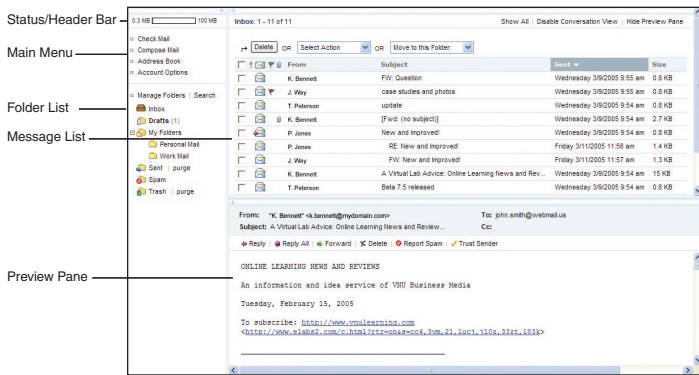


# Using Webmail

## The Webmail Window



## Logging In and Logging Off

To log in to webmail, enter your entire email address in the Email Address box and your password in the Password box. Click the [Log-In](#) button.

To log off of webmail, click the [Log Off](#) link, located in the upper right corner of the window.

## Checking for Mail

To check for new mail, click the [Check Mail](#) link, located in the Main Menu. New messages will appear in the Message List.

## Using the Preview Pane

You can use the Preview Pane to view a selected message without opening it in a separate window. To turn the Preview Pane on or off, click the [Show Preview Pane](#) or [Hide Preview Pane](#) link, located on the Header Bar.

## Opening and Closing a Message

- To open a message in its own window, double-click the message name, as it appears in the Message List.
- To close a message, click the [Close](#) button, located in the upper right corner of the message window.

## Deleting a Message

To delete a message, select or open the message and then click the [Delete](#) link. Or, check the box next to the message(s) you want to delete and click the [Delete](#) button.

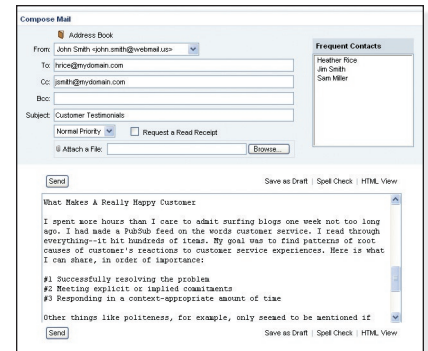
By default, messages you delete are stored in the Trash folder. To permanently delete all messages in your Trash folder, click the [Purge](#) link, located next to the Trash folder in the Folder List.

To move a message from the Trash folder, check the box next to the message and then select a folder from the [Move to this Folder](#) drop-down menu.

## Composing and Sending a New Message

- Click the [Compose Mail](#) link, located in the Main Menu.
- Select an account or identity from the [From](#) drop-down menu, if available. (The [From](#) drop-down menu will appear only if you have more than one account or identity.)

- Enter recipient email address(es) in the [To](#) box, separating multiple email addresses with a comma.



- To send a carbon copy or a blind carbon copy, enter recipient email address(es) in the [Cc](#) and [Bcc](#) boxes.

- Enter a description of the email message in the [Subject](#) box.
- Enter your message in the message body.
- Click the [Send](#) button.

Note: To make changes to the default display settings, click the [Account Options](#) link, located in the Main Menu. Click the [Display Preferences](#) link and then make changes, as desired. Click the [Save Changes](#) button when you are done.

## Saving and Editing a Draft

If you do not have time to finish composing your message, click the [Save as Draft](#) link to save it in the Drafts folder. To edit a draft, open the Drafts folder, select the draft you want to edit, and then click the [Resume Draft](#) link.

## Replying to a Message

- Select or open the message to which you want to reply.
- Click the [Reply](#) or [Reply All](#) link.
- Enter your reply message in the message body.
- Click the [Send](#) button.

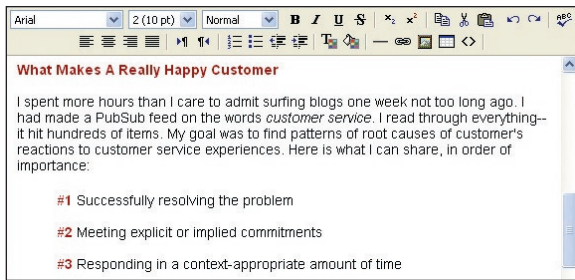
## Forwarding a Message

- Select or open the message you want to forward.
- Click the [Forward](#) link.
- Enter recipient email address(es) in the [To](#) box, separating multiple email addresses with a comma.
- Enter any accompanying text in the message body.
- Click the [Send](#) button.

# HTML

## Using HTML Format

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



## Switching Between HTML and Plain Text

To switch between HTML and Plain Text formatting while you are composing a message, click the [HTML View](#) and [Plain Text View](#) links, located above the message body. Note that HTML formatting information is not retained if you switch to Plain Text view.

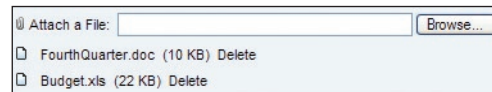
# Printing

## Printing a Message

1. Double-click a message to open it in its own window.
2. Click the [Printer-Friendly Version](#) link, located on the Header Bar. The message will open in a new window.
3. Click the [Print](#) button.
4. Make changes to the print options, as desired.
5. Click the [OK](#) or [Print](#) button.

# Attachments

## Attaching a File



1. To attach a file to a message you are composing, click the [Browse](#) button.
2. Locate and select the file you want to attach.
3. Click the [Open](#) button. The attached file name will appear in the Attachments area.

Note: To remove an attachment, click the [Delete](#) link, which appears next to the attachment.

## Opening an Attachment

1. To open an attachment, click once on the attachment name, as it appears in the message's Attachments area.
2. Click the [Open](#) button.
3. If your computer has the necessary software installed for opening the attachment, the attachment will open automatically. Or, you may be prompted to select an appropriate application for opening the attachment.

## Saving an Attachment

1. To save an attachment, click once on the attachment name, as it appears in the message's Attachments area.
2. Click the [Save](#) button.
3. Select the location where you want to save the attachment.
4. Click the [Save](#) button.

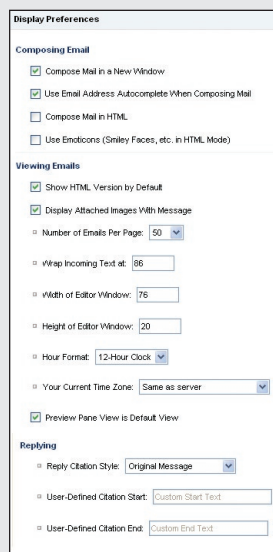


# Preferences

## Display Preferences

Use the Display Preferences to indicate how webmail should handle and display your messages.

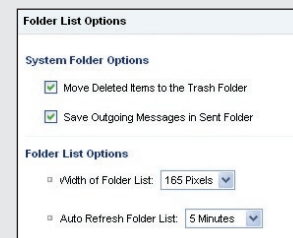
1. Click the [Account Options](#) link, located in the Main Menu.
2. Click the [Display Preferences](#) link.
3. In the Display Preferences window, you can make changes to the default settings for new messages, incoming messages, and replies to messages.
4. When you are done, click the [Save Changes](#) button.



## Folder List Options

Use the Folder List Options to control how folders are displayed and manipulated.

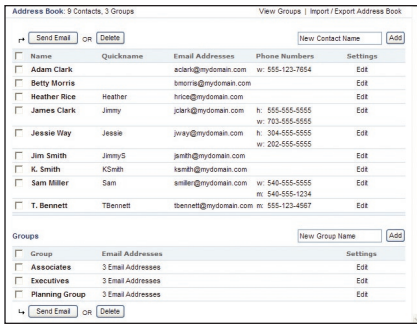
1. Click the [Account Options](#) link, located in the Main Menu.
2. Click the [Folder List Options](#) link.
3. In the System Folder Options section, indicate whether you want your deleted messages sent to the Trash folder, or if they should be deleted completely. Also, indicate whether you want a copy of outgoing messages saved in the Sent folder.
4. In the Folder List Options section, you can control the width of the Folder List, as well as how often webmail should refresh the Folder List.
5. When you are done, click the [Save Changes](#) button.



# Address Book

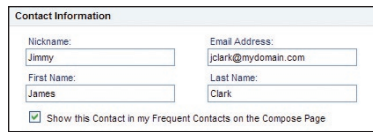
## Opening the Address Book

To open the Address Book, click the [Address Book](#) link, located in the Main Menu.



## Creating a New Contact

1. In the Address Book, enter the contact's name in the [New Contact Name](#) box.
2. Click the [Add](#) button.
3. Enter information about the contact in the fields provided.
4. If you want to add this contact to your Frequent Contacts list (which appears in the Compose Mail window), check the [Show this Contact in my Frequent Contacts on the Composition Page](#) box.
5. When you are done, click the [Add Contact](#) button, located at the bottom of the window. Your contact will appear in the Contact List.



## Creating a New Group

1. In the Address Book, enter a name for the group in the [New Group Name](#) box.
2. Click the [Add](#) button.
3. In the Address Book section, click once on a contact you want to add to your group. Or, to select several contacts at one time, choose one of the following:
  - To select several names, hold the **Ctrl** key as you click on each name.
  - To select a range of names, click on the first contact in the range. Hold the **Shift** key and then click the last contact in the range.
4. Click the [Add](#) button to add them to the group.
5. If you want to remove a name from the group, click the name and then click the [Remove](#) button.
6. When you are done, click the [Add Group](#) button. The group will appear in your Groups List.

## Editing a Contact or Group

1. In the Address Book, click the [Edit](#) link, which appears in the contact or group's Settings column.

2. Make changes to the contact or group, as desired.
3. Click the [Save Changes](#) button.

## Adding a Sender to the Address Book

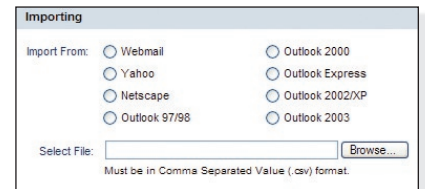
When you receive an email message, you can add the sender's name and email address information to the Address Book.

1. To add a sender to the Address Book, first double-click the message to open it in its own window.
2. Click the [Save Email Address](#) link, located beside the sender's name. (If the sender's email address is already in your Address Book, the [Save Email Address](#) link will not appear.)
3. Make changes to the sender's information, as desired.
4. Click the [Add Contact](#) button.

Note: To add more information about the contact, open the Address Book, and then click the [Edit](#) link, which appears in the contact's Settings column. Make changes, as desired, and then click the [Save Changes](#) button.

## Importing an Address Book

1. Create a Comma Separated Value (.csv) export file from your email application (e.g., Yahoo, Netscape, Outlook).
2. In the webmail Address Book, click the [Import/Export Address Book](#) link, located on the Header Bar.
3. In the Importing section, click the button for the email client you from which you created the .csv file.
4. Click the [Browse](#) button.
5. Locate and select the .csv file you created in Step 1.
6. Click the [Open](#) button.
7. Click the [Import](#) button to begin importing the address book.
8. You will receive a confirmation message, indicating whether uploading was successful. Click the [Return to Addresses](#) link to return to your Address Book.



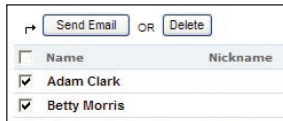
## Exporting an Address Book

1. In the Address Book, click the [Import/Export Address Book](#) link, located on the Header Bar.
2. In the Exporting section, select the email application into which you want to import your address book.
3. Click the [Export](#) button. Depending on your browser settings, choose one of the following:
  - If your browser prompts you to save or open the .csv file, click the [Save](#) button.
  - If a new browser window appears, displaying the address book information, select **File / Save As**.
4. Select the location where you want to save the .csv export file.
5. Click the [Save](#) button.

# Addressing

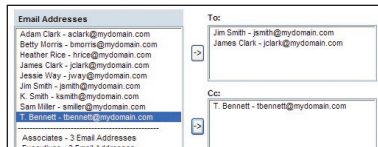
## Using the Address Book to Address a Message

To address a message from the Address Book window, check the box next to the contact(s) and/or group(s) to whom you want to send a message, and then click the [Send Email](#) button.



To address a message from the Compose Mail window:

1. Click the [Address Book](#) link, located above the Addressing area.
2. Select the name(s) of the contact(s) to whom you want to send the message.
3. Click the arrow next to the **To** box to add the recipient(s) to the **To** field.
4. To send a carbon copy or a blind carbon copy, select the name(s) and click the arrow next to the **Cc** or **Bcc** box.
5. If you need to remove a recipient from the **To**, **Cc**, or **Bcc** box, click the name and then press the **Delete** key on your keyboard.
6. Click the **OK** button. The addresses will appear in the **To**, **Cc**, or **Bcc** boxes, as you selected.



## Using the Frequent Contacts Feature

You can have quick access to your frequently used contacts by adding them to the Frequent Contacts section of the Compose Mail window.

To add a frequent contact:



1. Open the Address Book.
2. Click the [Edit](#) link, which appears in the contact's Settings column.
3. Check the [Show this Contact in my Frequent Contacts on the Composition Page](#) box.
4. Click the [Save Changes](#) button, located at the bottom of the page.

To address a message to a frequent contact:

When you are composing a message, click once in the **To**, **Cc**, or **Bcc** box, and then click the contact's name, as it appears in the Frequent Contacts section.

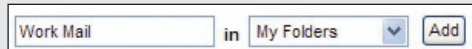
## Using Address AutoCompletion



As you type a name or email address in the **To**, **Cc**, or **Bcc** box, webmail will attempt to complete the address with a matching address in your Address Book. To accept the suggested match, press the **Enter** key.

# Organizing Messages

## Creating a Folder



1. Click the [Manage Folders](#) link, located above the Folder List.
2. Enter a name in the [Create New Folder](#) box.
3. By default, the folder will be placed in your My Folders folder. If you want to place the folder inside an existing folder, click the [My Folders](#) drop-down menu and select a folder from the list.
4. Click the [Add](#) button. The new folder will appear in the location you indicated.

Note: To rename a folder, click the [Edit](#) link, located in the folder's Settings column.

## Moving a Message to a Folder

1. In the Message List, check the box next to the message(s) you want to move into another folder.
2. Click the [Move to this Folder](#) drop-down menu.
3. Select a folder from the resulting list.

## Flagging a Message

Use the Flag tool to mark messages that need your attention.

1. In the Message List, check the box next to the message(s) you want to flag.
2. Click the [Select Action](#) drop-down menu.

3. Select [Flag for Follow Up](#) from the resulting menu. Or, to remove a flag, select [Remove Flag](#).

## Using Conversation View



When you view messages using Conversation View, related messages are displayed together as a thread. For each related message, the subject will appear indented under the original message.

To turn Conversation View on or off, click the [Conversation View](#) or [Disable Conversation View](#) link, located on the Header Bar.

## Creating a Mail Filter

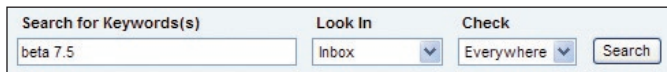
When you create a mail filter, webmail can automatically organize your incoming mail.

1. Click the [Account Options](#) link, located in the Main Menu.
2. Click the [Mail Filtering Rules](#) link.
3. Indicate the types of messages you want to filter and the action you want the filter to perform.
4. Click the [Create Filter](#) button. The filter will appear in the Current Filters section and will filter all future incoming mail.

Note: External POP3 email clients only download the messages that are stored in your Inbox. If you use mail filters, your POP3 email client will not download the messages that have been filtered into other folders.

## Tools

### Searching for a Message



The screenshot shows a search interface with three main sections: 'Search for Keywords(s)', 'Look In', and 'Check'. The 'Search for Keywords(s)' field contains the text 'beta 7.5'. The 'Look In' dropdown menu is set to 'Inbox'. The 'Check' dropdown menu is set to 'Everywhere'. A 'Search' button is located to the right of the 'Check' dropdown.

1. Click the [Search](#) link, located above the Folder List.
2. Enter the keyword(s) you want to search for in the first box.
3. Click the [Look In](#) drop-down menu to select the folder in which you would like to search.
4. Click the [Check](#) drop-down menu to select which field you would like to search (Body, Everywhere, Subject, From, Cc, To). To search all fields and the message body, select Everywhere.
5. Click the [Search](#) button. The matching mail items will appear in the Message List.
6. You can preview, open, delete, file, flag, mark, export, or move messages, as usual. To return to your Inbox, click the [Inbox](#) link, located in the Folder List.


### Requesting a Read Receipt

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

To attach a return receipt to a message you are composing, check the [Request a Read Receipt](#) box, which appears below the Addressing area.

Note: Not all email programs accept this feature, and recipients can also ignore or refuse to send a confirmation receipt.

### Checking Spelling

1. When you are composing a message, click the [Spell Check](#) link (or the [Spell Check](#)  button when in HTML mode) to check your message for possible spelling errors.
2. When the spell checker identifies a possible misspelled word, it will display the word at the top of the Spell Checker window. Choose one of the following:
  - To replace the word, enter a new word in the text box or select a word from the list and then click the [Change](#) or [Change All](#) button (or [Replace](#) or [Replace All](#) button in HTML mode).
  - To ignore the word, click the [Ignore](#) or [Ignore All](#) button.
3. Click the [Save Changes](#) button to commit your changes to your message.

### Exporting Messages

When you export your messages, you can save them in a backup location or import them into another email client.

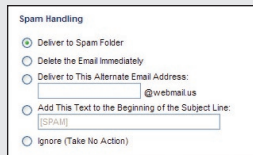
1. In the Message List, check the box next to the message(s) you want to export. To select all messages, click the check box that appears on the bar above the Message List.
2. Click the [Select Action](#) drop-down menu.
3. Select [Export to Zip](#).
4. Click the [Save](#) button, if prompted.
5. Select the location where you want to save the Zip file.
6. Click the [Save](#) button. An export file containing your selected message(s) will be saved in the location you specified.

## Spam Filter

### Using the Spam Filter

Spam DNA Filtering® tools work to detect and filter out spam.

1. To adjust the default spam settings, click the [Account Options](#) link, located in the Main Menu.
2. Click the [Spam Filtering Preferences](#) link.
3. Make changes to the Spam Filtering Levels, Spam Handling, and Spam Folder Cleanup options, as desired. The preferences you select will be in effect regardless of your email client; even if you use Outlook, Netscape Mail, or Eudora, etc., your spam will be filtered—according to your preferences—before the mail reaches your email client.
4. Click the [Save Changes](#) button when you are done.



The screenshot shows the 'Spam Handling' section of a settings menu. It contains five radio button options: 'Deliver to Spam Folder' (selected), 'Delete the Email Immediately', 'Deliver to This Alternate Email Address:' (with a text box containing '@webmail.us'), 'Add This Text to the Beginning of the Subject Line:' (with a text box containing '[SPAM]'), and 'Ignore (Take No Action)'.

### Reporting Spam

If you receive a spam message, select or open the message, and then click the [Report Spam](#) link. This helps our spam filters to work more efficiently to eliminate spam from your inbox.

### Allowing Specific Addresses to Bypass the Spam Filter

When you add an email address or domain to your Safe List, you ensure that spam filters will not incorrectly identify as spam the mail you receive from those recipients.

When you receive a message, you can add the sender to your Safe List by clicking the [Trust Sender](#) link.

Or, to add addresses manually to the Safe List:

1. Click the [Account Options](#) link, located in the Main Menu.
2. Click the [Spam Filtering Safe List](#) link.
3. Enter an email address or domain in the first box.
4. Click the [Add](#) button.
5. To remove an address or domain from the list, select the item and click the [Remove](#) button.
6. Click the [Save Changes](#) button.

### Checking and Purging the Spam Folder

It is important to check your Spam folder periodically to ensure that the spam filter is correctly identifying spam. You should also purge your Spam folder regularly. If you are using a POP3 email client, you will need to log in to webmail to view your Spam folder.

# Account Options

## Changing the Password

1. To change your password, click the [Account Options](#) link, located in the Main Menu.
2. In the Change Password section, enter your old and new password and confirm your new password.
3. Click the [Change](#) button. You will see a confirmation message at the top of the window indicating that your password was successfully changed.

## Creating a Signature

When you create an email signature, you can easily attach your name and contact information to messages that you compose.

1. Click the [Account Options](#) link, located in the Main Menu.
2. Click the [Identities & Signatures](#) link.

3. You can create a signature for your default identity or, if you want to create a new identity, click the [Current Identities](#) drop-down menu and select [Create New Identity](#).
4. Enter your name and email address in the spaces provided.
5. In the [Reply To](#) box, enter the address you want recipients to use when they reply to a message you have sent.
6. Enter your signature text in the [Signature](#) box.
7. In the Signature Options section, indicate whether you want to include a signature in the messages that you send. This allows you to turn the automatic signature feature on or off.
8. Indicate how you want webmail to insert your signature when you reply to and forward messages.
9. Click the [Save Changes](#) button when you are done.

## Vacation and Mail Forwarding

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

1. Click the [Account Options](#) link, located in the Main Menu.
2. Click the [Vacation & Mail Forwarding](#) link.
3. Enter a vacation message in the [Vacation Message](#) box.
4. To make the message active, check the [Vacation Message is Active](#) box. When this box is checked, all incoming mail will automatically generate a reply that contains your vacation message.
5. If you want to forward all incoming messages to another email account, enter that account in the [Forward Email to](#) box.
6. To save a copy of forwarded email messages, check the [Save a Copy of Forwarded Email](#) box.
7. Click the [Save Changes](#) button.

Note: You will need to uncheck the [Vacation Message is Active](#) box to turn off the Vacation Message feature. To stop email forwarding, remove the email address from the [Forward Email to](#) box.

## Subscribe / Unsubscribe

### Using the Subscribe / Unsubscribe Feature

IMAP users, in particular, may find it useful to hide folders they do not want to use. To hide a folder, you can unsubscribe it.

1. Click the [Manage Folders](#) link, located above the Folder List.
2. Click the [Subscribe / Unsubscribe](#) link, located in the upper right corner of the Manage Folders window.
3. Folders that are subscribed will appear on the left; folders that are unsubscribed will appear on the right. Select the folder you want to subscribe or unsubscribe.
4. Click the [Subscribe](#) or [Unsubscribe](#) button to display or hide the selected folder, respectively.

Note: Filters will continue to filter messages into folders that are unsubscribed.

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# Frequently Asked Questions

## Logging In

**Question:** I have signed up for a webmail account, but I am having trouble logging in to webmail. What should I do?

**Possible Answer:** Be sure to use your entire email address when you log in. If you continue to have problems, you may need to adjust your browser security and/or Java settings.

*Adjust Browser Security to Medium*

- In Internet Explorer, select [Tools / Internet Options](#). Click the Security tab. Select a Medium security level (you may need to click the [Default Level](#) button).

*Set Low Safety Permissions and Enable Java Applets*

- In Internet Explorer, select [Tools / Internet Options](#). Click the Security tab. Click the Trusted Sites icon. Click the [Custom Level](#) button. Scroll to the Java VM section, and then click the [Low Safety](#) button. Scroll to the Scripting of Java Applets section and click the [Enable](#) button.
- In Mozilla Firefox, select [Tools / Options](#). Click the [Web Features](#) button. Check the [Enable Java](#) and [Enable JavaScript](#) boxes.
- In Netscape, select [Edit / Preferences](#). Click the [Advanced](#) link, located in the left sidebar. Check the box for [Enable Java](#). Click the [OK](#) button.

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## Email Display Order

**Question:** Why are my emails displayed out of order?

**Possible Answer:** You might have Conversation View turned on. Conversation View groups related messages together, rather than displaying them in chronological order. For each related message, the subject will appear indented under the original message.

To turn Conversation View on or off, click the [Conversation View](#) or [Disable Conversation View](#) link, located on the Header Bar.

Also, to sort your messages according to the sender, subject, sent date, or size, click the corresponding column heading, located on the bar above the Message List.

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## Storage Indicator

**Question:** I deleted my mail, but the storage indicator did not change. What's wrong?

**Possible Answer:** You may need to click your browser's [Refresh](#) button, or log off and then log back on to webmail for the indicator to be refreshed. Also, note that when you delete messages, sometimes they are simply filed in your Trash folder. You will need to click the [Purge](#) link, located next to the Trash folder in the Folder List, to completely remove the messages from storage.

## View Groups Link

**Question:** What does the Address Book's [View Groups](#) link do?

**Answer:** If you have a lot of contacts in your Address Book, or if your browser's window is resized too small, sometimes you cannot see the Groups section of the Address Book. You can click the [View Groups](#) link to quickly jump to the Groups section, bringing it into view.

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## Preview Pane

**Question:** What is the Preview Pane? How do I turn it on or off?

**Answer:** You can use the Preview Pane to view a message without opening it in a separate window. To turn the Preview Pane on or off, click the [Show Preview Pane](#) or [Hide Preview Pane](#) link, located on the Header Bar.

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## Safe List

**Question:** I added an address to my Safe List, but now it is gone. What happened?

**Possible Answer:** In the Spam Filtering Safe List window, when you make changes to your Safe List, you will need to click the [Save Changes](#) button to save your changes. This button is located at the bottom of the Spam Filtering Safe List window.

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## Vacation Message

**Question:** I set up my Vacation Message, but it is not working. What should I do?

**Possible Answer:** You may need to click the [Vacation Message is Active](#) box ([Account Options / Vacation & Mail Forwarding](#)). Also, note that the auto responder will only send one vacation message to each recipient who contacts you. For example, if *co-worker@yourdomain.com* sends you six emails, he will only receive one of your vacation messages.

If you want to reset your vacation auto responder, uncheck the [Vacation Message is Active](#) box and click the [Save Changes](#) button. Then recheck the [Vacation Message is Active](#) box and click the [Save Changes](#) button again.

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## Subscribe / Unsubscribe

**Question:** The Manage Folders window isn't displaying all of my folders.

**Possible Answer:** You may need to subscribe to the folder. See the section labeled *Using the Subscribe / Unsubscribe Feature*, located on page 6 of this User Guide.