

Frequently Asked Questions

1. **Do I need to change my mail client settings after the upgrade?**

Mail settings should not need to be changed during this process. In some cases, the settings for Mac Mail may need slight adjustments. If your e-mail stops working, please contact the IT Services Help Desk for instructions.

2. **Will all of my contacts and calendar items be automatically converted during the upgrade?**

Yes, all e-mails, contacts, and calendar entries will be carried over to the upgraded e-mail system and will still be accessible in your account.

3. **Will the upgrade affect any of the functionality when accessing e-mail with programs like Outlook, Entourage, or Mac Mail?**

The upgrade will not affect the functionality of any of the e-mail clients supported by IT Services.

4. **Will the upgrade affect any of the functionality when accessing e-mail via Web mail?**

The upgrade to our e-mail infrastructure will also provide increased functionality for Web mail users. Please refer to the supplemental documentation that illustrates the upgraded view of Web mail in browsers like Internet Explorer, Safari, and Firefox.

5. **What Web browsers are supported for accessing the Web mail?**

We have tested the upgraded Web mail on the current releases of Internet Explorer, Firefox and Safari.

6. **Will my old bookmark to Webmail work?**

Some users have created bookmarks for the old Webmail logon page that may have extraneous information. If you receive a "page not found" error, ensure that the bookmark points to <http://webmail.hws.edu>

7. **Do I need to upgrade Microsoft Office to be compatible with the upgraded system?**

Microsoft Office 2003 and 2007 for Windows and Microsoft Office 2004 and 2008 for Mac are all compatible with the upgraded mail system.

8. **How do I configure access to my HWS e-mail through a mail client like Outlook, Entourage, or Mac Mail?**

To access HWS e-mail through an e-mail client from **on campus**, take the following steps:

- choose to configure an **Exchange** e-mail account
- set mail server to **exmail.hws.edu**

To access HWS e-mail through an e-mail client from **off campus**, take the following steps:

- choose to configure an **IMAP** e-mail account
- set the incoming and outgoing mail servers to **webmail.hws.edu**
- set the incoming and outgoing mail servers to use **SSL security**

Note: IT Services supports and encourages student use of Webmail for access to HWS e-mail.

9. **Who do I contact if something does not work or I have any questions?**

Please contact the IT Services Help Desk if you have any issues, questions, or comments. We are available at the Help Desk, by e-mailing helpdesk@hws.edu, or by calling 315-781-4357 (x4357/HELP on campus).