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Rich Web Mail

Quick Guide

Version 1.3

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1 Purpose

This document provides users of Rich Web Mail a brief overview of the primary features. For full description of all the capabilities, please reference the complete AJAX Web Mail Guide available from the system administrator.

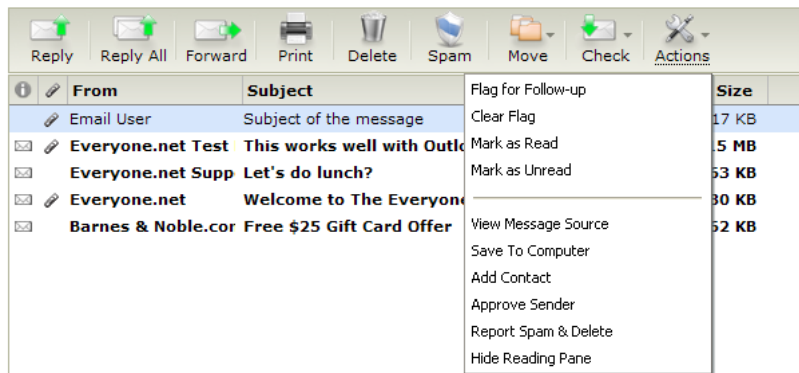
2 Quick Start Web Mail Overview

Rich Web Mail provides much of the functionality of an email client with simple to use intuitive functionality.

2.1 Primary Email Features

There are a few primary features that most email users will want to understand about Rich Web Mail. Most of these are self explanatory however; **Report as Spam** and **Switch to Classic** link do require brief additional explanation.

1. Drag and drop messages to folders listed in the Navigation Pane
2. Right click any message or use the action icon on the tool bar for actions



3. Control or shift click on any message or group of messages
4. Resizable reading page
5. Report as Spam icon on the tool bar
6. Quick link to Switch to Classic

2.1.1 Report as Spam Feature Description

The Report as Spam (RAS) feature allows account holders to report spam that appears in their inbox to our spam filter to enhance the accuracy of the filter. Please continue to utilize this feature whenever possible, however, if egregious spam is received in the inbox, please contact abuse@everyone.net with the full message header and message body so that we can ensure this source is blocked in the future.

If a non-spam email message is accidentally reported via the RAS tool, account holders to not have to be worried that they have accidentally reported a friend or colleague as a spammer. The tool requires a certain number of reports within a specified timeframe in order to modify the spam filter for the reported spam source.

2.1.2 Switch to Classic Link

Two versions of Web Mail are provided to all email account holders; Classic and AJAX. The Classic version will always be supported and is designed to detect when accounts have browsers, network access or software that is incompatible with AJAX web pages. Account holders may choose to Switch

to Classic using the link at the top right on every AJAX page. Alternatively, account holders may choose to return to AJAX using the Switch to Rich Web Mail link on the right navigation pane in Classic.

2.2 Options

The options link across the top of all panes provides a quick link to the Options page. The Options page is where users go to control their own email settings.

Options		
Your Information	Mail Handling	Additional Options
<p>Personal Profile Update your personal information.</p>	<p>Administrator settings take precedence over your preferences, which can result in mail handling behavior different than what you set below:</p>	<p>Check Email With Outlook or Other Software Send and receive (POP) email with your favorite email software.</p>
	<p>Email Forwarding Automatically forward your email to another address.</p>	<p>Shared AddressBook Setup Outlook or Other Software to access the shared addressbook for your domain.</p>
	<p>Auto Response Automatically respond to all emails with a custom message.</p>	<p>Signature Customize a signature to append to your outgoing messages.</p>
	<p>Check External Mail Retrieve messages from other email accounts.</p>	<p>Preferences Customize your time zone and reply address, and how you want to manage your messages.</p>
	<p>Email Rules Automatically process new messages as they are received.</p>	
	<p>Email Notification Receive a notice at another email address when you have new mail.</p>	
	<p>SpamShield Pro Automatically process junk email.</p>	

2.2.1 Email Forwarding

If account holders wish to route their email to another mailbox, either hosted by current provider or hosted by anyone else, they can enter the email address in the field and check the box to forward with or without saving a copy of the message on their hosted email address.

2.2.2 Auto-response

Email account holders may turn on or off the auto-response message, set the time period for the auto-response to remain in effect, create the message and choose to save messages received during that time period. Simple entry into the fields allows easy set up of auto-response messages.

2.2.3 Check external mail

The check external mail feature allows email account holders to POP other email accounts to their Web Mail account. Settings for the POP account must be obtained by the email account holder from the provider of the POP account.

2.2.4 Email rules

Inbound email rules can be created by the email account holder to process inbound mail. Account holders must choose from the pull down menus when creating rules. Rules set by mail administrators at the domain level are applied before delivery of message to the user's mailbox through the user level rules. If there are email delivery issues, always check email rules first to make sure the user isn't accidentally preventing email from being delivered to the INBOX.

2.2.5 Email notification

Users who frequently check mail at other email accounts can set up a message to be notified if new mail is received in the hosted email account at other email locations. If the email notification address is blank, no notifications to other accounts will be performed.

2.2.6 SpamShield Pro

SpamShieldPro provides the spam filter controls at both the domain and user level. The following features of SpamShieldPro apply for Web Mail users:

1. For Web Mail accounts, users can enable or disable the spam filter. If enabled, users can set the spam score. The default value is 2.5. The smaller spam score value is MORE stringent, the larger spam score value is LESS stringent. For example, if the user sets the spam value to 2.5, all messages scored below 2.5 are delivered to the spam folder. All messages scored above 2.5 are delivered to the INBOX.
2. Users can choose to have mail marked as spam delivered to the spam folder, trash or INBOX.
3. Users can choose to show or hide images in all mail or just suspected spam mail.
4. BounceShield should always be checked as enabled. This blocks returns from spoofed emails.
5. Users can list email addresses or domains to be approved for delivery to the INBOX up to 500 entries.
6. Users can list email addresses or domains to be blocked from delivering to the INBOX up to 500 entries. Note: Please be careful not to check the box for "Block all senders that are not Approved Senders" if there are no approved senders in the approved list. No mail will be delivered in this case.

2.2.7 Check email with Outlook or other software

If the account holder has a Business Mail or *one_business* account, they can set up an email client like Outlook with the POP settings identified in this section.

2.2.8 Shared Address Book

If the account holder has a Business Mail or *one_business* account, they can set up a shared address book using the instructions located at this link.

Signature

Account holders can create a customized text or HTML signature in the field provided.

2.2.9 Preferences

The Preferences section allows account holders to specify how their mail is to be configured. The following can be controlled from Preferences:

1. Entries for FROM and REPLY TO settings
2. Choose to forward emails as attachments or inline
3. Select SAVE DRAFT while composing
4. Select AUTO COMPLETE while composing
5. Select RICH or PLAIN TEXT editor
6. Select default rich text editor FONT TYPE and SIZE
7. Select option to SAVE SENT MESSAGES
8. Select TIME ZONE
9. Choose DATE format
10. Choose TIME format
11. Choose CLASSIC or AJAX Web Mail format
12. Choose ACTION after moving or deleting

2.3 Home

Home contains important information about email account holders mailbox size, utilization and any messages that may be posted by the domain administrator.

one_mail test account
test123@everyone.net

Switch to Classic | Feedback | Home | Options | Help | Logout

Q Search Inbox folder... Search

Home

Usage

0% 100%
Mailbox Usage: 9 KB of 10 GB.
Total: 3 messages.

You are currently a Business Mail member.

Premium Partner Services

one_business Now available from Everyone.net!
Email archiving, online storage, and more!
Talk to your administrator to take advantage of special limited-time pricing.

Welcome to Everyone.net

[Privacy Policy](#)

Rich Web Mail Home Page

2.4 Headers

Headers are the portion of the message that describes FROM, TO, DATE and SUBJECT. Typically, only the abbreviated header is displayed in Web Mail. It will sometimes be necessary to obtain the full header of a Web Mail message to send to a domain administrator for problem resolution.

To obtain full message headers in Web Mail, click the toggle link for “More...” that appears just under the Subject in the abbreviated header. The full header will be displayed and can be copied and sent as an attachment to the domain administrator.

2.5 Address Book Management

Web Mail users have six (5) CSV file formats in which to import address book data from other email clients. Contacts or groups can be imported by Web Mail users by selecting the Contacts icon at the top left of the Navigation Pane and clicking IMPORT CONTACTS on the top tool bar.

Currently, there is no option to export contacts from Web Mail.

Address Book

In Personal Address Book

Find contacts whose First Name contains Find

Browse contacts by First Name: All - A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

List 100 on a page.

Mail Delete New Contact New Group Import Contacts Show Contacts and Groups

all First Name Last Name Email (click below to send email) Edit View Delete

First Name Last Name email@domain.org

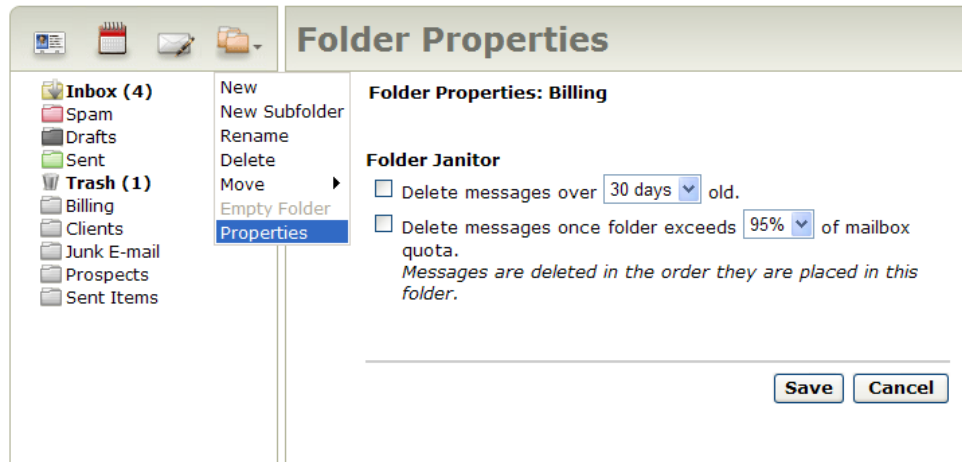
Mail Delete New Contact New Group Import Contacts Show Contacts and Groups

List 100 on a page.

2.6 Folder Management

Folders and subfolders can be created, deleted and edited by selecting Folder Actions above the Navigation Pane or by right clicking on the folder to be changed.

Folder Janitor allows the Web Mail user to control message deletion properties for each folder. Folder Janitor is accessed by selecting Properties under Folder Actions.



[Privacy Policy](#)

2.7 Message Search Function

Web Mail account holders can search for messages within a specified folder using the search function in the top right corner above the tool bar.

Select the desired Folder

1. In the Search Field enter your query



2. Click on Search

For a detailed search:

1. Click on the Magnifying glass in the Search Field, this will open a menu
2. Enter the search criteria into the search fields
3. Click on Search

