Instructions for Getting Email through the Web

To access your email through a web browser, go to the following website:
https://sh-mail.lsuhsc.edu/exchange or http://www.sh.lsuhsc.edu and click on the email link.

NOTE: In order to properly view this page, you need a frames/Java version of your web browser (Internet Explorer version 5.0 or higher)

NOTE: If you receive a message regarding accepting security certificates, choose *Yes*

Once you have keyed in the above web address, you will see the following screen:
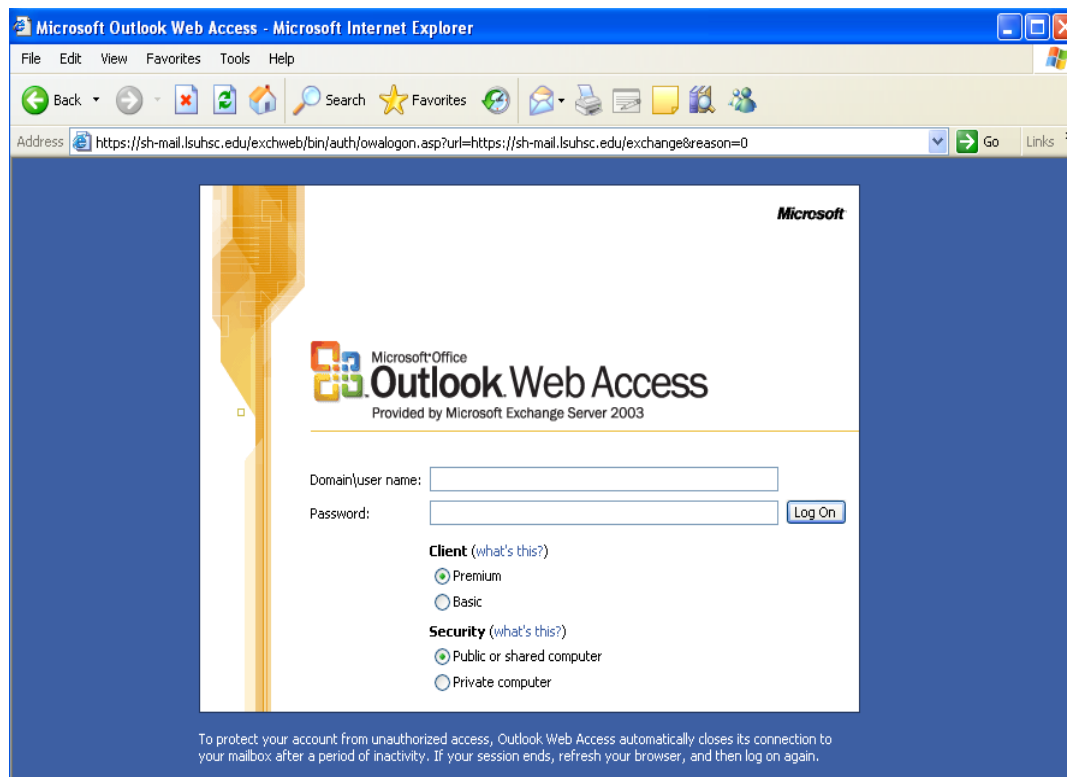
In the Domain\user name box, type your user id and press tab to input your password. (**Example:** Domain\user name = *lsumc-master\JDOE*, Password = *Yellow12*) After inputting your credentials and pressing enter, your mailbox will open and you will see the following screen appear:
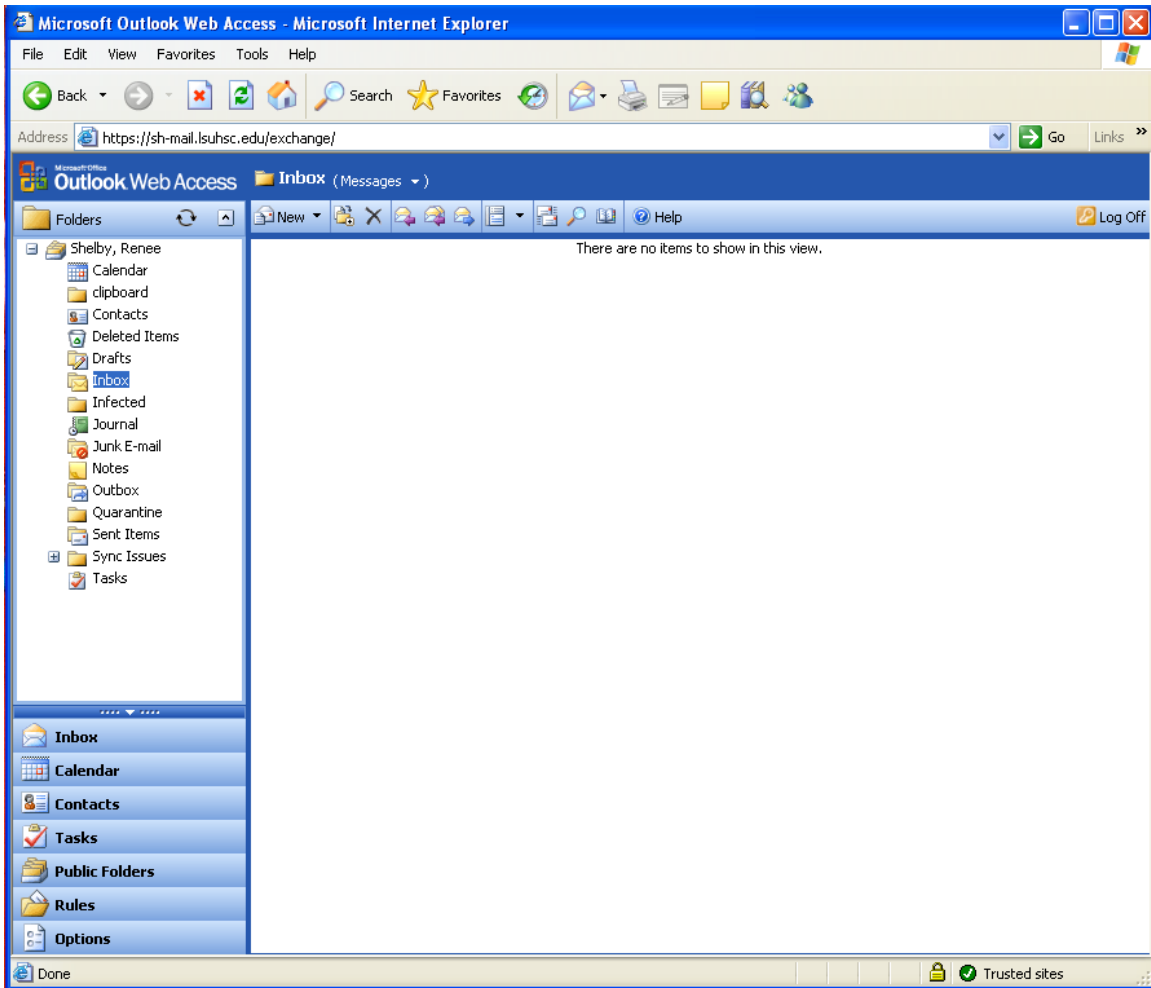
Once inside your mailbox, the screen is made up of two panes. The **top pane** and the **left pane**. The top pane contains all the toolbar icons. See below:
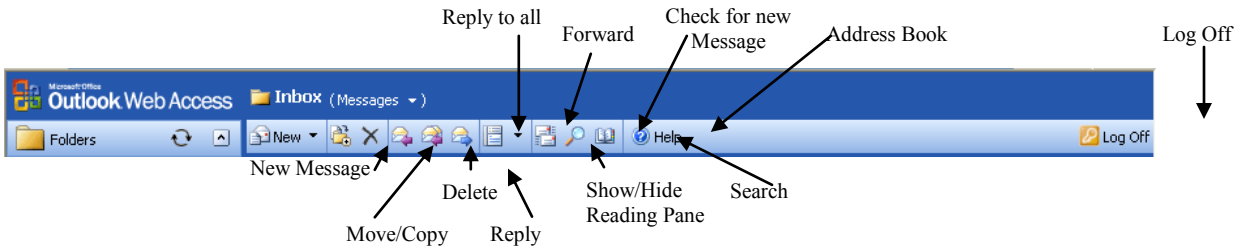
The left pane contains the different options available in your mailbox.
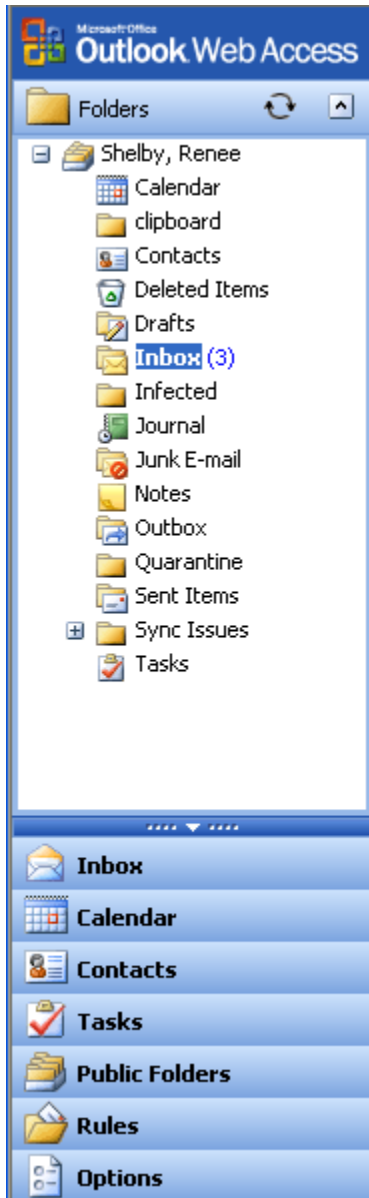
Some of these folders include:

Inbox allows access to incoming messages. In addition, other folders can be reached (i.e. "Sent Items", "Deleted Items).

Deleted Items allows temporary storage for deleted messages in case recovery of items is necessary. Once this folder is emptied, messages will then be permanently removed.

Drafts allows storage of unfinished emails you are working on.

Calendar gives access to your schedule via the web. For those who use Schedule Plus or Outlook Calendar, this helps keep up-to-date when away from the office.

Contacts is a customizable address book used to store personal e-mail addresses you use frequently.

Sent Items stores copies of items you sent to others.

Public Folders accesses folders that are available for all to read.

Options can be used to activate the <u>Out of Office Assistant</u>, which can be setup to notify others automatically when you are out of the office.

To Create a new message, click on ⬜New ▾ new message icon in the toolbar pane (top pane).

When the new message window opens, fill in the To:, CC:, Subject, and body of the message you want to send.
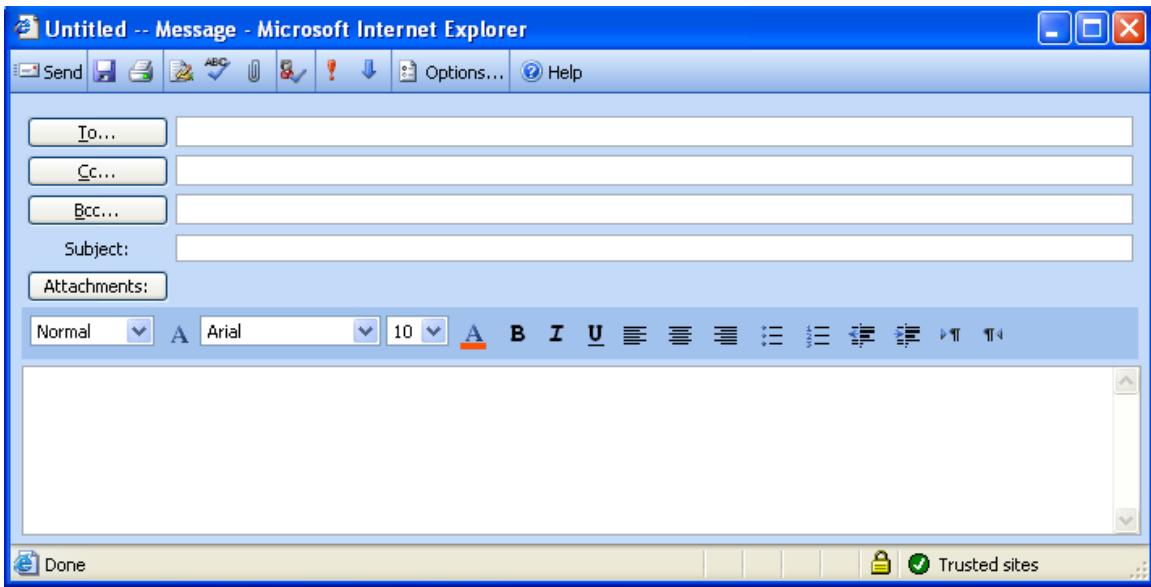
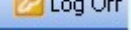When finished, click the send icon to send out the message.

To Open a message that has been received, highlight the Inbox in the left side pane. A list of emails will appear in the right pane for reading. Double clicking on the message will open the message in a separate window for reading.
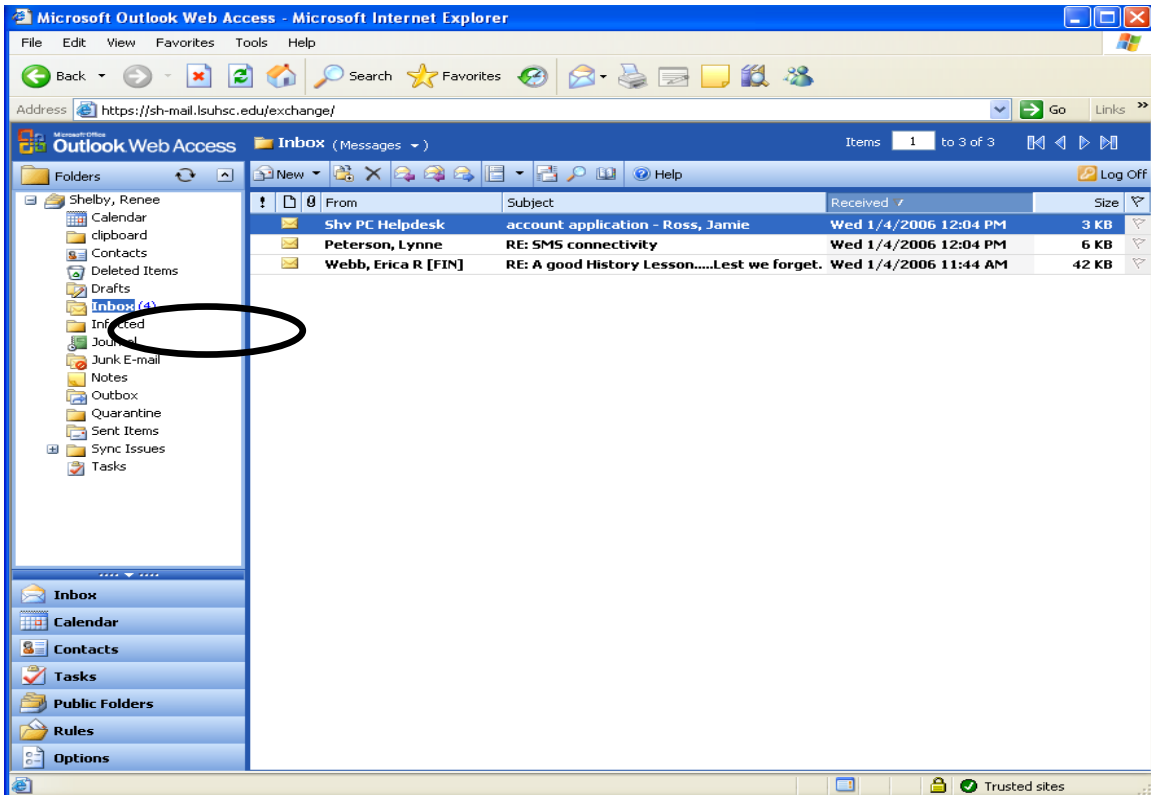
There are two ways to Delete a message in your e-mail.

1. Open the message. Click on the deleted icon ☒ on the toolbar of the   message reading window.

2. In the mail window, highlight the message and click on the ☒ icon to delete the message without reading it.

NOTE: The message will disappear. It is now in the deleted folder of your mailbox and will be permanently deleted when you exit the current mail session.

When finished, be sure to properly log off the system. To log off, click the [Log Off] icon located in the right corner on the top pane.

As always, if you have any questions, please feel free to call the Computer Services Helpdesk at 318-675-5470 menu option #3.

Changing Your Password Via the Web

When it is time to change your password, you can manually change your password by going to http://www.lsuhsc.edu/ChangePassword/. This self service application will allow you to change your passwords without having to know the old one. In order to verify that you are who you say you are, you will be required to provide the system with biographical data entered on paperwork completed in Human Resources. You will not be required to change your password at the next logon. After three incorrect attempts to change the password on an account, the account will be blocked from using the self service application and then you will need to contact Computer Service Helpdesk at (318) 675-5470, option #2.

Password Requirements

New passwords must be at least 5 characters long and should not be any of your last 14 passwords that you have used. You can have numbers in your password, but the first character must be a letter. Passwords are case sensitive, which means it makes a difference if you type in capital letters or lower case letters.