

Composing

- **Getting Started**

Sending Messages

Here's a guide to what you'll need to do in order to send a message

The essentials

- Click the **Compose** icon. 
- Enter your recipient's email address in the TO, CC, or BCC fields
- Enter a subject for your message in the 'Subject:' field.
- Write your message! Just click in the large field and type away.
- When you're done composing, click the **Send** button (located just above the 'To:' field).

Extras

- You can change the formatting, font, and color of your message text using the tools located above the compose window.
- You can also attach files.
- If Auto Complete is enabled, when you begin to type an address in the 'To:', 'Cc:', or 'Bcc:' fields, suggested addresses from your Contacts list will appear.
- If Auto Save Draft is enabled, as you compose a message we'll automatically save drafts every few minutes. You can also click the **Save Draft** button at any time.

Sending Attachments

1. Compose a new message.
 2. Click on **Add file attachment from: Computer**
 3. Click the **Browse** button. A pop up window will display your files.
 - Search and Highlight the file you wish to attach.
 - Click **Open** to attach the file to your message.
 - You may add additional files by clicking **Computer** again and repeating the steps.
 4. Click **Send** to send the message, **Save Draft** to save and send later, or **Cancel** to cancel this message.
- Note: Attachment sending restrictions may apply. Please contact your email administrator for file types and size limit restrictions on attachments.

Auto complete

When you type an address in the **To:, Cc:, or Bcc:** field of a message you're composing, Webmail will suggest addresses from your Contacts list. Hit Enter to choose the name at the top of the list, or scroll down to choose a different address. If Webmail doesn't suggest the address you want, just continue typing.

Selecting contacts while composing

At any time while you are composing a message, you can add recipients from your Contacts by clicking on **Use Address Book**. This will bring up a pop-up window of your Contacts and Groups. To add, locate the contact or group and select [To] [Cc] or [Bcc] to the left of their name. Once you have added all the recipients, click **Close Window** in the upper right.

- Note: If you are using a pop-up blocker, it may prevent from the Address Book window from appearing. To resolve, please disable your pop-up blocker or add this site to your "safe" list. For more information on configuring your pop-up blocker, please contact the appropriate support group for that software.

Forwarding/Replying to messages

Click Reply to reply only to the message sender, or Reply All to reply to everyone who received the message.

To forward an individual message:

1. Highlight or Open the appropriate message you want to forward.
2. Click **Forward** from the menu above.
3. Enter the email address(es) to which the email should be forwarded, and add any notes in the message field. If the message has attachments, you can choose not to forward them by clicking **Remove** below the **Subject** field.
4. Click **Send**.

To forward multiple messages:

5. While holding down the **Control** key (Command key for MAC) on your keyboard, highlight the appropriate messages you want to forward.
6. Release the **Control** key (Command key for MAC) and click **Forward** from the menu above.
7. Enter the email address(es) to which the email should be forwarded, and add any notes in the message field.
8. Click **Send**.

Saving drafts

Don't worry about losing messages as you compose them -- Webmail automatically saves drafts every minute if **Auto Save Draft** is enabled. If you'd like to save a draft manually, just click **Save Draft** above the message you're composing.

To retrieve a draft:

1. Click the **Drafts** folder along the left side of any Webmail page.
2. Double click the message you'd like to continue composing.
3. Edit the message, and click **Send**, **Save Draft**, or **Cancel**.

If you'd like to delete a draft:

4. Click the **Drafts** folder along the left side of any Webmail page
5. Click the message you'd like to delete.
6. Click **Delete** from the menu above.

Adding a Signature

1. Click **Options** at the top of page.
2. Click the **Signature** link.
3. Enter text in the signature field.
4. Check the **Use HTML format** checkbox if your signature is in HTML.
5. Check the **Add signature to all messages** checkbox.
6. Click **Save**. Your signature will now be added to all your messages.

Receiving

Getting Mail

Receiving Message

There is not much to say about receiving message. As messages are sent to you, they will normally appear in your inbox. Occasionally, emails may appear in other folders, such as Spam. This could be a result of rules or Spam settings on your account.

Viewing Attachments

You can view attachments in Webmail in 2 different ways. View within Webmail or Download to your computer:

To view an attachment in Webmail:

1. Highlight or Open the message with the attachment.

2. Click on the actual file name of the attachment
3. A pop-up window should open to show the attachment or the program that is associated to that file (i.e. Microsoft Word)

To download an attachment:

4. Highlight or Open the message with the attachment.
5. Click on **Download** to the right of the file name of the attachment.
6. Save the file to a location of your choice (make sure to remember where you save it)

Handling Spam

Removing Spam

1. Select the unwanted messages in your Inbox
2. Click on the **Spam** on the menu above. This will delete the message from your Inbox and report it to our Spam and Abuse department.

- The more Spam you mark, the better our system will get at weeding out those annoying messages. Be careful when marking emails as Spam as well so you don't end up blocking emails you do want.

Legitimate mail is marked as Spam

If you find a message wrongly classified as Spam, you can unmark the message.

1. Go to your **Spam** folder
2. Locate the email that was incorrectly marked as Spam.
3. Right click on the email and choose **Approve Sender**

- This will add the sender to your **Approved Sender** list. Every email from this sender from this point on will no longer be scanned by the Spam filter on your email account.

Spam Shield Pro

Spam Shield Pro will allow to fine tune your Spam filtering settings. If you feel you are getting too much Spam in your inbox, or too many legitimate emails are being marked as Spam, use Spam Shield Pro to adjust your individual settings.

To adjust your Spam Shield Pro settings:

1. Click on **Options**
2. Under **Mail Handling**, click on **Spam Shield Pro**

You can change the following settings:

- **Enable SpamShield Pro:** Turn on/off SpamShield Pro
 - **Sensitivity:** If you feel you are getting too much Spam in your inbox, choose a lower number. Choosing a higher number will have an opposite effect.
 - **Perform Additional Actions On Spam:** How you want emails marked as Spam to be handled
 - **Hide External Images:** How you want embedded images in emails to be handled
 - **BounceShield:** Block returned ("bounced") messages for email that you did not send
 - **Approved Senders:** Add/Remove senders from your Approved Senders list.
 - **Blocked Senders:** Add/Remove senders from your Blocked Senders list.
 - **Block all senders that are not Approved Senders:** If this box is checked, only people in your Approved Senders list will be able to send you email. All others will be rejected. If you check this box and there are no entries in your Approved Senders list, you will not be able to receive emails from anyone.
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- Spam Shield Pro is not available on all accounts. Please contact your Email Administrator for more information.

Organizing

- **Managing your Email**

Managing Folders

You can create virtually an unlimited number of folders and subfolders for storing your email. You can also move and/or delete any folder you create. You cannot move/delete folders created by the email system (i.e., the Inbox).

To Create a Folder:

1. Click on the **Folder** icon on the menu bar
2. Select **New** to create a new main level folder
3. Select **New Subfolder** to create a new folder under the current highlighted folder
4. Name the folder and hit Enter.

To Move a Folder:

5. Click on the Folder you wish to move
6. Click on the **Folder** icon
7. Select Move from the menu
8. Select the location to move the folder. This will move the folder and all of its content to the new location

To Delete a Folder:

9. Click on the Folder you wish to move
10. Click on the **Folder** icon
11. Select Delete from the menu. This will move the folder and all of its content to the **Trash** and it will be **Deleted**.

Moving Emails

You can move emails to any folder you wish to better organize your inbox. You can move emails one by one or multiple emails at once.

To Move a Single Email:

1. Click and hold with your mouse on the Email you wish to move
2. Drag the Email to its new location and release the mouse.

To Move Multiple Emails:

3. While holding down the **Control** key (Command key for MAC) on your keyboard, click on all the Emails you wish to move.
4. Once you have selected all the Emails you wish to move, release the **Control** key (Command key for MAC)
5. Click and hold with your mouse on one of the Emails you wish to move
6. Drag the Emails to its new location and release the mouse.

Inbound Email Rules

Inbound Email Rules will help you manage emails as you receive them. You can create rules to have certain emails go into a certain folder. For example, you create a rule that states all emails from your mother to go to a folder called "mom". Now when your mother emails you, those emails will not appear in the inbox with the normal stack of emails, but it will be organized in its own "mom" folder. You can also create rules to reject emails based on senders, subject or content of the email. Be careful when creating rules and make sure they are setup correct as you may inadvertently lose emails if you set a rule to reject emails.

To Create an Inbound Email Rule:

1. Click on **Options**
2. Under **Mail Handling**, click on **Email Rules**
3. Click on the **New Rule** button
4. Create your rule choosing certain conditions and actions.
5. Click the **Save** button to save your rule.

To Edit an Inbound Email Rule:

6. Click on **Options**
7. Under **Mail Handling**, click on **Email Rules**
8. Locate the rule you wish to edit and click on the **Edit** icon to the left (looks like a paper and pen)
9. Edit your rule choosing certain conditions and actions.
10. Click the **Save** button to save your rule.

To Disable an Inbound Email Rule:

11. Click on **Options**
12. Under **Mail Handling**, click on **Email Rules**
13. Locate the rule you wish to disable and click on the **Edit** icon to the left (looks like a paper and pen)
14. In the upper right hand corner, click the box for **Disabled**
15. Click the **Save** button to save your rule.

- It is a good idea to test your rule after you create it to make sure it is working as you wanted.

Folder Janitor

The Folder Janitor is an automated system that will help clean out certain folders. You can select to delete emails by date or by size should your email account start to get full.

To Manage the Folder Janitor:

1. Right click on any of the folders (i.e. Inbox)
 2. Choose Properties
 3. You can choose to delete emails from this folder older than **1, 7, 14, or 30 days**.
 4. You can also choose to delete emails from this folder when the contents of your account reach a certain size.
 5. Click the **Save** button to save your settings.
- Using the Folder Janitor should only be used on folders when you know the contents of that folder are safe to be deleted. The Folder Janitor will delete those emails as instructed regardless how important those emails are to you.