type your message, and click the Send button  located on the Toolbar.

10. How do I send emails to people outside of the District?

Create a new message. Type the recipient's email address in the To field, give the email a Subject, type your message, and click the Send button .

11. Why doesn't my message automatically save when I close the window?

You need to click on the floppy disk icon  to save the message into your Drafts folder.

12. How do I attach a document?

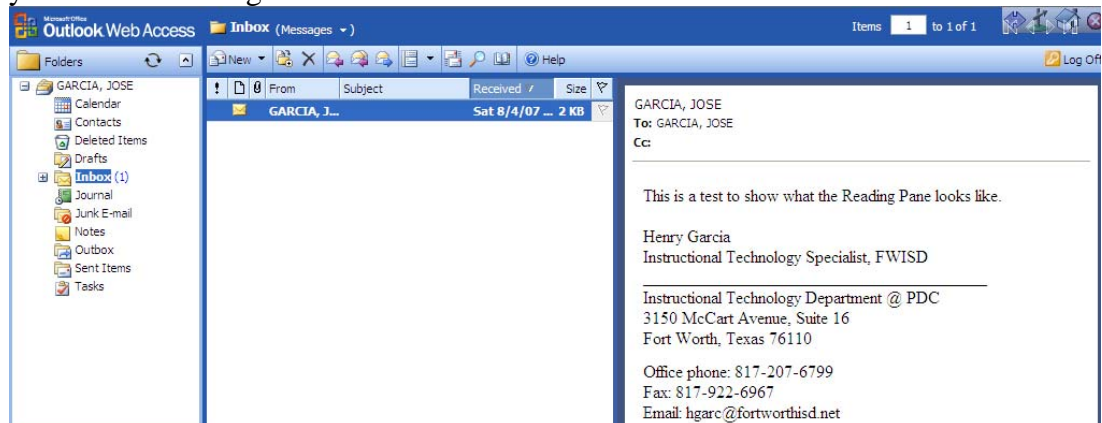
1) Create a new message. 2) You can click on the Attachments button or the Paperclip icon on the toolbar to open the Attachments window. 3) Click on the Browse button to navigate to the folder that contains the file you wish to attach. 4) Click on it once to select it and click on Open. 5) Next you need to click on the Attach button right below the Browse button to attach it to your email.

Once you have clicked on Attach, you should see the name of your file in the *Current file attachments* box. You can add more attachments if desired by repeating steps 3 through 5. Click on the Close button to exit the Attachments window once you have completed attaching all your documents of choice.

Note: By default, WebMail blocks attachment files (such as .bat, .exe, .vbs, and .js) that can contain viruses.

13. How do I view or open my email?


Make sure the folder with your name on it or the Inbox folder is selected. If the Reading Pane is active you will see the email message in the third column as soon as you select a message.



To view an email in a separate window, simply double-click the message.

14. How do I delete an email?

There are three methods of deleting email; they are:

- click on the email to select it, and then click the delete button  on the toolbar to send it to the Deleted Items folder
- click on the envelope icon and hold your left mouse button down and drag the email to the recycling bin icon in the left column
- right-click on the message and select Delete

15. How do I open and/or save an attachment?

Open the e-mail. To open an attachment, click on the attachment once. If the format is HTML, plain text, or pdf the attachment will automatically open in a new web page. If you click the attachment of a Microsoft application (like a Word document), a dialog box will open prompting you to Open or Save. If you click Open, the document will appear in a new web page; if you click Save, you will be prompted to select a location to save the document. Choose a desired location and click Save. To save an attachment without opening it first, right-click on it and select Save As.

16. How do I add contacts?


Click the New button's drop-down menu and click on Contact. Once the new window has opened, type in your New Contact's information. Don't forget to type in the contact's email address. Click on Save and Close. The person will now be added to your personal contacts list.


17. How do I create personal distribution lists?

Click the New button's drop-down menu and click on Distribution List. When the Distribution List window opens, type the name of your new list in the List Name field. You can type the person's email address in the Add to Distribution List field (This field is mostly used to add people who are not in your personal Contacts or the Global Address List [GAL].); then click add.

If you are trying to add people from your personal Contacts or the District's GAL, click on the Find Names button. Click on the drop-down menu to choose which list to search within. Type the name of the person in the appropriate fields and click on Find. Select the correct person and click on the *Add recipient to... Distribution List* button. After you have added all the people you want to the list, click Close and don't forget to click on Save and Close in the Distribution List window.

18. How do I send emails to a group of people using a Distribution List?

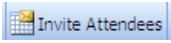

From the Shortcuts Toolbar, select *Contacts*. Double-click the distribution list you wish to send an email to. A window will open listing the contacts in this distribution list. On the Standard Toolbar, click on the *Send mail to list* icon .

If you want to send an email to a group of people in the District's Global Distribution List, begin by creating a new message. Type an underscore "_" in the To field and click on the Check Names button. A list of Global Distribution Lists will appear. Click on the desired distribution list and click on OK. Write your message and click on the Send button .


19. How do I add an appointment to my calendar?

Click the New button's drop-down menu and click on Appointment. A new window will open allowing to you to enter time, date, and subject. Click on Save and Close

20. How do I invite someone to my appointments?

From the Appointment window, click on the Invited Attendees button . Enter the names of your invitees and click on the Check Names button . Select the correct person and click OK. Once you have the selected all your invitees, click on Send.

21. How do I delete an appointment from my calendar?

On the left column, at the bottom, you will find the Button Bar. Click on the Calendar button. Find the appointment you wish to delete. Click on the appointment to select it and then click the delete button .

22. How do I create folders to store my read email?

Click the New button's drop-down menu and click on Folder. A Create New Folder window will open. Type in a title for the new folder in the Name field. Designate what the folder will contain by clicking on the drop-down menu. Next, select where you want the new folder to be created in by clicking once on the desired folder and click OK.

23. How do I copy or move a message/folder?

There are two methods of moving a message/folder; they are:

- a. Click on the email/folder you want to **move**. Holding your left mouse button down, drag the email/folder to a location in your Folder List (located in the left column) and release the left mouse button. Your email/folder should have been moved into the selected folder. To **copy** the email/folder to a different location, hold down the Control key while dragging the email to the desired folder.
- b. Click on the email you want to move or copy once to select it. Right-click on that email and select *Move/Copy to Folder*. Select the folder where you want to move or copy it. Click on either Move or Copy.

24. How do I move my contacts from First Class to WebMail?

Unfortunately, it is a bit more difficult to directly move your contacts over to WebMail. You will have to re-enter them manually. To make it easier, however, you can export your contacts' information into a csv file which will open with Excel and from there you can copy and paste the information into your WebMail Contacts Forms. To do so, follow these directions:

Open the First Class Client. Click on File/Open/Contacts; then click on File/Export Contacts. Click on the *All Contacts* radio button and the *For use with Outlook* button and click OK. Save to the Desktop and name your file *FC_contacts* and click Save. Click the Close button and exit out of First Class.

District contacts are automatically in the Global Address List (GAL), but remember when searching for contacts that their names are the official names in the Human Resources personnel files.

25. How do I move my emails and attachments from First Class over to WebMail?

You cannot move your emails or attachments to your new WebMail account at this time. Before October 1st, you might want to export your email and attachments to your computer. You can do this by selecting your emails and right-clicking. Select Export Documents. Select the desired location to save your messages and click on Save.

26. How do I create my signature?

On the left column (in the Navigation Pane), at the bottom you will find the Button Bar. Click on the Options button. When the option window opens, scroll down to Messaging Options and select Edit Signature. Another window will open where you will create your signature. (Tell the computer to run the Active X file) Save and Close. Select the box to *Automatically include my signature on outgoing messages.* and Save and Close.

27. How much storage space does my email account have?

Fort Worth ISD has acquired sufficient storage to support the entire school District.

28. Can I upload documents to WebMail?

No, you cannot just drag a document to the inbox and keep it stored there for easy retrieval. A flash drive should be used to store such documents.

29. What happens to the email that is sent to my First Class Email Address?

Any email sent to your First Class email address will be redirected to your WebMail beginning November 16th and will continue to be forwarded for approximately 6 months. This will allow you plenty of time to notify contacts of your email address change.

30. Can I still use my First Class account?

First Class will remain the email system for official school business until November 16, 2007; you will continue to have full access to First Class until then, allowing you time to learn the new system and migrate your email. Once WebMail becomes the official tool, First Class will become View Only (for archival purposes). This means that you can visit First Class to view your old emails and download attachments (for approximately 6 months beginning November 16th). The emails in your First Class account will be Read-Only and cannot be edited. Furthermore, you will not be able to send, nor receive emails via First Class beginning November 16th.

31. What will happen to my conferences?

Conferences are now called “Public Folders.” Only Global Conferences will be available for everyone. Advanced Training will be made available and *Creating Conferences* will be one of the topics covered in that training.

32. How do I log in from home?

Logging in from home is identical to logging in within the District network. (For instructions on how to log in, refer to FAQ #7.)

33. Where are the District Forms?

All forms will be migrated to an online web form which you will be able to find in the appropriate Public Folder.

34. Why can I no longer Chat?

Chat is not supported with FWISD WebMail.

35. Why can't I check my emails' history?

It is not one of Outlook's features. It will however, allow you to send a Read Receipt along with the email you sent. WebMail differs however, in that the receiver of the email can elect to send or decline that a read receipt be sent back to you.

36. Will I be able to unsend my emails?

No; once you click on Send, you cannot unsend a message.

37. Can I Undelete my emails?

You can undelete messages, only if they are still located in your Deleted Items folder.

38. Are my deleted emails "really" deleted?

No, even if you have emptied your Deleted Items folder, all emails are recorded. According to a recent Supreme Court ruling, all communications must be archived for "open records" requests.

39. What is Active Directory?

Active Directory is a central component of the Windows platform. Active Directory is used to manage items such as user names and passwords, location of the facility that the user reports to, and what access privileges they have on various systems around the District. It also supports single sign-on, allowing the user to log in once for multiple applications requiring a log in.

40. What do I do if Internet Explorer blocks the pop-ups from WebMail?

Make sure that when you first log into WebMail, when the pop-up blocker notifies you that a window has been blocked, click on the yellow **Pop-up blocked bar** and select "Always Allow Pop-ups from This Site..."

