

## **RANZCOG Email Accounts for Trainees**

### **Frequently Asked Questions**

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**1. May I continue to use my existing email account for communication with the College?**

No. With user-nominated accounts, the College has experienced difficulties in ensuring that emails reach their intended recipients. This initiative has been implemented in order to provide, as much as is possible, a reliable and efficient means of communication between trainees and the College.

**2. May I send email to the College using another account?**

Yes; however, the College will not reply to that account. The College will only send emails (originating at the College or replies) to a trainee's College account. The account is web-based and can be accessed from any computer that has Internet access.

**3. What are my user name and password for this account and is there an easy way to remember them?**

These have been communicated to you via the post. They are easy to remember: For most trainees, your user name is in the form of "firstname.lastname" (note: all lower case, no spaces). Where there is more than one trainee with the same name, you will have been allocated a user name such as "firstname.lastname1". Also since the length of user names is limited to a defined number of characters, in some instances it will have been necessary to abbreviate first or lastnames. Your password is the same as that which you use to log into the secure part of the College's website (remember, this password is case sensitive).

**4. May I nominate my own user name and password for this account?**

No.

**5. How regularly should I access my account to check for College e-mails?**

At a minimum you should access your account on a weekly basis.

**6. May I use my RANZCOG email account for private purposes?**

Yes. You may not, however, use it to run a business or to publish a journal or the like. Even in usage for private purposes, you are still bound to the Terms of Use of the email account and the general website disclaimer.

**7. Can I automatically forward all incoming messages to another email account?**

The account software (Microsoft's Outlook Web Access) is the web-mail version of MS-Outlook. Although it has facility for this, as well as other functions (e.g. an "Out of Office" facility) built into the software, currently this particular facility is not able to be utilised for these accounts. Individual messages may, however, be forwarded from the account when you are logged on.

**8. Can I synchronise this account with other email accounts that I have?**

No.

**9. Can I create folders within my Inbox and Sent Items to help organise my emails?**

Yes, this can be done by right clicking on the Inbox or Sent Items folder to open the relevant menu. You may need to ensure that blocking of 'pop ups' is temporarily disabled if the menu bar indicates that they are blocked, in order for the process to be completed successfully.

**10. Why do I get an error message if I attempt to 'Reply All' to an email that has been sent from the College to a group of trainees (e.g. all year 1 trainees)?**

The purpose of setting up user groups is to communicate information to groups of trainees as efficiently and effectively as possible. It is then intended that, if necessary, individual trainees will respond to the sender, depending on their circumstances and requirements, rather than supply information to all users in the group. Accordingly, individual users are not able to reply to group emails originally from the College and an error message will be generated if this is attempted.

NOTE: Individual users may elect to create/become members of user-generated user groups and the capacity to "Reply All" to these groups is available.

**11. Will my account remain active during periods of leave?**

Yes and it may be accessed from any computer that can access the internet.

**12. Will my account remain active following my completion of training?**

At the moment, your account will be suspended shortly after your elevation to Fellowship. The College will monitor the effectiveness of the service to determine if extending it to current Fellows and/or maintaining accounts for current trainees once they attain Fellowship is practicable.

**13. Will I still continue to receive some College mail through the post?**

Yes, although the College is hoping to minimise this by provision of this service.

**14. How much space is allocated to my email account?**

50 MB

**15. How will I know if the available space is used up, or nearly used up?**

The system will alert you when you have about 10 MB left. Please ensure that you delete all unwanted messages and that, in particular, you download any attachments you wish to keep to your computer and then delete the messages that delivered them.

**16. What will happen if I allow my allocated space to be completely filled?**

You will no longer be able to receive emails. Should you miss out on important College communications as a result, the College will not be held accountable – as stipulated in the Terms of Use, it is YOUR responsibility to leave enough space on the account to allow receipt of email.

**17. Will spam be filtered from my email account?**

Yes. But see the Terms of Use for more on this matter.

**18. Will my incoming mail be checked for viruses?**

Yes. But see the Terms of Use for more on this matter.

**19. Will my privacy be respected?**

Yes. Remember, however, that no email service is completely private. System administrators are, however, bound by ethical and legal considerations to respect your privacy. The College is no different in this regard. Also, your email address will not be made available to third parties without your consent.

**20. Who do I contact if I have further questions?**

If your questions are not answered here please feel free to contact the Information Technology Officer, Mr Neil Power, at College House at [emailsupport@ranzcog.edu.au](mailto:emailsupport@ranzcog.edu.au) or on +61 3 9412 2968.

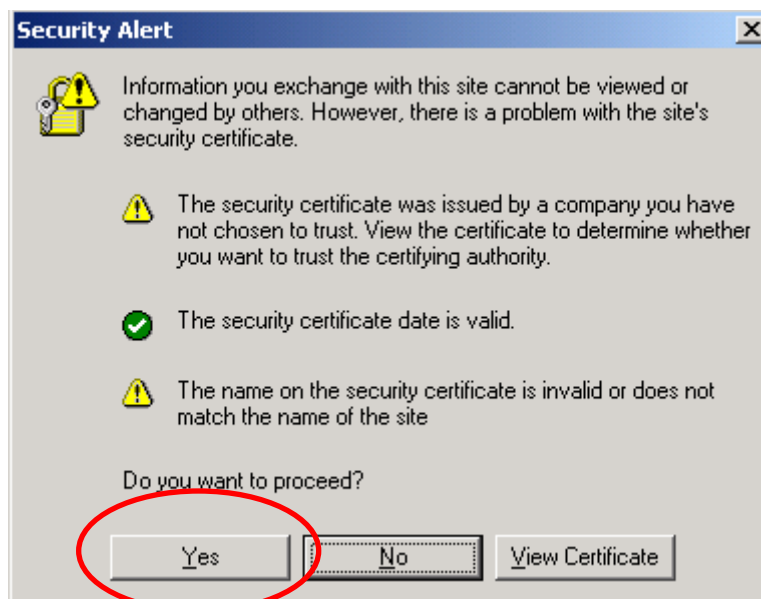
## RANZCOG Trainee Email Login

The RANZCOG trainee email account uses a secure HTTP connection. When logging into to your RANZCOG email account your internet browser may offer you the option to accept or reject a security certificate.

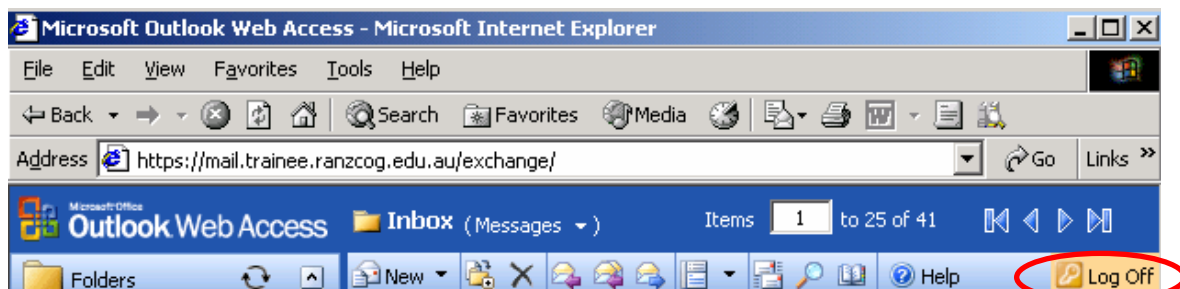
Accept the certificate by clicking 'yes' or 'Continue to this website'.



Internet Explorer 7



Internet Explorer 6 (and earlier)



Make sure that once you have finished using your email to press the Log Off icon and close your internet browser.