Best Practice: Email

CUE 'best practice' guidelines for accessing your email

Overview

The Systems and Networking department has tried to offer a high degree of flexibility for email access but with such flexibility comes confusion regarding when to use each method of access.

This document seeks to outline the different ways to access your CUE email account and provides the pro's and con's of each connection type.

> If you have any comments or queries about the content of this document, or have suggestions regarding the content in future documents, please contact the CUE Helpdesk. Please see the end of this document for contact details.

CUE Email Services

CUE uses Microsoft Exchange 2003 to provide email services to CUE staff which offers a number of connection types:
- MAPI Outlook Client
- Outlook Web Access
- Outlook Mobile Access
- ActiveSync

MAPI Outlook Client

The MAPI Outlook Client connection allows Microsoft Outlook to connect directly to the Microsoft Exchange Server.

Outlook (client) $\leftrightarrow$ Exchange (server)

CUE uses Microsoft Office Outlook 2003 as the MAPI Outlook Client; the most integrated and feature-rich Outlook client to date.

Outlook is configured in two distinct ways depending on the client computer:
- Online
- Cached Exchange Mode

Online
Online mode requires a permanent connection to the server. If the client looses connectivity to the server the mailbox will be unavailable.

Cached Exchange Mode
Cached Exchange Mode stores a secure copy of your mailbox on the client computer; this copy is kept up-to-date by frequently synchronising with your mailbox on the Exchange server.

If the client looses connectivity to the server, whether intentional (going Offline) or as a result of a network fault, the cached content can still be accessed. Any changes to the cached content such as reading, deleting or replying to items, will be synchronised with the server when connectivity is restored.

CUE Best Practice:
- Online – used on the CUE Terminal Servers. This reduces the size of a user's profile and *dramatically* increases the speed of a user's logon.
- Cached Exchange Mode - used on CUE laptops to allow users to access their emails while Offline

Outlook Web Access

CUE supports Outlook Web Access (OWA); web-based email access via a web browser.

OWA provides a user with secure remote access to your email, calendar and contacts without the need to a 'thick' client such as Outlook or Outlook Express.

To access OWA remotely or from within CUE open Internet Explorer (other browsers are not officially supported) and type https://mobile.cueliw.net

Note: A link to CUE OWA is available on the CUE LIW Resources site www.cueliw.net

Outlook Mobile Access

CUE also supports Outlook Mobile Access (OMA); web-based email access via a mobile web browser such as is found on PDAs and Smartphones.

Outlook Mobile Access (OMA) is a text-only version of Outlook Web Access (OWA) and allows secure remote access for use with mobile devices supporting a WAP 2.0 browser.

To access OMA open the web browser on your mobile device and type https://mobile.cueliw.net/oma

Note: While CUE OMA is a supported service most CUE mobile devices are configured to use ActiveSync; see the 'ActiveSync' section for further details.

ActiveSync

ActiveSync is the preferred method of accessing your email on a mobile device. All CUE mobile devices capable of supporting ActiveSync, Windows Mobile 2002 or later, are configured prior to being issued to the end user.

There are a number of ways to connect your mobile device to your mailbox on the exchange server.

Connection to a PC on the local network (via serial or USB cradle or cable)

Mobile (client) ←→ PC (on local network) ←→ Exchange (server)

Note: Microsoft ActiveSync needs to be installed and configured on the PC.

Connection to the CUE wireless network (WiFi)

Mobile (client) ←→ Wireless Access Point ←→ Exchange (server)

Connection to the CUE network via dial-up

Mobile (client) ←→ Mobile Phone ←→ Dial-in Server ←→ Exchange (server)

Note: dial-up connections are typically established using a Bluetooth connection to a Bluetooth-enabled mobile phone

Connection to the Exchange Server across the Internet via a GSM connection.

Mobile (client) ←→ GSM network ←→ Exchange (server)

Contact the CUE Helpdesk

You can contact the CUE Helpdesk via the Online Helpdesk (https://helpdesk), email (ITSupport@cad.coventry.ac.uk), instant message a member of the helpdesk (add 'Luke Maslany' to you Windows Messenger contacts) or by telephoning internal extension 2402/2403.