

OCS Web FAQ

OCS Web FAQ	1
Why can I send but not receive new messages?	1
What is the new maximum attachment size in Oracle Collaboration Suite?	1
How many attachments can I add to an email message when using OCS?	1
How do I re-create the cpSpam filter in the OCS client?	1
How do I create an auto-reply while I'm on vacation?	1
What happened because my rules appear to be disabled and not working?	2
How do I forward my email to another email address, but also have a copy saved in my OCS inbox?	2
How do I create a signature?	3
How do I delete emails from the Web Client?	3
How can I send email from my Cal Poly account if I have an off-campus Email Delivery Address?	3

Why can I send but not receive new messages?

Your account may be over quota. For more information, visit http://servicedesk.calpoly.edu/accounts_passwords/quotas.html

What is the new maximum attachment size in Oracle Collaboration Suite?

The maximum attachment size is 15 MB.

How many attachments can I add to an email message when using OCS?

You can have 20 attachments in one message.

How do I re-create the cpSpam filter in the OCS client?

Follow the instructions found at: http://email.calpoly.edu/documentation/ocsweb/ocsweb_newfilter.pdf

How do I create an auto-reply while I'm on vacation?

Please see the instructions posted online at: http://email.calpoly.edu/documentation/ocsweb/ocsweb_out_of_office.pdf

What happened because my rules appear to be disabled and not working?

If an email account goes over quota (50mb), rules and filters may become disabled. The steps to re-enable rules depend on the email program you use, however, all users should check the web client first.

To check the filters in the web client do the following

- a. Log on to the My Cal Poly Portal at <http://my.calpoly.edu>
- b. Click on the orange **GO** button after Oracle Email
- c. In the upper right hand corner of the next screen, click on the word **Preferences**
- d. On the left hand edge of the next screen, click on the word **Filters**
- e. All of your rules appear on the right side of the screen. Under the column marked **Active** there should be a light bulb indicating that the rule is active.
- f. If there is no light bulb, then click on the name of the filter
- g. When the filter content comes up on your screen, go to the **Active** drop down box and select **Yes**. Then click on **Submit**
- h. Click the word **Filter** to continue the process with any additional filters
- i. When you are done all of your server side filters should be active and functional.

General information on Rules and Filters can be found at-

http://www.email.calpoly.edu/documentation/ocsweb/ocsweb_newfilter.pdf

OCFO Rules Information can be found on Page 35 of the document located at

<http://www.email.calpoly.edu/documentation/outlook/OCFO2003UserGuide.pdf>

How do I forward my email to another email address, but also have a copy saved in my OCS inbox?

- 1) Log into the OCS Web client at <http://my.calpoly.edu>.
- 2) Click on **Preferences** in the top right corner.
- 3) Click on **Filters** on the left.
- 4) Click the **Create** button.
- 5) Type in a name for your filter such as **Auto Forward**.
- 6) Under Event select **Deliver**.
- 7) From Attribute 1 select **From**.
- 8) From Operator select **Contains**.
- 9) In Value type in @.
- 10) In Command 1, select **send a blind copy to**.
- 11) In the email address field, type in the email address where you want your email to be copied.

12) Click **submit**.

How do I create a signature?

Please see the instructions at:

http://email.calpoly.edu/documentation/ocsweb/ocsweb_signatures.pdf

How do I delete emails from the Web Client?

You must create a "Trash" folder.

From the Inbox, choose **All Folders**

Create a folder named *Trash*.

Choose **Preferences** in the upper right corner.

Choose **Folders** on the left side of the screen.

Use the pull down menus to select the Trash folder to delete your trash.

This same process is similar to create a "Sent" and "Drafts" folder to save those types of messages.

For more information, visit

http://email.calpoly.edu/documentation/ocsweb/ocsweb_newfolder.pdf

How can I send email from my Cal Poly account if I have an off-campus Email Delivery Address?

Effective August 20, 2005, you will no longer have to change your Email Delivery Address (EDA) to the Cal Poly address, to enable Oracle email access through the My Cal Poly Portal. You may keep your off-campus EDA and still access your new Oracle email account from the My Cal Poly portal at: <http://my.calpoly.edu>.