

PHYSMAIL – USEFUL INFORMATION (updated 12.08.2009)

Version control

Original document January 2007

Changes made – August 2008

Page 2 and 4

Page 5

Added page numbers

Changed login instructions

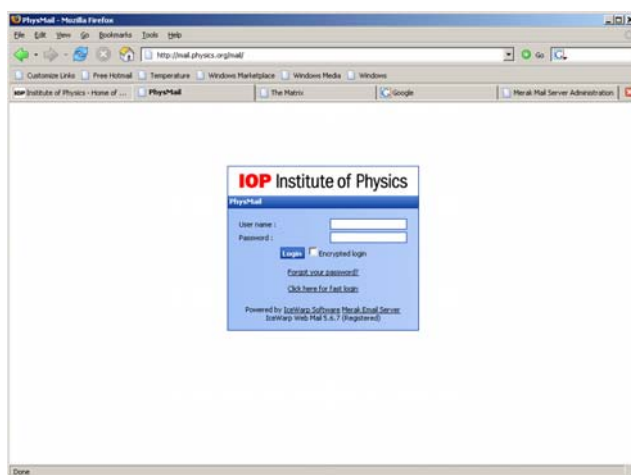
Amended Spam control information

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LOGGING IN

You can access the PhysMail web interface in two ways:

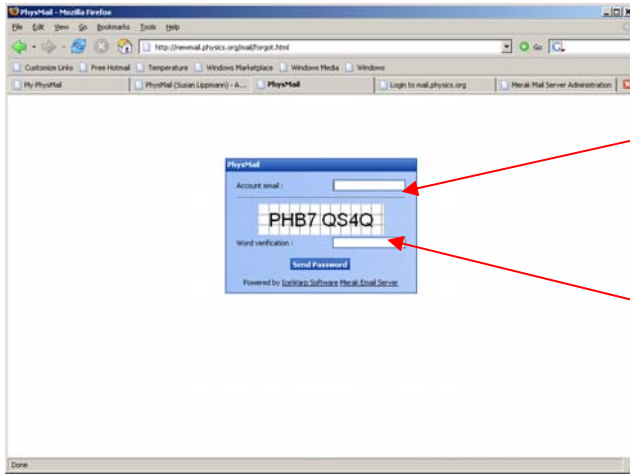
- via the Institute web site
Go to <http://my.iop.org> and log in by entering your username and password (use the “Forgotten your login details” link if necessary). From the MyIOP masthead menus select MyIOP and then My PhysMail. From this screen you can log in to PhysMail, change your PhysMail password and add a password hint or change your PhysMail user name. You can log in securely using the link at the top of the screen, then follow the instructions below for direct log in
- direct log in
To access your PhysMail account via the web please log in at <https://mail.physics.org>



- Username – the part of your PhysMail address before @physics.org (e.g. your.name from your.name@physics.org)
- Password – your PhysMail password (if you do not know what this is please select “Forgot your password?”)

FORGOTTEN PASSWORD

PhysMail includes a feature to e-mail your password to you if you have forgotten it – **however it sends the password to your PhysMail account** and, if you have set this up, to an alternative e-mail account (see Settings, Account in PhysMail). If your PhysMail is not set to forward messages directly, or via POP or IMAP this may not be entirely helpful. In these circumstances please e-mail member.services@iop.org and give an alternative e-mail address to which your password can be sent. If this is not possible then you will need to telephone Member Services (Monday – Friday 09.00 – 17.00 GMT).

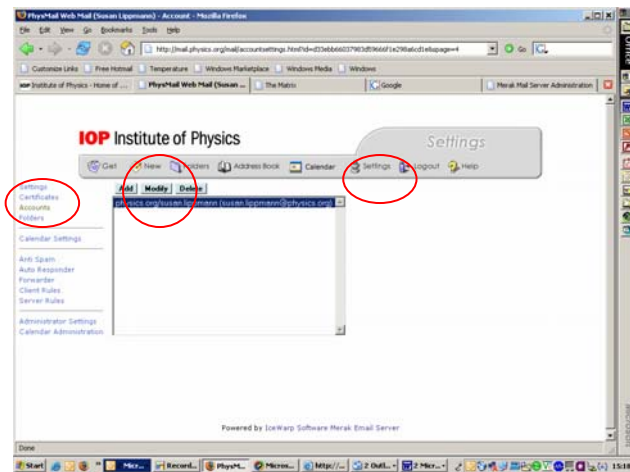


your.name@physics.org

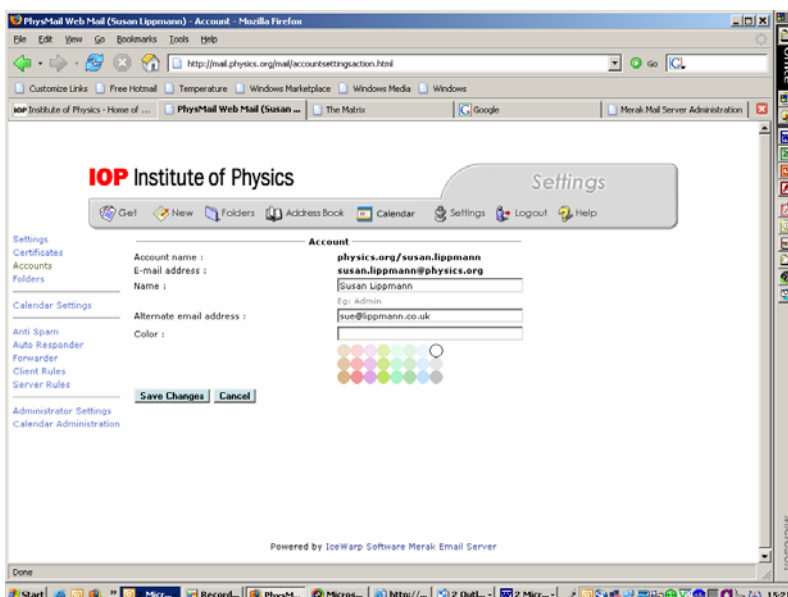
Copy the letters and numbers in the hatched area

SETTING AN ALTERNATIVE E-MAIL ADDRESS

It is possible to set an alternative e-mail address within PhysMail to which automated messages such as Forgotten Password can be sent. To do this select Settings, Accounts, Modify:



The following screen allows you to set an alternate e-mail to which the Forgotten Password e-mail is sent.



CHANGING YOUR PASSWORD

If you wish to change your password you need to go to <http://my.iop.org> and log in. Select My PhysMail and follow the on-screen prompts to change your password (you need to know your old password to do this). When you receive on-screen confirmation that the password has been changed you can log in to PhysMail using the new password.

MAILBOX APPEARANCE

The default web mail layout is Outlook 2003 but there is a selection of layouts available – select Settings to try out the options available.

CALENDAR

PhysMail includes a calendar with many features, including the ability to share calendars with other PhysMail users if you (and they) so wish.

ADDRESS BOOK

PhysMail includes two address books – a private book and a global book (available to ALL users). The Global Address Book is currently empty and is only likely to be used by the PhysMail administration team to provide addresses of use to all users. You should only upload or save your contacts to your Private Address Book.

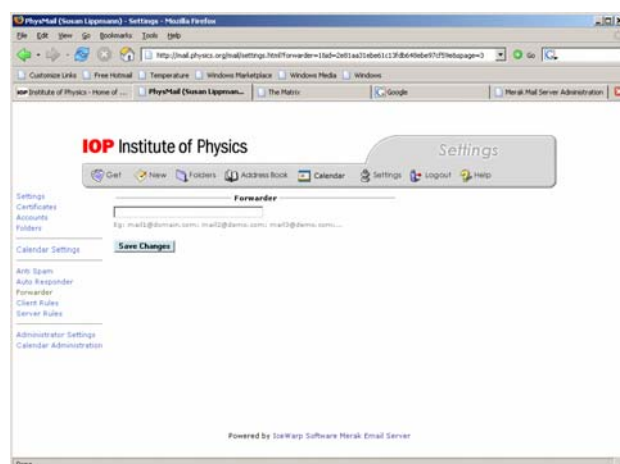
Address Book allows you:

- to manage your personal Contact entries that contain Personal, Organisational and other information (e.g. birthday, anniversary)
- to sort these entries in Groups or Categories
- to Import/Export Contact entries from/to CSV files

FORWARDING

If you prefer not to use POP or IMAP (see Connection Information document) then within PhysMail you can set up a forwarding service so that all your messages are forwarded to one (or more) other accounts. If you do this then the original messages will **remain** on the server for a maximum of eight days.

To set forwarding select Settings and then Forwarder:



SPAM CONTROLS

Incoming messages to PhysMail accounts are screened for viruses by anti-virus software; if the mail contains a virus the message is forwarded with a notification saying that this may contain a virus, and the attachments are stored on the SMTP proxy servers.

Incoming messages to PhysMail accounts are also screened for spam by SpamAssassin software; some basic settings are applied globally including:

- checking HELO/EHLO name verification – if HELO/EHLO is invalid (does not resolve) then the message is returned to sender with an “554” error stating that the HELO/EHLO is invalid
- checking for valid MX record – if no valid MX record is found then the message is returned to sender with a 500 series error stating the reason
- checked to see if the “envelope” conforms to the standard (RFC821). This standard is conformed to by every mail client and server, spammers however do not usually conform to it. If the envelope does not conform then the message is returned to sender stating this reason.

(August 2009 – we are in the process of implementing further spam controls by the use of Sender Policy Framework policies; further information will be provided shortly). In addition you can set further controls both in Server Rules (select Settings, then Server Rules).

Messages in your Spam folder will be automatically deleted when they are 15 days old.