ACCESSING ECUAD E-MAIL

ECU Information Technology Services provides access to electronic mail and website accounts to students, employees and appropriate community groups.

The purpose of this communications resource is general dialogue, collaboration and research for non-commercial use associated with the educational programs and practices in art and design at the university.

This document provides information on how to access your ECUAD e-mail account using two different methods: 1) using webmail, and 2) using an e-mail client program. Where possible, your e-mail username has been set to your insideECU username. Your ECU e-mail password is set to your insideECU password. (Note: if you change your insideECU password, it does not change or effect your ECU e-mail password. ECU e-mail & insideECU are two distinct accounts). If you are a student, faculty or staff member and need help with your ECU e-mail, or if you have forgotten your password, please email ithelp@ecuad.ca and supply the following **3** pieces of information: your full name, your date of birth, and your student, faculty or staff number.

Accessing your ECUAD E-mail account

The two most common methods for accessing your ECUAD email account:

1) **Webmail** - Accessing your e-mail through your internet browser.
2) Using an **e-mail client software** application. Common e-mail client software programs are Thunderbird, Apple's Mail program or Microsoft's Outlook and Outlook Express.
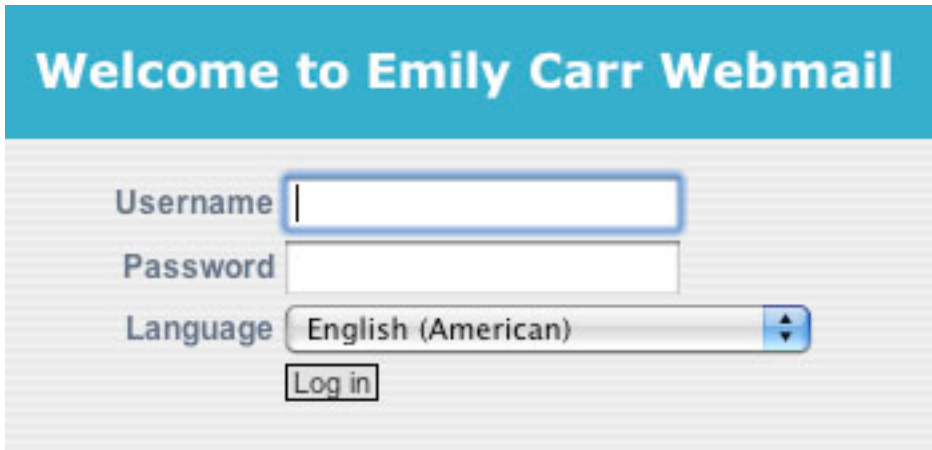
USING WEBMAIL

Emily Carr University uses a web based email system called Horde IMP which allows you to access your email via any web browser. It provides some of the same features found in popular e-mail client software programs allowing you to send and receive email (including file attachments) and also provides a simple address book to keep track of e-mail addresses you use frequently.
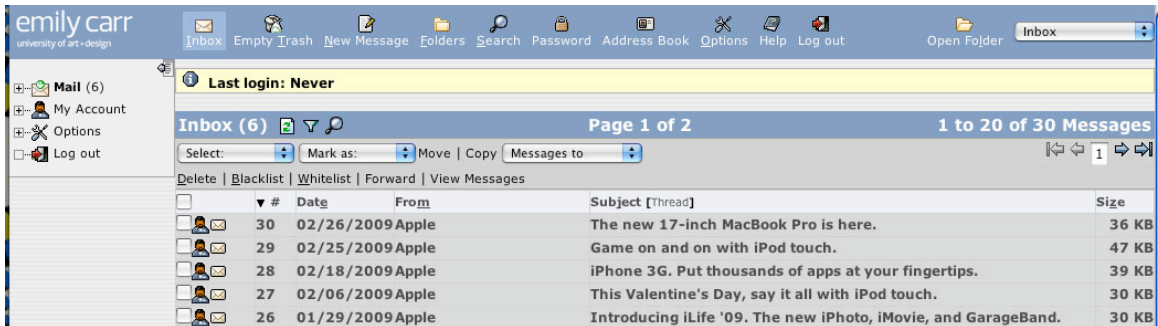
1) Open your web browser and type in the following URL:
    http://www.ecuad.ca/email

2) Log into the system using your ECU e-mail username and password.

3) Once you are logged in, you will see a screen similar to the one seen below. For help with Horde, click on the help button displayed when using Horde:

USING E-MAIL CLIENT SOFTWARE

If you would prefer to use an e-mail client software application instead of your web browser, you will need the following server parameters to configure your ECU e-mail account in the software. Please consult the help manual for your particular e-mail client for instructions on how to setup a new e-mail account.

There are usually three parameters required to properly send and receive e-mail: the name of an outgoing mail server (SMTP), the name of an incoming mail server (either POP3 or IMAP) and a username and password.

- **Outgoing mail server (SMTP):**
  It is recommended that you use the SMTP server supplied by your Internet Service Provider. The reason for this is related to the abuse of SMTP mail servers by spammers. For example, if you are a user of the Telus Internet service, your SMTP server could be "smtp.telus.net". Shaw users SMTP could be "shawmail.vc.shawcable.net". Please contact your ISP to ensure you have the correct setting. If the computer you are using is on the ECU campus network, you can use the following SMTP server setting:

  SMTP Server: smtp.eci.eciad.ca

- **Incoming mail server (POP3 or IMAP):**
  You can use one of two methods to access your e-mail: POP3 or IMAP. What is the difference? The main difference is that with POP3, your e-mail is first copied from the mail server to your local machine and then ***deleted from the server***. This can be a problem if you need to access your e-mail from more than one location. Once the e-mail is removed off the mail server, it can only be accessed from your home computer. With IMAP, your e-mail is always stored on the server allowing you to check your mail from more than one computer, (e.g. at home, and the webmail system at school or a web café). IMAP is usually the best choice if your ISP allows it. The settings for both POP3 and IMAP are below:

  POP3 Server: pop.ecuad.ca
  IMAP Server: imap.ecuad.ca

- For the **username** and **password**, first try to use the initial "insideECU" account information you received. Where possible, your ECU email username is set to your insideECU username. If you are a student, faculty or staff member and have found this account information does not work (or have forgotten your password), please email ithelp@ecuad.ca and supply the following **3** pieces of information: your full name, your date of birth and your student, faculty or staff number.