FAQ Concerning your HCC Mail Account

Will HCC Mail be available after February 15, 2010?
Yes, your HCC mail account will still be active. The only thing that is changing is how HCC mail is accessed.

What is the difference between “HCC Webmail” and “HCC mail”?
HCC Web mail was one way to access HCC mail. It had a Web-Page interface that could be used to access your HCC mail from any computer with internet access. Webmail access to your HCC email account will no longer be available after Feb. 15th.

HCC mail is an email server that is located on campus. HCC mail can be accessed by various “email clients”. These are resident programs that can access your HCC mail account via a “secure shell”. Such programs include Mozilla Thunderbird and Pine. These (free) programs must be downloaded. Macintosh users can use a mail server built into the operating system. There are pros and cons for every type of email client.

Will I be able to access my HCC mail from any computer?
Email clients, such as Thunderbird, need to be set up for any particular computer you might operate. There are certain “port” settings, etc. that are specific to accessing HCC mail that would have to be set up. So the short answer is no, you can not access HCC mail through a client such as Thunderbird on any computer you might come across with internet access. Note: “Command-line” email clients, such as Pine, can be easily set up on any computer without any specific set up.

Will I be able to access my HCC mail from home or my laptop?
Yes, as long as you load an email client, such as Thunderbird, and set it up properly you can access your HCC mail via the internet. Note: Internal settings to Thunderbird, such as your saved email addresses and other options, must be set up for each computer you use.

Will my HCC mail filters that were set via HCC Web Mail still be active after Feb. 15th?
Yes, all filters will continue to work as before BUT you will not be able to modify them or turn them off. Only and ITC person would be able to modify any of these filters for you after Feb. 15th.

Can I run an email client like Thunderbird through the Honolulu IT (Hon IT) server?
Yes, you can set up Thunderbird in your Hon IT account BUT it is machine dependent. That is, you need to set up Thunderbird for every computer you log into using Hon IT. Once Thunderbird is set up for that particular computer it will work every time you log on.

What is UH Web Mail?
All HCC faculty have a UH email account besides their HCC email account. UH Web Mail accesses your UH email via a web-based interface similar (but not identical) to HCC Webmail.

I like Web access to my email, how can I continue to have Web access to my email?
After Feb. 15th, your only option is to switch over to UH Web Mail. Your HCC mail can be forwarded to your UH mail account where it can be accessed to UH Web Mail.
Can I transfer all of my stored email on HCC mail over to UH mail? Yes, this can be easily done in programs such as Thunderbird (discuss with an ITC person). BUT there is a memory limit to your UH account of 500 Mbytes (at this time). Note: You can request a memory increase (~250 Mbyte increase) from UH tech services.

Will HCC mail remain a permanent fixture at Honolulu Community College? It is uncertain at this time. The administration has formed a Technology Taskforce to address the development of a strategic plan for all technology on campus. Townhall meetings have been scheduled with a consultant who is helping the college with construction of this plan. We encourage everyone to participate in this process. The next planning sessions are on February 11 and March 4, 2010.