

Frequently Asked Questions

Q: *How do I change my password?*

A: Follow these steps:

1. Log in to Epsilen.
2. Select **Change Password** from the left menu.
3. Enter your current password.
4. Enter a new password.
5. Reenter the new password.
6. Select **Update** to complete changing your password.

Q: *Can I keep my Epsilen account even after I graduate or leave my institution?*

A: Each Epsilen user may maintain his or her account after s/he leaves an institution. In these cases, the user will be migrated to the general Epsilen environment, rather than continuing to be associated with a specific district or open enrollment charter.

Q: *How do I use the My Networks tool?*

A: The My Networks tool allows you to organize your professional networks of colleagues, peers, or those you meet within the Epsilen community. You can configure each network to restrict access to your personal contact information and file collections.

To create a new network:

1. Log in to Epsilen.
2. Select **My Networks > Create Network** in the left menu. (The symbol ">" means "then click on.")
3. Enter a **Network Name** and set security permissions for your personal contact information.
4. Click **Create**.

To add Epsilen members to a network:

1. Login to Epsilen.
2. Select **My Networks > Search People** in the left menu.
3. Enter text in the boxes under **Search For:** and click **Search**.
4. Once you have found the Epsilen member to add, select the icon under **Action**.
5. When the **Add to Network** pop-up appears, select the network to which the member should be added.

Q: How do I send an Epsilen Mail message?

A: Follow these steps:

1. Log in to Epsilen
2. Select **Epsilen Mail > Send New Mail** in the left menu.
3. On the **Send Epsilen Mail Message** page, select the message recipients.
 - Search for Epsilen Members.
 - Select Epsilen Members from your networks.
 - Enter external e-mail addresses. Note that you will not be able to send attachments or save a copy of your e-mail when sending Epsilen mail to external addresses.
4. Enter the message subject.
5. Enter the message.
6. Click **Send**.

Q: How do I manage my Epsilen Mail forwarding?

A: Follow these steps:

1. Log in to Epsilen.
2. Select **Epsilen Mail > Options** in the left menu.
3. Select the **Mail Forwarding** tab to enable or disable all mail forwarding to your e-mail address or cell phone.16 | Getting Started in Epsilen: A Guide for Texas Educators ©2010 Texas Education Agency/University of Texas System

Q: How do I manage my Epsilen Mail?

A: Use Epsilen Mail to send and receive messages to and from members of the Epsilen community, your institution, groups, courses, and networks.

To manage your Epsilen Mail:

1. Log in to Epsilen.
2. Select **Epsilen Mail** from the left menu.

On the **Inbox** page, your messages are separated by mail type. You will see tabs for:

- All Mail
- QuickNotes
- Epsilen Mail
- Institution Mail
- Course Mail
- Group Mail
- System Mail

You will also see tabs for:

- Archived messages
- Sent messages
- Alerts

When viewing a list of messages, you can select multiple messages at a time to delete, archive, or mark as read/unread.

You can also sort the list of messages by using the **Sort By** pull-down menu in the upper-right corner of your inbox.

Q: How do I manage and share my files?

A: Use the **Files/Folders** tool to upload documents, pictures, schoolwork, and other objects. You can share them publicly or privately.

To manage your files, follow these steps:

1. Log in to Epsilen.
2. Select **Files/Folders** from the left menu. Follow the directions that state: “To work with your files, start by selecting a folder from the list of folders on the left or | 17 Getting Started in Epsilen: A Guide for Texas Educators ©2010 Texas Education Agency/University of Texas System

create a folder by clicking **Create Folder.**” (The Create Folder button is to the right below the directions.)

3. Use the icons on the page to complete the following actions:

Upload File (looks like a green arrow pointing upward)

- Upload up to three (3) files at a time to the selected folder.

Create Folder (looks like a file folder with a plus sign in the corner)

- Create a new folder inside the selected folder.

Share Folder (looks like a hand holding out a folder)

- Share this folder with others.

Edit Folder (looks like a pencil)

- Edit the name and description of the selected folder.

Delete Folder (looks like a trash can)

- Delete the selected folder.
- Note: You cannot delete a folder if it contains any files or subfolders.18 |