



The E-Postal Service is used to email *targeted groups* at NMU. It is **NOT** used to email all students or employee groups.

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CONTACT INFORMATION

If you experience any issues with the E-Postal System, please reach out to Kelly Larmour or the main Business Intelligence/Information Services line.

Kelly Larmour

906-227-1914

klarmour@nmu.edu

BI/IS Main Line (x2410)

906-227-2410

Open during regular university business hours.

Please note that we are unable to:

- Proofread or spellcheck messages,
- Test hyperlinks or view attachments,
- Change submitted messages in anyway,
- Access messages in your E-Postal folders.

Requests submitted after business hours or on weekends will typically be processed the following morning of the next business day.

WHO CAN I EMAIL USING E-POSTAL?

Some examples of targeted groups are:

- All students in a certain major, program, level, and/or department;
- Commuter students, on-campus students, non-traditional students;
- Employees who work in a certain building;
- Any specific group of individuals as long as you have a list of their INs.

Any requests to email ALL CURRENTLY ENROLLED students will result in a denial of the system unless special permission is given by the Dean of Students, Chris Greer (cgreer@nmu.edu). If you think that your message should go out to all students, please email Dr. Greer and ask for her permission.

But what about promoting my club/department event/book? You may request that the email go to a specific group of students but *not* all students. To advertise or promote something, please use the Campus Connect (<http://www.nmu.edu/campusconnect>) from University Marketing and Communications. They are located in 409 Cohodas and their phone number is 906-227-2720.

But what if I need to send out a survey for a graduate student or club? If you have IRB approval, we are able to send your survey to a targeted group. We can also set up samples for a random number of students if necessary. If you do not have IRB approval for a survey, you will need to get permission from the Dean of Students.

But what if I need to contact everyone in a certain employee group (such as TOP, AP, or Deans)? You can do so without using the e-postal system by emailing the employee group lists. Simply compose your email as you normally would and then email it to the list addresses. Contact Kelly Larmour (klarmour@nmu.edu or x1914) to get a copy of the current group addresses. Please keep in mind that the lists only reach people currently employed at the university on the date at which you send the email. There is also an option to send emails to employee groups within the E-Postal System, however most people find it easier to just use their own email client and send a message to the lists.

HOW TO ACCESS E-POSTAL

E-Postal Services can be accessed in a web browser by going to <http://myweb.nmu.edu/postal>. Please save this to your bookmarks/favorites for future use.

You will be prompted to login to the service with your NMU ID and password. This is the same ID and password you use for accessing other services, like MyNMU.

NORTHERN MICHIGAN UNIVERSITY

User ID:

Password:

Login

AUTHENTICATION REQUIRED
The web site described below has asked you to log in:

NMU E-Postal Services

By using this service you agree to adhere to the [NMU computing policies and guidelines](#).

Please type your NMU "e-mail" User ID and password and click the "Login" button to continue.

If you do not have access to the system, you will receive a message in red text that reads "Invalid User ID/Password supplied!" To gain access to the E-Postal Service, please email Kelly Larmour at klarmour@nmu.edu.

THE MENU SCREEN

After logging into the system, you will see a some rectangular menu buttons. These are the two main functions of the E-Postal System.



This button will allow you to compose **text-only message** in the E-Postal System and send it to the administrator for approval. Use this option for emails that are plain text, stylized text, or links only. Do **NOT** use this for attachments, such as images or documents (PDF, Word, etc.).

An Overview of Mass E-Mail Request

1. Fill out the "Audience & Special Instructions," "From," and "Subject" Fields.
2. Compose your message in the body. You may use stylized texts and links.
3. Click the "Submit for Approval" button.



Clicking on this button will take you to the emails you have sent to the system. This is used when you need to send an attachment or have an email with embedded images.

An Overview of E-Postal Forwarding

1. Compose your message like a regular email and attach your documents.
2. Email it to epostal@nmu.edu.
3. Log in to the E-Postal System and click the green E-Postal Forwarding button.
4. Click the "R" icon next to your message.
5. Fill out the "From" and "Audience & Special Instructions" fields.
6. Click submit.

MASS E-MAIL REQUEST

If your message does not have any photos or documents attached, click on the "Mass E-Mail Request" button.

This will take you to a new request screen. Along the left-hand side of the screen is the "Previous requests" menu which will let you know the status of the messages you have composed in the E-Postal System. Think of it like folders in your own email client. Clicking on the type (Draft, Pending, Denied, etc.) will take you to a list of messages that fall into each category.

The column to the right of the menu is the "New Request" area where you can type your audience and message. Notice that on the top right-hand side you also have the option "Home," which will return you to the E-Postal menu buttons, or "Logout" which will take you out of the system.

http://myweb.nmu.edu/postal

NMU E-Postal Services

Go Back

Logout

Home

Mass E-Mail Request

Previous requests:
Drafts [2]
Pending [1]
Accepted
Completed [2]
Denied

Compose New

Menu

New Request

Audience & Special Instructions

From: klarmour

Subject:

Body

Where you will compose your request!

Save Draft

Submit for Approval

COMPOSING YOUR MASS E-MAIL

Below are the instructions for each field, as well as examples of what should be included. Please note that after a certain amount of time, the New Request page will timeout so you want to save a draft often. It is a good idea to already have typed out what you want to send in a plain Notepad (.txt) document.

► Audience & Special Instructions Field

The first field of the new request form is “Audience & Special Instructions.” This field is where you can directly communicate with the administrator of the E-Postal System. Typically, there are three things you want to include in this field.

1. The **AUDIENCE** or targeted group you want the email to go to;
2. The **OTHER EMPLOYEES** you want to be CC'd;
3. The **DATE** and/or **TIME** you want the email to be sent.

| AUDIENCE | EXAMPLES |
|---|---|
| <p>NMU IN Numbers</p> <ul style="list-style-type: none"> Can be copied and pasted from an Excel sheet or other report. Please use a line break or single space between them. It is helpful (but not necessary) to include a total number of INs. | <div> <div> Audience & Special Instructions The following 4 INs: 0000AAAA 0000BBBB 0000CCCC 0000CCCC </div> <div>- OR -</div> <div> Audience & Special Instructions The following 4 INs: 0000AAAA 0000BBBB 0000CCCC <u>0000CCCC</u> </div> </div> |
| <p>Specific Groups</p> <ul style="list-style-type: none"> Not specific INs, but specific groups of students. Can target all students in a certain college. Can also target specific employees by campus location. | <div> <div> Audience & Special Instructions All on-campus students with a GPA of 3.0 or higher. </div> <div>- OR -</div> <div> Audience & Special Instructions All currently enrolled undergraduates from the College of Business </div> </div> |
| <p>Specific Majors, Minors, or Concentrations</p> <ul style="list-style-type: none"> Please include the specific major or minor codes, which consists of 3 or 4 alpha characters. A list of major codes can be obtained from BI/IS. | <div> <div> Audience & Special Instructions ART majors with concentration of PHOT </div> <div>- OR -</div> <div> Audience & Special Instructions SOCI, SOCL, SOCW, GEND majors and minors </div> </div> |
| <p>Specific Departments</p> <ul style="list-style-type: none"> If you are trying to reach all majors in a department, it is very important that you state the specific major codes for the department. We do not necessarily know all the majors associated with a department. May need to specify if you want undergrads, grads, or both. | <div> <div> Audience & Special Instructions All Modern Languages & Literatures undergrads. Major codes: INTE, FREN, GSTD, SPAN </div> <div>- OR -</div> <div> Audience & Special Instructions All special education undergrads. Major codes: EDLD, EDSP, EEEI, EEMI, SEEI, SEMI </div> <div>- OR -</div> <div> Audience & Special Instructions All graduates in the Psychology Department. Major codes: PSYC, ABA </div> </div> |

In this same field, please also indicate anyone you would like the email to be carbon-copied to. This may include your coworkers or your supervisors. Please list the username **ONLY** (no @nmu.edu) and only a handful of people (7 or less if possible). Note that you do not need to include yourself, as you will be automatically CC'd, along with the username listed in the "From" field.

| | |
|---------------------------------|--|
| Audience & Special Instructions | Please cc: <u>klarmour</u> , <u>jhopper</u> , <u>jcrawford</u> |
|---------------------------------|--|

Lastly, you will want to specify when you want the email to be sent. You can say a specific date and time and we are able to schedule it ahead of time. We are also able to send the same email on multiple dates (within reason). ***If you do not mention a date or time, we will assume you want the email to go out ASAP.***

| | |
|---------------------------------|--|
| Audience & Special Instructions | Please send 7/3/17 at 8:00 am and again on 7/6/17 at 5 pm. |
|---------------------------------|--|

So a completed "Audience & Special Instructions" field may look something like this:

| | |
|---------------------------------|--|
| Audience & Special Instructions | Please send to all undergrad ENGL majors with a GPA of 3.5+. CC: <u>klarmour</u> , <u>jhopper</u> Send on Fri 06/16/17 at 8 am and Tue 06/20/17 at noon. |
|---------------------------------|--|

► From Field

The from field is where you list the username of the person, department, or organization you want the email to be from. This email will appear as the sender, and when a recipient clicks the "reply" button in their email client, they will begin to compose a message to this email address.

Who is the email coming from? Is it you specifically? Your catch-all department email address? Your dean?

Please note that this must be from an NMU email address and that you do **NOT** include the @nmu.edu part. The email listed will also be CC'd a copy of the original email.

| | |
|------|-----|
| From | fao |
|------|-----|

| | |
|------|----------|
| From | klarmour |
|------|----------|

| | |
|------|---------|
| From | bizdean |
|------|---------|

► Subject Field

The next field is for the email subject. You want your subject to be to-the-point yet descriptive. The E-Postal System ensures that your email will be delivered, but if you want the student to actually *open* it you need a good subject line.

Tips for a Good Subject Line

- Do not use ALL CAPS as it can look like spam to a student. You may want to just capitalize a keyword.
- Do not use a lot of punctuation (???!!!!!!).
- Do not use leftover shorthand from emails (such as RE: or FWD:).
- Include a date or deadline if applicable.
- Be specific about why you are reaching out to that student. Is it because they are in your department? Try to mention it in the subject.
- The system has a limit of 65 characters, so don't use a long sentence.
- The system does not support emojis (😊 ♥).

































Subject English Scholarship App DUE JUNE 21

Subject Latest News from the COB!

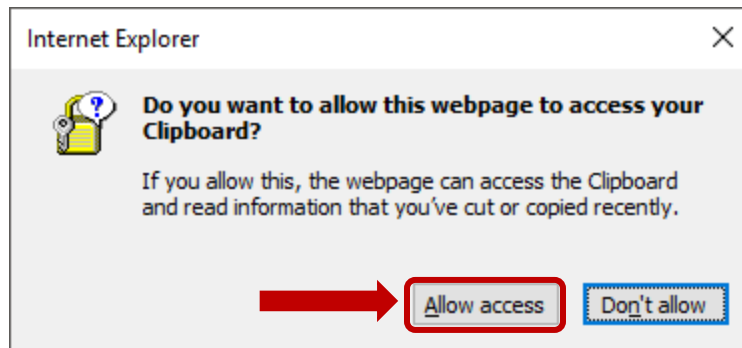
► **Body Field**

It is recommended that you type your message in a text editing program (like Word or directly from an email) and then copy and paste it into the empty body field space. Do **NOT** actually style your text in word—just keep it simple. You can add color and style in the body field editor.

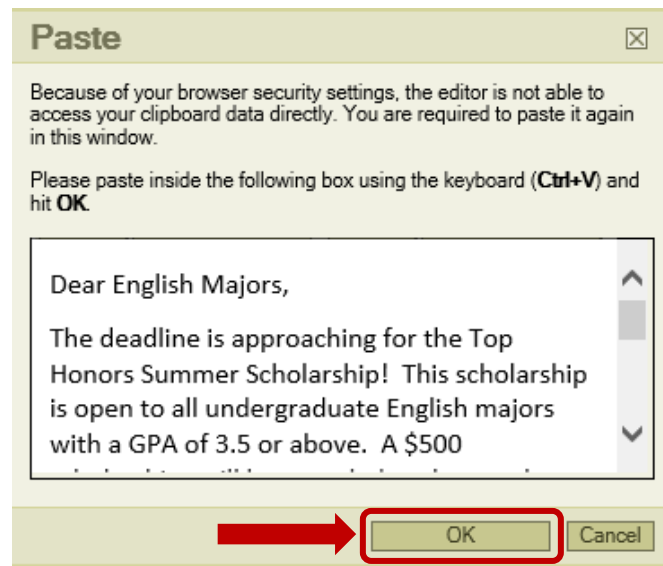
Style Format Normal Font Size

B *I* U \times_2 \times^2                                

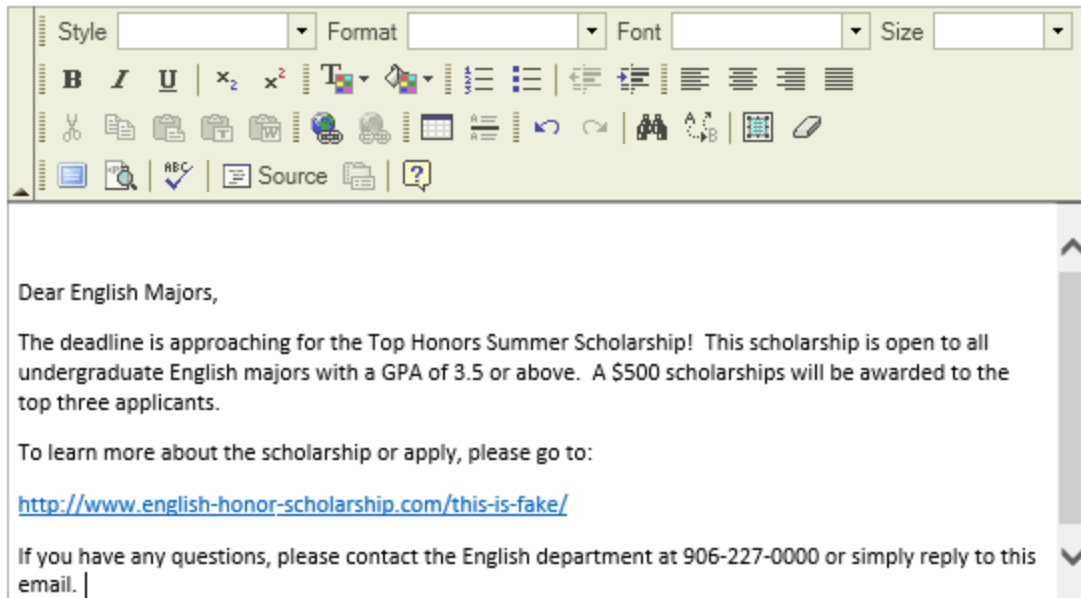
Highlight your (plain) message and copy it. Place your cursor in the empty body field and paste it, using either Ctrl + V or right click and select "Paste." An alert will pop up asking:



Click "Allow access." If you are using Internet Explorer, another window titled "Paste" will pop up.




Place your cursor inside of the empty box and hold down the Ctrl + V buttons as instructed. Your copied message should appear in the box. Then click "OK." Your message should now appear in the body field on the New Request page.



Now is the time to pay attention to detail. Right away you can see there is an empty space at the top of body. Remove it. You can also use the toolbox to alter the appearance your text. You can change the font, font size, use styles (bold, italic), add color, or even a table. This toolbox functions as many typical toolboxes would on online forums, in Word, or in EduCat.

Editing Tips



Please test your hyperlinks before you submit your email. You can do so by right-clicking the hyperlink and choosing “Open Link” to make sure it works correctly. You can also add a link to text by highlighting the text and then clicking the  button.

IMPORTANT: We are unable to edit the message after it has been submitted for approval. If something needs to be changed in the message, you must edit it yourself and resubmit it for approval.

It is a good idea to keep your drafts folder tidy and cleaning out messages that have already been sent or you no longer need. You don’t want to accidentally submit the wrong message for the wrong audience!

New Request

Audience & Special Instructions

Who is your target audience?
 Who do you want to CC?
 When do you want this email to go out?

Save Draft

Submit for Approval

From: You? Dept? Dean?

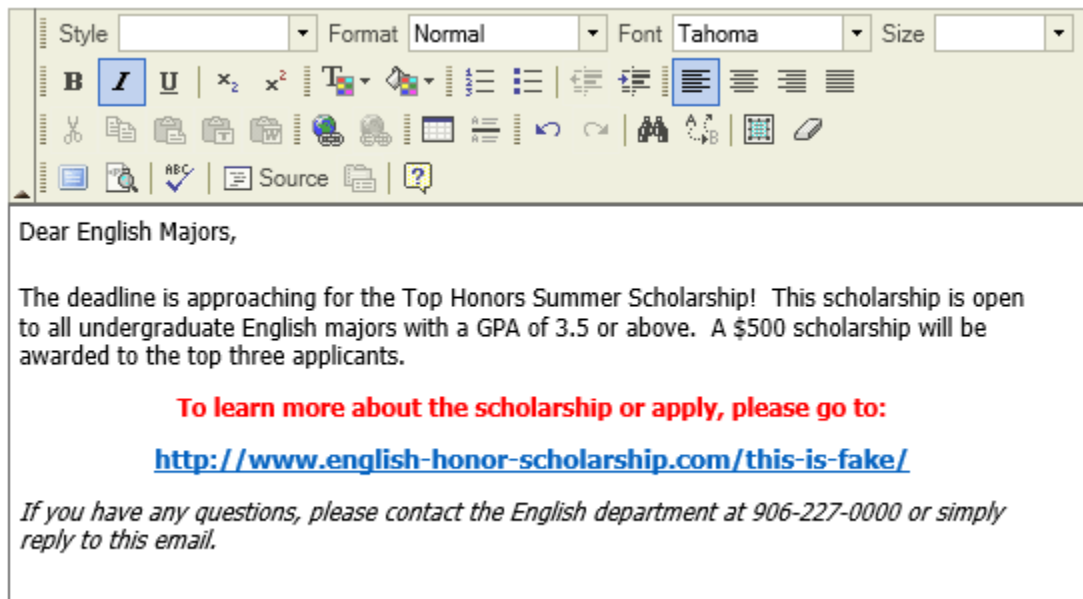
Subject: Less than 65 Characters

Body

Your message goes here.

SUBMITTING YOUR MESSAGE FOR APPROVAL

In my example, I have now edited the text the way I want it to appear to the student.



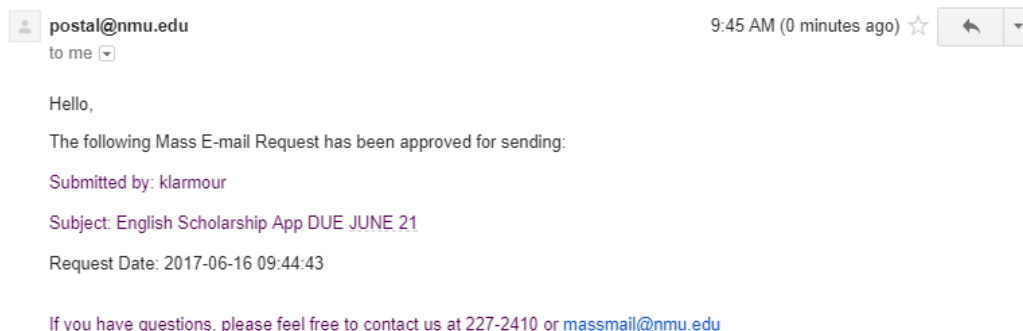
To send your message for approval, click the “Submit for Approval” button. The screen will show the message you just submitted, along with the message “Submitted” or “Draft Updated!” in blue letters. You will then receive an email from postal@nmu.edu that is a copy of the request you just created.

Simultaneously, BI/IS receives an email notification that you have submitted a request. We try to handle requests as soon as possible on a first-come, first-serve basis. It may take some time to develop a report to reach your target audience, so please keep that in mind. If you have an email that you think needs to take priority, please give us a call at 906-227-2410 to alert us.

Once again, please note that BI/IS **does not review your actual message in any way**. The content is completely controlled by you, the user. All we do is obtain the INs of your target audience and schedule the email to be sent.

► Message Approved

If your message is approved, you will receive an email stating so.

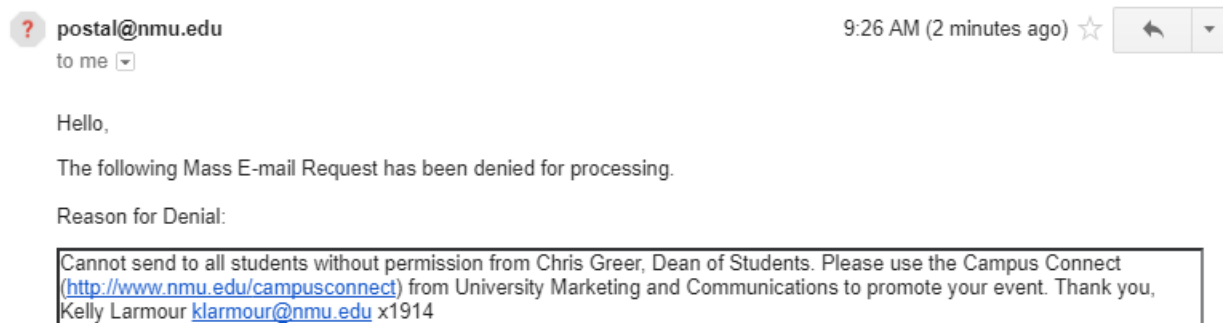


Once approved, BI/IS will begin gathering the INs of the target audience (if you didn't specify INs). Depending on how difficult it is to identify the target audience, this may take some time.


If you log back into the E-Postal System, you will see that you have a message in your "Accepted" folder.

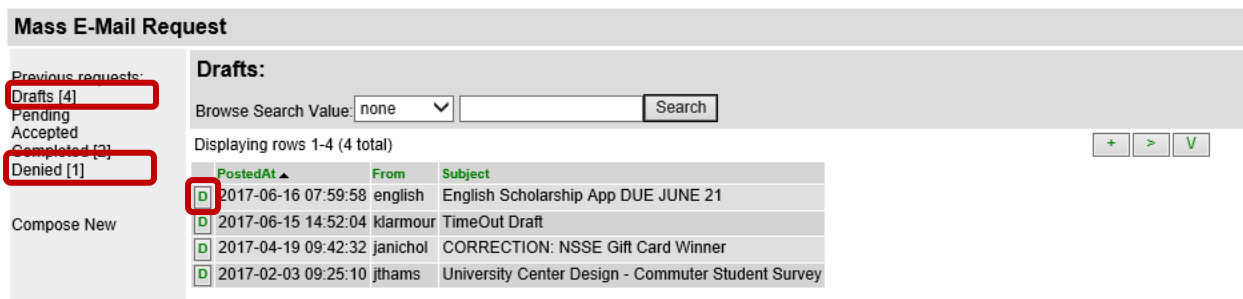
► Message Denied

If your email is denied, you will receive an email message stating why.



Typically, requests are denied if you are trying to email the entire student body or we need clarification of your audience. If you think your message should have been approved, please contact Kelly at x1914.

To revise the audience of your denied message, log back in to the E-Postal System and go to your "Drafts" folder on the left-hand side. Click the  button next to your previous message to edit it. Also, notice that you have a message in your denied folder.



Once you have edited your draft, click the "Submit for Approval" button again. This will restart the approval process.

► How will I Know When My Message has been Sent?

You will know your message has been sent *when you receive the message in your inbox*. You are receiving the message at the exact same time your target audience is. This means that even though your message may appear in the "Accepted" folder in E-Postal even though it has already been sent.

Messages in the "Completed" folder are moved there manually by BI/IS staff when cleaning up the E-Postal System. This is typically done every few days, depending on how heavily the system is used. Just because your email doesn't appear in the "Completed" folder does not mean that it hasn't been sent.

SENDING MESSAGES WITH ATTACHMENTS

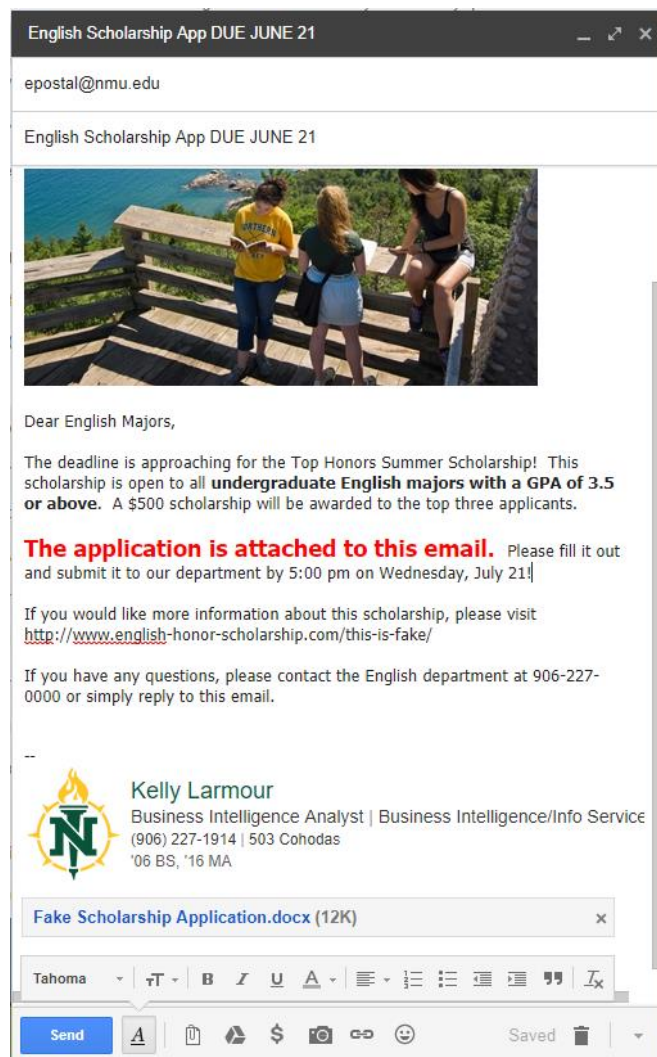
If you want to send a message with images or attachments, you will need to use the E-Postal Forwarding System instead. This method is also handy if you are using a forwarded message from someone else to email your target audience.

► Compose and Send Your Message

First, you need to compose your message in your own NMU email, just as you would for any other email. Please note that you should use your individual NMU email address and not a department or organization email address, as it won't recognize it in the system.

Your subject should once again follow the tips from the previous section. Please take out any "Fwd" or "Re" from previous email chains. The target audience will see exactly the email you are sending.

As an example, I have composed my email in Gmail. I am sending it to the system, epostal@nmu.edu. I have included an image as well as a Word document attachment.



After I click the “Send” button, I am sent a copy of the email I just composed, as well as an automated message from the E-Postal System



This message was not sent to Spam based on your organization's request. [Learn more](#)

This is an automated response, please do not attempt to reply to this message.

Your email was received and you may process it at <http://myweb.nmu.edu/postal>

After logging in you can select "E-Postal Forwarding" to view the current list of your e-mails.

Any e-mail not processed within 48 hours of receipt will be deleted.

Click the link to be taken to the E-Postal System. When you log in, you will see the green buttons. Choose the “E-Postal Forwarding” button.

You will then be taken to a list of emails you have forwarded to E-Postal.

NMU E-Postal Services
Hello, klarmour

Logout Home

E-Postal Forwarding Service

klarmour E-Postal messages

| | ID | Subject | Size | Date | Status |
|--|----|-------------------------------------|--------|---------------------------|--------|
| | 1 | Test | 19435 | October 27, 2016 Thursday | |
| | 2 | English Scholarship App DUE JUNE 21 | 168599 | June 16, 2017 Friday | |

The most current message is listed **at the bottom** of the list. Click the “R” icon that is on the same line with your message. This icon is used to turn this message into a mass email request.

E-Postal Forwarding Service

klarmour Mass Mail Request

Originator: klarmour 198.110.203.119
Subject: English Scholarship App DUE JUNE 21

From:

Audience & Special Instructions

For the “From” field you want to once again put the person or department this message is from **without the @nmu.edu**. When a recipient clicks to reply to this message, their email will go to the address listed in this field. This is the same as the Mass E-Mail Request.

For the “Audience & Special Instructions” field, you want to make sure you include your target audience, who should be CC’d, and when you want the message to go out. This is the same as the Mass E-Mail Request.

Once you hit the submit button, it will go through the same approval process as indicated above. Again, keep in mind that not only are the staff at BI/IS unable to edit your message, they are also unable to **view** it. You are solely responsible for the content of your email message.

► Other Options

When viewing the list of your forwarded messages, the first envelope icon is “EMail Forward.” You can use this option to forward a test message to yourself, to specific employee groups, or to people in your department. Click on the circle radial dial will present you with more specific options.

E-Postal Forwarding Service

klarmour E-Postal HR EMail forward

Originator: klarmour 198.110.203.119
Subject: English Scholarship App DUE JUNE 21

From:

Also to:

To:

- ☐ Forward a test message to myself
- ☐ Forward message to HR employee group(s)
- ☐ Forward message to my department

The third icon of a trash can will delete your message. This is helpful if you have forwarded a lot of emails to the system. Once again, it is important to keep things tidy so you don’t accidentally forward the wrong message to the wrong audience.

The fourth icon is to view the headers (or contents) of the message. For example, you can see what is included my example email: text, text with HTML, an inline image/jpg, and an attachment.

| E-Mail message sections: | | | | | X | |
|--|---|------------|-----------------------------------|--|---|----------|
| (You can click on the section number to view the individual section) | | | | | | |
| 0 | Headers | | | | | |
| 1 | multipart/mixed | | | | | us-ascii |
| 1.1 | multipart/related | | | | | us-ascii |
| 1.1.1 | multipart/alternative | | | | | us-ascii |
| 1.1.1.1 | text/plain | | | | | UTF-8 |
| 1.1.1.2 | text/html | | | | | UTF-8 |
| 1.1.2 | image/jpeg | inline | NMU Summer Hours.jpg | | | us-ascii |
| 1.2 | application/vnd.openxmlformats-officedocument.wordprocessingml.document | attachment | Fake Scholarship Application.docx | | | us-ascii |

Typically, you will only be using the “R” icon to request a mass email.

ADDITIONAL RESOURCES

If you would like a copy of all the employee group list addresses or a list of major, minor, and concentration codes, please send an email to klarmour@nmu.edu and we will be happy to provide you with that information.