

Email Troubleshooting Tips

Can't Receive Email:

- Close email program completely and reopen it
- Check your internet connection (try opening a web browser and going to an internet site)
- Have someone send you a test message or send a test message to yourself
- Try retrieving your email through the Connections portal
(<http://connections.webster.edu>)

Can't Send Email:

- Check your internet connection (try opening a web browser and going to an internet site)
- Confirm that you have correctly typed the address you are sending the message to
- Ensure that you have the server settings appropriately configured for your mail client
- Try sending the message through the Connections portal
(<http://connections.webster.edu>)

Can't Access Your Email in Connections:

- The first time you access your email in Connections you may receive a "cannot authenticate" error message. In order to bypass this error and access your email you will need to re-enter your **Connections** password in the area provided.
- Note: Re-entering your password may require disabling any and all pop-up blockers or security suite programs temporarily. As this task must only be completed once, they can be re-enabled immediately after you have re-entered your password.

Lost/Forgotten Password:

You can reset your password online

- Go to
<http://connections.webster.edu/myaccount>
- Click on "I've Forgotten My ID or Password"
- Enter your 7 digit ID number or SSN and click "Submit"
- Click on "reset your password using secret questions"
- Follow the instructions to reset password



E-Mail



For additional assistance accessing
or using your Webster email, please
contact the Help Desk

From the Home Campus x5995
From Off Campus 314-968-5995
Toll Free 1-866-435-7270

OR

Email support@webster.edu

OR

Visit the Help Desk Website
<http://www.webster.edu/helpdesk>

Email Quick Facts

- All students, faculty and staff are given a free email account when they begin at the university
- Accessing your email requires setting up your Connections account
- Your Webster email is a “for life” email account you can keep as your roles at the University change (i.e. Student, Alumni). That is, once your email has been created it will never expire or be removed from our server
- Use of your Webster email is **required**. All official correspondence from the university that is sent via email will be sent only to your Webster address. This includes:
 - Communication from instructors
 - Billing information
 - Financial aid information
 - Course cancellations
 - Course updates, etc.

How Do I Get a Webster Email Account?

Every student, staff and faculty at Webster has a Webster email account. To activate it, you must setup your Connections account. Please read the Connections brochure or go to <http://www.webster.edu/helpdesk> for instructions.

What Is My Email Address?

Your Webster email address is your Connections username @webster.edu. For example: if your Connections username is jdoe44 then your email address would be jdoe44@webster.edu

How do I access my email?

- Email may be accessed through either the Connections portal or setup through a mail client.

Accessing Your Mail Through Connections

1. Go to the Connections portal at <http://connections.webster.edu>
2. Login using your Connections ID and password
3. Click on the “Mail” icon in the upper right corner

Setting up Your Webster Email Through an Email Client

- Webster email can be setup through a mail client such as Outlook, Netscape Mail or Mac Mail.
- Setting up your mail through a client requires specific configuration of the client, as follows:

For all users:

- **Username:** Connections ID
- **Password:** Connections Password

Students (on Campus):

- Incoming and Outgoing server: **auden.webster.edu**

Students (off Campus):

- Incoming server: **auden.webster.edu**
- Outgoing server: The SMTP for your internet service provider. (Note: this may require that you contact your ISP for assistance).

Faculty & Staff (on Campus):

- Incoming and Outgoing server: **pop.webster.edu**

Faculty & Staff (off Campus):

- Incoming server: **pop.webster.edu**
- Outgoing server: The SMTP for your internet service provider. (Note: this may require that you contact your ISP for assistance).

Connections Email

Your Webster email is accessible from the Connections portal and from this location you can change many settings and customize your experience .

Sent Items

By default, items you send from within Connections do not go to the Sent folder. To change this setting:

- Go to *Options* then *Message Preferences*
- Check the box next to “**Send a copy of all messages to 'Sent' folder**” then click **OK**

Deleted Items

By default, items you delete are permanently deleted from the system. To have items you delete go to the Deleted folder:

- Go to *Options* then *Display Settings*
- Click the radio button next to “**Send to 'Deleted' folder**” then click **OK**

Address Book

You have the option of creating an address book. Click on the Address Book tab to access this feature. This address book can be imported & exported from other email clients.

Folders

You have the option of creating folders in your Connections mail. This will allow you to organize your messages more efficiently. To add a new folder, click on the “**Add**” link on the left under *Folders*.

Checking Other Mail

You can setup your Connections mail so that email from other addresses are visible in your Connections. Setup other accounts by going to *Options* then *Retrieve Other Email*

Filters

In Connections you can setup filters to better sort through the messages that you receive. Access this feature through the *Options* menu then go to *Filters*