

## File attachments

It is possible to send files by email as attachments, e.g. you might have created an *Excel* spreadsheet or *Word* document that you need to send to someone. You can do this by attaching it to an email.

Please note that the maximum size of an email you can send (including all attachments) is **50MB**.

### Sending an attachment

Always tell the recipient the application you used to create the file you have attached, including the version of the application, for example *Microsoft Word 2007*, in the text section of the draft window.

To send an attachment:

- Click on the **Attach** button in the window in which you are drafting your message
- Browse to and select the file you want to attach
- Use the **Open** button to attach the file and return to the message window
- Complete the email and click **Send**



### Receiving an attachment

If someone sends you an attachment you will see a clip symbol alongside the message in the **INBOX** list.



To open the attachment:

- Open the message as normal
- The name of the attachment will appear just above the text of the message
- Double click on the attachment and it will open
- If you need to amend the attachment, please **save it first** to your personal/shared storage space

## Email addresses

### To look up Sussex email addresses

You can look up the email address of someone at Sussex from within Mulberry as follows:

- From the **Address** menu select **Search** (which is the bottom option).
- Check that the **Find Items** box is displaying option **using LDAP**.
- Check that the **Full Name** option has been selected.
- Type in part of the name of the person in the box, e.g. *Discombe*.
- Email addresses for people with that name will be displayed.
- To send a message, select the individual and click on the **Draft** button.

### To look up Sussex staff email addresses (staff only)

If you are a member of staff, you should have access to a shared address book called *sussex.all.staff* (click the **Contacts** tab and check that there are ticks on the second and third "diamonds" adjacent to *sussex.all.staff*).

- **Address completion:** If you know someone's username you can type this in the "**To:**", "**Cc:**" or "**Bcc:**" fields in a draft message, and their name and email address will be completed.
- **Address search:** If you type in whole or part of someone's name in the "**To:**", "**Cc:**" or "**Bcc:**" fields in a draft message, Mulberry will pop up a list of people that match, including their departments. You can pick the person you want to email from that list just by clicking the name.
- **Department search:** If you type in a department name in the "**To:**", "**Cc:**" or "**Bcc:**" fields in a draft message, Mulberry will show a list of people in that department.

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**University of Sussex**

**IT Services**

## Getting started with Mulberry 4

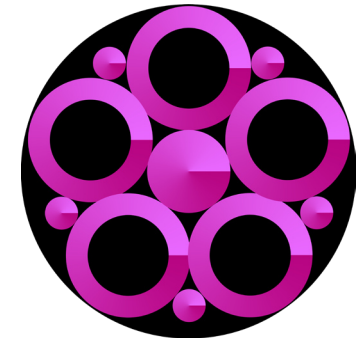
**Mulberry** is the fully-featured email "client" (program) available on all platforms (Windows PC, Mac or Unix) at the University of Sussex. This leaflet is specific to *Mulberry version 4*; please note that *version 3* is still installed on some machines at the university.

To start *Mulberry*, click on the icon (*right*). A dialogue box (window) will appear.



- Type your username\* in the **User ID:** box
- Type your password in the **Password:** box - for security reasons a line of asterisks is displayed instead of your actual password
- Click on **OK**

\* This is the username you were given when you registered with IT Services.

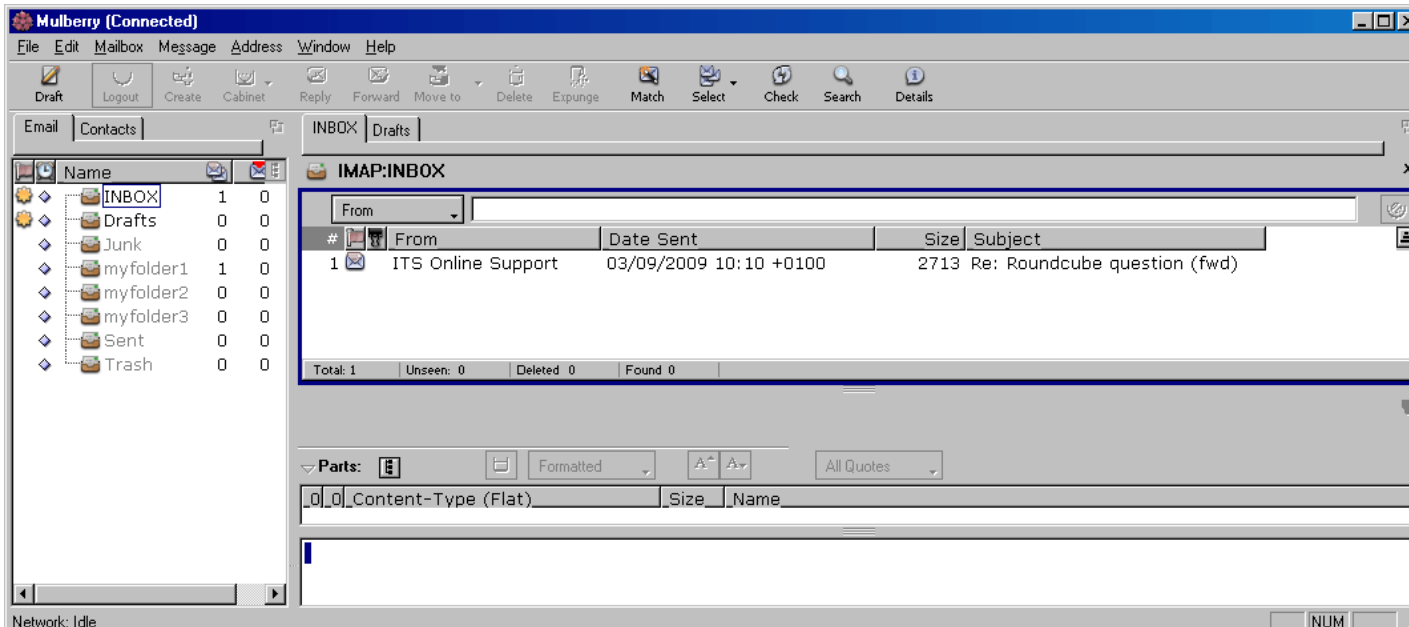


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# The Mulberry window

The main Mulberry window will open. This consists of three panes:

- The **left-hand pane** of the screen shows the names of your mailboxes where you can organise and store messages that you want to keep.
- The **top-right-hand** pane displays the contents of your INBOX with various symbols and colours to indicate their status.
- When you select a particular message, the **bottom-right-hand** pane shows a preview of the first part of the message.



## Sending a message

- Click on the **Draft** icon to create a new message.
- A new window will appear.
- Click in the **To** box and type the email address of the recipient, for example *A.Other@brighton.ac.uk*
- Click in the **Subject** box and type the topic of the message.
- Click in the large box at the bottom of the window and type the text of your message
- Click on the **Send** icon when you are ready to send the message



## Reading your mail

Double click on the message you wish to read. It will appear in a new window labelled with the subject of that message. At the top right of the window displaying the message, you will see three icons. From left to right, these are:

- View **Previous** message
- View **Next** message
- Delete current message and view **Next** message



To the left of these icons are another group of icons including **Reply**, **Forward** and **Delete**.

To close a message window in order to return to the list of messages in your **INBOX**, make sure that you click on the close button at the top right of the current window. It is easy to accidentally close Mulberry itself in error.

## Replying to a message

You will find it quicker and easier to reply to a message rather than starting a new one as this avoids having to re-enter the person's email address and subject (and prevents errors when typing in the address).

### Reply to sender only

- Select or open the original email
- Click the **Reply** icon
- A message window will open. The **To** box will contain the senders email address, the **Subject** box will contain the original subject prefixed with **Re:**, the message box will contain the original message
- Add your reply in the message box
- Click the **Send** icon



### Reply to some or all the people who received the original message

- Select or open the original email
- Hold down the **Alt** key at the same time as clicking the **Reply** icon
- A **Reply To** window will display a list of people who received the original message, so that you can make your selection
- Continue as above



## Deleting messages

- Click the **Delete** icon to mark the current message for deletion - messages marked in this way can still be retrieved before they are permanently removed.
- You can request the immediate removal of such marked messages with the **Expunge** icon. Messages expunged in this way are permanently deleted and cannot be retrieved.



## Adding a signature

To add your standard signature automatically at the bottom of every message you send:

- From the **File** menu select **Preferences**
- Select **Simple** if not already selected
- Click on the **Signature** button, which will open another window where you can type in the text for your signature; when you have finished it, click on **OK**
- Click on **Save Default** then on **OK**



More details on adding signatures can be found online at:

[sussex.ac.uk/its/help/faq848](http://sussex.ac.uk/its/help/faq848)

Alternatively you can add your signature manually to individual messages:

- From the **File** menu select **Preferences** and then tick the **Advanced** radio button
- Select the **Outgoing** panel and then the **Options** tab
- Untick the option to **Insert Signature Automatically**
- Click on **Save Default**
- Click on **OK**

When writing a message you can then open the **Draft** menu and click **Insert signature**.

## Mailboxes

Mailboxes (which are sometimes called folders) allow you to organise your mail. For example you could keep messages on a particular topic or from a particular person in one mailbox. This makes it easier to retrieve a message later. To create a new mailbox:

- From the **Mailbox** menu, select **Create**

## Managing your mail

All email received at the University of Sussex is initially stored on a server called the **mailstore**. Your **INBOX** and other mailboxes are all located there. The amount of email you can store is governed by your quota and how much of this you have already used. If you exceed 90% of your email quota, your mail client will show a warning on your screen every time you open a mailbox. If you exhaust your quota you will not be able to receive any more email. Further details of the **mailstore** can be found online at:

[sussex.ac.uk/its/email](http://sussex.ac.uk/its/email)