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<td>4.1, 5.2, 5.3, 6, 6.1, 6.2, 6.3, 6.10, 6.11, 6.12, 6.23</td>
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<td>1.4</td>
<td>January 2013</td>
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<td>6</td>
<td>Send invalid address</td>
<td>6.3.8</td>
<td>1.5</td>
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<td>7</td>
<td>Setup “Out of Office”</td>
<td>6.19</td>
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<td>28th November 2013</td>
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<td>8</td>
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<td>All</td>
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# Table of Contents

1. PURPOSE ........................................................................................................... 4
2. SCOPE ............................................................................................................... 5
3. REFERENCES ..................................................................................................... 6
   3.1. STANDARDS AND GUIDELINES .............................................................. 6
   3.2. OTHER REFERENCES ................................................................................. 6
4. SYSTEM SUMMARY .......................................................................................... 7
   4.1. OBJECTIVES .............................................................................................. 7
   4.2. SYSTEM FUNCTIONS ............................................................................... 7
5. ACCESS REQUIREMENTS ............................................................................... 8
   5.1. COMPUTER HARDWARE .......................................................................... 8
   5.2. COMPUTER SOFTWARE ............................................................................ 8
   5.3. MOBILE DEVICES .................................................................................... 8
6. INOTES OPERATING INSTRUCTIONS .............................................................. 9
   6.1. Prepare Internet Explorer ........................................................................... 9
   6.2. LOGGING IN AND OUT ............................................................................ 11
   6.3. CREATE AND SEND MAIL ....................................................................... 16
   6.4. DRAFT MAIL ............................................................................................. 22
   6.5. REQUEST FOR RETURN RECEIPT .......................................................... 22
   6.6. READ AND DELETE MAIL ......................................................................... 22
   6.7. REPLY MAIL ............................................................................................ 26
   6.8. FORWARD MAIL ........................................................................................ 26
   6.9. PRINT MAIL .............................................................................................. 26
   6.10. FOLLOW UP MAIL .................................................................................. 27
   6.11. BLOCK MAIL FROM SENDER ................................................................ 28
   6.12. ADD ATTACHMENT ............................................................................... 30
   6.13. SAVE ATTACHMENT .............................................................................. 33
   6.14. CHANGING INOTES’S PASSWORD ......................................................... 33
   6.15. CREATE FOLDER .................................................................................... 33
   6.16. MOVE MAIL TO FOLDER ....................................................................... 34
   6.17. DELETE FOLDER ..................................................................................... 37
   6.18. USE ENCRYPTION IN READING AND SENDING MAIL ....................... 38
   6.19. SET UP "OUT OF OFFICE" ..................................................................... 41
   6.20. DELEGATION 44
   6.21. SET UP CALENDAR AND SCHEDULING .............................................. 45
   6.22. SET UP TO DO LIST ............................................................................... 47
   6.23. SET UP CONTACT LIST & SYNCHRONIZE LOCAL ADDRESS BOOK .......... 49
   6.24. CHECK MAILBOX SIZE AND QUOTA IN INOTES ............................... 53
   6.25. NOTES CLIENT FEATURES NOT AVAILABLE IN iNotes ......................... 53
7. INOTES ULTRALITE OPERATING INSTRUCTIONS ............................................. 54
   7.1. ACCESSING INOTES ULTRALITE WITH IPHONE AND IPOD TOUCH .... 54
   7.2. INOTES ULTRALITE MODE LIMITATIONS ............................................. 55
8. APPENDIX ......................................................................................................... 56
   8.1. resetting INTRANET PASSWORD .............................................................. 56
1. PURPOSE

iNotes (formerly Domino Web Access, See section 3.2 for more details) is the webmail version of Lotus Notes R8.5, operational in a web browser.

The document provides necessary information to guide users to access and use their Notes mail box through iNotes.
2. SCOPE

3. REFERENCES

3.1. STANDARDS AND GUIDELINES

- Accessibility Programme User Web site http://itginfo.ccgo.hksarg/
- iNotes User Help
- End User Instructions On Information Technology Security For The Education Bureau: https://portal.edb.gov.hk/diweb/education/web/content/info_tech/it_security/End%20user%20instructions%20on%20IT%20security%202013_1127%20final.pdf

3.2. OTHER REFERENCES

- Detailed system requirements for Lotus iNotes version 8.5 http://www-01.ibm.com/support/docview.wss?rs=899&uid=swg27016096
- “Domino Web Access”, as it was known in version 6 has now been renamed to “Lotus iNotes” in version 8.5. http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Getting_started_Lotus_iNotes_8.5.1
4. SYSTEM SUMMARY

4.1. OBJECTIVES

In order to facilitate electronic communication within the Government network, every EDB office user will be provided with an iNotes account to access email from outside the office.

4.2. SYSTEM FUNCTIONS

The system would support common e-mail functions including:
1. Compose, forward, reply, delete mails, including Internet mails, and return receipt;
2. Handle file attachments;
3. Use directory for locating mail recipients;
4. Work with virus scanning tools; and
5. Provide Single Sign-on with EDB Portal (Common Logon System) account and Windows LAN account.

The system would allow users to communicate with other mail users in the Government, which includes:
1. Exchange emails with users of other email systems in the same B/D;
2. Share directory information with other email systems in the same B/D;
3. Support the exchange of emails with users across B/Ds under the existing Government Communication Network (GCN) messaging infrastructure;
4. Comply with the requirements of GCN for email communication across B/Ds:
   a. Support the use of existing central GCN facilities for mail exchange and directory synchronization with other B/Ds;
   b. Maintain a single address book to GCN;
   c. Use the same address format as existing mail users in either "<Name>/<Dept>/HKSARG@<Dept>" or "<name>@<dept>.hksarg"; and
   d. Share the same e-mail address domain as that being used by existing email systems for mail routings in either Lotus Notes format or SMTP.
5. ACCESS REQUIREMENTS

5.1. COMPUTER HARDWARE

Hardware Requirements:
- **Recommended** for better performance -- Pentium IV 2.0 GHz with 512 MB of memory
- **Minimum requirement** -- Pentium III 1 GHz with 256 MB of memory

5.2. COMPUTER SOFTWARE

Client Operating Systems:
- Windows Vista
- Windows 7

Supported Browsers:
- Internet Explorer 7 or later version

*Note: JavaScript and cookies should be enabled in the browsers for running the iNotes client without error. In addition, Security property "Do not save encrypted pages to disk" under Advanced options of Internet Explorer should not be checked.

5.3. MOBILE DEVICES

Supported devices:
- **Ultralite mode is available for iOS devices with iOS version 2.2.x or higher**
- **Google Android OS is not supported by IBM for use with the current version of iNotes. However, it will load in Ultralite mode with limited functionality.**
6. INOTES OPERATING INSTRUCTIONS

Users can access iNotes with a workstation that can access the Internet.

6.1. Prepare Internet Explorer

When using Internet Explorer 11, you must enable compatibility mode to use iNotes:

1. Tap or click the Tools button Tools, and then tap or click Compatibility View settings.
2. Under Add this website, enter the edb.gov.hk and then tap or click Add.
To ensure maximum compatibility with iNotes, Internet Explorer users are requested to make the following additional setting in the workstation:

1. Open the [Internet Explorer] → [Tools] → [Internet options].

2. Go to [Security], click [Trusted Sites], then type in "*.edb.gov.hk" as the Trusted Sites and click [Add]. Please make sure all other default settings in "Internet Options" remain unchanged.

3. Click [Tools] → [Pop-up Blocker] → [Pop-up Blocker Settings]
Then type in "*.edb.gov.hk" into the allowed list and click [Add]. Leave other settings unchanged.

6.2. LOGGING IN AND OUT

A. Logging into iNotes
In order to initialise the Single Sign-on mechanism, you are suggested to change your Intranet password once before you use your iNotes. The steps are stipulated at Appendix of this guide. You should re-logon the Intranet to verify the new password is functioning well after the password is changed and close all open web browsers. You may then start accessing the iNotes after 30 minutes.


2. After logon EDB Intranet, you can access iNotes through [User Services] -> [Check My Email] -> [Domino Web Access].

3. With the Single Sign-on mechanism enabled, your iNotes mail box should be shown directly without another logon prompt.
You can create your own Home Page by clicking Edit Layout on the action bar above.

Sample Home Pages
B. **Logout iNotes**

You should logout iNotes as soon as you complete using it.

1. Click [Logout].

2. On the first use of iNotes, you will be prompted to allow IBM Lotus iNotes 8.5 to make changes to your machine when logging out. You must verify that the source of this request belongs to “IBM” and/or “International Business Machines Corporation”. Then allow this to run in order to enable full functions of iNotes.
   
   a. Once verified as a trusted source, click [Yes] on the User Account Control (UAC) pops up to complete the installation.

3. Check the box [Logout for Shared PCs or Kiosk Users], especially if you are using a shared workstation with your iNotes.
You are now logged out. All files relating to your mail session have been deleted from your Temporary Internet Files folder.

Close window

Logout for Shared PCs or Kiosk Users
6.3. CREATE AND SEND MAIL

1. Click [Mail] to access your mailbox.

2. Click [New] and [Message].

**Note:** First time users may encounter any combination of the following dialog boxes depending on the browser version and configuration. In such cases, it is important to verify that these requests belong to a trusted source. For iNotes, they should be bear the names of “IBM”, “International Business Machines Corporation” and “Lotus iNotes” as illustrated below.
3. Type recipients’ addresses in the “To/Cc/Bcc” fields.

4. Or, choose the users from the address books (i.e., EDB Address book or Whole Government Address book).

5. Check the [tick] button to validate the addresses.
6. Type in subject and mail body

I'm talking to myself :) 
Best Regards 
Self

7. You may attach file(s) in your mail (Please refer to Section 6.12 for the detailed steps).
8. Click [Send].

Note: Before you send the mail, you can check the spelling by pressing the circled icon below:

When you are going to send the message to invalid address, a warning message as below will prompt. Here are four options:
● OK: Using the highlighted address to replace the invalid one
● Use Name Anyway: Using the invalid address to send (It may cause unpredictable results)
● Skip Name: Remove current invalid address
● Cancel: Back to compose mail window

9. Creating the signature
Signatures are automatically appended at the end of each email. For convenient reference by recipients, you can use this feature to display your name, post title and/ or office contact.

a. From the menu bar, click “More” > “Preference”:

b. Select the “Signature” tab under “Mail”:
c. Select your type of your signature. Plain text will use the plain text box signature, Rich text and Notes will use rich text box signature. Only Rich text and Notes format allow you to adjust text size, insert picture or hyper ink.

![Signature Selection]

d. Create your email signature by typing in the text box (Plain Text) or may import text from other programs such as Microsoft Word (Rich Text). You can also insert graphics, but it will increase the size of your emails dramatically which is not recommended.

![Signature Creation]

e. Click “Save & Close” to save.

![Save & Close]

f. Now, the signature will automatically be appended to the bottom of all outgoing emails.

![Email Signature Applied]
6.4. DRAFT MAIL

In the new mail window, check the [Save As Draft] box, the current mail will then be saved in the [Drafts] folder.

6.5. REQUEST FOR RETURN RECEIPT

In the new mail window, check the [Return receipt] box.

6.6. READ AND DELETE MAIL

A. Read Mail

1. Click on the Mail icon
2. Emails will be shown in **Bold Black** if they have not been read.

3. Double click to open the mail.

4. The body contents of the email will then be shown in a new pop up window.

B. **System Folders**

iNotes comes with a set of default system folders, which allows you to organize your mails:

- **[Inbox]** - Where new messages appear.
- **[Drafts]** - Where you can save a message until you are ready to send it.
- **[Sent]** - Displays messages you have sent.
- **[Follow Up]** - Displays messages you have marked for follow up. You can mark any messages with a follow up date so that it appears in this view. You may refer to section 6.9 of this guide for details on this.
• **[All Documents]** – a folder which gives you a view with every message in your mailbox.

• **[Junk]** – This is the folder where junk mails are stored. You will see in section 6.10 of this guide on how a rule can be set to identify incoming mails from a particular address or having particular text be blocked from your [Inbox] folder and be sent to the Junk Folder directly.

• **[Trash]** – Where messages marked for deletion are stored. The messages will actually be deleted once you click the [Empty Trash] button in the Trash view or the mails have been retained in the Trash box for more than 48 hours – the soft deletion expiry time.

• **[Folders]** – All folders created by you will be put under this folder.

**Note:**
1) Any new message that is created at iNotes will be seen in native Notes client only after automatic replication completes. Similarly, any moving of messages between folders or deletion of messages will not be reflected in native Notes client until automatic replication is completed.
2) Mails in all folders/views will occupy the mailbox space on the server.

C. **Deleting Mail**

**Warning:** For users who also use native Notes client in the office, please note that if you delete mails in either native Notes client or iNotes client, the corresponding mails in the other client will also be deleted.

1. Click the mail to be deleted so that it is highlighted.

2. Click the [Delete] button to delete the selected mail(s).

3. Alternatively, you can also right-click on the selected e-mail(s) and click [Delete] on the pop up menu to delete the mail(s).

4. The mail(s) will be removed from [Inbox] and will be stored in the [Trash] box.
5. Go to the [Trash] folder and click the [Empty Trash] option to delete all the mails therein permanently.
6.7. **REPLY MAIL**

1. Open the mail.

2. Click [Reply] button.

3. Choose the desired reply option, e.g. [Reply to all without Attachment(s)].

Type in mail body and click [Send] to send the email.

6.8. **FORWARD MAIL**

1. Open the mail.

2. Click [Forward] button.

3. Choose the desired forward option, e.g. [Forward without Attachment(s)].

4. Type in mail body and the address of the recipient(s) and click [Send] to send the email.

6.9. **PRINT MAIL**

1. Open the email.

2. Click the [Print] button.

3. Choose the printer and click [OK].
6.10. FOLLOW UP MAIL

1. Right-click on the desired mail to bring up the context menu then click [Follow Up: Add/Edit Flag].

2. Select the desired priority for the flag, and fill in the fields [Enter a Follow Up action] and [When to Follow Up], etc., as appropriate. Then click [Save & Close] to save the setting.

3. After you mark the follow-up flag, the message will show up in the [Follow Up] folder.
4. To remove the flag, right-click the email and click [Follow Up: Remove Flag].

6.11. BLOCK MAIL FROM SENDER

1. Highlight by left clicking on the message you want to block, click [More → Block Mail from Sender...].
2. The [Block-Sender Mail Rule] dialog will then display. Click [Save & Close] to confirm that the address(es) will be blocked. Blocked mails will be moved into the [Junk] folder automatically.

3. To unblock the junk mail, click [More → Mail Rules].

4. Select the mail rule, click [Delete].
6.12. ADD ATTACHMENT

You can attach file(s) to a mail.

1. In a message window, click the [Attach File] icon or [Attachment] near the bottom of the browser. Click [Browse...] then select the file(s) to be attached.

2. Click 💌 to select the attachment.
Note: For the sake of security and stability of server performance, the EDB mailing system executes attachment filtering policy to filter out the following two kinds of attachment from routing through the system:

a) attachment’s size is too large, making the size of the mail exceed 30MB. If you send a mail exceeding 30MB, you will receive a Delivery Failure Report notifying you that the mail could not be sent because you have exceeded the system’s limit.

b) the attachment type is one of those which could easily spread virus or worm. The attachment will be blocked and deleted by the system in the process of delivery, and therefore become non-executable, while the message itself will continue to be delivered to the recipient. For recipients of the Notes (not applicable to Notes Users viewing at iNotes client) and School Mail System, we have a customized message to inform them of the attachment deletion; however, such notice is not available for Notes recipients with iNotes client only and recipients with mail systems outside the EDB.

The following table lists the major file types that will be blocked under the attachment filtering policy. However, the list is by no means exhaustive.

<table>
<thead>
<tr>
<th>File types</th>
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<tbody>
<tr>
<td>.ade</td>
</tr>
<tr>
<td>.adp</td>
</tr>
<tr>
<td>.asx</td>
</tr>
<tr>
<td>.bas</td>
</tr>
<tr>
<td>.bat</td>
</tr>
<tr>
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<tr>
<td>.com</td>
</tr>
<tr>
<td>.cpl</td>
</tr>
<tr>
<td>.crt</td>
</tr>
<tr>
<td>.exe</td>
</tr>
<tr>
<td>.hip</td>
</tr>
<tr>
<td>.hta</td>
</tr>
<tr>
<td>.inf</td>
</tr>
</tbody>
</table>

If you have configured your workstation to hide the file extension, you may wish to follow the below steps to reset the workstation so that all file extensions will be unhidden and you can view the file type of an attachment easily.

1. Click [Start 開始 > Setting 設定 > Open Control Panel 控制台]
2. Click [Folder options 資料夾選項]

3. Click [View 檢視]. Then, uncheck the checkbox [Hide known file types extension 隱藏已知檔案的附檔名] and click [OK].
6.13. SAVE ATTACHMENT

1. Highlight the attachment you wish to save, then click on the [Download File] button.

2. And then, choose the location and then click [Save].

6.14. CHANGING INOTES’S PASSWORD

iNotes users will have to change their passwords using the Portal. For further details, please refer to Appendix 8.

6.15. CREATE FOLDER

1. Click [New -> Folder].
2. In the pop-up box, enter a name for the folder.

3. Then click [OK].

6.16. MOVE MAIL TO FOLDER

1. Select a mail.
2. Click on the Move to Folder icon, then [Move to Folder]. Or right-click on the email to bring up a similar menu.

3. Select a folder and click [OK].
4. You may also drag the message directly to the desired folder where you want the email to be stored.
6.17. DELETE FOLDER

Warning: For users who also use native Notes client in office, please note that if you delete folders in either native Notes client or iNotes client, the corresponding folders in the other client will also be deleted.

1. Right-click the folder you want to delete.
2. Select [Delete] from the pop-up menu.
6.18. USE ENCRYPTION IN READING AND SENDING MAIL

**Important note:** Users are required to be responsible for the security of their data to various degrees. The reading and writing of restricted information e.g. Encrypted mails should only be carried out on Government issued devices. This means devices such as computers, mobile phones, tablets and other electronic devices that are privately-owned shall not be used to read, write and store or otherwise processed in any way such restricted documents, files and messages. For further details please refer to section 3.1.

Before encryption, decryption or mail signing can work, your notes ID file needs to be imported to your iNotes account, which should be performed in networked environment. You can then read/write encrypted mails or sign mails.

For users with Native Notes Client, the notes ID files are stored in the U drive (U:\) of the officers’ LAN account.

For users without Native Notes Client, the notes ID files are kept by the EDB Administrator. Users concerned should approach EDB Administrator (Notes address: Administrator EDB/EDB/HKSARG) for obtaining a copy of the corresponding notes ID file and the related initial password if they wish to use encryption to read and send mails.

The procedures to import notes ID file are:

1. **Click [Preference] at the top right corner.**

2. **Choose [Security] in the pop-up box.**

![Preferences panel with Security option highlighted]

   - **Notes ID management for secure mail features:**
     - **Import Notes ID:** Imports a copy of your Notes ID file into your mail file. You must import your ID to decrypt, sign, and encrypt documents, and to recall messages.

     - **Delete Notes ID:** Deletes the imported Notes ID from your mail file. This allows you to delete your Notes ID if it is no longer needed.

     - **Change Notes ID Password:** Changes the password on your Notes ID.
3. Click [Import Notes ID] button.

4. Click [Browse...] button in the pop-up box.

5. Select your ID file and click [Open].
6. Enter password of your Notes ID file, and then click [OK].

7. Click [Save & Close] on the top left corner.

Note:

a) The native iNotes mail encryption only works if both the sender and recipient(s) are Notes mail users within the Government. If an iNotes user needs to communicate with mail encryption to School Mail system users, you should...
approach EDB Administrator (Notes address: Administrator EDB/EDB/HKSARG) for applying a native Notes client for the necessary mail encryption.

8. Once you have imported your Notes ID file and entered the Notes ID password, you can read encrypted mails or check the [Encrypt] box to encrypt the mail when sending mails. You may also check the [Sign] box to sign the mail, if necessary.

6.19. SET UP “OUT OF OFFICE”

1. Login your Lotus Notes Client and open your mail box.

2. Click the icon [More] and select the option [Out of Office].

3. The [Out of Office] set up menu will be displayed as follows. Pick the dates from the Leaving and Returning pull-down menu. You can check the “Specify hours” box to specify the leaving and returning time.
4. On the same page, choose the tab **[Standard Notification]** to specify the notification message. You may modify the default wordings and type your own custom message in the text box.

5. Click the **[Alternate Notification]** tab to write a different message to be sent to specified sender(s)
6. Click the [Exclusions] tab to specify who will be excluded from receiving the notification message or excluded by subject phrase.

In this example, the following email will be excluded. All Internet email will NOT reply. The email is sent by OS Help Desk will NOT reply. The email which subject contain “FYI” or “[SPAM]” will NOT reply.

7. Click the [Enable and close] button to activate the [Out of Office] function.

8. The [Out of Office] is automatically disabled for you on the return date/time. You will receive the out of office summary after the [Out of Office] is disabled.

While you were out, the following people were notified of your absence:
6.20. DELEGATION

1. Click the [Preferences] button

2. Choose [Delegation] to specify who will have the access right to read your mail and calendar. You also can allow someone to create, edit and delete entries in the mail box and calendar.
6.21. SET UP CALENDAR AND SCHEDULING

1. Click the icon [Calendar] and choose the calendar view format, for example “Five day”.

2. Click the icon [New] and choose [Meeting]

3. The [Calendar] set up menu will be displayed as follows. Click in the field [Invite] and fill in the officers’ Notes addresses whom you would like to invite to the meeting. The option [Online Meeting] means that it is an online meeting. The function [Alarm] is for setting reminder for the meeting. You also may mark the details and add attachments into this Calendar entry.
4. Choose the tab [Schedule] to specify the Schedule into the timetable. (Optional)

5. Choose the tab [Repeat] to tell Notes how often the entry should repeat. (Optional)
6.22. SET UP TO DO LIST

1. Click the icon [To Do] and choose the time format, for example, “One week”.

2. Click the icon [New].

3. Type the details under [Personal to Do] tab and Click [Save & Close] to store the information.
6.23. **SET UP CONTACT LIST & SYNCHRONIZE LOCAL ADDRESS BOOK**

1. Click the icon [Contacts]. Click the icon [New] and choose [Contact].

![Contacts icon](image)

2. Type the details and click [Save & Close] to store the information.

![Contact Details](image)

3. To synchronize local address book in Notes client to iNotes account, you will need to open the desktop Notes Client as shown below:
4. Synchronisation must first be enabled. Open the local address book on your Workspace:

5. Once opened, click [More], [Preferences...]

Page 50
6. In the new dialog box, check [Enable “Synchronize Contacts” on the Replicator]. Click [OK].

7. Click Tools> Replicate and Sync All.
8. This will open Replication and Sync. Click **[Start Now]** if it doesn’t start automatically.

9. The next time Replicate and Sync All is used, the synchronization should happen in the background.
6.24. CHECK MAILBOX SIZE AND QUOTA IN INOTES

**Warning:** For users who do not have the desktop Lotus Notes client in the office, please note that while no purging policy is applied to the mailbox, your iNotes mailbox is subject to a quota of **250MB** and the warning threshold is set at **225MB**. Users concerned are therefore reminded to delete the obsolete messages from the iNotes mailbox manually from time to time. Otherwise, once your mailbox is full, you will be unable to send and receive mails until some messages therein have been deleted to free up the quota space.

1. Quota information is already displayed at the top left corner of your inbox view.

![Quota Information in iNotes](image)

6.25. NOTES CLIENT FEATURES NOT AVAILABLE IN iNotes

The follow features in the desktop Notes client are not available in iNotes:

- Colour by sender;
- S/Mime with other Mail systems;
- F11 key for text styles;
- Customised views (change of heading length, moving columns);
- Mini View for follow up;
- CMS email functions;
- Sections;
- Document links;
- Stationery;
- Realtime spellchecks

Please note that the above list just covers some major functions and is not exhaustive.
7. INOTES ULTRALITE OPERATING INSTRUCTIONS

7.1. ACCESSING INOTES ULTRALITE WITH IPHONE AND IPOD TOUCH

Users wishing to access iNotes on their mobile devices may do so by visiting http://inotes.edb.gov.hk

Type in your username and password to proceed.
And you will arrive at your inbox in iNotes Ultralite mode.

7.2. **INOTES ULTRALITE MODE LIMITATIONS**

iNotes Ultralite is intended for light usage on mobile devices. Please consult the table below for details:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Full Mode</th>
<th>Ultralite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Mail Rules</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Access to user-created folders</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Create/edit Calendar entries</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Create mail rules</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Managing To Dos</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Sign and encrypt email</td>
<td>Read and Compose</td>
<td>Read ONLY</td>
</tr>
</tbody>
</table>
8. APPENDIX

8.1. RESETTING INTRANET PASSWORD

Click the drop down menu as shown below and click the “Change My Password” function.

The Change Password screen will be prompted. Enter your current password and type your new password twice and click “Save” button, your password will be changed accordingly.
-END-