Updating and Enabling Your Role Based Email Account Vacation Message

To set the vacation message it is essential to know both the username for the account and the password. If these are not known by the person setting the vacation message, the IT Department can be contacted for those details. Please note that the username is NOT the same as for the Windows or Raven login, although the passwords may be the same.
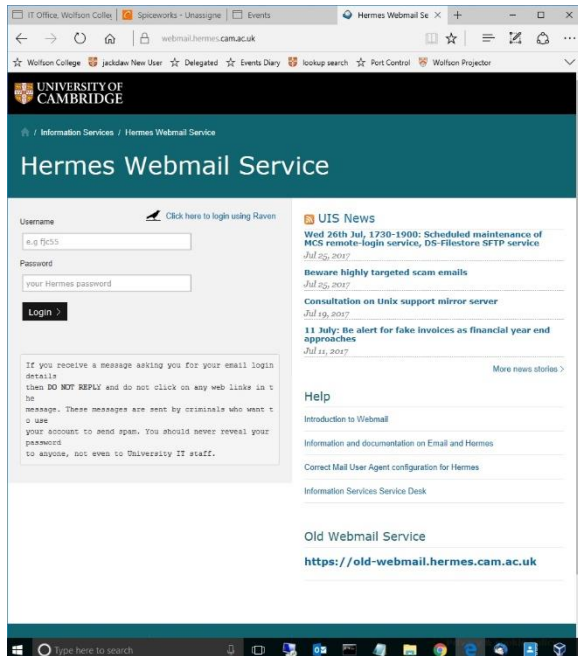

Figure 1

To update and enable the role based email account vacation message please enter the address for the Hermes webmail service into the browser (**https://webmail.hermes.cam.ac.uk/**).

Once the webmail login page is loaded in the browser (figure 1) enter the **role based username** (e.g.woloozzz) **and password** into the appropriate boxes. You will then be presented with the Hermes webmail interface.

Selecting the 'Settings' option located in the top right part of the screen (figure 2) will allow you to see all the options available to you – select 'Mail Processing' (figure 3).
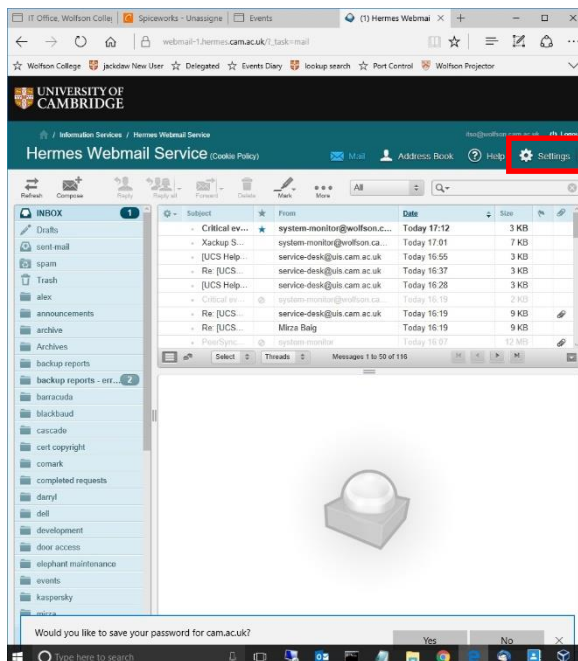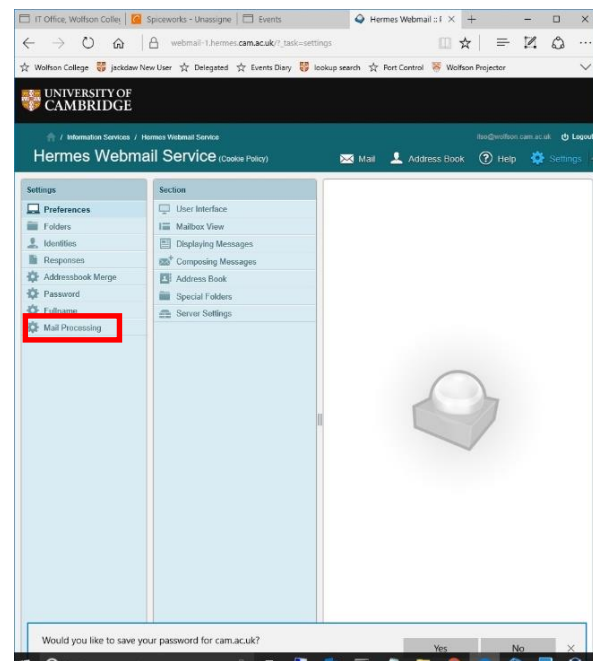

Figure 2

Figure 3

The options available for mail processing are now displayed – select 'Vacation' (figure 4).
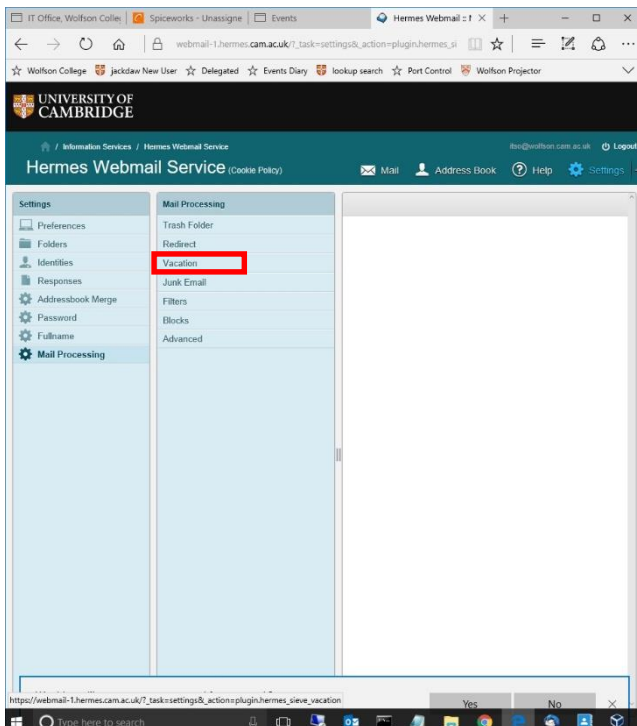

Figure 4

The options for setting the vacation message are now displayed (figure 5).

As with any email, the automated vacation message should have a subject. 'Auto-Response: Vacation Message' would be a suitable subject to enter into the 'Subject:' box.

The automated vacation message will not work unless the email address to which it is to apply is entered into the 'Aliases' box – put the role based email address in here (e.g. someone@wolfson.cam.ac.uk).

The number put into the 'Interval (Days):' box determines how often the system will send the automated reply when receiving an email from any given person. If a person sends an email every day to the address with a vacation message enabled and the 'Interval' value is set to 7, the sender will only get the automated response on receipt of the first email, then once every 7 days until the vacation message is disabled. If the value in the 'Interval' box is set to 1, then the sender will receive an email every day.

Figure 5

The main text of the email should be entered into the 'Vacation Message' box: don't forget to add details such as when you expect to be returning to work and a colleague's contact details.
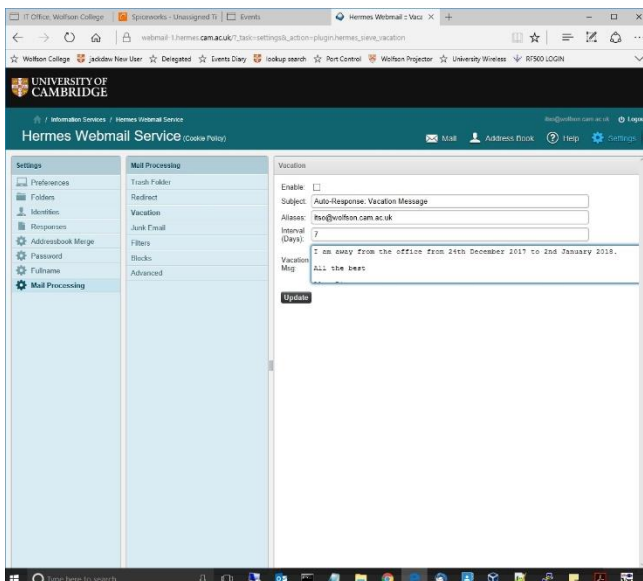
To activate the vacation message, it is necessary to tick the 'Enable:' tick box AND click the 'Update' button.

To disable the vacation message on your return to work simply untick the 'Enable:' tick box AND click the update button. It is okay to leave all the other information as is, ready for your next period away from work (once the vacation message is updated with new relevant dates etc.).

Please email helpdesk@wolfson.cam.ac.uk if you have any questions or problems regarding setting vacation messages.