



Bits & PCs

Insider's Guide to Temple's TUmil

Computer Services has completed the task of consolidating nearly all faculty, staff, and student e-mail accounts into the TUmil system. Prior to TUmil, Temple had 11 different e-mail systems. Now Temple has an integrated, one-solution, Web-driven system based on industry-leading technology developed by Mirapoint. Other institutions, such as Wayne State University, James Madison University, the University of Cincinnati, the University of Georgia, and William & Mary College have also adopted this technology.

TUmil delivers

As expected, TUmil is a heavily used Temple resource. Over the past year, system usage has risen as much as 300%. Several factors have contributed to this rapid increase in use.

TUmil delivers a high level of performance and reliability. Since the system was launched in May 2003, it has been up and running 99.99% of the time.

TUmil also offers the flexibility of accessing e-mail anywhere, anytime through the TUmil Web site (<http://tumail.temple.edu>) or through an e-mail client program, such as Microsoft Outlook, Outlook Express, Netscape Messenger, or Eudora.

System usage has also increased because e-mail is now a critical University communication tool. Students receive important information by e-mail, such as bills and financial award letters, and faculty and staff rely on the system not only for correspondence but also to perform essential job functions. To support these activities, the TUmil Web site provides convenient lookup access to the Cherry & White Pages, Temple's online directory, which lists the e-mail addresses of students, faculty, and staff members.

Essential extras

TUmil also addresses current concerns in the technology field. For example, to manage the tremendous flow of junk mail, the system includes a highly effective spam filter. On a typical day in April 2004, the system flagged 127,118 messages as spam out of 215,277 incoming messages.



TUmil also uses sophisticated virus filters that intercept and quarantine computer viruses before they get to your account. These filters work in conjunction with Temple's Symantec AntiVirus software to keep Temple's network safe from viruses, such as

the Netsky and Sasser worms that wreaked havoc over other parts of the Internet. Temple's network was impacted minimally due to our aggressive security measures.

Focus on features

Recognizing the importance of e-mail, Computer Services has produced this special issue of *Bits & PCs* to help you become acquainted with the many features of the TUmil Web site. Topics include navigating the TUmil window, organizing your mail, customizing the junk mail filter, formatting your messages, creating address books, and managing your disk space.

For more detailed information about TUmil's features, sign up for the free Computer Services seminar titled *Getting Acquainted with TUmil*. To register, go to: <http://seminars.temple.edu> Also, look for TUmil tips posted on the TUmil Web site, the plasma screens around campus, and on the Residence Hall cable television station.

Finally, as always, don't hesitate to contact the Computer Services Help Desk at **215-204-8000** or help@temple.edu if you have any questions about using the TUmil system.

QUICKSCAN

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Q How do I obtain an account on the TUmail system?

A To use TUmail, you need to obtain an AccessNet account. An AccessNet account is your gateway to Temple's computer resources, which includes TUportal, Blackboard, and TUmail. If you are a current student, faculty, or staff member, you can sign up for an AccessNet account by going to: <http://accounts.temple.edu>

After you submit the requested information, your account will be activated in one hour. At this point, you will receive an AccessNet username and password, and an e-mail address. You can then begin using e-mail by going to: <http://tumail.temple.edu>

Q Is the TUmail Web site the only way to access my Temple mail?

A No. You can also use mail client programs such as Microsoft Outlook, Microsoft Outlook Express, Netscape Messenger, or Eudora to access your mail. For instructions on setting up a mail client to access your TUmail, go to: <http://www.temple.edu/cs/emailclients>

Note: When using an e-mail client, you will still need to use the TUmail Web site to perform certain functions, such as viewing the amount of available disk space in your account, setting up an automatic reply, forwarding your mail, managing your junk mail, and setting up mail filters.

Q How can I send a message to more than one person?

A To send a message to more than one e-mail address, enter each recipient's e-mail address in the **To**, **Cc**, or **Bcc** boxes, separating each address with a comma.

Q When I reply to an e-mail message, the original message appears as well the new message. Can I send replies without the original message appearing?

A If you don't want your the original message to appear whenever you reply to a message, click on the **Preferences** option on the left of the TUmail window. Then, next to **Reply**, click on **Don't include original** and click on **OK**.

Q How do I attach a file to an e-mail message?

A To attach a file to an e-mail message:

1. In the Compose window, click on the **Browse** button to the right of the Attachments heading.
2. Select the file and click on **Open**. The name of the file will appear in the File box.
3. Click on **Add**. The file will now appear as a red link at the bottom of the Compose window. If you wish, you can click on the link to make sure you are sending the correct file or click on the trash can next to the link to delete it.
4. Then click on **Send** to send the message with the attachment.

Q My friend sent me a graphic via e-mail. I can see the graphic, but how do I save it?

A On a PC, to save a graphic in an e-mail message, right click on the graphic and choose **Save Picture As**. You will then be able to save the graphic to any location you wish.

On a Mac, click on the file and drag it to the Desktop. This will save a copy of the file to your Desktop.

Q Does TUmail have different options for deleting mail messages? I don't have a Delete button at the top of the screen and I have a Compact option on the left. I see that other accounts have a Delete button at the top and a Trash option on the left. Why is that?

A TUmail provides two methods for deleting messages. You can control the method from the Preferences screen. The procedures in this issue assume that your preferences are set to display a Delete button in the message list. When you select a message and click on **Delete**, the message is then placed in the Trash folder. Otherwise, you must select a message, mark it for deletion, and then click on **Compact**.

To have a Delete button and Trash option appear, click on the **Preferences** option on the left of the TUmail window. Then, next to **Delete to Trash**, check on **Yes** and then click on **OK**. The Delete button will appear on the left side of the heading bar above your mail.

Note that whichever deletion method you use, messages in the Trash folder are automatically deleted after 30 days.

Make the most of the TUmial screen

When you log into TUmial, a list of the messages in your Inbox appears. The Quota bar on the top of the screen indicates the percentage of allocated storage space you are using. To the far right of the screen on the same line as the Quota bar, the number of messages in the current folder appears.

By default, messages are displayed in the order they are received, with the oldest messages appearing first and the most recent last. To go to a specific message number, type the number into the Go to box and click on **Go to**.

To move back one page at a time, click on the back icon (<<) on the top left portion of the TUmial window. To move forward one page at a time, click on the forward icon (>>).

Sorting messages

By clicking on the headings or icons near the top of the screen, you can sort messages based on:

- whether a message is read or unread (☒)
- whether a message contains attachments (📎)
- message priority level (⤴)
- date the message was received
- message size
- message sender
- subject

For example, to sort messages in size order, click on the **Size** heading. To sort messages by sender, click on the **From** header. To sort by the same attribute, but in reverse order, just click on the heading again. Note, however, that TUmial will revert back to the default sort order the next time you log in.

Performing actions

To delete, move, copy, or perform other actions on a message, you must first select it. To select an individual message, click on the box next to the message number so that a check mark appears. To deselect an individual message, click on the box again to remove the check mark. To select all

messages in the current screen, click on **Select** at the top of the screen. To deselect all the messages, click on **Clear All**.

Once you select one or more messages, you can perform the following actions:

• Delete

To delete one or more messages, click on **Delete**. If you don't see the Delete button, refer to the question regarding deletion in Consultant's Corner on page 2. **Note:** Deleted messages are moved to the Trash folder and remain there for 30 days or until you click on **[Empty]** next to the Trash option.

• Mark

To mark one or more messages as Read, Unread, Answered, or Unanswered, click on the box next to Mark to select one of these categories. Then click on **Mark**. Note that the icon next to the Message number will change to reflect the new category.

• Move or Copy

To move or copy one or more messages to another folder, click on the box to the right of the Move button, select the destination folder, and click on **Move or Copy**.

Note: Subfolders are listed in the format: *folder.subfolder*

Displaying more or fewer messages

By default, 20 messages display on each page of your message list. If you wish, you can increase this setting, up to a maximum of 500, to view more messages or perform an action on more messages at once.

To change the number of messages that appear on each page of your message list, click on the **Preferences** option on the left of the TUmial window. In the Message Count box, enter the number of messages and then click on **OK**.

TUmial Tip

You can change the location of the TUmial navigation bar to produce more screen "real estate" for viewing your messages. To do this, click on Preferences on the left of the TUmial window. Then scroll down to the Mode section, click on No Frames, and then click on OK.

Annotations in the screenshot:

- Page Back
- Page Forward
- % of Disk Space Used
- Number of Messages in Current Folder
- Sort Bar
- Message List

Msg	☒	📎	⤴	Date	Size	From	Subject
201	<input type="checkbox"/>	<input type="checkbox"/>		May 18 2004 11:25	1k	John Doe	Stats homework
202	<input type="checkbox"/>	<input checked="" type="checkbox"/>		May 18 2004 11:27	1k	Jane Doe	Drama club meeting
203	<input type="checkbox"/>	<input checked="" type="checkbox"/>		May 18 2004 11:29	1k	John Smith	Homework Assignment
204	<input type="checkbox"/>	<input checked="" type="checkbox"/>		May 18 2004 11:29	1k	Steve Jones	Pizza Bash Tonight

Weed out your unwanted junk mail

TUmail Tip

View your Temple e-mail anytime, anywhere by going to:

<http://tumail.temple.edu>

You can access the TUmail Web site with most web browsers. If you have a choice, however, use Internet Explorer on a PC to take full advantage of all the program's features.

Unwanted or unsolicited e-mail, known as spam or junk mail, has reached epidemic proportions. At Temple, an average of 62% of all incoming e-mail is flagged daily as junk mail. This figure is in line with the industry standard, as reported by Brightmail, a leading anti-spam software provider. According to Brightmail, over 60 percent of all Internet e-mail currently consists of junk mail.

To deal with spam, TUmail has a built-in filter that weeds out unwanted messages. The junk mail filter is continually updated with new criteria to keep these messages from entering your Inbox.

To view the e-mail that TUmail has flagged as junk mail, click on the **Folders** option on the left of the TUmail window and then click on the **Junk Mail** folder. It is very important to periodically review the messages in your Junk Mail folder because they are automatically deleted after 30 days.

Although the TUmail filtering process that sends messages to your Junk Mail folder mostly occurs automatically, you do have some control over this process. The control consists in managing what industry terminology calls the *Black List* and the *White List*.

The Black List is a listing of e-mail addresses that will always be treated as spam and sent to your junk mail folder. The White List is a listing of e-mail addresses that you do not want treated as spam. Instead of being placed in the junk mail folder, these messages will arrive in your Inbox. Using and adding to these lists is explained below.

Call it as you see it

TUmail's junk mail filter eliminates most but not all spam from reaching your Inbox. There is an easy way, however, for you to prevent receiving future messages from a sender:

1. Open the unwanted message.
2. Go to the From line and click on **This is Spam**. Click on **OK** to accept the default options. TUmail will then add the sender's address to your Black List and move the message to the Junk Mail folder.

Alternatively, if you notice that your Junk Mail folder contains a legitimate message:

1. Open the message.
2. Go to the From line, click on **This is Not Spam**. Click on **OK** to accept the default options. TUmail will add this sender's e-mail address to the White List and move the message to your Inbox.



Take control

To take more control of your Black List and White List, access the Junk Mail Control option by clicking on **Options** on the left of the TUmail window. Then, click on **Junk Mail Control**. Three options will then appear in the green heading bar: *White List*, *Black List*, and *Junk Mail Filter*. TUmail selects the White List option by default.

• White List

To add an entry to the White List, type the e-mail address in the **E-mail address or domain name** box and click on **Add To White List**. The address will appear in the White List box to the right.

To remove an e-mail address from the White List, select it and then click on **Remove**.

• Black List

To add an entry to the Black List, type the e-mail address in the **E-mail address or domain name** box and click on **Add To Black List**. The address will appear in the Black List box to the right.

To remove an e-mail address from the Black List, select it and click on **Remove**.

• Junk Mail Filter

The Junk Mail Filter offers additional control over how TUmail handles spam sent to your account.

The *Select a Filter Condition* option offers three choices:

- **Off** does not send any mail to the junk mail folder.
- **Normal** (default setting) sends any messages flagged as junk mail to the junk mail folder.
- **Exclusive** sends all mail to the Junk Mail folder, except for e-mail addresses on the White List.

The *Select a Filter Action* option lets you choose what to do with the messages flagged as junk mail:

- **Move to the junk mail folder** (default setting) automatically sends spam messages to the junk mail folder.
- Note:** Messages older than 30 days will be automatically deleted from the junk mail folder.
- **Discard** permanently deletes messages as soon as they are flagged as spam.

When you finish editing your filter options, click on **OK**. As mentioned earlier, periodically review your Junk Mail folder to ensure that legitimate messages are not being flagged as spam.

Organize your mail with folders



Overwhelmed by the clutter in your Inbox? Consider filing your messages into folders.

TUmail enables you to create your own folder structure for storing messages. By creating folders, you can create an e-mail filing system based on your individual needs or preferences. For example, you can create a folder to store messages from a particular person or group of people. Or, you can create a folder to store messages regarding a specific project.

Creating folders

To create a folder:

1. Click on the **Folders** option on the left of the TUmail window.
2. Type the name of the folder in the Folder box and then click on **Add**.

Creating subfolders

TUmail also enables you to create subfolders for storing your messages. A subfolder is simply a folder within a folder.

To create a subfolder:

1. Click on the **Folders** option on the left of the TUmail window.
2. Next to the folder in which you want to create a subfolder, click on the **Edit** icon.
3. Type in a name for the subfolder in the Subfolder box and then click on **Add**.

Viewing folders

To view the folders in your TUmail account:

1. Click on the **Folders** option on the left of the TUmail window.
2. The default TUmail folders will appear on the upper portion of the Folders window. The folders you created appear on the lower portion. If a plus sign (+) appears to the left of a folder name, click on it to display a list of subfolders.
3. To view the contents of a folder, click on the folder name.

Moving and copying messages

To move or copy a message to another folder:

1. Open a message that you wish to move or copy.
2. Click on the box to the right of the Move and Copy buttons and select the folder where you wish to move your message.

Note: Subfolders are listed in the format: *folder.subfolder*

For example, if the parent folder is named *projects* and the subfolder is named *newsletter*, the subfolder will appear as *projects.newsletter*.

3. To move the message to the folder you selected and delete it from the current folder, click on **Move**. To copy the message to the folder you selected and keep it in the current folder, click on **Copy**.

You can also move or copy multiple messages by selecting them on the message list window, as described in *Make the most of the TUmail screen* on page 3.

Deleting folders

When you delete a folder, you also delete all the messages that are in the folder.

To delete a folder:

1. Click on the **Folders** option on the left of the TUmail window.
2. In the folder listing, click on the corresponding blue x that appears to the right of the folder name.
3. In the Confirm Folder Delete window, click on the **Delete** button to remove the folder and all its contents.

Automate filing with filters

To automate some of your organizational tasks, you can take advantage of TUmail filters. Depending on the volume and the type of mail you receive, using filters for some of your messages can help you manage your mail easily and efficiently.

Once you have set up a filter, the action you set will be performed automatically. For example, if you set the filter to send all mail from a person or organization to a folder, don't forget to check that folder for incoming mail. These messages will no longer appear in your Inbox.

The filter feature in TUmail enables you to:

- automate routine tasks,
- automatically delete specified incoming messages, and
- create a filter that takes more than one action on a message.

For more information on setting TUmail filters, go to: <http://www.temple.edu/cs/tumail>

TUmail Tip

Having trouble finding an old e-mail message? Try using TUmail's search feature. To search a particular folder:

1. Click on the **Folders** option on the left of the TUmail window. Then click on a folder name.

2. Click on the **Search** option on the left of the TUmail window.

3. Fill in one of the search category boxes, such as **From** or **Body**, and then click on **Search**. A list of messages matching your search results will appear. Click on a message to view it.

4. To return to the list of search results, click on the **Search** link.

Note: Please remember that TUmail searches one folder at a time so you must select the folder first before you begin your search.

Spruce up your mail messages

TUmail Tip

If you start typing a message but you need to go out of the Compose window to perform another task or if you wish to finish it later, you must first click on **Save Draft** to save it on the TUmail server.

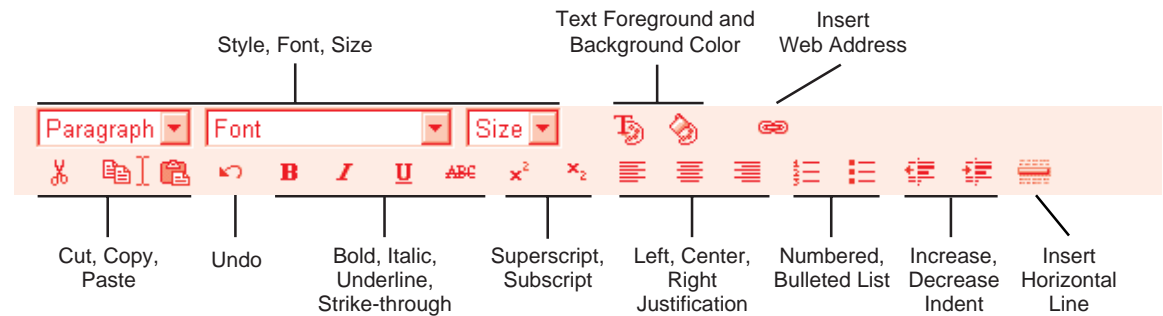
When you are ready to complete the message, open TUmail, click on **Folders** on the left of the TUmail window, and then click on the **Draft** folder. In the **Draft** folder, open the message you wish to complete and click on **Restore Draft**. You can then finish typing your message and send it.

Tired of sending messages with the boring look of plain text? How about adding some color, choosing a different font, or selecting some bold or italic formatting?

If you are using Internet Explorer on a PC, these are some of things you can do using TUmail's HTML formatting feature. To use this feature while composing a message, click on the **HTML Text**

button near the bottom right portion of the screen. An HTML editing window appears with a toolbar at the top. This formatting toolbar is similar to that found in other programs, such as Microsoft Word.

You can use the toolbar to perform actions such as specifying the font and size, copying and pasting text, specifying color, and adding formatting such as bold or underline.



Automate with a personal touch

TUmail enables you to personalize your e-mail messages by setting up an automatic out-of-office reply or creating a signature that appears at the end of each message.

Going on vacation?

If you plan to be out of your office and will be unable to keep up with your e-mail, you can have TUmail automatically send a personal reply to the sender of each incoming message.

Note: If you receive multiple messages from the same sender during a seven-day period, TUmail will send only one automatic reply to that person.

To create an automatic reply:

1. Click on **Options** on the left of the TUmail window and then click on **Automatic Reply**.
2. In the Subject box, type the subject of your message.
3. In the Message box, type the text for your automatic reply message.
4. Click on **Start** to activate the message.

When you want to discontinue the message, follow these same instructions, but at step **4**, click on **Stop**.

Leave your calling card

By creating a signature file, you can have a predefined message automatically appear at the bottom of each outgoing e-mail message. You may wish to create a signature file, for example, to display contact information, such as your name, job title, location, and phone number.

Note: The signature file you create on the TUmail Web site will only appear when sending mail using this Web site. If you use a mail client, such as Microsoft Outlook or Netscape Messenger, you must set up a separate signature file within the mail client. For instructions on setting up mail clients, go to: <http://www.temple.edu/cs/emailclients>

To create a signature file:

1. Click on the **Preferences** option on the left of the TUmail window.
2. In the Signature box, enter the text.
3. Next to **Include Signature**, click on **Yes**, and then click on **OK**.

To discontinue the signature, follow these same instructions, but at step **3**, click on **No**.

Note: To send a message without including your signature file, click on the **Include signature** box in the Compose window to remove the check mark.

Contact info is just a click away



In TUmial, you can create an online address book, similar to the personal telephone book that you may have at home. Once created, the address book becomes a handy reference that you can use to automatically fill in the To, Cc, or Bcc fields when composing your e-mail messages.

In addition, TUmial provides ready access to the Cherry & White Pages, Temple's online directory of students, faculty, and staff. Using this resource, you can look up Temple e-mail addresses and, if you like, import them into your address book.

Make it personal

TUmial enables you to group the entries in your address book into categories. By default, the address book includes four categories: *Commercial*, *Personal*, *Professional*, and *Unfiled*. If you wish, you can rename these categories and/or create additional ones.

To rename or add an address book category:

1. Click on the **Address Book** option on the left of the TUmial window.
2. Go to the top of the window and click on **Edit Categories**.
3. *To rename a category*, go to the Categories box and select the category. Then, enter the new name in the blank box and click on **Rename**.
To create a new category, enter the category name in the blank box and click on **Add**.
4. Finally, click on **Done**.

Collect your contact information

Once you create your personal categories, you can fill in the contact information in a number of ways.

To add a sender's address to your address book:

1. Open a message from this person.
2. In the From line, click on **Add to Address Book**.
3. On the Add/Edit Contact screen under Category on the right-hand side, select a category to file this person's address. Then, fill in as much additional information as you like.
4. When you are finished, click on **Done**.

To manually include a contact in your address book:

1. Select **Address Book** on the left of the TUmial window.
2. Click on **Add Contact**.
3. On the Add/Edit Contact screen under Category on the right-hand side, select a category to file this person's address. Then, fill in as much information as you like.
4. When you are finished, click on **Done**.

To edit or delete an address book entry, click on **Address Book** on the left of the TUmial window. Then click on the corresponding **Edit** or **Delete** icon to the right of the entry.

To add a Cherry & White Pages entry to your address book:

By using the Cherry & White Pages, you can add the e-mail address of any Temple student, faculty, or staff member to your TUmial address book.

To do so:

1. Click on **Address Book** on the left of the TUmial window.
2. Click on **Find People**.
3. In the Find In box, select **Cherry and White**. Then click on **Select**.
4. In the Name box, type the name of the person you wish to find and click on **Find Now**.
5. Click on the **Import** box next to the appropriate name(s) to place a check mark.
6. Then click on **Import**.
7. In the Import to Address Book screen, select the category in which to file the address. Then click on the **Import** button.

Call up the address

To use your address book or the Cherry & White Pages to send e-mail:

1. Click on the **Compose** option on the left of the TUmial window.
2. Click on **Address Book** at the top of the Compose window.
3. To find an address, you can scroll through your entire Address Book or one of the categories. To scroll through the pages, use the **Next** and **Prev** links toward the top right of the window.
Note: If you have a lot of addresses or wish to use the Cherry & White pages, click on **Find People**, select **Address Book** or **Cherry and White** and then click on **Select**. Next, type the name of the person you wish to find, and then click on **Find Now**.
4. To select the appropriate address(es), click in the **To**, **CC**, or **Bcc** column on the screen to place a check mark.
5. If you need to scroll or search for more addresses, click on **Save Selection** and then proceed to find more addresses.
6. When you finish collecting addresses, click on **Save Selection** one final time, then on **Back to Compose**, and **Back to Compose** again to begin typing your message.

For information on creating group mailing lists from your address book, go to:

<http://www.temple.edu/cs/tumail>

TUmial Tip

For privacy reasons, you may wish to send an e-mail message to multiple recipients without a certain recipient's e-mail address appearing in the header of the message. To make it so an address won't appear in the heading with other addresses, enter it in the Bcc (Blind Carbon Copy) box.

Keep your quota out of the red

Share your TUmial tips or give us feedback on this issue by sending mail to: cs@temple.edu

Does the red quota bar in your Inbox indicate that your account is running out of disk space?

Quota: 

If so, it is important that you free up space as soon as possible. Otherwise, your account may fill up, at which point you will not receive any new e-mail messages. The following are some strategies for quickly freeing up space:

1. Empty the Trash folder. To do this, click on **[Empty]** next to the Trash option on the left of the TUmial window. If you see a Compact option instead of a Trash option, see Consultant's Corner on page 2.

Note: Messages in the Trash folder are automatically deleted after 30 days.

2. Delete any unwanted messages from your Junk Mail folder. To view your Junk Mail folder, click on **Folders** on the left of the TUmial window and then click on **Junk Mail**. Note that the system automatically deletes messages older than 30 days from your Junk Mail folder.

3. The TUmial Web site saves a copy of each outgoing message in the Sent folder. Check this folder for any messages you no longer need. A good strategy is to sort the messages in size order by clicking twice on **Size** on the header bar. You can then focus on deleting the largest files.

Pay particular attention to messages that have attachments, as these usually consume the most space. If a large message contains an attachment that you wish to keep, save the attachment locally to your computer and then delete the message.

4. Click on **Folders** on the left of the TUmial window and look for folders that start with *mail*. These folders contain messages that were transferred from the old Astro system. Delete any messages that are no longer needed.

Empty the Trash folder again when you have deleted all unneeded messages. Be aware that the Quota bar may not change until you the next time you log in.

Planning and scheduling with TUmial

As a complement to e-mail, the TUmial system includes a calendar program that makes it easy to plan, schedule, and keep track of your meetings and projects.

The TUmial Calendar offers the opportunity to:

- receive an automatically generated reminder at a selected time prior to a meeting or event via e-mail or mobile device.
- receive a daily, weekly, or monthly summary of events via e-mail or mobile device.
- include a file, such as an agenda or meeting notes, with e-mail notification of a meeting.
- create appointments that occur at the same time over a period of time. For example, if you are a member of a group that meets at 10:00 a.m. on the first Wednesday of every month, you can easily create these appointments for more than one month in advance.
- manage and keep track of projects with a task list.

Stay on track

The easy-to-use task list in TUmial Calendar offers a convenient tool for organizing and keeping track of your projects and their due dates.

In just seconds, you can add a task "on the fly." You also have the option of adding a task with information such as a detailed description and a due date. And, to keep you on track with your projects, TUmial Calendar will signal a past due task by displaying the overdue icon (?).

When you complete an item from your task list, you can enter a completion date. Note, however, that completed items will display only if you set the Show Completed Task Items option to Yes in your preferences.

For step-by step instructions on using the TUmial calendar, go to:

<http://www.temple.edu/cs/tumail>