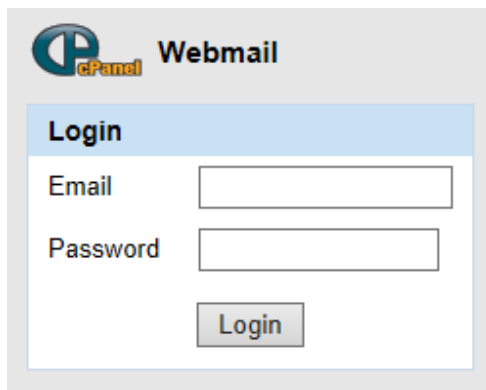# Visual Guide – Accessing your PTC Webmail

To successfully login to your PTC email using our new email system, please follow the following guidelines:
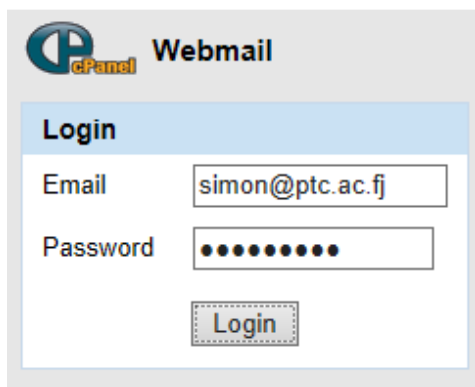
<u>Step 1</u>

On your internet browser, i.e. internet explorer/google chrome/firefox, enter the following address link on the address bar: https://ptc.ac.fj:2096/ (If after this point you receive a **Security Warning**, refer to page 3 on this guide)
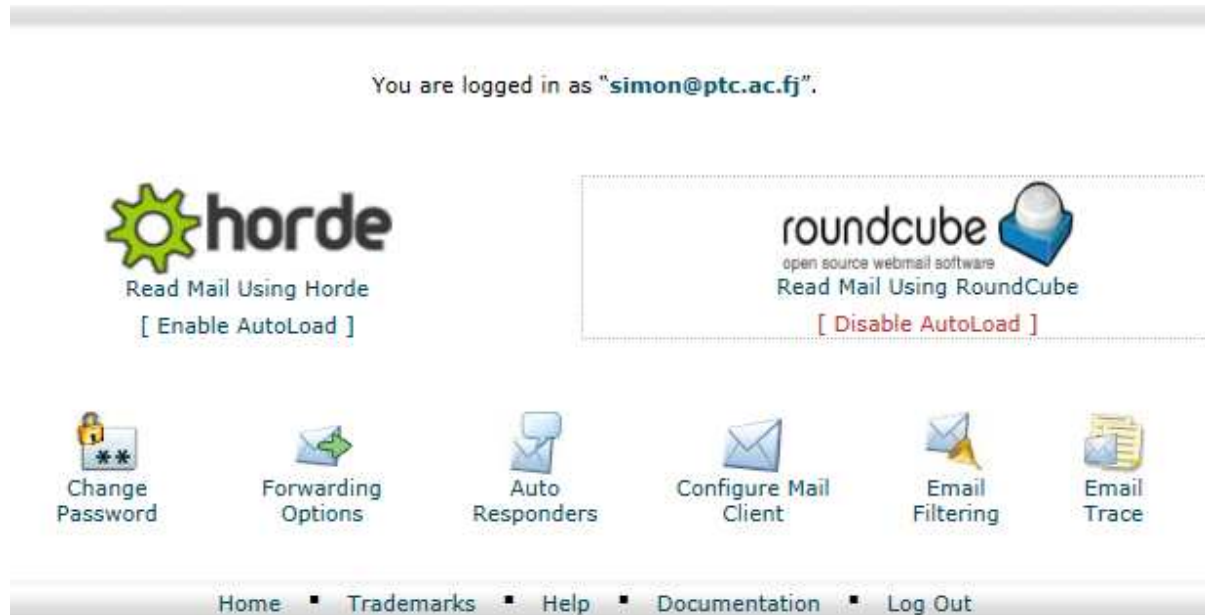

<u>Step 2</u>

Insert your **PTC email address** and your **password**, and click **Login**. An example has been demonstrated below
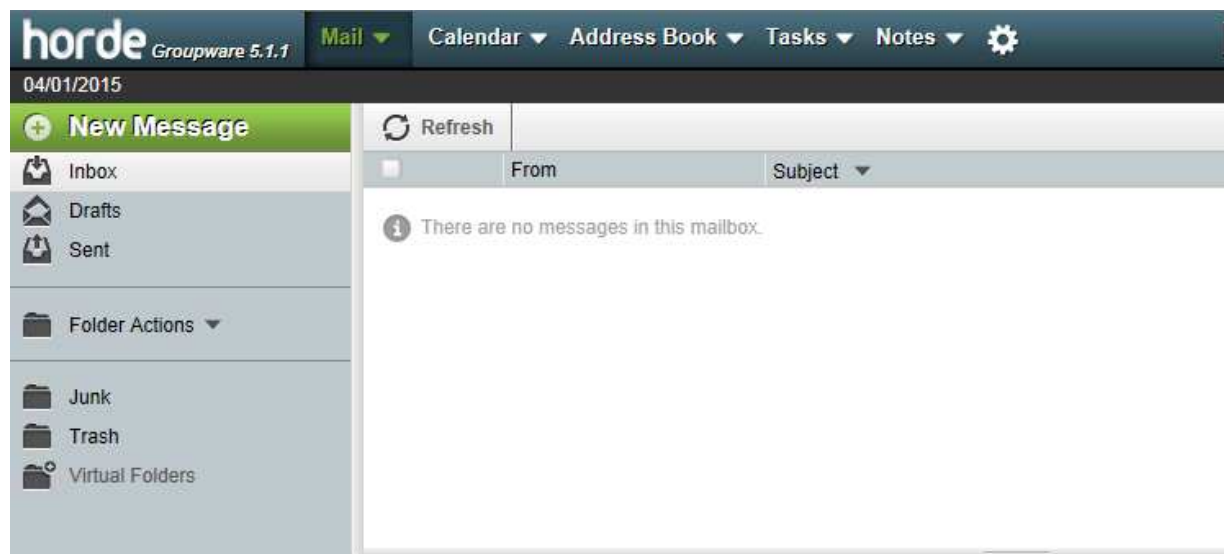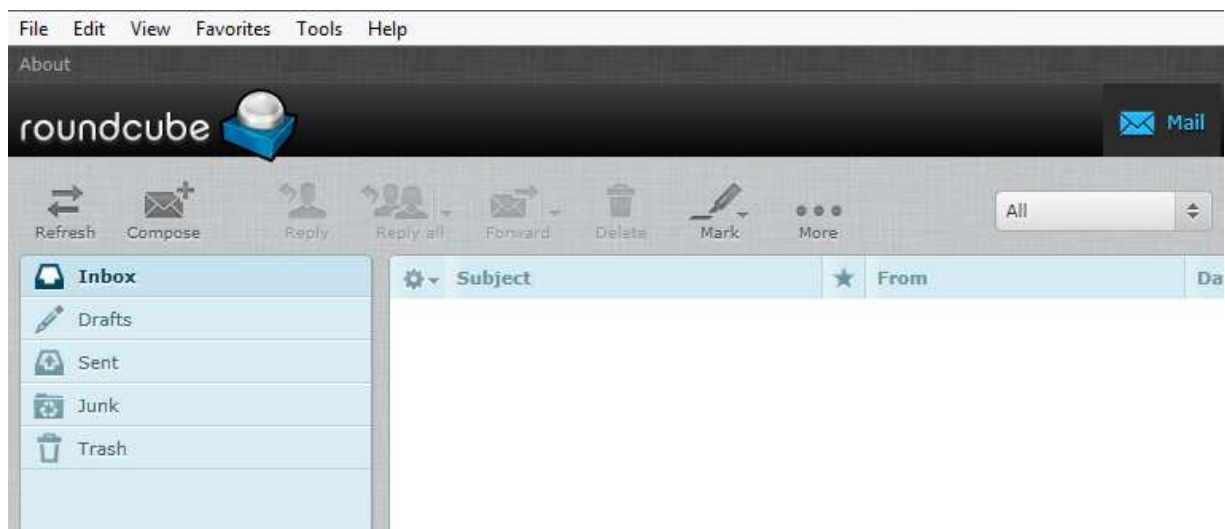
Step 3

Then the below page appears. Users have two options: they can either use 'horde' or 'roundcube' to access their email. Select **Read mail using Horde/RoundCube**

You are logged in as "simon@ptc.ac.fj".

horde
Read Mail Using Horde
[Enable AutoLoad]

roundcube
open source webmail software
Read Mail Using RoundCube
[Disable AutoLoad]

Change Password

Forwarding Options

Auto Responders

Configure Mail Client

Email Filtering

Email Trace

Home • Trademarks • Help • Documentation • Log Out

Step 4

Horde & RoundCube interfaces look something like this:

horde Groupware 5.1.1 Mail ▾ Calendar ▾ Address Book ▾ Tasks ▾ Notes ▾ ⚙

04/01/2015

⊕ New Message

🔄 Refresh

Inbox

Drafts

Sent

☐   From   Subject ▾

ⓘ There are no messages in this mailbox.

Folder Actions ▾

Junk

Trash

Virtual Folders

Security Warning

In this case, you will need to select the second option: **Continue to this website (not recommended)**

IT technicians will come around to the user computers/laptops later on to physically download and renew the website's security certificate in order to get rid of this security issue permanently.

In order to clear 'mailbox overflow', please delete old emails on the email server, using webmail access as outlined above. Since mailbox overflow has to do with data size, deleting old emails with large attachments is the most effective way of overcoming this problem.

If you are using an email client programme like Thunderbird (or Outlook), deleting emails on that client will NOT delete emails on the server.

If you delete old emails on the server, please remember to back up your emails on the email client programme (usually: Thunderbird). The College system will try to do this automatically, but we cannot guarantee that this will work in every instance, especially if users do not leave their desktop machines running overnight. IT staff can show you how to back up your email client programme yourself - for example, by using the 'MozBackup' programme.