



Lotus Notes is the official e-mail system used by all Fort Hays State University employees. To obtain an account, the department chair or administrative assistant must submit a CTC Request for Services to request initial computing accounts for the new employee (see www.fhsu.edu/ctc/new-faculty-staff-info/ for details).

The Registrar's Office sends messages to faculty e-mail addresses regarding important dates, enrollment, grades, and other information. You may access *Lotus Notes* with an Internet browser (using *iNotes*) to receive e-mail and use your calendar. After your account is created, you can access *iNotes*, as follows:

1. Open an **Internet browser** and go to the **FHSU Home Page** (www.fhsu.edu/).
2. Click on the **Faculty/Staff** link at the top of the page, and then click on **Lotus Notes**. A User Name and Password prompt should appear.
 - If you are not listed in a "group" mailing list on Lotus Notes (such as the Faculty, Adjunct Faculty, Staff, or Retired lists), you may need to use a special website address to access your e-mail. We recommend all Lotus Notes users be in at least one group list so they will receive system maintenance notices. Please contact the CTC HelpDesk at (785) 628-5276 for further assistance.
3. In the *User Name* box, **enter your TigerTracks username**. In the *Password* box, **enter your password**. Because Lotus Notes and TigerTracks are separate systems, the same usernames are assigned for both systems but they may have different passwords.
 - If you don't know your username or password, contact the CTC HelpDesk at (785) 628-5276 for assistance.
4. Click **OK**. A message appears indicating that your mail file is loading; please wait. After a short wait, your *iNotes* menu will be displayed. At this point, you can create a bookmark or shortcut to this page for future use.
 - Occasionally when logging in, you may receive prompts asking if you want to install Lotus Notes Domino Applets or ActiveX controls. Respond **Yes** to these prompts, as this enables the application to run properly.
 - If you are unable to send messages or if you experience other problems, try using **Lite Mode** (click on **Full** on the toolbar in the upper right corner and select **Lite Mode**).
5. The *Inbox* lists messages you have received. To open a note, **double-click** on it. **Click on the buttons** or **drop-down menus** displayed at the top of the note to *Reply*, *Forward*, etc.
6. When you finish using *iNotes*, click **Logout** (in the upper right corner) and follow any prompts.



IMPORTANT REMINDERS

CHANGE YOUR PASSWORD as soon as possible after receiving access to your account. We recommend using a minimum of seven characters, with at least one letter and one number. To change your password, click on **Preferences** (at the top of the window), then **Security** (on the left), and then **Change...** Follow all prompts.

- To learn how to create a strong password, see www.fhsu.edu/ctc/helpdesk/computers/password-security/.
- For detailed instructions for changing LN passwords, see www.fhsu.edu/ctc/helpdesk/email/ln-pwd-change/.

DELETE all messages you don't need so as not to exhaust your allotted server space. Click **Delete** to remove selected notes from your *Inbox*. Then click on the **Trash Can icon** and select **Empty Trash**.

- For suggestions for clearing space in Lotus Notes, see www.fhsu.edu/ctc/helpdesk/email/ln-space/.

Forwarding Your LN Mail to an Alternate Primary E-Mail Account

Because **FHSU is unable to provide support for other e-mail systems**, we cannot assist with problems encountered while using other e-mail providers. Also, please note that some Lotus Notes applications (Workflow, etc.) require use of the Lotus Notes account. However, if you would like to request forwarding of your *Lotus Notes* messages to an alternate primary e-mail address, contact the CTC HelpDesk at helpdesk@fhsu.edu and provide the e-mail address.

For Assistance or More Information...

If you need assistance using *iNotes*, an on-line **Help** application (next to the *Logout* button) gives detailed instructions for most tasks. Answers to Lotus Notes Frequently Asked Questions are available in the **E-Mail** section of the CTC HelpDesk Web site at www.fhsu.edu/ctc/helpdesk/. For additional assistance using *iNotes*, contact the CTC HelpDesk at (785) 628-5276.