



information Technology Quarterly

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Phil Bertolini, Director, Information Technology

Oakland County Launches Webmail

by Rob Carroll, Network System Analyst



What is Webmail?

Webmail allows you to access your Internet email from any computer that has an Internet connection and a web browser. Your email can be accessed simply by opening Netscape or Internet Explorer and typing in the address of the mail server. You can check your mail from any networked PC in the County or from any PC in the world that is connected to the Internet. Your mail stays on the mail server to enhance security and is available anytime, anywhere.

Where is the Webmail Icon?

There is no software to install and no icon to click on. Simply open Netscape or Internet Explorer and type in the address of our mail server, login using your mail account, set up a couple of preferences and start reading and sending email.

How do I Access Webmail?

You can access Webmail from any County PC or from any PC in the world that is connected to the Internet. Before you access your account, you must setup your Webmail account preferences.

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Setting Your Webmail Account Preferences.

Please follow the Webmail Setup instructions before sending mail messages or your mailbox will not function properly!!! These instructions can be found by clicking on the **Introducing Webmail** link located on the County's Intranet start page at <http://www.co.oakland.mi.us/start/start.html> or by visiting the Information Technology Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html>, **Documentation** section.

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What are the Differences Between GroupWise, Netscape Mail, Outlook 2000 and Webmail?

Netscape, Webmail and the soon to be released Outlook 2000 are used to access the new County mail system. Each of these mail clients point to your unique mailbox on the mail server. They each perform the same basic tasks of reading and composing mail messages, but each has its own particular strengths.

- ❖ **GroupWise:** Is currently the default mailing system used to send messages between County users. This system will be phased out when Outlook 2000 is installed on your PC. Look for future notification as to when GroupWise will be shutdown and Outlook 2000 installed.
- ❖ **Netscape:** If you are currently using Netscape to access your Internet mail, you can now use either Webmail or the Netscape Mail client. If you currently don't have Netscape configured, don't worry, Webmail has the same basic functionality as Netscape Mail, there is no need to setup Netscape Mail.
- ❖ **Webmail:** Use Webmail if you don't have Netscape Mail configured on your PC. Webmail can be used to access your mailbox from any PC that has an Internet connection, thus its strength. You can use Webmail when you are away from your desk as a quick method to read and send messages. Think of Webmail as a "light" mail client you can access from anywhere.
- ❖ **Outlook 2000:** Look for future notifications regarding the installation date of Outlook 2000. Outlook 2000 is the first step towards integrating the entire Microsoft suite of products.

Learn More About the Webmail Client!

Full documentation on how to setup your Webmail account preferences and other documentation for Webmail is available on our Intranet web site.

To view the documentation,

1. From the **Oakland County Start Page** (www.co.oakland.mi.us/start/start.html), click the **Introducing Webmail** link.
2. From the Webmail page, choose from the following options:
 - Webmail Setup
 - Webmail Access (E-mail from home or laptop use)
 - Importing the Netscape Address Book into Webmail
 - Setting up an Automatic Reply
 - Setting up Automatic Forwarding
 - Internet Email Password Change

If you have any questions, please contact the Software Help Desk at (248) 858-8812.



The County Library Staff – Your Guide to the Internet!

By Phyllis Jose, Director, Library Services

As a resource for County employees, the County Library can supply information in various formats to assist you. The Library staff would be delighted to help County employees “search the Web”! They are familiar with numerous web sites – which can reduce the amount of time involved in getting to the right information. They are happy to serve as “guides” to help you get where you really want to go on the web.



Research Library

For general reference web searching – including business information, phone numbers, maps & directions, genealogy, etc – you may call the Research Library at (248) 858-0738; fax your request to (248) 452-9145; email staff at oaklrsch@oakland.lib.mi.us; or visit the Research Library web site at <http://www.oakland.lib.mi.us/oaklrsch.htm>.

To supplement the information available on the Internet, the Library can also access the following subscription databases:

- Access Michigan**
Numerous full text journals, Detroit Free Press/News archives, SIRS Discover & more.
- Stat-USA**
Federal government product that includes statistics for nearly everything.
- National Climatic Data**
Weather information.
- Grolier Online Reference Library**
Encyclopedias for all age groups.
- D&B Million \$\$ Directory**
Business information.
- InfoUSA**
More business information.
- Ancestry.com**
Genealogy information.

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Law Library

Current and pending legislation, recent court decisions, court rules, attorney directories, legal periodicals and much more can be accessed from the Law Library's web site at <http://www.oakland.lib.mi.us/oakllaw.htm>. Many of the sites are annotated so users can quickly choose the appropriate site to answer their questions. "Legal Research Tips" help users navigate through Michigan statutes and case law on the Internet.

For tips on other law-related web sites, you may call the Law Library at (248) 858-0012.

Both libraries are located in the Oakland County Courthouse, Building 14 East, West Wing Extension, 1st and 2nd Floors.

The Research Library is open Monday - Friday 8:30 a.m. - 5:00 p.m. and Saturday 9:00 a.m. - 4:00 p.m.

The Law Library is open Monday, Wednesday & Friday 8:30 a.m. - 5:00 p.m., Tuesday & Thursday 8:30 a.m. - 8:30 p.m. and Saturday 9:00 a.m. - 4:00 p.m. ❏

Oakland County Conference Rooms

Facilities Management has developed a list of the conference rooms available for general use in various County Facilities.

This list includes location, seating capacity, amenities available and contact person. The list can be found on the "O" drive, specifically **o:\facmgmt\confroom\confrms.xls**.

Additions or corrections to this list can be directed to Steve Stanford via GroupWise or at (248) 858-0129.

Keep Learning Even When The Training Ends

Training is a great way to develop your professional skills and stay abreast of changes in your workplace. But learning doesn't have to stop when the training session ends. Here are several ways to hone newfound or newly learned skills:

- ❖ Write a commitment statement. Before you start your training sessions, write down what you'd like to get out of the sessions and how it will improve your work. Remain committed to these goals even after your formal lessons are finished.
- ❖ Keep in touch. Periodically let your instructors know how you've applied what you've learned and the outcomes you've gleaned. This helps you get further instruction and advice down the road and also helps you focus on consistently applying what you've learned.
- ❖ Keep your managers in the loop. After your formal training is over, meet with your manager to discuss ways he or she can reinforce what you've learned. Talk to your manager about the skills you've learned, how you want to apply them and how they can improve your work. Get your manager's support in helping you find ways to keep putting your learning to work.
- ❖ Establish a support system. It's likely that there are other people in your workplace who have had the same training. Get a training graduate to serve as your mentor or a buddy.

—OnLine Learning Magazine



IT Training Center Quarterly Update

As always the training schedule is available for your review on the Information Technology Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html>, **Class Information** section.



Due to the implementation of Outlook 2000, this quarter's training schedule reflects more Outlook classes and less of the other desktop application classes. If you are not able to get into the class you need to take this quarter, please contact the IT receptionist at (248) 858-0810 so that your name can be placed on a waiting list.

For those employees that cannot attend regular training classes, the IT Training Center also offers ElementK on-line software training. To access the ElementK registration information,

1. Open the **IT Training Center** web site at <http://www.co.oakland.mi.us/start/ocittc/index.html>.
2. Click the **Class Information** link.
3. From the **ElementK** section, choose from the following options:

- Registration Instructions**
- Registration Form**
- Course Instructions**



If you have any questions regarding **ElementK**, please contact Jemarice Tademey at (248) 858-0808.

The IT Training Center web site is now be accessible from the Oakland County home page. To access this web site,



1. Open the Oakland County Home Page at <http://www.co.oakland.mi.us>.
2. From the **Select** field, click the down arrow and choose **Training Center** from the **Information Technology** section.

Click here!

Email Purge Policy - Update



Please be advised that the existing Email Purge policy has been updated as follows:

GroupWise Email

Messages will be moved to Trash after 14 days instead of the previous 7. Trash messages will be purged 21 days from their date of receipt.

Outlook / Webmail / Netscape Email

Mail purging will be expanded from 7 to 14 days. Effective immediately, mail will now be purged 14 days from its date of receipt.

If you have any questions about this policy, please contact the SoftwareHelp Desk at (248) 858-8812.



County Software Standards

The Oakland County list of Software Standards has recently been updated. The list can be found under **o:\infotech\standard\standard.doc** and has been established for those individual departments/divisions that wish to purchase non-standard departmentally acquired software.

Should you choose to purchase additional devices and/or software, please do so by giving consideration to compatibility with Oakland County's established configuration. Questions or concerns about a product's affect on your systems integrity should be addressed in advance through your Information Technology Project Representative.

Virus Alert

The latest virus alerts can be found on the Oakland County Internet Start Page <http://www.co.oakland.mi.us/start/start.html>. If you receive email with any of the following attachments (or something similar), delete the message completely and contact the IT Software Help Desk at (248) 858-8812.



A new version of the Loveletter virus is infecting computers in Europe. This one called "cartolina", comes with the subject line of "C'è una cartolina per te!" (Here is a postcard for you!)

The message body reads: "Ciao, un tuo amico ti ha spedito una cartolina virtuale...moolto particolare!" (Hello my friend, this is a virtual post card ... very special.) The attachment is named CARTOLINA.VBS.

A new virus has been detected on PCs within the County. The virus, called AnnaKournikova.jpg.vbs, appears in the form of an email with "Here you have, ;o)" in the Subject line, "Hi: Check This!" in the Message area and an attachment called AnnaKournikova.jpg.vbs.

Internet Email users should be cautious when opening email attachments--even if it's from someone you know and trust. Many viruses can send the virus as an attachment automatically by using the infected users Address Book. Always make sure you know what the attachment is before opening it.

If you suspect a virus has infected your PC, please contact the IT Software Help Desk at (248) 858-8812 immediately.

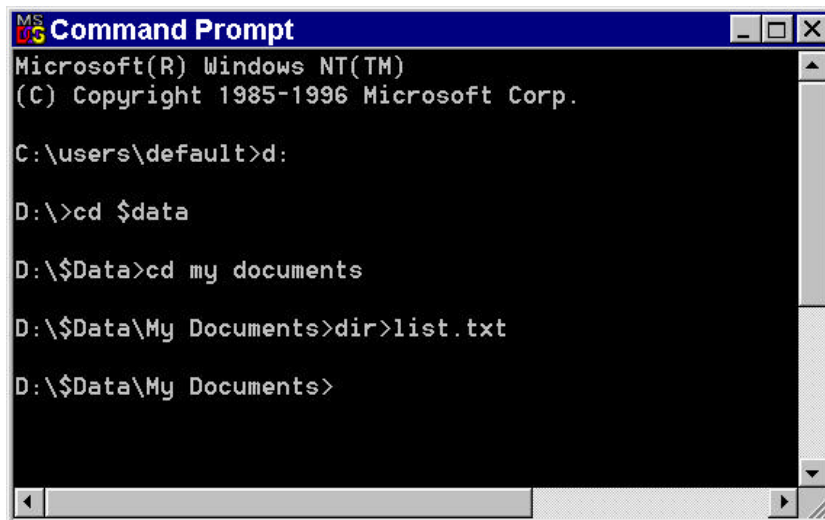
How to Create a List of Files in a Directory

By Matt Pawlowski, Software Help Desk

These instructions are good for file management and directory cleanup. Unlike using the Windows Explorer, it will provide a quick printout of files in a directory. While cleaning your hard drive (d:\) also look for any old or rarely used data files that you have created which can be deleted. Keep in mind that the files that are saved to your c:\ drive are your computers system files. These files are critical to the operation of the software applications . If you delete these files, the application will not run the next time you attempt to launch it. If you cannot open the file or if the file doesn't make any sense when opened - DO NOT DELETE IT.

To create a printout of your files,

1. From the **Desktop**, click **Start...Programs...Command Prompt**.
2. To change the drive and directory you would like to list, for example, the **My Documents** directory, type **d:**.
3. Press the **Enter** key.
4. Type **cd \$data**.
5. Press the **Enter** key.
6. Type **My Documents**.
7. Press the **Enter** key.
8. Type **dir>list.txt**.
9. Press the **Enter** key.
10. Close the **Command Prompt** screen by clicking on the box located in the top right-hand corner of the screen.



```
MS-DOS Command Prompt
Microsoft(R) Windows NT(TM)
(C) Copyright 1985-1996 Microsoft Corp.

C:\users\default>d:

D:\>cd $data

D:\$Data>cd my documents

D:\$Data\My Documents>dir>list.txt

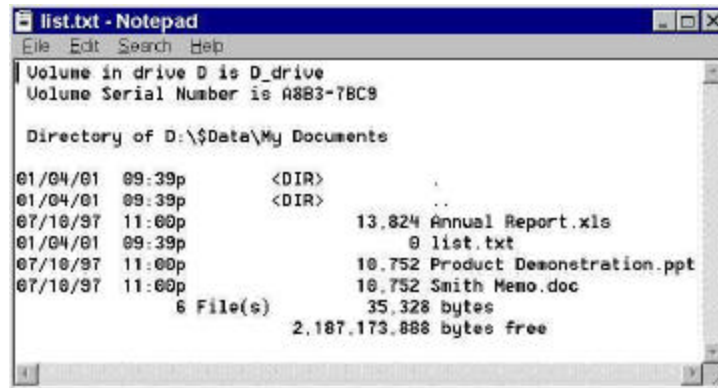
D:\$Data\My Documents>
```

To open the **list.txt** file to view and/or print,

1. From the **Desktop**, click **Start...Programs...Windows Explorer**.
2. Click the **d:\\$data\My Documents** directory.
3. Double click the **list.txt** file.

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The **list.txt** file will now be displayed. This file will include a list of files in the My Documents directory, file sizes; file creation date and time; and total number of files in the directory.



If you have any questions about creating a list of files in a directory, please contact the Software Help Desk at (248) 858-8812. ✉

Personnel Training & Development

The Personnel Training and Development 2001 catalog is available under **o:\persnnel\training\training and development.doc**.

The catalog includes course descriptions, 2001 schedule of classes, and the registration form. To register, contact April Bradshaw at 858-0014.

The following is a list of some of the classes offered:

- ◆ Change Management
- ◆ Conflict Management
- ◆ Cultural Diversity
- ◆ Customer Service
- ◆ Grammar
- ◆ Interviewing
- ◆ Non-violent Crisis Intervention
- ◆ Paralegal
- ◆ Pre-Retirement
- ◆ Presentation Excellence
- ◆ Project Management
- ◆ Reading (Evelyn Wood speed reading)
- ◆ Supervisor Series

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This newsletter is designed to share useful technology news and information with Oakland County Employees!

For comments, views, and suggested topics please contact Lisa M. Corpus