

UR email system on the campus

02/20/2020 07:43:05

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Language:	en	Last update:	03/21/2014 14:49:44

Symptom (public)

I don't get email announcements for students and or for staff I want to use vacation messages
I want to filter certain messages to deliver in folders or to other email addresses
I want to use a calendar

Problem (public)

Can't read my UR email

Solution (public)

This email system is fully documented you can click on the Help in the menu and you can click on [in almost every page on every topic.](#)
There is also some documentation [here \[1\]www.horde.org/documentation.php](#)

Also a summary of features is attached.

Users can connect to the NUR email system (on the NUR campus) via [\[2\]mail.nur.ac.rw](#) or [\[3\]webmail.nur.ac.rw](#) You login with your NUR LDAP credentials. Your email address will be `<username>@nur.ac.rw`

If you get a warning from your computer that this is an insecure or untrusted website please visit [\[4\]faq.nur.ac.rw/otrs/public.pl](#) and install the NUR root certificate in your browser and/or email client.

The basic idea of this NUR mail system is that your email `<username>@nur.ac.rw` is the primary email address for NUR, you can forward your Gmail to the NUR account. See [\[5\]faq.nur.ac.rw/otrs/public.pl](#)

The Gmail account is kept as a storage mailserver since we can't give everybody 7 GB of mail storage space. So you will have 2 email addresses. The primary one `<username>@nur.ac.rw` and the secondary one `<username>@email.nur.ac.rw` the first one is on the NUR campus and is reachable via [\[6\]mail.nur.ac.rw](#) or [\[7\]webmail.nur.ac.rw](#) the second one is at Gmail and reachable via [\[8\]backup.nur.ac.rw](#)

The NUR email system also has quota 100 MB for students and 2 GB for staff. If you have reached your quota you will get a message in your mailbox asking you to remove messages. Please do this otherwise you will not receive any new messages. Upon request the quota can be changed.

Email containing viruses will be silently dropped!

This webmail is very powerful this also means it has much more functionality and configuration options.

Default filtering is installed to filter out spam to a folder spam. Please check it regularly and possibly remove the spam messages. Be careful creating new filters of your own, if a filter matches your email the filters below will not be tested/checked so the order of your filtering is important. For example your forwarding filters should be at the end of the filter list.

In the webmail you will have to create an identity.

This is done in [\[9\]mail.nur.ac.rw](#) or [\[10\]webmail.nur.ac.rw](#) via:

Mail->Options->Personal Information

and fill out the fields, in general bcc and reply-to can be left empty.

If you have more than 1 identity make 1 of them default.

Also you need to set the Timezone since the automatic selection put's you in EAT in stead of CAT do:

NUR Mail System->Options->Locale and time and set "Your current timezone" to Africa/Kigali.

YOU WANT TO USE THE CALENDAR

Click Calendar->Options->Free/Busy Information
Choose all calendars you want in the box Choose the calendars to include in the above Free/Busy URL
You do this by holding the ctrl(control) key and clicking the calendars

Next

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Save Options
Notifications and set Choose if you want to be notified of new, edited, and deleted events by email: to YES
Save Options

THE FOLLOWING IS OPTIONAL

You will notice there are various functionalities in [11]mail.nur.ac.rw/[12]webmail.nur.ac.rw almost a complete office suite and each functionality has options sometimes with very many configuration possibilities. Some of the handy things can be changed in:

Mail->Options->Address Books

and make the NUR address book the first one to search.

NUR Mail System->Options->Personal Information

NUR Mail System->Options->Display Options

You can change the appearance of the website at Display Options -> Color Scheme

NUR Mail System->Calendar->Options->Address books

Mail->Options->Mailbox and Folder Display Options

Of course you can change any of the preferences and create your own personal folders as you wish, configure the filtering etc.

The NUR email system on the NUR campus will also work during an Internet outage. Of course you will not be able to receive mail from outside the campus until Internet is restored. Messages can be sent even to email recipients on the Internet these will be queued until Internet is restored.

Send all requests or questions to [13]ticket@ict.nur.ac.rw

have fun!

[1] <http://www.horde.org/documentation.php>

[2] <http://mail.nur.ac.rw>

[3] <https://webmail.nur.ac.rw>

[4] <http://faq.nur.ac.rw/otrs/public.pl?Action=PublicFAQZoom;ItemID=31>

[5] <http://faq.nur.ac.rw/otrs/public.pl?Action=PublicFAQZoom;ItemID=18>

[6] <http://mail.nur.ac.rw>

[7] <https://webmail.nur.ac.rw>

[8] <http://backup.nur.ac.rw>

[9] <http://mail.nur.ac.rw>

[10] <https://webmail.nur.ac.rw>

[11] <http://mail.nur.ac.rw>

[12] <https://webmail.nur.ac.rw>

[13] <mailto:ticket@ict.nur.ac.rw>