

IT DOCUMENTATION

PRODUCT: Lotus Notes

SUBJECT: Accessing Notes e-mail through the web (users with Town PC)

CREATED BY: FS

DATE REVISED: 1/25/2008

Overview

Many Town network users may have the need or desire of checking and using e-mail when they are outside of the Town network. Town e-mail is now accessible through the internet via a web browser. This access has been tested on Microsoft Internet Explorer and Firefox on Windows 2000/XP platforms.

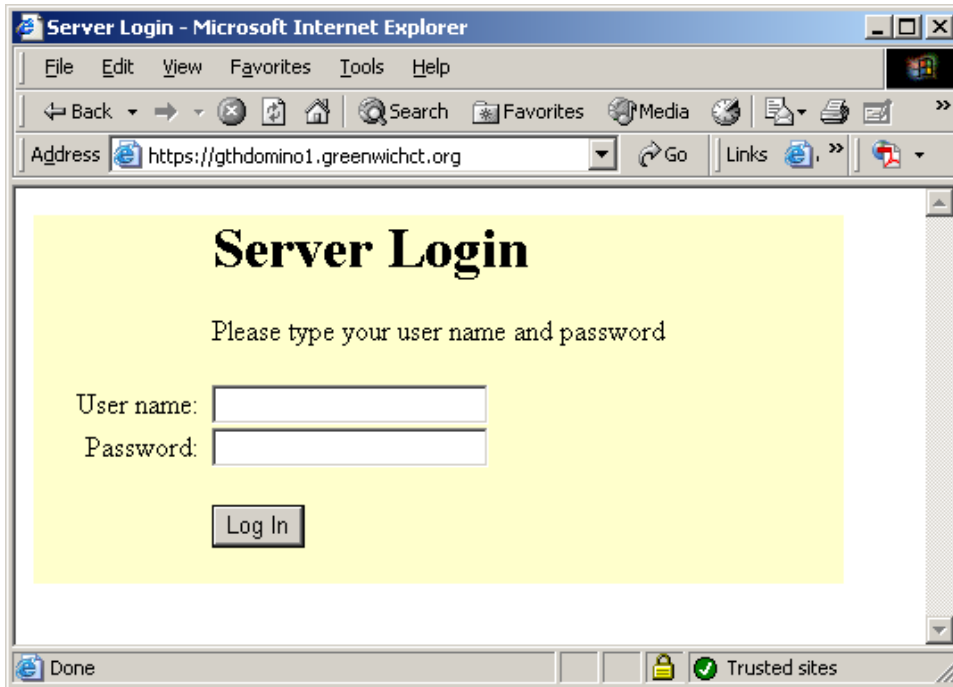
Procedure

1) Access to the Towns E-mail web portal can be accessed by either entering <https://mail.greenwichct.org> in your browser or going to www.greenwichct.org, clicking on the **Town Employees** button on the left menu bar and clicking on the link **Town E-mail Access**.

2) This is the window you will see:



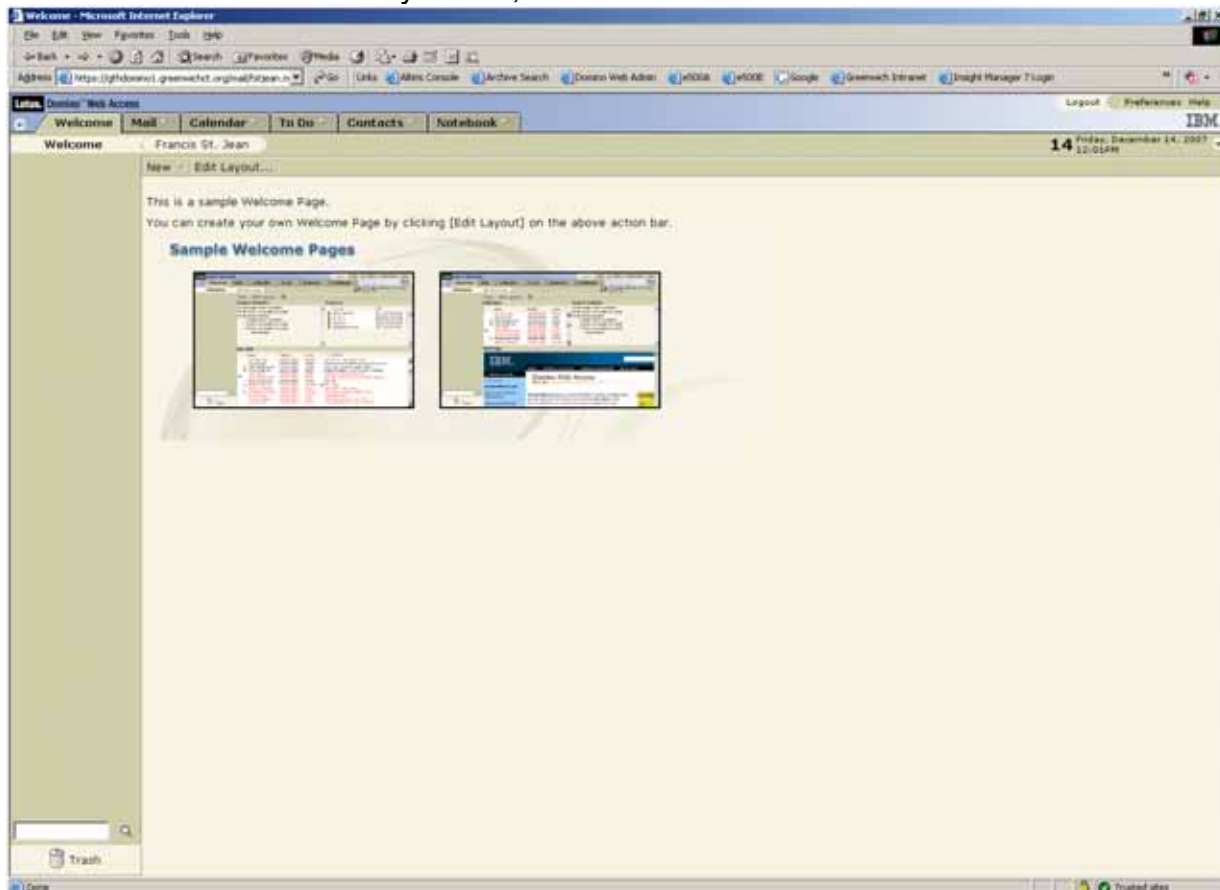
Click **Yes** (For IE6 & 7 users only, you can eliminate this message by following the instructions at the end of the document to install the Town E-mail Security Certificate)



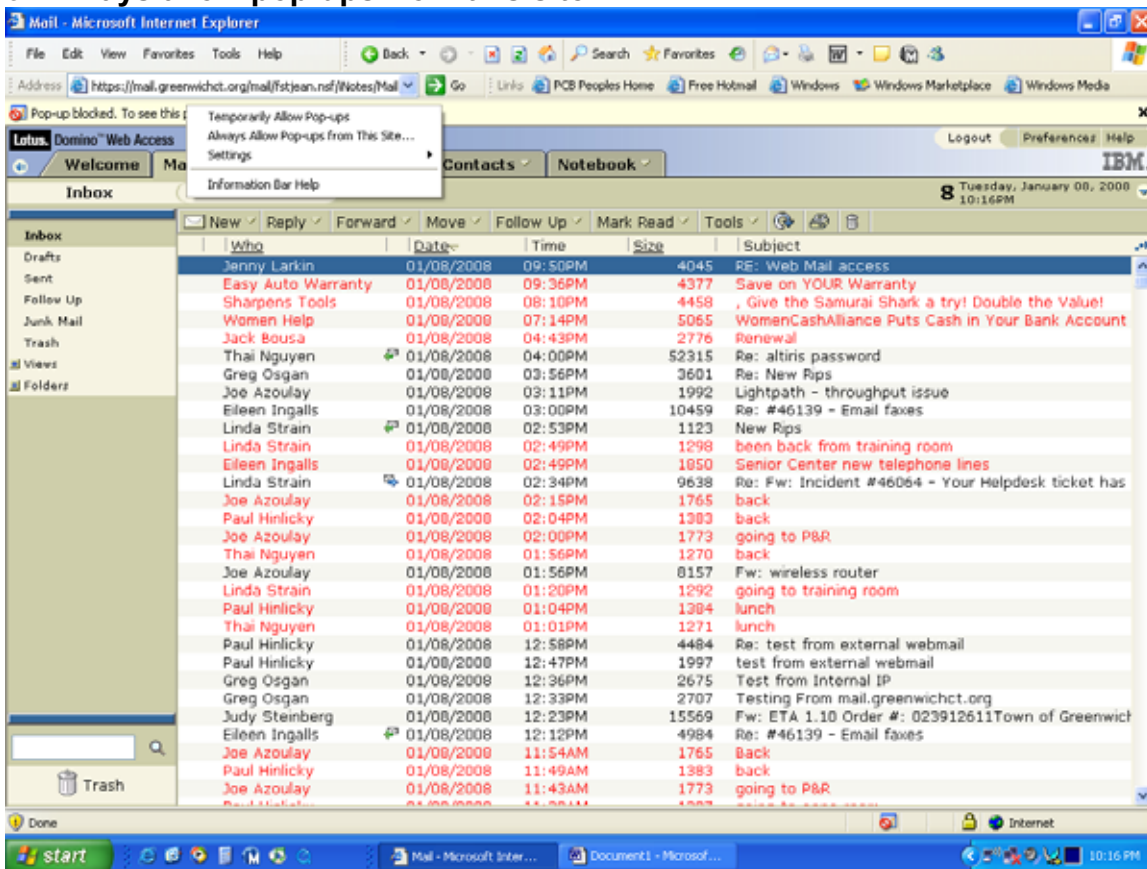
3) Type your full name as assigned in your Town E-mail (Ex: Mary Jones) and enter your password. Click **Log in**.

****Note** - If you've changed your password in the Town system within 48 hours the password may not have synched up yet. If your new password doesn't work, try your old one**

This will be the next screen you see,

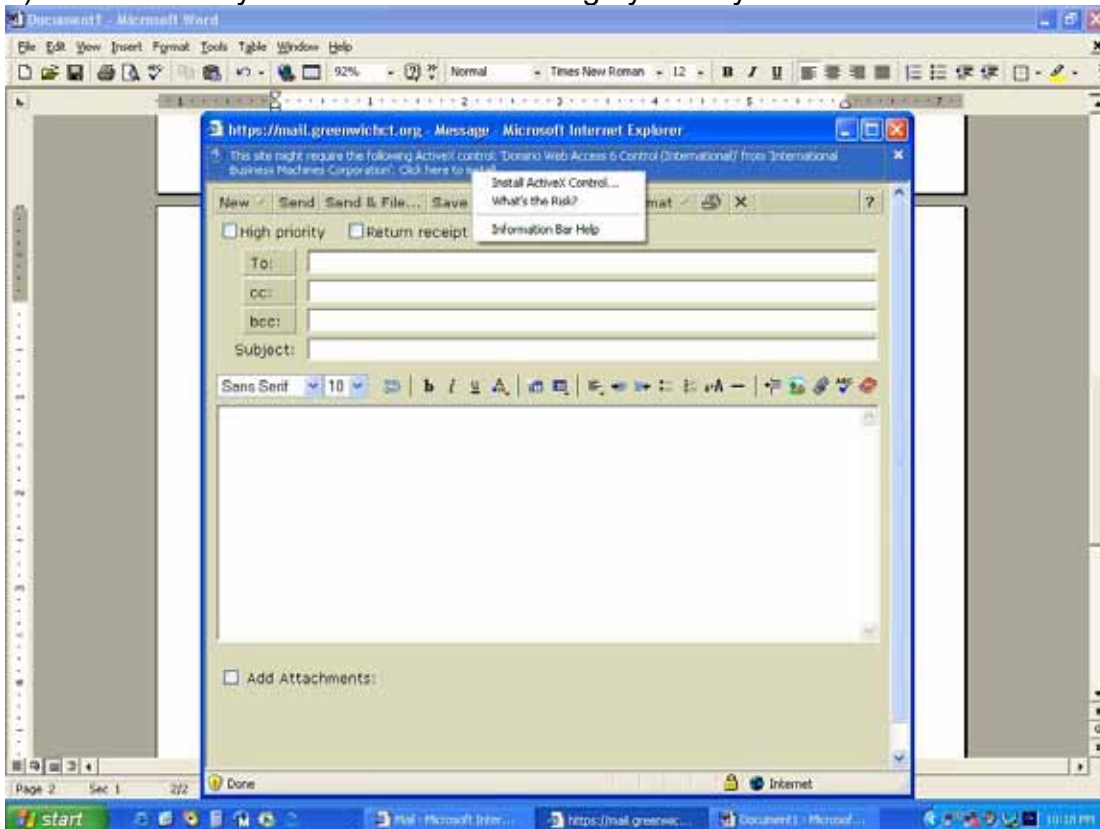


4) Click on the **Mail** tab. If you have the pop-up blocker enabled you will see the next screen. You will need to click the “pop-up blocked” bar then either click **Temporarily allow pop-ups** or **Always allow pop-ups from this site**.

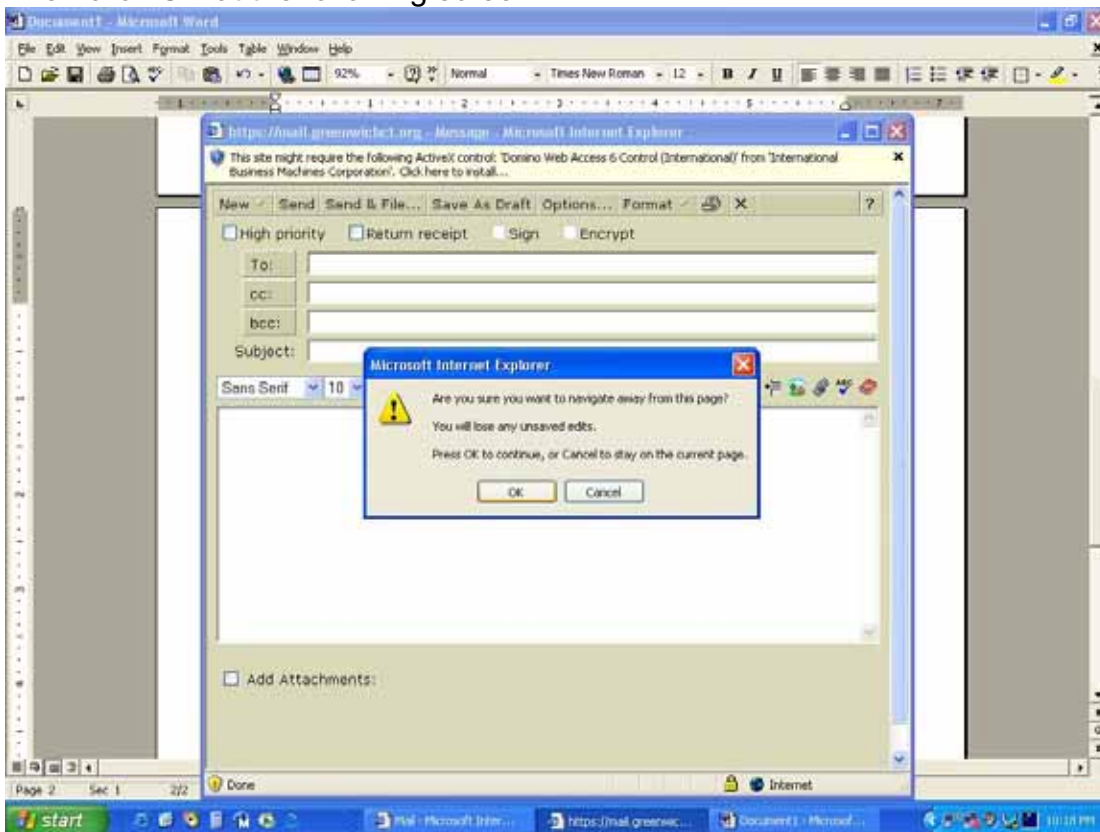


5) You can open, reply to and forward e-mail similarly to how you do in your Notes Client. **Help** is located at the upper right hand corner of the screen.

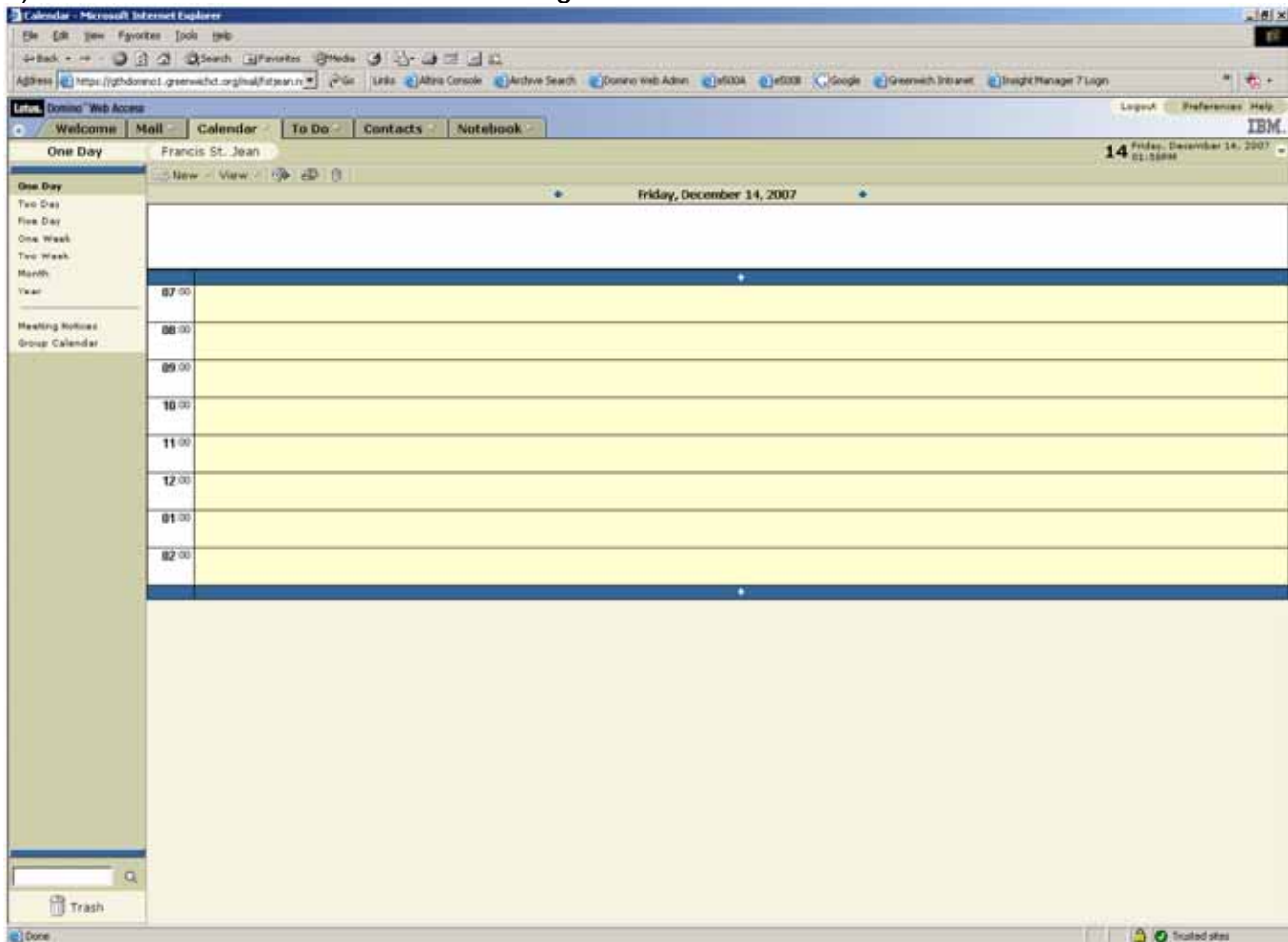
6) The first time you create a new message you may see this screen.



You will need to click the blue message bar then click **Install Active X Control**. Then click **OK** at the following screen.



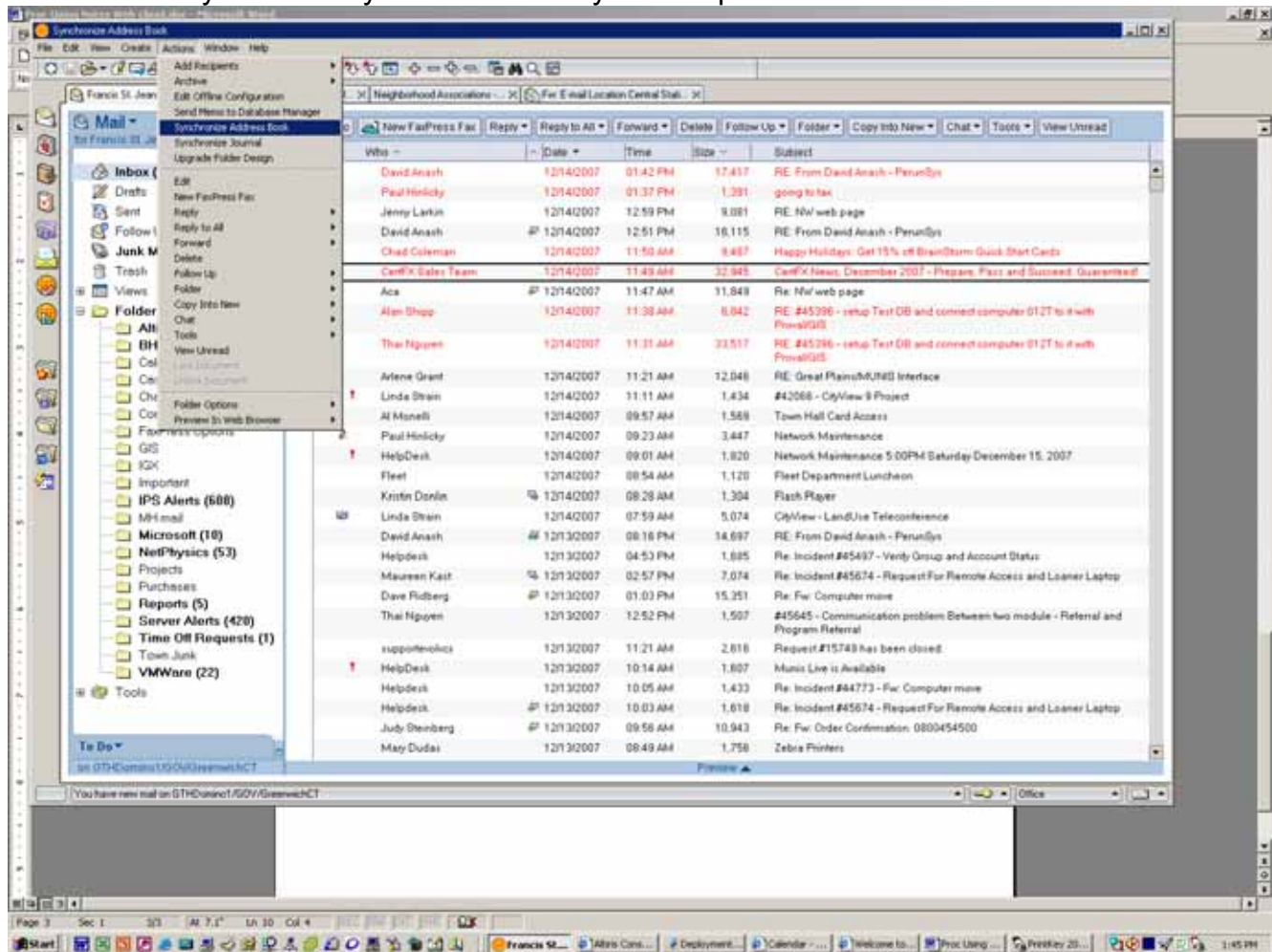
7) Calendar entries can be viewed through the Calendar tab.



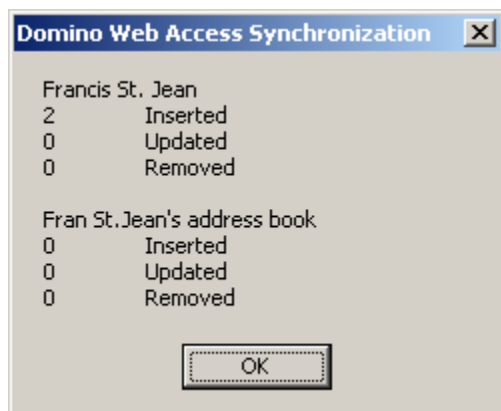
The view of the Calendar can be changed in the left pane by selecting **One Day**, **Month** etc. Calendar features can be used similarly as in the Notes client. Once again, help with this is available through the **Help** at the upper right hand corner of the screen.

8) Contacts can be viewed through the contacts tab.
 If you have a contact list (other than the Town Directory) that you keep, you will need to synchronize this list with your Notes client at Town Hall.

The next time you access your e-mail from your computer at Town Hall:



a) Click on the **Actions** menu and select **Synchronize Address book**.



b) A screen like this one will appear showing entrees that were updated. Click **OK**
 c) A list of names etc will now appear under the contact tab when you access via the web

Limitations of web access:

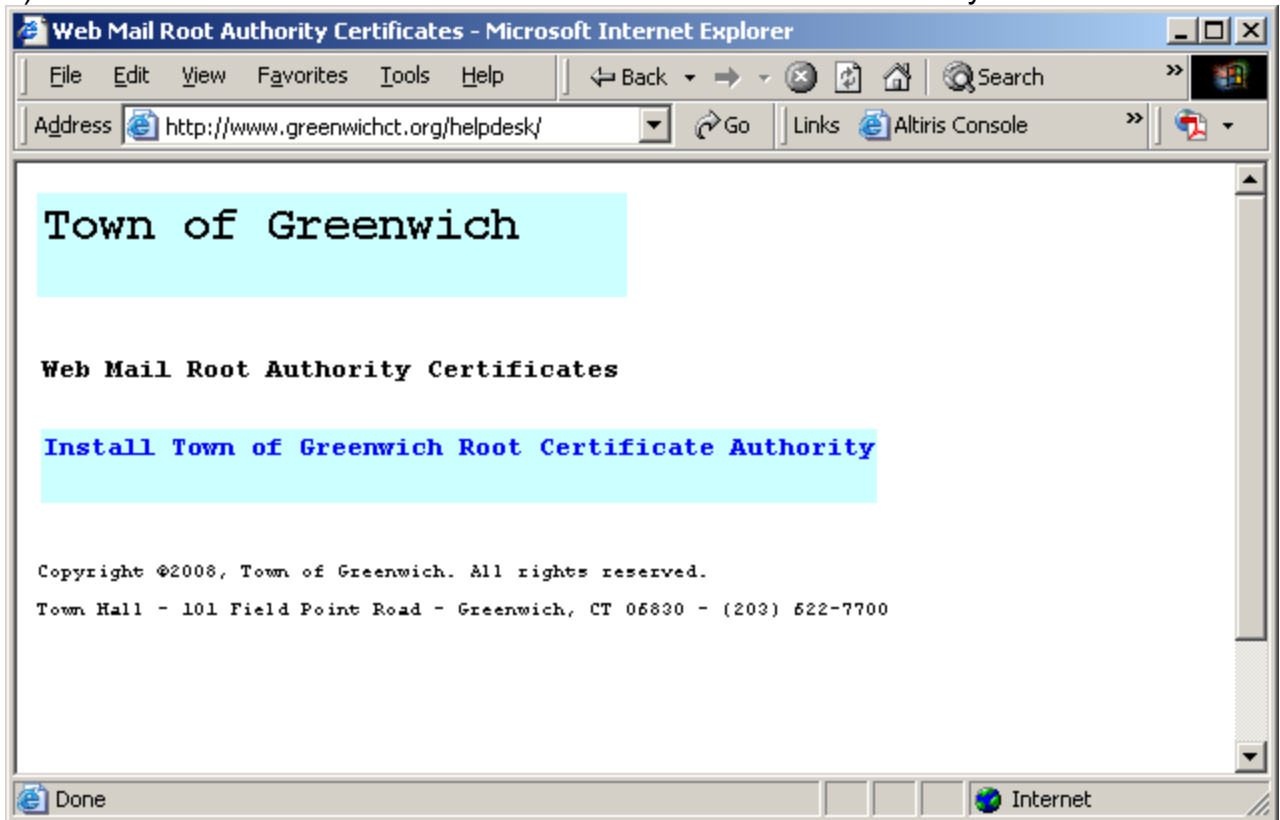
- a) Archived messages are not accessible through the web.
- b) Mail can only be searched by the **Who, Date or Size** fields.

Installing the Town E-mail Certificate (For IE6 & 7 users only)

1) Click the link below:

<http://www.greenwichct.org/helpdesk>

2) Then click on "Install Town of Greenwich Root Certificate Authority".



3) Then click "Yes" when prompted.

End Procedure