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**Instruction manual for TBS Mail.  
Oracle Collaboration Suite**

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## 1 Introduction

Access to information, files and e-mail relating to the company is ensured through a series of products created especially for the purpose, and grouped together in a single suite called Oracle Collaboration Suite.

This product not only allows you to send and receive e-mail, to share files (both personal and non), to create and manage a Calendar, but it also grants you access to all the aforementioned functions through the web interface available from any personal computer via any web browser.

## 2 Prerequisites

In order to access the corporate mail, you will need the following:

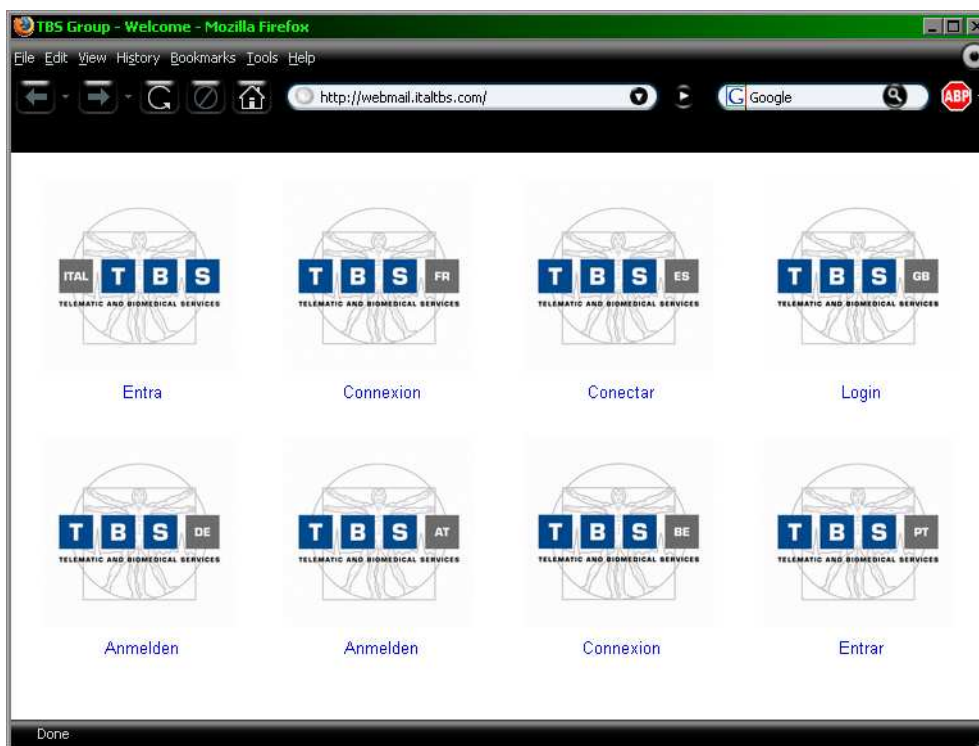
1. PC connected to the corporate network (TBS) or to the Internet,
2. Information on the assigned username, password, etc.

## 3 WEB Access

The system can be used both from a computer connected to the TBS private corporate network as well as from those which are connected to the Internet.

To access the system via the web interface, once you have launched you browser, all you need to do is type in the following URL: <http://webmail.italtbs.com>. The page illustrated in the figure below will open.

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*Figure 1: Access to the corporate e-mail main page*

At this stage, select with your mouse the corporate logo corresponding to your country. A new page will be opened, from which you will be able to access to all of the Corporate Services. In order to access to the e-mail service you must click on the “Collaboration Suite Login” button. The screen of figure 3 will appear, from which it will be possible to choose your language by clicking on the link below. In order to access Collaboration Suite, you will be asked to insert your user name and password, given you by the Human Resources Department. Once you have correctly completed the requested fields, press the “Login” button.

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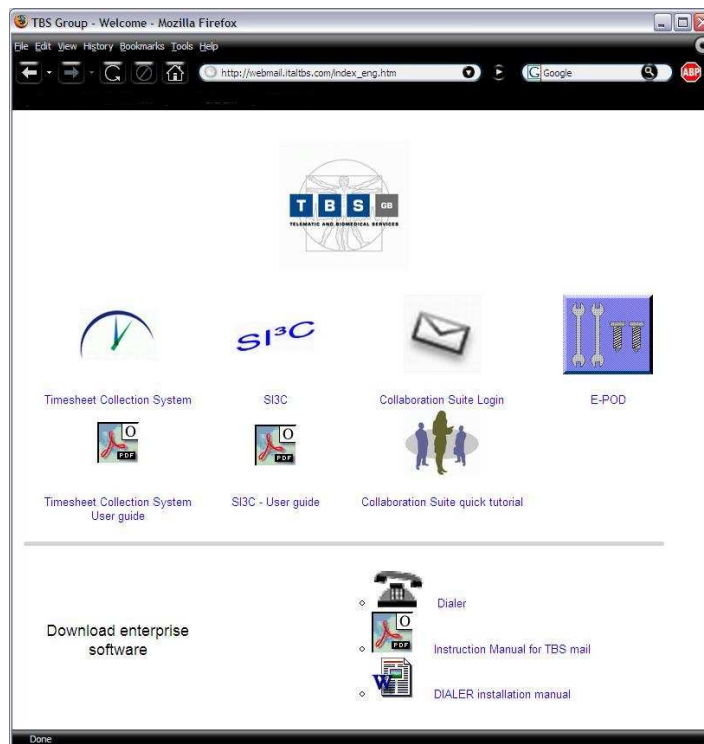


Figure 2: Service selection screen

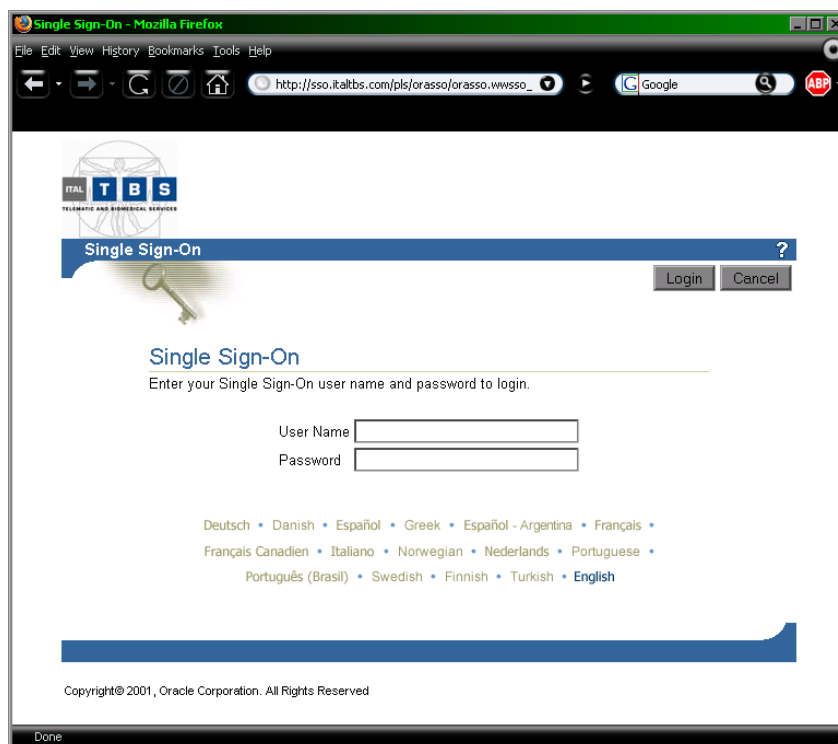


Figure 3: Login window.

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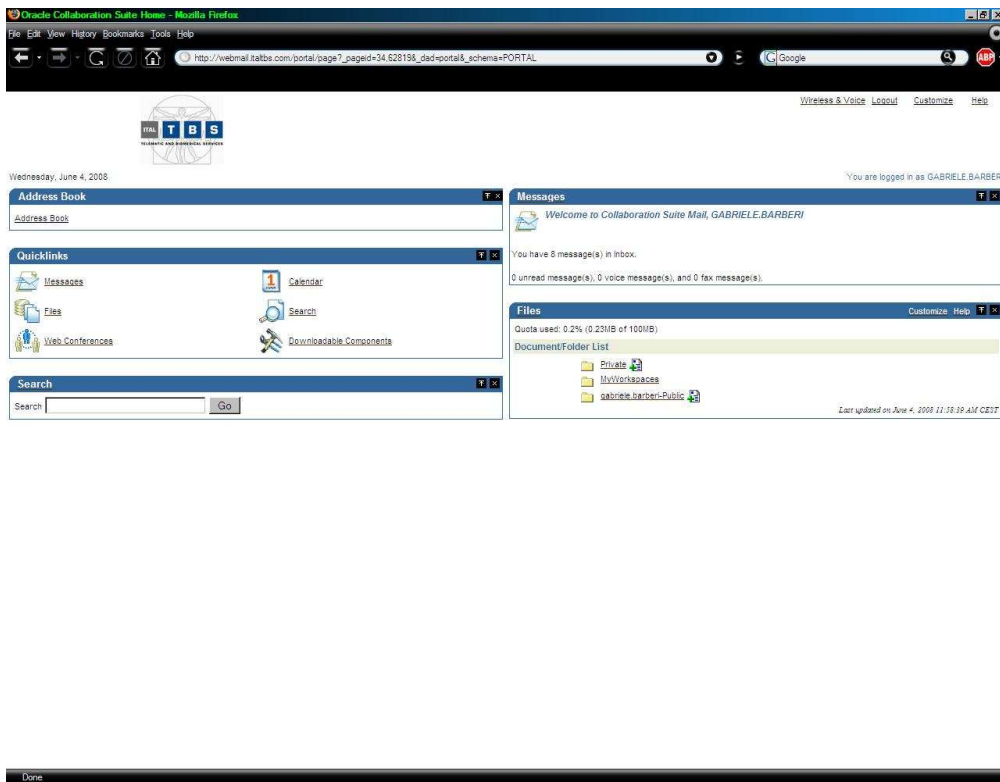


Figure 4: Collaboration Suite home page

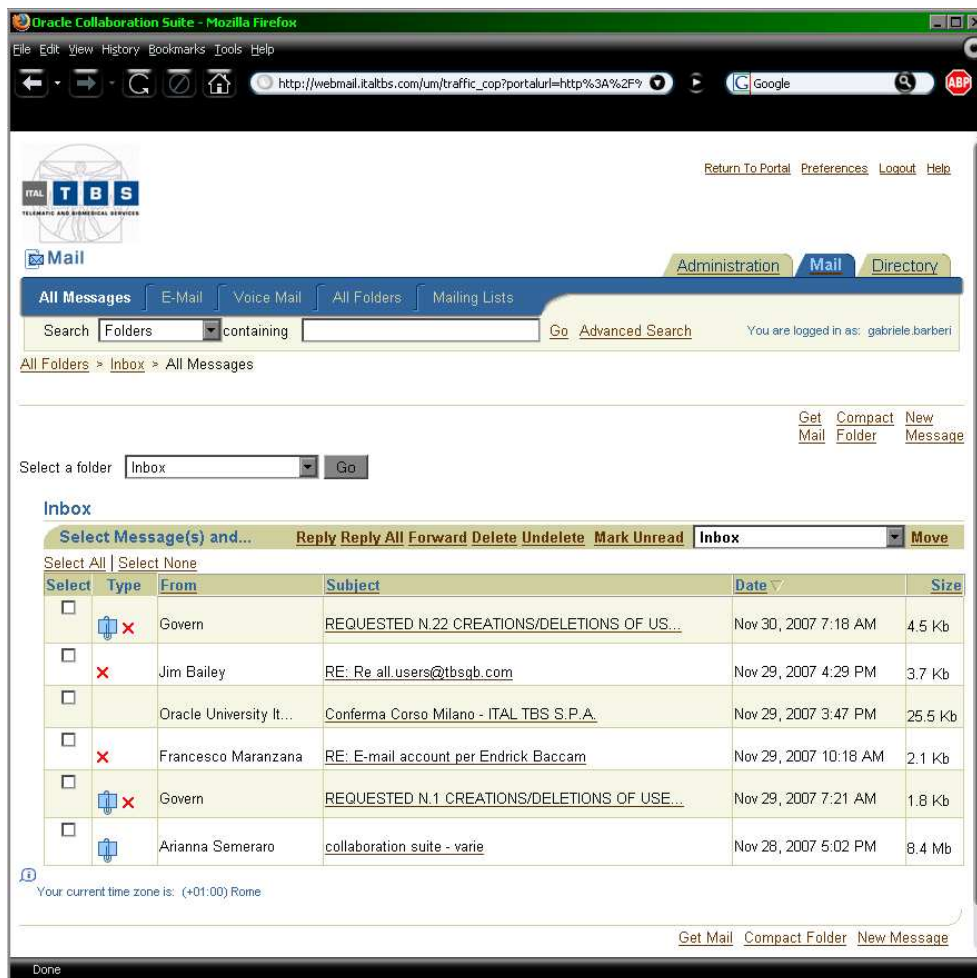


Figure 5: E-mail consultation page

Through the link on the left side of the page, in the “Quicklinks” section, you will access the e-mail consultation page, represented in figure 5.

Once you have been recognised by the system, you can also use the other application modules without having to repeat the login operations.

### 3.1 How to change your password

The password you have been given is personal, but in order to guarantee the utmost confidentiality, you have the opportunity to change it whenever you deem it necessary.

To change your password, click on “Preferences” (top right).

At this stage, click on “Change Password”, you will be requested to enter your old password and will have to type the new one twice.

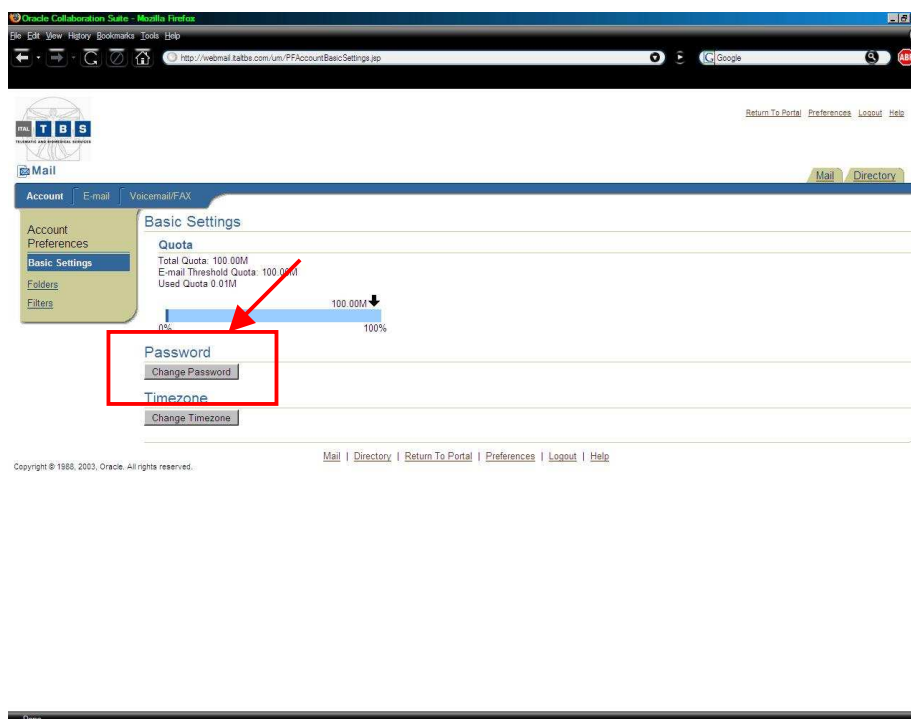


Figure 6: Accessing the change password page

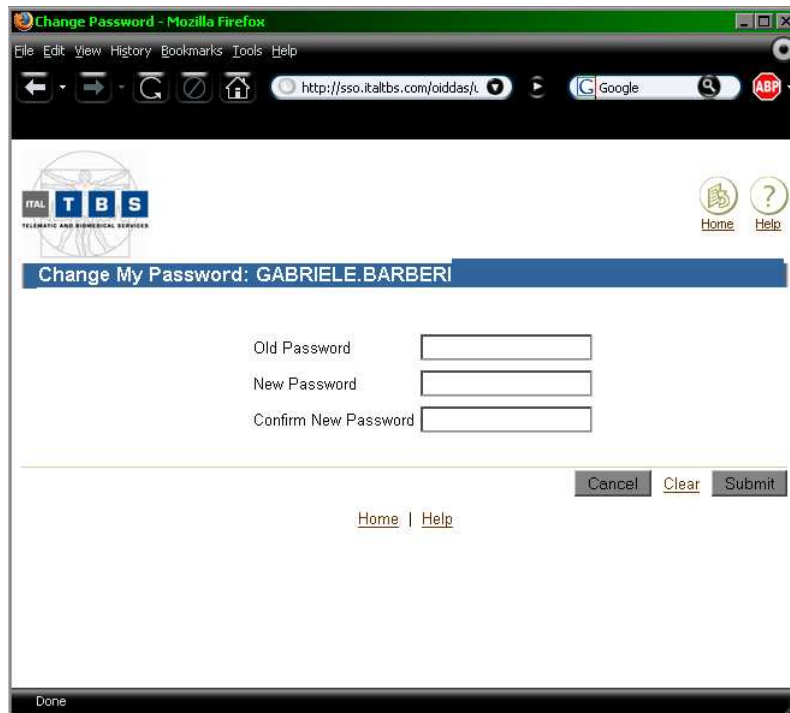
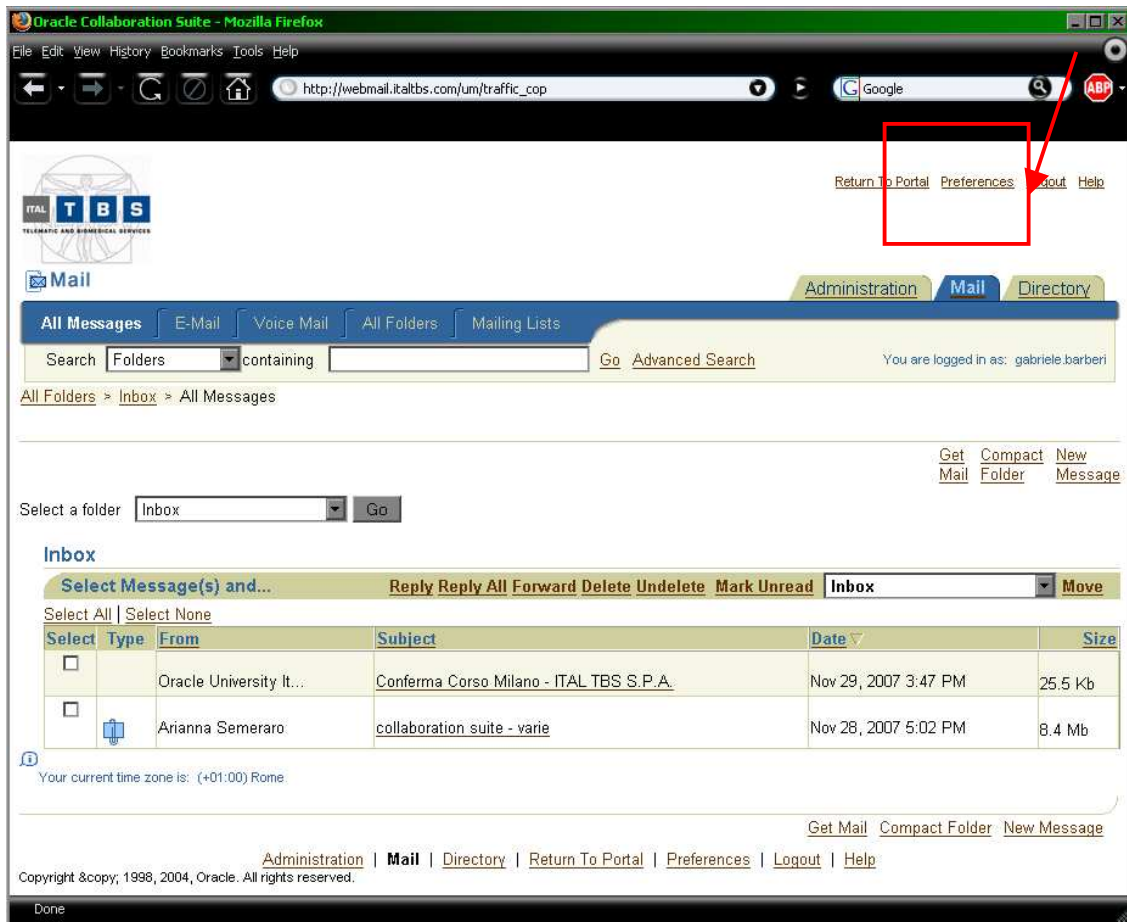


Figure 7: Change system access password page

## 4 Space quota available on the mail server disk

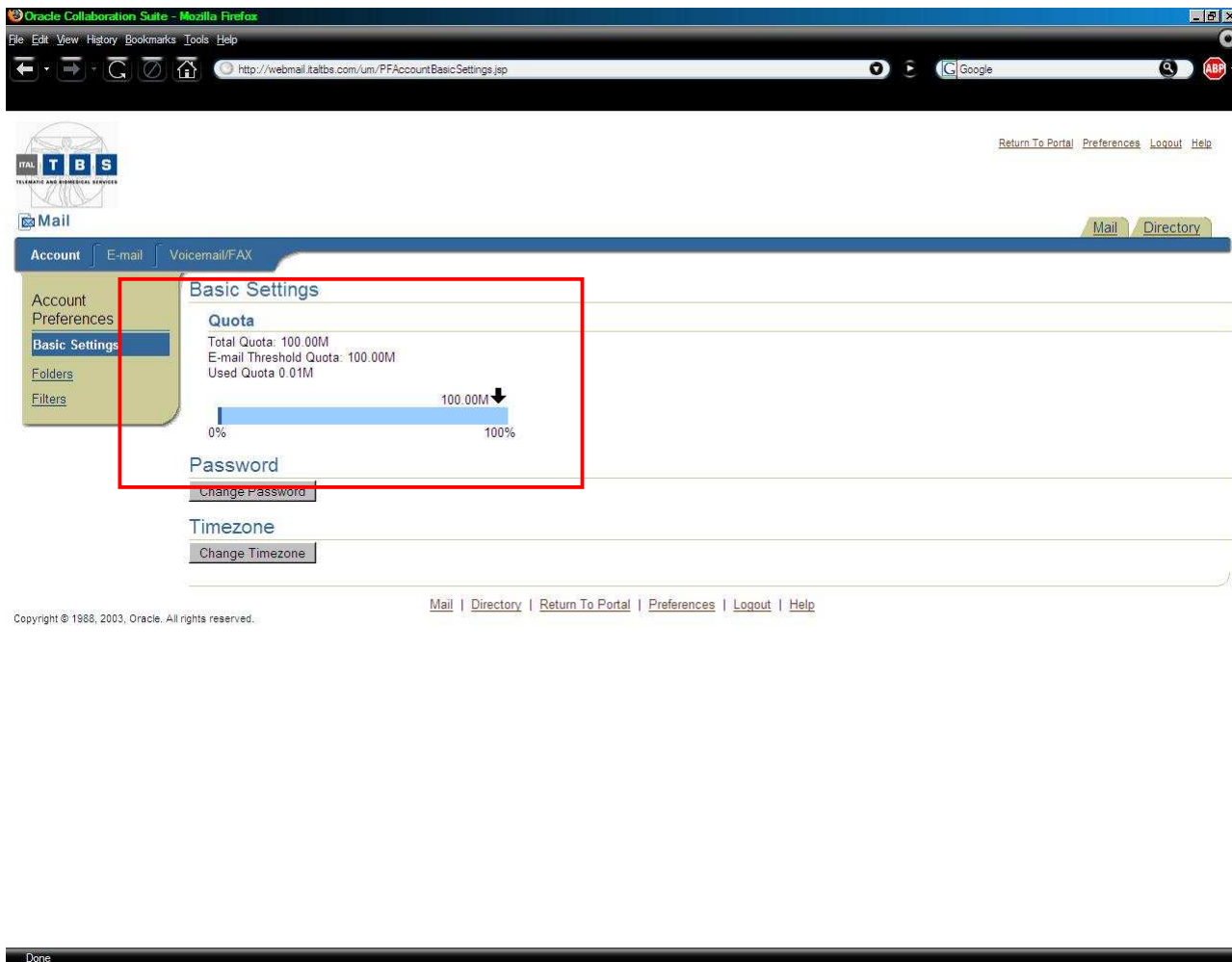
Every user has **100 MB** of space available on the mail server. For safety reasons, the e-mail is not deleted from the mail server after being downloaded via the mail client used or after being erased by a local mail client such as Outlook Express. For this reason, at regular intervals (the frequency of said intervals depends on the volume of mail received), you should link up to the mail server using the WEB interface to check the status of your space quota and if necessary delete the oldest e-mail.

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*Figure 8: E-mail space quota check*

Click on the “Preferences” link on the top right to access the screen containing information on the quota usage



**Figure 9: E-mail space quota**

## 5 Deleting messages

To delete e-mail, select the message (“select” field) and click on the **DELETE** top right button.

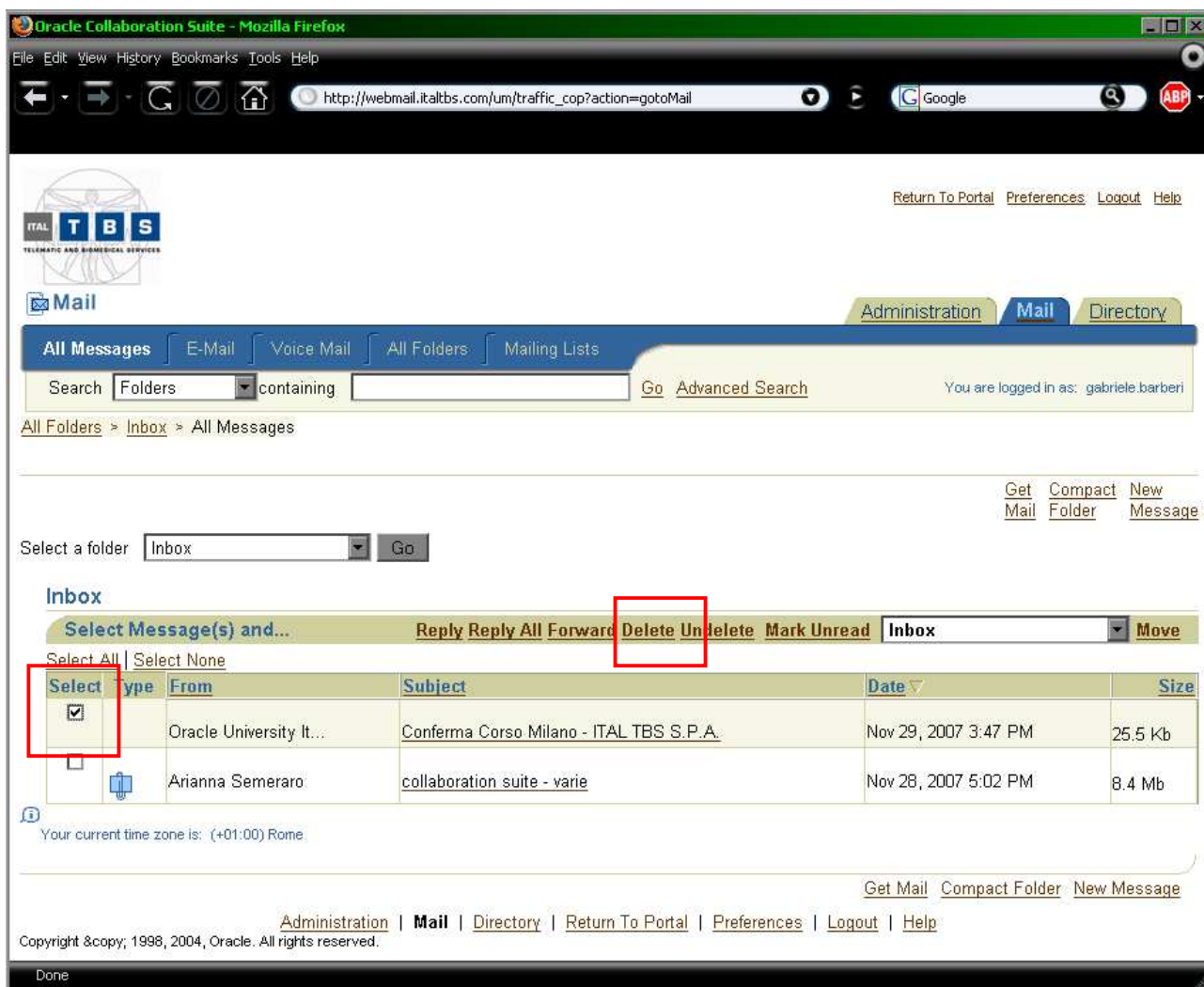


Figure 10: Selecting messages to delete them

After this operation, all the e-mail you wish to delete will remain visible in your inbox folder, and will be indicated by a **red x**. At this stage, you can retrieve the message, if necessary, by clicking on **UNDELETE**; otherwise you can proceed to the effective deleting of all messages marked with an **x** by clicking on **COMPACT FOLDER**.

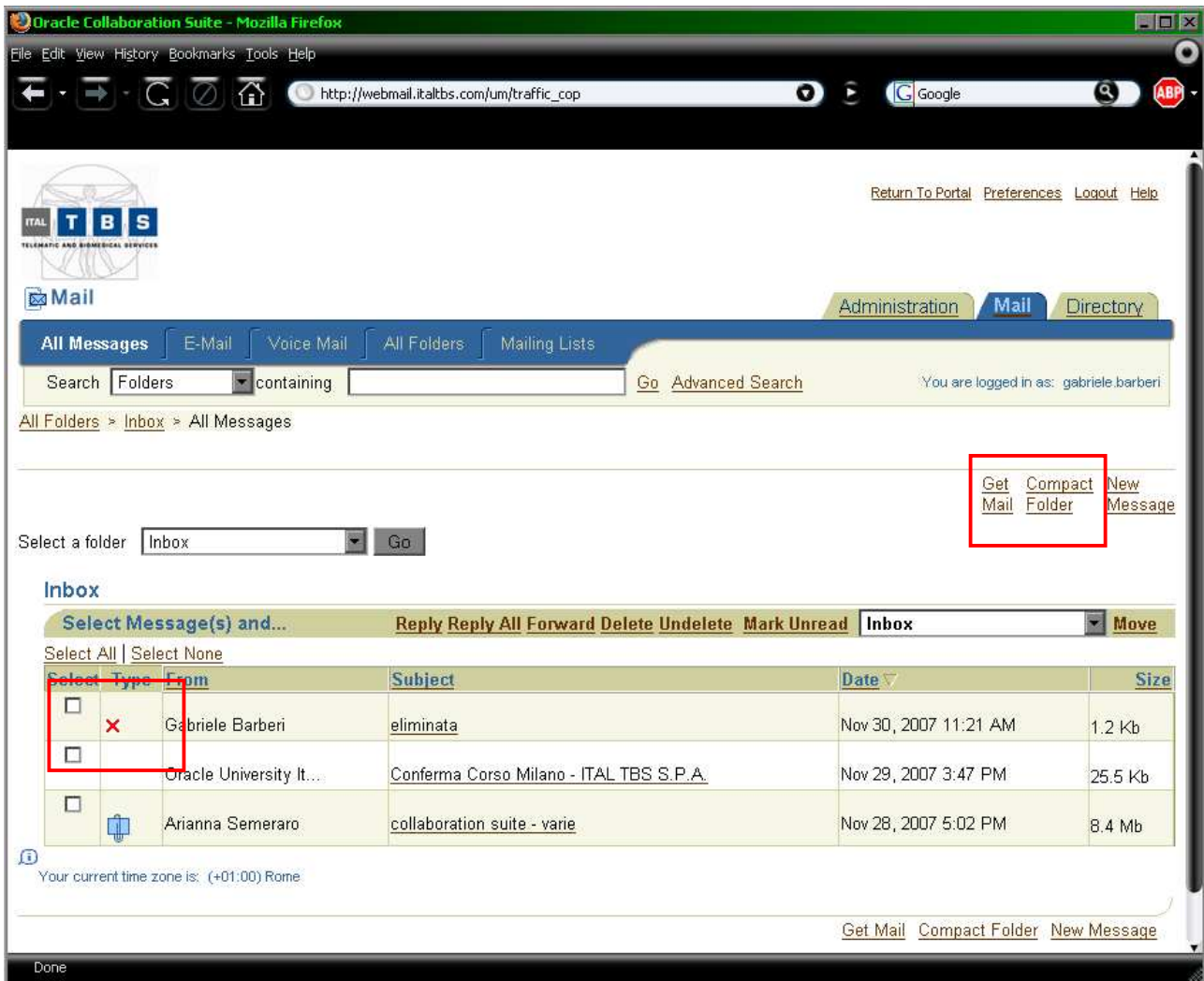


Figure 11: How to delete an e-mail permanently

## 6 Sending an e-mail

Sending an e-mail is simple; just select “New Message” in the main page.

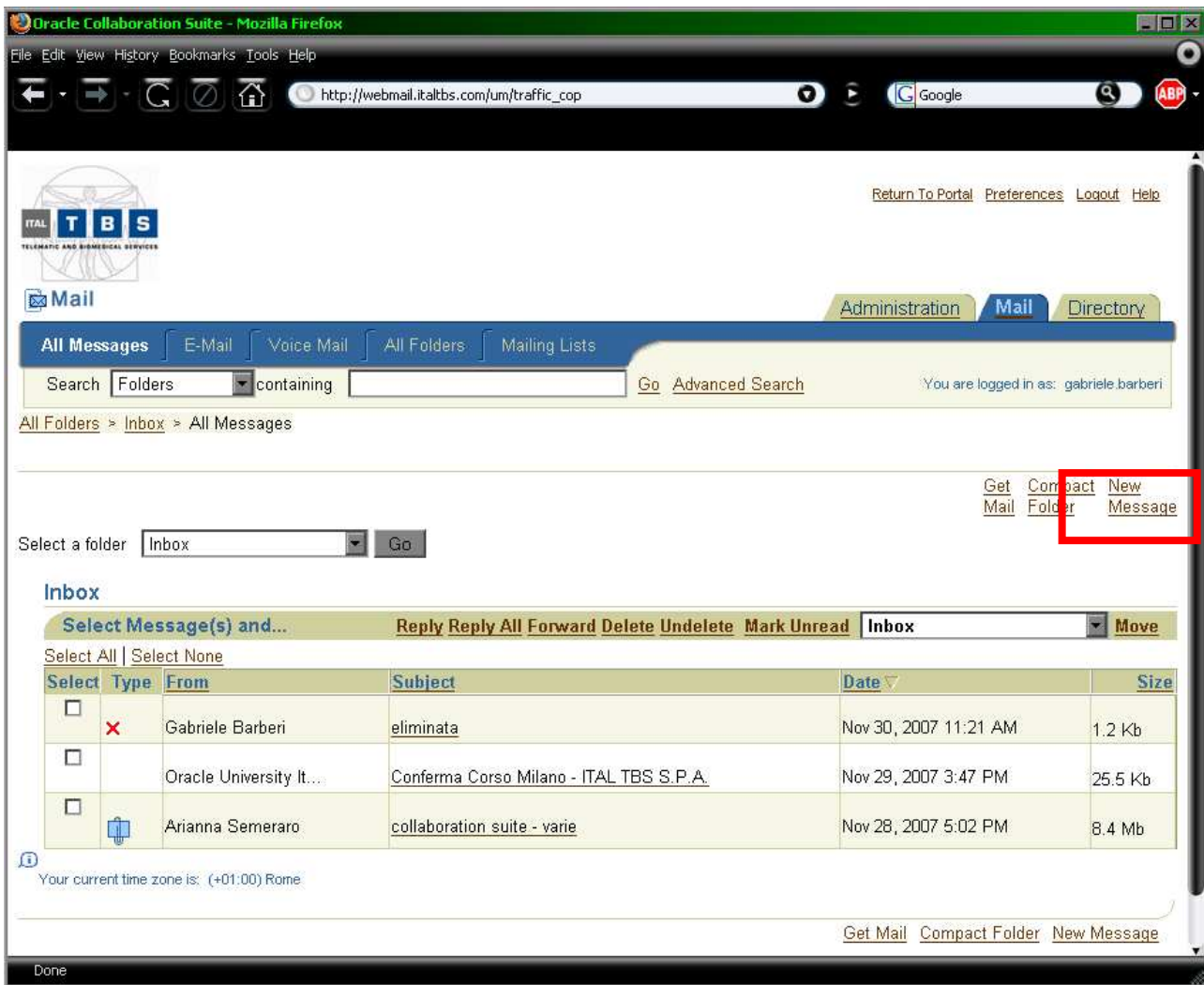


Figure 12: E-Mail composition

When new message has been selected, the e-mail composition page opens.

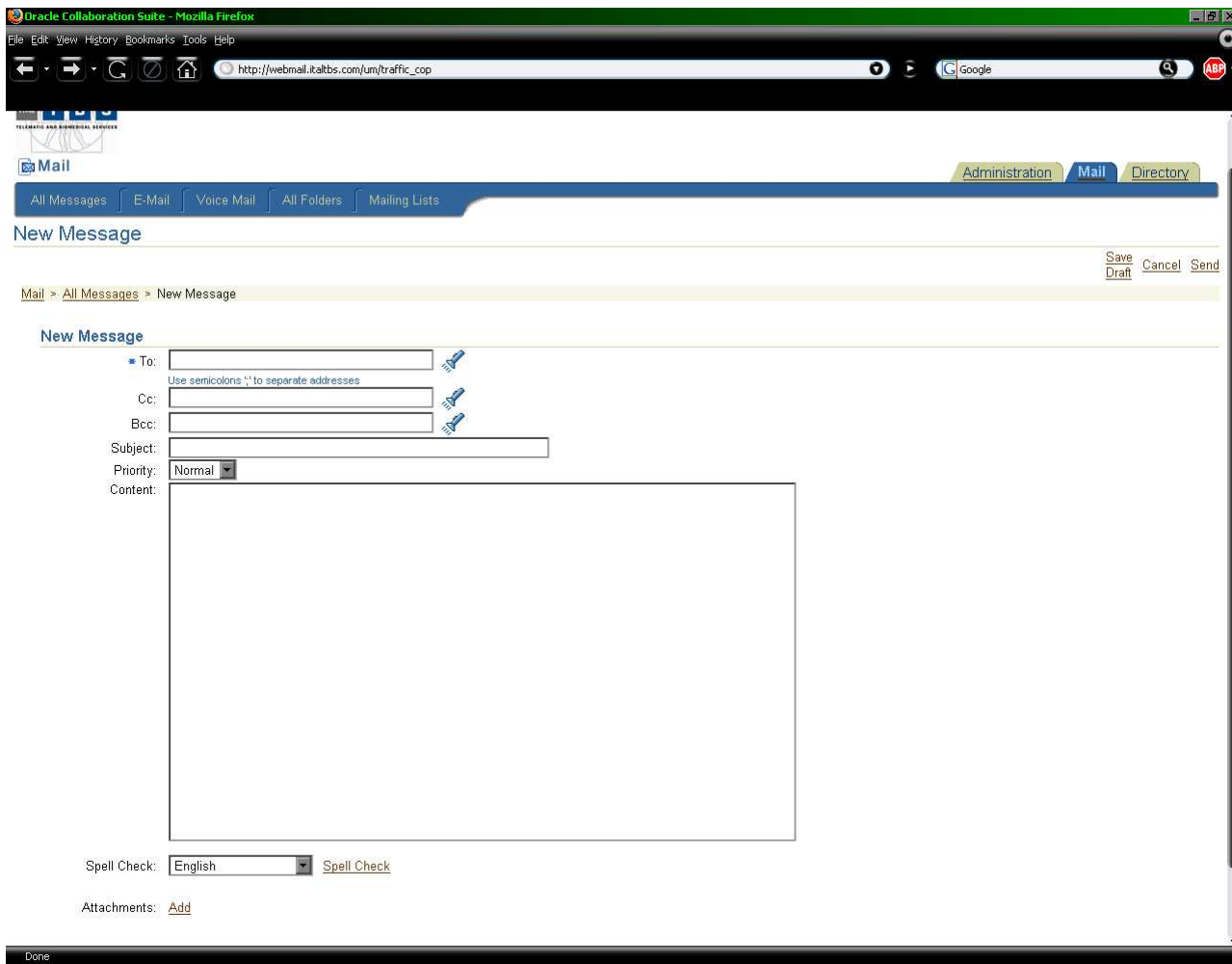


Figure 13: E-Mail composition window

Use this window to enter the recipient(s) of your message, select the priority, and attach any files using the “Add” command.

As soon as the message is complete, click on “Send”.

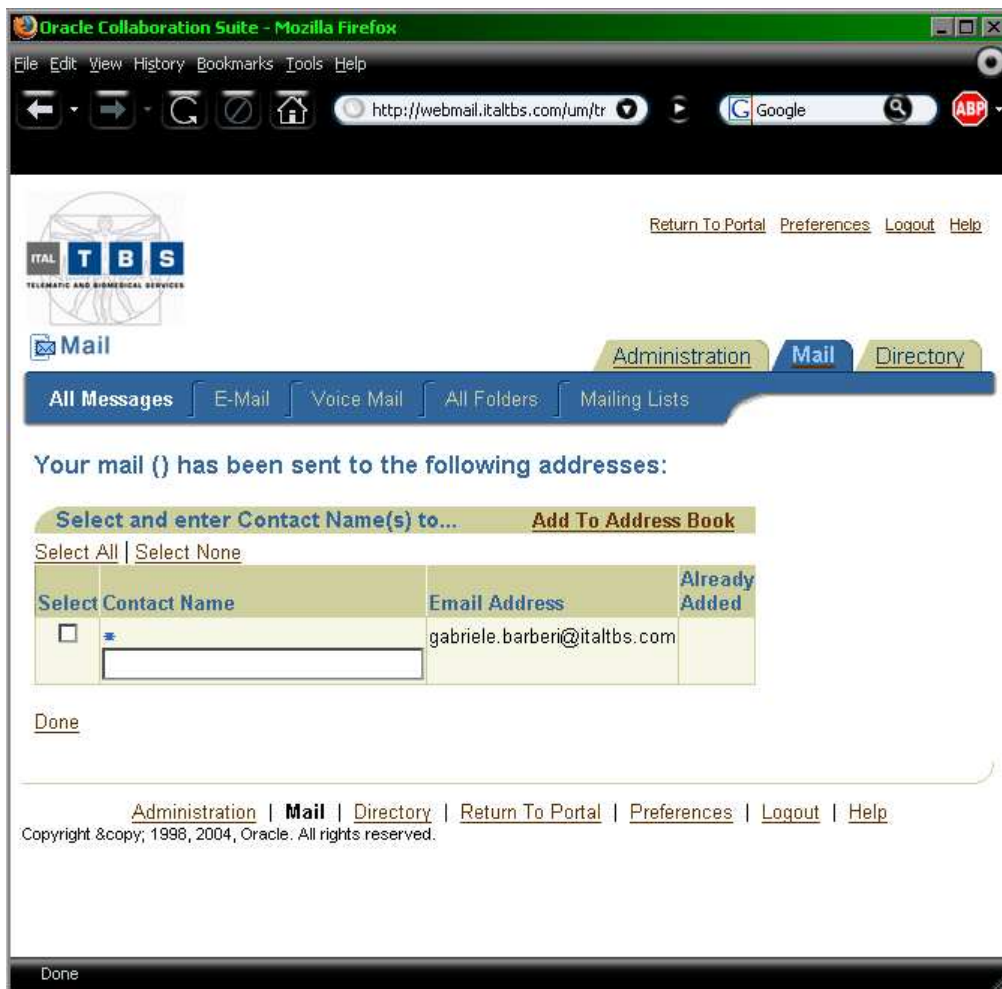


Figure 14: Update address book

A window will appear, allowing you to give the selected address a “nickname” (if it does not exist, yet) and then send the e-mail by clicking on the “OK” button.

## 7 Modifying default settings

### 7.1 How to create default folders

When you access the webmail for the first time you will find neither “Trash” nor “Sent mail” folders. If you need them, you have to create them as follows.

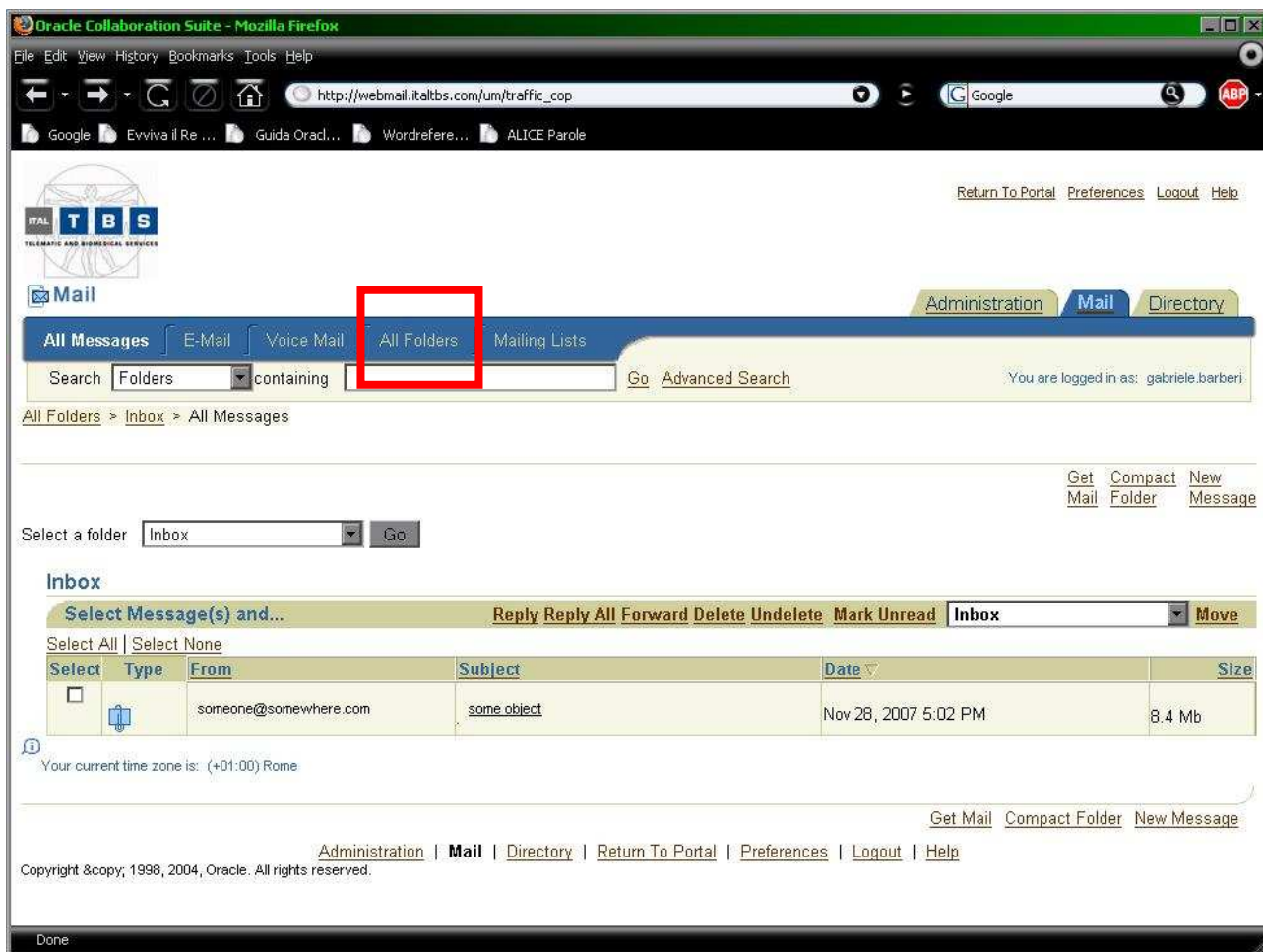


Figure 15: Inbox

When you are on the main mail page, click on “All Folders”

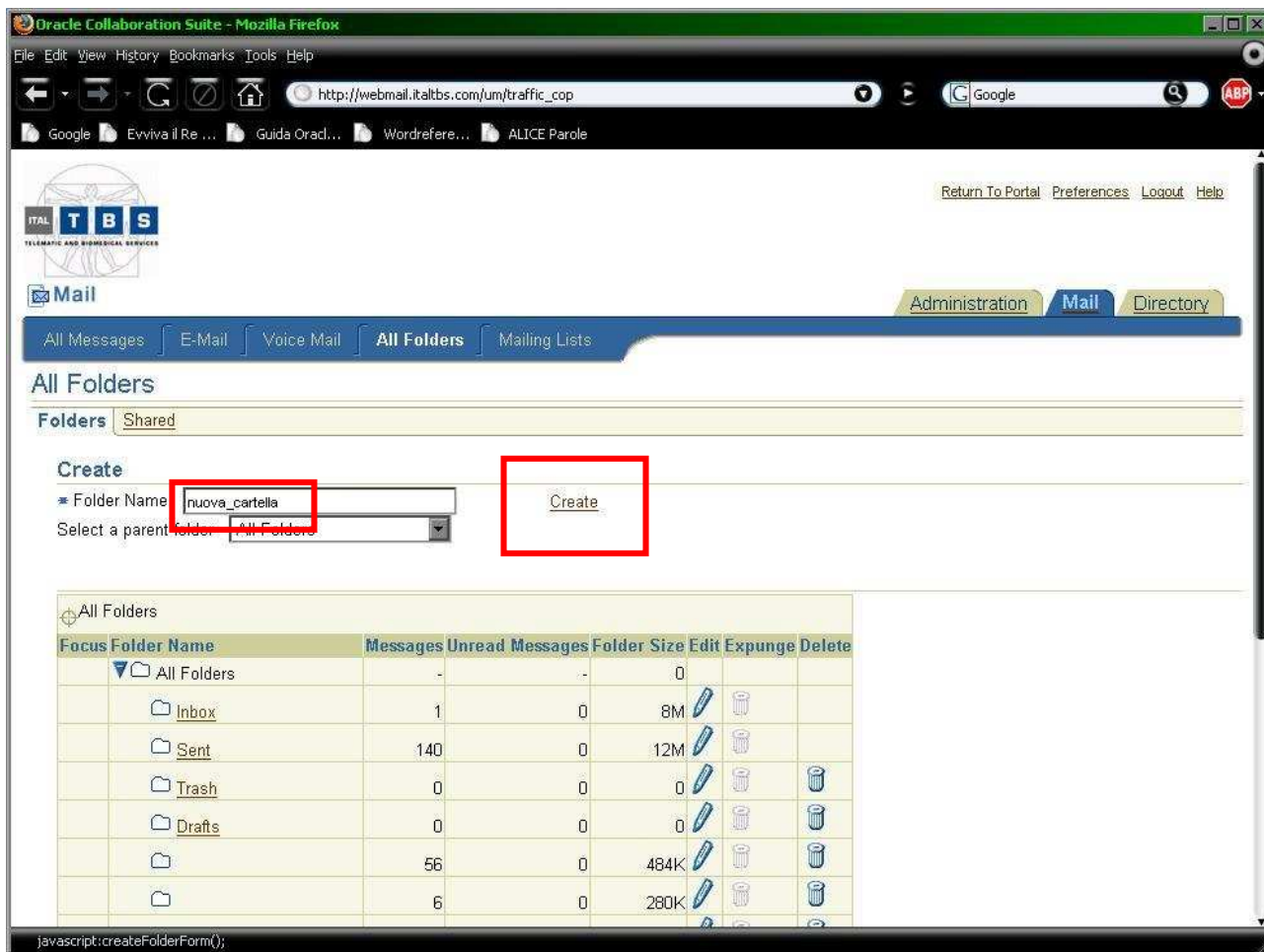


Figure 16: Folder creation

In “Folder Name” you should write the name of the folder where you want to store the sent mail and the trash. When you have chosen the name, then click on “Create” (one folder at a time).

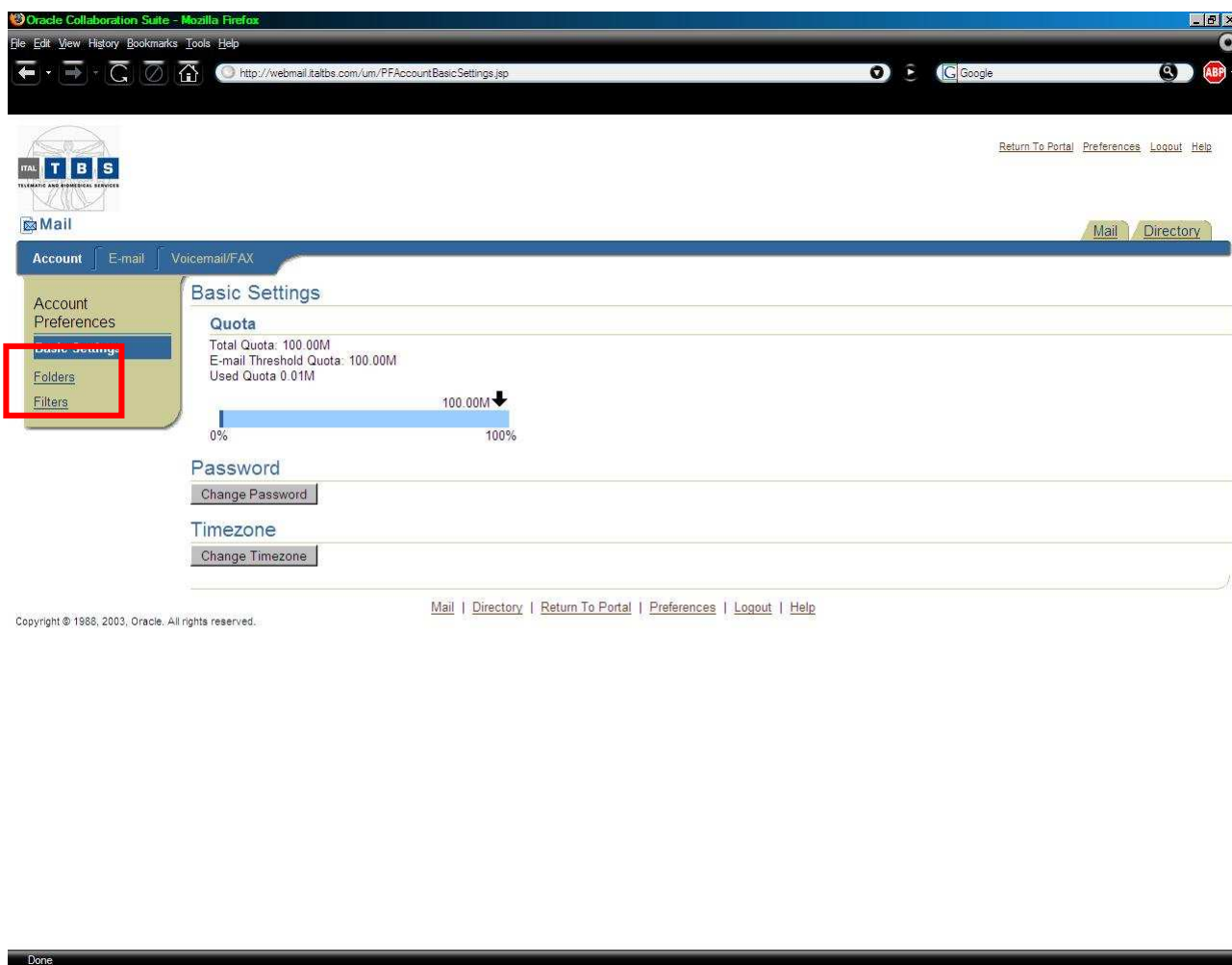


Figure 17: Selecting default folders

When you have successfully created the folders, click on “Preferences” (top right) and then on “Folders”.

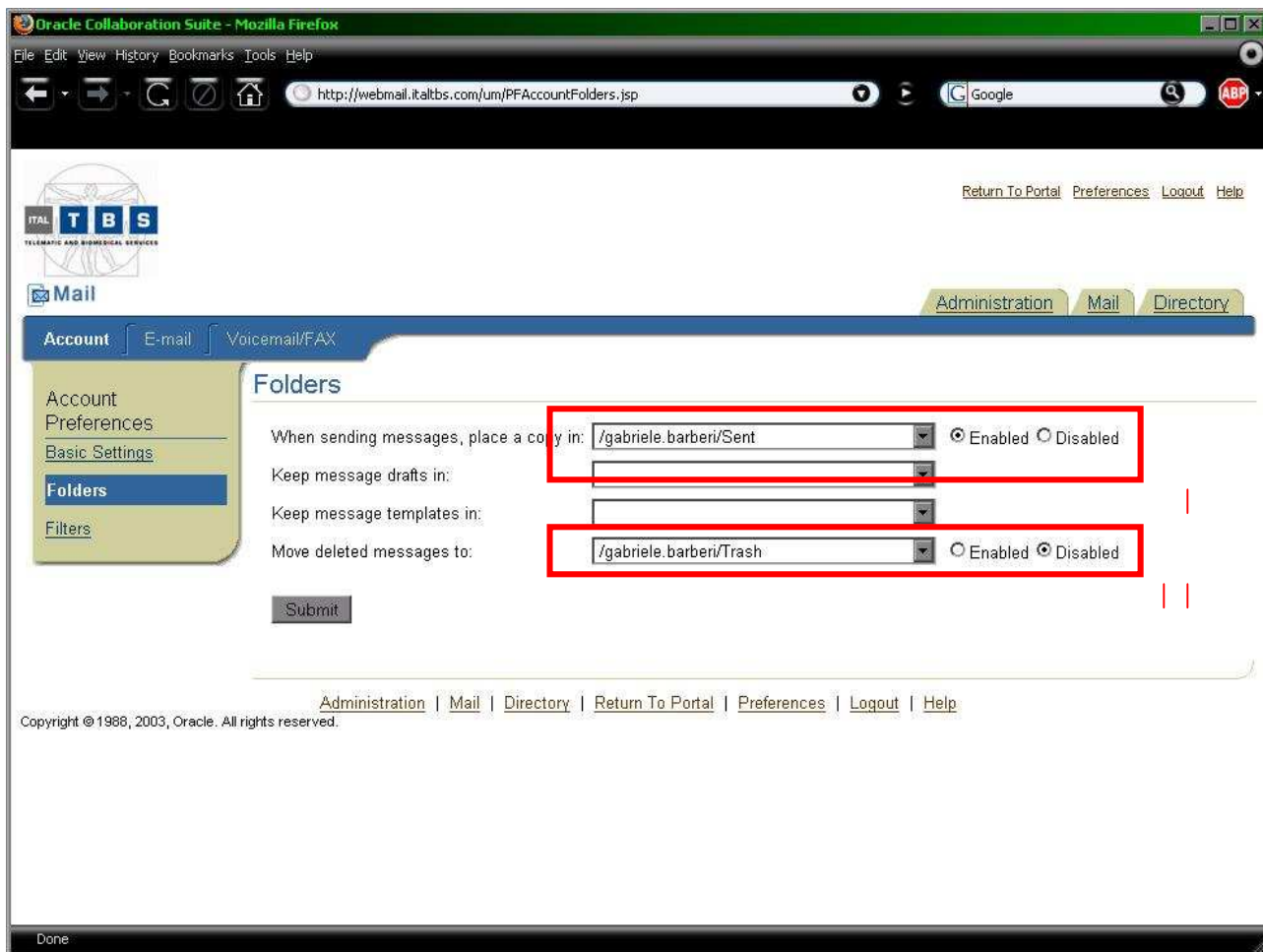


Figure 18: Setting up default folders

Select your favourite folder for sent mail (I) and for delete messages (II) as shown in figure 18.

## 7.2 How to modify composition options

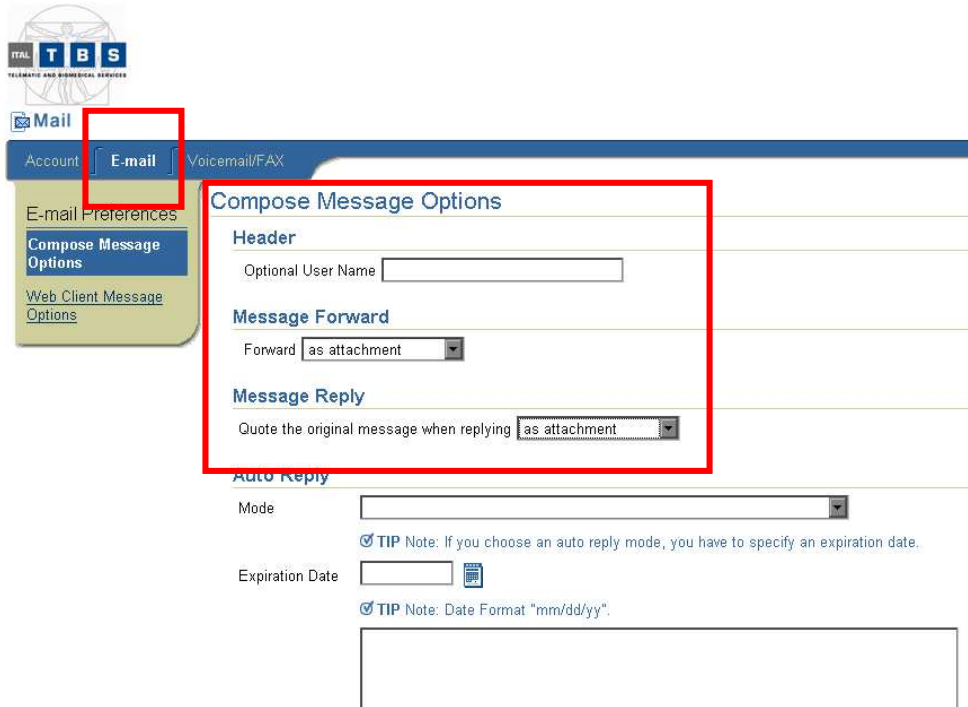


Figure 19: Setting up name and forwarding/reply

In order to display your full name instead of your e-mail address in the mail you send, you have to set it by clicking on “Preferences” and then on “E-mail”.

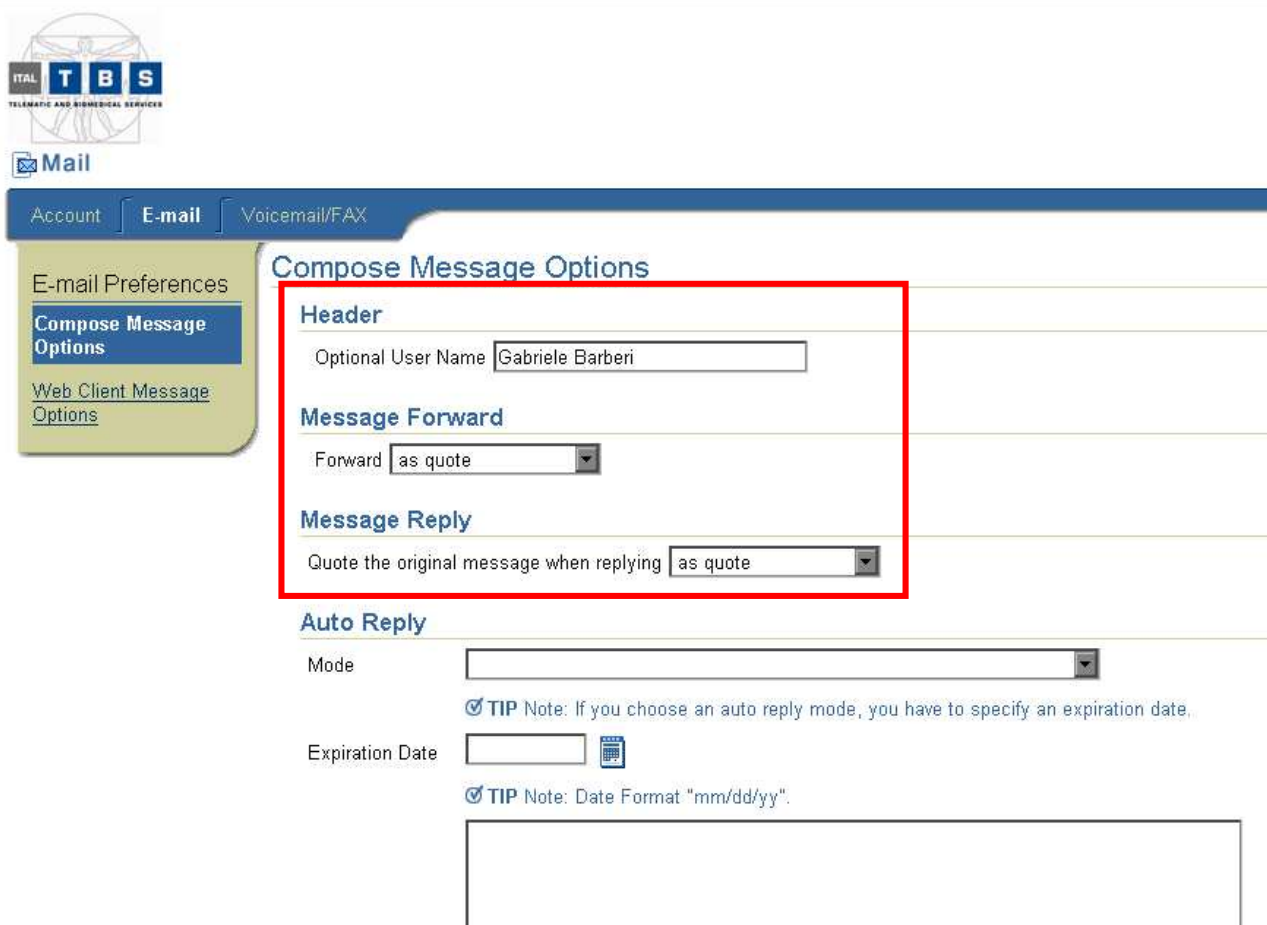


Figure 20: Setting up name and forwarding/reply

Insert your full name in “Optional User Name” field and, for forwarding and replying, choose the option “as quote” in the “Quote the original message when replying” field, as shown in figure 20.

## 8 Private and public files

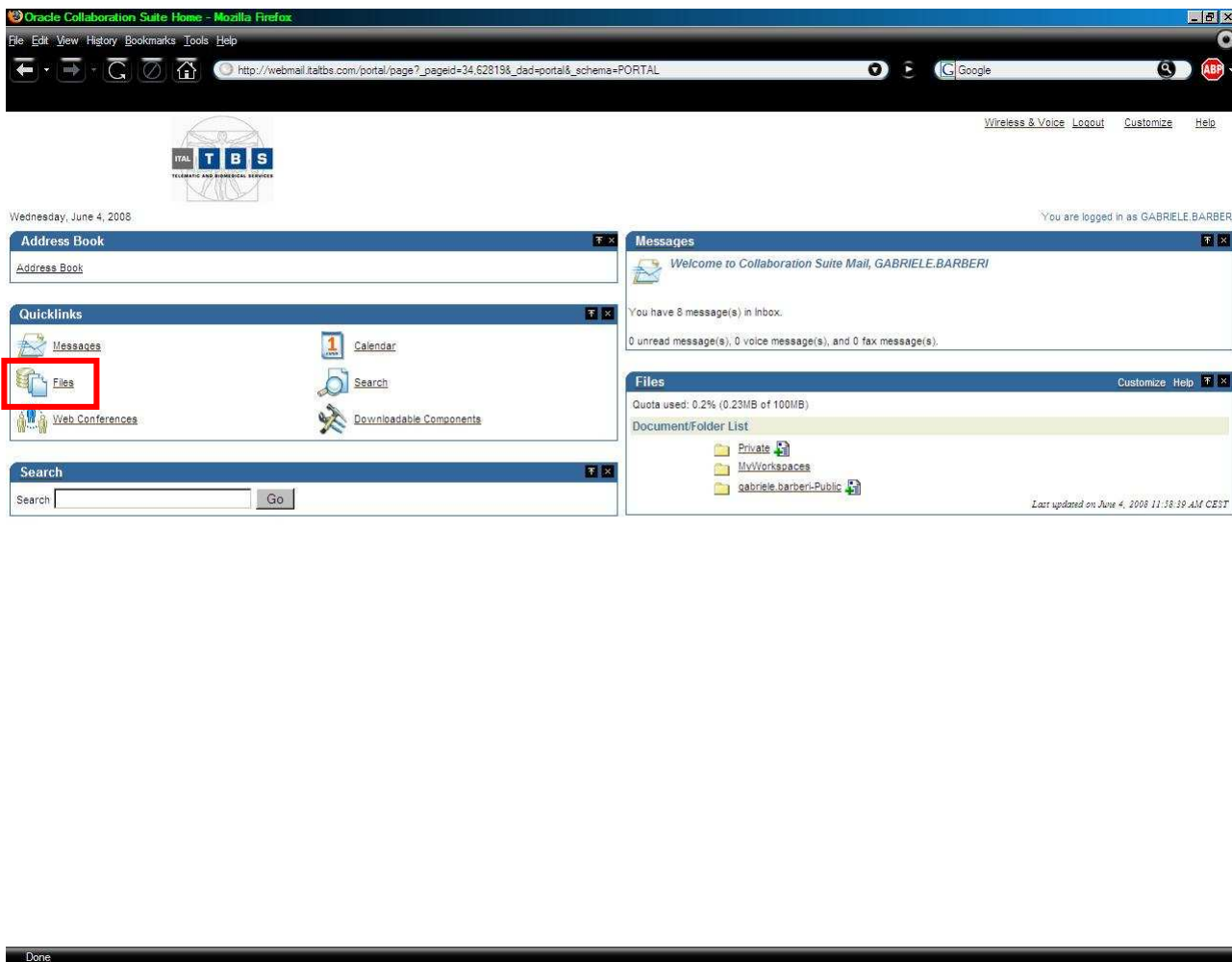


Figure 21: File access page

By clicking on “Files” (center-left), in the “Quicklinks” page, you can access the read/upload page as shown in figure 22.

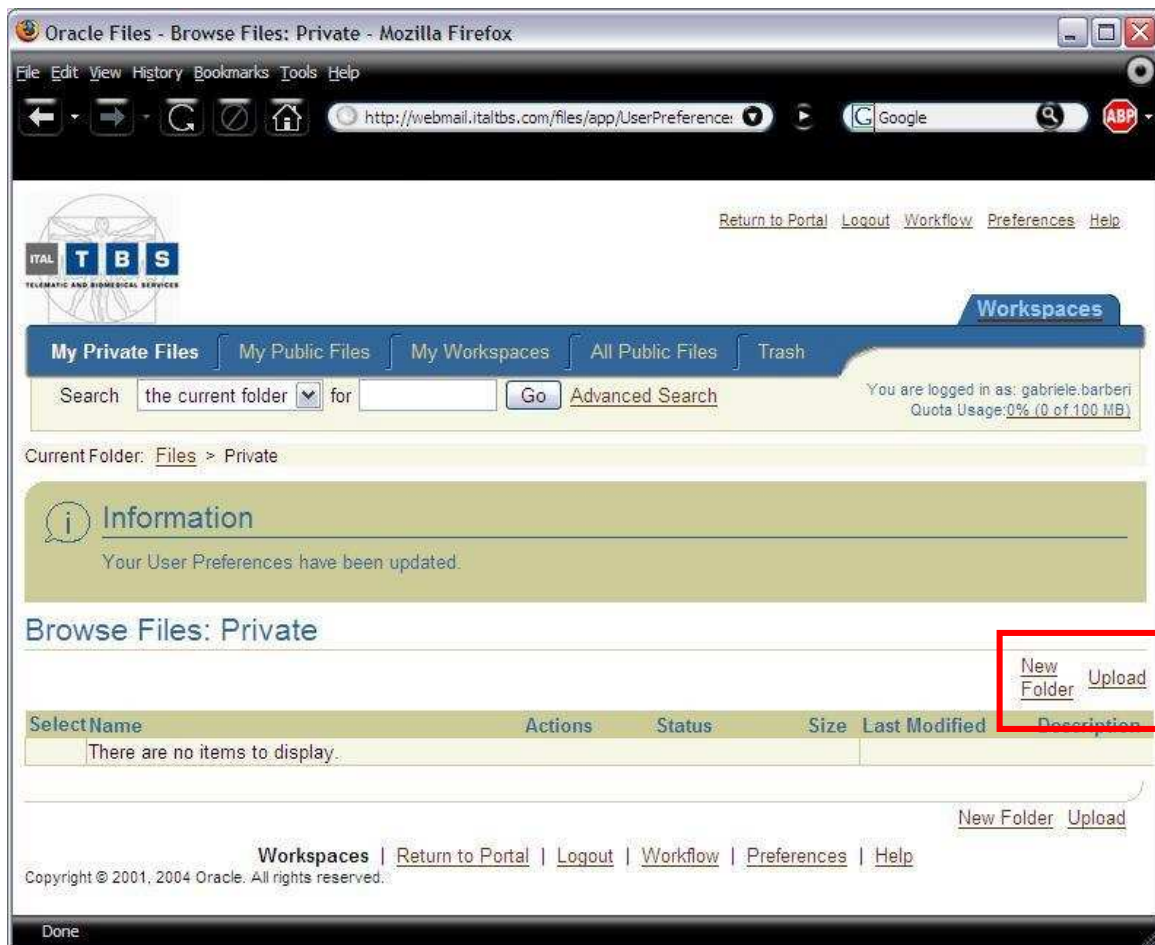


Figure 22: Personal private files

By clicking on the links on the right you will be able to “Upload” a file or to create a “New Folder”.

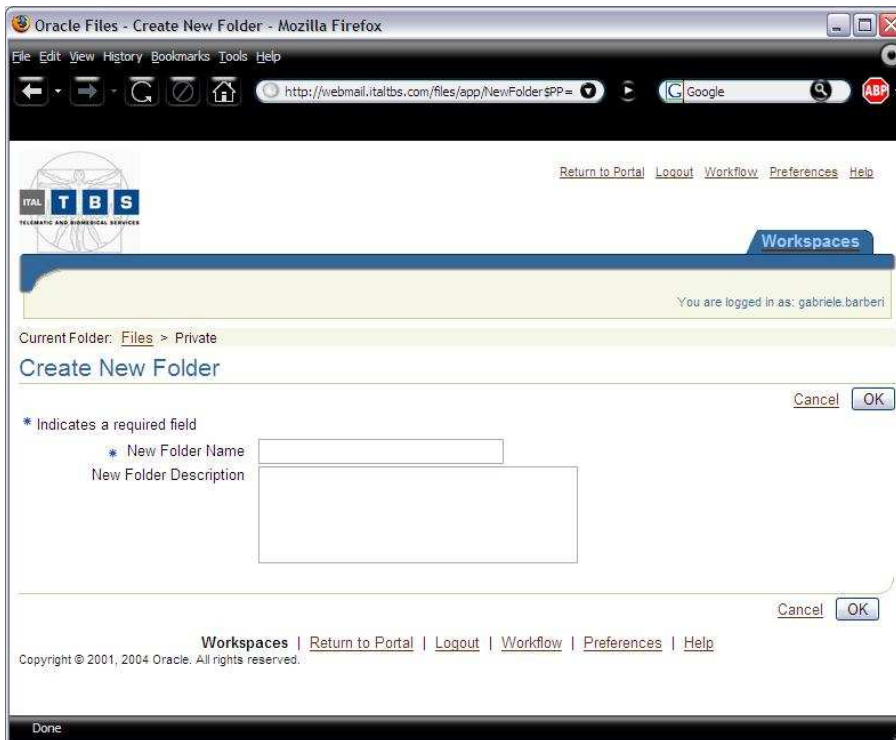


Figure 23: Folder creation

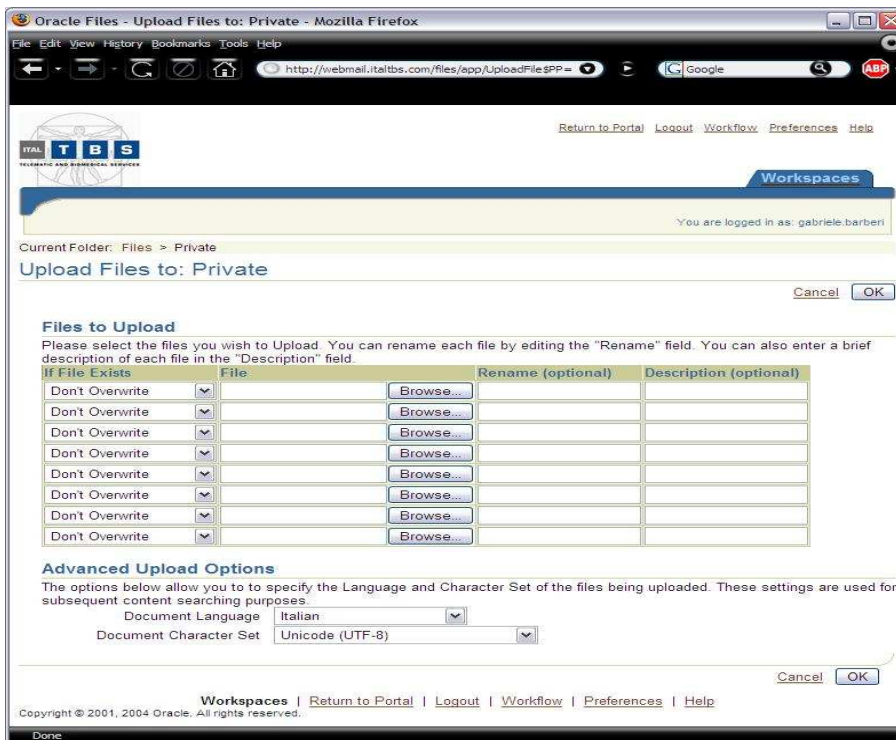


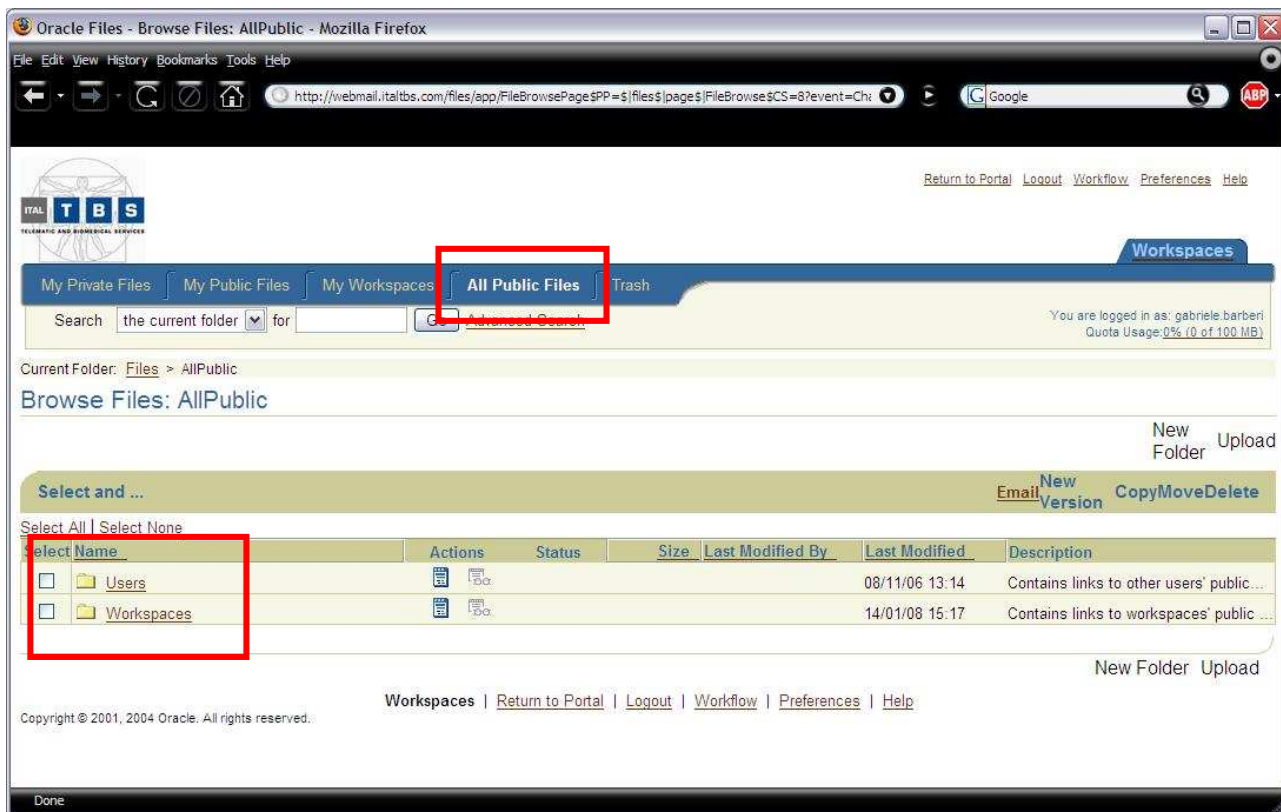
Figure 24: Files upload

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For personal public files the procedure is the same. Those files are readable by all TBS Group users, while the personal private files are writable/readable only by the owner.



Figure 25: Personal public files



*Figura 26: Tutti i file pubblici*

By clicking on “Users” or “Workspaces”, on the left, you have access to other users’s public documents or to shared directories (workgroups).