

Email Overview For Faculty and Staff

Available Options at Towson University



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=Shortcut =Advice =Caution

Introduction

There are several options for accessing your Towson University e-mail. The option that you choose depends on where you are and what you need to do. Our enterprise wide system for Faculty and Staff is based on Microsoft Exchange.

This self-help document describes the different options available to you and helps you make the decision that is best for you at any given time. For more information on each of the options described below, please refer to OTS Training's self-help documents:

<http://www.towson.edu/adminfinance/ots/trainingdoc/selfhelpdoc.asp>

Process Summary

- Introduction**
- Microsoft Outlook or Outlook:mac**
- Outlook Web App**
- Virtual Workspace**
- E-Mail Matrix**

Microsoft Outlook or Outlook:mac

While you are in the office, you probably want to use the desktop application. For PC users, this is Microsoft Outlook. For Mac users, this is Outlook:mac.

These two packages provide the full set of email features and make it easy to access your O and H drives. You have full access to your: Inbox, Calendar, Folders, pst files (personal folders), Archived Folders, Contacts and Tasks.



Outlook Web App

Outlook Web App (OWA) is the web based service used to access e-mail, calendars, contacts, task and other mailbox content when access to the Microsoft Outlook desktop application or Outlook:mac is unavailable. OWA is a webmail service that resembles the Outlook interface and is available on all browsers, regardless of what operating system you use.

At Towson University, if you're using a shared computer in the library, a smart classroom, or even borrowing a computer in a colleague's office, Outlook Web App is the best choice. It doesn't provide all the features of the full version of Outlook, but it lets you send and read e-mail and check your calendar.

Off-campus or with mobile devices, Outlook Web App is your top choice. It's fast and using it prevents most security issues. This is because it doesn't download your email to the device so the data can't be copied, lost or stolen. And, there is no need to download additional software.

Microsoft
Outlook Web App

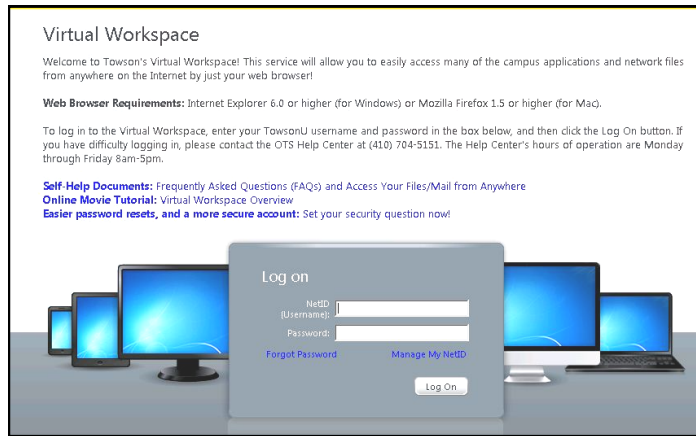


Virtual Workspace

In some cases, you might need to save or retrieve data that isn't available in Outlook Web App. For example, saving or retrieving attachments from your network drives or using your Personal Folders. In this case use Virtual Workspace.

The **Virtual Workspace (VW)** is Towson University's web-based remote access product that allows TU users to remotely access several software programs from virtually any computer anywhere with an Internet connection and a browser. Among the packages that may be accessed is Outlook. When you access Outlook through Virtual Workspace, you have full access to all features - just as if you were using the local copy of Outlook. Please be aware that you must download the Citrix client the first time you enter VW. This is a simple download and takes very little time.

Figure 1



E-mail Matrix

	Outlook Client	Outlook:mac	Outlook Web App	Virtual Workspace Outlook
Email: Filtering	✓	✓	✓	✓
Email: Inbox Rules	✓	✓	✓	✓
Email: Automatic Replies	✓	✓	✓	✓
Email: Delivery Reports	✓	✓	✓	✓
Email: Signatures	✓	✓	✓	✓
Calendar: Overlays	✓	✗	✗	✓
Calendar: Printing	✓	✓	✓	✓
Calendar: Meeting Requests	✓	✓	✓	✓
Calendar: Sharing	✓	ⓘ	✓	✓
Tasks: Flagging Emails	✓	✓	✓	✓
Access H and O Drives	✓	ⓘ	✗	✓
Personal Folders (pst files)	✓	ⓘ	✗	✓
Contacts: Global Addresses	✓	✓	✓	✓
General: Themes	✗	✗	✓	✓
General: Conversation View	✓	✓	✓	✓

Available
 Not Available
 Limited or Restricted