Using Your New Webmail
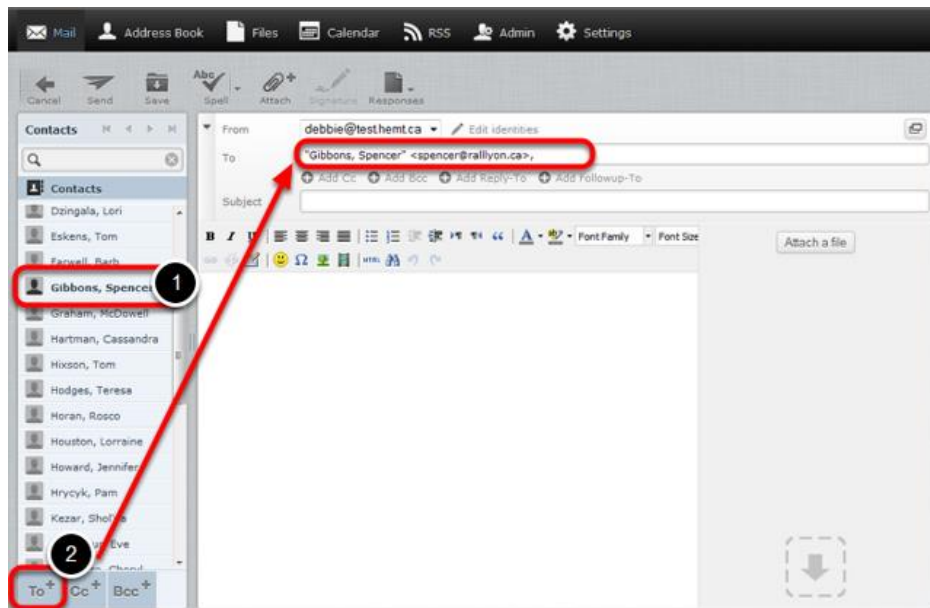
Table of Contents

Composing a New Message

1. Click **Mail**, and then click **Compose**.
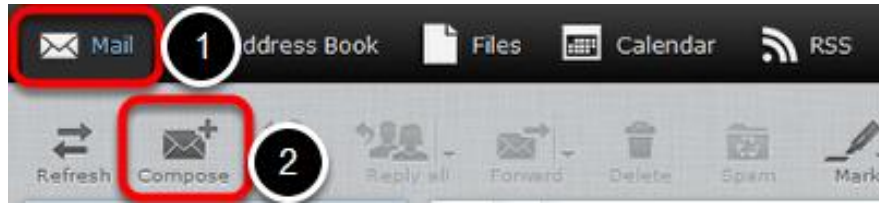
2. In the **To** field, enter the email addresses to which you want to send the message (separate multiple addresses with a comma).
Alternatively, in the **Contacts** pane on the left side, select one or more addresses from your saved contacts list, and then click the **To** button at the bottom of the pane.

3. You can send a copy of the message to other addresses by entering the addresses in the **Add Cc** field as described above.

In the example below, the message is addressed to "info@rallyon.ca". The recipient "spencer@rallyon.ca" will receive a copy of the message and (along with any other recipient listed in the **Cc** field), will be able to see that the message was sent to "info@rallyon.ca".

You can also send a blind carbon copy of the message to other addresses by entering the addresses in the **Add Bcc** field as described above.

In the example below, the message is addressed to "info@rallyon.ca". The recipient "spencer@rallyon.ca" will receive a copy of the message and will be able to see that it was sent to "info@rallyon.ca". However, none of the recipients (in the To, Cc or Bcc fields) can see that a Bcc (blind carbon copy) was sent to "mdoucette@potpourri.com" and "peziza@hotmail.com".

4. In the **Subject** field, enter a subject for your email message.

5. In the large text area below**,** type the body of your message.
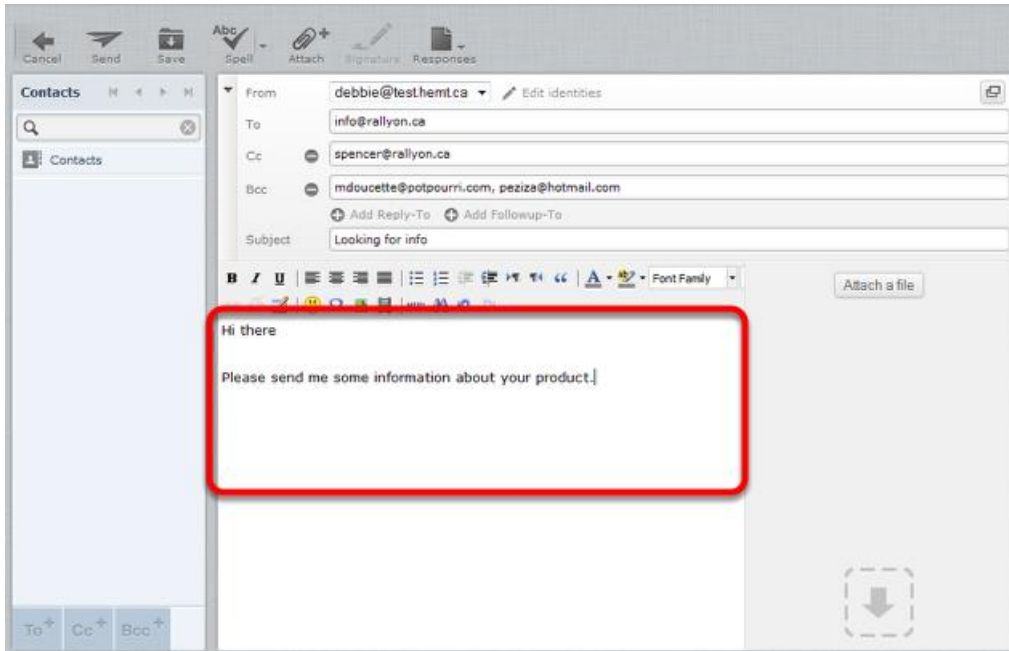
6. When you are finished writing your message, click **Send** to send your message.
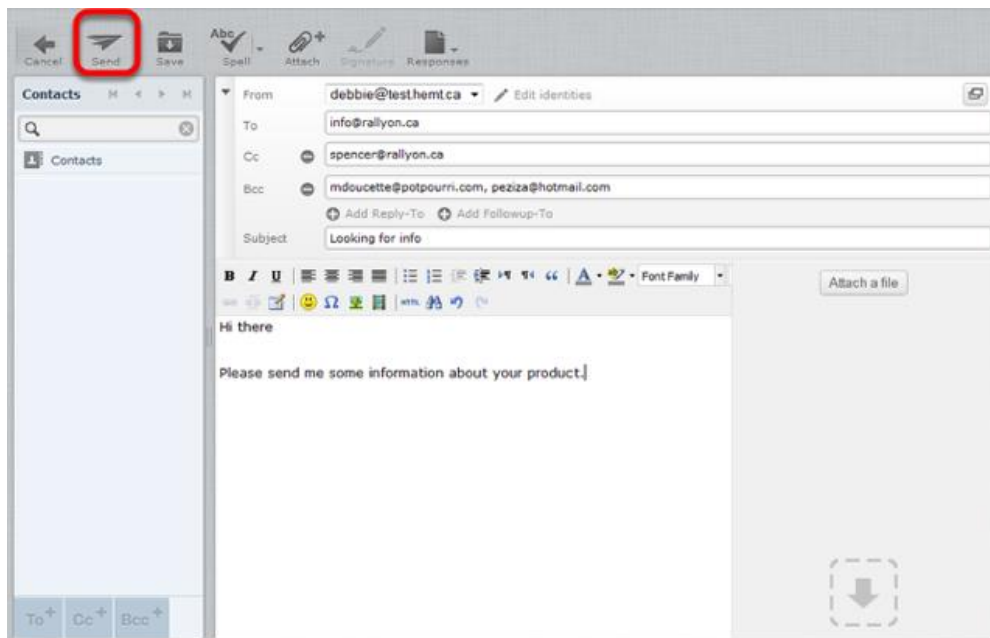
Adding Attachments to a Message

1. While composing an email message in Webmail, click **Attach a file**. You can find this option in the toolbar and in the message area, and you can click either one.
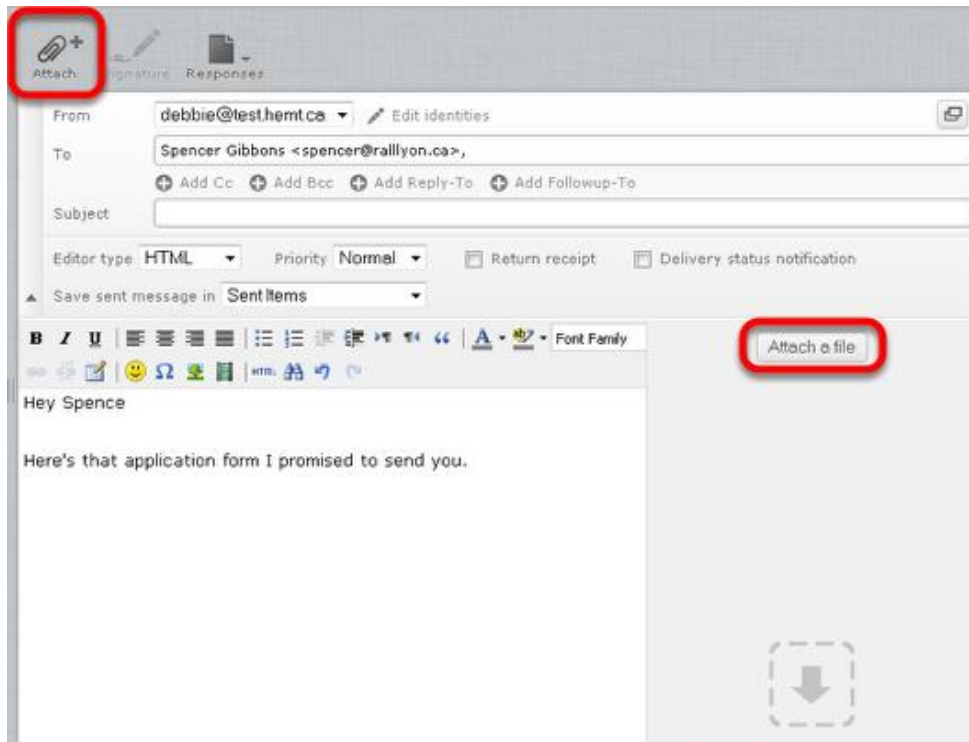
2. From the pop-up window, select the file you want to attach to your message, and then click **Open**.
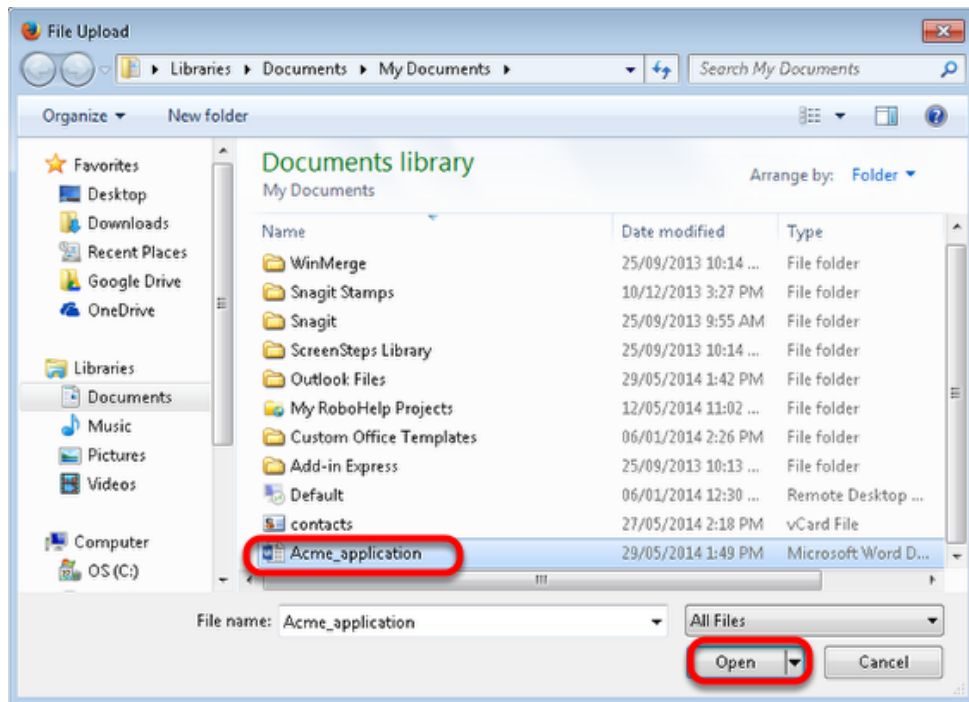
3. Click **Upload**.
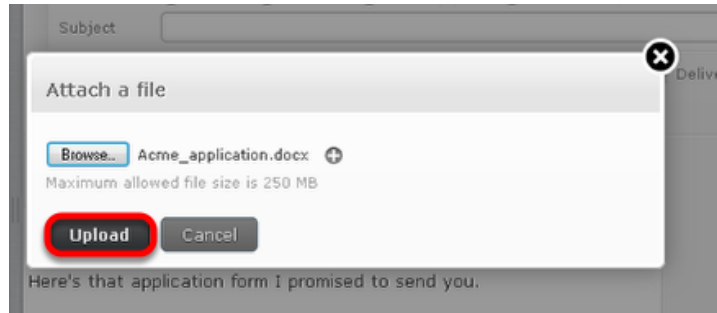
The file is now attached to the message.
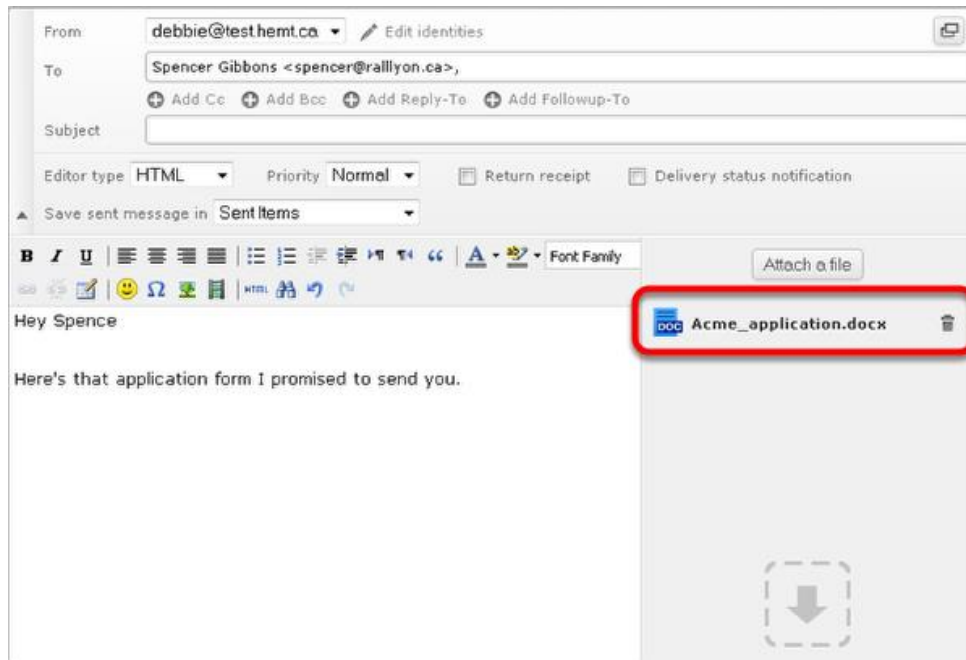
Inserting a Hyperlink

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

To insert a hyperlink in an email

1. In the body of your message, 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.
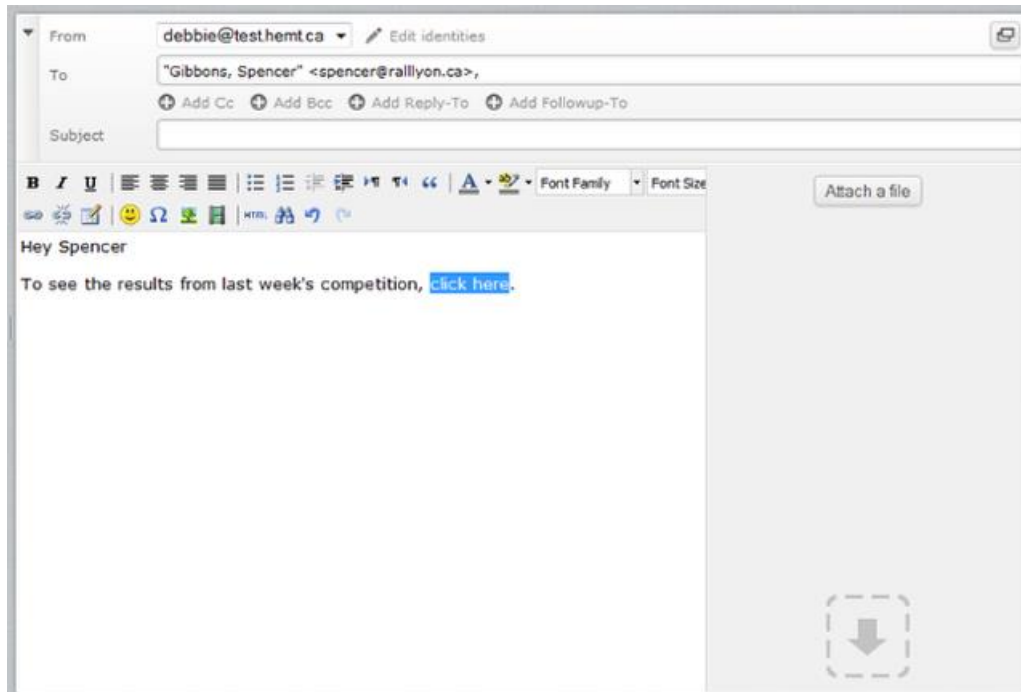
3. Click the **Insert/Edit link** icon.

The **Insert/Edit Link** window appears.
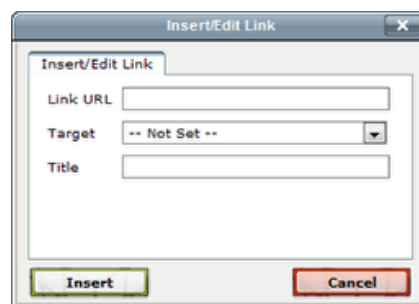
4. In the **Link URL** field, enter the link destination, for example, http://www.example.com.

5. *Optionally*, from the **Target** drop-down list, choose whether you want the link 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
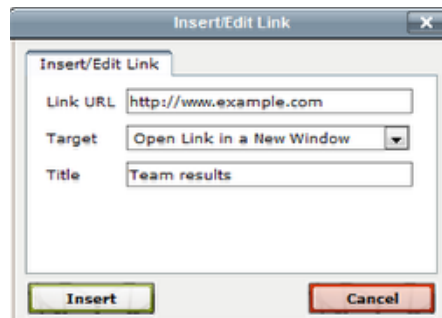
7. Click **Insert**.

Searching For Messages

This tutorial will show you how to search for a specific message in Webmail.

1. In the **Mail** folders section, select the folder that you want to search.
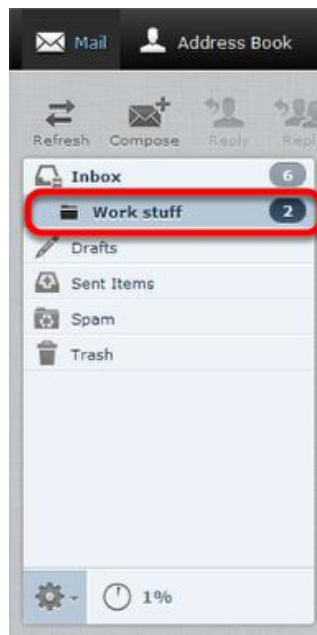
2. From the search drop-down list in the top-right corner of the window, select the type of search criteria you want to use.
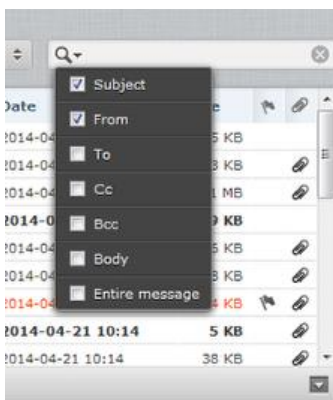
3. Type your search criteria in the search field and then press **Enter**.
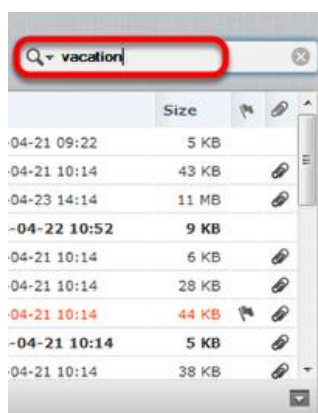
Any messages in the selected folder that match your search criteria are displayed.

Downloading Email from a POP3 Account

This tutorial will show you how to download messages from another email account into Webmail using POP3.

To set up a POP3 account in Webmail, complete the following steps:

1. Click **Settings**.

2. Click **Preferences**, and then click **Other Accounts**.
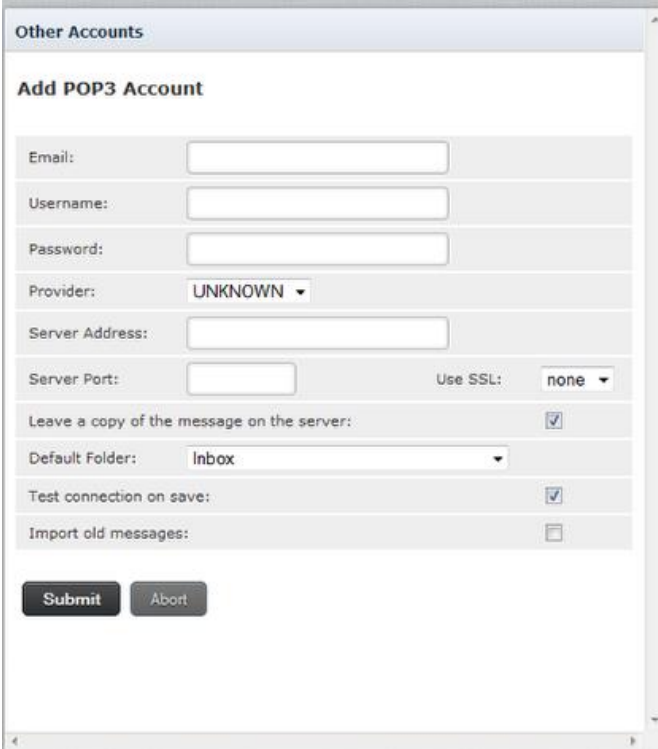
3. In the **Other Accounts** pane, click **Add**.

4. Complete the fields on the **Add POP3 Accoun**t page as follows:

- **Email**—Enter the full email address of the other account.

- **Username**—Enter the username you use to log in to your other email account.

- **Password**—Enter the password you use to log in to the other email account.

- **Provider**—From the drop-down list, choose the account's service provider.
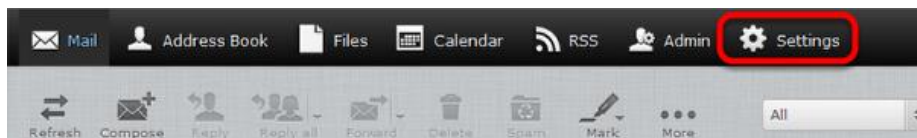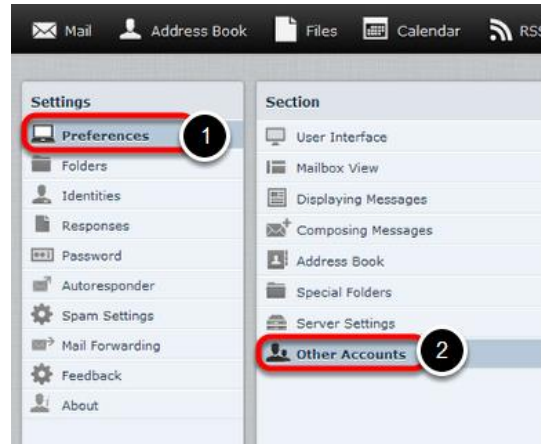
- **Server Address**—The server address can be obtained from the provider of the email account you are trying to download.

- **Server Port**—Use port 110 if you do not put a check in the **Use SSL** box. Use port 993 if you do put a check in the **Use SSL** box.

- **Use SSL**—Putting a check in this box will make Webmail access your other email account through an encrypted connection.

- **Leave Messages On Server**—Put a check in this box if you want to leave a copy of the messages you download in the original email account.

- **Default Folder**—Select the folder to which you want to download the messages from your other email account.
- **Test connection on save**—Click to put a checkmark in this box if you want to test the connection to this account when you save the configuration.
- **Import old messages**—Click to put a checkmark in this box 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.

5. Click **Submit**.

Forwarding Email

This tutorial will show you how to automatically forward email from your Webmail address to another email address.

Note: Email that has been identified as spam by our system will be trapped by the Webmail Spam filter and will not be forwarded. The reason for this is that when a piece of spam email is forwarded by our server, the receiving server considers us to be the source of the spam even though we weren't the original sender. If too much spam email is forwarded by our system, it can result in our forwarding server being blacklisted. Blacklists temporarily prevent any email from being forwarded for all email addresses in our system. This is extremely disruptive to our customers. By filtering email for spam before forwarding, we are able to provide a more reliable email forwarding service.

If email from legitimate senders is going to your Spam folder, you can add their email addresses or domains to your Allowed Senders list. This will mark all email from those senders as safe and all new messages from those senders will be forwarded.

To forward email from your email account to another email address

1. Click **Settings**.
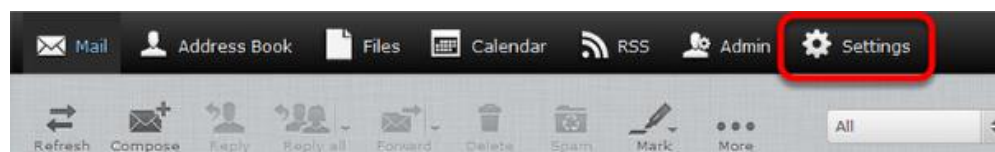
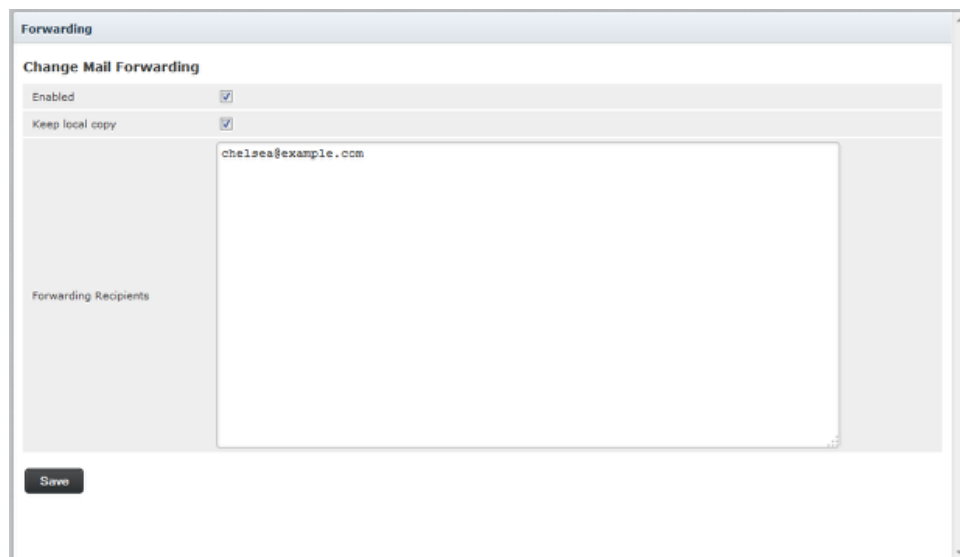2. In the **Settings** pane, click **Mail Forwarding**.

3. In the **Forwarding Recipients** text box, enter the addresses to which you want to forward your messages.

Be sure to separate multiple addresses with a comma.

4. Click to put a check in the **Enabled** box.

5. *Optionally*, to leave a copy of forwarded messages in your Webmail account, click to put a check in the **Keep local copy** box.

6. Click **Save**.

Working with Webmail Folders

This tutorial will show you how to work with your Webmail folders.
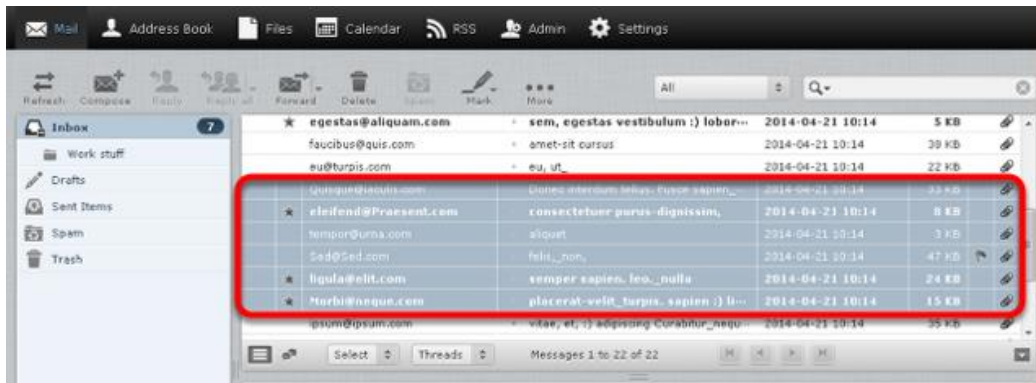
Viewing message contents of a folder

Your Webmail folders are listed on the left hand side of the Webmail screen. Click a folder to view its messages.

Moving Messages to Another Folder

To move multiple messages from one folder to another folder

1. Click the folder that contains messages you want to move.

2. Select the messages that you want to move.

To select multiple contiguous items, select the first item, hold down the **Shift** key, and then click the last item. To select multiple non-contiguous items, hold down the **Ctrl** key and click on each of the items that you want to select.

3. Right-click and choose **More**, then **Move to**, and then choose the folder to which you want to move the files.
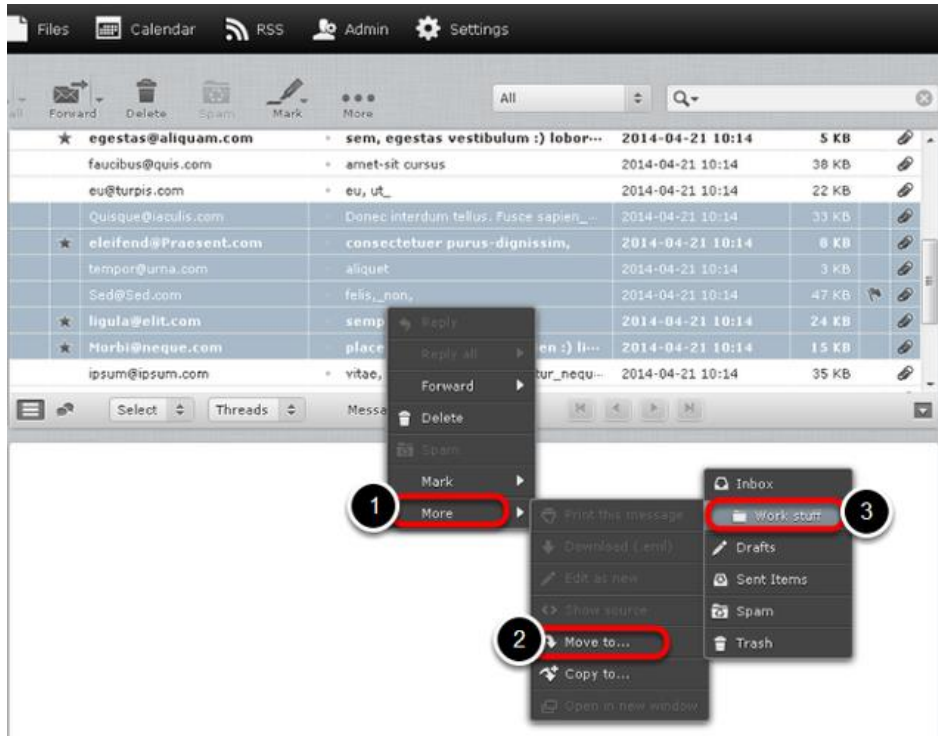
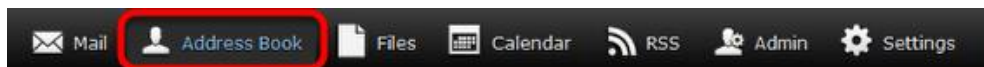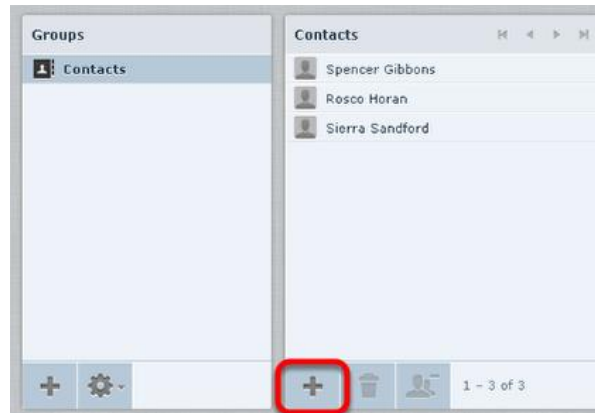## Managing Address Book Contacts

This tutorial will show you how to manage your Address Book contacts.
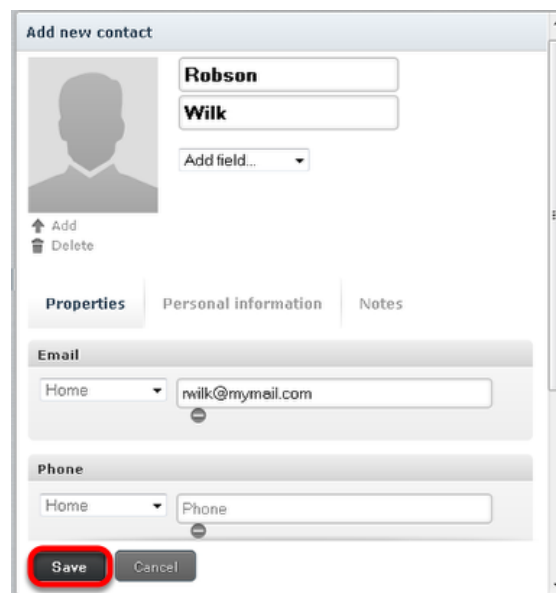
Adding Contacts

1. Click **Address Book**

2. At the bottom of the **Contacts** list, click the **Create new contact card** icon.

3. On the **Add new contact** pane, enter the relevant contact information, then click **Save**.

Addressing Email Messages to Contacts

There are several ways to use the Address Book to address email messages.

Click Mail and then click Compose to start a new message. In any of the recipient fields (To, Cc, Bcc, Reply-To, and Followup-To), start typing the name of a contact that is in your address book.
A list of the contacts whose name includes those letters appears in a list format. Click the name you want to add to that field.
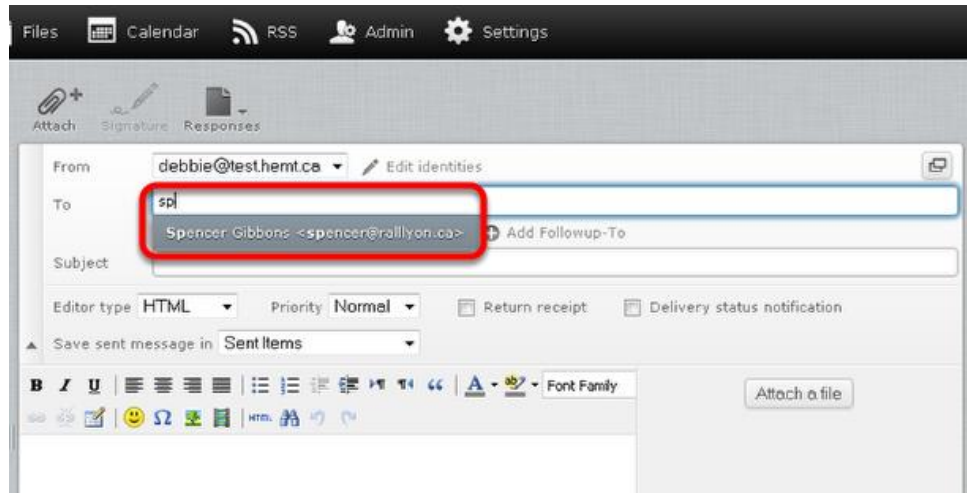
Click Mail and then click Compose to start a new message. Click the Contacts list in the left pane to display all of the contacts that are saved in your Address Book, and then choose one or more contacts.

To select multiple contiguous contacts, select the first one, hold down the Shift key, and then click the last one. To select multiple non-contiguous contacts, hold down the Ctrl key and click on each one that you want to select.

Click an icon at the bottom to choose whether to put the selected contact addresses in the To field, the Cc field, or the Bcc field.
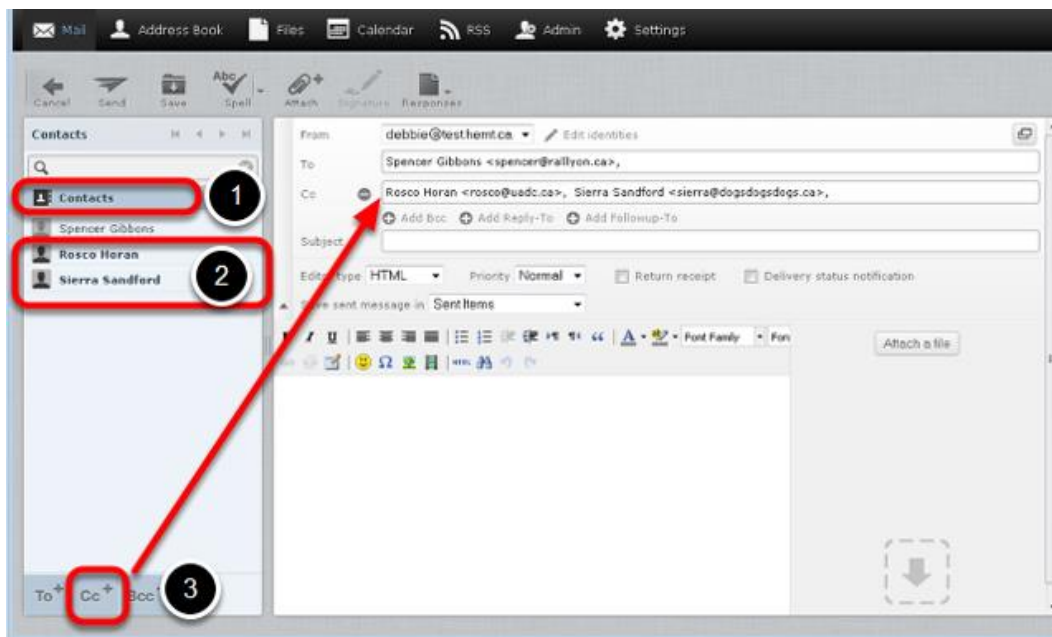
Click **Address Book**, and then from the **Contacts** list, select one or more of the contacts to whom you want to send a message. Right-click, and choose **Compose.**
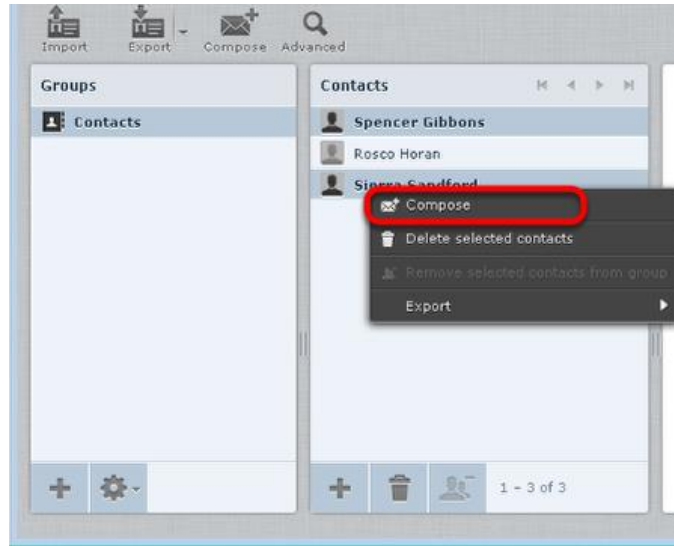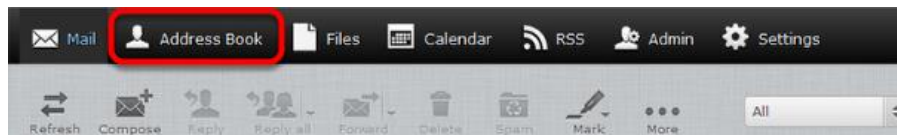
Importing and Exporting Contacts

This tutorial will show you how to export your Webmail contacts into another mail program.
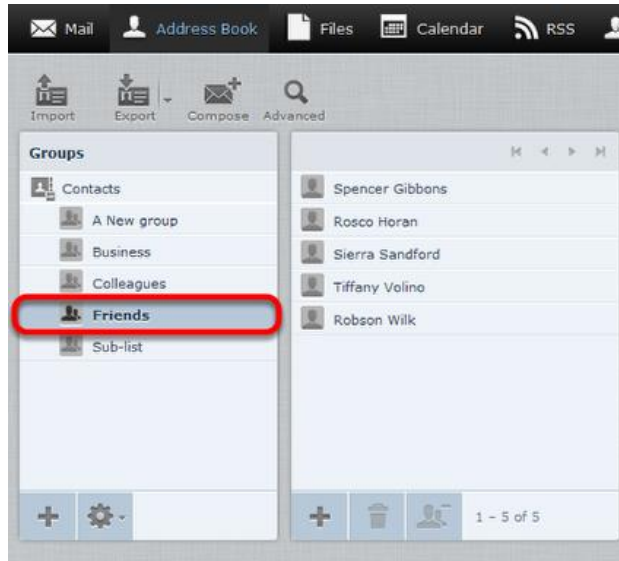
Exporting Contacts

Contacts can be exported in vCard format; the filename ends with.vcf.

To export contacts:

1. Click **Address Book**.

2. From the **Groups** pane, choose the group that contains the contacts that you want to export. Select **Contacts** if you want to export all of the contacts in the Address Book.

3. *Optionally*, click to select the individual contacts that you want to export.

To select multiple contiguous items, select the first item, hold down the **Shift** key, and then click the last item. To select multiple non-contiguous items, hold down the **Ctrl** key and click on each of the items that you want to select.

4. From the **Export** drop-down list, choose **Export all** or **Export selected**.
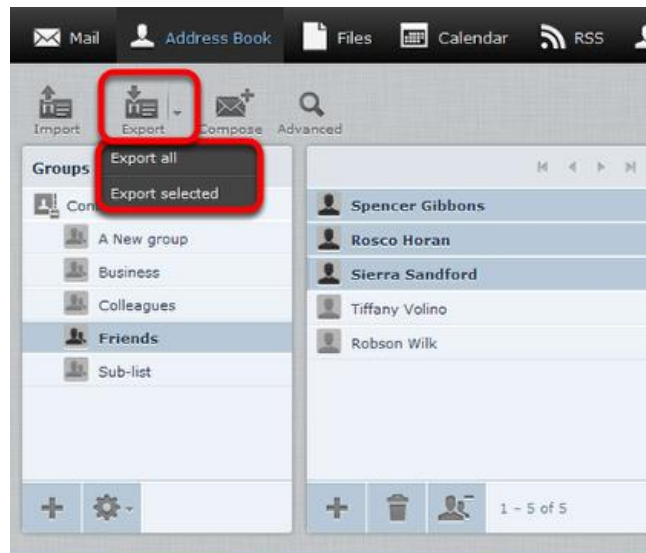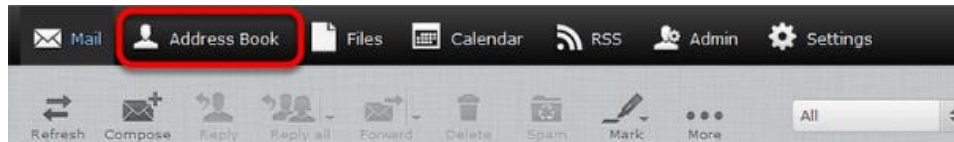

5. Choose where to save the exported file if prompted; otherwise, check the **Downloads** folder on your computer for a file called **contacts.vcf**.
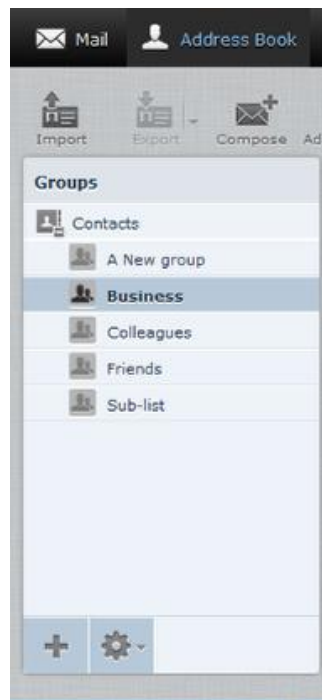
Importing Contacts

You can import contacts from either vCard (.vcf) files or CSV files.
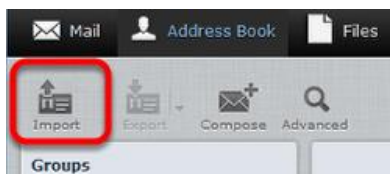
To import contacts
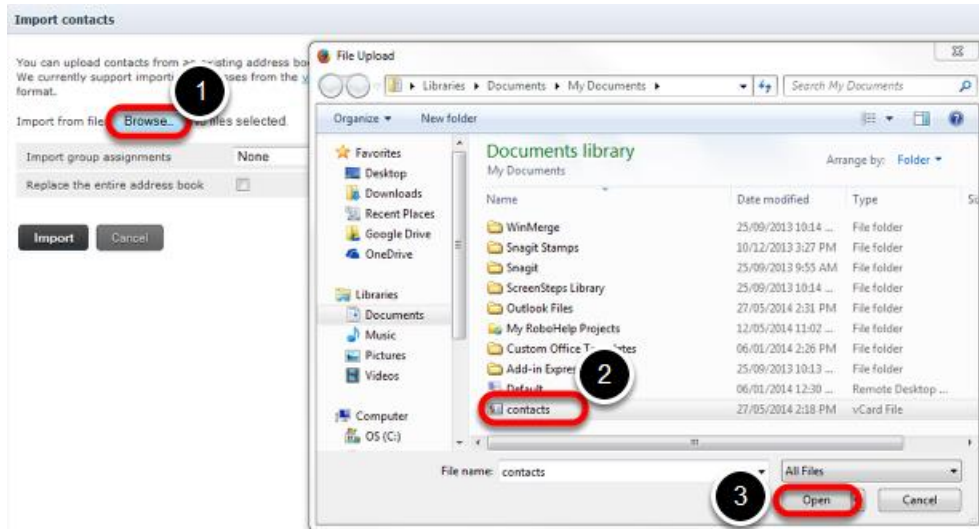
1. Click **Address Book**.

2. *Optionally*, select the group into which you want to import the contacts.
If you don't select a group, the contacts will be imported into the **Contacts** group only.


3. Click the **Import** icon.

4. Click **Browse** and navigate to the contacts file that you want to import. Select the file, and then click **Open**.

5. From the **Import group assignments** drop-down list, select which address book the contacts should be imported to. The **Replace the entire address book** checkbox lets you delete all contacts from the selected address book before importing. Be careful with this option; the deletion cannot be undone!

6. Click **Import**.
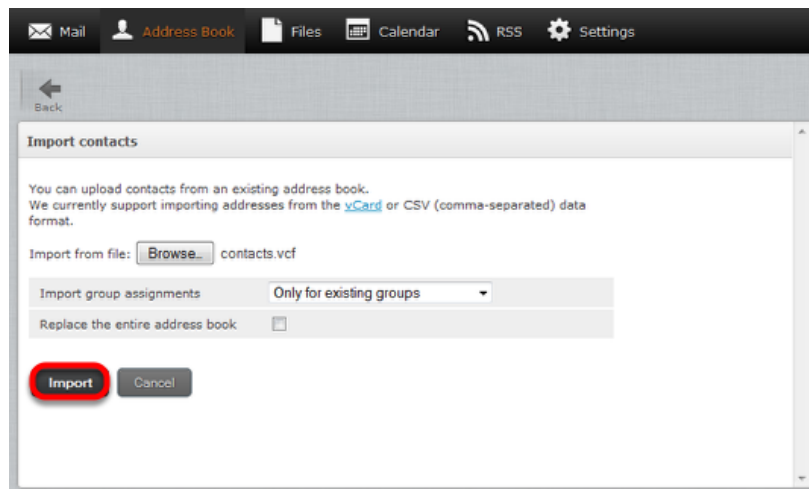
Webmail imports the contents of the file and assigns the contacts to the master **Contacts** group and to any selected groups.

Viewing Email Headers

This tutorial will show you how to obtain the full headers from your email messages in Webmail. Viewing headers is useful for troubleshooting issues such as email delays, spam, viruses, and abuse issues.

1. Display the message and then click **Toggle Raw Message Header**
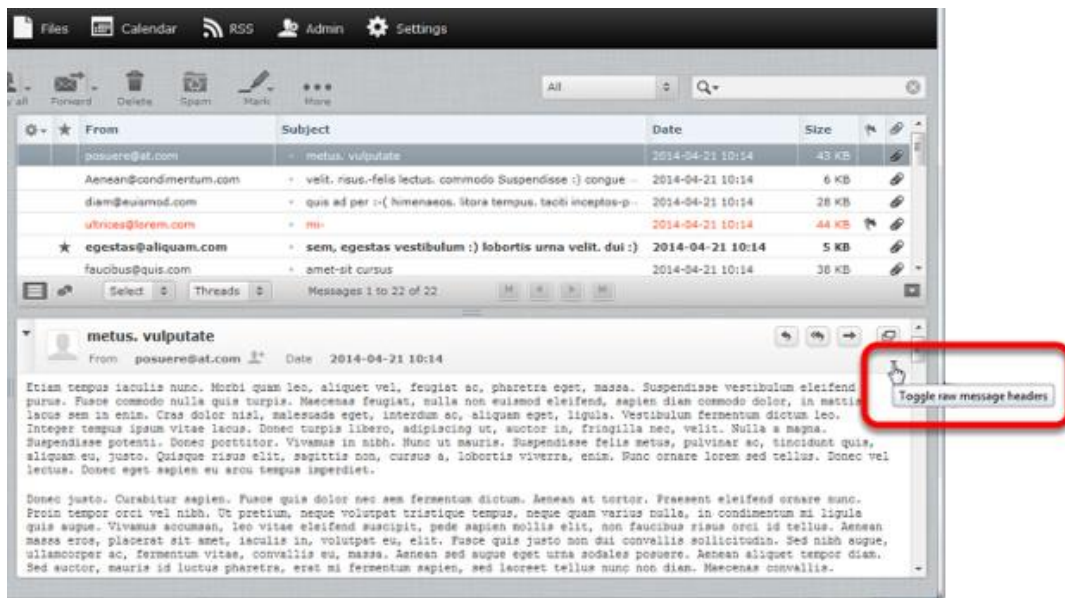
A window appears that contains the Internet headers as well as the content of the email message. If the email was sent as HTML you will also see the HTML source of the message.
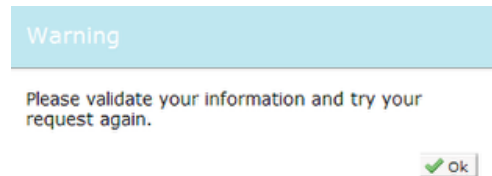

Using the Allowed and Blocked Senders Lists

Webmail provides a tool that allows you to block or allow email from specific senders. You can add up to 1000 entries in the Blocked Senders list and 1000 entries in the Allowed Senders list.

Make sure that you enter the sender's email address or domain as it appears in the sender's "Return-Path." The return path is in the first line of the email headers. This may not be the same as the address that is displayed in the **From** field of the message.

Note: If you see the following error message when trying to add an address to your Blocked or Allowed list, you have reached the maximum address limit.

If this happens, you should consider revising your Allowed Senders and Blocked Senders lists to fit within the limit. Replacing multiple addresses that are in the same domain with a wildcard (*) is one way to trim down these lists.

If you want to add a domain to the Allowed or Blocked Senders list, the domain name must be preceded by *@ (for example, *@example.com).

Important: Be careful when adding entire domains to your list. If you add something like ***@hotmail.com** to your Blocked Senders list, you are blocking every single sender with a hotmail address.

Adding Senders to the Allowed or Blocked Lists

To add senders to the Allowed or Blocked Senders lists.

1. Click **Settings.**
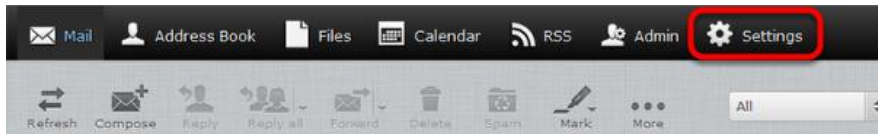
2. In the **Settings** pane, click **Spam Settings**.

3. In the **Allowed Senders** or **Blocked Senders** text box, enter the email addresses that you want to allow or block, and then click **Save**.
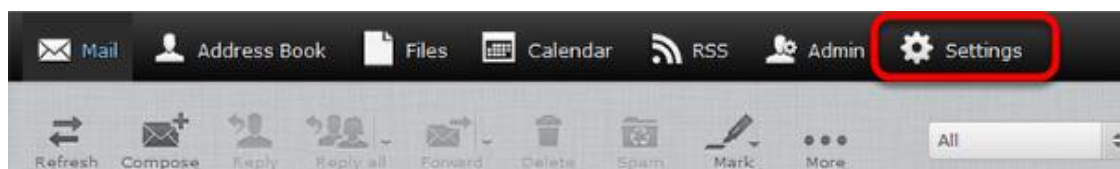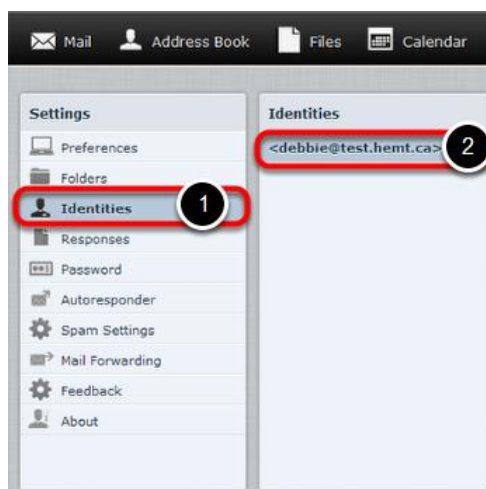
Creating an Email Signature

An email signature automatically inserts a standard footer at the bottom of all outgoing email messages.

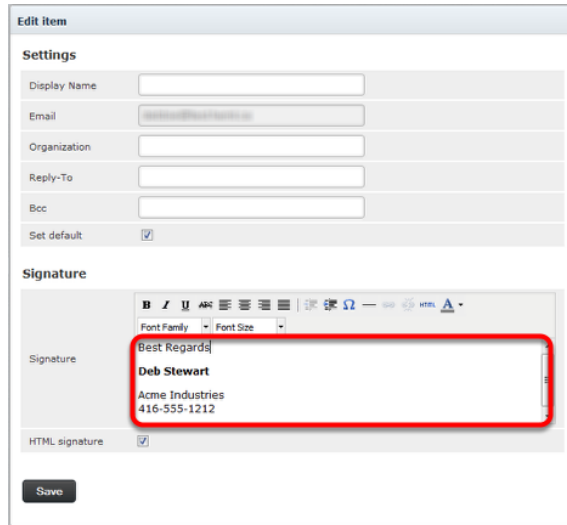This tutorial will show you how to create and enable an email signature.

1. Click **Settings**.

2. In the **Settings** pane, click **Identities**, and then click the account for which you to create a signature.


3. Enter your email signature in the **Signature** text box.

4. If you primarily send formatted (HTML) messages, you can enable the **HTML signature** option which allows you to add formatting of your signature; when **HTML signatur**e is selected, the **Signature** text box displays a formatting toolbar.
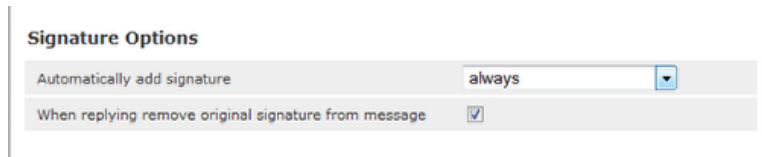
5. Click **Save**.

6. In the **Settings** pane, click **Preferences** and then click **Composing Messages**.
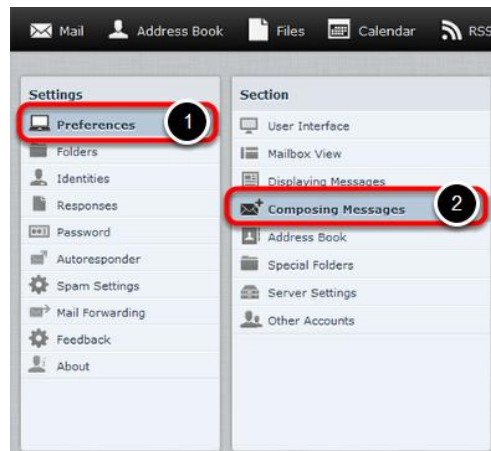
7. In the **Signature Options** section, from the **Automatically add signature** drop-down list, choose the option to specify the way you want to display your signature:

- **never**—Do not display the signature.

- **always**—Display the signature on all messages, including new messages, replies, and forwards.
- **new message only**—Display the signature on new messages, but no on replies or forwards.
- **replies and forwards only**— Display the signature on replies and forwards but not on new messages.
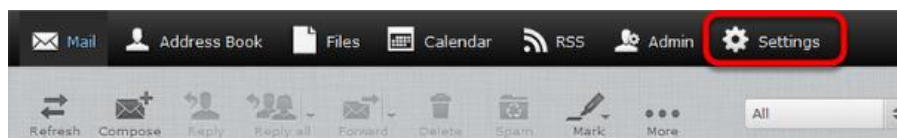

8. Click **Save**.

Enabling an Auto-reply Message

Auto-reply messages are a great way to let people know that you are away for an extended period of time.

This tutorial will show you how to compose and enable an auto-reply message.

1. Click **Settings**.

2. In the **Settings** pane, click **Autoresponder**.

3. Complete the fields in the **Autoresponder** pane as follows:

- Click to put a checkmark in the box next to **Enabled**.
- 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.
- Click in the **End Date** field, and select the date when you want to stop the autoresponse message from being sent.
- In the **Autoresponse Text** field, type the message you want to be automatically sent in reply to all incoming email messages.

4. Click **Save**.

Changing Your Email Password

This tutorial will show you how to change your email password while logged in to Webmail.

1. Click **Settings**.
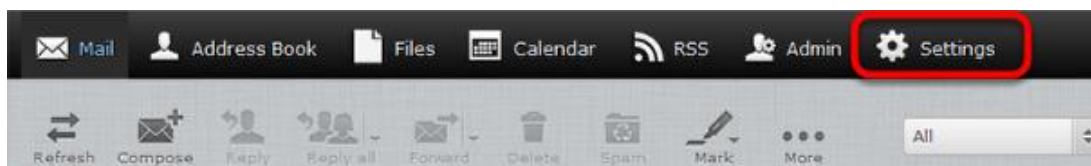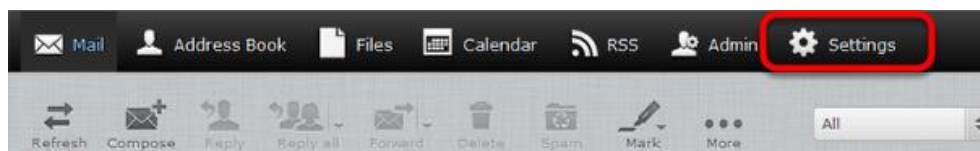

2. Click **Password**.

3. Enter your current email password in the **Current Password** field, enter your new email password in the **New Password** and **New Password (again)** fields, and then click **Save**.
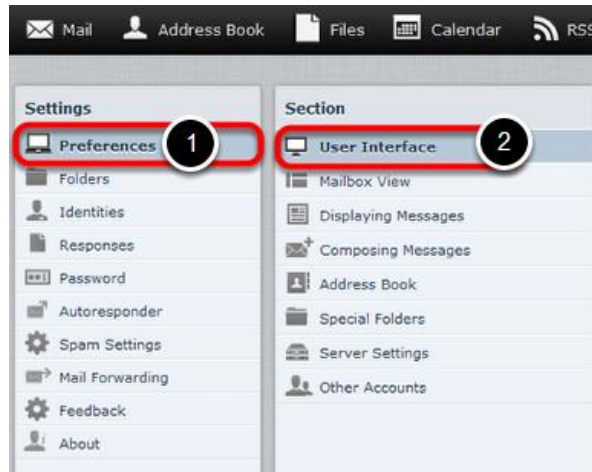
Changing the Webmail Language

This tutorial will show you how to change the language of your Webmail account page.

1. Click **Settings**.

2. In the **Settings** pane, click **Preferences**, and then click **User Interface**.
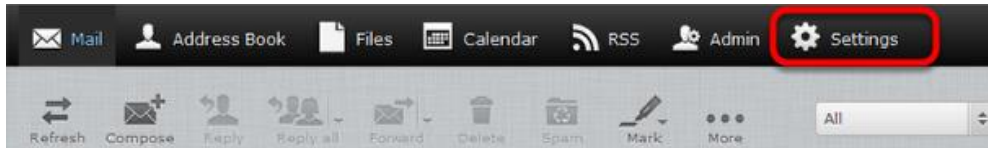
3. From the **Language** drop-down list, choose your language, and then click **Save**..
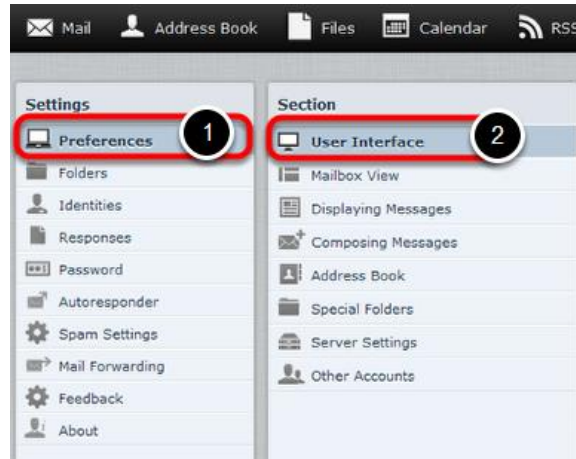

Setting the Time Zone

This tutorial will show you how to change the time zone in your Webmail account. It is important to keep this up-to-date if you are traveling, otherwise the time stamps on your emails will be incorrect.
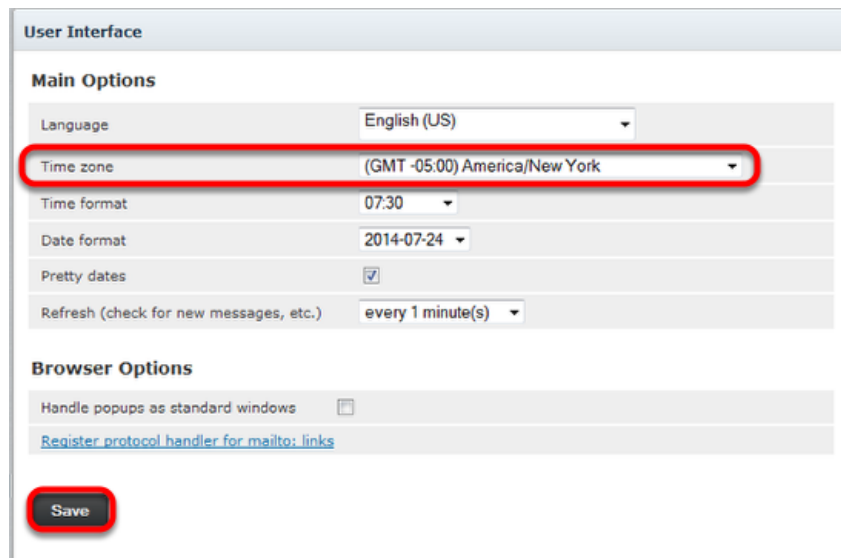
1. Click **Settings**.

2. In the **Settings** pane, click **Preferences**, and then click **User Interface**.

3. Next to **Time zone**, choose your time zone from the drop-down list, and then click **Save**.

File Storage and Sharing Files

File sharing allows you to share files outside of email. The largest file attachment you can send in your email is 25 MB. Using file sharing you can share or store a back-up copy of files larger than 25 MB. This tutorial provides an overview of the file storage feature.

Important: Files uploaded to Webmail count against your mail storage quota. If your email account has a 2 GB quota and you upload a 1 GB file, that leaves 1 GB of free storage quota for your email messages.
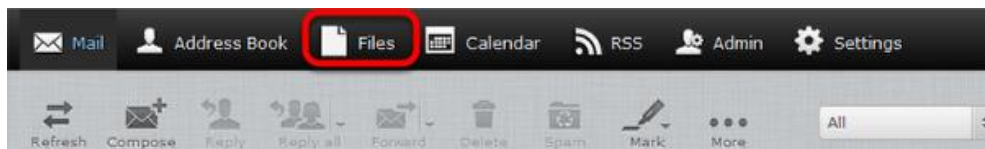
To access your file storage, click **Files** in the Webmail header.

Uploading Files

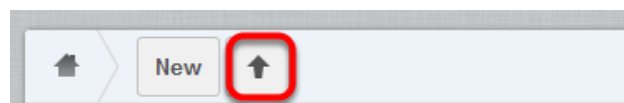You can save up to 2000 files in the Files section, with up to 1000 files in any one folder.

Once a file is uploaded, you can share it with others by sending them a link to the file.
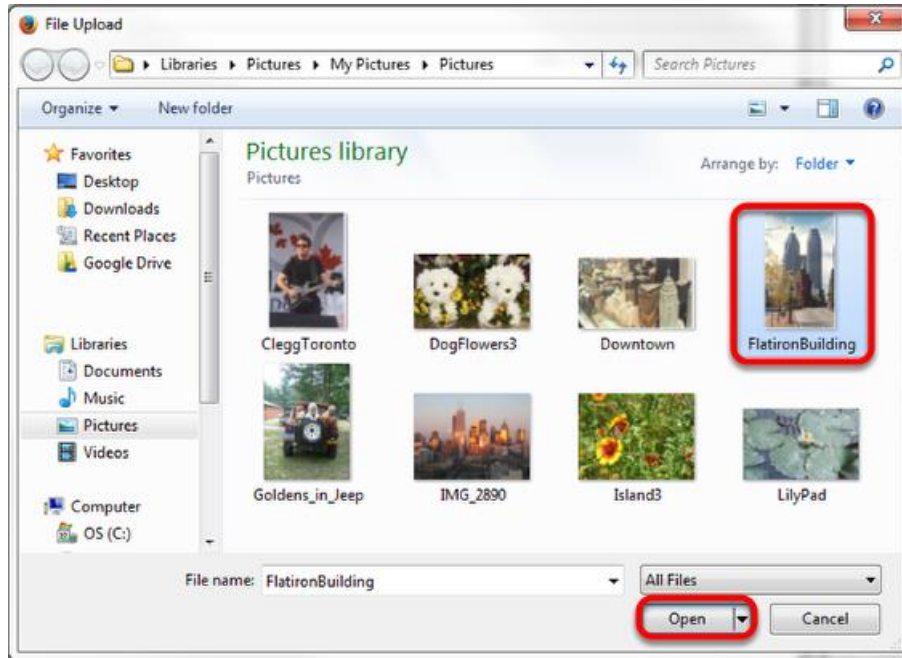
1. Click **Files**.

2. *Optionally*, select the folder where you want to store the file. If you don`t select a folder, the file will be stored at the top level, also known as the root.
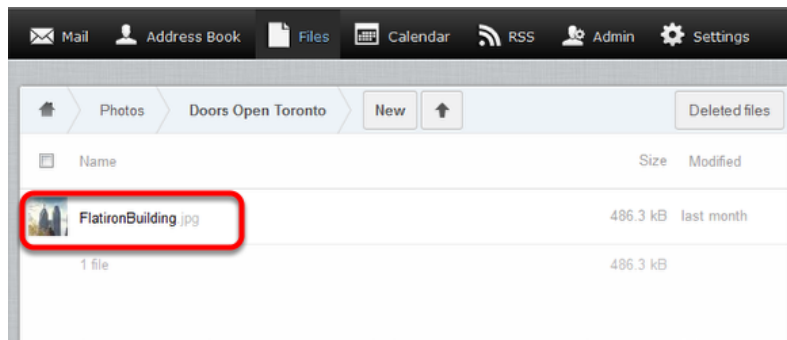
3. Click the upload icon

4. Browse to the file that you want to upload, select it, and then click **Open**.

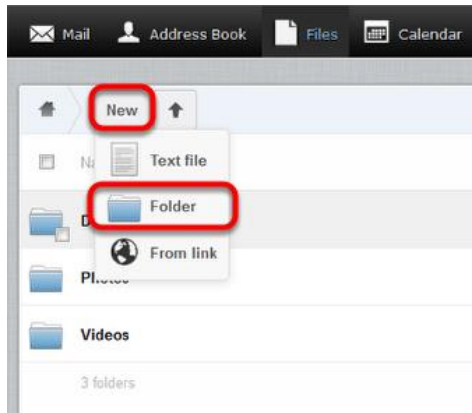The selected file is uploaded to the folder that you chose in step 2.

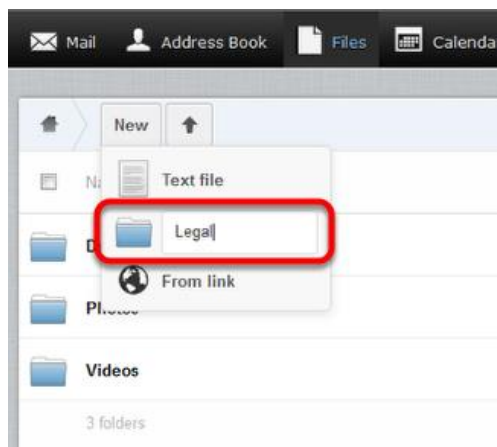**Note:** Large files may take a few minutes to upload

You can create customized folders to organize your files.
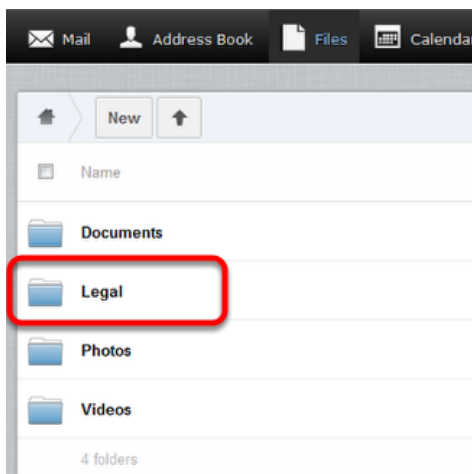
Create Your Own Folders

1. In the **Files** section, click **New**, and then click **Folder**.

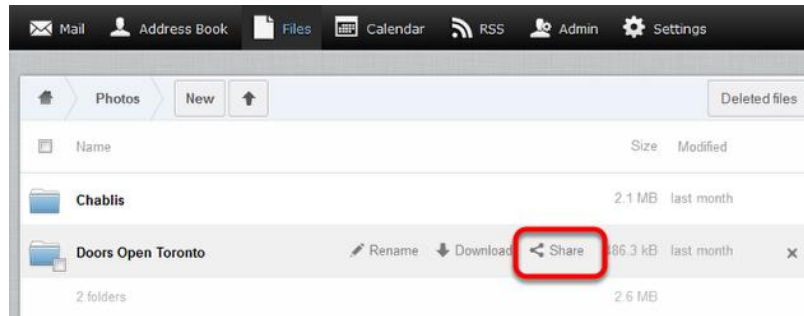2. In the text box, type a name for the new folder and press the **Enter** key.

Your new folder is displayed in your **Files** list.
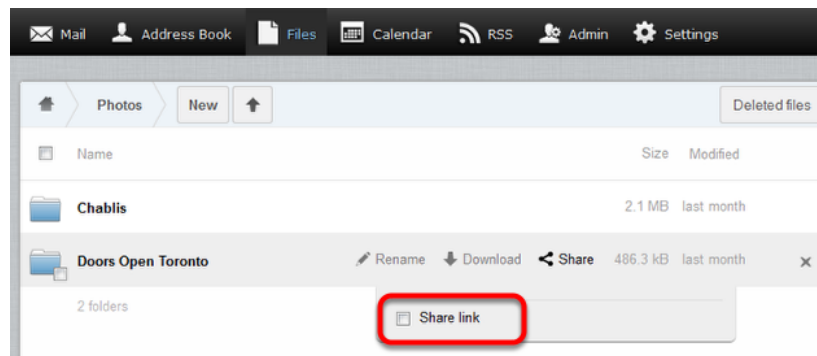

Sharing files

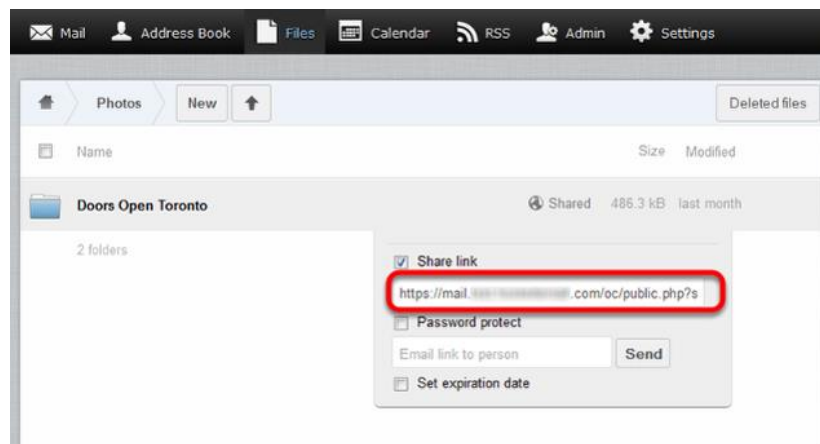To share files and folders

1. Mouse over the file or folder that you want to share, and click **Share**.

2. Click to put a check in the **Share link** box.

The box expands to display a link for the file or folder.

Highlight and copy this link.

You can now use the link to share the file or folder over email, instant messenger, social networking, and so on.

If you want to email the link to a single address without having to copy it and then paste it into an email message, you can enter an email address in the **Email link to person** text file and click **Send.**

If you put a check in the **Password protect** box and enter a password in the corresponding field, anyone who tries to use the link will have to enter the password you specified before they can view the file or folder.

You can also put a check in the **Set expiration date** and choose the date when the link will stop working. When you click anywhere in the field, a calendar appears that allows you to choose the expiry date.
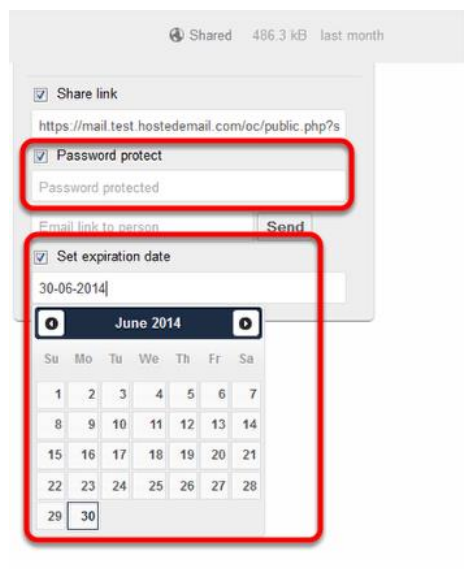

### Customizing Your Spam Settings

Adding a Custom Spam Tag

By default, when a message arrives in your mailbox that Webmail identifies as spam, that message has a flag added to it, to indicate that it's spam. The spam flag isn't visible to you, but if you add your own custom tag, then all incoming spam messages will have your custom spam tag added to their Subject line.

To customize your Webmail's spam tag

1. Click **Settings**.
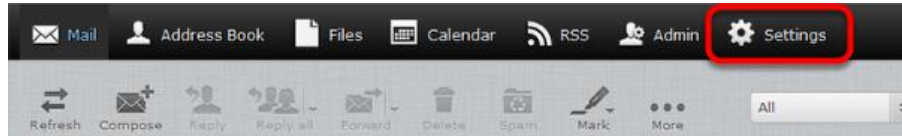
2. In the **Settings** pane, click **Spam Settings**.
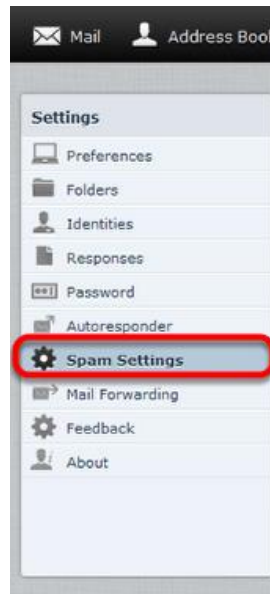
3. In the **Subject Tag** field, enter the custom spam tag that you want to use, and then
click **Save**.
We recommend that you add a space or special character at the end of your tag so it does not
run into the first word of the original subject line.

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.

Choosing a spam folder

By default, incoming spam messages are sent to your Spam folder. However, you can change the destination folder of incoming spam.

To change your destination spam folder.

1. Click **Settings**, and then click **Spam Settings**.

2. From the drop-down menu next to **Spam Folder**, select the folder where you want incoming spam messages to be delivered, and then click **Save**.
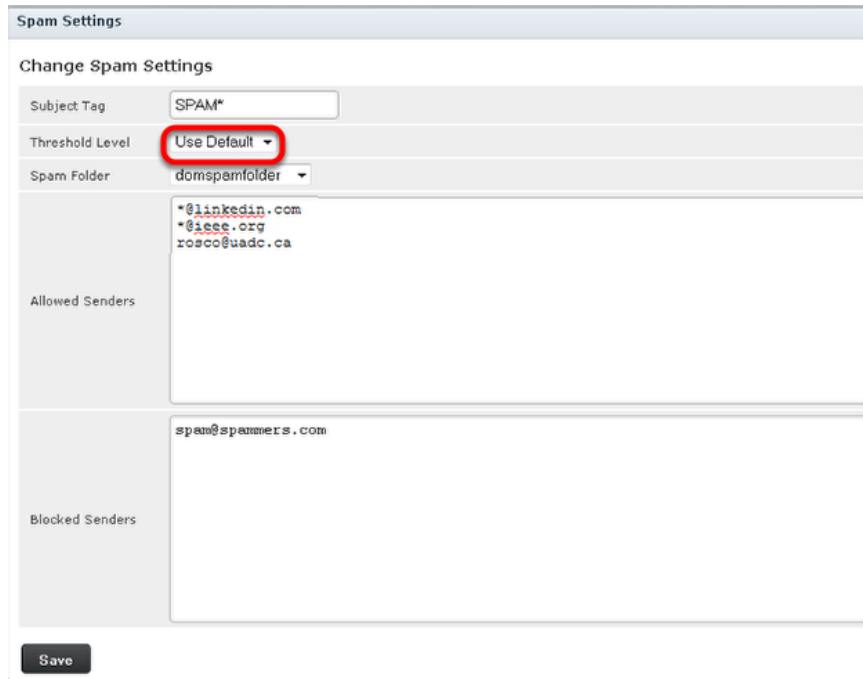
Choosing the Spam Block Level

If you are receiving too much spam in your Inbox, or too many false positives in your Spam folder, adjusting the spam blocking level may help. The spam blocking level determines how likely it is that a message wil be marked as spam. A higher blocking level means messages are more likely to be marked as spam; however, you may also find that a lot of innocent messages are also classified as spam (false positives).

1. Click **Settings**, and then click **Spam Settings**.

2. Choose the spam blocking level from the drop-down menu next to **Threshold Level**, and then click **Save**.

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.
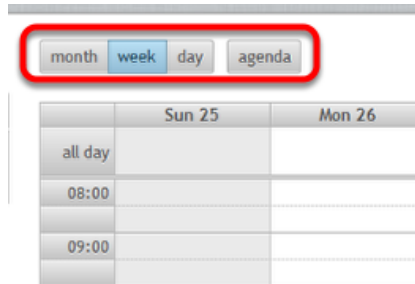
Using the Calendar

The web-based calendar feature allows you to manage your schedule online in Webmail. This tutorial provides an introduction to the calendar's features.
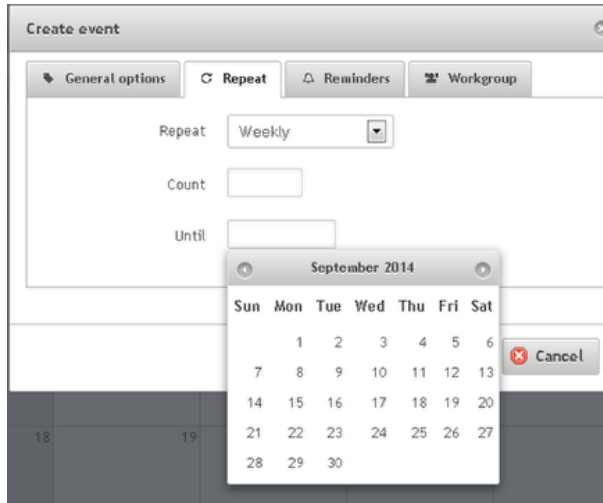
To get started, click **Calendar**.
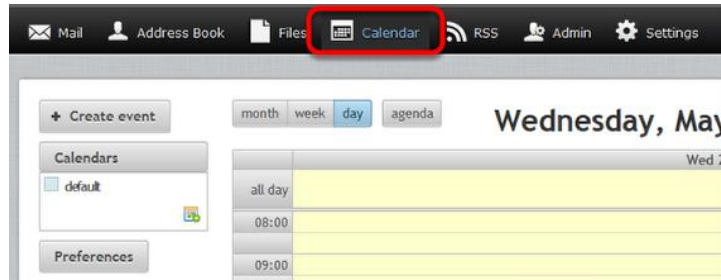
You can click **Day**, **Week**, **Month** or **Agenda** to view or add upcoming events.

To add events to the calendar, double-click a time slot. You can then set details such as the name of the event, the location, and the duration.

Click the **Repeat** tab to create a recurring event such as a weekly meeting.

You can also set reminders to appear when the event is coming up. You can have reminders that are set at a specific number of minutes, hours or days before (or even after) the start or the end of the event, and you can set a reminder for a specific date and time.