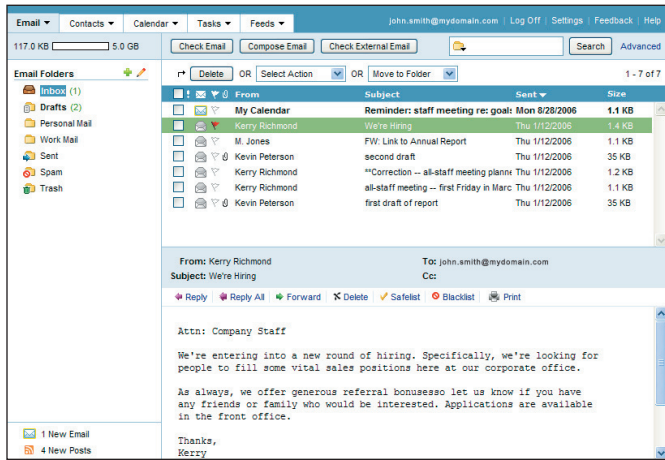# Using Webmail

The Webmail Window

Checking for New Email

By default, webmail checks for new email automatically. If you want to manually check for new email, click the Check Email button. Or, click the arrow on the Email tab and select Check Email.

Note: To indicate how often webmail should check for new email, select Settings / Folder List Options. Select an interval from the "Check for new email every" drop-down menu.

Previewing or Opening an Email

You can use the preview pane to display a selected email without opening it in a separate window. To preview an email, click once on the email, as it appears in the email list. Or, to open an email in a separate window, double-click the email.

Note: To display or hide the preview pane, select Settings / Display Preferences. Check or clear the "Display the preview pane" checkbox.

Opening or Saving an Attachment
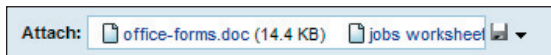
When someone sends you an email that contains an attachment, the attachment name will appear in the Attachments area, above the message body.

To open an attachment:

1. Click once on the attachment name.

2. Open the attachment according to your web browser's directions.

3. If your computer has the necessary software installed for opening the attachment, the attachment will open automatically. Otherwise, you may be prompted to select an appropriate application for opening the attachment.

To save an attachment:

1. Click once on the attachment name. Or, if there are multiple attachments, click the Save icon to save all attachments at one time.

2. Save the attachment according to your web browser's directions.

3. Select the location where you want to save the attachment.

4. Click the Save button.

Displaying and Hiding the Full Header

To view full header information for an email, double-click the email to open it in a separate window. Click the Full Header link, located in the upper right corner of the window.

Printing an Email

To print an email, select or open the email and then click the Print link. Print the email according to your web browser's directions.

Composing a New Email

1. Click the Compose Email button. Or, click the arrow on the Email tab and select Compose Email.

2. Select an identity from the From drop-down menu, if available. (The From drop-down menu will only appear if you have more than one identity.)
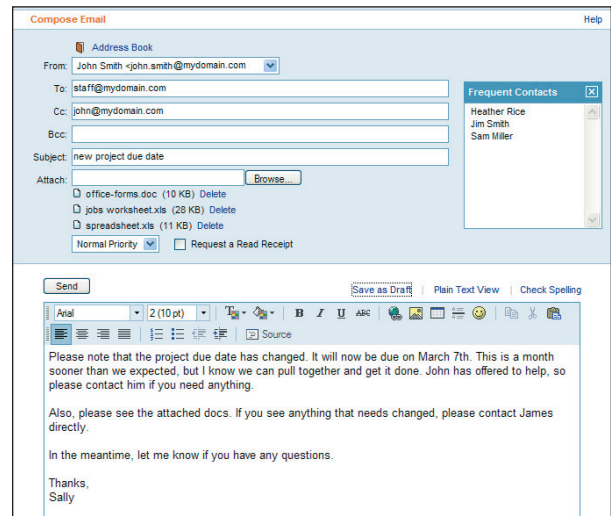

3. Enter recipient email addresses in the To box, separating multiple email addresses with a comma or semicolon.

4. To send a carbon copy (Cc) or blind carbon copy (Bcc), enter recipient email addresses in the Cc or Bcc boxes.

5. Enter a description of the email in the Subject box.

6. Enter the text of your email in the message body.

7. Click the Send button.

Addressing an Email

Webmail includes several tools to help you address your email.

Address Auto-Complete

As you type a name or email address in the To, Cc, or Bcc box, webmail will attempt to complete the address with a matching address from your contact list. Use your arrow keys to select a suggested match, and then press the Tab (or Enter/ Return) key on your keyboard.
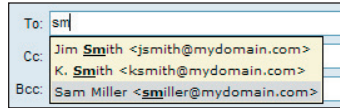
Address Book

You can select contacts from your contact list by clicking the Address Book link, located above the addressing area.

Frequent Contacts

You can have quick access to your frequently used contacts by adding them to the Frequent Contacts box.

To add a contact to the Frequent Contacts box:

1. Click the Contacts tab.

2. Click the Edit link for the contact. Or, click the Add Contact button to create a new contact.

3. Click the "Add to the Frequent Contacts box in the Compose Email window" checkbox.

4. Click the Save button.

Note: To display or hide the Frequent Contacts box, select Settings / Display Preferences. Check or clear the "Display the Frequent Contacts box" checkbox.

Sender/Recipient Name Links

When you are viewing an email, you can click any name listed in the From, To, or CC area to open a new Compose Email window, addressed to that person.

Resending an Email

1. To resend an email, click the Sent folder, located in the folder list.

2. Select or open the email you want to resend.

3. Click the Re-Send Email link.

4. Make changes to the email, as desired.

5. Click the Send button.

Saving or Editing a Draft

As you are composing an email, webmail will automatically save a draft of the email in the Drafts folder.

- If you decide you do not want to send the email, and you want to delete the draft, click the Delete Draft link.

- If you do not have time to finish composing your email, click the "Save as Draft" link before closing the Compose Email window to save the latest version of the email.

To edit a draft, open the Drafts folder, and then double-click the draft. Or, select the draft and then click the Resume Draft link.

Indicating Email Priority

By default, an email's priority is set to Normal. When you are composing an email, you can click the Priority drop-down menu to assign a normal, high, or low priority.
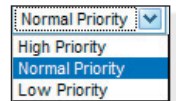
This will not affect how your email is sent or received; it simply acts as a visual indicator that the email is a high, normal, or low priority item.

Requesting a Read Receipt

Read Receipts display a confirmation request when recipients open your email. You will receive an email confirmation as each recipient opens and confirms receipt of your email.

To attach a return receipt to an email you are composing, click the "Request a Read Receipt" checkbox, located below the addressing area of the Compose Email window.

Note: Not all email programs support this feature, and recipients can also ignore or refuse to send a confirmation receipt.
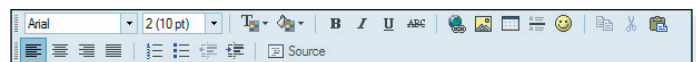
Attaching a File
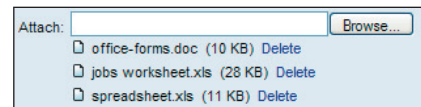
1. To attach a file to an email you are composing, click the Browse button, located beside the Attach box.

2. Locate and select the file you want to attach.

3. Click the Open button. The attached file name will appear below the Attach box.

Note: To remove an attachment, click the Delete link, located next to the attachment name.

Using HTML Format

When you use the HTML editing format for creating your email, you have access to advanced formatting tools. For example, you can use a variety of fonts and colors and create bulleted and numbered lists.

To switch between HTML and Plain Text formatting while you are composing an email, click the HTML View and Plain Text View links, located above the message body. Note that HTML formatting information is not retained if you switch to Plain Text View while composing an email.

Checking Spelling

When you are composing an email, click the Check Spelling link. Possible spelling errors will appear in red. Click once on the word and select from a list of possible spelling corrections, or select Edit to correct the spelling error manually.
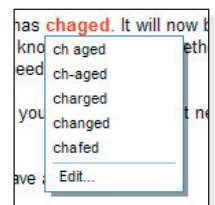
To exit the spell checker, click the Exit Spell Check link.

Managing Emails

Sorting Emails

Click the column headings that appear above the email list to sort according to read/new status, flagged/unflagged status, the sender's name, the email subject, the date the email was sent, or the email size.

Deleting an Email

To delete an email, choose one of the following:

- Select or open the email and then click the Delete link.
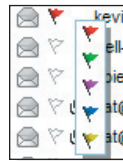- Click the checkbox next to each email you want to delete and then click the Delete button.

By default, emails you delete are stored in the Trash folder. You can, however, adjust your Folder List Options settings (Settings / Folder List Options) so that deleted emails are permanently deleted, bypassing the Trash folder.

Note: To move an email out of the Trash folder, click the checkbox next to the email and then select a destination folder from the "Move to Folder" drop-down menu.

Flagging an Email

You can use colored flags to mark an email that needs your attention.

- To flag an email, click once on the flag icon.
- To flag several emails, click the checkbox next to each email you want to flag, and then select Add Flag from the Select Action drop-down menu.
- To change the flag color, right-click the flag icon and select a color.
- To remove the flag, click the flag icon again.

Marking an Email as Read or New

- To mark an email as "read" or as "new," click once on the envelope icon.
- To mark several emails as read or new, click the checkbox next to each email, and then select "Mark as Read" or "Mark as New" from the Select Action drop-down menu.

Adding a Sender to the Blacklist

When you add a sender, domain, or IP to your blacklist, you ensure that email from those senders is always rejected.

When you receive email from a sender you would like to add to your blacklist, click the Blacklist Sender link, located above the email. Or, click the checkbox next to the email and select Blacklist Sender from the Select Action drop-down menu.

Note: To manage your blacklists, select Settings / Spam Filtering Blacklists.

Adding a Sender to the Safelist

When you add a sender, domain, or IP to your safelist, you ensure that email from those senders is always delivered. This ensures that you will always receive email from those senders.

When you receive email from a sender you would like to add to your safelist, click the Safelist Sender link, located above the email. Or, click the checkbox next to the email and select Safelist Sender from the Select Action drop-down menu.

Note: To manage your safelists, select Settings / Spam Filtering Safelists.

Exporting Email to a Zip File

1. Click the checkbox next to each email you want to export. To select all emails, click the uppermost check box.
2. Select "Export to Zip" from the Select Action drop-down menu.
3. Save the zip file according to your web browser's directions

Moving an Email into a Folder

To move an email into another folder:

Click and drag the email from the email list to a folder in the folder list pane.

To move several emails at one time:

1. Click the checkbox next to the email(s) you want to move into another folder. To select all emails, click the uppermost check box.
2. Select a folder from the "Move to Folder" drop-down menu. The selected email(s) will be moved from the active folder into the folder you specified.
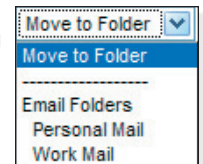
Note: When viewing an email in its own window, you can select a folder from the "Move to Folder" drop-down menu, located in the upper right corner. This will automatically move the active email to the selected folder.

Adding a Sender to the Contact List

When you receive an email, you can add the sender's name and email address information to the contact list.

1. Double-click the email to open it in a separate window.
2. Click the green plus "+" sign that appears next to the sender's name.
3. Make changes to the sender's information, as desired.
4. Click the Save button.

Contacts

Adding a New Contact

1. In the contact list, click the Add Contact button. Or, click the arrow on the Contacts tab and select Add Contact.

2. Enter information about the contact in the fields provided.

3. If you want to add this contact to your Frequent Contacts list (which appears in the Compose Email window), click the "Add to the Frequent Contacts box in the Compose Email window" checkbox.

4. When you are done, click the Save button, located at the bottom of the window. Your contact will appear in the contact list.
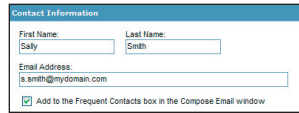
Adding a New Group

1. In the contact list, click the Add Group button. Or, click the arrow on the Contacts tab and select Add Group.

2. Enter a name for the group in the Group Name box.

3. In the Contacts box, click once on the contact you want to add to your group. Or, to select several contacts at one time, choose one of the following:

   - To select several names, hold the Ctrl key as you click on each name.

   - To select a range of names, click on the first contact in the range, hold the Shift key, and then click the last contact in the range.

4. Click the Add button to add the selected contact(s) to the group.

5. If you want to remove a name from the Group box, click the name and then click the Remove button.

6. When you are done, click the Save button. Your group will appear in your groups list.

Editing or Deleting a Contact or Group

To edit a contact or group:

1. In the contact list, click the Edit link, which appears in the contact or group's Settings column.

2. Make changes to the contact or group, as desired.

3. Click the Save button.

### To delete a contact or group:

1. In the contact list, click the checkbox next to the contact or group you want to delete.

2. Click the Delete button.

Importing a Contact List

1. Create a Comma Separated Value (.csv) export file from your email application (e.g., Yahoo, Netscape, Outlook).

2. In the webmail contact list, click the Import/Export button.

3. In the Importing section, click the Browse button.

4. Locate and select the .csv file you created in Step 1.

5. Click the Open button. The path for the .csv file will appear in the Select File box.

6. Click the Continue button.

7. To ensure that your contact information is imported correctly, make changes to the field name assignments, as needed.

8. Click the OK button.

Exporting the Contact List
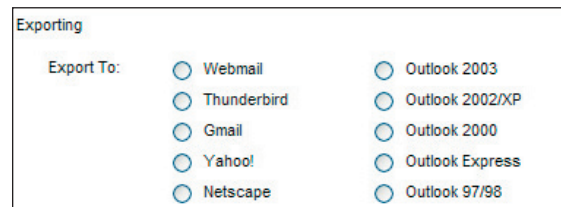
1. In the contact list, click the Import/Export button.

2. In the Exporting section, select the email application into which you want to import your contact list.

3. Click the Export button. Depending on your web browser settings, you may need to choose one of the following:

   - If your browser prompts you to save or open the .csv file, click the Save button.

   - If a new browser window appears, displaying the contact list information, select File / Save As to save the file.

4. Select the location where you want to save the .csv export file.

5. Click the Save button.


Using the Company Directory

If your email administrator has created a company directory, you can view up-to-date contact information about other users in your company and/or partner companies.

The company directory is located in the contact list, below the Groups section.

To keep your own contact information up-to-date, locate your name in the company directory list, click the Edit link, and then make changes, as desired. (Note: Depending on your email administrator's settings, the Edit link may not be visible.)
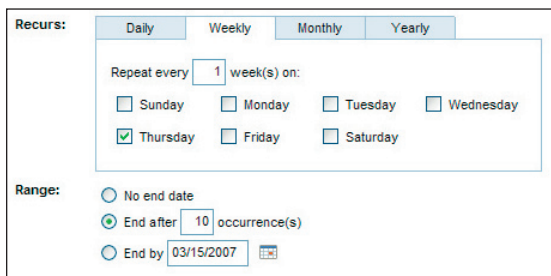

Calendar

Adding an Event
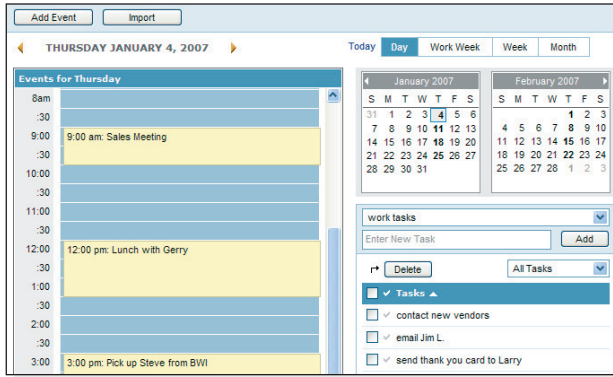
1. In the calendar, click the Add Event button. Or, double-click the time/day on which you want to add an event.

2. Enter a subject and date/time information, as desired.

3. Click the Save button.

Setting Recurrence Details

1. In the calendar, double-click the event you want to edit.

2. Click the Set Recurrence link.

3. Click the Daily, Weekly, Monthly, or Yearly tab to create a daily, weekly, monthly, or yearly recurrence.

4. In the resulting tab, indicate how often the event should occur.

5. In the Range section, indicate when the recurrence should end.

6. When you are done, click the Set Recurrence button.

7. Click the Save button.

Creating a Private Event

If your account is set up to use shared calendaring, you may want to hide events that you want to keep private. Other users will see that the time is reserved, but all event information will be hidden.

1. In the calendar, double-click the event you want to edit.

2. Click the Private Event checkbox to make the event private.

3. Click the Save button.

Note: For more information about shared calendars, see the Shared Calendars help section.

Receiving Reminders

To receive an email reminder before an event:

1. In the calendar, double-click the event you want to edit.

2. Click the Email Notification checkbox.

3. Indicate how soon before the event you want to be reminded.

4. Click the Save button.

To receive a pop-up alert reminder before an event:

1. In the calendar, double-click the event you want to edit.

2. Click the Alert checkbox.

3. Indicate when you want to be reminded. Please note that you must be logged in to webmail to see the pop-up alert.

4. Click the Save button.

Inviting Guests to an Event

You can use webmail to invite guests to an event, manage guest responses, and send notifications of any changes. This feature is compatible with all iCal compliant calendar applications.

1. In the calendar, double-click the event you want to edit.

2. In the Invite section, click the Add button.

3. Enter an email address in the box and click the Add button. Or, click the Contacts link to select from contacts in your contact list.

4. When you are done adding contacts to the guest list, click the Save button.

5. Click the Save button again.

6. You will be prompted to indicate whether you want to send invitations to the guests on your guest list (or to new guests only, if you added new guests to the list). When you send invitations, guests are able to automatically send you a response--indicating that they have either accepted, tentatively accepted, or declined your invitation.

To view your guest list, and the status of each guest's response, double-click the event, and then click the Guest List link.

Importing a Calendar

1. Create a Comma Separated Value (.csv) export file from your calendar application.

2. In the webmail calendar, click the Import button.

3. Click the Browse button to locate and select the .csv file created in Step 1.

4. Click the Open button.

5. If you want to allow webmail to import duplicate events, click the "Allow duplicate events" checkbox.

6. Click the Import button. Your calendar events will be imported into your webmail calendar.

Shared Calendars

Sharing a Personal Calendar

If your account is set up to use shared calendaring, you may be able to control who can and cannot view your calendar. This setting is determined by your email administrator.

When your calendar is shared with other users, they are able to view your calendar and event details. Users cannot edit or add events to your calendar.

You may want to make certain events private (e.g., doctor appointments). To make an event private, see the "Creating a Private Event" help section. Or, to make all existing events private or public, see the "Making All Events Private or Public" help section.

1. To control who can and cannot view your personal calendar, click the arrow on the Calendar tab, and then select Calendar Manager.

2. In the Personal Calendars box, click the Sharing link for your personal calendar.

3. Indicate whether you want to share your calendar with no one, with all users in your domain, or with only specific users.
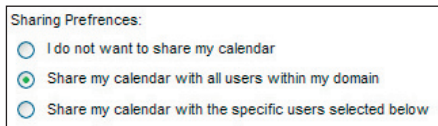
4. If you want to share your calendar only with specific users, select from the list of users in your domain. Or, enter an email address manually and click the Add button.

5. Click the Save button.

Making All Events Private or Public

When you are sharing your calendar with other users, you may want to make all existing events either private or public. When an event is private, other users will see that the time is reserved, but all event information will be hidden.
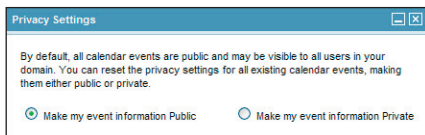
1. To make all existing events either private or public, click the arrow on the Calendar tab, and then select Calendar Manager.

2. In the Personal Calendars box, click the Privacy link for your personal calendar.

3. Indicate whether you want to make all events public or private. Private events will still appear as busy/reserved time on your calendar, but all event information will be hidden. Public events can be opened and viewed by all shared users.

4. Click the Save button.

Note: To make a single event either public or private, double-click the event and then check or clear the "Private Event" checkbox.

Renaming a Personal Calendar

1. To rename a personal calendar, click the arrow on the Calendar tab, and then select Calendar Manager.

2. In the Personal Calendars box, click the Rename link for your personal calendar.

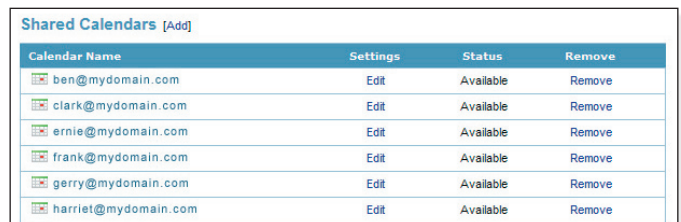3. Enter a new name in the "Name of Calendar" box.

4. Click the Save button.

Deleting a Personal Calendar

Currently, users can only have one shared calendar, and it cannot be deleted. Soon, users will be able to create and manage multiple personal calendars.

Adding a Shared Calendar

To view another user's calendar, the user must turn on the sharing feature and give you permission to view the calendar. See the "Sharing a Personal Calendar" help section for more information.

1. Click the arrow on the Calendar tab, and then select Calendar Manager.

2. Click the Add link, which appears next to the Shared Calendars heading. Or, click the green plus "+" icon, which appears next to the Shared Calendar list in the calendar pane.

3. Select from the list of available calendars. Or, enter an email address manually and click the Add button. The email address must exist in the system.

4. Click the Save button. The status of each shared calendar (available or unavailable) will appear in the Status column.

5. To view a shared calendar, click once on the calendar name, as it appears in the list or in the calendar pane.

Editing or Removing a Shared Calendar

- To rename or change the email address for a shared calendar, click the calendar's Edit link.

- To remove a shared calendar from your list of shared calendars, click the calendar's Remove link.

Feeds

Adding a Feed
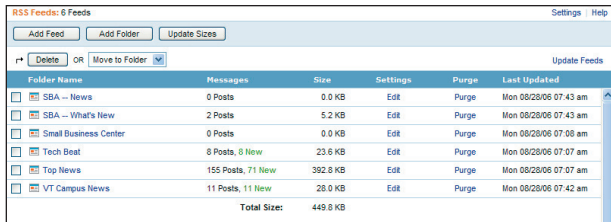
1. Click the Feeds tab.

2. Click the Add Feed button.

3. In the first box, paste the URL of the feed to which you want to subscribe. (You can find a feed's URL by right-clicking the orange RSS or XML icon (or other feed link) and then copying the shortcut/link.)
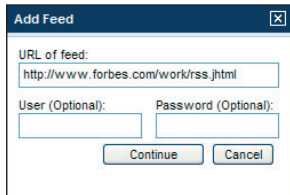
4. If the feed requires a username and password, enter your username and password in the fields provided.

5. Click the Continue button.

6. In the next window, you can make changes to the name of the feed, if desired.

7. If you would like to organize your feed by storing it in a folder, click the "Create in" drop-down menu and select a folder from the resulting list.

8. Click the Save button. Your feed will appear in the feeds list.

9. Click once on the feed name to view its posts. Note that it may take a few minutes for new feeds to display their posts.

Working with Posts

You can work with posts the same way you work with emails you have received. You can forward, flag, move, and delete a post the same way you would with an email.

Updating Feeds

The feeds list will regularly check for new posts automatically. You can, however, manually check for new posts by clicking the Update Feeds link.

## Indicating Feed Preferences

1. To make changes to your feed preferences, select Settings / Feed Preferences.

2. Make changes to the preferences, as desired. You can indicate:

   • Whether you want the Feeds feature to be on or off.

   • The maximum number of new posts that should be displayed.

   • When you want old posts deleted.

3. If you are a POP3 user, and you want to view your feeds using your desktop email software (e.g., Microsoft Outlook), click the "Redirect all feeds to the Inbox" checkbox.
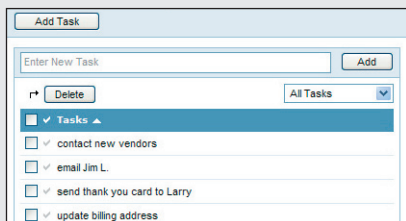
4. Click the Save button.

Tasks

Adding a Task List

1. In tasks, click the green plus "+" icon, located in the task list pane.

2. Enter a name for the task list.

3. Click the Save button.
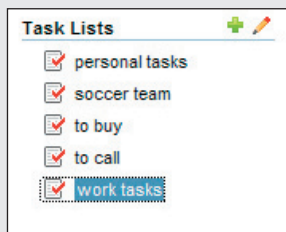
Adding a Task

1. In tasks, click once on a task list, as it appears in the task list pane.

2. In the "Enter a New Task" box, enter a task.

3. Click the Add button.

Or, to create a task from anywhere within webmail, click the arrow on the Tasks tab and select Add Task. Select a task list, enter a task, and then click the Save button.

Working with Task Lists

1. In tasks, click the pencil icon, located in the task list pane.

2. Choose one of the following:

   • To open a task list, click the task list name.

   • To delete a task, click the checkbox beside the task list and then click the Delete button.

   • To rename a task, click the task list's Edit link.

Working with Tasks

• To edit a task, double-click the task.

• To mark a task as complete, click the checkmark icon, located to the left of the task name. Or, double-click the task and click the Completed checkbox.

• To delete a task, click the checkbox next to the task, and then click the Delete button. To delete all tasks, click the uppermost checkbox, and then click the Delete button.

• To view all tasks, completed tasks, or incomplete tasks, click the arrow on the drop-down menu and select All Tasks, Completed Tasks, or Incomplete Tasks.

• To sort tasks alphabetically or according to complete/incomplete status, click the appropriate column header.

Search

Searching for an Email
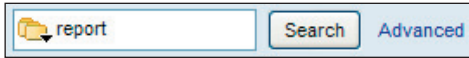
When you are in an email folder (Inbox, Drafts, Sent, etc.), the Search box will appear above the email list. From the Search box, you can search for emails within the active folder or all folders, or you can run a Google web search. Or, you can click the Advanced link to run a detailed search.

To search for an email using the Search box:

1. Click the folder icon on the Search box and indicate whether you want to search the active folder or all folders.

2. Enter the word(s) you want to search for in the Search box.

3. Click the Search button.

4. A list of emails that contain the search criteria will appear in the email list. You can then refine the search by selecting a different folder, viewing only the emails that contain attachments, or changing the search terms altogether.

Using Advanced Search

To search for an email using the advanced search tool:

1. Click the Advanced link, which appears to the right of the Search box.

2. Enter search criteria in the fields provided. You can also indicate a date range, or narrow down the search to only emails that contain attachments.

3. Click the Search button.

4. A list of emails that contain the search criteria will appear in the email list. You can then refine the search by selecting a different folder, viewing only the emails that contain attachments, changing the date range, or changing the search terms altogether.
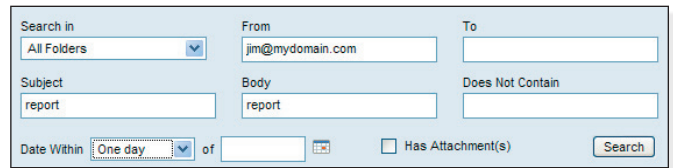
5. To minimize the Advanced Search area while retaining your search results, click the "-" button, located in the upper right corner of the search area. Or, to close the search and clear your results, click the "x" button.

Note: In Advanced Search, you can use "*" and "?" wildcards in the Subject and Body fields.

Searching the Web

To run a Google web search:

1. Click the folder icon on the Search box and select Google from the drop-down menu.

2. Enter the word(s) you want to search for in the Search box.

3. Click the Search button. The Google results window will appear, displaying your results.

Using Folders

Adding a Folder

1. Click the arrow on the Email tab and select Folder Manager. Or, to create a feed folder, click the Feeds tab.

2. Click the Add Folder button.

3. Enter a name for the folder in the "Name of Folder" box.

4. To place the folder inside of an existing folder, select a folder from the "Create in" drop-down menu.

5. Click the Save button.
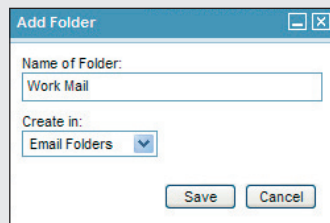
Moving a Folder

1. Click the arrow on the Email tab and select Folder Manager. Or, to move a feed folder, click the Feeds tab.

2. Click the checkbox next to the folder(s) you want to move into another folder.

3. Select a folder from the "Move to Folder" drop-down menu.

Renaming a Folder

1. Click the arrow on the Email tab and select Folder Manager. Or, to rename a feed folder, click the Feeds tab.

2. Click the Edit link for the folder you want to rename.

3. Enter a new name in the "Name of Folder" box.
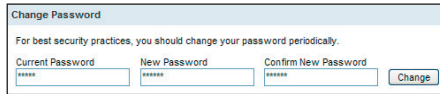
4. Click the Save button.

Viewing Folder Size

1. Click the arrow on the Email tab and select Folder Manager. Or, to view the folder size for a feed folder, click the Feeds tab.

2. Click the Update Sizes button. Each folder's total file size will appear in the Size column.

Deleting or Purging a Folder

1. Click the arrow on the Email tab and select Folder Manager. Or, to delete or purge a feed folder, click the Feeds tab.

2. Choose one of the following:

   - To delete the emails (or feed posts) contained in a folder, click the Purge link, located in the folder's Purge column.

   - To delete the entire folder and its emails (or feed posts), click the checkbox next to the folder and then click the Delete button.
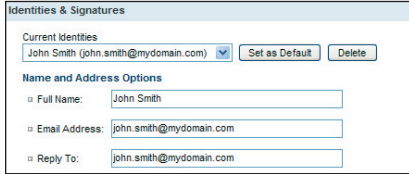
Settings

Changing the Password

1. To change your password, click the Settings link, located in the upper right corner.

2. In the Change Password section, enter your old and new password and confirm your new password.

3. Click the Change button. You will see a confirmation message at the top of the window, indicating that your new password was successfully changed.
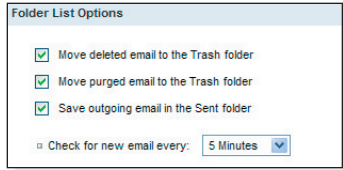
Identities and Signatures

Use the Identities and Signatures feature to make changes to your display name, email address, reply address, and signatures.

1. Click the Settings link, located in the upper right corner.

2. Click the Identities and Signatures link.

3. Click the Current Identities drop-down menu and select an existing identity or select Create New Identity.

4. Enter or make changes to your display name and email address in the spaces provided, as needed.

5. In the Reply To box, enter the address you want recipients to use when they reply to an email you have sent.

6. Enter or make changes to your signature text in the Signature box, if desired. Signatures allow you to automatically attach your name and contact information to emails that you compose within webmail.

7. In the Signature Options section:

   • Click the Yes or No button to turn the signature feature on or off (for all identities).

   • Indicate whether you want to use a signature when replying to emails and, if so, where the signature should appear.

   • Indicate whether you want to use a signature when forwarding an email and, if so, where the signature should appear.

8. Click the Save button.

9. When you are composing an email, your identities will appear in the From drop-down menu (if you have more than one identity). Select an identity from the From drop-down menu to use the name, address options, and signature settings assigned to that identity.

Note: To indicate a new default identity, select the identity from the Current Identities drop-down menu, and then click the "Set as Default" button. Click the Save button when you are done.

Folder List Options

1. Click the Settings link, located in the upper right corner.

2. Click the Folder List Options link.

3. Indicate whether you want deleted items moved to the Trash folder or deleted permanently.

4. Indicate whether you want purged items moved to the Trash folder or deleted permanently.

5. Indicate whether you want to save a copy of emails you send. If you do, sent emails will be saved in the Sent folder.

6. Indicate if or how often you want webmail to automatically check for new email.

7. Click the Save button when you are done.

Email Filtering Rules

When you create an email filter, webmail can automatically organize your incoming email.

1. Click the Settings link, located in the upper right corner.

2. Click the Email Filtering Rules link.

3. Indicate the types of emails you want to filter by completing the sentence: "If an incoming email [Contains, Begins With, Ends With, or Is Exactly] [the word(s) you want to search for] in [From, Subject, To, Cc, To or Cc, Body, Anywhere] ... "

4. Indicate what action you want the filter to perform on the emails that match the description you indicated:

   • Delete immediately - To automatically delete matching emails.

   • Move to folder - To automatically move matching emails into a folder. Click the drop-down menu to select a folder.

   • Send to this email address - To send matching emails to a specific email address. Enter an email address in the "Send to this email address" box.

   • Move to folder and send to this email address - To move the email to a specific folder and send a copy to a specific email address. Select a folder from the drop-down menu and enter an email address in the "and send to this email address" box.

5. Click the Save button. The filter will appear in the Current Filters section.

Note: To edit an existing filter, click once on the filter, as it appears in the Current Filters section. Or, to delete an existing filter, click the Delete link.
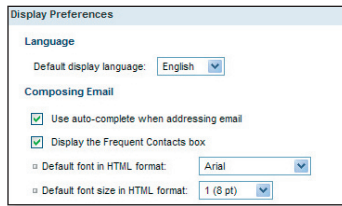
Note: If you are using email software (Outlook, Netscape Mail, Eudora, etc.) with a POP3 connection, your email software only downloads emails that are stored in your Inbox folder. If you use email filters to move emails into another folder, those emails will not be downloaded by your POP3 email software.

Display Preferences

Use the display preferences to indicate how webmail should handle and display your emails.

1. Click the Settings link, located in the upper right corner.

2. Click the Display Preferences link.

3. In the Language section, select a default display language. After you click Save, the webmail interface will adjust to display your new language setting.

4. In the Composing Email section:

   - Use auto-complete when addressing email - Turn the address auto-complete feature on or off.

   - Display the Frequent Contacts box - Hide or display the Frequent Contacts box, which appears in the Compose Email window.

   - Default font in HTML format - Select a default font for HTML-formatted email.

   - Default font size in HTML format - Select a default font size for HTML-formatted email.

5. In the Viewing Email section:

   - Show HTML version by default - Indicate whether you want to view new emails in HTML format by default.

   - Display attached images within the message body - When an email contains attached images, the images will appear in the message body, by default. To turn this feature off, uncheck the checkbox. Attached images will appear in the Attachments area, but not in the body of the message.

   - Display the preview pane - By default, the preview pane will be available when you are viewing email folders. To turn this feature off, hiding the preview pane, uncheck the checkbox.

   - Show dates as links - In emails that you receive, webmail will display all dates as links. When you click a date link, webmail will automatically navigate to that date on the calendar.

   - Number of messages listed per page - Indicate how many emails you want to display in the email list at one time. If you are using a slow connection, you may prefer to display only a few emails at a time (e.g., 10 or 20).

   - Your current time zone - Indicate your current time zone.

6. When you reply to an email, the original email will appear in the message body. In the Replying section, indicate how you want webmail to label the original email. If you select "User-Defined," you can create your own label, which will appear at the start and end of the original email. Enter the label text in the "User-defined citation start" and "User-defined citation end" boxes.

7. Click the Save button.

Spam Filtering Preferences

Spam filtering tools work to detect and filter out spam. The changes you make to your spam filtering preferences will be in effect regardless of your email software; even if you use Outlook, Netscape Mail, Eudora, etc., your spam will be filtered, according to your preferences, before the email reaches your inbox.

1. Click the Settings link, located in the upper right corner.

2. Click the Spam Filtering Preferences link.

3. In the Spam Filtering Levels section, indicate your desired level of spam filtering.

4. In the Spam Handling section, indicate how the spam filter should handle incoming spam.

   - Deliver to Spam folder - Spam emails will be delivered to your Spam folder.

   - Delete the email immediately - Spam emails will be deleted automatically.

   - Deliver to this alternate email address - Spam emails will be forwarded to the email address you indicate.

   - Add "[SPAM]" to the beginning of the Subject line - Spam emails will be delivered to your Inbox, but will include text "[SPAM]" in the Subject line.

   - Ignore (take no action) - Spam emails will be delivered to your Inbox.

5. If your spam emails are being delivered to your Spam folder, you may want to limit the amount of spam that is stored in the folder. Indicate how often your Spam folder should be purged automatically - after a specific number of days or specific number of emails. Or, to turn off the automatic cleanup, select "Never automatically delete spam."

6. To further reduce the amount of spam you may receive, you can enable greylisting.

7. Click the Save button.

Note: If you are using email software (Outlook, Netscape Mail, Eudora, etc.) with a POP3 connection, you will need to log in to webmail to view your Spam folder.

Spam Filtering Safelists

When you add a sender, domain, or IP to your safelist, you ensure that email from those senders is never handled as spam. This ensures that you will always receive email from those senders.

When you receive email from a sender you would like to add to your safelist, click the Safelist Sender link, located above the email.

1. Click the Settings link, located in the upper right corner.

2. Click the Spam Filtering Safelists link.

3. In the Domain and Email Safelist box, you can add or remove safelisted email addresses or domains.

4. In the IP Safelist box, you can add or remove safelisted IP addresses.

5. When you are done, click the Save button.

Spam Filtering Blacklists

When you add a sender, domain, or IP to your blacklist, you ensure that email from those senders is always rejected.

When you receive email from a sender you would like to add to your blacklist, click the Blacklist Sender link, located above the email.

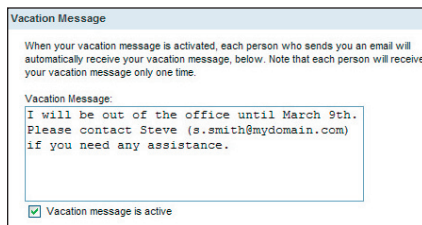### To manage your blacklists:

1. Click the Settings link, located in the upper right corner.
2. Click the Spam Filtering Blacklists link.
3. In the Domain and Email Blacklist box, you can add or remove blacklisted email addresses or domains.
4. In the IP Blacklist box, you can add or remove blacklisted IP addresses.
5. When you are done, click the Save button.

Vacation and Email Forwarding

You can use the Vacation Message feature to automatically reply to emails you receive while you are on vacation or away for a period of time.

1. Click the Settings link, located in the upper right corner.
2. Click the Vacation and Email Forwarding link.
3. Enter a vacation message in the Vacation Message box.

   Vacation Message

   When your vacation message is activated, each person who sends you an email will automatically receive your vacation message, below. Note that each person will receive your vacation message only one time.

   Vacation Message:

   I will be out of the office until March 9th. Please contact Steve (s.smith@mydomain.com) if you need any assistance.

   ☑ Vacation message is active

4. To make the message active, click the "Vacation message is active" checkbox. When this box is checked, all incoming email will automatically generate a reply that contains your vacation message.
5. If you want to forward all incoming emails to another email account, enter that account in the "Forward email to" box.
6. To receive a copy of all forwarded emails, click the "Save a copy of forwarded email" checkbox.
7. Click the Save button.

Note: You will need to uncheck the "Vacation message is active" checkbox to turn off the Vacation Message feature. To stop email forwarding, remove the email address from the "Forward Email to" box.

External Email (POP3) Settings

You can set up webmail to check for incoming email from other email accounts.

1. Click the Settings link, located in the upper right corner.
2. Click the External Email Accounts link.
3. Click the Add Account button.

4. Enter your account information:
   - Server - The name of your email server. For example, pop.emailsrvr.com
   - Port - Make changes to the default port, as needed.
   - Username - Your username is typically your entire email address.
   - Password - The password you use to access your POP3 email account.
   - Store in Folder - Select a folder into which you want to store emails from this account. Or, select New Folder to create a new folder.
   - Folder - If you selected New Folder above, enter a name for the folder in the Folder box.
   - To leave a copy of emails on the server, click the "Leave email on server" checkbox. This enables you to download the emails to another email client (Outlook, Netscape Mail, Eudora, etc.) at another time.
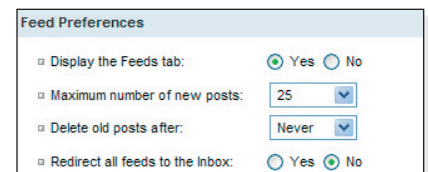5. Click the Save button.
6. To make changes to an account, click the button next to the account and click the Edit button. Or, to delete the account, click the Delete button.

Note: To check email for your external accounts, click the arrow on the Email tab and select Check External Email. Or, click the Check External Email button.

Feed Preferences

1. To make changes to your feed preferences, select Settings / Feed Preferences.
2. Make changes to the preferences, as desired. You can indicate:
   - Whether you want the Feeds feature to be on or off.

     Feed Preferences

Display the Feeds tab:	● Yes ○ No
Maximum number of new posts:	25
Delete old posts after:	Never
Redirect all feeds to the Inbox:	○ Yes ● No

   - The maximum number of new posts that should be displayed.
   - When you want old posts deleted.
4. If you are a POP3 user, and you want to view your feeds using your desktop email software (e.g., Microsoft Outlook), click the "Redirect all feeds to the Inbox" checkbox.
5. Click the Save button.