



# Frequently Asked Questions

DPSMail FAQs

# DPS Mail Frequently Asked Questions

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## Table of Contents

1.	<b>General</b> .....	3
	What is the name of the new email system? .....	3
	Which browsers will work with DPSMail? .....	3
	Why don't I see DPSMail resource information such as job titles, locations, departments, phone numbers, etc. in the DPSMail Global Address List? .....	3
	What should I do if my information was not migrated over to the DPSMail system? .....	3
	Will my mailbox be larger than iMail?.....	3
	How large a file (attachment) can I send?.....	3
	Who should I contact when I have issues, questions, or feedback relating to DPSMail?.....	3
	Where can I find DPSMail Quick Reference Documentation?.....	3
2.	<b>How to Logon to DPSMail</b> .....	3
	What are my login options?.....	3
	What if I don't have the DPSMail shortcut on my computer? .....	4
	Can I access DPSMail from home?.....	4
	What User ID and Password should I use to login to DPSMail? .....	4
	I have forgotten my password, how do I reset it?.....	4
	Will I be able to use the <teacher.teacher>, <counselor.counselor>, etc. login for DPSMail? .....	5
3.	<b>Features</b> .....	5
	What are the main DPSMail components? .....	5
	Are there any known shortcuts, tool-tips, quick-tips, etc. that are available to help me with gaining knowledge of DPSMail? .....	6
	Why can't I sort my emails? .....	9
	How do I share my briefcase with others?.....	10
4.	<b>Calendar</b> .....	10
	Why don't I see my calendar information from iMail?.....	10
	Why can't I add meeting notices to a shared calendar?.....	11
	Why are meeting notices automatically added to my calendar regardless if I accept or decline the notice?.....	11
5.	<b>Blackberry</b> .....	11
	How can I access DPSMail using a Blackberry or other Smartphone? .....	11
	When reviewing my messages on my blackberry, I am not able to see all of the email content?.....	12
	Why can't I see or open an attachment from my Blackberry? .....	12
6.	<b>Microsoft Outlook</b> .....	12
	Will the district support Microsoft Outlook? .....	12
	My Outlook files did not migrate to DPSMail?.....	12

# DPS Mail Frequently Asked Questions

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## 1. **General**

### [What is the name of the new email system?](#)

The email system is called DPSMail.

### [Which browsers will work with DPSMail?](#)

The standard internet browser used by DPS is Internet Explorer 7 (IE7) or IE8; however any web browser (Firefox, Safari, Chrome, etc.) can be used to access DPSMail.

**Note:** Users may see slight presentation differences from one browser to another. If you currently use IE7 at DPS and are experiencing performance issues, please contact the Help Desk at (313) 873-0123 to request an upgrade to your browser from IE7 to IE8.

### [Why don't I see DPSMail resource information such as job titles, locations, departments, phone numbers, etc. in the DPSMail Global Address List?](#)

This information will be migrated before February 21, 2011.

### [What should I do if my information was not migrated over to the DPSMail system?](#)

Please contact the Help Desk at (313) 873-0123 for assistance.

### [Will my mailbox be larger than iMail?](#)

Yes, every DPS employee will receive a 16GB mailbox.

### [How large a file \(attachment\) can I send?](#)

Files up to 15 MB can be sent.

### [Who should I contact when I have issues, questions, or feedback relating to DPSMail?](#)

Please contact the Help Desk at (313) 873-0123.

### [Where can I find DPSMail Quick Reference Documentation?](#)

Click on the links below to access the Quick Guide's that have been created to assist with gaining knowledge of the DPSMail application.

[Email Basics Quick Guide](#)  
[Calendar Quick Guide](#)

[Briefcase Quick Guide](#)  
[Search Features Quick Guide](#)

Other helpful information:


- Job Aides
- Video Clips

## 2. **How to Logon to DPSMail**

### [What are my login options?](#)

There are three different ways to login to DPSMail, they are as follows:



- A new shortcut  will appear on all new DPS computers, which will take users directly to the DPSMail login;
- A link to DPSMail will appear on the DPS website: [detroitk12.org](http://detroitk12.org);
- Users can type the following address in the web browser: <http://dpsmail.detroitk12.org>

# DPS Mail Frequently Asked Questions

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The following login page will be displayed:



## [What if I don't have the DPSMail shortcut on my computer?](#)

If you do not see the DPSMail shortcut utilize one of the other options above to login.

## [Can I access DPSMail from home?](#)

Yes, DPSMail can be accessed from anywhere in the world via the internet. The URL that must be entered in your web browser is as follows: <http://dpsmail.detroitk12.org>.

## [What User ID and Password should I use to login to DPSMail?](#)

Effective February 21, 2011, your User ID and Password will change for DPSMail. User ID and Password information that should be utilized is as follows:

- **User ID** – Users will enter the same user ID currently used to log into Windows, <firstname.lastname>, for ALL DPS applications including DPSMail.
- **Password** - When logging onto DPSMail, users will enter the same password currently used to logon to a user's DPS-issued computer (Windows login or the Ctrl/Alt/Delete logon).

**Hint:** This is what is referred to above as the **Windows login page.**



**Hint:** Utilize the same User ID and Password you entered in your Windows login page to log into DPSMail.



**Note:** Your Password for all other applications (such as myDPS, PeopleSoft, COGNOS and other web applications) users will enter their old iMail password.

## [I have forgotten my password, how do I reset it?](#)

- There are two ways to reset your **Windows password**:
  - Perform the Ctrl/Alt/Delete command and click "Change Password" or
  - Contact the Help Desk at (313) 873-0123.

**Note:** Changing your Windows password automatically changes your DPSMail password.

# DPS Mail Frequently Asked Questions

- There are two ways to reset your **LDAP (old iMail) password**:
  - Utilize the Self-Serve Password Reset Tool by entering the following URL in the web browser: [apps2.detroitk12.org/ldap\\_service](http://apps2.detroitk12.org/ldap_service) or
  - Contact the Help Desk at (313) 873-0123.

[Will I be able to use the <teacher.teacher>, <counselor.counselor>, etc. login for DPSMail?](#)

No, you must use your Windows login information as described above. If you need further assistance regarding this issue, please contact the Help Desk at (313) 873-0123.

## 3. Features

[What are the main DPSMail components?](#)

The main components are Email, Address Book (Contacts), Calendar, Tasks, Briefcase and Options. Refer to the diagram below.

**Overview Pane** (Pane on the left) displays the following: Username, your mailbox quota, folders, saved searches, tags you have created, Zimlets and Mini Calendar (optional).

**Window Header** displays the following: Search, Save, Advanced Search, Sign Out and Help.

**Toolbar** displays the following: **Tool Tabs** (Mail, Contacts, Tasks, Briefcase and Options) **Action Buttons** (New, Check Mail, Delete, Reply, etc.)

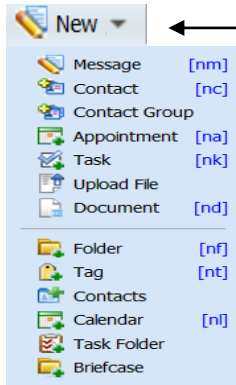
**Content Pane** displays all messages or conversations in your Inbox, Sent, Drafts, and Trash.

**Reading Pane** displays the email that was selected.

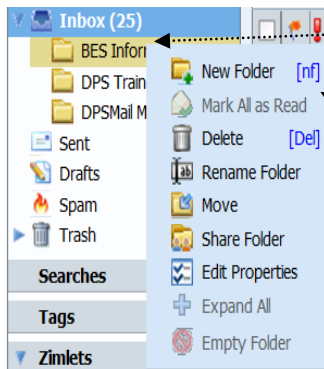
**Note:** You can change the way you view your Reading Pane as follows: Click the "View" tab located on the Toolbar and select how you want to see the Reading Pane.

# DPS Mail Frequently Asked Questions

[Are there any known shortcuts, tool-tips, quick-tips, etc. that are available to help me with gaining knowledge of DPSMail?](#)

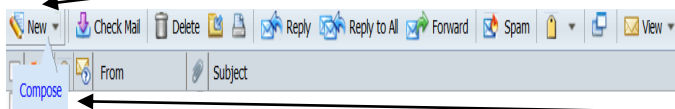


**Down-arrow menus** have been designed to click on a particular button to perform one action or click on the down-arrow icon to display a drop-down menu of additional choices as shown below.



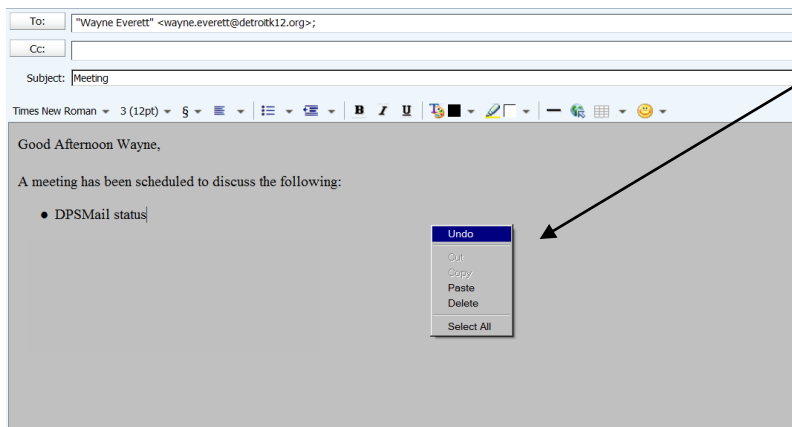
**Right-click menus** have been designed to right-click on folders, messages, or items in email headers to display a menu of functions that can be performed.

This is an example of the right-click menu on a user's folder. Functions displayed: New Folder, Delete, Rename Folder, Move, Share Folder and Edit Properties.



**Tool-tips** allows' user to mouse cursor (hover) over items, such as command buttons, email messages in message headers, etc. A small text box of descriptive information about the item will display.

In the example, the "New" tab was hovered over and "**Compose**" was displayed.



## Quick-tip #1:

**Undo** – when composing an email, the user may have the need to perform the "undo" command. Right-click on the Content Pane and a dialog box will appear.

You may also utilize a **Shortcut Key (Ctrl Z)** to perform an **undo**: Hold down the (Ctrl) key and tap the letter **Z** on your keyboard.

Note: **Shortcut Key (Ctrl Y)** is utilized to perform a **redo**: Hold down the (Ctrl) key and tap the letter **Y** on your keyboard.

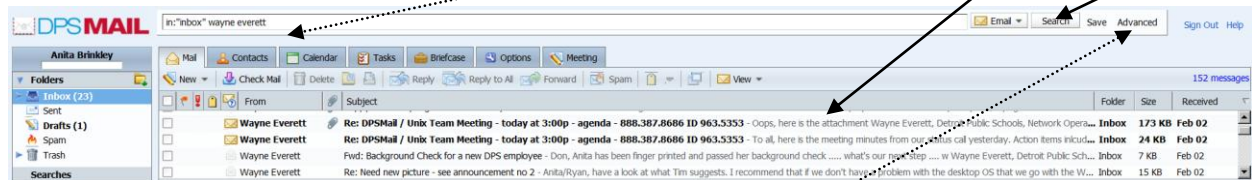
# DPS Mail Frequently Asked Questions

**Quick-tip #2: Search Features** – You can search messages, contacts (last name, first name, phone number), appointments, files, by specific words, dates and times, attachments, etc. Also,

DPSMail allows the user to  his/her search queries.

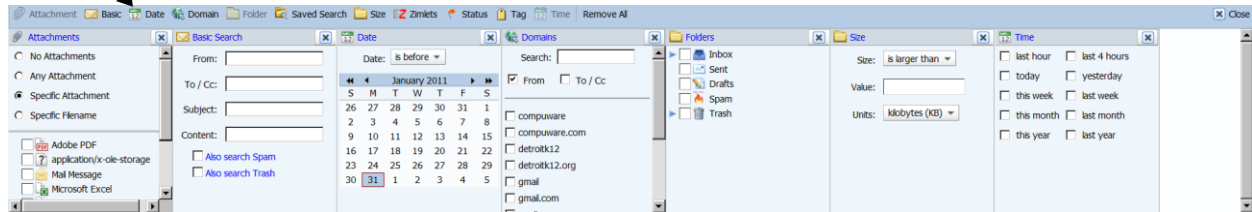
There are two mailbox search tools:

**Search Button** – This is a quick search that executes the search query displayed in the Search text box. The select menu to the right of the Search box enables you to select the type of item which to search. In the example below, a search was performed from the "Inbox" for Wayne Everett. Click the Search Button to obtain the results in the Reading Pane.

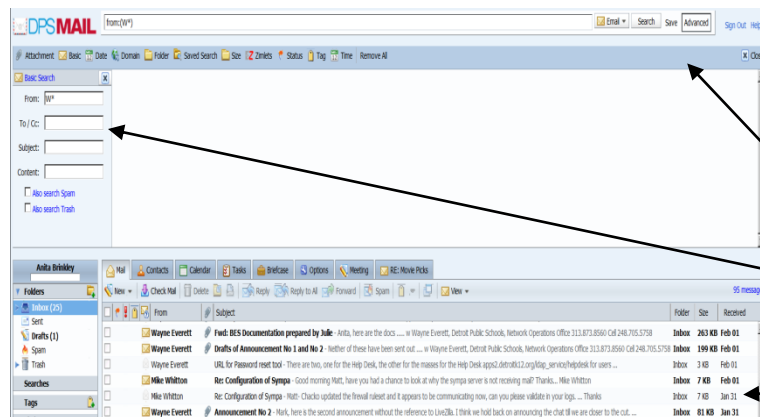


**Advanced Search Button** – Opens separate panes to perform different types of searches. You can open multiple instances of each pane.

Search criteria's available: Attachment, Basic, Date, Domain, Folders, Size, Time, etc.



**Quick-tip #3: Search utilizing the first letter of a name:** You can search your inbox, outgoing mail, subject or content in an email by the first letter of a name by using the "\*" (asterisk) as a wildcard.



For example, to search your inbox for an email received, the steps are as follows:

- In the "Search Bar Row", click on "Advanced" (next to "Save") and a "Basic Search" dialogue box will display on the left.
- Enter the first letter of the person you are searching for along with an asterisk. For example: You may need to search for Wayne Doe, in the "From" field type "W\*".
- A list of the emails will be displayed in the Message Pane of everyone who's first and/or last name starts with the letter "W" in your inbox.

# DPS Mail Frequently Asked Questions

**Note:** To obtain additional information on DPSMail Search Features; please refer to the Search Features Quick Guide.

**Quick-tip #4: Message content size:** DPSMail will truncate messages that are over the size limit (100k). This is a problem when pasting Ms Excel, PowerPoint, Visio documents into the body of the message. The user will receive the following message below in the body of the email.

 This message is too large to display properly. [View entire message.](#)

**Solution:** Users are advised to attach documents rather than embedding them in the body of the email.

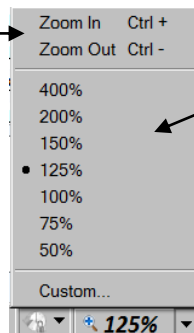
**Quick-tip #5: Increasing/Decreasing the size of my Screen/Presentation:** If words are too small or large to read on the screen, you have the following options described below to make the screen larger or smaller.

Internet | Protected Mode: On

125%

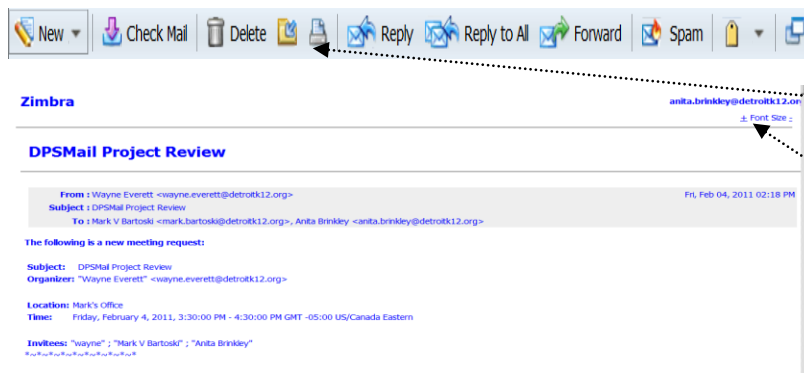
**Zoom Command** can be found in the lower right hand corner of the DPSMail page. Click the plus (+) sign to increase the size.

You may also utilize **Shortcut Keys (Ctrl +/-)** to **zoom in/zoom out**. Hold down the (Ctrl) key and tap the **+** or **-** sign on your keyboard.



You may also utilize the **Down-arrow menu** designed to click on a particular button to display a drop-down menu of additional choices as shown.

**Quick-tip #6: Increasing the size of Printed Document:** When printing messages, a **Font size** link displays on the page to be printed. You can increase (+) or decrease (-) the size of the text before you print.



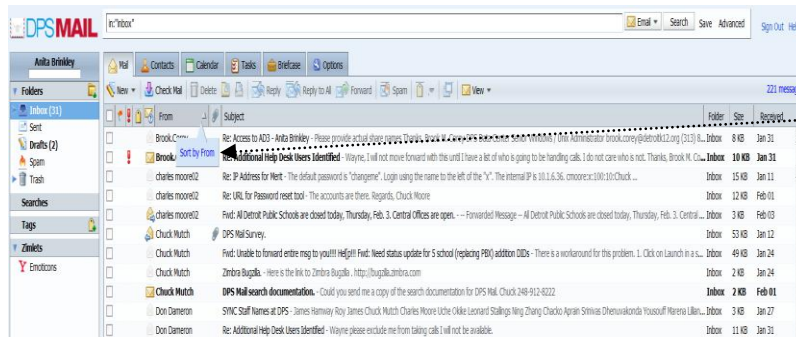
To increase/decrease the size of the text to be printed:

- Click on the print icon
- Print screen will be displayed (as shown)
- In the upper right-hand corner, click the + or - sign

# DPS Mail Frequently Asked Questions

## Why can't I sort my emails?

Any pane containing email messages, such as your Inbox, can be sorted by the **From**, **Subject**, and **Received** columns. Sortable columns are highlighted as you pass your mouse cursor over them. You can only sort by one column at a time.



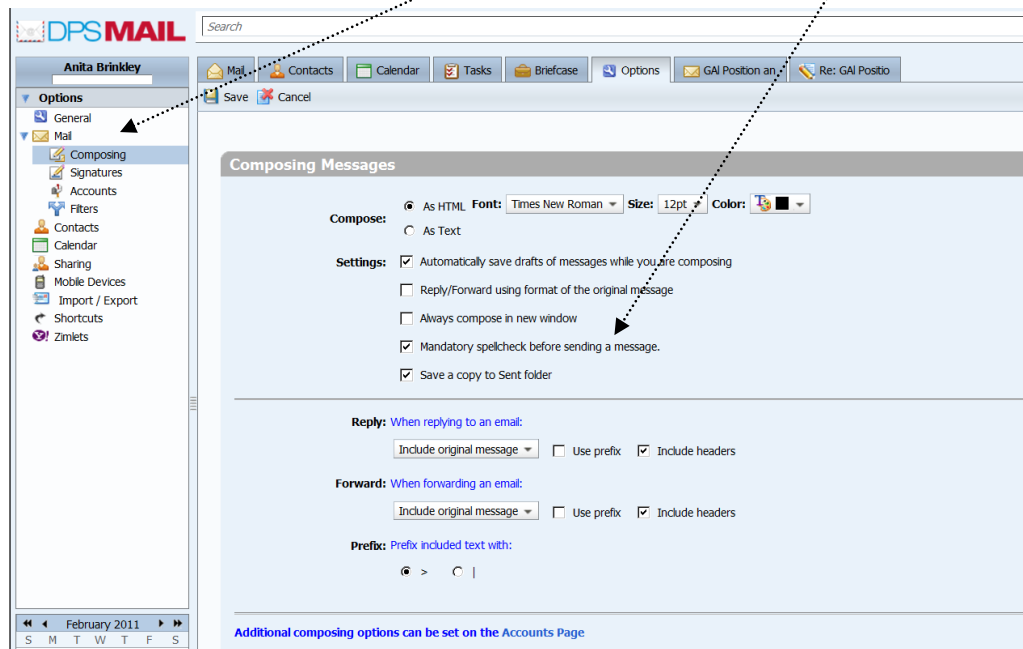
In this example, emails were sorted by the **"From"** column.

## Why when replying to a message the cursor automatically goes to the top and sometimes it goes to the bottom?

This is a known issue and has been reported to the software vendor.

## Why does DPSMail spell-check feature check the whole document verses checking as you type?

DPSMail spell-check feature only checks the whole document. With that in mind, to ensure that you make spell check mandatory before a message is sent: Check "Mandatory spellcheck before sending a message" from your Options > Composing folder.



# DPS Mail Frequently Asked Questions

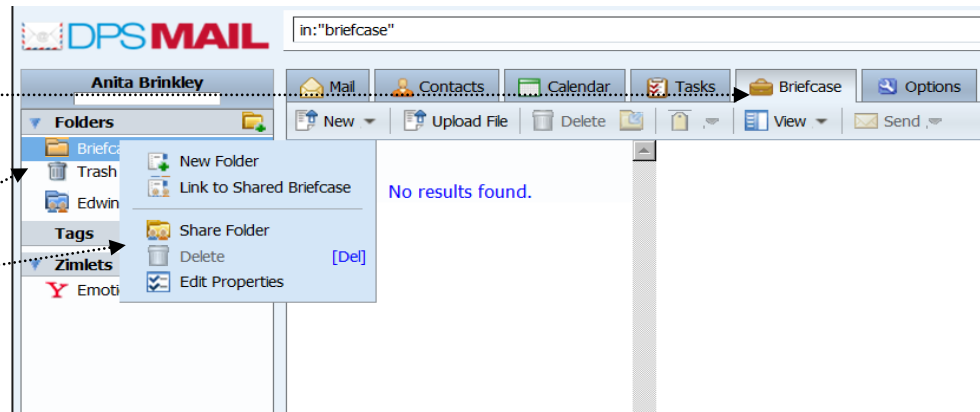
## [How do I share my briefcase with others?](#)

You can share your briefcase with the following:

- Internal users or groups: The user or group must have a valid address in DPS and you must select the type or role (privilege) to grant the internal user.
- External guests: You create a password for the shared folder that guests must enter to view the content. **Note:** They cannot make changes to the information they are reviewing.
- Public: Anyone that knows the URL to the folder can review the content. **Note:** They cannot make changes to the information they are reviewing.

### Sharing your briefcase:

- Click on the **Briefcase** tab.
- Briefcase information will be displayed (as shown)
- In the Overview pane on left, **right-click** on briefcase folder
- A **menu of functions** will be displayed.
- Click on Share Folder. The Share Properties dialog box will be displayed.



### Identify who you want to share your briefcase with as follows:

- **Internal:** Select **Share with** "Internal users or groups", enter email address, define the user's role and click OK.
- **External:** Select **Share with** "External guests", enter email address and password and provide the URL to access the information.
- **Public:** Select to **Share with** "Public" and provide the URL to access the content.

#### Internal Users or groups:

Share Properties

Name: Briefcase  
Type: Briefcase

Share with:  Internal users or groups  
 External guests (view only)  
 Public (view only, no password required)

Email:

Role:  
 None None  
 Viewer View  
 Manager View, Edit, Add, Remove, Accept, Decline  
 Admin View, Edit, Add, Remove, Accept, Decline, Administer

Message:  
Send standard message ▾  
**Note:** The standard message displays your name, the name of the shared item, permissions granted to the recipients, and login information, if necessary.

URL:  
To allow others to access this item, direct them to this URL:  
<http://mmail.detroitk12.o...@detroitk12.org/Briefcase>

OK Cancel

#### External guests:

Share Properties

Name: Briefcase  
Type: Briefcase

Share with:  Internal users or groups  
 External guests (view only)  
 Public (view only, no password required)

Email:

Password:

Message:  
Send standard message ▾  
**Note:** The standard message displays your name, the name of the shared item, permissions granted to the recipients, and login information, if necessary.

URL:  
To allow others to access this item, direct them to this URL:  
<http://mmail.detroitk12.o...@detroitk12.org/Briefcase>

OK Cancel

#### Public:

Share Properties

Name: Briefcase  
Type: Briefcase

Share with:  Internal users or groups  
 External guests (view only)  
 Public (view only, no password required)

URL:  
To allow others to access this item, direct them to this URL:  
<http://mmail.detroitk12.o...@detroitk12.org/Briefcase>

OK Cancel

## 4. Calendar

### [Why don't I see my calendar information from iMail?](#)

Calendar information will not be migrated to DPSMail. You must manually add your calendar information to DPSMail. Note: Prior to DPSMail cutover, users should print out their calendars to be utilized to add the events in DPSMail.

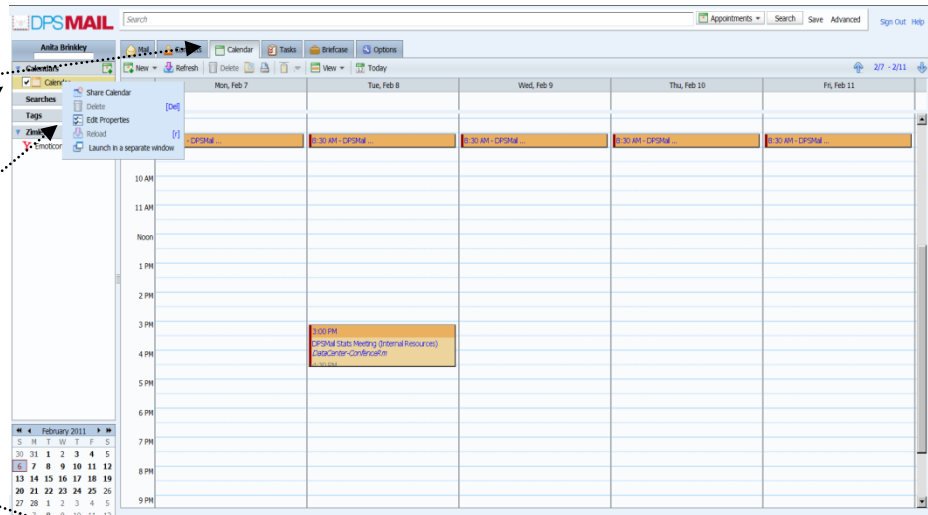
# DPS Mail Frequently Asked Questions

## [Why can't I add meeting notices to a shared calendar?](#)

First, when a user shares his/her calendar with others, you must make sure that the permissions are correct (see example below). You must add the invite to your calendar along with the shared calendar; otherwise the event will not appear in your calendar.

### Sharing your calendar:

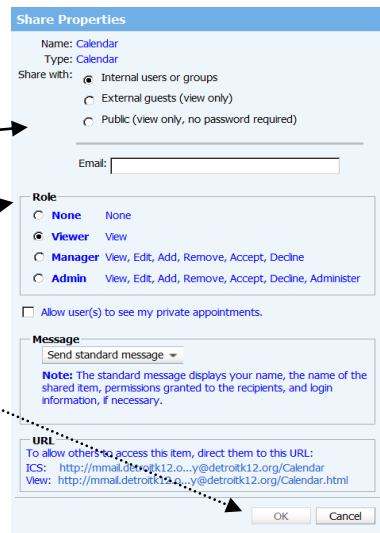
- Click on the **Calendar** tab.
- Calendar information will be displayed (as shown)
- In the Overview pane at left, **right-click** on calendar you want to share.
- A **menu of functions** will be displayed
- Click on Share Calendar. The Share Properties dialog box will be displayed.



### Identify who you want to share your calendar with as follows:

- Choose whom you want to **Share with** and type their email address.
- Delegate level of access by **role**.
- When finished, **click OK**.

**Note:** If you receive an email notice that you were granted access to share another person's calendar, you can accept or decline the invitation. When you accept it, the shared calendar is added to your list of Calendars in the Overview pane.



## [Why are meeting notices automatically added to my calendar regardless if I accept or decline the notice?](#)

This is a known behavior and you must manually delete the meeting from your calendar. The vendor is reporting that this issue will be resolved in the next release.

## 5. **Blackberry**

### [How can I access DPSMail using a Blackberry or other Smartphone?](#)

If you are a user with a DPS-issued Blackberry you will be able to access DPSMail with no interruptions.

# DPS Mail Frequently Asked Questions

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[When reviewing my messages on my blackberry, I am not able to see all of the email content?](#)

Only the first 3k of the email content will be seen on the screen. You must keep scrolling down to view another segment of the email thread. If a "View More" option is displayed on your phone, click on to review additional content.

[Why can't I see or open an attachment from my Blackberry?](#)

This is not a supported function in the current version. An upgrade to the Blackberry Enterprise Server (BES) will occur sometime after the cutover of the new DPSMail application.

## **6. Microsoft Outlook**

[Will the district support Microsoft Outlook?](#)

The District will not support the Microsoft Outlook application and will not migrate any outlook files that have been stored on users' computers. DPSMail provides all of the functionality of Outlook and ensures that all user information is secure and backed-up daily.

[My Outlook files did not migrate to DPSMail?](#)

No Outlook files will automatically be migrated to DPSMail during cutover scheduled for February 19<sup>th</sup> & 20<sup>th</sup>.

**Note:** After the cutover, existing Outlook users are encouraged to have their Outlook files migrated to DPSMail by contacting the Help Desk at (313) 873-0123.