



EduMail Settings to be done at Schools in order to receive SE LLEN LCP emails

Note: SE LLEN LCP's emails are in the following format:

Body of the message in **HTML** format and **Attachments** in **Rich Text** Format.

Please ask your IT Personnel to do the following settings :

1. Use Outlook Express to access your Edumail (default mail client), latest version - preferably Outlook Express 2003.
2. The issue is with the Web Interface to Edumail and its inability to handle other than basic plain text. Edumail Accounts have the capability to receive messages in all formats. Change the settings on EduMail to receive all kinds of text.

Inspite of the above settings, if schools continue to have problems, then do the following :

The Specific Contact Format

To make sure that e-mail messages that are for a specific contact are not in the TNEF format, follow these steps:

1. Locate the recipient in the Contacts folder, and then double-click the contact to open the contact details window.
2. Double-click the contact's e-mail address to open the **E-mail Properties** dialog box.
3. In the **Internet Format** list, click either **Send Plain Text only**.
4. Click **OK**.



For your Information

Following is from the Edumail site.

Maximum size of each **email** is **1.5meg**.

The maximum **attachment** size is **2.5MB**. The most likely reason for your troubles is the users account is oversized and unable to receive.

Each EduMail Mailbox has a set, **maximum size**, specified in Megabytes (MB) of hard-disk storage space.

*There is also a **warning threshold** for each Mailbox. When the Mailbox size exceeds this threshold the user **receives warnings** requesting that the volume of stored mail messages be reduced. These warning messages will continue until the Mailbox size has been reduced below the threshold limit.*

If the user continues to ignore the warning messages, and the Mailbox size reaches its maximum limit, then EduMail will **disable** that Mailbox, preventing the user from sending mail until the Mailbox size has been reduced below its maximum limit.

These Mailbox limitations are required in order to efficiently manage and maintain the EduMail Service.

Mailbox limitations vary according to the type of Mailbox. These are outlined below.

School and Campus Mailbox Limitations

Warning Threshold: 20MB - Warnings issued daily whilst Mailbox size exceeds 20MB

Maximum Mailbox Size: 100MB - Prohibited from sending mail

Individual Mailbox Limitations

Warning Threshold: 5MB - Warnings issued daily whilst Mailbox size exceeds 5MB

Maximum Mailbox Size: 20MB - Prohibited from sending mail.