Welcome to Webmail Help

Webmail provides you with access to your personal information from any browser, whether on your laptop, desktop, or mobile devices. The Webmail application enables you to read your email, send messages, manage your mail preferences, view and manage your contacts.

Frequently Asked Questions

General

Mail

Address Book

Calendar

- How do I set up my webmail account as a CalDAV account on my Android device?

RSS

- How do I add a feed?
- How do I add a new category?
- How do I delete a feed?
- How do I reorder feeds and categories?
- How do I access a feed?

Files

- How do I upload files to my Files section?
- What type of files can I upload?
- How do I create folders?
- How do I move files into a folder?
- How do I rename a file or folder?
- How do I delete a file or folder?
- Can I change a folder into a subfolder?
- Can I reorder my file folders?
- Can I take a file that is saved in my Files section and attach it to an email?
- Can I take a file that was sent to me in an email and save it in my Files section?
- How do I share files or folders?
- Why is there a padlock displayed beside one of my files?

Settings

- How do I access my settings?
- How do I change my password?
- How do I set my display preferences?
- How do I enable/disable my Vacation/Out of Office alert?
- How do I enable/disable my email signature?
- What are mail filters?
- How do I add or remove email filters?
- What is plus sign tagging and how do I use it?
- How do I add or remove another email account?
- How do I set an Allowed Senders list or a Blocked Senders list?
- How do I set up spam handling?

Admin

What browsers can I use to view my mail?

Webmail supports the following browsers:

- Microsoft Internet Explorer 7.0 and higher
- Mozilla Firefox 2.0 and higher
- Chrome 1.0 and higher
- Safari 3.2 and higher
- Konqueror 3.5 and higher

Note: You may be able to view the Webmail interface on other, unsupported browsers; however, some features may produce unexpected results.

Back to Top

What makes up the Webmail application?

Webmail is comprised of the following components: **Mail**, **Address Book**, **Files**, **Calendar**, **RSS**, **Admin**, and **Settings**.

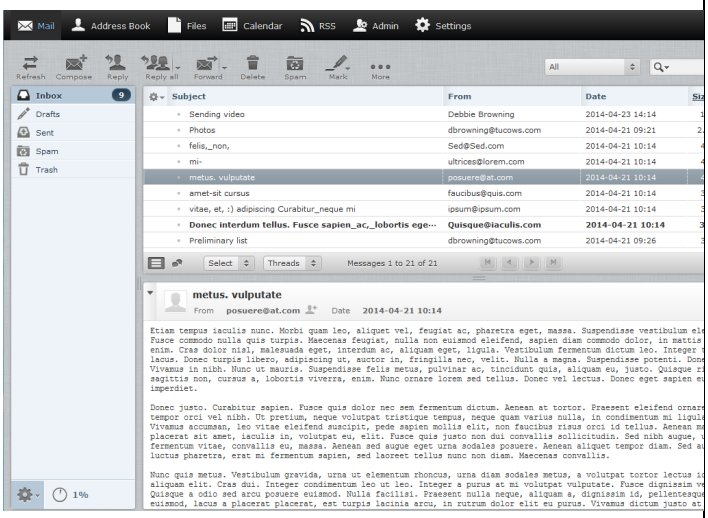
The Header

The header looks like this:

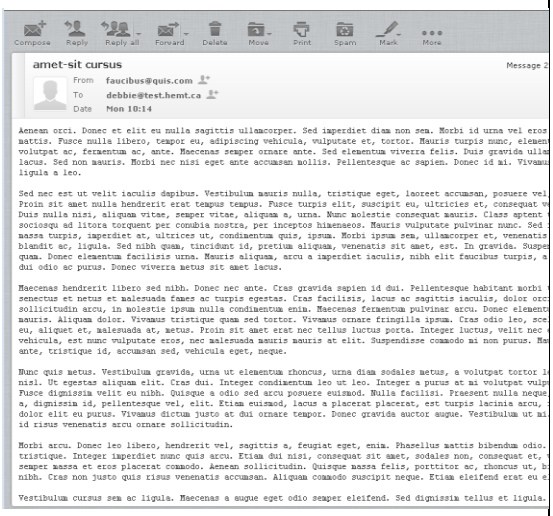
No matter what you are doing in Webmail, you will always be able to see the header. The header is where you can:

- Access each of the Webmail components.
- Access help via the Help link.
- Log out of Webmail.

Work Area (list and details panes)
The main area of the Webmail application is referred to as the work area. It is usually displayed as a list pane and a details pane when you are browsing information (for example, viewing mail messages or contacts).

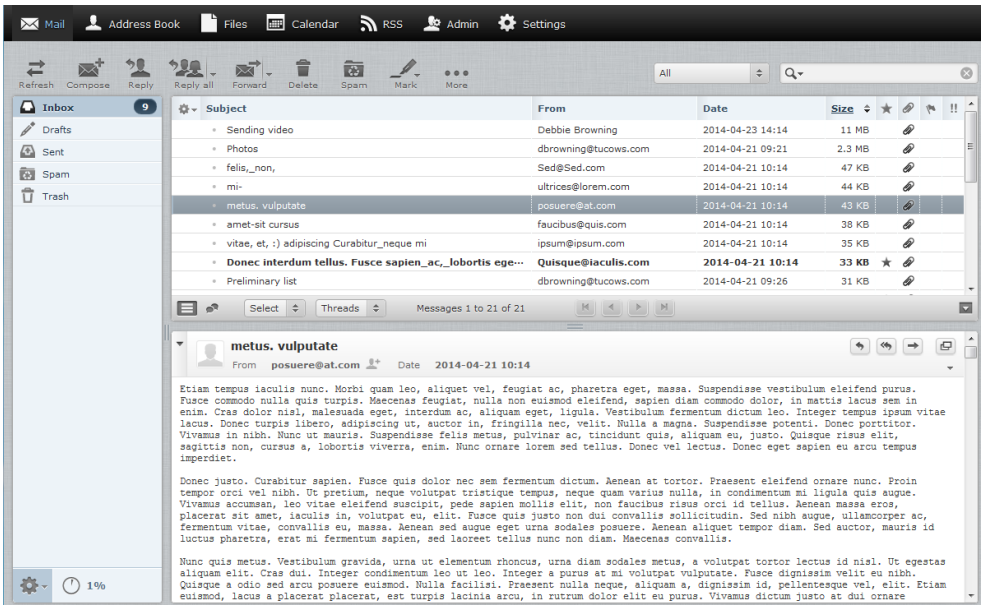


Split Pane



Full Pane

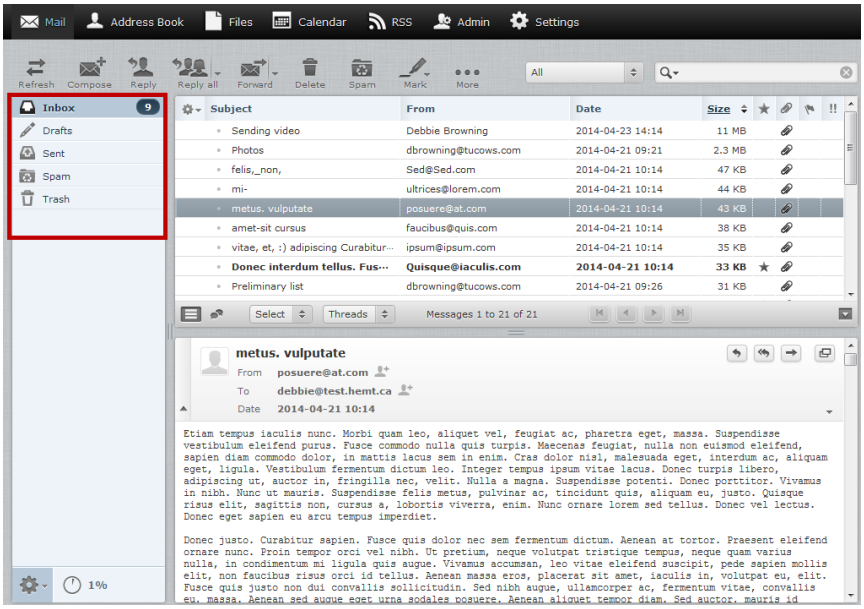
How does it all come together?
The Webmail application looks like this:



Back to Top

What is the Mail component?

As the default view, the Mail component provides you with access to essential email functions. It includes the Mail folders list, message list, message details, and compose panes. The Mail folders section is highlighted in red.



The Mail folders list appears as a column on the left side of the browser window, and it allows you to:

- Select the folder whose messages you want to view (Inbox is the default view).
- Empty system folders (Inbox, Drafts, Spam, Sent, and Trash) of unwanted mail.
- Add, rename, empty, and delete personal folders.

You can select and drag the horizontal bar between the list and the details panes to adjust the height of the message list and message details panes. You can also select and drag the vertical bar between the folders pane and the message list and details panes.

The message list pane displays the contents of the selected folder in a list format. Within this list, you can:

- Reply to messages.
- Sort messages by Subject, From, Date, and Size .
- Perform a mail search by entering criteria in the search mail field.
- Select a message to view.
- Move selected messages to other folders.
- Flag messages as Spam.
- Flag the message
- Print the message.
- Delete the message.
- Manually mark messages as read or unread.

Selected messages appear in the message details pane directly below the message list pane.

Message Details
The message details pane displays the sender information and the contents of the message. It also provides you with the ability to:

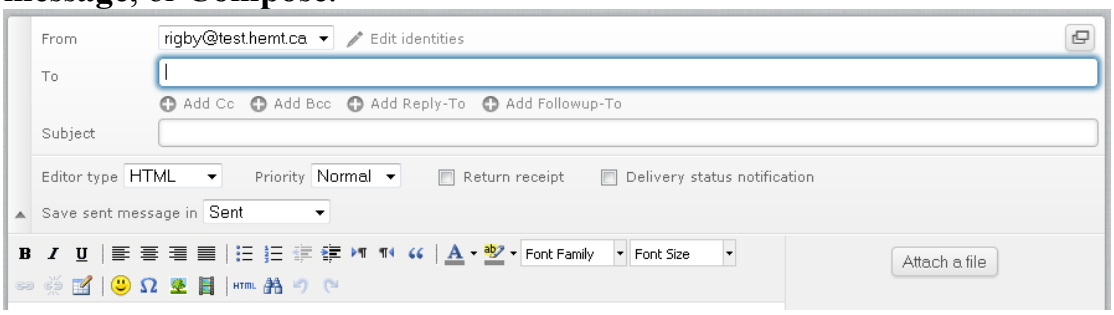
- Reply, Reply All, or Forward the message.
- Add the sender to the Address Book
- View message headers.

The message details pane provides the following options:

Button or Icon	Function
	Adds the sender's email to your Address Book.
	Opens the message in a new window. The message list pane disappears.
,	Expands or contracts the message header section.

Compose Message

The compose pane replaces the message list/message details panes when you click **Reply to sender**, **Reply to list or to sender and all recipients**, **Forward the message**, or **Compose**.



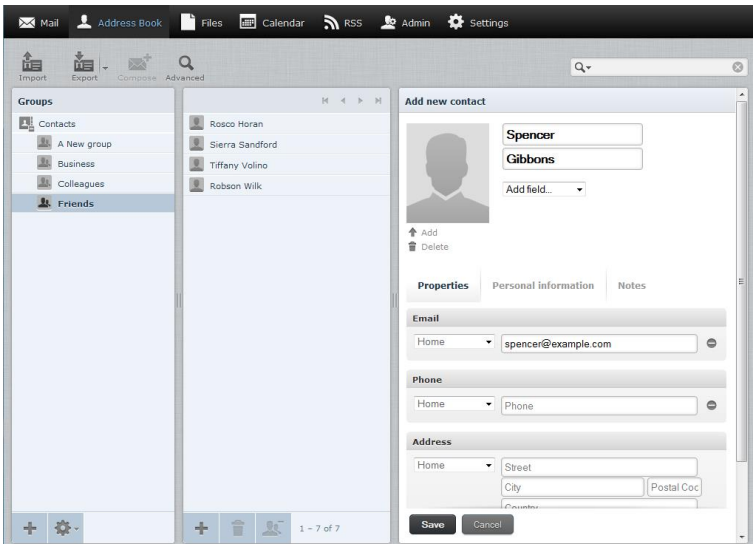
In the compose pane you can:

- Enter recipient information in the **To**, **Cc**, **Bcc**, **Reply-To**, and **Followup-To** fields.
- Describe the topic of the message in the **Subject** field.
- Compose and format a free-text message in HTML or Plain text.
- Attach files (documents, photos, video, etc.) to your message.
- Save a draft of your message.
- Save a copy of your message after it's sent.
- Request delivery confirmation
- Send or cancel your message.

Back to Top

What is the Address Book component?

The Address Book is where you add, group, manage, and delete contact information. The Address Book supports drag-and-drop so you can easily move contacts to groups. You can also address messages to one or more contacts from within the Contacts pane. The Address Book component is made up of: Address Book groups, Contacts list, and Contact details.



The Address Book consists of a list of groups that appears in a column on the left side of the browser. By default, you start with the single super-group called **Contacts**, which includes all of the contacts in the Address Book. When you create a new contact, it is always added to the **Contacts**group regardless of whether you create the contact within another group. The Address Book allows you to:

- Select a group to populate the Contacts pane.
- Add contacts and groups.
- Edit group names and delete groups (except for the system default group **Contacts**).

The Contacts list is located beside the groups list. It displays the contacts in the selected group. It also provides you with the ability to:

- Add contacts to a group.
- Remove contacts from a group.
- Delete contacts.

- Import contacts from a vCard or CSV file.
- Export contacts
- Search contacts.

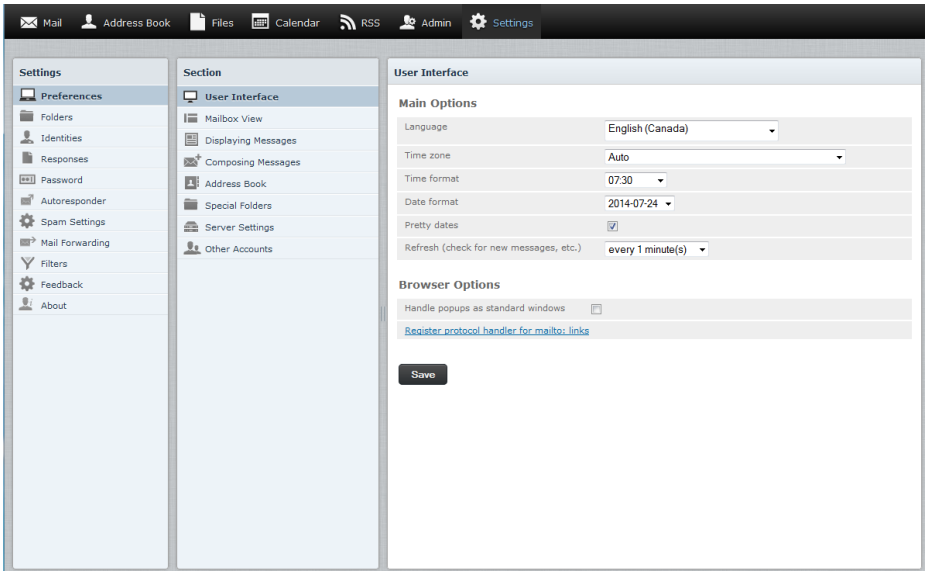
When you select a contact from the list, you can:

- Send mail to the contact.
- Add the contact to a group.
- Remove the contact from a group.
- Delete the contact.
- Edit contact information.

Add Contact
Click **Create new contact card** to enter contact information for an individual contact, including their name, nickname, company, title, telephone numbers, email addresses, website, personal information, and notes.

Back to Top

What is the Settings component?



The **Settings** component allows you to configure general settings for each of the mailbox components (for example, display, and language preferences), mail settings

(setup, autoresponders, signature, allow and block lists, and forwarding options), and spam settings.

Preferences

User Interface	Specify the language, time zone, date format, and browser options.
Mailbox View	Determine how mail is displayed in the mailbox, for example, whether the preview pane is displayed, how requests for delivery confirmation are handled, the number of messages that are displayed on a page, and whether displayed messages opened by Webmail obey the settings of your browser. In addition, you can register this webmail app so that it is opened whenever you click an email link anywhere on the web.
Displaying Messages	Determine how messages are displayed, for example, whether double-clicking a message in the email view will open it in a new window, whether the message is displayed in html or plain text, how attached images are handled, and whether the next message is displayed when you move or delete a message.
Composing Messages	Set various defaults for composing and forwarding messages, such as the default font, whether the message requests a return receipt, whether a signature is automatically added to messages, as well as the options that you want to enable for checking spelling.
Address Book	Configure the default settings for the Address Book, such as the sorting order and number of contacts displayed on a page.
Special Folders	Choose which folders are used to store Drafts, Sent or deleted messages (Trash).
Server Settings	Contains more advanced settings that control how messages are treated by the email server.
Other	Allows you to add other accounts whose mail will be displayed in the Webmail

Accounts	mailbox.

Folders
Allows you to manage mailbox folders. You can select the folders that you want displayed and you can create or delete personal (not system) folders.

Identities
This section allows you to establish the:

- Name that appears on out-going email messages
- The Organization name that is displayed
- Reply-To address
- The signature that appears in all outgoing messages.

Responses
This section allows you to create and save text that you can use when replying to messages.

Password
The section allows you to change the password for your account.

Autoresponder
This section allows you to create a message that will be sent in reply to all incoming email messages during a specific interval, such as when you are on vacation.

Spam Settings
Allows you to create a spam tag that will be added to the **Subject** line of spam messages, specify the folder to which spam is sent, choose the intensity of the spam filtering, and create lists of allowed and blocked senders.
Mail Forwarding
When enabled, incoming messages will be forwarded to the recipients that you list in this section.

Filters
This section allows you to define how incoming mail is handled automatically.

Font Settings
This section allows you to set the font size for viewing Webmail.

Back to Top

What is the Calendar component?

The Calendar component allows you to create and view calendars. The Calendar component includes:

- **Day View** - Displays your calendar events in a day-by-day format.
- **Week View** - Displays your calendar events in a week-by-week format.
- **Month View** - Displays your calendar events in a month-by-month format.
- **Event Creation** - Lets you create and edit single or reoccurring events with reminders.
- **Calendar Sharing** - Makes your calendar available to others with or without editing permissions.
- **Preferences** - Lets you set default calendars and make calendars visible or invisible.

Back to Top

What is the Files component?

You can use Webmail Files to store and share up to 2000 files (as long as you don't exceed your total allowed space quota). You can create up to 100 folders, including sub-folders, with up to 1000 files in any one folder.

Note: File and folder names can be any length, but if the name is longer than 80 characters, the name is truncated in the File Sharing display, and the missing part of the name is replaced by ellipses (...).

Back to Top

What is the RSS component?

The RSS component allows you to view news or content feeds to which you're subscribed. You can enter the URL for a specific site from which you want to receive content. The RSS component is made up of the RSS feeds list and RSS feeds display.

Feeds list
The RSS feeds list displays the news or content feeds that are available. You can change the order of the feeds by moving your mouse cursor over the feed and then clicking on the appropriate arrow to move the feed up or down in the list. You can also add a feed to the RSS feeds list.

Feeds display

Once a feed is selected, you can view the contents of the feed in the display area.

Back to Top

What is the Admin component?

The **Admin** component allows domain administrators to administer email accounts. They can perform common administrative tasks for email, such as creating, deleting, and modifying users, and resetting passwords. In addition, they can add/remove workgroups and workgroup administrators as well as manage and brand their domain.

Back to Top

How do I log in to my account?

To access your account from the Login screen:

1. Type your user name in the **Username** field.
2. Type your password in the **Password** field.
3. Click the **Log in to Webmail** button.

Once you have completed the login process, your Inbox appears.

Back to Top

How do I view a Mail folder?

To view a folder

1. Click the folder name (for example, **Sent**) in the **Mail** folder list.

By default, the Message list pane displays messages in date order (most recent to oldest).

Back to Top

How do I sort messages within a folder?

To sort messages within a folder

1. Click the folder name in the Mail folder list. By default, the message list displays the messages in date order (more recent to oldest).

2. Click one of the following column headings to select the sort criteria: **Subject**, **Date**, **From**, or **Size**. An arrow displayed next to the selected column heading indicates the sort order (ascending or descending).

Back to Top

What are system Mail folders?

The system folders (Inbox, Drafts, Spam, Sent, and Trash) are permanent system folders that support basic email functions. You cannot add, rename or remove a system folder, though you can add sub-folders to any of the system folders.

Back to Top

What are personal Mail folders?

Personal folders are the user-defined folders. You can create and name folders for the personal organization of mail messages up to a system defined limit. User defined folders can be added, renamed, removed, and emptied. You can add these folders at the top, or parent, level or as sub-folders. In addition, sub-folders can be added to other sub-folders.

Personal folders appear below the system folder list, after the Trash folder. Sub-folders that are added to system folders appear below their parent in the system folders list.

For more information, see "How do I add a new folder?"

Back to Top

How do I check to see if I have new mail?

To check for new mail

1. Click **Refresh** at the top of the page.

The contents of all system and user defined folders are updated immediately.

Back to Top

How do I compose and send a new message?

To compose and send a new message

1. Click **Compose**.
2. Type recipient information in the **To** field.
   You can click Contacts in the left pane to display the list of contacts that are saved in your Address Book. Double-click a contact to add it to the **To** field.
3. Optionally, click **Add Cc**, **Add Bcc**, **Add Reply-To**, or **Add Followup-To** and enter the applicable addresses.
   If you click **Add Reply-To**, when the recipient clicks **Reply**, their response will be sent to the address that you specify in this field instead of to the address from which you sent the original message. The option **Add Followup-To** is useful when posting to mailing lists so that replies are sent to the list address but not to your personal address, and so you don't receive multiple copies of the same message in your Inbox.
4. Type the subject in the **Subject** field.
5. Type message content in the free-text area. A standard formatting toolbar is available.

6. Click **Send**.

Back to Top

How do I use the text editor options?

The text editor allows you to format your email messages. For example, you can create numbered or bulleted lists, specify the font size, and apply bold or italic formatting to the text.

To add font emphasis

1. Click the **Bold** , *Italic* , or Underline button.
   You can use more than one at the same time.
2. Type the text you want emphasized.

3. Click the button again to turn off the emphasis.

Alternatively, you can select portions of your text and then click a button to apply that emphasis to the selected portion of your message.

To remove the emphasis, select the relevant text, and then click the relevant button to deselect the formatting.

To specify the font family and size

1. From the **Font Family** drop-down list, choose the type of font that you want to use.
2. From the **Font Size** drop-down list, choose the font size that you want to use.
   All of the text that you enter will be in the selected font family and size.

Alternatively, you can select portions of your text and apply a specific font family and size to only that text.

To change the font color

1. Select the text that you want to color.

2. Click
3. Select a color from the color palette.
   All of the text that you enter will be in the selected color.

To highlight text

1. Select the text that you want to highlight.

2. Click
3. Select a color from the color palette.
   The text is highlighted in the selected color.

To change text and paragraph alignment

1. Click one of the alignment buttons , , , or .
   All the text you type is aligned according to your selection.

Alternatively, you can select portions of your text and click a button to apply that alignment to the selected portion of your message.

To change the indent of a paragraph

1. Position your cursor in the paragraph whose indent you want to change.
   You can select more than one paragraph at a time.

2. Click to increase the indent, or click to decrease the indent.

To apply a paragraph style to a list

1. Click for bullets or for numbers.
   All the text you type is in the specified list paragraph format.
2. Start a new paragraph (press Enter) when you want to create a new list item.
3. Click the button again to turn off the paragraph style and return to the normal formatting.

If you make a mistake but you haven't yet sent your message, you can undo your previous actions. You can undo typing, formatting, inserting images, deleting and so on.

To undo an action

- Click
- Optionally, continue clicking to undo additional actions.

To redo any actions you reversed by clicking the **Undo** icon, click .
You can continue clicking to redo multiple actions.

Back to Top

How do I use Spellcheck?

Spellcheck is always available in the compose window. Use the drop-down list to choose the language that you want to apply.

To check your spelling

1. In the drop-down list, choose the language that you are using.
   As you type, any questionable spelling is highlighted.
2. When Spellcheck is active (indicated by the icon being lit up) left-click highlighted words to see a list of correctly spelled replacements.
   Right-click to see use your browser's built in spellcheck function. If Spellcheck is active you'll see both lists.
3. Select the correct replacement option.
4. Repeat steps 2 and 3 as necessary.

Back to Top

How do I insert a hyperlink in a message?

You can insert hyperlinks in your messages so that when the recipient clicks on the link, the associated webpage opens.

To insert a hyperlink in an email

1. Enter the text that you want to make into a hyperlink.
   This can be the actual location or URL (such as http://www.example.com) or any text (such as **click here**).

2. Highlight the text by holding down the left mouse button as you drag the cursor over the text.

3. Click .
   The **Insert/Edit Link** window appears.
4. In the **Link URL** field, enter the link destination, for example, http://www.example.com.
5. From the **Target** drop-down list, choose whether you want the destination page to open in the same window or in a new window.
6. Optionally, in the **Title** field, enter a description that will be displayed when the recipient moves their cursor over the link
7. Click **Insert**.

To edit a hyperlink

1. Click the hyperlinked text and then click
   The **Insert/Edit Link** window appears.
2. Edit any of the fields, and then click **Update**.

To remove a hyperlink

1. Click anywhere in the hyperlinked text and then click .

Back to Top

Is there a limit to the size of the emails that I can send?

The maximum size for email messages, including any attachments, is 35 MB; however, when attachments are sent over the Internet, they must be MIME encoded, and this encoding increases the size of the message.

You should not try to send attachments that are larger than 25 MB. If you want to share large files, we recommend that you store them in the Files section and share the file rather than attaching it to an email.
In addition, some mail servers will not accept large email messages, so if you attach a large file to your message, it may not reach its intended recipient.

Back to Top

How can I find a specific message within a folder?

You can locate one or more messages within a folder by using the search or sort features.

Search
You can perform a case-insensitive search for characters or words that appear in the following areas of the message:

- **Subject** — Search the **Subject** line of the message.
- **From** — Search the **From** line of the message.
- **To** — Search the **To** line of the message.
- **Cc** — Search the **Cc** line of the message.
- **Bcc** — Search the **Bcc** line of the message.
- **Body** — Search the body of the message.
- **Entire message** — Search the **Sender**, **Subject**, and **Headers** plus the body of the message.

Note: We recommend that you do not use the **Entire message** search as your primary search type. Depending on how many messages there are in the selected folder, a Message search can take a long time, and your Webmail session could time out before the search completes.
To search within a selected folder

1. Select the folder you want to search in by clicking on it in the **Mail** folder list.
2. In the search field, select the type of search from the drop-down list.

3. Type your search criteria in the search field and then press Enter.

Any messages matching the criteria are displayed.

To clear the search results, click the **X** in the corner of the search field.
Sort
You can sort messages in the Message list pane in ascending or descending order using the defined column headings. By default, all messages are sorted in descending order (from most recent to oldest).

To sort within a selected folder

1. Click one of the column headings (Subject, From, Date, or Size).

An arrow appears next to the column heading to indicate if the sort is in ascending or descending order. To change the order, click the column heading again.

Back to Top

How do I insert an image in my message?

You can insert images in the body of your message and you can specify the size and position of those images. Inserted images are referenced by their URL, and may be any type of image file format, for example, .jpg, .gif, or .png. The referenced images can be located somewhere on the Internet or they can be in your Files folders.

To insert an image in a message

1. Click
   The **Insert/Edit Image** window appears.
2. The only required field is **Image URL**; the other fields allow you to define how the image will appear in your message.

Field	Meaning
Image URL	Enter the location of the image that you want to insert in your message. Be sure to include http://
Image Description	Enter a description of the image. This text will be shown when the message recipient views the message if the image cannot be displayed.
Alignment	From the drop-down list, choose the position of the image within the message, relative to the surrounding text. • **Baseline** — Align the bottom of the image with the bottom of the line of text (not including descenders); this is the default. • **Top** — Align the top of the image with the top of the tallest element (text or image) on the line. • **Middle** — Align the middle of the image with the middle of the line of text. • **Bottom** — Align the bottom of the image with the bottom of the lowest element (text or image) on the line. • **Text Top** — Align the top of the image with the highest point of the letters on the line (including the ascenders). • **Text Bottom** — Align the bottom of the image with the lowest point of the letters on the line (including the descenders). • **Left** — Align the image with the left margin. • **Right** — Align the image with the right margin.
Dimensions	Enter the width and height of the image, in pixels.

Field	Meaning
Border	To add a border around your image, specify the width of the border, in pixels.
Vertical Space	Specify the amount of white space, in pixels, that you want on either side of the image.
Horizontal Space	Specify the amount of white space, in pixels, that you want above and below the image.

3. Click **Insert**.

To edit an inserted image

1. Click to select the image, and then click .
   The **Insert/Edit Image** window appears.
2. Make the appropriate changes, and then click **Update**.

Back to Top

How do I attach a file to a message?

To attach a file to a message

1. Click
2. Browse to the file you want to attach, and click **Open**.
3. Click **Upload**.

Back to Top

How do I view an email message?

To view an email message

1. Select a folder (for example, Inbox) to populate the message list pane.
2. Locate the message you want to view and click on it to view it in the details pane, if available, or double-click to view the message in the full pane.

Back to Top

How do I reply, reply to all or forward a message?

To reply, reply to all, or forward a message

1. Display the message in either the full or the detail pane.
   If you are viewing the message in the full pane, the Reply, Reply all, and Forward options are available in the header. If you are viewing the message in the detail pane, you will see icons that represent each of these options.

2. Click the appropriate option to launch the compose pane:

- **Reply**
  - Respond to the sender of the message.
  - Contents of the original message are included.
  - Attachments are not included.
  - **Re:** prefix is added to the **Subject** line.
- **Reply all**
  - Respond to sender and all recipients included in original message.
  - Contents of the original message are included.
  - Attachments are not included.
  - **Re:** prefix is added to the **Subject** line.
- **Forward**
  - Forward copy of message to an alternate recipient.
  - Contents of the original message are included.
  - Attachments are included.
  - **Fwd:** prefix is added to the **Subject** line.

3. Compose your message, and then click **Send**.

Back to Top

How do I add a new folder?

To add a new folder

1. At the bottom of the folders list, click and then click **Manage folders**

2. At the bottom of the **Folders** lists, click the plus sign.
3. Type the name of the new folder in the **Folder name** field.
4. If you want to add the new folder as a sub-folder of an existing folder, choose the folder from the **Parent folder** drop-down list.
   If you want the folder to be listed at the same level as the existing folders, choose **---** at the top of the list.
5. From the **List view mode** drop-down list, choose whether you want messages in the folder to be displayed as a list or as threads.
6. Click **Save**.

The new folder appears under the systems folders list or as a sub-folder of a parent folder, depending on which option you choose.

Back to Top

How do I rename, empty, or delete a folder?

To rename, empty, or delete a folder

1. At the bottom of the folders list, click and then click **Manage folders**
2. Click the folder that you want to rename, empty, or delete.

3. Do one of the following:

   - To rename the folder, enter the new name in the **Folder name** field, and click **Save**.
   - To empty the folder, at the bottom of the folders list click and then click **Empty**
   - To delete the folder, at the bottom of the folders list click and then click **Delete**

If:	Then:
Empty is selected	• A confirmation message appears that asks you to confirm that you want to empty the folder. • Click **OK**. The folder is now empty as the messages have been moved to the **Trash** folder. Note that these messages are still recoverable until you empty your Trash folder.
Delete is selected	• A confirmation message appears that asks you to confirm that you want to delete the folder. • Click **OK**. The folder is deleted and the messages in that folder are moved to the **Trash** folder.

Back to Top

How do I select multiple messages?

To select multiple messages

- If all of the messages you want to select are contiguous, you can click the first message, hold down the Shift key, and then click the last message.
  The first and last messages all messages in between are selected.
- If the messages are not contiguous, hold down the Ctrl key and then click each of the messages you want to select.

When you select multiple messages, the message detail pane remains blank.

Back to Top

How do I move one or more messages to another folder?

To move one or more messages to another folder

1. Select the messages that you would like to move
2. In the Mail header, click **More**, then click **Move to**, and then click the folder to which you want to move the selected messages.
3. Alternatively, after selecting the messages, press and hold the left mouse button and slide your cursor to the folder to which you want to move the messages, and then release the mouse button.

Back to Top

How do I set up Webmail to automatically move messages to folders?

Webmail allows you to use filters to sort and order incoming mail. Mail can be identified using a combination of criteria and conditions in order to trigger one of three actions:

- Forward message to — Forwards any message that matches the criteria to the specified email address and deletes it from your Inbox.
- Move To folder — Moves any message that matches the criteria to the specified folder.

- Delete e-mail message — Deletes any message matching the criteria and conditions.

See "How do I add/remove mail filters?" for step-by-step instructions.

Back to Top

How do I mark one or more messages as spam?

Clicking the **Spam** button results in two actions. The first action is visible. The marked message will be sent from its current folder to the Spam folder where it will reside for 30 days at the end of which time it will be automatically deleted. The second action is invisible to you. When you click the Spam button, webmail sends information to the spam filtering engine so that the filtering rules can be updated to catch future spam messages similar to the one marked. In this way filtering can be continuously updated and improved to reflect the current trends of spammers.
Note: Everyone benefits when you mark unsolicited and offensive messages as spam as opposed to just deleting the offending email.
To mark one or more messages as Spam

1. Select the messages you would like to mark as Spam.
2. Click the **Spam** button from the message list toolbar.
   The message is moved to your Spam folder.

The Spam button also has a drop-down menu that provides you with some additional options for dealing with spam messages. Click the arrow on the right side of the button to view the drop-down menu options:

- **Report as spam** — The message is sent to your Spam folder and information is sent to the filtering engine.
- **Report as spam and block sender** — The message is sent to your Spam folder and information is sent to the filtering engine. In addition, the sender's email address is added to your Block list so that any future messages from that sender will automatically be sent to your Spam folder.
- **Report as spam and block sender's domain** — The message is sent to your Spam folder and information is sent to the filtering engine. In addition, the sender's domain is added to your Block list so that any future messages from any address in that domain will automatically be sent to your Spam folder.

Warning: If you choose the option **Report as spam and block sender's domain**, you will be blocking **all** accounts that belong to that domain. For example, if you do not want to receive messages from*someguy@gmail.com* and you block the sender's domain, you will be blocking *gmail.com*, which is the domain, and you will no longer receive messages from anyone who uses gmail (such as*emily@gmail.com* or *johnsmith@gmail.com*).

Back to Top

What if the message is not spam?

Occasionally, a legitimate email will be tagged as spam. There are many reasons for this including, but not limited to, message subject, content, or message routing. For this reason, it is good practice to occasionally review the contents of your Spam folder.

Any message that has been marked as spam and sent to your Spam folder will be deleted after seven days.

To mark one or more messages as not spam

1. Select the messages you would like to mark as not spam.
2. Click the **Not spam** button from the message list toolbar.

Marking a message as "Not spam" results in two actions. The first action is visible. The marked message will be sent to your Inbox. The second action is invisible to you. When you click the Not spam button, webmail sends information to the spam-filtering engine so that the filtering rules can be updated to improve future recognition of valid emails similar to the one marked. In this way filtering can be continuously updated and improved to catch spam and allow legitimate mail to pass.

Back to Top

How do I manually mark one or more messages as read or unread?

To manually mark one or more messages as read or unread

1. Select the messages you would like to mark as read or unread.
2. From the **Mark** drop-down list in the header, choose **As read** or **As unread**. Alternatively, click the star icon beside the message.

If:	Then:
Marked as read	• Messages appear in normal typeface. • Unread messages counter will decrease accordingly.

If:	Then:
Marked as unread	• Messages appear in bold typeface. • Unread messages counter will increase accordingly.

Back to Top

How do I flag messages?

If there are messages that you want to return to at a later time, you can flag them to make them easier to find later on. Flagged messages display in the column.
To flag messages in the message list

1. Select the messages you want to flag.
2. From the **Mark** drop-down list in the header, choose **As flagged**. A flag appears in the message list.
   Alternatively, click the flag icon beside the message.

To remove the flag from one or more message, select the messages, and from the **Mark** drop-down menu, choose **As unflagged**.

Back to Top

How do I delete messages?

To delete one or more messages

1. Select the message(s) you would like to delete.
   Alternatively, click a message to display its contents in the message details pane.
2. Click the **Delete** button.
   When messages are deleted from the Inbox, Sent, Drafts or user defined folders, they are temporarily moved to the Trash folder. When messages are deleted from the Trash folder, they are permanently deleted.

Back to Top

How do I use my Address Book while composing an email message?

To add an email address from your Address Book to the recipient list (To, Cc or Bcc fields) while composing an email:

1. Access the Compose pane.
2. In the To, Cc or Bcc fields, type the first few letters of the recipients nickname or name from your address book.
   A list of contacts that match the criteria appears in a list format. Click the desired email address.

Back to Top

How do I view my Address Book?

Your Address Book contains all of your saved contacts and groups.

To view your contacts, click the Address Book heading, and then click the group whose contacts you want to display. The **Contacts** group contains all of your contacts and is the group in which all new contacts are added. Once a contact is in the **Contacts** group, you can add that contact to any other group or groups that you create.

Back to Top

How do I view the details of a specific contact?

To view details for a specific contact

1. In the Address Book click the group to which the contact belongs. To see all contacts in the Address Book, click the **Contacts** group.
2. Click the contact entry.
   The contact information appears in the contact details pane.

Back to Top

How do I select multiple contacts?

To select multiple contacts

1. Access the contacts list.
2. If the contacts that you want to select are contiguous, click the first contact, hold down the Shift key, and then click the last contact. The first and last contacts, and all contacts in between are selected.
   If the contacts are not contiguous, hold down the Ctrl key and click the contacts you want to select.

Note that the contact details pane does not display information for multiple selections.

Back to Top

How do I add a contact?

To add a contact

1. Click the **Address Book** tab
2. At the bottom of the Contacts list, then click **Create new contact card**.
3. In the **Add new contact** section, type the contact information in the relevant fields, and then click **Save**.
4. Once the contact is created, you can display the contact and then click **Groups** to assign the contact to one or more groups. Click to put a check beside the groups to which you want to add this contact. By default, all contacts belong to the **Contacts** group, but they can belong to other groups as well.

Back to Top

Can I import multiple contacts?

Webmail allows you to import a list of contacts from another mail application. Currently, only vCard and CSV file formats are supported. Remember, each contact will be added to the **Contacts** group regardless of the destination group to which you import your CSV file.
To import a contact list

1. Click the group to which you want to import the contacts.
   The group window opens in the list pane.

2. Click the Import contacts icon in the heading.
   The **Import contacts** window opens.
3. Click **Browse** and browse to the contact file you want to upload.
4. Click the file to select it.

5. Click the **Open** button.
6. Optionally, from the **Import group assignments** drop-down list, choose the group that will contain the new contacts. If you don't select this option, the contacts will be imported into the **Contacts** group only.

7. Click **Import**.
   Webmail imports the contents of the file and assigns the contacts to the **Contacts** group and, optionally, to the group you selected.
8. Close the **Import contacts** window by clicking **Back** in the upper left corner.

Supported Formats

Currently, vCard and CSV file formats are supported. If your contact file type is not supported, you have two options:

- Import your contact file into one of the supported formats.
- Convert your contact data into one of the two supported formats.

Converting your contact data can be done using a spreadsheet and inserting one value into each column (one column for name, one column for email, and so on) or using any text editor.

If you are using a text editor, each field value needs to be comma-separated. To insert commas and line breaks within a field value, use double quotes around the entire value, for example:

"100 Main Street
Knoxville, Tenn.,
USA
50449"

Webmail field mappings

Two things you should know are:

- Field names are case sensitive.
- Only the name and email fields are required for both formats, all other fields are optional.

Webmail Contact Field	Outlook 2000 Field(s)	Express 6 Field(s)
Nickname	name	Nickname
First Name	name	First Name

Webmail Contact Field	Outlook 2000 Field(s)	Express 6 Field(s)
Last Name	name	Last Name
Email	e-mail	E-mail Address
Title	jobtitle	Job Title
Company	company	Company
Home (telephone)	homephone	Home Phone
Work (telephone)	businessphone	Business Phone
Mobile (telephone)	mobilephone	Mobile Phone
Home (address)	homeaddress	Home Street, Home City, Home Postal Code, Home State, Home Country/Region
Work (address)	businessaddress	Business Street, Business City, Business Postal Code, Business State, Business Country/Region
Notes	notes	Notes

Back to Top

How do I export my address book or a group of contacts?

You can export your whole address book (the All group), or a specific group, as a .vcf (vCard file).

To export/p>

1. Click **Address Book**.
2. Optionally, select the contacts that you want to export. If you don't select specific contacts, all contacts will be exported.

3. Click **Export** in the heading, and choose either **Export all** or **Export selected**.
   Note: The **Export selected** option appears only if you select one or more specific contacts in a group.
4. Choose the option to save to a file, and then click **OK**.

Back to Top

How do I search for contacts?

To search for contacts

1. Click **Address Book**.
2. Click **Advanced** in the heading.
   The **Advanced Search** pane appears.
3. Complete as many fields as you can to narrow your search.If you enter a name for the search in the **Display Name** field, your search will be saved and you can reuse it without having to re-enter all the criteria.
4. Click **Search**.
   All of the contacts that match your search criteria are listed in the **Contacts** pane.

How do I edit a contact?

To edit a contact

1. Select the contact to edit.
2. Click **Edit**.
3. Update or add the contact information in the relevant fields.

4. Click **Save**.

Back to Top

How do I delete one or more contacts?

To delete one or more contacts

1. Access the Contacts list.
2. Select the contacts you want to delete.

3. Click .
   A dialog box appears that asks you to confirm that you want to delete the contact.
4. Click **OK**.

Back to Top

How do I add one or more contacts to a group?

You can add contacts to a group by displaying the contact, and then selecting the groups to which you want to assign the contact, or you can select one of more contacts and drag the contacts to the group.

- Dragging a contact from the one group to another results in a copy being placed in the new group.

- You can drag the same contact to multiple groups.

- You can drag multiple contacts at the same time.

To add one or more contacts to a group:

1. Access the Contacts list.
2. If the contacts that you want to select are contiguous, click the first contact, hold down the Shift key, and then click the last contact. The first and last contacts, and all contacts in between are selected.
   If the contacts are not contiguous, hold down the Ctrl key and click the contacts you want to select.
   Note that the contact details pane does not display information for multiple selections.

3. While holding down the Shift of Ctrl key, move the cursor to the group to which you want to assign them and then release the mouse button.
   The contact(s) are added to the selected group in alphabetical order.

Back to Top

How do I remove contacts from a group?

Note: A contact cannot be removed from the **Contacts** group.
To remove one or more contacts from a group

1. Access the Contacts list.
2. Click the group that you want to edit.
   The Contact list pane populates with the list of contacts assigned to the group.
3. Click to select the contacts that you want to remove.
4. At the bottom of the contacts list, click

Back to Top

How do I create a group?

To create a group

1. Click the icon.
2. Type the name of the new group in the text field.
3. Click Enter.
   The new group is added to the Address Book list, in alphabetical order.

Back to Top

How do I rename or delete a group?

To rename or delete a group

1. Locate the group in the Address Book.
2. Click and then click **Rename group** or **Delete group**.

If:	Then:
Rename group is selected	• A text box appears populated with the current group name. Type the new group name. • Click Enter. • The new group appears in alphabetical order under the **Contacts** heading.

If:	Then:
Delete group is selected	• A confirmation message appears asking you to confirm that you want to delete the group. • Click **OK**.

Back to Top

How do I set up my webmail account as a CardDAV account on my iOS device?

Note: If your domain doesn't have an SSL certificate, you will get a warning during setup. If you still want to add the CardDAV account, accept the warning and continue. Do the following on your iOS device:

1. Tap **Settings**.
2. Select **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Select **Other**.
5. Under Contacts tap **Add CardDAV Account**.

- For **Server** enter **mail.yourdomain.com** or check with your email administrator for this information
- For **User Name** enter your email address.
- For **Password** enter your email password.
- Enter whatever you like in the **Description** field. It will be autopopulated with what was entered in the **Server** field.

6. Tap **Next**.

Your webmail contacts will now appear in the contacts app along with any groups. Any changes made in webmail will show up on your device with a refresh.

Back to Top

How do I set up my webmail account as a CardDAV account on my Android device?

You can use one of two apps to set up a CardDAV account on your Android device: CardDAV-Sync free beta and the paid app DAVdroid. There are setup directions for both apps below, but we recommend DAVdroid for easier synchronization and more robust support.

Note: If your domain doesn't have an SSL certificate, you will get a warning during setup. If you still want to add the CardDAV account, accept the warning and continue.

CardDAV-Sync free beta Setup

Once you've installed CardDAV-Sync free beta, do the following on your Android device:

1. Tap **Settings**.
2. Select **Accounts**.
3. Tap **Add Account**.
4. Select **CardDav**.
5. Under Add account tap **CardDAV** again.

- For **URL** enter **mail.yourdomain.com** or check with your email administrator for this information.
- For **Username** enter your email address.
- For **Password** enter your email password.

6. Tap **Next**.
7. Once your information has been verified, tap **Finish**.

Your webmail contacts will now appear in the contacts app along with any groups. Any changes made in webmail will show up on your device with a refresh.

DAVdroid Setup

Once you've installed DAVdroid, do the following on your Android device:

1. Tap **Settings**.
2. Select **Accounts**.
3. Tap **Add Account**.
4. Select **DAVdroid**.
5. Select **Login with URL and email address**.

- For **URL** enter **mail.yourdomain.com/carddav/youremailaddress** or check with your email administrator for this information.
- For **Username** enter your email address.
- For **Password** enter your email password.

6. Tap the arrow on the top right to verify your account details.

7. Select your address book to sync all the contacts.

Your webmail contacts will now appear in the contacts app along with any groups. Any changes made in webmail will show up on your device with a refresh.

Back to Top

How do I add a new calendar?

To add a new calendar

1. Click the **Calendar** tab.
2. Click .

3. Enter the **Display Name** for the calendar. This is required.
4. Set a **Color** for the calendar. This is optional.
5. Click **Create**.

Back to Top

How do I edit a calendar?

To edit a calendar

1. Click the **Calendar** tab.
2. Hover over the calendar name to display the edit icon and click it.
   The settings for that calendar are displayed.

3. On the **General Options** tab you can change the calendar's **Display Name** or **Color**.
4. Click the **Share** tab to share your calendar with others on the same domain.
5. Enter the email address of the person you want to share the calendar with in the **Share with** field.
6. Choose **Read only** or **Read and write** from the drop down.
7. Click

8. Click **Save**.

To delete a calendar

1. Click the **Calendar** tab.
2. Hover over the calendar name to display the edit icon and click it.
   The settings for that calendar are displayed.

3. Click **Delete calendar**.
   A confirmation message appears asking you to confirm that you want to delete the calendar.
4. Click **Yes** to confirm that you want to delete the calendar.

Back to Top

How do I add an event to a calendar?

An event is anything that you want to schedule on your calendar, for example, a meeting or an appointment.

Note: It is possible to add more than one event in the same timeslot.
To create an event

1. Click **Create event** or click the date when you want to add the event in the Calendar.
   The **Create event** window appears.
2. Complete the fields on the **General options** tab:

   - **Summary** - The text that will appear in the calendar timeslot.
   - **Location** - The location where the event will take place.
   - **Calendar** - Use the drop down to choose the calendar in which to schedule the event.
   - **Start date** and **End date** - Click the fields and select the date or date range for the event. If **All Day** is not checked, you can specify the start and end times.
   - **Description** - Enter any additional information you want about the event.
3. Optionally, click the **Repeat** tab and complete the following fields:

   - **Repeat** - Choose whether you want to create a recurring event, and the frequency with which you want it to recur: **No repetitions**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.
   - **Count** - Set the number of times you want the repeat to happen. This option is available if you have not set a date in the **Until** field.
   - **Until** - Set an end date for the repeat. This option is available if you have not entered a value in the **Count** field.
4. Optionally, click the **Reminders** to set reminders in relation to the event or at a specific time:

   - Next to the clock icon, use the number field and the first drop down to set at how many **minutes**, **hours**, **days** or **weeks** you want to be reminded of an event.
   - Use the second drop down to choose whether you're reminded **before** or **after** an event.
   - Use the third drop down to choose whether you're reminded before or after the **start** or **end** of an event.
   - Click to set the reminder.

- You can also set a reminder by clicking the date and time fields next to the calendar icon.
  Click to set the reminder.

5. Optionally, click the **Workgroup** tab and set the following fields:

- **Privacy** - Use the drop down to set the event as **Public**, **Private**, or **Confidential**.
- **Show this time as** - Use the drop down list to show the event time as **Busy** or **Free**.

6. Click **Save**.

Back to Top

How do I set calendar visibility?

To set calendar visibility

1. Click **Preferences**.
2. To remove a calendar and its events from your calendar view, click the **Hide from list** check box next to it.
3. Click **Save**.
   When you click **Return**, that calendar will no longer appear in your list of calendars.

Back to Top

How do I edit an event?

To edit an event

1. Click the event that you want to edit.

2. Click **Modify**.
3. Make changes to any of the editable fields on any tab. Edits to recurring events will be applied to all the events.

4. Click **Save event**.

To delete an event

1. Click the event that you want to delete.

2. Click **Delete**.

Back to Top

How do I set up my webmail account as a CalDAV account on my iOS device?

Note: If your domain doesn't have an SSL certificate, you will get a warning during setup. If you still want to add the CalDAV account, accept the warning and continue. Do the following on your iOS device:

1. Tap **Settings**.
2. Select **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Select **Other**.
5. Under Calendars tap **Add CalDAV Account**.

- For **Server** enter **mail.yourdomain.com** or check with your email administrator for this information.
- For **User Name** enter your email address.
- For **Password** enter your email password.
- Enter whatever you like in the **Description** field. It will be autopopulated with what was entered in the **Server** field.

6. Tap **Next**.

Events in your webmail calendars will now be visible in the calendar app on your device. Any changes made in webmail will show up on your device with a refresh.

Back to Top

How do I set up my webmail account as a CalDAV account on my Android device?

You can use one of two apps to set up a CalDAV account on your Android device: Caldav Sync Free Beta and the paid app DAVdroid. There are setup directions for both apps below, but we recommend DAVdroid for easier synchronization and more robust support.

Note: If your domain doesn't have an SSL certificate, you will get a warning during setup. If you still want to add the CalDAV account, accept the warning and continue.

Caldav Sync Free Beta Setup

Once you've installed Caldav Sync Free Beta, do the following on your Android device:

1. Tap **Settings**.

2. Select **Accounts**.
3. Tap **Add Account**.
4. Select **CalDav Sync Adapter**.

- For **User** enter your email address.
- For **Password** enter your email password.
- For **URL** enter http://mail.yourdomain.com/caldav/youremailaddress or check with your email administrator for this information.
  Note: If you have an SSL certificate your URL should begin with https://

5. Tap **Sign in** or **register**.

Events in your webmail calendars will now be visible in the calendar app on your device. Any changes made in webmail will show up on your device with a refresh.

DAVdroid Setup
Once you've installed DAVdroid, do the following on your Android device:

1. Tap **Settings**.
2. Select **Accounts**.
3. Tap **Add Account**.
4. Select **DAVdroid**.

- For **URL** enter **mail.yourdomain.com/caldav/youremailaddress** or check with your email administrator for this information.
- For **Username** enter your email address.
- For **Password** enter your email password.

5. Tap **Next**.
6. Select the calendars you want to sync.

Events in your webmail calendars will now be visible in the calendar app on your device. Any changes made in webmail will show up on your device with a refresh.

Back to Top

How do I add a feed?

The RSS section allows you to view content from your favorite blogs or websites. Instead of going to each website to look for new content, your favorite sites are listed in the RSS section. When you click on one of the feeds in the list, you see a description of the items on that site. The items are ordered from newest to oldest, and the list is updated regularly. Each item includes a link to the web page where you can read the complete article.

To add a feed

1. In the RSS section, click **Actions**.
2. If you know the URL of the feed you want to add, click **Subscribe to feed**.
3. Type the URL in the **Feed or site URL** field.
4. Optionally, choose a category from the **Place in category** drop-down list.
5. Click **Subscribe**.

Back to Top

How do I add a new category?

Categories allow you to group feeds and make it easier to locate the ones you want to view.
Note: When you create a new category, it is not displayed in the list pane until at least one feed has been added to it.
To create a new category

1. From the **Actions** drop-down list, choose **Preferences**.
2. On the **Feeds** tab, from the **Categories** drop-down list, choose **Add category**.
3. Enter the name of the category you want to create in the **Category title** field, and then click **OK**.
4. Optionally, move one or more existing feeds into this new category. You can either click and drag a feed into the category folder, or you can click the feed to display its properties, choose the category from the **Place in category** drop-down list, and then click **Save**.
5. Click **Exit preferences** to return to the feeds list.

Back to Top

How do I delete a feed?

To delete a feed

1. Right-click the feed that you want to delete, and choose **Edit feed**.
2. Click **Unsubscribe**.
3. Alternatively, click to display the feed and then choose **Unsubscribe** from the **Actions** menu.
   A warning dialog asks you to confirm that you want to delete the feed.
4. Click **OK**.

Back to Top

How do I reorder feeds and categories?

By default, categories and the feeds within each category are listed alphabetically, but you can change their position.

To reorder the feeds list

1. From the **Actions** drop-down list, choose **Preferences**.
2. Click the **Feeds** tab.
3. Click a feed or a category and drag it to its new location in the list.
4. Click **Exit preferences** to return to the feeds list.

Back to Top

How do I access a feed?

1. In the feeds list, simply click the name of the feed that you want to view.
   The articles in the feed are displayed in the main area, with the most recent article at the top of the list.
2. To read any of the articles in full, click on the article's title to go to that website.

Back to Top

How do I upload files to my Files section?

You can save up to 2000 files in the Files section, with up to 1000 files in any one folder. Once a file is uploaded, you can share it with others by sending them a link to the file.

Before you can upload a file, you first have to save the file to your computer, and then you can upload it to the Files section.

To upload a file to the Files section

1. Click the **Files** tab.
2. Navigate to the folder where you want to store the file.
3. Click **Upload**.
4. Navigate to the location of the file that you want and click **Open**.
   The file is uploaded to the specified location.

Back to Top

What type of files can I upload?

You can upload any type of file as long as you don't exceed your total space quota. For example, you can upload data files such as Word, Excel, and PDF, as well as photos and videos.

Back to Top

How do I create folders?

You can create up to 100 folders, including subfolders. (Subfolders are folders within folders.) Subfolders can contain other subfolders as well, and you can nest subfolders up to 5 subfolders deep. All folders are displayed in alphabetical order.

To create a folder

1. Click the **Files** tab.
2. Click **New** and then choose **Folder**.
3. In the text field, enter a name for the folder.
   Note: Folder names cannot include forward slashes and cannot begin with a period (.). In addition, the names cannot be index.htm or index.html.
4. Press Enter.

Back to Top

How do I move files into a folder?

When you upload files to the Files section, you can specify the folders where you want to store them. If you have already uploaded files, you can move the files into any of your existing folders.

To move files into a folder

1. Click the **Files** tab.
2. Drag the file into the folder where you want to store it.

Back to Top

How do I rename a file or folder?

To rename a file or folder

1. Click the **Files** tab.
2. Hover your cursor over the file or folder that you want to rename.

3. Click
   The current file name is displayed in an editable text box.
4. Change the file name, and then click outside of the text box or press Enter.
   Note: Files and folder names cannot include these characters: \, /, <, >, :, ", |, ?, or *

Back to Top

How do I delete a file or folder?

To delete a file or folder

1. Click the **Files** tab.
2. Hover your cursor over the file or folder that you want to delete.

3. Click
4. Click **OK** to confirm the deletion.
   Warning: When you delete a folder, you also delete all of the files and subfolders that are in that folder.

Note: If you delete a file that is shared, anyone who was viewing the file will no longer be able to see it.
Deleted files and folders are stored in the Deleted Files folder and can be restored.

To restore deleted files or folders

1. Click **Deleted files** at the top of the page.
2. Hover your cursor over the file or folder that you want to restore.

3. Click .
   The file or folder is restored to the location it was in before you deleted it.

Back to Top

Can I change a folder into a subfolder?

You can change a folder into a subfolder and you can change subfolders into top level folders by moving them.

To move a folder

1. Click the **Files** tab.
2. Press and hold the left mouse button on the folder that you want to move.
3. Drag the folder to the destination where you want to move it, and then release the mouse button.

Back to Top

Can I reorder my file folders?

You cannot reorder folders; they are always displayed in alphanumeric order.

Back to Top

Can I take a file that is saved in my Files section and attach it to an email?

You cannot attach a file that is in Files to an email message; however, you can email the URL for the file. See the instructions for acquiring the URL under "How do I share files?"

Back to Top

Can I take a file that was sent to me in an email and save it to my Files section?

If you receive a file in an email and you want to save it to the File Sharing, you first need to save it to your computer. You can then follow the instructions for "How do I upload files to my Files section?"

Back to Top

How do I share files or folders?

To share a file or folder, you must first mark it as shared. Then you can let people know about your file of folder by posting it's location (via email, website, blog, twitter, etc).

The file names still appear in the list and you can rename or delete them, but no one will be able to view or download the files until sufficient time has passed.

To share a file or folder

1. Beside the file or folder that you want to share, click .
2. Click to put a checkmark in the box beside **Share link**.
   The URL for that file or folder is displayed below the box.
3. Click in the field to highlight the URL.

4. Right-click, and choose **Copy** to copy the URL for the file.
   You can now paste the URL in an email message or you can post it on your website, blog, Facebook page, etc.
   When anyone clicks on the URL or pastes it into a browser, the corresponding file or folder is displayed.

Back to Top

Why is there a padlock displayed beside one of my files?

If you see the padlock icon beside any of your files, it means that the file has been locked due to an abuse violation. Locked files cannot be moved, edited, deleted, or shared. Contact your Support department for more information.

Back to Top

How do I access my settings?

To access the Settings component, click **Settings**.

Back to Top

How do I change my password?

To change a password

1. In the **Settings** window, click **Password**.
2. Type your current password in the **Current password** field.
3. Type your new password in the **New Password** field.
4. Re-type your new password in the **New Password (again)** field.
5. Click **Save**.

Password Constraints/Requirements:

- Can be plain text or hashed.
- If plain text, the text can be **between 1 and 54 characters** (Length must not exceed 54 characters).
- If hashed, it is a ASCII string consisting of an hash type in curly braces followed by 1 to 150 characters.
- Allowed hash types are: MD5 BCRYPT CRYPT DES SHA SHA1 SHA224 SHA256 SHA384 SHA512 SSHA SSHA1 SSHA224 SSHA256 SSHA384 SSHA512 GCRYPT (GCRYPT is for glibc hashed SHA and BCRYPT passwords from a shadow file on modern linux distributions).
- Passwords are always stored and retrieved hashed. If a plain text password is assigned, it will be hashed before it is stored.
- The only characters that can be used are ASCII characters with the decimal codes 33 and 35 to 126.
- An empty password is not allowed.
- A subset of ASCII 7-bit character set is allowed, including a to z, A to Z, 0 to 9, and the following special characters: ~ ! @ $ % ^ & * ( ) - _ = + / \ ] [{ } : ; > < , . ‘ | ? #
- The following special characters are not allowed: Ö (ASCII character 153) Ä (ASCII character 142) Ü (ASCII character 154) ö (ASCII character 148) ä (ASCII character 132) ü (ASCII character 129)
- Double quotation marks are not allowed (ASCII character 34). Delete (ASCII character 127) is not allowed. Space (ASCII character 32) is not allowed.

Back to Top

How do I set my display preferences?

To set display preferences

1. Click **Settings**, then click **Preferences** and then click **User Interface**.
2. From the **Language** drop-down list, choose the language for the application.
3. From the **Time zone** drop-down list, choose your time zone. If you set it to **Auto** your computer’s time zone settings will be used.
4. From the **Time format** drop-down list, choose the way in which you want time to be displayed.

5. From the **Date format** drop-down list, choose the way in which you want dates to be displayed.
6. With the **Pretty dates** option is checked, dates that are close to today will be translated into relative terms like “Today” and “Yesterday”.
7. From the **Refresh** drop-down list, set the interval where you want the system to check for updates.
8. Enable **Handle popups as standard windows** if you want to open messages and compose messages as a regular browser window.
9. Click **Register protocol handler for mailto: links** if you want this Webmail app to be opened when ever you click an email link somewhere on the web.
10. Click **Save**.

Back to Top

How do I enable/disable my Vacation/Out of Office alert?

To enable a vacation/out-of-office alert, you need to set up an autoreponder message.

1. In the **Settings** window, click **Autoresponder**.
2. In the **Autoresponse Text** field, type the message you would like automatically sent in reply to all incoming email messages.
3. Click the **Enabled** check box.
   A check mark appears to indicate autoresponder is enabled.
4. In the **Interval** field, enter the number of days before the same recipient will receive the auto-response message again. If not specified, the interval defaults to one day.
5. Click in the **End Date** field, and select the date when you want to stop the autoreponse message from being sent.
6. Click **Save**.

To disable autoreponder

1. In the **Settings** window, click **Autoresponder**, and then remove the checkmark from the **Enabled** checkbox.
2. Click **Save**.

Back to Top

How do I enable/disable my email signature?

To enable an email signature

1. In the **Settings** section, click **Identities**, and then click your account.

2. In the **Signature** field, enter the signature details to appear at the end of all outgoing email messages.
3. If you primarily send formatted (HTML) messages, you can enable the **HTML signature** option which allows you to add formatting of your signature; the **Signature** text box will display a formatting toolbar.
4. Click **Save**.

To disable an email signature

1. In the **Settings** window, click **Identities**, and then click your account.
2. Delete the text in the **Signature** text field, and then click **Save**.

Back to Top

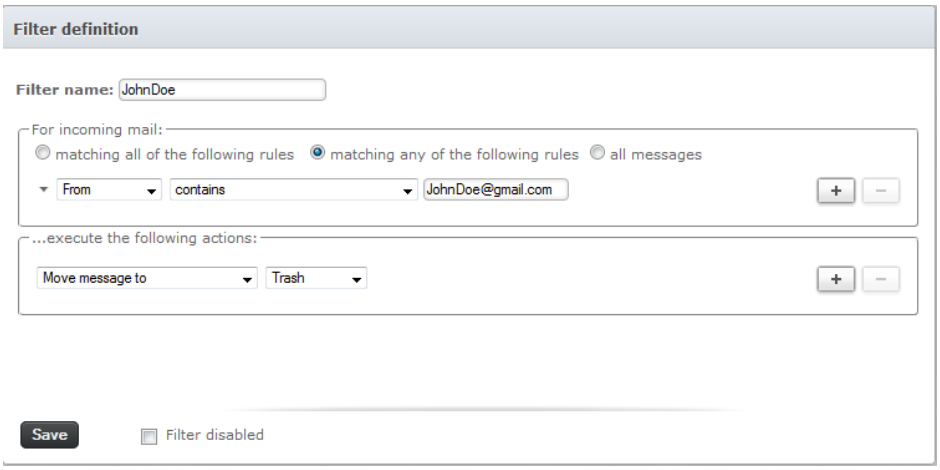
What are mail filters?

A filter is a set of conditions that you define in order to automatically handle incoming email. You can set filters to sort incoming email to various folders, delete undesirable messages, and forward messages to other email accounts.

Webmail can analyze the following fields in the message header: From, Subject, From, and To, as well as the message size, date, and the contents of the body.

The fields can be evaluated according to the following conditions: contains, doesn't contain, is equal to, is not equal to, exists, doesn't exist, matches expression, doesn't match expression, matches regular expression, and doesn't match regular expression.

You define the value of the condition. (See "How do I add/remove mail filters?" for step-by-step instructions.)
If the criteria you set for the filter evaluates to "true", an action is triggered. For example, adding a filter where the **From** field contains JohnDoe@gmail.com, as illustrated below:



This saves a filter called "JohnDoe" to your Filters list and sends and messages from John Doe to your Trash folder.

Back to Top

How do I add or remove mail filters?

To add/remove mail filters

1. Click **Settings**, and then, in the **Settings** list, click **Filters**.

To:	Action:
Add New Filter	2. At the bottom of the **Filters** list, click the plus sign. 3. In the **Filter name** field, enter a name for your filter. 4. Under **For incoming mail**, click a button to select whether you want the filter to act only when it encounters a message that matches **all** of the conditions that you define or when it encounters **any** of the conditions. You can also select **all messages** if you want the rule to be applied to all incoming messages. 5. Specify the filter criteria: • From the first drop-down list, select the message area that you want to evaluate (**From**, **Subject**, **To**, etc.). • In the next drop-down list, select a condition (**contains**, **does not contain**, etc.). • In the text field, type in a value for the filter to evaluate incoming mail against. 6. To set additional criteria for the filter, click the plus sign (+) to add additional rules. 7. In the **execute the following actions** section, select the way in which you want the filter to handle messages that match the conditions you defined: • **Move message to** - Select the folder to which you want to move the filtered messages. • **Redirect message to** - Enter the email address to which you want to forward the message. • **Discard with message** - Delete messages received that meet the specified criteria and enter a response to be returned to the sender in the text box. • **Delete message** - Choose this option if you want to automatically delete messages that meet the specified criteria. • **Keep message in Inbox** - Select this option to keep filtered messages in your Inbox. • **Stop evaluating rules** - Select this option if you don't want any other filters applied to the message. 8. To add more criteria to the filter, click the plus sign (+) to add additional rules.

To:	Action:
	9. Click **Save**.
Remove an existing filter	Under the existing Filters List: 2. Click the filter to select it. 3. Click the "More actions" icon and then choose **Delete**. The filter is removed from the **Filters** list.
Disable a filter	Under the existing **Filters** list: 2. Click the filter to select it. 3. Click the "More actions" gear icon and then choose **Enable/Disable**. Optionally, in the **Filter definition** pane, click to put a check in the **Filter disabled** box and click **Save**. The filter is greyed out in the **Filters** list and will not execute, but can be re-enabled at a later date.

Back to Top

What is plus sign tagging and how do I use it?

Plus sign tagging allows you to identify and filter incoming email according to a tag that you add to your email address. To take advantage of this feature, when you give your email address to an individual, a group, or a business, you simply enhance your email address by adding a plus sign (+) after your name (but before the @ sign) followed by some text (letters and/or numbers). You can set up filtering rules that recognize incoming mail that is sent to the tagged address and move it to specified folders.

For example, say you join a special interest email group that discusses gardening and you want to forward the messages from that group to an email folder you created called Gardening. If your email address is patrick@example.com, when you join the email group, you might enter your address as patrick+greenthumb@example.com. You then create a filter rule that takes any messages where the **To** address contains**+greenthumb** and moves those messages to your Gardening folder.

By using the plus tagging feature you will know whether your email address has been sold to a third party. If you start receiving unwanted or spam email that is addressed to your plus sign tagged email address, you will know that the address was sold and you can easily create a filtering rule that deletes future email that is sent to that tagged address.

Back to Top

How do I add or remove another email account?

To add/remove an account

1. In the **Settings** window, click **Preferences**, and then click **Other Accounts**.

To:	Action:
Add an account	2. Click **Add**. 3. In the **Email** field, type the address for the account. 4. In the **Username** field, type the account holder name. 5. In the **Password** field, type the password for the account. 6. From the **Provider** drop-down list, choose the account's service provider, if known. 7. In the **Server Address** field, type the server name. 8. In the **Server Port** field, type the server port number. Typically this number is 110. 9. Select the **Leave a copy of the message on the server** checkbox if you want to leave your read email messages on the server. 10. From the **Default Folder** drop-down, choose the folder to which you want to save the email messages that are retrieved from the other account. 11. Select the **Test connection on save** option if you want to test the connection to this account when you save the configuration. 12. Select the **Import old messages** option if you want to import all existing messages from the account. If you don't select this option, only new, unread messages will be imported. 13. Click **Submit**.

Back to Top

How do I set an Allowed Senders list or a Blocked Senders list?

The Blocked Senders list allows you to specify the email addresses (for example, sender@unwanted.com) and domains (for example, *@unwanted.com) from which you do not want to receive email.

Note: Domain names must be preceded by *@ (for examle, *@domain_name.com), otherwise they will not work.
The Allowed Senders list allows you to specify the email addresses (for example, mom@family.com) and domains (for example, *@family.com) from which you want to receive email. By adding an email address or domain to this list you ensure that the emails from these senders will never be marked as spam; they will always appear in your Inbox or whichever folder you filter them to.

You can add up to 1000 entries in each Allowed and Blocked list.

To add an email address or domain to the **Allowed Senders** or **Blocked Senders** list
1. In the **Settings** window, click **Spam Settings**.
2. Type the full email address (for example, username@domain.com) or domain (for example, *@domain.com) in the **Allowed Senders** list or the **Blocked Senders** list text field. Put each entry on a separate line, separated by a carriage return.
3. Click the **Save**.
4. Optionally, repeat steps 2 and 3 to add additional addresses or domains.

To remove an email address or domain from the **Allowed Senders** or **Blocked Senders** list
1. In the **Settings** window, click **Spam Settings**.
2. Delete the email address or domain you want to remove in the relevant list, and then click **Save**.

Note: Addresses that are in your Address Book are considered to be in your Allowed Senders list and are not filtered for spam (even though the Address Book entries are not displayed in the Allowed Senders list). If you add an address to the Blocked Senders list that is also in your Address Book, the address will be blocked, that is, the Blocked Senders list takes precedence over the Address Book.

Back to Top

How do I set up spam handling?

Follow the directions for the situation that best describes how you use email.

I use Webmail
The default spam settings will ensure that spam is delivered to your Spam folder. Do nothing.

I use an email program with IMAP
We recommend using the default settings but IMAP will support whatever changes you make to Spam Folder or Spam Tag.

I use an email program with POP
If you do not want to log in to Webmail to manage your Spam folder:

1. In the **Settings** window, click **Spam Settings**.
2. Create a custom spam tag and type it in the **Subject Tag** field. (Recommended.)
3. Set **Spam Folder** to **INBOX**.
4. Click **Save**. (Changes may take up to 12 hours to take effect.)

I don't know what I use
If you received information from your provider about setting up your email program, they probably indicated whether you are using POP or IMAP. If you are unsure, contact your provider.

How to create a custom spam tag
Any tag you create will be added to the beginning of the Subject line of all spam emails.

To create a spam tag, simply type in the **Subject Tag** field. Enter a space or special character at the end of your tag so it does not run into the first word of the original subject line.
Example of a spam tag: Spam**

Any messages you download that are suspected of being spam will now have your Custom Spam Tag in their Subject line and should be easy to identify when they arrive in your Inbox.

What to choose as your spam folder
Choose **Spam** if you use Webmail or an email program with IMAP. In Webmail, the Spam folder has a **Not spam** button which allows you to report false positives. In addition, messages in the Spam folder do not count against your mailbox quota limit and are deleted after 30 days.
Choose **Inbox** if you use an email program with POP. Using the Inbox will ensure that all your messages, including spam, are downloaded to your computer.

Choosing the spam blocking level
If your administrator has enabled this feature, you can set the aggressiveness level for spam blocking in your mailbox. From the **Threshold Level** drop-down list, choose the level of spam blocking that you want.
If you choose a level other than **Normal**, the spam filter will be more aggressive in classifying messages as spam.
If you choose **Use Default**, your mail will be filtered for spam using the level that is set for your domain.
If you choose **High** or **Very high**, more messages will be classified as spam; however, you may also find that a lot of innocent messages are also classified as spam. These messages are referred to as False Positives.

False positives
False positives are legitimate emails (emails you want to receive) that are erroneously marked as spam. Webmail has a **Not Spam** button which should be used to report a mistake by simply selecting the message in the Spam folder and clicking the button. The mail server then updates its filters and learns from the mistake. This is why using the actual Spam folder is the preferred spam handling method.
Note: If you set your spam block level to something other than **Normal**, clicking the **Not Spam** button will not prevent the spam filter from classifying similar message as spam in the future.

Back to Top

How do I create a new user?

Note: The tasks in this section are only available to domain administrators.
To create a new user

1. Click **Admin**.
2. Click **Add User**.
   Note: All fields are disabled until you enter complete the **User** field and press Enter.
3. Complete the fields as outlined in the table below, and then click **Create** or **Create & Repeat**. If you click **Create & Repeat**, the new user is created, and the **Add User** window remains open so that you can create another user.
   Note: Depending on the type of user that you are creating, you may not see all of these fields.

Basic Settings

Field	Description	Obligation
Type	From the drop-down list, choose the type of account: **Mailbox**, **Forward**, or **Filter**. • Mailbox - This is a regular mailbox. • Forward - Automatically forwards mail to another specified mailbox. Mail cannot be sent from a forward-only user account nor is mail stored in a forward-only account. • Filter - Stops spam messages but allows non-spam message to flow through to a target account.	Required
User	enter a name for the new user, and then press the Enter key. The name can be up to 64 characters including the letters a to z,	Required

Field	Description	Obligation
	numbers 0 to 9, and the underscore, period, and hyphen symbols (diacritics and special characters are not allowed). The first character must be alphanumeric; underscores or hyphens cannot be used as the first character, periods cannot be used as the first or last character, and two consecutive periods cannot be used.	
Password	Enter an initial password for the mailbox. Can be up to 54 characters including the letters a to z, the numbers 0 to 9, and the following special characters: ~ ! @ $ % ^ & * ( ) - _ = + / \ ] [{ } : ; > < , . ‘ | ?.	Required
Workgroup	From the drop-down list, choose the workgroup to which the new mailbox account will belong.	Optional
Aliases	Enter the alternative names for this mailbox. Messages that are sent to an alias are delivered as if they were sent to the actual mailbox. Addresses must be separated by a carriage return.	Optional

Sending & Receiving

Field	Description	Obligation
Delivery	For mailbox accounts, choose whether incoming mail is delivered to the local mailbox, forwarded to another address, or both. **Note:** This field is not editable for Filter or Forward accounts.	Required
Autoresponder	When this box is checked, the autorespond feature is enabled.	Optional

Field	Description	Obligation
SMTP Limit	The maximum number of messages that a user can send in a 24 hour period.	Not editable
Quota (MB)	Specify the maximum storage size for the mailbox. The default setting is taken from the domain level.	Required for mailbox accounts
Receive	From the drop-down list, choose whether the user can receive email.	Required
IMAP4	From the drop-down list, choose whether the user can connect with an IMAP4 client.	Required
POP3	From the drop-down list, choose whether the user can connect with a POP3 client.	Required
Send	From the drop-down list, choose whether the user can send email.	Required
Webmail	From the drop-down list, choose whether the user can receive mail through Webmail.	Required
Webmail Send	From the drop-down list, choose whether the user can send mail through Webmail.	Required

Forwarding

Field	Description	Obligation

Field	Description	Obligation
Reply-To	Replies to forwarded messages are automatically addressed to the specified address.	Optional
Subject Prefix	Enter a tag that will be prepended to the Subject line of forwarded email messages.	Optional
Restricted	When this box is checked, any mail sent from a user that is not listed in the Forwarding text box is rejected.	Optional
Recipients	Enter the email addresses to which you want the forwarded email to be sent. Enter the full email addresses ; put each one on a separate line, separated by a carriage return. When someone sends a message to a user that has Forwarding enabled, everyone in the list gets the message. If a **Reply-To** address is specified, when any of those recipients reply to the forwarded message, the reply message is addressed to the specified reply-to user. This feature is useful for mailing lists so that replies are addressed to the list instead of the sender.	Optional

Autoresponder

Field	Description	Obligation
Enabled	Click to put a checkmark in this box to enable the autoresponder.	
Interval	Enter the number of days before the same recipient will receive the auto-response message again.	Optional
End Date	Enter the last day/time when the auto-response message is in effect. The required format is *YYYY-MM-DD*.	Optional

Field	Description	Obligation
Autoresponse Text	The text of the message that is sent when auto-responder is enabled.	Optional

Spam Settings

Field	Description	Obligation
Spam Header	Enter the text that you want to be added to the header of spam messages. The format must begin with a capital letter, but can be followed by anything, for example, **X-Spam: Spam detected**.	Optional
Spam Tag	Specify the tag that is appended to the subject of all spam messages. If **Use default** is checked, the tag that is used is the one that was specified for the domain. To enter a custom tag, ensure that **Use default** is not checked, and enter the tag that you want to use.	Optional
Spam Folder	From the drop-down list, choose the folder where you want spam delivered. The default is the Spam folder.	Optional
Spam Level	From the drop-down list, choose the level of aggressiveness for spam filtering. Choosing a level other than **Normal** causes the filtering engine to be more aggressive in labelling mail as spam; however, it may also result in more false positives. If you don't specify a spam blocking level, the account uses the domain, company, or global setting.	Optional
Reject Spam	If this box is checked, all incoming messages that are deemed to be spam are rejected rather than being quarantined or tagged.	Optional

Field	Description	Obligation
Allow	Enter the domains and email addresses that are considered to be safe for this user. When messages are received from any of the addresses on this list, they are always delivered to the user's Inbox. Make sure that each entry is on a separate line, separated by a carriage return. You can add up to 1000 entries in this list, and you can use up to five wildcards in any given entry. For example, the entry r*.al*.*car*@*foo.com is acceptable, but *r*.al*.*car*@*foo.com is not acceptable because it uses more than five wildcards. **Note:** Addresses that are in the user's Address Book are considered to be in the Allow list for that user by default, even though the Address Book entries are not displayed here in the Allow list.	Optional
Block	Enter the domains and email addresses that you want to add to the block list for this user. When messages are received from any of the addresses on this list, they are always considered to be spam. Make sure that each entry is on a separate line, separated by a carriage return. You can add up to 1000 entries in the list, and you can use up to five wildcards in any given entry. **Important:** If an Address Book entry is added to the Block list, the address will always be blocked, that is, the Block list takes precedence over the Address Book.	Optional

Webmail & Metadata

Field	Description	Obligation
Brand	The brand that you select determines the look and feel of the user's Webmail interface. Choose a brand from the drop-down list only if you want the user account to use a brand other than the domain brand. **Note:** If you use this field to assign the domain brand to each user, and then you change the domain brand, it will not be reflected at the user level because the user's brand setting overrides the domain's brand setting.	Optional

Field	Description	Obligation
Language	From the drop-down list, choose the language in which the mailbox will be displayed when the owner initially logs in to their account. The user can change the language at the mailbox level if they want to view their mailbox in another language. From the drop-down list, choose the language for the Webmail interface.	Required
Timezone	From the drop-down list, choose the timezone that the mailbox will use. The user can change the timezone setting at the mailbox level if they want to use another timezone.	Required
Max Addressbook	The maximum number of groups and contacts that the user can store in their address book. This setting cannot be edited.	Optional
Name	Enter the first and last name of the maibox owner.	Optional
Title	Enter a title for the user, if applicable.	Optional
Phone	Enter the user's phone number.	Optional
Fax	Enter the user's fax number.	Optional

Back to Top

How do I view and modify users?

To view and modify a user

1. Click **Admin** and then click **Users**.
   The **Users** page lists all of the users in the domain. You can click on any column heading to reorder the users based on that column.

By default, all user types are displayed, but you can choose to view only certain types. In the **Type** area at the top of the page and remove the checkmarks from one or more of the boxes. For example, if you want to see only regular mailbox users, ensure that only **Mailbox** is checked, and then click **Filter**.
The **Target** column displays additional information for users who have forwards and aliases. For users who have an alias, this column displays the name of the alias using the format '**=** ***name@domain***'. For users who have forwards defined, this column displays either '***name@domain***' if the user account forwards to only one address, or '***x*** **recipients**' if it forwards to multiple addresses, where ***x*** stands for the number of forwards.

To search for specific users, enter search criteria in the **User** field at the top of the page, and then click **Refresh**. You can enter the exact name of the user you are looking for and you can use wildcards.

2. Click a user to view and modify the associated properties.

3. Click **Update**.
For an explanation of most of the displayed fields, see How do I create a new user?". When you view the details for a user that has already been created, the following sections and fields are also displayed.

Basic Settings

Field	Description
Status	Indicates the current status of the account: • **active**—Account is available and all applicable services are enabled. • **suspended**—Some part of the account has been suspended, usually the ability to send messages. This is likely because they are suspected of sending a lot of spam messages. • **smtplimit**—Account has reached the available SMTP limit and cannot send messages until the time shown in the Sending Availability chart. • **quota**—Account has reached the available quota limit. They cannot receive or store messages until they delete messages and/or files to free up storage space.

Tools & Status

Field	Description
Rename User	Click this link to change the user name. **Caution:** If you rename a user, all of the history that is associated with that user is deleted and cannot be accessed by the email restore tool or the address book restore

Field	Description
	tool. The renamed user account begins accumulating history (backups) starting from the date that you rename the user, and email and address book information can be restored only from this new history.
Logout User	Click this link to terminate all of the user's active IMAP and POP sessions.
Last Login	The last time that the user logged in.
Quota	The number of Megabytes that the user is currently using and the current number of messages the user has in their account. **Note:** Messages in the Spam folder are not included in this total.
Addressbook	The total number of contacts and groups that the user has in their address book.
Sending Availability	The maximum number of messages that the user can send at each of the specified times. This information is particularly useful if the user wants to send a large batch of messages and needs to know how soon and how many messages they will be allowed to send.

Back to Top

How do I suspend a user?

The most common reason that you might want to suspend a user is because they are suspected of sending a lot of spam messages. You can suspend one or more services in order to achieve the suspended state appropriate to your business needs. The services that you see depend on the type of user account.

Note: Suspended users remain billable.
To suspend user services

1. Click **Admin**, and then click **Users**.
2. To narrow your search, in the **User** text field, enter all or part of the username whose mailbox you want to delete. You can also select the workgroup to which the user belongs from the **Workgroup** drop-down list, and select the type of account from the **Type** options. Click **Filter**.
   All of the users that meet your criteria are displayed.
3. Click the user whose services you want to suspend.

4. In the **Sending & Receiving** section, from the relevant drop-down lists, choose **suspended**, and then click **Update**.

Service Suspended	Result
Receive	The user can access their existing mail through an email client, email messages can be composed and sent, but no further mail will be received.
IMAP4	Connection to the user account with an IMAP4 client is denied.
POP3	Connection to the user account with a POP3 client is denied.
Send	The user can access their existing mail through an email client, incoming email messages will be downloaded, but no mail can be sent.
Webmail	Account login to the Webmail client is denied.
Webmail Send	The user can receive mail via Webmail but cannot send mail through Webmail.

Back to Top

How do I delete a user?

To delete a user

1. Click **Admin**, and then click **Users**.
2. To narrow your search, in the **User** text field, enter all or part of the username whose mailbox you want to delete. You can also select the workgroup to which the user belongs from the **Workgroup** drop-down list, and select the type of account from the **Type** options. Click **Filter**.
   All of the users that meet your criteria are displayed.
3. Click the checkbox beside the mailbox that you want to delete, and then click **Delete**.
   A confirmation message asks you to confirm that you want to delete the mailbox.
4. Click **OK** to confirm the deletion.

Back to Top

How do I restore a deleted user?

If a user account that has been deleted for 30 days or less, you can restore it. If the user does is not listed on the **Deleted Users** page, it cannot be restored. You can restore a user account to its original name only if that name has not been reissued during the period in which the account was deleted.
To restore user accounts

1. Click **Admin**, and then click **Deleted Users**.
   If a user does not appear in the Deleted Users list, the account cannot be restored.
2. To narrow your search enter part or all of the name of the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent to represent part of the name. By default, all user types are displayed, but you can choose to view only certain types. In the **Type** area remove the checkmarks from one or more of the boxes. For example, if you want to see only regular mailbox users, ensure that only **Mailbox** is checked. Click **Filter**.
   All of the users that meet your criteria are displayed.
3. Click the checkboxes next to the users that you want to restore.
   The number on the **Restore Selected** button changes to reflect the number of users that you selected.
4. Verify that the **Restore As** field displays the correct user name. If you want to restore the user and rename it, enter the new name in this text field.
5. Click **Restore Selected**.

Back to Top

How do I restore deleted mail for a user?

Mail that has been deleted for 14 days or less can be restored to the user's account.
Note: Email messages must have existed in the account long enough for a backup to have been done in order for them to be restored.
To restore deleted mail

1. Click **Admin**, and then click **Users**.
2. To narrow your search enter part or all of the name of the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent to represent part of the name. By default, all user types are displayed, but you can choose to view only certain types. In the **Type** area remove the checkmarks from one or more of the boxes. Click **Filter**.
3. Click the user whose mail you want to restore.

4. On the left pane, under the user's name, click **Restore Email**.
5. From the **Folder** drop-down list, choose the folder that contains the mail you want to restore, and then click **Search**.
6. Click the checkbox beside each of the messages that you want to restore.
   The number on the **Restore** button changes to reflect the number of messages that you selected.
7. Click **Restore**.

Back to Top

How do I release spam messages for a user?

Spam messages are quarantined by the OpenSRS email filters. Occasionally, a legitimate email will be tagged as spam. You can release one or more email messages from quarantine and the messages will be moved to the user's Inbox.

To release spam messages

1. Click **Admin**, and then click **Users**.
2. To narrow your search enter part or all of the name of the user whose spam messages you want to release in the **User** field at the top of the page. You can use wildcard characters to represent to represent part of the name. By default, all user types are displayed, but you can choose to view only certain types. In the **Type** area remove the checkmarks from one or more of the boxes. Click **Filter**.
3. Click the user whose spam messages you want to release.

4. In the left pane, under the user's name, click **Release Spam**.
5. You can search for specific messages by using the **From**, **To**, and **Subject** to filter the results.

6. Click the checkbox for each of the messages that you want to release. You can click the checkbox at the top of the list to select all displayed entries.

7. Click **Release**.

Back to Top

Where can I view usage data for a user?

Usage statistics are summaries of account usage and are displayed as graphs. Statistics are available can be viewed as a summary in graphical format, or as detailed snapshots in CSV format.

To view statistics

1. Click **Admin**, and then click **Users**.
2. To narrow your search enter part or all of the name of the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent to represent part of the name. By default, all user types are displayed, but you can choose to view only certain types. In the **Type** area remove the checkmarks from one or more of the boxes. Click **Filter**.
3. Click the user whose data you want to view.

4. On the left pane, under the user's name, click **Stats**.
5. From the **Interval** drop-down list choose the time period for which you want to view statistics: **Day**, **Week**, or **Month**.
6. From the **Graph Type** drop-down list choose the type of data that you want to view:

- **Logins** - POP3, IMAP4, and Webmail.
- **Message Bytes** - Inbound and relayed email, in KBs.
- **Message Counts** - Normal deliveries, spam deliveries, autoresponses, forwards, destination recipients, and outbound messages.
- **Storage** - Storage used, in MBs.

The graph appears at the bottom of the page.

Back to Top

How do I create a workgroup?

Workgroups are useful for organizing users into categories. Every new domain automatically includes one default workgroup called **staff**. You can create additional

workgroups for any domain. You can assign users to specific workgroups when you create them or when you modify them.
To create a workgroup

1. Click **Admin**, and then click **Add Workgroup**.
   The **Create Workgroup** page appears.
2. In the Workgroup field, enter a name for the new workgroup, and then click **Create**.
   The new workgroup appears in the list of existing workgroups.

Back to Top

How do I add users to a workgroup?

To add a user to a workgroup

1. Locate the user that you want to add to a workgroup. For more information, see How do I view and modify users?"
2. Click the user name.
3. In the **Basic Settings** section, from the **Workgroup** drop-down list, select the workgroup to which you want this user to belong.
4. Click **Update**.

Back to Top

How do I delete a workgroup?

You can delete any workgroup except the domain's default workgroup, **staff**. We recommend that you move all of the users out of a workgroup before you delete that workgroup.
To delete a workgroup

1. Click **Admin**, and then click **Workgroups**.
2. Click the checkbox next to each of the workgroups that you want to delete; only the workgroups with checkmarks will be deleted.
   The number on the **Delete Selected** button changes to reflect the number of workgroups that you selected.
3. Click **Delete Selected**.
   A dialog box appears that asks you to confirm that you want to delete the selected workgroups.

4. Optionally, in the **Delete Workgroups** dialog, click the checkbox to select the **Cascade** option, which deletes any users that are in the workgroup. If you don't select this option, and there are users in the workgroup, the delete operation will fail.
5. Click **Delete.**

Back to Top

Webmail Help – Mobile Interface

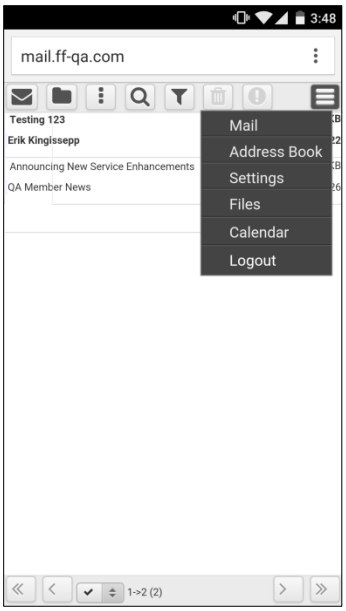
What makes up the Webmail Mobile User Interface?

The Webmail Mobile User Interface is comprised of the following components: **Mail**, **Address Book**, **Files**, **Calendar**, and **Settings**.
The Menu
The menu looks like this:

No matter what you are doing in the Webmail Mobile User Interface, you will always be able to see the menu. The menu is where you can:

- Access each of the Webmail components.
- Access help via the Help link.
- Log out of Webmail.

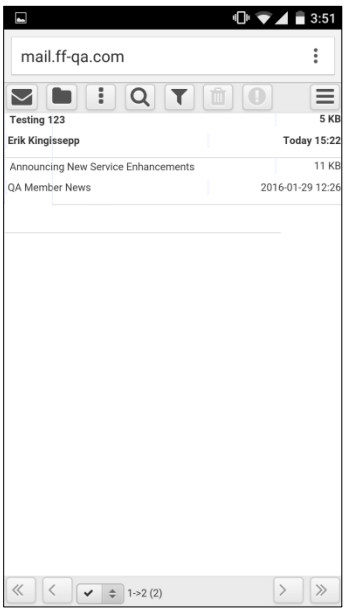
How does it all come together?
The Webmail application looks like this:



Back to Top

What is the Mail component?

As the default view, the Mail component provides you with access to essential email functions. It includes the Mail folders list, message list, and compose panes.



The Mail folders list appears as an icon top of the browser window, and it allows you to:

- Select the folder whose messages you want to view (Inbox is the default view).

The message list displays the contents of the selected folder in a list format. Within this list, you can:

- Select a message to view.
- Perform a mail search by entering criteria in the search mail field.
- Move selected messages to other folders.
- Flag messages as Spam.
- Flag the message
- Delete the message.
- Manually mark messages as read or unread.

Back to Top

Message Details
The message details pane displays the sender information and the contents of the message. It also provides you with the ability to:

- Reply, Reply All, or Forward the message.
- Add the sender to safe list or block list.
- View message headers.

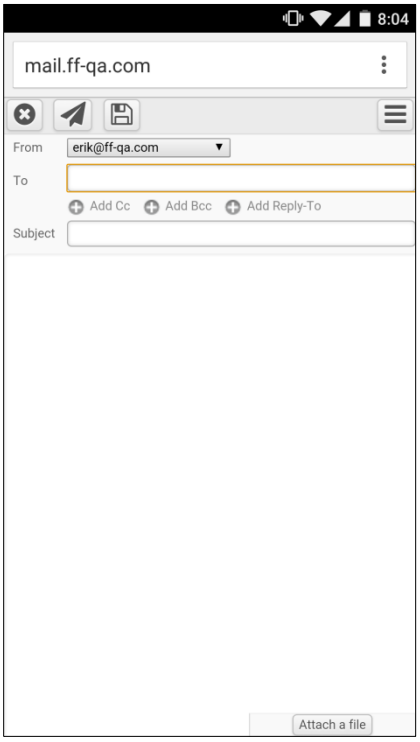
The message details pane provides the following options:

Button or Icon	Function
	Gives you reply, reply all, forward, and marking options.
	Expands or contracts the message header section.

Back to Top

Compose Message

The compose pane replaces the message list when you tap **Reply to sender**, **Reply all**, **Forward the message**, or **Compose**.



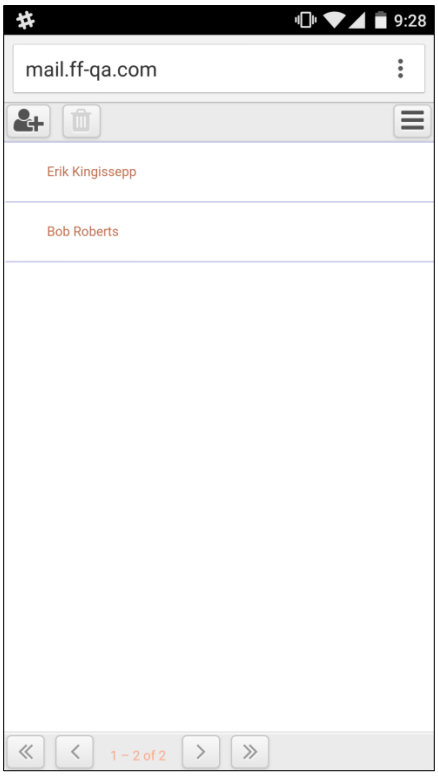
In the compose pane you can:

- Enter recipient information in the **To**, **Cc**, **Bcc**, and **Reply-To** fields.
- Describe the topic of the message in the **Subject** field.
- Compose a message in Plain text.

Back to Top

What is the Address Book component?

The Address Book is where you add and delete contact information. You can also address messages to a contact from within the Contacts pane. The Address Book component is made up of: Contacts list and Contact details.



The Address Book allows you to:

- View a contact.
- Add contacts.
- Delete contacts.

When you select a contact from the list, you can:

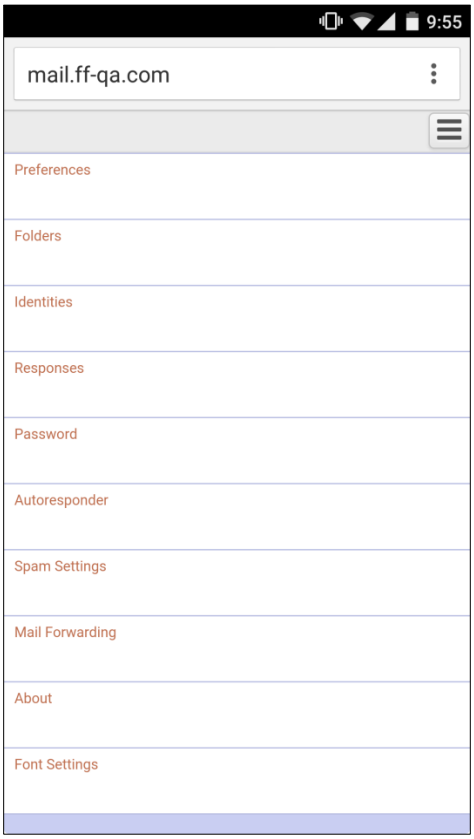
- Send mail to the contact.
- Delete the contact.
- Edit contact information.

Add Contact

Tap  to enter contact information for an individual contact, including their name, nickname, company, title, telephone numbers, email addresses, website, personal information, and notes.

Back to Top

What is the Settings component?



The **Settings** component allows you to configure general settings for each of the mailbox components (for example, display, and language preferences), mail settings (setup, autoresponders, signature, allow and block lists, and forwarding options), and spam settings.

Preferences

User Interface	Specify the language, time zone, date format, and browser options.
Mailbox View	Determine how mail is displayed in the mailbox, for example, whether the preview pane is displayed, how requests for delivery confirmation are handled, the number of messages that are displayed on a page, and whether displayed messages opened by Webmail obey the settings of your browser.
Displaying	Determine how messages are displayed, for example, whether

Messages	tapping a message in the email view will open it in a new window, whether the message is displayed in html or plain text, how attached images are handled, and whether the next message is displayed when you move or delete a message.
Composing Messages	Set various defaults for composing and forwarding messages, such as the default font, whether the message requests a return receipt, and whether a signature is automatically added to messages or not.
Address Book	Configure the default settings for the Address Book, such as the sorting order and number of contacts displayed on a page.
Special Folders	Choose which folders are used to store Drafts, Sent, Spam or deleted messages (Trash).
Server Settings	Contains more advanced settings that control how messages are treated by the email server.
Other Accounts	Allows you to add other accounts whose mail will be displayed in the Webmail mailbox.

Folders
Allows you to manage mailbox folders. You can select the folders that you want displayed and you can create or delete personal (not system) folders.

Identities
This section allows you to establish the:

- Name that appears on out-going email messages
- The Company name that is displayed
- Reply-To address
- The signature that appears in all outgoing messages.

Responses
This section allows you to create and save text that you can use when replying to messages.

Password
The section allows you to change the password for your account.

Autoresponder
This section allows you to create a message that will be sent in reply to all incoming email messages during a specific interval, such as when you are on vacation.

Spam Settings
Allows you to create a spam tag that will be added to the **Subject** line of spam messages, specify the folder to which spam is sent, choose the intensity of the spam filtering, and create lists of allowed and blocked senders.

Mail Forwarding
When enabled, incoming messages will be forwarded to the recipients that you list in this section.

Font Settings
This section allows you to set the font size for viewing Webmail.

Back to Top

What is the Calendar component?

The Calendar component allows you to create and view calendars. The Calendar component includes:

- **Day View** - Displays your calendar events in a day-by-day format.
- **Week View** - Displays your calendar events in a week-by-week format.
- **Month View** - Displays your calendar events in a month-by-month format.
- **Event Creation** - Lets you create and edit single or reoccurring events with reminders.

Back to Top

What is the Files component?

You can use Webmail Files to store and share up to 2000 files (as long as you don't exceed your total allowed space quota). You can create up to 100 folders, including sub-folders, with up to 1000 files in any one folder.

Note: File and folder names can be any length, but if the name is longer than 80 characters, the name is truncated in the File Sharing display, and the missing part of the name is replaced by ellipses (...).

Back to Top

How do I log in to my account?

To access your account from the Login screen:

1. Type your user name in the **Username** field.
2. Type your password in the **Password** field.
3. Tap the **Log in to Webmail** button.

Once you have completed the login process, your Inbox appears.

Back to Top

How do I view a Mail folder?

To view a folder

1. Tap on the **Menu** button.
2. Tap the folder name (for example, **Sent**) in the **Mail** folder list.

By default, the Message list pane displays messages in date order (most recent to oldest).

Back to Top

How do I sort messages within a folder?

You cannot sort in the Webmail Mobile IU.

Back to Top

What are system Mail folders?

The system folders (Inbox, Drafts, Spam, Sent, and Trash) are permanent system folders that support basic email functions. You cannot add, rename or remove a system folder, though you can add sub-folders to any of the system folders.

Back to Top

What are personal Mail folders?

Personal folders are the user-defined folders. You can create and name folders for the personal organization of mail messages up to a system defined limit. User defined folders can be added, renamed, removed, and emptied. You can add these folders at the top, or parent, level or as sub-folders. In addition, sub-folders can be added to other sub-folders.

Personal folders appear below the system folder list, after the Trash folder. Sub-folders that are added to system folders appear below their parent in the system folders list.

For more information, see "How do I add a new folder?"

Back to Top

How do I check to see if I have new mail?

To check for new mail

Drag your finger/thumb downwards along the screen, while on your Message List, until your browser indicates the page is refreshing.

Alternatively, some mobile browsers have a dedicated refresh button.

Back to Top

How do I compose and send a new message?

To compose and send a new message

1. Tap **Compose** .
2. Type recipient information in the **To** field.
3. Optionally, tap **Add Cc**, **Add Bcc**, or **Add Reply-To**, and enter the applicable addresses.
   If you tap **Add Reply-To**, when the recipient clicks **Reply**, their response will be sent to the address that you specify in this field instead of to the address from which you sent the original message.
4. Type the subject in the **Subject** field.
5. Type message content in the free-text area.
6. Tap **Send** .

To save a **Draft** of the message instead of sending it, tap the icon.

Press the **Cancel** icon to cancel a message without sending. This will return you to the Messages List.

Back to Top

Is there a limit to the size of the emails that I can send?

The maximum size for email messages, including any attachments, is 35 MB; however, when attachments are sent over the Internet, they must be MIME encoded, and this encoding increases the size of the message.

You should not try to send attachments that are larger than 25 MB. If you want to share large files, we recommend that you store them in the Files section and share the file rather than attaching it to an email.
In addition, some mail servers will not accept large email messages, so if you attach a large file to your message, it may not reach its intended recipient.

Back to Top

How can I find a specific message within a folder?

You can locate one or more messages within a folder by using the search or sort features.

Search
You can perform a case-insensitive search for characters or words that appear in the following areas of the message:

- **Subject** — Search the **Subject** line of the message.
- **From** — Search the **From** line of the message.
- **To** — Search the **To** line of the message.
- **Cc** — Search the **Cc** line of the message.
- **Bcc** — Search the **Bcc** line of the message.
- **Body** — Search the body of the message.
- **Entire message** — Search the **Sender**, **Subject**, and **Headers** plus the body of the message.

Note: We recommend that you do not use the **Entire message** search as your primary search type. Depending on how many messages there are in the selected folder, a Message search can take a long time, and your Webmail session could time out before the search completes.

To search within a selected folder

1. Select the folder you want to search in by tapping on it in the **Mail** folder list  .
2. In the search field, select the type of search from the checkbox list.

3. Type your search criteria in the search field and then press Enter.

Any messages matching the criteria are displayed.

To clear the search results, tap the grey **X** next to the search field.

Filter

You can filter types of messages in the Message List pane.

To filter within a selected folder

1. Tap the **Filter** button  .

2. Choose which option to filter by (E.g. Unread, Flagged, With Attachment, etc.)

Back to Top

How do I attach a file to a message?

To attach a file to a message

1. Tap 

.
2. Browse to the file you want to attach, or choose to take a photo with your device`s camera, and then tap **Open**.
3. Tap **Upload**.

Back to Top

How do I view an email message?

To view an email message

1. Select a folder (for example, Inbox) to populate the Message List pane.
2. Locate the message you want to view and tap it to view it.

Back to Top

How do I reply, reply to all or forward a message?

To reply, reply to all, or forward a message

1. Locate and display the message.
2. Tap the appropriate option to launch the compose pane:

- **Reply**
  - Respond to the sender of the message.
  - Contents of the original message are included.
  - Attachments are not included.
  - **Re:** prefix is added to the **Subject** line.
- **Reply all**
  - Tap the **Reply Options** icon and select Reply All.
  - Respond to sender and all recipients included in original message.
  - Contents of the original message are included.
  - Attachments are not included.
  - **Re:** prefix is added to the **Subject** line.
- **Forward**
  - Tap the **Reply Options** icon and select Forward.
  - Forward copy of message to an alternate recipient.
  - Contents of the original message are included.
  - Attachments are included.
  - **Fwd:** prefix is added to the **Subject** line.

3. Compose your message, and then tap **Send** .

Back to Top

How do I add a new folder?

To add a new folder

1. Tap on the **Menu button** .
2. Tap **Settings**.
3. Then tap **Folders**.
4. Tap **Add Folder** .
5. Type in the name you wish to call the new folder in the Folder Name field.
6. If you want to add the new folder as a sub-folder of an existing folder, choose the folder from the **Parent folder** drop-down list.
   If you want the folder to be listed at the same level as the existing folders, then choose **---** at the top of the list.
7. From the **List view mode** drop-down list, choose whether you want messages in the folder to be displayed as a list or as threads.
8. Tap **Save**.

The new folder appears under the systems folders list or as a sub-folder of a parent folder, depending on which option you choose.

Back to Top

How do I rename, empty, or delete a folder?

To rename, empty, or delete a folder

1. Press the **Menu button** and select **Folders**.
2. Select the folder that you want to rename, empty, or delete.
3. Do one of the following:
   - To rename the folder, enter the new name in the **Folder name** field, and tap **Save**.
   - To empty the folder, at the bottom of the folders list tap and then tap **Empty**

- To delete the folder, at the bottom of the folders list tap  and then tap **Delete**

If:	Then:
Empty is selected	• A confirmation message appears that asks you to confirm that you want to empty the folder. • Tap **OK**. The folder is now empty as the messages have been moved to the **Trash** folder. Note that these messages are still recoverable until your Trash folder is emptied.
Delete is selected	• A confirmation message appears that asks you to confirm that you want to delete the folder. • Tap **OK**. The folder is deleted and the messages in that folder are moved to the **Trash** folder.

Back to Top

How do I select multiple messages?

To select multiple messages

- Simply touch next to each message to select them. You can now mark, move, or delete those messages.

Back to Top

How do I move one or more messages to another folder?

To move one or more messages to another folder

1. Select the messages that you would like to move

2. Touch the button, then tap **Move to…**, and then tap the folder to which you want to move the selected messages.

Back to Top

How do I set up Webmail to automatically move messages to folders?

You cannot create mail filters using the Webmail Mobile UI. Try adding filters in Webmail, using a computer`s web browser. For instructions, refer to How do I add or remove mail filters?

Back to Top

How do I mark one or more messages as spam?

Tapping the **Spam** button results in two actions. The first action is visible. The marked message will be sent from its current folder to the Spam folder where it will reside for 30 days at the end of which time it will be automatically deleted. The second action is invisible to you. When you tap the Spam button, webmail sends information to the spam filtering engine so that the filtering rules can be updated to catch future spam messages similar to the one marked. In this way filtering can be continuously updated and improved to reflect the current trends of spammers.
Note: Everyone benefits when you mark unsolicited and offensive messages as spam as opposed to just deleting the offending email.

To mark one or more messages as Spam

1. Select the messages you would like to mark as Spam.
2. Tap the **Spam** button.
   The message is moved to your Spam folder.

Back to Top

What if the message is not spam?

Occasionally, a legitimate email will be tagged as spam. There are many reasons for this including, but not limited to, message subject, content, or message routing. For this reason, it is good practice to occasionally review the contents of your Spam folder.

Any message that has been marked as spam and sent to your Spam folder will be deleted after seven days.

To mark one or more messages as not spam

1. Select the messages you would like to mark as not spam.
2. Tap the **Not spam** button from the message list toolbar.

Marking a message as "Not spam" results in two actions. The first action is visible. The marked message will be sent to your Inbox. The second action is invisible to you. When you tap the Not spam button, webmail sends information to the spam-filtering engine so that the filtering rules can be updated to improve future recognition of valid emails similar to the one marked. In this way filtering can be continuously updated and improved to catch spam and allow legitimate mail to pass.

Back to Top

How do I manually mark one or more messages as read or unread?

To manually mark one or more messages as read or unread

1. Select the messages you would like to mark as read or unread.
2. Touch the **Mark** button, choose **As read** or **As unread**.

If:	Then:
Marked as read	• Messages appear in normal typeface. • Unread messages counter will decrease accordingly.

If:	Then:
Marked as unread	• Messages appear in bold typeface. • Unread messages counter will increase accordingly.

Back to Top

How do I delete messages?

To delete one or more messages

1. Select the message(s) you would like to delete.
   Alternatively, tap a message to open and display its contents.
2. Tap the **Delete** button.
   When messages are deleted from the Inbox, Sent, Drafts or user defined folders, they are temporarily moved to the Trash folder. When messages are deleted from the Trash folder, they are permanently deleted.

Back to Top

How do I use my Address Book while composing an email message?

To add an email address from your Address Book to the recipient list (To, Cc or Bcc fields) while composing an email:

1. Tap the **Compose** button.
2. In the To, Cc or Bcc fields, type the first few letters of the recipients nickname or name from your address book.
   A list of contacts that match the criteria appears in a list format. Tap the desired email address.

Back to Top

How do I view my Address Book?

Your Address Book contains all of your saved contacts and groups.

To view your contacts, tap the **Menu** button, and then select **Address Book**.

Back to Top

How do I view the details of a specific contact?

To view details for a specific contact

1. In the Address Book tap the contact entry.
   The contact information appears in the contact details pane.

Back to Top

How do I add a contact?

To add a contact

1. Tap the **Menu** button.
2. Tap **Address Book**.
3. At the top of the Contacts list, tap **Create new contact card**.
4. In the **Add new contact** section, type the contact information in the relevant fields, and then tap **Save**.

Back to Top

Can I import multiple contacts?

You cannot import contacts using the Webmail Mobile User Interface. To do so, you will need to log into Webmail from a desktop browser.

Back to Top

How do I export my address book or a group of contacts?

You cannot export contacts using the Webmail Mobile User Interface. To do so, you will need to log into Webmail from a desktop browser.

Back to Top

How do I search for contacts?

There is no search contacts option when using the Webmail Mobile User Interface. To do so, please use the desktop interface for Webmail.

Back to Top

How do I edit a contact?

To edit a contact

1. Select the contact to edit.
2. Tap **Edit contact**.
3. Update or add the contact information in the relevant fields.
4. Tap **Save**.

Back to Top

How do I delete one or more contacts?

To delete one or more contacts

1. Access the Contacts list.
2. Select the contacts you want to delete by touching to the left of them.

3. Tap  .
   A dialog box appears that asks you to confirm that you want to delete the contact.
4. Tap **OK**.

Back to Top

How do I add one or more contacts to a group?

You cannot add contacts to a group or manage contact groups using the Webmail Mobile User Interface. To do so, please use the desktop interface for Webmail.

Back to Top

How do I add a new calendar?

You cannot add new calendars using the Webmail Mobile User Interface. To create, edit, and manage calendars, please do so through the desktop interface for Webmail.

Back to Top

How do I add an event to a calendar?

To add a new event to a calendar

1. Tap the **Menu**  button.
2. Select the **Calendar** option.
3. Tap  and select the date on which you wish to create the event.
4. Tap the desired time of the event from the day overview.
5. Fill in the details of the event (E.g. Summary, Location, Date, Time, or Description).

- **Summary** - The text that will appear in the calendar timeslot.
- **Location** - The location where the event will take place.

- **Calendar** - Use the drop down to choose the calendar in which to schedule the event.
- **Start date** and **End date** - Tap the fields and select the date or date range for the event. If **All Day** is not checked, you can specify the start and end times.
- **Description** - Enter any additional information you want about the event.

Optionally, tap the **Repeat** tab and complete the following fields:

- **Repeat** - Choose whether you want to create a recurring event, and the frequency with which you want it to recur: **No repetitions**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.
- **Count** - Set the number of times you want the repeat to happen. This option is available if you have not set a date in the **Until** field.
- **Until** - Set an end date for the repeat. This option is available if you have not entered a value in the **Count** field.

Optionally, tap the **Reminders** tab to set reminders in relation to the event or at a specific time:

- Next to the clock icon, use the number field and the first drop down to set at how many **minutes**, **hours**, **days** or **weeks** you want to be reminded of an event.
- Use the second drop down to choose whether you're reminded **before** or **after** an event.
- Use the third drop down to choose whether you're reminded before or after the **start** or **end** of an event.
- Tap to set the reminder.

- You can also set a reminder by tapping the date and time fields next to the calendar icon.
  Tap to set the reminder.

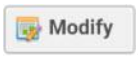
6. Tap **Save** Save.

Back to Top

How do I edit an event?

To edit an event

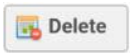
1. Tap the event that you want to edit.

2. Tap **Modify**  .
3. Make changes to any of the editable fields on any tab. Edits to recurring events will be applied to all the events.

4. Tap **Save event**.

To delete an event

1. Tap the event that you want to delete.

2. Tap **Delete**  .

Back to Top

How do I add a feed?

You cannot manage RSS functions in the Webmail Mobile User Interface. To do so, please use the desktop interface for Webmail.

Back to Top

How do I upload files to my Files section?

You can save up to 2000 files in the Files section, with up to 1000 files in any one folder. Once a file is uploaded, you can share it with others by sending them a link to the file.

Before you can upload a file, you first have to save the file to your computer, and then you can upload it to the Files section.

To upload a file to the Files section

1. Tap the **Menu**  button.
2. Select **Files**.

3. Navigate to the folder where you want to store the file by tapping the **Folder** button, and selecting the desired location.

4. Click **Upload** .
5. Navigate to the location of the file that you want and click **Open**.
   The file is uploaded to the specified location.

Back to Top

What type of files can I upload?

You can upload any type of file as long as you don't exceed your total space quota. For example, you can upload data files such as Word, Excel, and PDF, as well as photos and videos.

Back to Top

How do I create folders?

You can create up to 100 folders, including subfolders. (Subfolders are folders within folders.) Subfolders can contain other subfolders as well, and you can nest subfolders up to 5 subfolders deep. All folders are displayed in alphabetical order.

To create a folder

1. Tap the **Menu** button.
2. Select **Files**.
3. Tap the **Folder** button.
4. Tap **Create Folder**.
5. In the text field, enter a name for the folder.
   Note: Folder names cannot include forward slashes and cannot begin with a period (.). In addition, the names cannot be index.htm or index.html.
6. Press Enter.

Back to Top

How do I move files into a folder?

Moving files between folders cannot be done in the Webmail Mobile User Interface. To do so, please use the desktop interface for Webmail.

Back to Top

How do I rename a file or folder?

Renaming folders cannot be done in the Webmail Mobile User Interface. To do so, please use the desktop interface for Webmail.

Back to Top

How do I delete a file?

To delete a file

1. Tap the **Menu** button.
2. Select **Files**.
3. Check the box next to the file you wish to delete.
4. Tap **Delete**.

Back to Top

Can I reorder my file folders?

You cannot reorder folders; they are always displayed in alphanumeric order.

Back to Top

Can I take a file that is saved in my Files section and attach it to an email?

You cannot attach a file that is in Files to an email message; however, you can email the URL for the file. See the instructions for acquiring the URL under "How do I share files?"

Back to Top

Can I take a file that was sent to me in an email and save it to my Files section?

If you receive a file in an email and you want to save it to your Files section, you first need to save it to your device or computer. Once you have saved it on your device, then you can upload it the Files section.

Back to Top

How do I share files?

To share a file, you must first mark it as shared. Then you can let people know about your file by posting its location (via email, website, blog, twitter, etc.)

To share a file

1. Check the box next to the file you wish to share.
2. Tap the **Share** button.
3. Tap the **Share link** icon to the right of the file name.
   The URL for that file is then displayed below the box.
4. Copy the URL.
   You can now paste the URL in an email message or you can post it on your website, blog, Facebook page, etc.
   When anyone clicks on the URL or pastes it into a browser, the corresponding file is displayed.

Back to Top

Why is there a padlock displayed beside one of my files?

If you see the padlock icon beside any of your files, it means that the file has been locked due to an abuse violation. Locked files cannot be moved, edited, deleted, or shared. Contact your Support department for more information.

Back to Top

How do I access my settings?

To access the Settings component, press the **Menu** button, and then select **Settings**.

Back to Top

How do I change my password?

To change a password

1. Tap the **Menu** button, and then select **Settings**.
2. In the **Settings** page, tap **Password**.
3. Type your current password in the **Current password** field.
4. Type your new password in the **New Password** field.
5. Re-type your new password in the **New Password (again)** field.
6. Tap **Save**.

Back to Top

How do I set my display preferences?

To set display preferences

1. Tap the **Menu** button, and then select **Settings**.
2. Then tap **Preferences** and then click **User Interface**.
3. From the **Language** drop-down list, choose the language for the application.

4. From the **Time zone** drop-down list, choose your time zone. If you set it to **Auto** your computer's time zone settings will be used.
5. From the **Time format** drop-down list, choose the way in which you want time to be displayed.
6. From the **Date format** drop-down list, choose the way in which you want dates to be displayed.
7. With the **Pretty dates** option is checked, dates that are close to today will be translated into relative terms like "Today" and "Yesterday".
8. From the **Refresh** drop-down list, set the interval where you want the system to check for updates.
9. Tap **Save**.

Back to Top

How do I enable/disable my Vacation/Out of Office alert?

To enable a vacation/out-of-office alert, you need to set up an autoresponder message.

1. Tap the **Menu** button, and then select **Settings**.
2. In the **Settings** page, tap **Autoresponder**.
3. In the **Autoresponse Text** field, type the message you would like automatically sent in reply to all incoming email messages.
4. Check the **Enabled** check box.
   A check mark appears to indicate autoresponder is enabled.
5. In the **Interval** field, enter the number of days before the same recipient will receive the auto-response message again. If not specified, the interval defaults to one day.
6. Tap in the **End Date** field, and select the date when you want to stop the autoreponse message from being sent.
7. Tap **Save**.

To disable autoresponder

1. In the **Settings** window, select **Autoresponder**, and then remove the checkmark from the **Enabled** checkbox.
2. Tap **Save**.

Back to Top

How do I enable/disable my email signature?

To enable an email signature

1. Tap the **Menu** button, and then select **Settings**.
2. In the **Settings** section, tap **Identities**, and then select your account.
3. In the **Signature** field, enter the signature details to appear at the end of all outgoing email messages.
4. If you primarily send formatted (HTML) messages, you can enable the **HTML signature** option, which allows you to add formatting of your signature; the **Signature** text box will display a formatting toolbar.
5. Tap **Save**.

To disable an email signature

1. In the **Settings** page, tap **Identities**, and then select your account.
2. Delete the text in the **Signature** text field, and then tap **Save**.

Back to Top

How do I add or remove another email account?

To add/remove an account

1. I Tap the **Menu** button, and then select **Settings**.
2. In the **Settings** page, choose **Preferences**, and then select **Other Accounts**.

To:	Action:
Add an account	3. Tap **Add**. 4. In the **Email** field, type the address for the account. 5. In the **Username** field, type the account username. 6. In the **Password** field, type the password for the account. 7. From the **Provider** drop-down list, choose the account's service

To:	Action:
	provider, if known. 8. In the **Server Address** field, type the server name. 9. In the **Server Port** field, type the server port number. Typically this number is 110. 10. Select the **Leave a copy of the message on the server** checkbox if you want to leave a copy of your read email messages on the server. 11. From the **Default Folder** drop-down, choose the folder to which you want to save the email messages that are retrieved from the other account. By default, this is set to **Inbox**. 12. Select the **Test connection on save** option if you want to test the connection to this account when you save the configuration. 13. Select the **Import old messages** option if you want to import all existing messages from the account. If you don't select this option, only new, unread messages will be imported. 14. Tap **Submit**.

Back to Top

How do I set an Allowed Senders list or a Blocked Senders list?

The Blocked Senders list allows you to specify the email addresses (for example, sender@unwanted.com) and domains (for example, *@unwanted.com) from which you do not want to receive email.

Note: Domain names must be preceded by *@ (for examle, *@domain_name.com), otherwise they will not work.
The Allowed Senders list allows you to specify the email addresses (for example, mom@family.com) and domains (for example, *@family.com) from which you want to receive email. By adding an email address or domain to this list you ensure that the emails from these senders will never be marked as spam; they will always appear in your Inbox or whichever folder you filter them to.

You can add up to 1000 entries in each Allowed and Blocked list.

To add an email address or domain to the **Allowed Senders** or **Blocked Senders** list

1. Tap the **Menu** button, and then select **Settings**.
2. In the **Settings** page, tap **Spam Settings**.
3. Type the full email address (for example, username@domain.com) or domain (for example, *@domain.com) in the **Allowed Senders** list or the **Blocked Senders** list text field. Put each entry on a separate line, separated by a carriage return.
4. Tap **Save**.
5. Optionally, repeat steps 2 and 3 to add additional addresses or domains.

To remove an email address or domain from the **Allowed Senders** or **Blocked Senders** list

1. In the **Settings** page, tap **Spam Settings**.
2. Delete the email address or domain you want to remove in the relevant list, and then tap **Save**.

Note: Addresses that are in your Address Book are considered to be in your Allowed Senders list and are not filtered for spam (even though the Address Book entries are not displayed in the Allowed Senders list). If you add an address to the Blocked Senders list that is also in your Address Book, the address will be blocked, that is, the Blocked Senders list takes precedence over the Address Book.

Back to Top

How do I set up spam handling?

Follow the directions for the situation that best describes how you use email.

I use Webmail
The default spam settings will ensure that spam is delivered to your Spam folder. Do nothing.

I use an email program with IMAP
We recommend using the default settings but IMAP will support whatever changes you make to Spam Folder or Spam Tag.

I use an email program with POP
If you do not want to log in to Webmail to manage your Spam folder:

1. Tap the **Menu** button, and then select **Settings**.

2. In the **Settings** page, tap **Spam Settings**.
3. Create a custom spam tag and type it in the **Subject Tag** field. (Recommended.)
4. Set **Spam Folder**, in the drop-down menu, to **INBOX**.
5. Tap **Save**. (Changes may take up to 12 hours to take effect.)

I don't know what I use
If you received information from your provider about setting up your email program, they probably indicated whether you are using POP or IMAP. If you are unsure, contact your provider.

How to create a custom spam tag
Any tag you create will be added to the beginning of the Subject line of all spam emails.

To create a spam tag, simply type in the **Subject Tag** field. Enter a space or special character at the end of your tag so it does not run into the first word of the original subject line.
Example of a spam tag: Spam**

Any messages you download that are suspected of being spam will now have your Custom Spam Tag in their Subject line and should be easy to identify when they arrive in your Inbox.

What to choose as your spam folder
Choose **Spam** if you use Webmail or an email program with IMAP. In Webmail, the Spam folder has a **Not spam** button which allows you to report false positives. In addition, messages in the Spam folder do not count against your mailbox quota limit and are deleted after 30 days.
Choose **Inbox** if you use an email program with POP. Using the Inbox will ensure that all your messages, including spam, are downloaded to your computer.
Choosing the spam blocking level
If your administrator has enabled this feature, you can set the aggressiveness level for spam blocking in your mailbox. From the **Threshold Level** drop-down list, choose the level of spam blocking that you want.
If you choose a level other than **Normal**, the spam filter will be more aggressive in classifying messages as spam.
If you choose **Use Default**, your mail will be filtered for spam using the level that is set for your domain.
If you choose **High** or **Very high**, more messages will be classified as spam; however, you may also find that a lot of innocent messages are also classified as spam. These messages are referred to as False Positives.
False positives

False positives are legitimate emails (emails you want to receive) that are erroneously marked as spam. Webmail has a **Not Spam** button which should be used to report a mistake by simply selecting the message in the Spam folder and clicking the button. The mail server then updates its filters and learns from the mistake. This is why using the actual Spam folder is the preferred spam handling method.
Note: If you set your spam block level to something other than **Normal**, clicking the **Not Spam** button will not prevent the spam filter from classifying similar message as spam in the future.

Back to Top