


**2009 SCHOOL OF NURSING
STUDENT ORIENTATION
INTRODUCTION TO MAIL@UCSF**



mail@UCSF Overview

- 1000 MB mailbox
 - Web Access
 - Desktop Clients
 - Global Address List (Campus-wide)
 - Secure email
 - Spam Filter
 - You are required to use it for all email communication with UCSF faculty, staff and students.
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What's my UCSF email address?

- Your UCSF email address will take the following form:
 - preferredfirstname.lastname@ucsf.edu
 - So... sarah.jones@ucsf.edu

Outlook Web Access (OWA)

- exchange.ucsf.edu
- Login using the information provided to you by the Registrar's Office
- Options Menu Features
 - Out of Office Assistant – vacation notice
 - Self manage ActiveSync devices
- Password Management
 - Link from OAAIS homepage
 - Enroll, Reset, Unlock, Change

Secure email

- Use secure email whenever you are sending sensitive or protected information outside of the UCSF email system.
- How Secure email Works
- To Send a Secure Email
 - Simply put the word “secure” at the beginning of your Subject line, followed by a colon and a space.
 - e.g., Subject: **secure: Here’s the real subject!**
- Additional Information
 - <http://oaais.ucsf.edu/OAAIS/171-DSY.html>

Spam Filter

- Access at
 - <http://oaais.ucsf.edu>
- Additional Information
 - http://oaais.ucsf.edu/students/student_email/287-DSY/spam.html

Desktop Clients

- Outlook 2007 for PC
 - <http://oaais.ucsf.edu/OAAIS/6295-DSY.html>
- Entourage 2008 for Mac
 - <http://oaais.ucsf.edu/OAAIS/6310-DSY.html>
- Additional Email System Information
 - http://oaais.ucsf.edu/OAAIS/service_catalog/1902-DSY.html
 - <http://pharmacy.ucsf.edu/pharmd/students/comp/email/setup/>

Connecting ActiveSync Devices

Most notably, iPhone

- Request ActiveSync activation
 - <http://help.ucsf.edu>
 - Campus ActiveSync Activation
 - Login using your *SAA ID* and *birthdate* (yyyymmdd)
 - Enter your UCSF email address
 - Click "Activate" button

Customer Support

- Online at
 - <http://help.ucsf.edu>
- Email to
 - CustomerSupport@ucsf.edu
- Call
 - 415-514-4100, Option#2
 - Monday thru Friday
 - 7:00 a.m. – 6:00 p.m., except UCSF Holidays