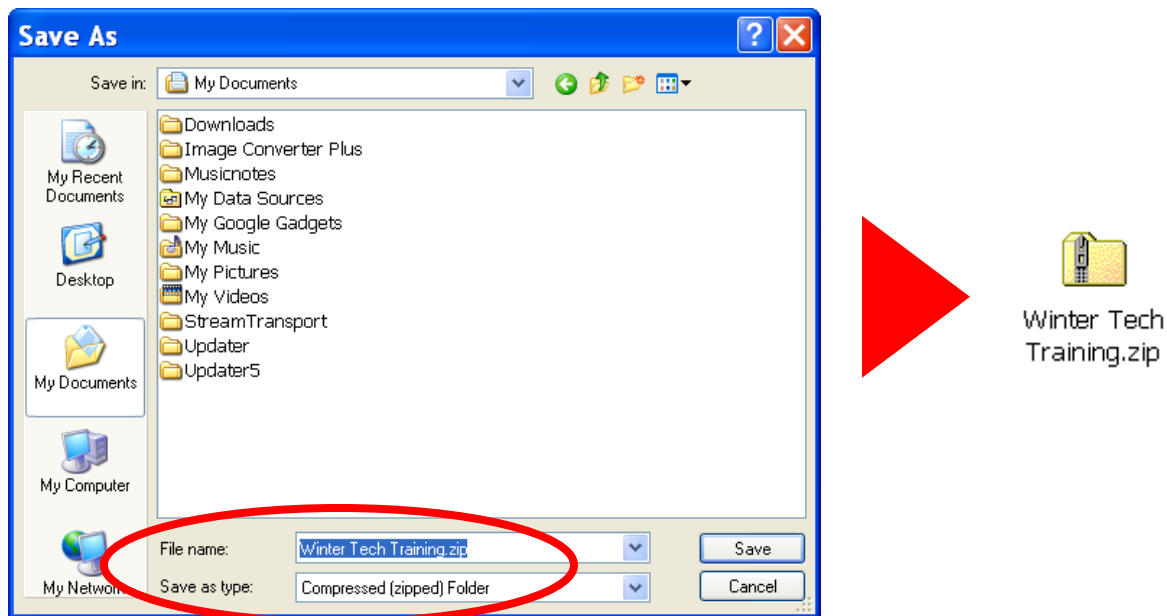


ECC WEBMAIL

MICROSOFT OFFICE OUTLOOK WEB ACCESS

Problem: When trying to download an attachment created in Microsoft Office 2007 or above (.docx, .xlsx, etc.), it saves as type **Compressed (zipped) Folder**, which Windows then tries to open as a .zip file.



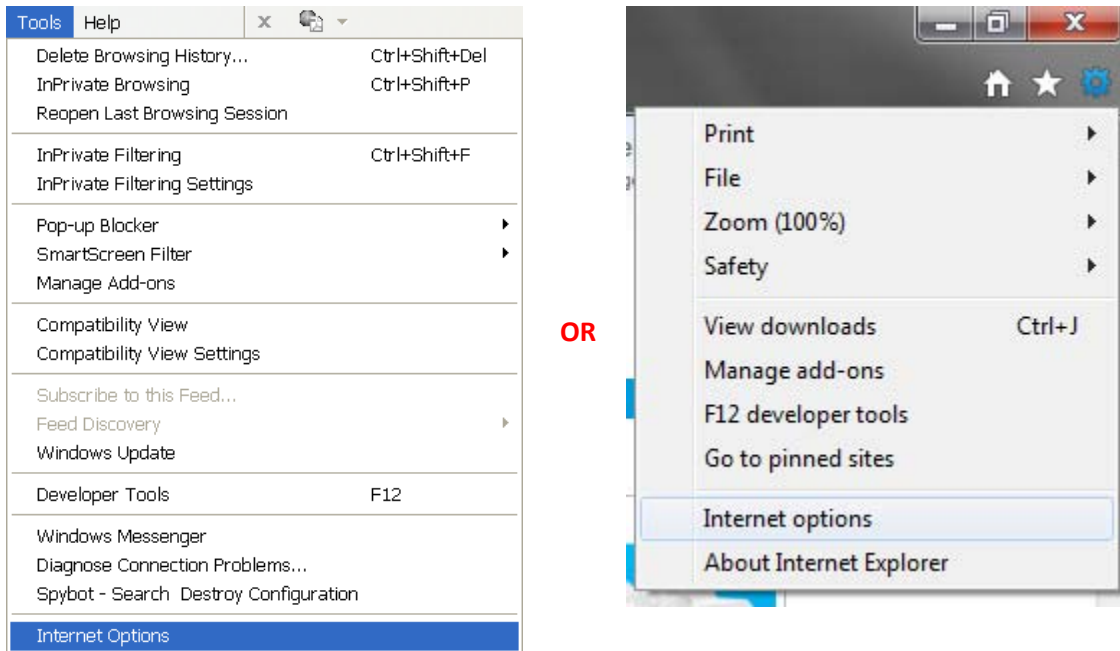
Solution: Add “mail.elcamino.edu” to Internet Explorer’s list of Trusted Sites.

The problem occurs when using ECC webmail in **Internet Explorer**. Internet Explorer treats certain attachments – those with 4-letter file extensions – as security threats, and forces you to save them as .zip files, even though they are not. By adding mail.elcamino.edu to your list of Trusted Sites, you can save them in the original file format.

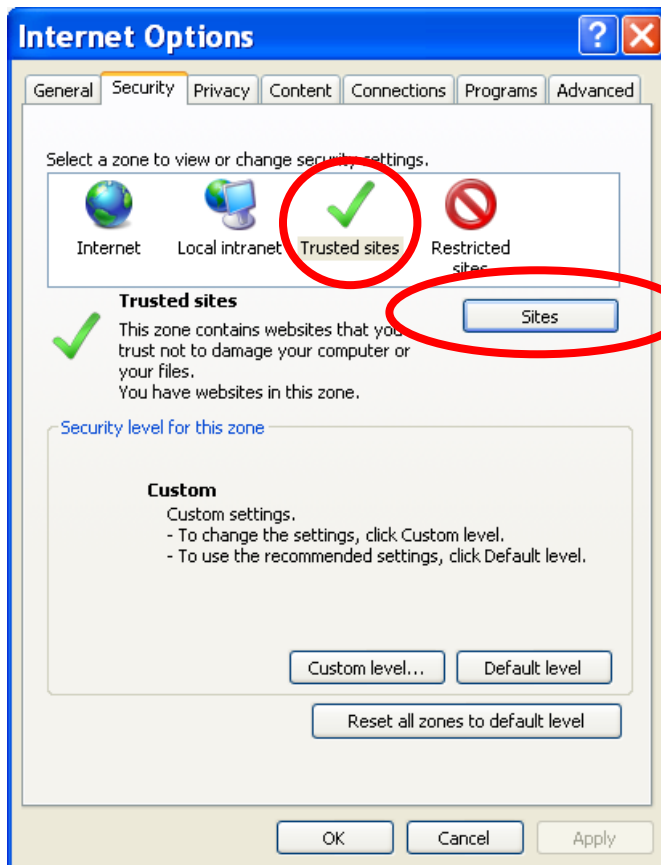
Here’s how to do it!

1. Open Internet Explorer, and log in to ECC webmail as regular (either through the MyECC Portal or <http://mail.elcamino.edu>)

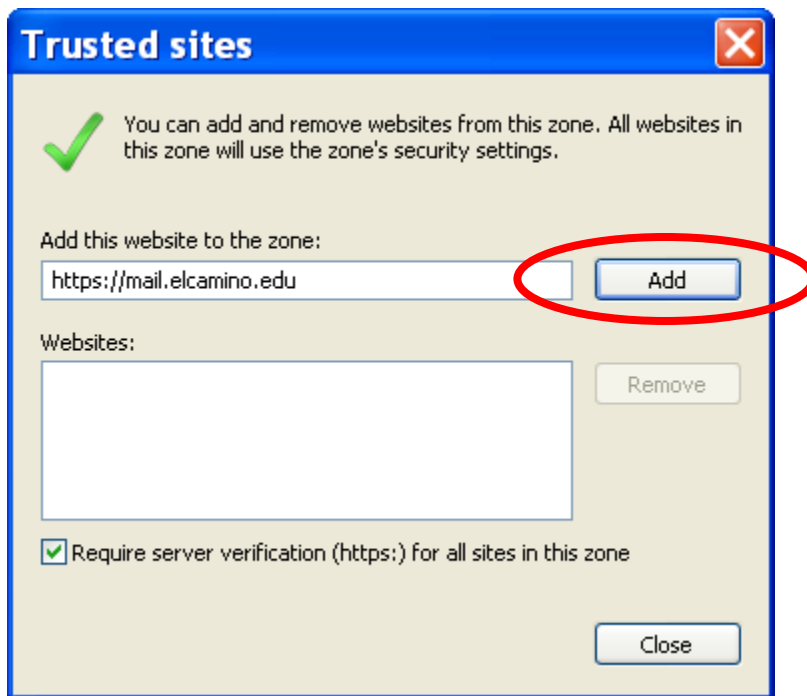
2. In the menu bar, click **Tools > Internet Options**.



3. Click the **Security** tab. Then click the **Trusted Sites** zone (the big green check mark), and then click the **Sites** button.




- In the Trusted Sites pop-up window, click the **Add** button to add the website <https://mail.elcamino.edu>.



NOTE: If you get an error message about a site needing a “https:// prefix” to assure a secure connection, click OK, then back in the Trusted Sites window, **uncheck the option to “Require server verification (https:) for all sites in this zone”** and click the Add button again. After mail.elcamino.edu is added to the list of trusted websites, you can go ahead and re-check this option.

- Click the **Close** button, then click **OK** to close Internet Options.

And that’s it! Now that **mail.elcamino.edu** has been added to Internet Explorers list of Trusted Sites, **Refresh**  the page and try downloading the .docx attachment again. It will allow you to save it in its original Office 2007 Document file format.

