Web Mail User Manual

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Accessing web mail

Example.com will be used as the working example. Substitute your own DNS name where you see example.com

After entering this URL, the web mail login screen should appear as shown below:

Figure 2-1 Web mail login screen

Note: If unsure about accessing the Internet, using a web browser or the web address for accessing web mail,

contact the IT department or Administrator.

Web mail interface

The web mail interface can perform various email tasks including maintenance and storage. The interface operates in a similarly to other email clients, allowing email to be sent, received, deleted, created and managed. The following is a screenshot of the Enterprise Edition web mail inbox. Please note that the Professional Edition web mail interface has a slightly different appearance.
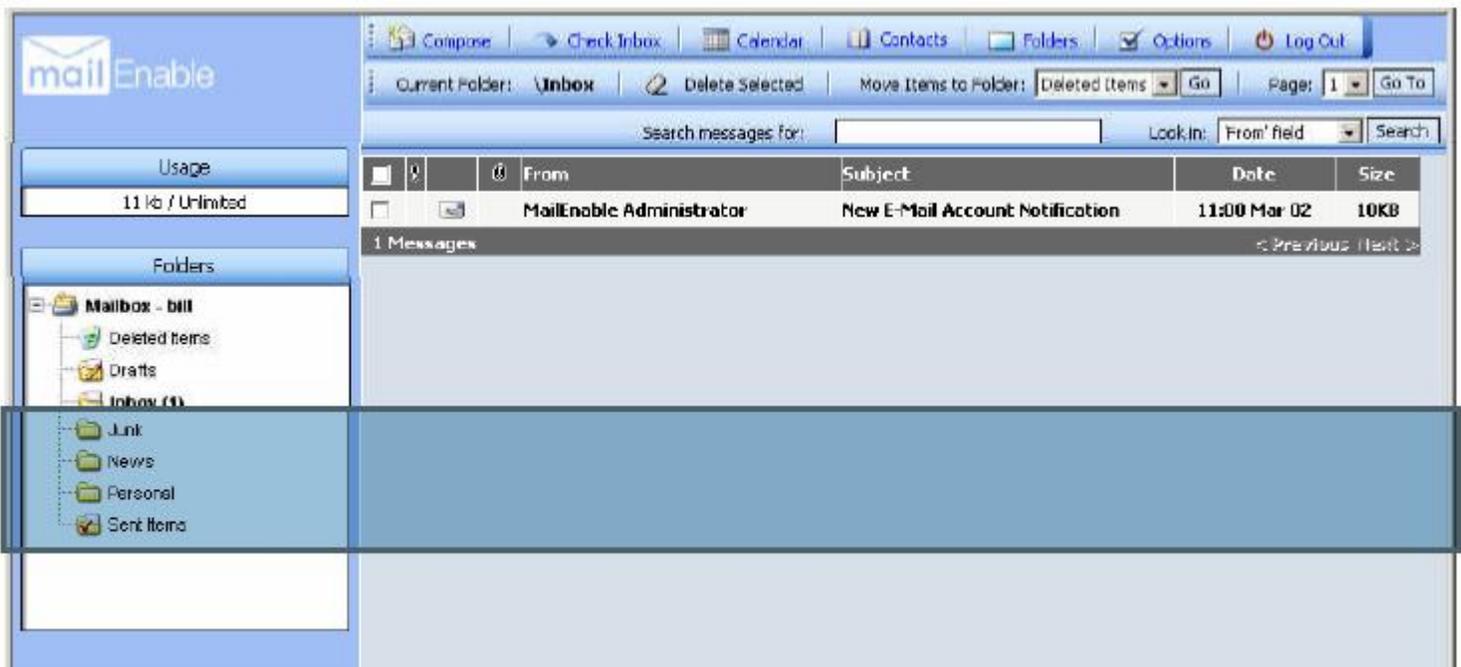

Figure 3-1 Web mail inbox

Main toolbar

The main web mail toolbar has various functions as detailed in the table below.

Feature Button	Explanation
Compose Button	Creates a new email.
Check Inbox Button	Each time this button is pressed an updated view of the folder will be displayed.
Calendar Button (Enterprise Edition only)	Creation and management of appointments, meetings etc.
Contacts Button	Management of server level stored contacts. This will only display contacts that have been created in the Mail Enable web mail interface.
Folder Button	Management and creation of mail folders (as shown in the left hand display panel of web mail). The folders list is collapsible by clicking on the heading to hide details.
Options Button	Management of the mailbox options (see Chapter 9 for more details)
Log Off Button	This will automatically log of the current mailbox securely and return to the log in screen.

Message management toolbar

The message management toolbar has options for deleting, moving and viewing mail messages. The functions are explained in the table below.

Field	Explanation
Current Folder	This is a display of the folder that is currently being accessed. This is relevant to the messages that are being displayed in the message list.
Delete Selected	To the left hand side of each message there is a tick box. Each time you place a tick in the box by clicking the email is classed as being selected. After a tick is placed in the box(es) the options □□Delete Selected□□ or □□Move Items to Folder□□ are made available.
Move Items to Folder	To move items from the current folder to another folder select the item in the display screen by placing a tick in the selection box beside any email(s). Then select the drop down box adjacent to the □□Move Items to Folder□□ heading and select a folder to move the messages to by clicking on it. Select the □□Go□□ button
Page	If there are a large number of emails in the current display folder, the list will be divided into pages. Navigate between these pages by using this Go to Page feature. Select a page number by selecting the drop down box adjacent to the number and select the number of the page to navigate to.

Composing and sending messages

Create a new message

To compose a new email, select the Compose button in the main toolbar. After selecting this button a new message window will be displayed, allowing an email to be created, addressed and sent. The following diagram shows the new message window.
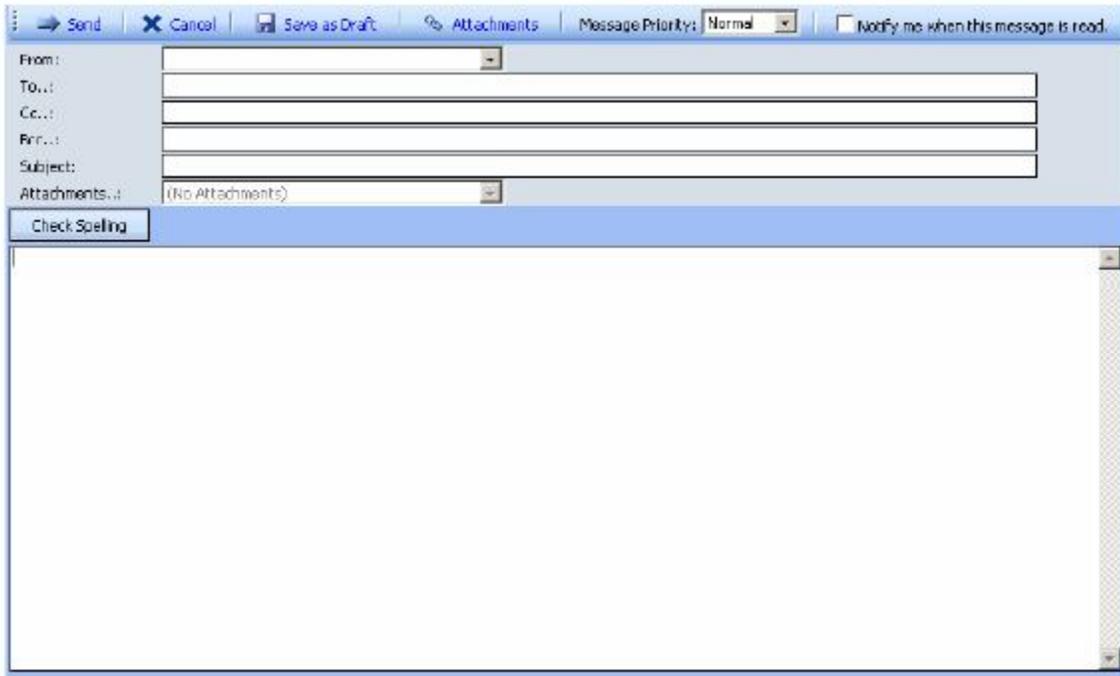

Figure 4-1 New message window (Enterprise Edition)

Selecting a contact from address book

Within the compose new message screen, a contact can be selected from the personal contacts address book. At the beginning of each text box in the compose screen you can see the links To:, CC: and BCC: click on these items to bring up the address book as shown below.
It is important that the Contacts address book is selected in the top right hand corner as highlighted below in orange.
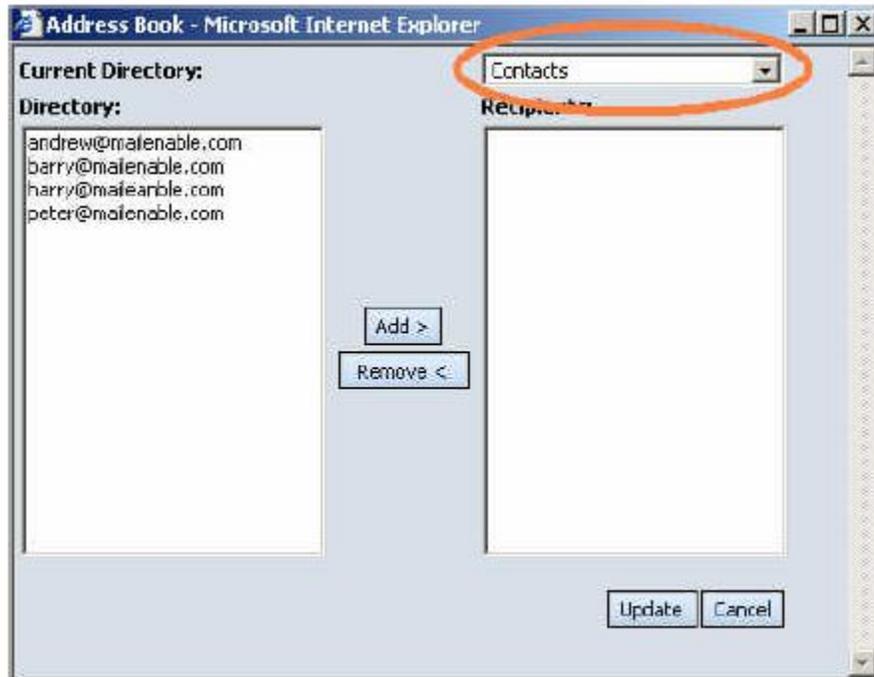
Figure 4-2 Adding contacts from Personal Address book

Selecting a contact from the Global Address List

MailEnable Enterprise Edition has the option to select contacts from a Global Address List. Global Address Lists are configured by the manager or server operator. The Global Address list can be seen by all of the mailboxes within the post office that it is configured for.

The selection of contacts in this list is the same as the personal contact address book except that the selection box on the top right hand side has □□Global Address List□□ Selected (as shown below circled in orange). You can swap between both personal contact lists and the Global Address List by clicking on this combo box.
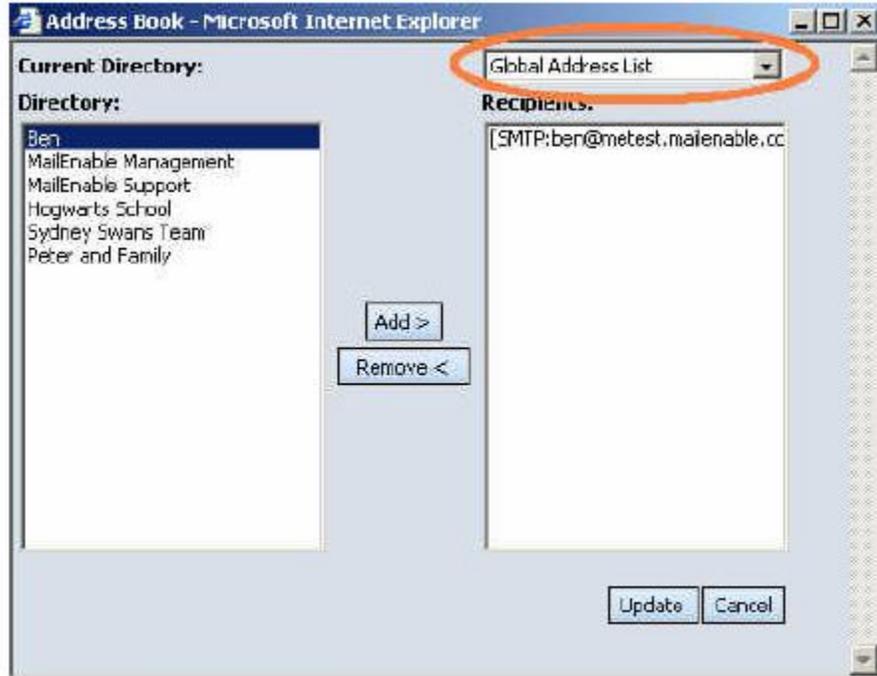

Figure 4-3 Global Address List Selection

Spell checker

Web mail has a comprehensive spell checker that supports all five languages (English, German, Spanish, French and Italian). This spell checker is integrated into all the different message editors, i.e. plain text editor, and the 2 HTML editors □□ Lightweight HTML & Heavyweight HTML, see section 9.6 for more details on selecting message editors.

Folders

Folders allow messages to be sorted into categories (e.g. junk, personal) to make storing and locating messages easier. To create a folder, click the Folders button on the main toolbar. This will generate the following screen:
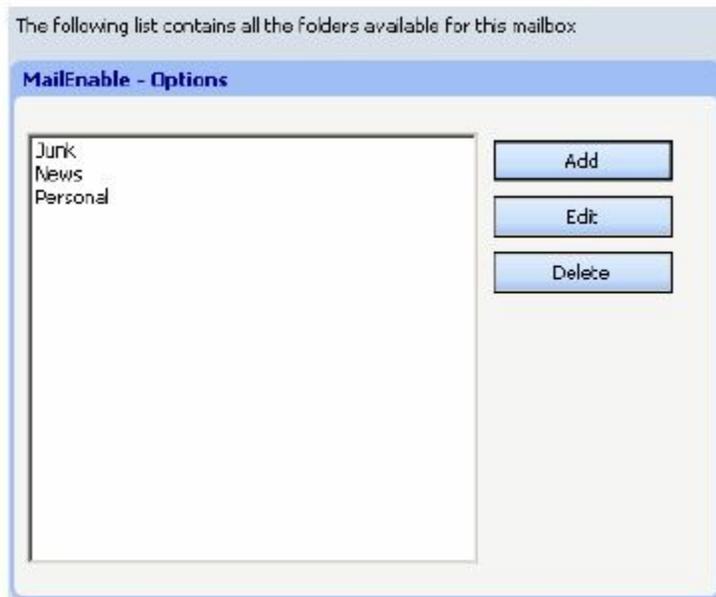

Figure 7-1 Folder management window

Folders view

The folders view appears on the left hand side of the screen. The folders list displays the number of unread messages in brackets next to the folder name (bold text). Holding the mouse over the folder name shows the total number of messages in the selected folder.

Calendar Management

MailEnable Enterprise Edition incorporates a calendar feature that allows users to schedule appointments. This calendar can be used to navigate between days, weeks, months or years so that a user can view scheduled appointments

Figure 8-1 Calendar week view

Creating an appointment

To create new appointments, simply click the new appointment button located under the calendar month view. Once the New Appointment button has been clicked the new appointment entry screen is shown. The entry options are as follows:

Field	Explanation
From	This setting is used to select the address of the individual who created the appointment or who is hosting the appointment. Use the dropdown menu to select a different contact.
Description	This text box is used to give the appointment an appropriate name. This description is used in the scheduled time slots.
Attendees	This text box is used to input peoples email addresses that will be attending the appointment. (Please note that when an attendee is specified in the attendee□s text box, an email notification can optionally be sent to each of the attendees.) To quickly choose attendees, click the Edit button and select attendees from the contacts window.

Date	Set the appointment date.
Start and Finish Time	These two dropdown menus are used to set the start and finish time for the appointment.
Location	This is where you input the location of the appointment e.g. Board Room
Notes	This section is used to include any additional information regarding the appointment.

Main toolbar options

The main toolbar options include the ability to change log in password, create an auto response or change generic settings of the web mail program. Generic settings in this example include, time zone, displayed language characters and a signature that can be created to be inserted automatically on all sent messages. When the Options button is clicked the following tab options will appear: Login, Pop Retrieval, Redirection, Auto Response and Settings. **Note: Depending on how web mail has been configured by the server administrator, some of these tab options may not appear.**

Login tab

The login tab allows for account passwords to be changed. The following table describes the options.

Field	Explanation
Login	The mailbox name for the currently logged in account..
Current Password	The current password text box field is required to change the password. To change the password, enter the current password in this text box..
New Password	Type the new password into this text box ensuring it is a secure password (i.e. not easy to guess, should include letters and numbers).
Confirm New Password	Type the new password into this text box to confirm that the correct password has been entered and no typing errors exist.
Update Button	Once the old and new password text boxes have been entered, select the Update button. To confirm the password change, a subsequent message will be displayed.

Redirection tab

Redirection allows email that is received into web mail account to be transferred to any another email account. To set up a redirection for an account, select Redirection in the Options toolbar. The following options will be presented.

Field	Explanation
Redirect mail to	Place a tick in the check box adjacent to the Redirect mail to text box, then enter the email address that is to receive the redirected mail.
Keep a copy in mailbox	Tick this box to keep a copy of the redirected messages in the original mailbox. If this box is not ticked, then the mail will be moved from the mailbox to the account selected for redirection.

Auto response

Auto response is a function that automatically replies to any email address that sends an email to a user. Often used when a staff member goes on holidays, this utility can write an auto-response message letting everyone who sends mail to the person on holidays that he/she is away.
To enable, place a tick into the **Auto Response Enabled** check box by clicking the left mouse button on the check box. To disable the function a removal of the tick from the Auto Response Check box will ensure the Auto Response is no longer generated.

Field	Explanation
Subject	It is simply then a requirement to type in the subject of the message by replacing □[AUTORESPONSE] □□ Automatic Mailbox Response□□ or leave for the default then enter the body of text that is required to be sent automatically to the sender.
Message Contents	The text is entered into the text box shown below under the Subject text box. Once the text is entered a left button click of the mouse on the Update button will confirm the Auto Response.

Settings tab

Settings tab has options to change of Character sets for alternate languages, selection of the senders/users Time Zone and also allows a Friendly Name to be entered that will be sent along with an email address. These settings are explained in the table below.

Field	Explanation
Friendly Name	This name is delivered along with the email address. Sometimes a nickname or abbreviated name is used in this field.
Default Address	If there are many accounts configured for a mailbox, one mailbox address can be set to be the default sender address. This default address will appear in the From address when a new message is composed.
Character Set	Allows different languages and different language characters to be sent in an email. To change the Character set, select the drop down arrow to display the available languages and select the desired language setting.
Time Zone	This setting is used in message headers to correctly display local times of email sent and received. To change the Time Zone, select the drop down arrow and select the desired time zone setting.
Auto Signature Enabled	An auto signature is a body of text that is sent on the bottom of emails, which may contain location, contact details etc. The auto signature can be enabled by ticking the Auto Signature Enabled box and typing the details of the auto signature within the text box.
Compose my messages in the following format	The choice of editors here are plain text, lightweight HTML, and heavyweight HTML formats. Plain text will allow the users to only enter text emails this can help reduce server load. The HTML option will allow links, pictures and HTML encoding of the composed message. The lightweight HTML is much faster when loading up than the heavyweight HTML editor.
Number of messages displayed in list view	Sets the number of messages that will be displayed in the inbox or folder list view.
Move Deleted Messages to Deleted Items Folder	Enables any deleted messages to be copied to the Deleted items folder before deletion.

Clear Deleted Items on Log Off	Permanently deletes the messages in the Deleted items folder when a mailbox logs off.
Compose and view messages in a new window.	This setting will open a new window for every new email and message view.

After these settings have been configured select the Update button to confirm the settings.

Outlook-to-Web Mail Sync.

Outlook-to-WebMail Sync. Microsoft Outlook can be synchronized with your WebMail account so that Contacts and Scheduler data can be shared between a desktop and WebMail client. If a user adds a new appointment (task) or contact while using Outlook or @Mail, the data will be automatically synchronized between the applications.
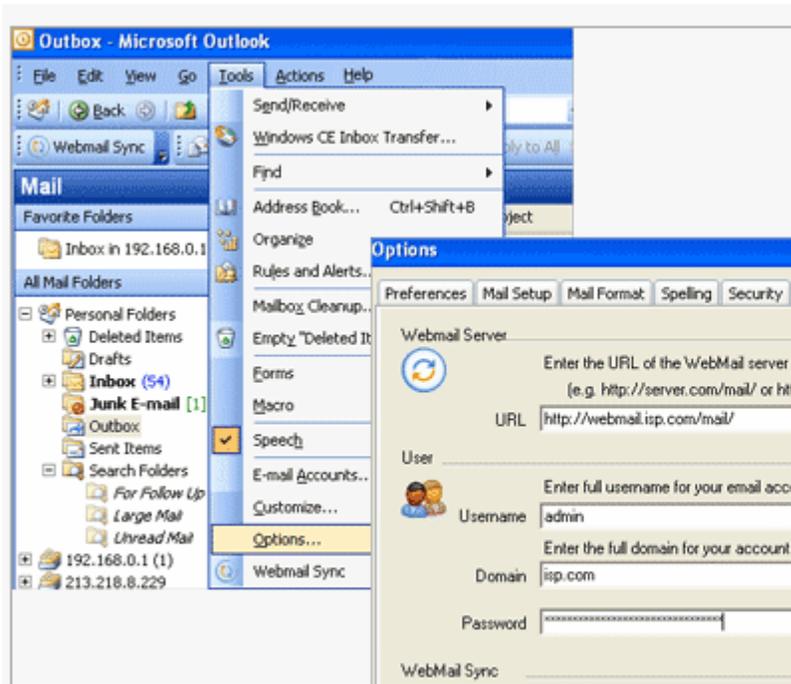
Outlook Sync

Enhanced Address Book. @Mail's Enhanced Address Book functionality allows users to import and export contacts from/to CSV (Comma Separated Values) file format. Search and import functionality via LDAP is also provided. Users and administrators can utilize the powerful tabbed interface of the Address Book to create permissions-based shared contacts, controlling which contacts are visible to or editable by other users. The Address Book can also be configured to disallow permissions controls for all users (useful for free email services where global address book access is not desired).

Address Book & Sync

Start Page. After logging into your email account, view a summary via the web mail client "start page". Here you can check new messages, calendar entries, tasks, and recent logins. This is a great place for placing company news, advertisement banners, or logos.

Tabbed Email Browsing. Email messages can be viewed within a tabbed pane below the folder message-list pane. The tabbed interface allows quick navigation of messages.

Tree-style Folder Menu. Email folders are now accessible via a tree-menu, making it easy to categorize folders and access them again quickly. Sub-folders can be created by right-clicking on a folder. To move a message into a folder, simply 'drag and drop' the message into the desired folder (or check the box next to message and select the destination folder from a list).

Mail Encryption. Keep your mail private by enabling mail encryption. Options range from commercial to military grade encryption (4096 bit) for outgoing email messages. Messages can be automatically signed with your public encryption key, allowing others to send encrypted messages to you.

Full MIME Support. @Mail supports MIME email messages, allowing users to receive attached pictures, multimedia content and data contained in email messages. Users can compose email messages and attach files to outgoing messages.

User-customizable preferences and Web mail Client interface. Users can change the Web Mail Client interface style and colors to suit their personal taste. @Mail Web mail Software offers many options that the user can choose from, providing a powerful and feature-rich web mail service.

Folder Management Utility. Messages received by @Mail Web mail Client can be moved among folders for sorting and archiving purposes. New folders and sub folders can be added and deleted, allowing users to categorize and organize messages.

Mailbox Sorting & Searching. Messages contained in a user's Inbox can be sorted by Subject, Date, or Email Address. Users can search their mailbox for messages containing matches of the user-specified string, allowing quick and easy access to stored email.
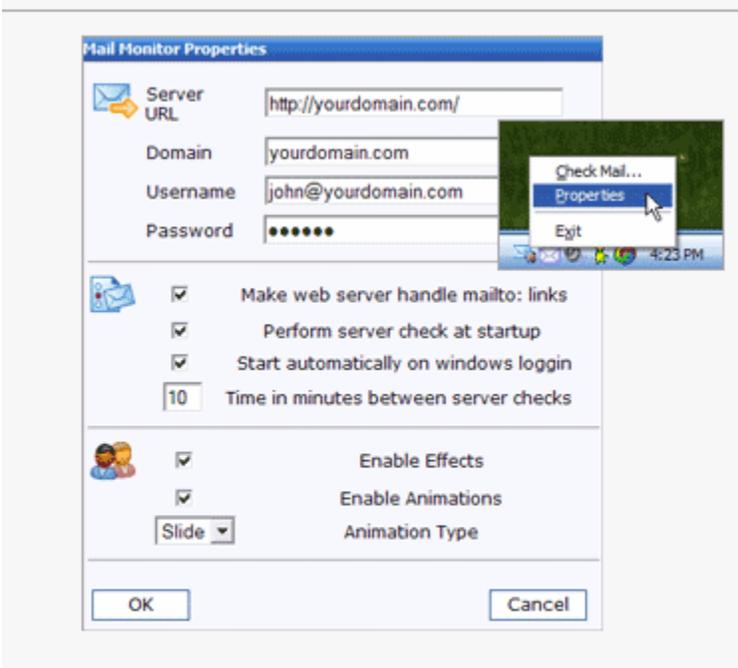
The Mail Monitor Utility sits in the windows system tray and checks a single email account for new mail at user-defined intervals.

When a new message is found, a slide/fade animation displays a summary in the lower right corner of the screen.