

ITS Resource Center Home

A Few Things to Know About the HillConnect Environment

Contact Information

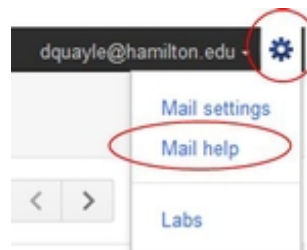
Help Desk & Training Services
315-859-4181
helpdesk@hamilton.edu

M-F 8 a.m. - 10 p.m.
Sa-Su 10 a.m. - 10 p.m.

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Getting help

Google continuously updates its core e-mail and calendar programs so that new features are brought to you as soon as they become available. Consequently, if you see something new that is unclear, your best bet is to take advantage of the online help built in to HillMail and HillCal.



How do I access the HillConnect environment directly?

To log in directly to your HillMail account, please go to: <http://hillconnect.hamilton.edu>

What is the "Migrated" label/folder?

If you had an active e-mail account at Hamilton prior to May 2010 and your account was transitioned to HillConnect, a label/folder with the name "Migrated" was created during the transition process.

It's important to know that what the old mail server referred to as a "folder" is now referred to as a "label" in the new system. A fundamental difference between the two storage methods is that with the new Google system multiple labels can be assigned to message where previously in the old SUN system a single message could be assigned to only one folder.

Therefore you can delete the label/folder named "Migrated" and not delete the associated messages.

I no longer receive a copy of any messages I send to Hamilton Listserv's what do I need to do?

Google will not deliver mail to you that you send to a Listserv list. So that you can tell whether

your message was processed, your subscription settings are automatically set so that you will receive an *acknowledgment* e-mail message from Listserv when your message is delivered to a list.

If you still wish to see a copy of your message in your INBOX, you can add your e-mail address to the CC (carbon copy) line when you address your message to the list. Note that the CC line is processed independently from the TO line. Therefore, receipt of the message in your INBOX is *not* confirmation that your message was distributed to the list. Only the acknowledgement message noted above can be considered confirmation that your message was distributed.

How Can I Change Label Colors?

The default color assigned to a label is so light it is almost invisible. To change the color, click the square to the right of the label (folder name) and select a color from the palette that appears.



Our office/organization shares an account, how many connections can we have to our HillMail account through a client?

You are limited to ten simultaneous logins via a client, i.e. if you share an account and use Thunderbird/Outlook/AppleMail. You are not limited by the number of web logins.

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