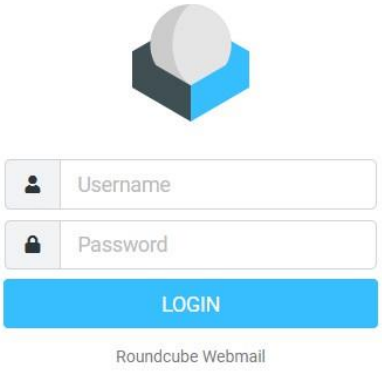
Webmail User Guide

This tutorial shows you how to use your webmail to work with your e-mail account.

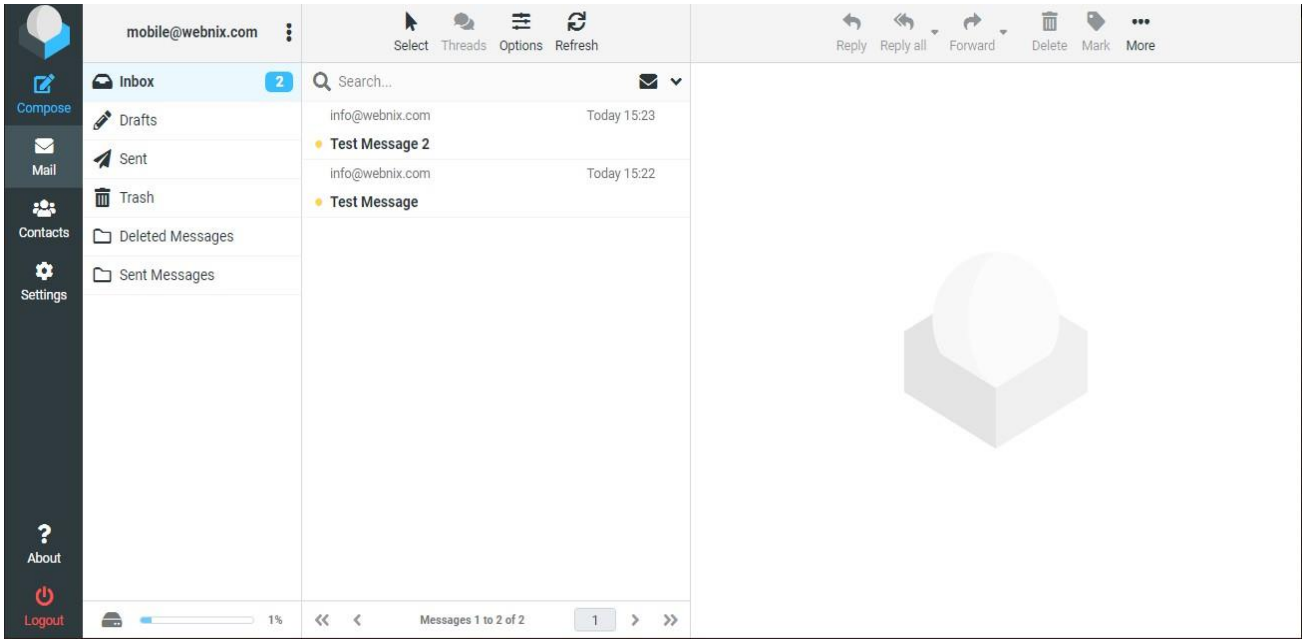
Login to the Webmail

1. Open the URL (E.g. http://mail.yourdomain.com) given to you by the system administrator in your web browser. The site shows the Login screen, which is used to authenticate a user. Type in your email account username (usually your email address) and password into the according fields. Hit the *Login* button or press <Enter> on your keyboard to authenticate.



Getting Started

Once authenticated, the screen of webmail is divided into functional parts which are explained below:



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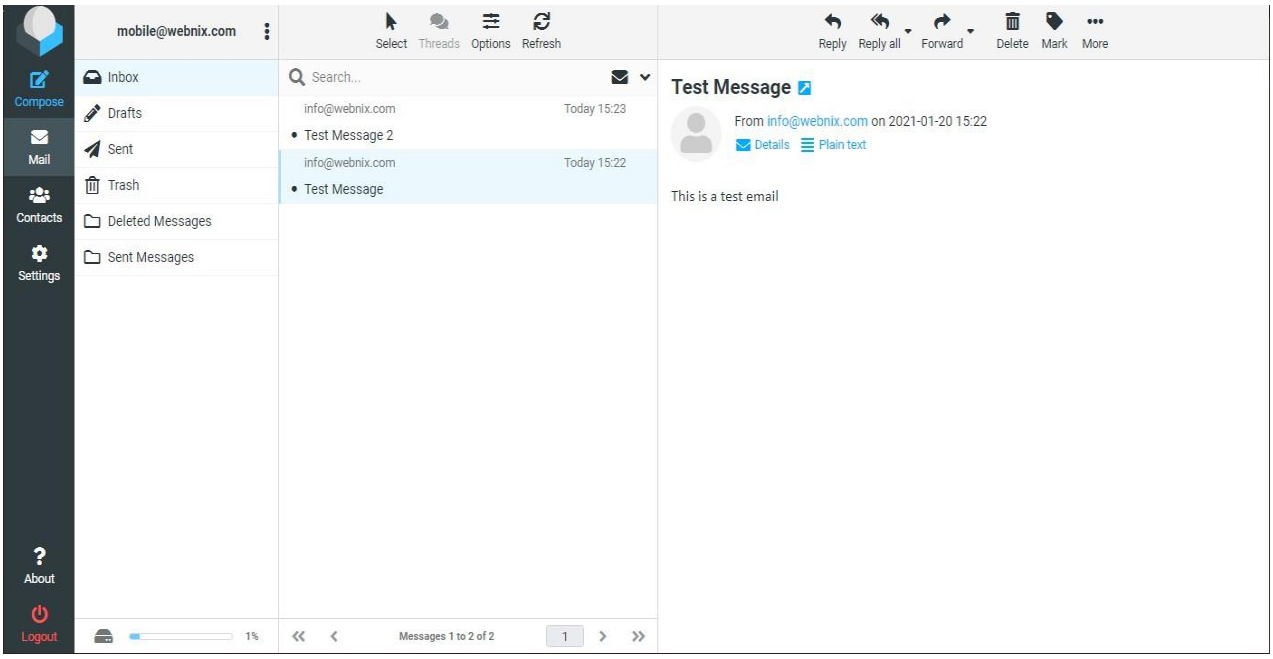


User Interface (Sample): Elastic

The content area of the screen shows three areas: Mailbox folders, Messages List and the Preview Pane which can be toggled.

Message List

This part of the screen is displaying the list of all messages in the currently selected folder. The number of messages displayed in the list and the total number of messages in that folder is stated right below the list. According to your settings, this list only displays a limited number of messages at a time. Use the allow buttons below the list to browse through the multiple “pages”.

The application periodically checks for new messages and will update the display if new emails arrived. You can force this check manually by clicking the Refresh button in the email view toolbar.

Open a Message for Reading

If the Preview Pane is visible, a single click on a message will display it in the preview right below the list. In order to open a message in full view or a new window, double-click it with the mouse. Another way to open a message in a new browser tab or window is to right-click on the subject and then choose “Open Link in New Tab/Window” from the browser’s context menu.

Selecting a message in the list will also activate toolbar buttons that offer further actions related to the selected message, such as replying, forwarding or deleting it.

Mark Messages as Read or Flagged

When opening an unread message for reading it’ll automatically be marked as read. This can also be done directly in the list by clicking the unread star in front of the subject. Click it again to mark the message as unread.

If the flag column is visible (see Change message list columns) you can flag / unflag a message by clicking on the flag column of the message row. Furthermore there’s the Mark menu in the toolbar that allows you to flag all selected messages with one click.

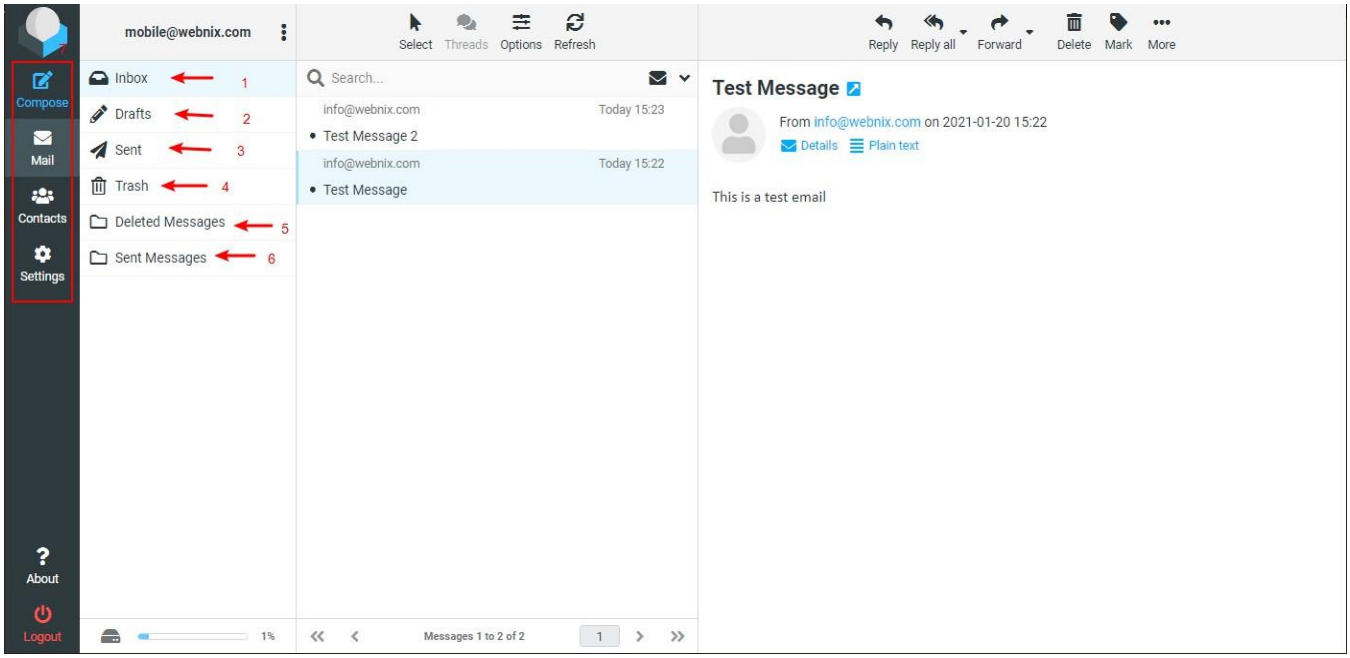
Change messages list sorting

The sorting order of the messages can be changed by clicking the column in the list header which you’d like the messages being sorted by. Click it once more to reverse the order. The column used for sorting is highlighted in the list header.

Selecting Multiple Message

With a single click on a row in the messages list, the according message is selected and highlighted. By pressing either the Shift or Ctrl keys on your keyboard while clicking on a message, you can select multiple messages or unselect them.

There is also selection helpers hidden in the Select drop-down menu located in the message footer. The menu allows you to select all unread or flagged messages at once or to invert or reset the current selection.



Mailbox Folders

On the left side you see a hierarchical list of all folders in your mailbox. Folders can be used to file email messages by topic, sender or whatever you choose for organization.

Incoming messages usually appear in the Inbox folder which is the first item in the folder list. There are some special folders which are used by the system to store sent (Sent) or deleted (Trash) messages and where not-yet-sent message drafts (Drafts) are saved. These system folders are indicated with special icons. The folder “Deleted message” and “Sent Messages” are generated by your apple IOS device. *(See above Arrow 1-6)*

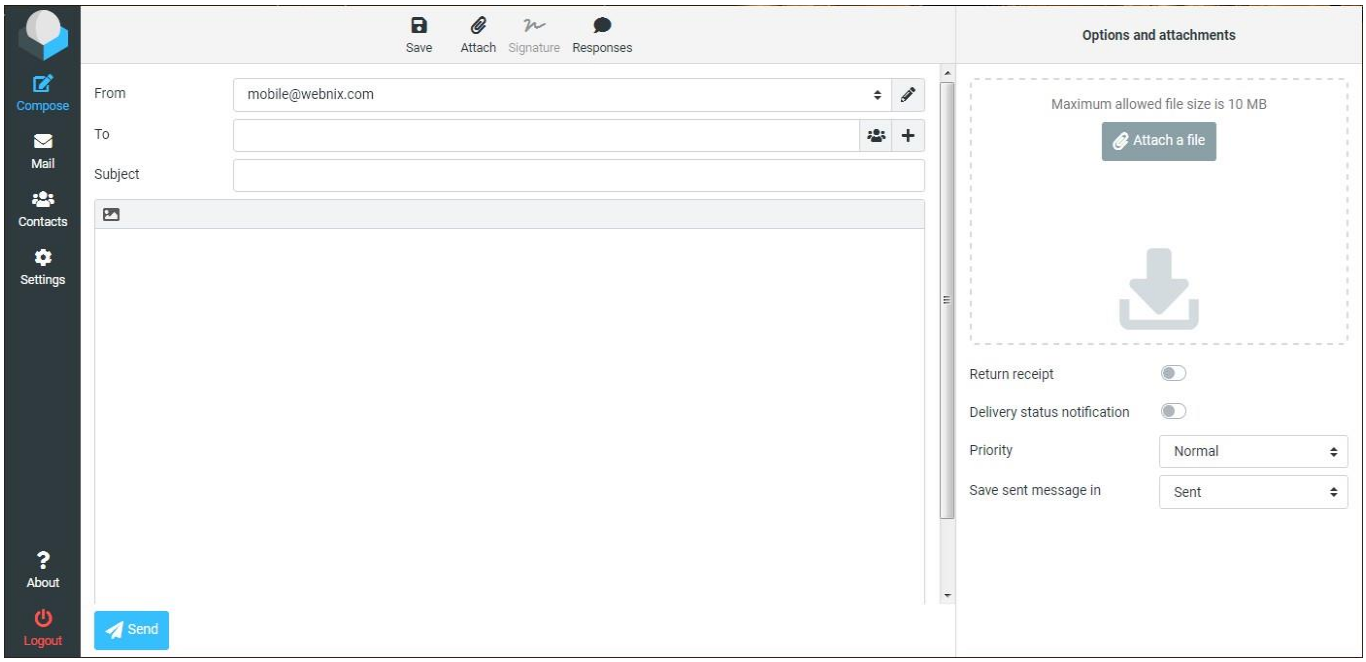
The number of unread messages in each folder is displayed at the right border of the folder list.

Click a folder in the list to show the contained messages in the message list on the right. The currently selected folder is highlighted in the list.

Folders with hidden subfolders are indicated with a small [+] icon which can be clocked to expand or collapse the folder tree.

Quota Display

If your mailbox is limited by a maximum size, the quota display located in the footer of the folder list indicates the current usage of the available disk space. Move the mouse pointer over the percentage display to see the real numbers of your quota usage.



Sending Email Messages

Composing a New Message

Click on the Compose toolbar icon opens the message compose screen. Depending on your settings it opens in the current browser tab or in a new window.

Enter at least one recipient address or select them from the address book, type in a subject and the message text and click the Send button in the toolbar when you're ready to send the message.

Save it as Draft (toolbar icon) if the message is not yet complete and you'd like to finish and send it at a later time. The email will be stored in the Drafts folder and can be double-clicked there in order to resume composition.

Reply a Message

If you want to respond on a received message, click the Reply or the Reply all button in the toolbar or the equivalent buttons in the Preview Pane. This will also open the compose screen but with a quote of the message you're replying to and with the recipient(s) pre-filled.

While Reply will copy the sender address into To field, Reply all will add all recipients of the original message to the To and Cc fields.

Forwarding a Message

Messages can also be forwarded to somebody by clicking the Forward button in the toolbar. The compose screen will contain the message text and all attachments already added. You can still add more attachments or remove some you don't want to forward.

The Forward toolbar button offers the following options:

Forward inline: In this (default) mode, the content of the original message is copied to the message text editor and can be altered or deleted. Also attachments of the original message are copied to the new message and can be removed individually. Attention: this mode can truncate or re-format HTML formatted messages.

Forward as attachment: With this option, the original message is copied as attachment to the forwarding message. This will preserve the message with all its formatting and attachments and doesn't allow you to alter anything.

Selecting Recipients from Address Books

While typing a recipient address, the app continuously searched your address book and suggests matching entries right below the input field. Use the cursor keys (up/down) on the keyboard to select one and then hit <Enter> or <Tab> to copy the highlighted address into the recipient field.

Using the Address Book Widget

If you prefer to select recipients from a list of contacts, use the address book widget on the left side to look them up. First, select the address book to browse on the upper part of the widget and see the contacts listed below. Only a limited number of contacts is displayed at a time so use the arrow buttons in the widget header to jump to the next page of contacts.

Select one or more contacts in the list and then click either one of the buttons below (To+, Cc+, Bcc+) in order to copy the selected contacts to the according recipient field. Double-click a contact in the list to have it added to the To field immediately.

Adding Attachments

In order to attach files to the message, click the Attach button in the toolbar and then select the file on your computer using the file picker dialog that opens. Attachments to be sent with the message are listed on the right and can be removed again by clicking the Delete icon of the according file.

If your browser supports HTML5, you'll see the file-drop icon at the bottom of the attachment list. That means you can drag a file from your computer's file explorer with the mouse onto that icon in order to attach it to the message.

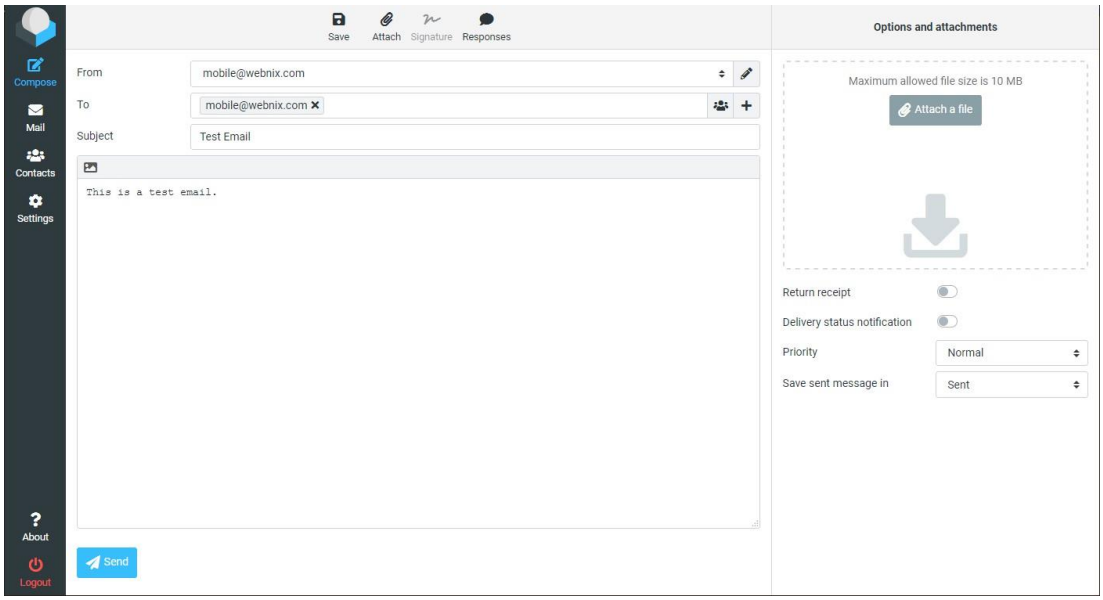
Composing Formatted (HTML) Messages

Composing Formatted (HTML) Messages

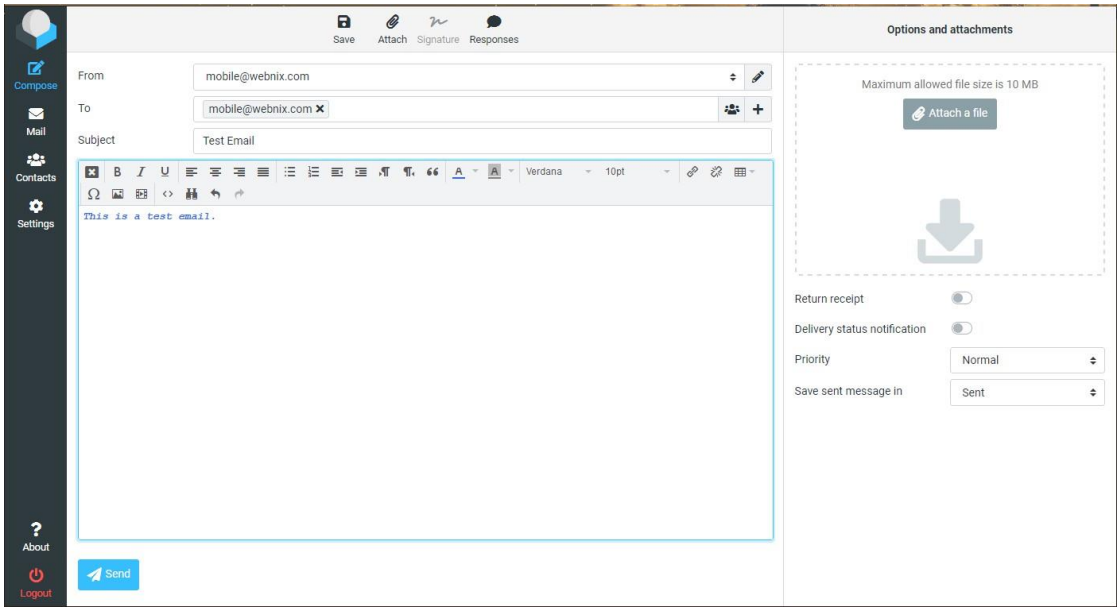
Depending on your settings, the compose screen shows a simple text field to enter the message or a rich text editor with a toolbar that enables text formatting, bullet lists, image embedding and more..

You can toggle the composition mode between plain and rich text (HTML) with the Editor Type selector which is hidden in the sending options bar. Expand the Sending Options by clicking the down-arrow on the left border of the message headers block.

Embedding Images



Plain Text



HTML Version

When in HTML editor mode, you can embed images right into the message text. And here's how to do that:

- Add the image as attachment to the message.
- Click the Insert/Edit Image icon in the editor's toolbar
- Select the image from the Image List drop-down menu in the dialog
- Hit the Insert button
- Resize the image in the text area if necessary

Searching Email Messages

For searching email messages, first select the folder you want to search in the Mailbox folders list on the left. Then enter the search term into the search box above the message list and press <Enter> on your keyboard to start the search. Search results will be displayed in the message list.

Reset the search by clicking the Reset search icon on the right border of the search box. Switching to another folder will also reset the search and clear the search box.

Choose what parts to search

Open the search options menu by clicking the search icon left in the search box. You can select which parts of the message should be searched for the entered term. Check Entire message to search them all.

You can also type specific search criteria directly into the box, such as "from:Scott" or "subject:Conference." Supported criteria keywords are:

from:
to:
cc:
bcc:
subject:
body:

Choose where to search

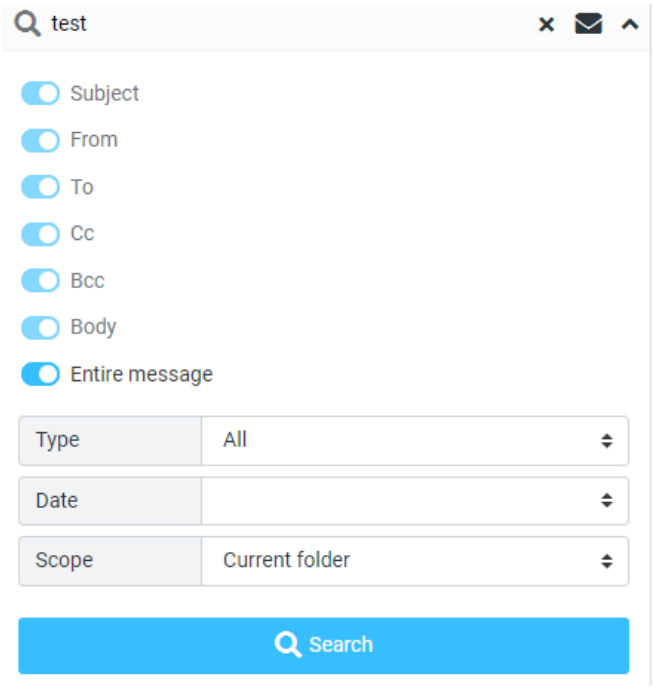
Also located in the search options menu, the “Scope” selector controls whether messages are searched in the currently selected folders, including subfolders or across all folders. If a search query is already active, changing the scope in this menu will immediately execute the search again and update the results in the message list.

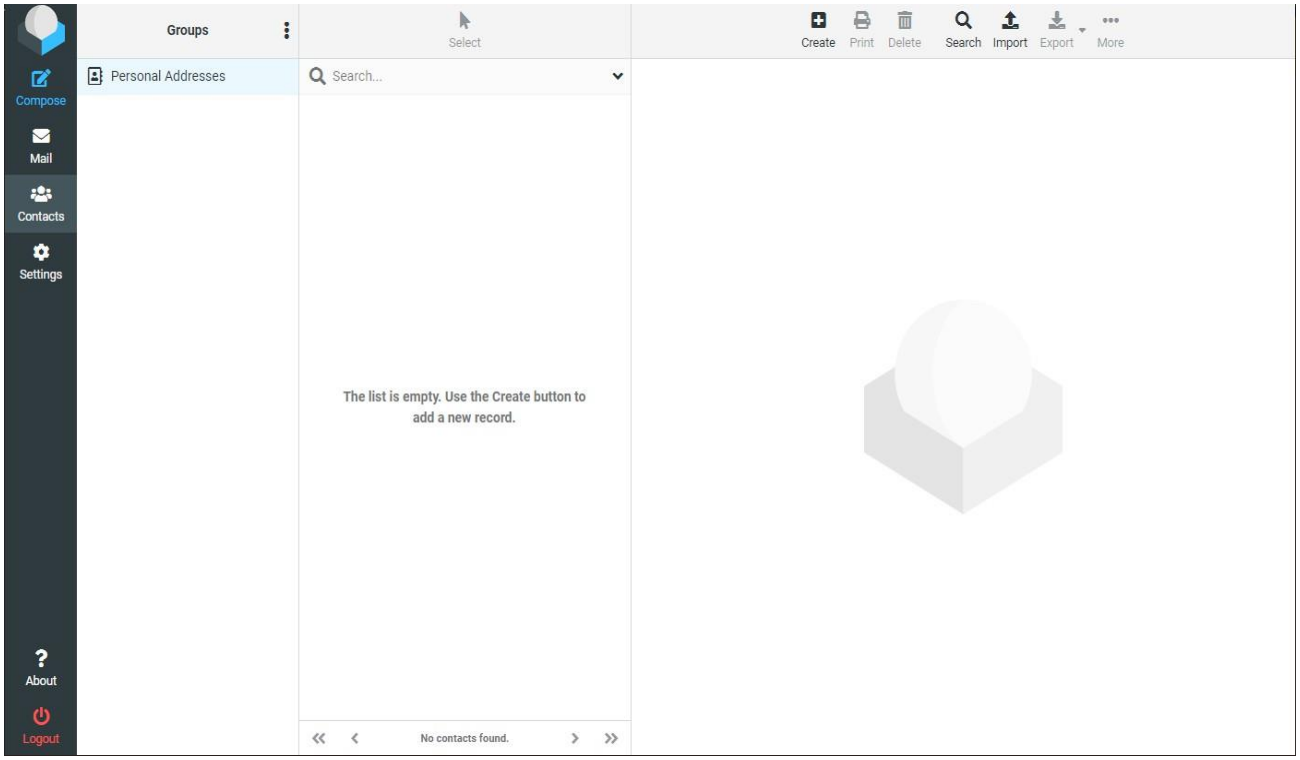
Message List Filters

The drop-down menu next to the search box offers some predefined filters to quickly reduce the messages listed to their status or priority.

The filter rules selected here are applied in addition to the search term entered in the search box. For example you can choose to only list unanswered messages from Paul by selecting the filter Unanswered and enter “from:Name” in the search box.

The message filters also depend on the “Scope” selected in the search options menu. Change the scope if you want to expand the active filter to list matching messages from all folders.





Contacts: Address Book

The Address Book task provides access to contact data saved in your personal or shared address books and a rich interface to manage them.

The content area of the address book screen is divided into three areas: Directories and Groups, Contacts List and the Contact Details.

Groups

The leftmost pane displays a list of address directories and contact groups within each of the directories. Depending on your server configuration and installed plugins you might see multiple directories but there's at least one directory which contains your personal contacts.

Contact groups are handy to organize your contacts. They can also be selected when composing an email message and will enter all members as a recipient. Groups will also appear in the auto-completion list when you start typing in the recipient field. A contact can be assigned to multiple groups.

Click a directory or a group in the list to show the contained contacts in the list on the right. The currently selected directory or group is highlighted in the list.

Actions: Create a Contact Group, Assigning Contacts to Groups, Remove Contacts from Group, Rename Group, Delete Group

Contact list

The contacts of the selected address directory or group are presented in this list with their names. The total number of contacts in the particular directory or group is stated right below the list as well as the set that is currently displayed. Use the arrow buttons in the list header to navigate through the pages.

Actions: Create a new contact (+), Delete selected contacts, Remove selected contacts from group, Send email to selected contacts

Import/Export Contact

Importing Contacts

Contacts can be imported into the address books from vCard and CSV files.

1. Click the Import button from the top toolbar in the address book view to open the import wizard.
2. Then select the file to import from your computer's hard drive. Make sure it's either .vcf or .csv file.
3. Select which address book the contacts should be imported to. The checkbox lets you delete all contacts from the selected address book before importing. Be careful with this, the deletion cannot be undone!
4. Click the Import button to start the importing process.

The next screen will display the results of the import process. Click Done to get back to the address book view and see the imported contacts.

Exporting Contacts

Contacts from address books can be exported in the vCard format only.

1. Select the address book or group you want to export.
2. Click the Export button in the top toolbar.
3. Choose where to save the exported .vcf file if prompted, otherwise check the "Downloads" folder on your computer for a file named "mycontacts.vcf".

The Export toolbar button offers the following two options:

Export all

That's the default action of the button and will pack all contacts currently listed into the vcard file.

Export selected

If there's one or more contacts selected in the list (do this by holding down the Shift or Ctrl keys of your keyboard while clicking individual contacts), this option will generate a .vcf file with only the selected contacts.

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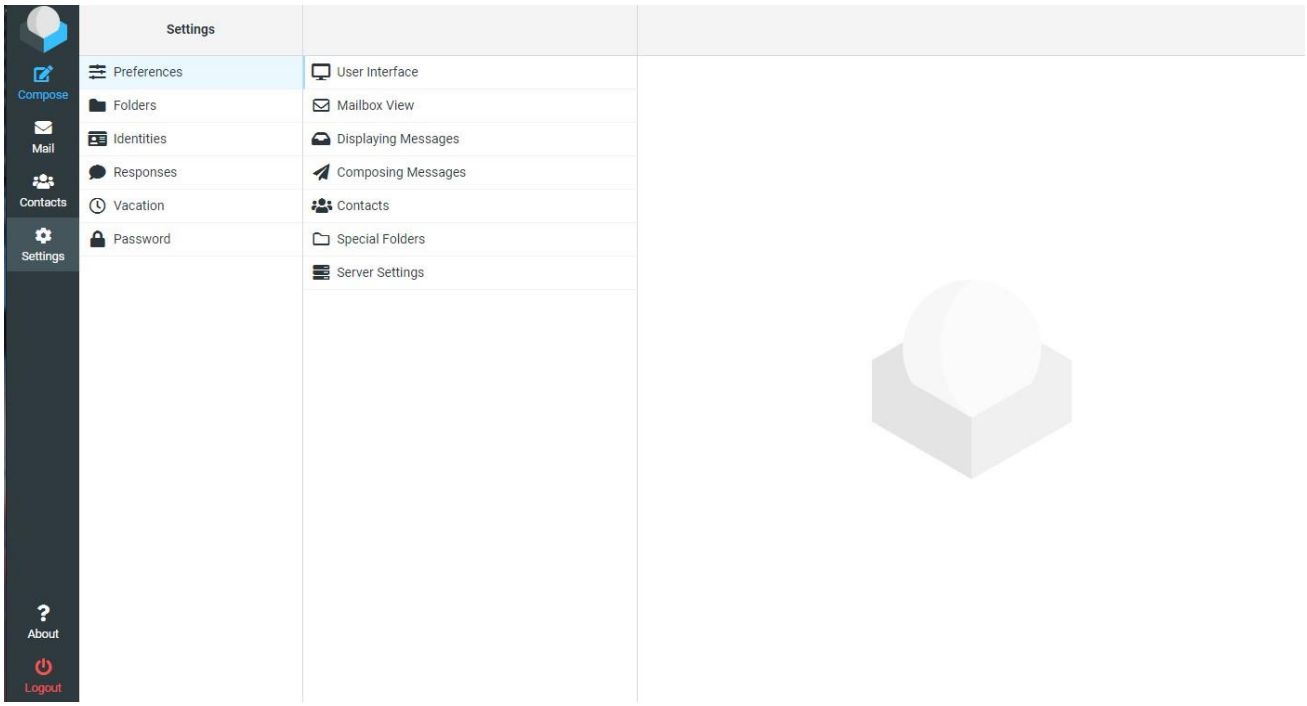

Settings

The behavior as well as the look-and feel of the application can be adjusted in various ways. The Settings task holds all the switches and panels to configure your personal webmail.

1) Preferences

User Interface

Language
The webmail is available in numerous languages. Switch it here if you like. When accessing the application, the language is automatically chosen from your computer's operating system language.

Time zone
Dates displayed anywhere (e.g. when a message is sent) will be automatically translated into your local time zone. Set this to *Auto* to let the system use your computer's time zone settings or select a specific time zone from the list.

Time format
Select how time (hours, minutes) are displayed.

Date format
Select the format how dates should be displayed.

Pretty dates
With this option checked, dates close to today will be translated into relative terms like "Today", "Yesterday", etc.

Refresh
Set the interval you want the system to check for updates (e.g. for new messages arrived)

Interface Skin
Choose the visual appearance of the user interface from a selection of themes.

Handle popups as standard windows
When webmail opens messages or the compose form in a new window, this can either be a detached window with a smaller size and without toolbar buttons or, with this option activated, be a regular browser window or even just another tab in your current window. If enabled, all windows opened by the webmail application obey the settings of your browser.

Register protocol handler
You can register this webmail app to be opened whenever you click an email link somewhere on the web.

Mailbox View

Show preview pane
This shows or hides the Preview Pane *i*n the mail view.

Mark previewed messages read
Select the delay to mark new messages as "read" when opening them in the preview pane.

Request for receipts
This option controls the behavior when you open a message for which the sender requested a read receipt.

Expand message threads
When listing messages in *threads*, this option controls how conversation groups are expanded in the list.

Rows per page
The messages list displays this number of messages at a time (aka a "page"). Increasing this number may result in longer loading times when opening a mailbox folder.

Check all folders for new messages
By default, only the Inbox is checked for new messages periodically. If you have server-side filters installed that will move incoming messages to other folders, you should check this option.

Displaying Messages

Open message in a new window
With this option checked, double-clicking a message in the email view will open it in a new window instead of the current browser window/tab.

Display HTML
Check this option to display formatted messages as the sender intended it. When disabled, formatted emails will be converted to plain text.

Display remote inline images
Formatted (HTML) messages can contain references to images which have to be loaded from a remote server. This can harm your privacy and reveal to the sender that you opened the message. This technique is often used by spammers to verify that your email address works and you may receive more spam.

Display attached images below the message
Enable this option if you want image attachments to be displayed below the message text.

After message delete/move display the next message
Controls whether the screen should jump to the next message in the list when opening an email message (not in the preview pane) and then move or delete it.

Advanced options

Default Character Set
Some email systems do not specify the character set when sending messages. In such rare cases the receiver (your webmail application) has to make an assumption how to display the special characters (e.g. éäç) and therefore uses this setting. Select the character set/language the majority of your email correspondents use.

Composing Messages

Compose in a new window
With this option checked, the message compose form will open in a new window instead of the current browser window/tab.

Compose HTML messages
Check this option to enable the rich text (HTML) editor when composing a new message. This is only the default setting for HTML message composing. It can be toggled at any time while composing.

Automatically save draft
While you write a new message, a copy will be saved to the Drafts folder ever few minutes. Select the interval or disable the automatic saving here.

Always request a return receipt
Activate the "Return receipt" sending option by default for new messages.

Always request a delivery status notification
Activate the "Delivery status notification" sending option by default for new messages.

Place replies in the folder of the message being replied to
Choose the current folder for saving the reply message to instead of saving it to the "Sent" folder.

When replying
This option controls whether and where to place the quoted original text when replying to a message.

Messages forwarding
Controls the mode how messages are forwarded by default when clicking the Forward button without choosing a forward mode.

Default font of HTML message
When writing a formatted (HTML) message, this font face and size is used for the default text formatting.

Default action of the "Reply all" button
When replying to messages coming from mailing lists, this setting controls how to reply to them.

Automatically add signature
Select in which cases the signature text from your sender identity is added to a new message.

When replying remove original signature

As the name suggests, this setting removes detected signatures from the original message when citing it in the reply.

Spellcheck Options

These checkboxes control the behavior of the spell checker function.

Advanced options

Attachment names

Sometimes receivers of your email messages have difficulties to correctly see the names of attached files. Adjust this setting in case you get complaints about garbled attachment names.

Use MIME encoding for 8-bit characters

This enables sending message texts the "safe" way but slightly increases the amount of data to be sent. Activate this option in case people cannot properly read message you send out.

Contacts

Default address book

Select the default address book where new contacts are saved to when adding them from the mail view.

List contacts as

Choose how names are displayed in the contact list.

Sorting column

Select the contact attribute used for sorting the contacts in the list.

Rows per page

The number of contacts displayed at a time (aka a "page") in the contact list.

Skip alternative email addresses in autocompletion

With this option checked, every contact will only appear once in the autocompletion list that appears when you start typing in the recipient field. The first email address of the selected contact will then be inserted. If disabled, all email addresses of a matching contact are displayed for selection.

Special Folders

Some folders have special purposes and are used by system processes to store messages. This form allows you to choose which folders are used to store Drafts, Sent or deleted messages (Trash).

Show real names for special folders

With this setting enabled, the original names of the assigned special folders are displayed in the folder list instead of localized names. When hitting the Archive button in the mail view, the selected messages are moved to this folder.

Divide archive by

This option allows you to organize your archive folder in various ways. The selected message(s) can be filed into sub-folders of the archive according the sent date, the sender's email address or the folder the message is moved from. When set to None, all messages will be stored in the Archive folder without any sub-folders being created.

Server Settings

This section provides more advanced settings that control how messages are treated by the email server.

Mark the message as read on delete

With this option enabled, unread messages are also flagged as read when deleting them right away.

Flag the message for deletion instead of delete

Email messages can be flagged as deleted first before they're finally removed from a folder. That also allows to "undelete" them later on. In order to finally delete them, use the Compact command from the Mailbox folders operations menu.

Do not show deleted messages

This option suppresses messages flagged as deleted from being listed.

If moving messages to Trash fails, delete them

Moving to Trash can fail if the Trash folder isn't selected or over quota. With this option enabled, messages are deleted from the current folder when you attempt to move them to Trash.

Directly delete messages in Junk

Messages in the Junk folder are also move to the Trash first when deleting them. Skip that step by enabling this option.

Clear Trash on logout

As the option name says, this will empty the Trash folder when you terminate the session.

Compact Inbox on logout

This will remove all messages flagged for deletion from the Inbox when you log-off.

2) Folders

This section of the settings task allows you to manage the tree of mailbox folders.
The hierarchical folder tree is displayed in the middle list widget where you can select a single folder by clicking it. Folder information and some settings then appear in the right properties pane.

There might be folders which are grayed out and which cannot be edited nor deleted or renamed. Such folders are “virtual” folders which are only there for structuring but which cannot contain any messages.
Some Special System Folders cannot be renamed or unsubscribed because they have special purposes and are used by system processes.

Subscribe to Folders

In the folder list, the right column indicates whether a folder is subscribed and by clicking the checkbox, the subscription for that folder can be changed.
Subscribed folders appear in the email view whereas unsubscribed ones are hidden and only visible here.

Actions: Create Folder, Delete Folder, Empty Folder

3) Identities

The settings here control the name(s) and email address(es) stated as sender when you send out email messages. Depending on the server configuration, you can define multiple sender identities or only adjust the name and other control fields.
Settings

This first block contains general properties for the selected sender identity:

Display name
The full name displayed in the recipient’s email program upon receiving your message

Email
The email address stated as sender of email messages you send with this identity. Please enter a valid email address that is handled by your webmail account. Otherwise message sending might fail because of an invalid sender address.

Note: The Email field might not be visible or editable. This is no malfunction but a restriction set by the server administrator to prevent users from sending email with faked sender addresses.

Organization
Some email programs display the organization field when receiving messages from you with this filled out.

Reply-to
Enter an email address that differs from the identity’s email address here in order to force recipients to send answers to that address instead of the sender email address.

Bcc
Specify an email address here that will receive blind copies of every message you send with this identity.

Set default
Check this box to make the current identity the default selection when writing new messages. You can still chose another sender identity while composing a message, though.

Signature

Every sender identity can have its own signature text which will be appended to the message text when you start writing a new email message. Visit Settings > Preferences > Composing Messages to configure when and how signatures are inserted.

Signature: Enter the signature text here.
HTML signature: Check this option if you mainly send formatted (HTML) messages and to enable formatting of your signature. The text box above will then show a toolbar to adjust formatting.

4) Responses

This settings section lets you manage your personal boilerplates (aka “canned responses”) which are handy when replying to messages with prepared responses.

Actions: Create a new response, Delete a response, Edit response

5) Vacation

This settings section lets you enable or disable auto response message. You can input the auto response “subject” and “Content”.

6) Password

This settings section lets you change your webmail password. Password must be at least 8 characters long.

- The End -

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