Q: My password is not working.

A: For increased account security, there is a requirement that passwords in your new email accounts have no less than five characters. The system is automatically appending "1"s to the end of any passwords that are less than five characters long.

For example, if your password used to be "shop", then we updated it to read as "shop1". If your password was "joe", we updated it to read as "joe11".

If that is not the issue, you may want to make sure that you are using your full email address as the username when you are logging in.

Q: How do I select multiple emails at once for deletion?

A: You can do this in two ways:
- Hold down the Control key on your keyboard, then click each email you want to select. They will be highlighted as you click on them.
- Hold down the Control key on your keyboard and hit the letter "A". That will select all the email messages on that page.

Once your emails are selected, you can either use the red "X" icon above the email list, or you can click your right-hand mouse button and choose the "Delete" option from that menu.

Q: I get a javascript prompt when I log into webmail for the first time. Why?

A: The new webmail relies on javascript programming in your computer. If your computer does not have javascipt programming that is recent enough, the webmail program prompts your computer for a download of the necessary software. The download may take a minute or two, depending on your connection speed.

If you do not see that prompt, but find you are having trouble with the email program "freezing", or similar issues, try going to www.java.com, and choosing the "Download Now" option on their home page. Follow the prompts, then try logging into your webmail again.

Q: I am trying to accept the terms of service, and I don't see a button to click on to accept them.

A: Your monitor resolution may be a touch low. Try resetting your screen resolution to 1280x1024. You can do this on a PC by going to the Start button, then Settings, then Control Panel. Look for "Appearance and Themes" or "Display". In the Display window, you should have a "Settings" tab. There, you should see a "Screen Resolution" slider, which you can use to increase or decrease your resolution.

You only need to change your resolution long enough to agree to the terms of service. After that, you are more than welcome to change your resolution back if you wish to.

Q: I am a Mac user that has Safari – my email is not working. What's wrong?

A: Unfortunately, Blue Tie does not support Safari at this time. Firefox however, does work with the email program and is encouraged for use. Otherwise, you can set up your account with Apple Mail – a help document is available at http://support.bluetie.com/node/640.

Q: How do I print my email?

A: When reading your email, make sure to double-click the email in question so it opens in it's own window. At that point you will have a print command that you can use which will print the entire email.

Q: My old username does not work!

A: If you are using the username from the old email system, you will need to make a slight adjustment. The username for our new system is the full email address, from start to finish.

Q: How do I get more emails up on my screen at once?

A: You can click on the "Preferences" button (look for the wrench icon) in the upper right portion of the screen. In the Preferences section you will find a "General Settings" option. In "General Settings", you will see a "Viewing Emails" section, where you can change the number of messages per page. You can also turn the preview pane on and off from there. Once you change your settings, click the "Save" button in the upper left corner of the Preferences window.