

# FWISD WebMail

## Frequently Asked Questions:

1. **What is WebMail?**

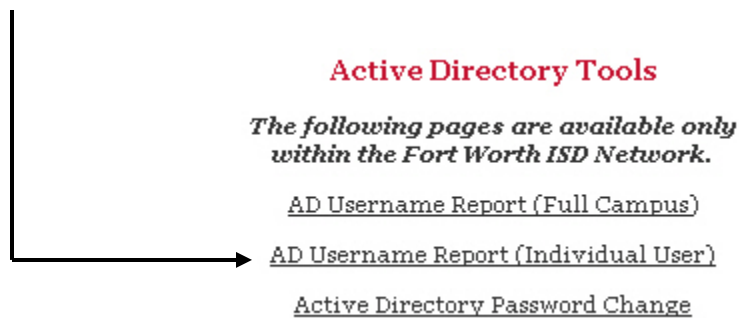
WebMail is the web-based email solution the District has chosen to replace the First Class email system.

2. **What is my username?**

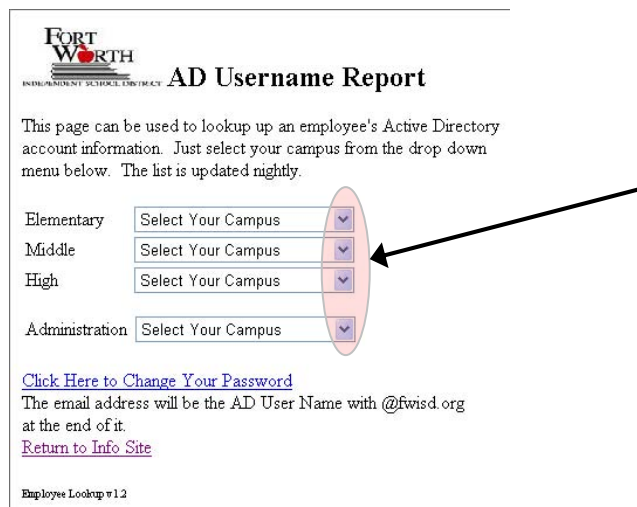
Your username is your **firstname.lastname** (plus a number at the end, if there are duplicate names). You can locate your username by going to the following website:

<http://itweb.fortworthisd.net/webmail2007>

On the right-hand side of the web page, click on Active Directory Username Report (Individual User)



A new web page will open. Select your campus from the drop-down menu to open the web page with your username.



Write down your username and append “@fwisd.org” Your E-mail address should look like **user.name@fwisd.org**. For example, Joseph Smith’s e-mail address is [joseph.smith5@fwisd.org](mailto:joseph.smith5@fwisd.org)

3. **How do I change my password?**

To change your password, you will need to type the following link into your web browser’s address bar and hit Enter:

<http://itweb.fortworthisd.net/webmail2007/>

On the right-hand side of the web page, click on Active Directory Password Change



**Active Directory Tools**  
*The following pages are available only within the Fort Worth ISD Network.*

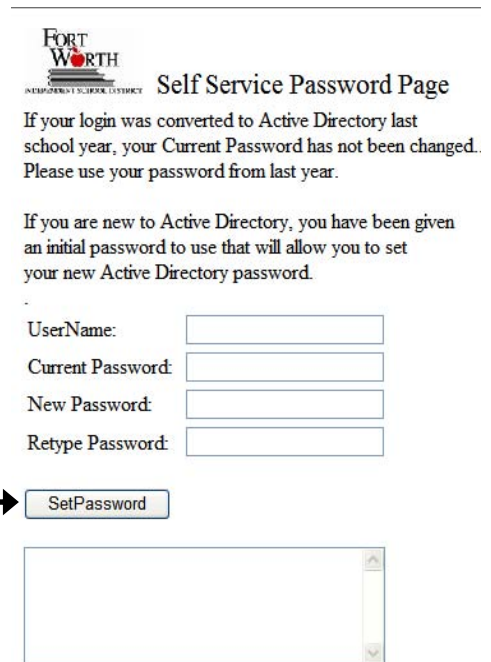
- [AD Username Report \(Full Campus\)](#)
- [AD Username Report \(Individual User\)](#)
- [Active Directory Password Change](#)

The Self Service Password Page will open.

- a. Type your username in the UserName field.
- b. In the Current Password field, type in the initial password.
- c. Type in your new password in the New Password and Retype Password fields.

UserName: joseph.smith5@fwisd.org  
Current Password: <initial password>  
New Password: 3jm85h!0  
Retype Password: 3jm85h!0

- d. Once you have entered the above information, click on the SetPassword button.



**FORT WORTH**  
INDEPENDENT SCHOOLS DISTRICT

### Self Service Password Page

If your login was converted to Active Directory last school year, your Current Password has not been changed. Please use your password from last year.

If you are new to Active Directory, you have been given an initial password to use that will allow you to set your new Active Directory password.

UserName:   
Current Password:   
New Password:   
Retype Password:

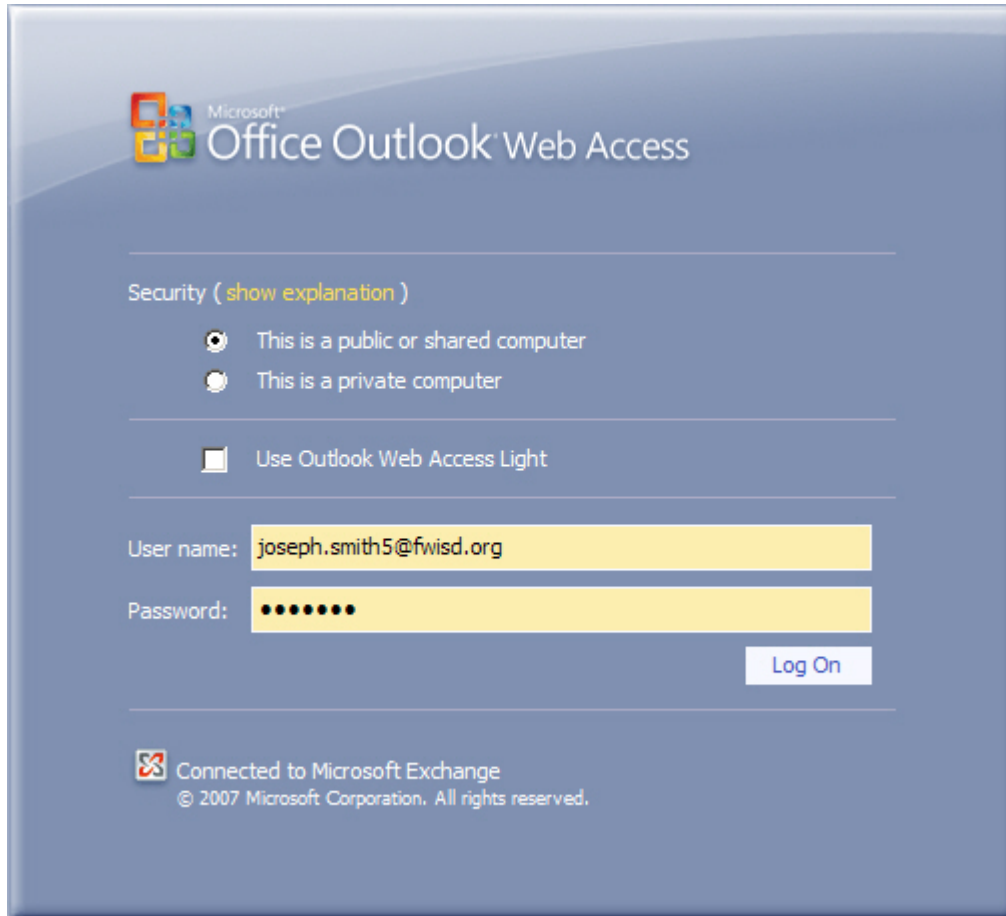
**Note: Changing your Active Directory password automatically changes your WebMail password.**

4. **What do I do if I forget my username and/or password?**

Contact the Division of Technology’s Customer Service Help Desk at 817-871-2085.

5. **How do I log in to WebMail?**

Open Internet Explorer, type <http://webmail.fwisd.org> in the address bar and hit Enter. A dialog box will appear. Type <username>@fwisd.org in the User Name field. For example, in the User name field type **joseph.smith5@fwisd.org**





Type your password in the Password field and click Log On.


6. **How do I log off of WebMail?**

Click on the Log Off button found on the right-hand side of the WebMail toolbar. When prompted, click on the Close button to exit the WebMail window and then click on Yes to close Internet Explorer.

7. **How do I send emails to District employees?**

1. To create and send a new message
2. In any mail folder, click New , or press CTRL+N on the keyboard.
3. Enter the recipients that you want in To and Cc.
4. Type a subject.
5. Type your message in the message body.
6. When you are finished typing the message, click  Send or press ALT+S to send it.


8. **How do I send emails to people outside of the District?**

Create a new message. Type the recipient's email address in the To field, give the email a Subject, type your message, and click the Send button .

## 9. Why doesn't my message automatically save when I close the window?

You need to click on the floppy disk icon  to save the message into your Drafts folder.

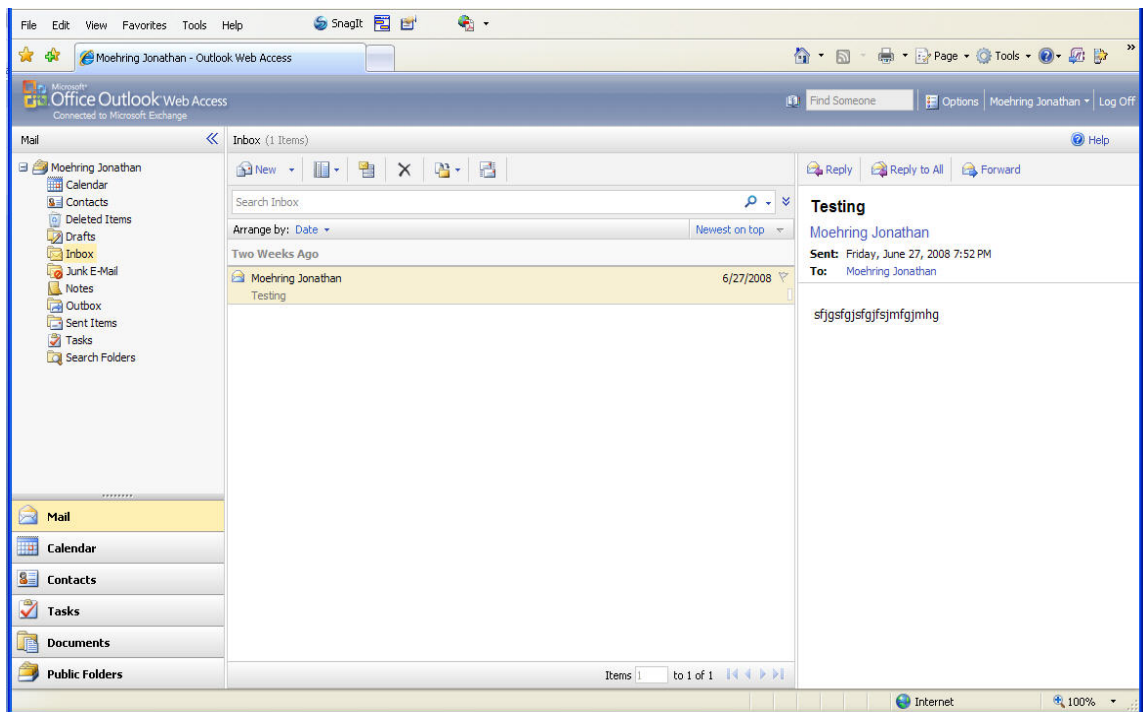
## 10. How do I attach a document?

1. In a message, calendar item, contact, or task, click Attach File  on the toolbar.
2. In the Attach Files dialog box, type the path of the file that you want to attach, or click Browse to locate the file.
3. If you use Browse, highlight the file that you want to attach, and then click Open to add it to the attachments list.
4. Click Attach. Click Cancel to return to the item without attaching the files.
5. To change the file that you selected, click Browse and locate the file that you want.
6. To attach more than one file, click Choose more files in the Attach Files dialog box.
7. To return to the item, click Attach to attach the selected files.

Note: By default, WebMail blocks attachment files (such as .bat, .exe, .vbs, and .js) that can contain viruses.

## 11. How do I view or open my email?


Make sure the folder with your name on it or the Inbox folder is selected. If the Reading Pane is active you will see the email message in the third column as soon as you select a message.



To view an email in a separate window, simply double-click the message.

**12. How do I delete an email?**

There are three methods of deleting email; they are:

- a. click on the email to select it, and then click the delete button  on the toolbar to send it to the Deleted Items folder
- b. click on the envelope icon and hold your left mouse button down and drag the email to the Deleted Items folder in the left column
- c. right-click on the message and select Delete

**13. How do I open and/or save an attachment?**

Open the e-mail. To open an attachment, click on the attachment once. If the format is HTML, plain text, or pdf the attachment will automatically open in a new web page. If you click the attachment of a Microsoft application (like a Word document), a dialog box will open prompting you to Open or Save. If you click Open, the document will appear in a new web page; if you click Save, you will be prompted to select a location to save the document. Choose a desired location and click Save. To save an attachment without opening it first, right-click on it and select Save As.

**14. How do I add contacts?**


Click the New button's drop-down menu and click on Contact. Once the new window has opened, type in your New Contact's information. Don't forget to type in the contact's email address. Click on Save and Close. The person will now be added to your personal contacts list.


**15. How do I create personal distribution lists?**

Click the New button's drop-down menu and click on Distribution List. When the Distribution List window opens, type the name of your new list in the List Name field. You can type the person's email address in the Add to Distribution List field (This field is mostly used to add people who are not in your personal Contacts or the Global Address List [GAL].); then click add.


If you are trying to add people from your personal Contacts or the District's GAL, click on the Find Names button. Click on the drop-down menu to choose which list to search within. Type the name of the person in the appropriate fields and click on Find. Select the correct person and click on the Add recipient to... Distribution List button. After you have added all the people you want to the list, click Close and don't forget to click on Save and Close in the Distribution List window.

**16. How do I send emails to a group of people using a Distribution List?**

From the Shortcuts Toolbar, select *Contacts*. Double-click the distribution list you wish to send an email to. A window will open listing the contacts in this distribution list. On the Standard Toolbar, click on the Send mail to list icon .

If you want to send an email to a group of people in the District's Global Distribution List, begin by creating a new message. Type an underscore “\_” in the To field and click on the Check Names button. A list of Global Distribution Lists will appear. Click on the desired distribution list and click on OK. Write your message and click on the Send button .

**17. How do I delete an appointment from my calendar?**

On the left column, at the bottom, you will find the Button Bar. Click on the Calendar button. Find the appointment you wish to delete. Click on the appointment to select it and then click the delete button .

**18. How do I create folders to store my read email?**

Click the New button's drop-down menu and click on Folder. A Create New Folder window will open. Type in a title for the new folder in the Name field. Designate what the folder will contain by clicking on the drop-down menu. Next, select where you want the new folder to be created in by clicking once on the desired folder and click OK.

**19. How do I copy or move a message/folder?**

There are two methods of moving a message/folder; they are:

- a. Click on the email/folder you want to **move**. Holding your left mouse button down, drag the email/folder to a location in your Folder List (located in the left column) and release the left mouse button. Your email/folder should have been moved into the selected folder. To **copy** the email/folder to a different location, hold down the Control key while dragging the email to the desired folder.
- b. Click on the email you want to move or copy once to select it. Right-click on that email and select Move/Copy to Folder. Select the folder where you want to move or copy it. Click on either Move or Copy.

**20. How do I create my signature?**

1. From the Shortcut Buttons, choose Options.
2. Scroll to Messaging Options
3. Click the check box next to Automatically include my signature on outgoing messages.
4. Click Edit Signature.
5. Click Save and Close

**21. How much storage space does my email account have?**

Fort Worth ISD has acquired sufficient storage to support the entire school District.

**22. Can I upload documents to WebMail?**

No, you cannot just drag a document to the inbox and keep it stored there for easy retrieval. A flash drive should be used to store such documents.

**23. What will happen to my conferences?**

Conferences are now called "Public Folders." Only Global Conferences will be available for everyone.

**24. How do I log in from home?**

Logging in from home is identical to logging in within the District network.  
(For instructions on how to log in, refer to FAQ #5.)

**25. Where are the District Forms?**

All forms will be migrated to an online web form which you will be able to find in the appropriate Public Folder.

**26. Why can't I check my emails' history?**

It is not one of Outlook's features. It will however, allow you to send a Read Receipt along with the email you sent. WebMail differs however, in that the receiver of the email can elect to send or decline that a read receipt be sent back to you.

**27. Will I be able to unsend my emails?**

No; once you click on Send, you cannot unsend a message.

**28. Can I Undelete my emails?**

You can undelete messages, only if they are still located in your Deleted Items folder.

**29. Are my deleted emails “really” deleted?**

No, even if you have emptied your Deleted Items folder, all emails are recorded. According to a recent Supreme Court ruling, all communications must be archived for “open records” requests.

**30. What is Active Directory?**

Active Directory is a central component of the Windows platform. Active Directory is used to manage items such as user names and passwords, location of the facility that the user reports to, and what access privileges they have on various systems around the District. It also supports single sign-on, allowing the user to log in once for multiple applications requiring a log in.