

Email Account Management Learning Guide

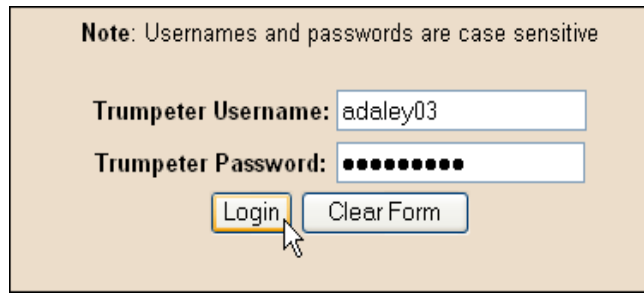
Trumpeter Email at Tufts

Below are some helpful nomenclatures to familiarize you with the Tufts Network.

Term	Definition
UTLN	Universal Tufts Login Name. You will use your UTLN and password to access a variety of resources, including email and the Tufts network.
Email Address	firstname.lastname@tufts.edu
Trumpeter	The primary email system at Tufts.
Trumpeter Webmail	A web based interface to access your Trumpeter email account. https://webmail.tufts.edu

Logging into Trumpeter Email Services

- Launch an internet browser.
- Visit <https://trumpeter.tufts.edu>.
- In the box labeled **Trumpeter Username**, type Trumpeter Email password sheet.
- In the box labeled **Trumpeter Password**, type your Trumpeter email password.



Note: Usernames and passwords are case sensitive

Trumpeter Username:

Trumpeter Password:

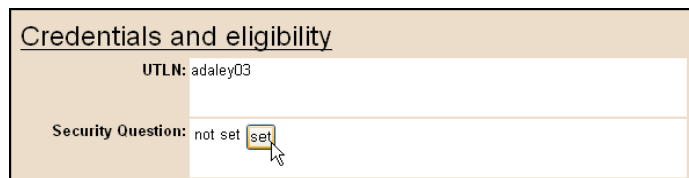
- Click on the button labeled **Login**.
- The **Trumpeter Email Services** window will appear.

Setting and Changing your Email Security Question

Currently, students can set and change a security question that will allow them to reset their email password, if they forget it.

Setting your Email Security Question

- In the **Credentials and eligibility** area, locate the section labeled **Security Question**.
- Click on the button labeled **set**.



Credentials and eligibility

UTLN: adaley03

Security Question: not set

- The **Set Security Question** window will appear.

Set Security Question for Andrea Daley

Security Question

Answer:

Confirm Answer:

- Click on the down-facing arrow located next to the box labeled **Security Question**.
- From the list that appears, select a security question. *The questions in the picture below are not actual question.*

Set Security Question for Andrea Daley

Security Question

What was the name of your favorite pet?

What is your favorite football team?

What was the title of your favorite book?

What was the name of the first person you loved?

What is your favorite place?

- In the box labeled **Answer**, type the answer to the security question you selected.
- In the box labeled **Confirm Answer**, retype the answer to your security question.
- Click on the button labeled **Set Security Question**.

Set Security Question for Andrea Daley

Security Question

Answer:

Confirm Answer:

- If you successfully set your security question:
 - The **Your Security Question and Answer have been set.**

Set Security Question for Andrea Daley

Your Security Question and Answer have been set.

- If your security question answers do not match:
 - The **Your Security Question Answers do not match** error message will appear.

Set Security Question for Andrea Daley

Your Security Question Answers do not match.

Security Question: What was the title of your favorite book? ▾

Answer: Pride and Prejudice

Confirm Answer: Pride and Prejudicce

Reset Form Set Security Question

- Retype the answer to your security question in the boxes labeled **Answer** and **Confirm Answer**.
- Click on the button labeled **Set Security Question**.
- If the answer to your security question contains less than 6 characters:
 - The **Your Security Question Answer must include at least 6 letters or numbers** error message will appear.

Set Security Question for Andrea Daley

Your Security Question Answer must include at least 6 letters or numbers.

Security Question: What was the title of your favorite book? ▾

Answer: Zorro

Confirm Answer: Zorro

Reset Form Set Security Question

- In the boxes labeled **Answer** and **Confirm Answer**, retype an answer to your security question with at least 6 numbers or letters.
- Click on the button labeled **Set Security Question**.

Changing your Email Security Question

- In the **Credentials and eligibility** area, locate the section labeled **Security Question**.
- Click on the button labeled **change**.

Credentials and eligibility

UTLN: adaley03

Security Question: set

- The **Set Security Question** window will appear.
- Click on the down-facing arrow located next to the box labeled **Security Question**.
- From the list that appears select one of the security questions.

Set Security Question for Andrea Daley

Security Question: What was the title of your favorite book?

What was the name of your favorite pet?

What is your favorite football team?

What was the title of your favorite book?

What was the name of the first person you loved?

What is your favorite place?

- In the box labeled **Answer**, type the answer to the security question you selected.
- In the box labeled **Confirm Answer**, retype the answer to your security question.
- Click on the button labeled **Set Security Question**.

Set Security Question for Andrea Daley

Security Question: What was the title of your favorite book?

Answer: Pride and Prejudice

Confirm Answer: Pride and Prejudice

Reset Form Set Security Question

- If you successfully set your security question:
 - The **Your Security Question and Answer have been set**.

Set Security Question for Andrea Daley

Your Security Question and Answer have been set.

- If your security question answers do not match:
 - The **Your Security Question Answers do not match** error message will appear.

Set Security Question for Andrea Daley

Your Security Question Answers do not match.

Security Question: What was the title of your favorite book? ▾

Answer: Pride and Prejudice

Confirm Answer: Pride and Prejudicce

Reset Form Set Security Question

- Retype the answer to your security question in the boxes labeled **Answer** and **Confirm Answer**.
- Click on the button labeled **Set Security Question**.
- If the answer to your security question contains less than 6 characters:
 - The **Your Security Question Answer must include at least 6 letters or numbers** error message will appear.

Set Security Question for Andrea Daley

Your Security Question Answer must include at least 6 letters or numbers.

Security Question: What was the title of your favorite book? ▾

Answer: Zorro

Confirm Answer: Zorro

Reset Form Set Security Question

- In the boxes labeled **Answer** and **Confirm Answer**, retype an answer to your security question with at least 6 numbers or letters.
- Click on the button labeled **Set Security Question**.

Resetting your Email Password

- Launch an internet browser.
- Visit <https://trumpeter.tufts.edu>.
- Try to log in to Trumpeter email.
- The **Login failed: incorrect username or password** window will appear.
- Click on the link labeled **Reset it here**.



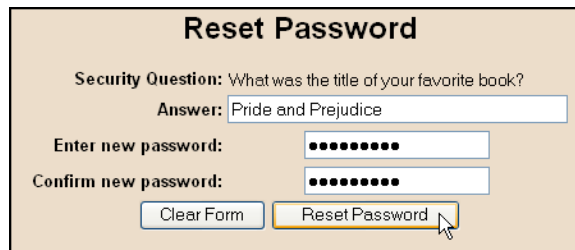
login failed: incorrect username or password
Forgot your password? [Reset it here.](#)

Note: Usernames and passwords are case sensitive

Trumpeter Username:

Trumpeter Password:

- The **Reset Password** window will appear with the security question you set.
- In the box labeled **Answer**, type the answer to your email security question.
- In the box labeled **Enter new password**, type in the new password you want your email to be reset to.
- In the box labeled **Confirm new password**, retype your new password.
- Click on the button labeled **Reset Password**.



Reset Password

Security Question: What was the title of your favorite book?
Answer:

Enter new password:

Confirm new password:

- The **Reset Password** window will appear and your Trumpeter password will be reset.

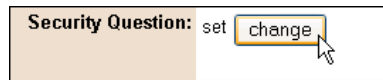


Reset Password

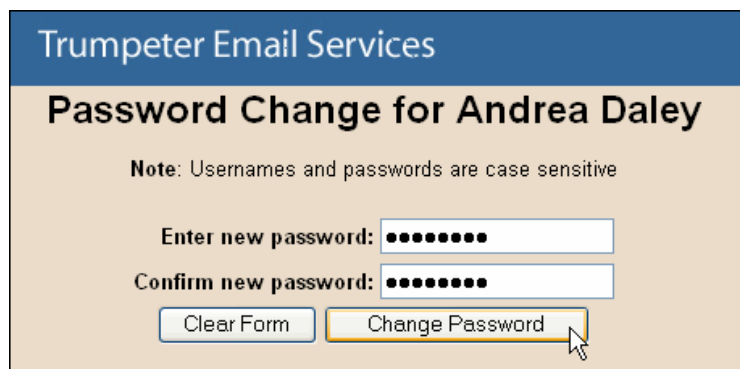
Your Trumpeter password has been reset.

Changing your Email Password

- Follow the steps in the section entitled **Logging into Trumpeter Email Services** to log into Trumpeter Services.
- The **Trumpeter Email Services** window will appear.
- In the **Credentials and eligibility** section, locate the **Password** area.
- Click on the button labeled **change**.



- The **Password Change** page will appear.
- In the box labeled **Enter new password**, type the new email password you wish to use.
- In the box labeled **Confirm new password**, re-type your new email password.
- Click on the button labeled **Change Password**.

A screenshot of a web page titled 'Trumpeter Email Services' with a sub-header 'Password Change for Andrea Daley'. Below the header is a note: 'Note: Usernames and passwords are case sensitive'. There are two input fields: 'Enter new password:' and 'Confirm new password:', both containing masked characters (dots). At the bottom, there are two buttons: 'Clear Form' and 'Change Password'. A mouse cursor is pointing at the 'Change Password' button.

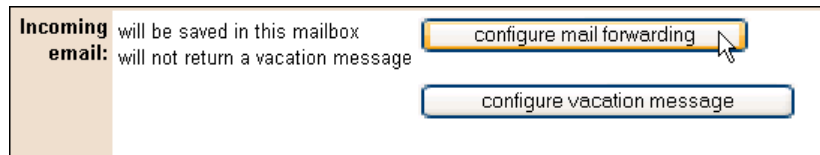
Configuring Email Forwarding

Although you have a Trumpeter email account you may want to use another form of email as your primary account (for example AOL, Hotmail, or Yahoo). In order to check your Tufts email from another email account you must enable email forwarding. To forward your Trumpeter email to another email account:

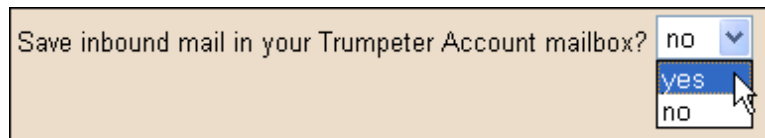
- If you are not already logged into Trumpeter Email Services:
 - Follow the steps in the section entitled **Logging into Trumpeter Email Services**.
- Decide whether you want to save forwarded mail in your Trumpeter account mailbox:

If you wish to save forwarded mail...	If you do not wish to save forwarded mail...
Trumpeter will deliver all incoming mail to your inbox and also forward all incoming mail to the address you specify.	Trumpeter will not save any of the mail you receive, but will instead forward all of your email to your forwarding address.

- In the **Trumpeter Email Account** section, click on the button labeled **configure mail forwarding**.



- Click on the down-facing arrow located next to the box labeled **Save inbound mail in your Trumpeter Account mailbox?**
- From the drop-down menu that appears select either **Yes** or **No**.



- In the box labeled **Forward inbound mail to the following addresses**, enter the address (or addresses) that your Trumpeter email will be forwarded to.

Forward inbound mail to the following addresses:

- To begin forwarding your email to this new address, click on the button labeled **Update Delivery Settings**.

Update Delivery Settings for adaley03@trumpeter-store.tufts.edu

This form allows you to update delivery settings for incoming mail addressed to your Trumpeter Account (**adaley03@trumpeter-store.tufts.edu**). Since your first.last alias is currently configured to deliver to your Trumpeter Account, these settings will also affect delivery of mail addressed to your first.last alias (**Andrea.Daley@tufts.edu**).

Save inbound mail in your Trumpeter Account mailbox?

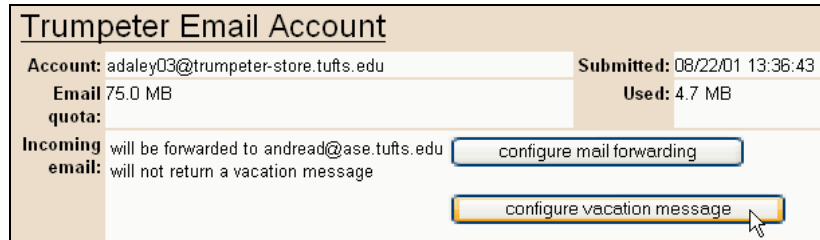
Forward inbound mail to the following addresses:

- Once forwarding is in place, you will see a message at the top of your browser window that reads: **Delivery settings updated**. *Changes will take effect within 30 minutes.*

Configuring a Vacation Message

Trumpeter allows you to set up an automated message that will respond to every email you receive while you are away.

- From the Trumpeter Email Services window, click on the button labeled **configure vacation message**.



Trumpeter Email Account

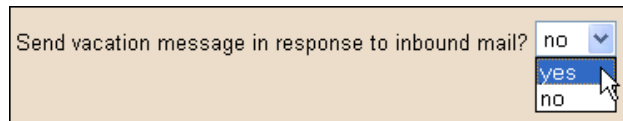
Account: adaley03@trumpeter-store.tufts.edu Submitted: 08/22/01 13:36:43

Email quota: 75.0 MB Used: 4.7 MB

Incoming email: will be forwarded to andread@ase.tufts.edu

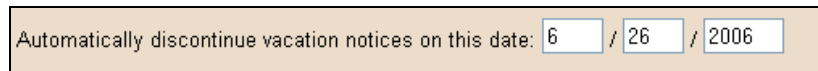
email: will not return a vacation message

- From the web page that appears, you can make changes to your vacation message settings.
- In the box next to the question, **Send vacation message in response to inbound mail?** confirm that **Yes** appears.
 - If not, click on the down-facing arrow next to the box and select **Yes** from the drop-down menu that appears.



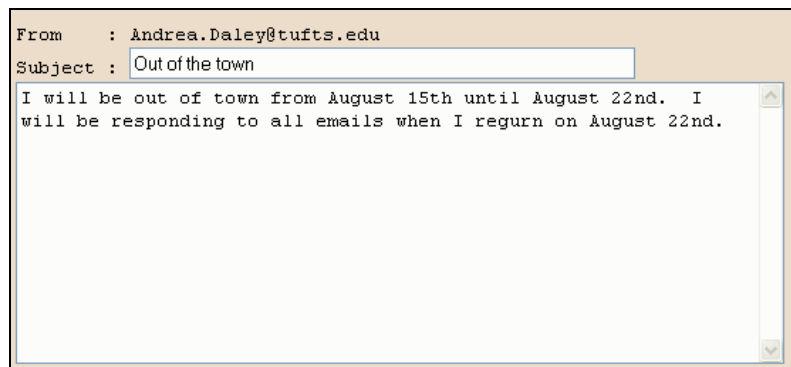
Send vacation message in response to inbound mail?

- In the boxes labeled **Automatically discontinue vacation message on this date**, type the date you would like to stop using your vacation notice.



Automatically discontinue vacation notices on this date: / /

- In the box labeled **Subject**, type the email subject you would like to use.
- Type the message that will appear in the body of this email.



From : Andrea.Daley@tufts.edu

Subject :

I will be out of town from August 15th until August 22nd. I will be responding to all emails when I return on August 22nd.

- At the bottom of the page, click on the button labeled **Update Vacation Settings**.

Managing Email Quota

Although Trumpeter provides you with *75 megabytes of space* for storage of email and attachments, it is still important to keep track of how much space you have used.

Checking your quota

- Once you log on to your Trumpeter email account, you can see how much of your allotted storage space you have used.
- In the **Trumpeter Email Account** area, locate the box labeled **Used**.
- Inside that box, you will see how many megabytes of files and emails you have saved so far.

Trumpeter Email Account	
Account: adaley03@trumpeter-store.tufts.edu	Submitted: 08/22/01 13:36:43
Email quota: 75.0 MB	Used: 4.7 MB

Quota notices

- **Once you have exceeded 80%** of your disk quota, Trumpeter will send you a message each day instructing you to remove email messages and attachments from your account.
 - When your disk usage drops below 80%, you will stop receiving the reminder messages.
- **Once you have exceeded 100%** of your disk quota, the email server will no longer accept incoming mail (except for the daily quota notification) until you remove enough email messages and attachments from your account.

