

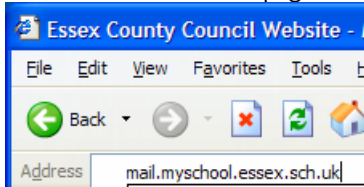
Clearing Blocked RM Mailboxes

These notes will guide you through the use of the RM EasyMail web page.
The aim is to transfer a few messages at a time from RM and thus unblock the schools public email queue.

Depending on the number of messages involved, this could take a long time.
Set aside two hours to complete the process if your mailbox is full.

1. Open Internet Explorer and type **mail.<school domain name>** into the address – replacing <school domain name> with the last part of your schools internet email address (eg. myschool.essex.sch.uk).

Press ENTER to visit the page.



2. At the RM easy mail log in page you will be prompted for a username and password.
The username is your mail account name, which is normally 'admin'. Some schools may have additional mail addresses such as 'head'.
The password should be 'password'. If this does not successfully log you in, contact RM.



For online support, please visit www.rm.com/support
Welcome to your RM EasyMail Plus email service - for more information please see www.rm.com/easymailplus
Planned Maintenance: Please be aware that the RM EasyMail Plus email service will be unavailable due to routine maintenance work from 9pm Monday 1st August until 9am Wednesday 3rd August 2005. To find out more, please click on this link: <http://www.rm.com/support/news/updates.asp?topic=MS42377>
RM recommend Microsoft Internet Explorer version 6.01 SP2 or higher to access this website. For more information about other compatible browsers please click on this link.

3. Once logged in, you will be presented with the 'Inbox Folder' page. This shows any incoming messages waiting to be downloaded, and how full the mailbox is.



- Click on the 'Folders' icon at the top of the page.



- The 'Folders Menu' dialog will appear.



Click on 'Add Folder'

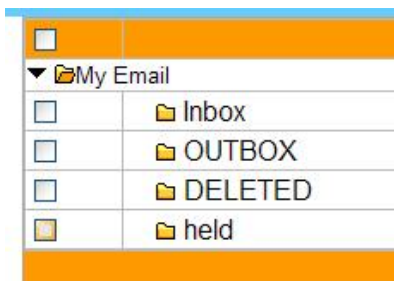
- You will be presented with the Add Folder screen,

A dialog box with a blue header bar containing the text "Add Folder". Below the header, there are two labels: "Name:" followed by a text input field, and "Location:" followed by the text "My Email/". At the bottom of the dialog, there are two red buttons: "OK" and "Cancel".

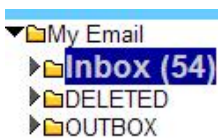
Please type 'held' into the 'Name' field and click



- You will now see the folder you have just created.



Select the Inbox folder from the left hand menu



8. You should now be back at the screen shown in step 3, please put a tick in the tick-box on the orange bar, this will select all emails shown on that page



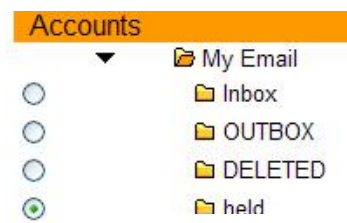
Click on the 'Move' icon at the top of the page.



9. You will now see the 'Move Messages' page.



Select 'Held'



And click the  button

10. You will be returned to the "Inbox Folder" page.
Repeat steps 8 to 9 until there are no messages left.
Note: To speed this process up, you can go to the "Options" page and increase the number of messages shown, 100 would be a sensible number.
11. Select "Held" from the left hand menu.



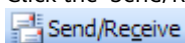
12. Tick the first four messages.

Click the "Move" icon at the top of the page.

13. Select "Inbox" from the list and click the "Move" button.

14. You will be returned to the "Inbox" page showing the four messages you previously selected.

15. Leave the RM EasyMail web page open and run Outlook.
Click the 'Send/Receive' icon.



16. Email should download, albeit possibly slowly. Please be patient and wait for it to complete. You may need to try this several times before succeeding.

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17. Once the messages have finished transferring, click the "Search" icon on the RM EasyMail web page.



Leave the search field blank and click



No messages should remain. If they do, repeat steps 14-16 until successfully transferred.

Note: As messages are successfully transferred, new ones may start appearing. If your mailbox was full, messages may be stacked up on other mail servers awaiting your mailbox to empty.

18. Repeat steps 11-16 until all your email has been transferred.

Note: Only transfer a few messages at a time – especially if they have large attachments. If you are having problems with large messages, move them into the Held folder and leave them until last.

