

## Users guide to Webmail

This guide is written for people who will be accessing their e-mail through webmail. It assumes that you know how to use Internet Explorer and are familiar with the Internet.

You can use webmail from most computers that have Internet Explorer installed on them and access to the Internet via an ISP [some Internet Service Providers may restrict access to external webmail sites, if you encounter such problems then please consult your with your ISP]. For example if you had a PC at home with Microsoft Internet Explorer and a connection to the Internet via Redstone you could read and reply to your e-mail from home.

### Supported Web Browsers

Redstone recommend that customers use Microsoft Internet Explorer Version 5 or higher to browse the web.

### Webmail's Navigation tools

Webmail provides the tools that you will need to create, send, receive and manage e-mail messages. We recommend that you use webmail's tools rather than your web browsers' tools during a webmail session.

For example, if you were viewing your messages list and wanted to update your list to reflect any changes, you would use webmail's update button rather than the refresh or reload option of your web browsers.

### Starting Webmail

1. Ask you system administrator for your webmail domain name, username and password.
2. Start Microsoft Internet Explorer. If this is the first time you are using webmail, set your web browser so that it checks the network for document revisions every time that you request a page. Once Internet Explorer has loaded click view, then select Internet Options. From Internet options screen choose the general tab and then click settings. On the settings screen you will see the following option, check for newer versions of stored pages: Put the bullet point next to Every time you visit the page and click OK. Internet Explorer will retain this setting.
3. Go to the site <http://www.redstone4schools.co.uk>
4. When the page has loaded you will see a login section under the webmail section.
5. In the username box, type your full email address <userID@domain.name>
6. In the password box, type your password.
7. Use the login button. Webmail displays the messages dialog box, which lists the messages in your current folder and allows you to create new messages.



### Getting Help

To view information about the options on your current webmail dialog box, use the Help button. The Help button displays the document similar to the one you are reading now – the webmail users guide. To move around the webmail users guide, use the scroll mechanism in your web browser or click on a highlighted topic to view a discussion of the topic. A table of

contents is located at the beginning of this Help file. To print the online version of the Webmail's user guide, use the print facility of your web browser.

## Listing your messages

After you log on, webmail displays the messages dialog box, which lists your messages, allows you to view your messages, and allows you to create new messages.

Another way to list your messages during your webmail session is by using the Index button, which appears on many Webmail dialogs.

## Why the Wait?

The first time that you bring up a page of information ( a dialog box or message) during a webmail session. Webmail retrieves all of the page's elements from your Webmail server; there is usually a small delay before the page displays. The next time you request this page, it will take less time to display because webmail will retrieve many of the pages elements from its cache rather than from your webmail server.



## Updating the list

Because new pages can arrive at your mailbox whilst you are viewing your message list, you can use the check button on the messages dialog box to refresh your list while you are viewing it.

## Moving through the list.

By default, the messages dialog box lists the messages in your current folder in the following order:

1. Drafts that have been created in webmail
2. Urgent and new
3. Urgent and read
4. New
5. Read

Within each category, Webmail lists messages in the order that you received them. To change the order in which messages appear, click on a column heading by which you want to sort your messages. For Example, if you want messages sorted by subject, you would click on the subject column heading.

To scroll up or down through your list of messages, use the vertical scroll bar on the side of the window.


If you have a large number of messages, Webmail divides your messages into pages and delivers your messages one page at a time. To view the next page of messages, use the scroll down button. After you use the scroll down button you can use the scroll up button to return to the previous page.

Note that you can change the number of messages that webmail displays on a page. Refer to customising webmail.


## Status Indicators


Status Indicators, which appear in the status column of your message list and in the status field on messages that you are viewing, tell you whether the message is new, urgent, a draft


or contains attachments. Following is a description of the status indicators that display and if they are supported by your e-mail system.


 **Urgent.** Either you or the person to whom you sent the message marked the message as urgent.

If you are using a template other than the DEFAULT or DEFAULTS template, Webmail displays a graphic to indicate that the message is urgent.

 **NEW.** If you are in preview mode, Webmail regards a message as new until you reply to it, forward it or file it. Otherwise Webmail marks the message as read when you open it. Preview mode is an option available on the change options dialog box. It allows you to read messages without marking them as read.

 **READ.** You have read this message.

 **ATTACHMENT.** The message has one or more files attached to it.

 **DRAFT.** You saved this message as a draft and did not complete it or send the current version.



### Listing the messages in another folder

Folders are storage areas in which you can group and store e-mail messages that are alike in some way. They allow you to access and organise your messages easily. The OUTBOX folder contains messages that you have sent. The DELETED folder stores messages that you have deleted. Note that Webmail does not support folders in Microsoft Mail and some POP3 configurations.

To list the messages that are stored in a folder other than your current folder, select a folder from the pull down list on the status bar of the messages dialog box and use the GO button. Webmail displays the messages in the folder that you have selected.

### Creating a folder

To create a new folder, follow this procedure:

1. From the messages dialog box, use the file button. Webmail displays the select folder dialog box.
2. In the folder box, type the name of the folder that you want to create. Folder names should be descriptive and unique so that you will be able to locate your messages in the future.
3. In the description box, type a short description of the folder.
4. Use the create button. Webmail creates the new folder and returns to the messages dialog box.

### Deleting a folder

Follow this procedure to delete an existing folder and all the messages in it.

1. From the messages dialog box, use the File button. Webmail displays the select folder dialog box.
2. In the select folder box, select the folder that you want to delete from the pull down list.
3. Use the delete button, Webmail displays a warning message.
4. Choose the Ok button to delete the folder and all of the messages in it. (to cancel deletion use the CANCEL button)
5. Webmail deletes the folder and returns to the Messages dialog box

### Searching for a message



Webmail provides a sophisticated but easy to use search tool that allows you to list the messages that contain specific text and/or are from a specific person. You could, for example, list all your messages that contained the word violin that you received from your correspondent Antonio.

The procedure that follows tells you how to search for e-mail messages.

1. From the messages dialog box, use the search button. Webmail displays the Search Messages dialog box.
2. Do one or both of the following. The most efficient way to search for a message is to enter the information in both the From box and the Text box.
  - a. To locate Messages that were sent by a particular person, type all or part of that person's name in the From box.
  - b. To locate messages that contain a particular word or phrase, type that word or phrase in the Text box. To search on more than one keyword, separate the words with a space.
3. Select one of the following Match if options:
  - a. All keywords are found – lists those messages that contains all of the search criteria (Text and From) that you specified.
  - b. At least one Keyword is found – lists those messages that contain one or more of the search criteria (Text and From) that you specified.
4. From the DATE pull-down list, select a range of dates for your message search. Webmail will search for only those documents received between the dates that you select.
5. From the Folder pull-down list, select the folder that you want to search. To search all your e-mail folders, select All Folders.
6. Select the OK button to search the matching messages ( To cancel the search, use the X button.) Webmail displays a message list that contains the messages that met the criteria that you specified. From this list, you can select messages and view them. You can also exit from this list and view your main list by using the index button. For more information on viewing messages, refer to Viewing a message.

## Printing a message

Follow this procedure to print a Webmail message.

1. Use your web browsers print tool to print the message
2. If the printed message is not legible, in your web browser, set the background colour to white and turn off any image files. Then print the message again.

## Viewing a message

To view a message, from the messages dialog box, click on the name in the from column of the message that you want to view. Webmail displays the Read Message dialog box, which shows the message that you selected.

## Viewing the next or previous message

To view the next message in your current folder use the Next button.



To view the previous message in your current folder use the Previous button.



## Returning to the messages dialog box



To return to the messages dialog box, use the index button or the X at the top right corner of the screen.

## Viewing a link

Some e-mail messages contain the locations of other electronic pages on the World Wide Web. When a message contains a location (URL), Webmail underlines and highlights the location. To go to the location specified, just click on the link. Your web browser brings you that page of information. To return to Webmail, use the function of your web browser that returns you to the previous page.

Webmail recognises URL's that begin with the following characters: -

<http://www>.

www.

<ftp://ftp>

<gopher://gopher>

mailto:

## Viewing Attachments

When a message has one or more files attached to it, Webmail displays the Attachment status icon on both the messages list and the message itself.

To view the attachment, click on the name of the attachment, your web browser will do one of the following:

If a helper application associated with the attachment's file type is configured in your web browser, your web browser will launch that application and act on the attached file. (A helper application is a program that will either play, display, or decompress your attachment.) For example, if the file is a graphics file such as a .gif or .JPEG, your web browser will launch a viewer application and display the file. If the attachment is a word for Windows file (.doc) any you have word for windows set up as the helper application for .doc files, clicking on the attachment with a .doc extension will display the file in Word for Windows.

If you do not have a helper application associated with the file type of the attachment, most web browsers will ask if you want o configure a viewer, select a viewer, or save the file to disk.

Web browsers come with a number of configured helper applications. To learn how to configure additional helper applications, refer to your web browsers' user guide.

If you have problems launching the appropriate application, tell your webmail administrator. He/she can configure the file extension mappings from within the web browser.

### Updating the status of a message



The status line on the Read message dialog box tells you whether your message is urgent or new, or if it contains attachments. Webmail allows you to change the urgent status and/or the new status of a message so that you can prioritise your messages.

### To change the status of a message:-

1. Click on the Urgent box and/or the New box to toggle the status on or off
2. Use the Update button. Webmail changes the status of the message

### Adding a sender to your address book

When you read a message in Webmail, you can add the sender of that message to your personal address book button on the read message dialog box. Webmail adds the sender of the message that you are reading to your personal address book.

### Replying to a message



To send a reply to the sender that you are viewing, use the reply button. Or, to send a reply to the message sender and all of the original message recipients, use the Reply all button.

### Forwarding a Message



To forward the message that you are viewing, use the forward button. Webmail displays the original message with greater than signs (>) in front of the original message's lines and clears the address boxes. Address the message to the recipient(s) and type any comments you want to add.

All of the options that are available when you create a message are also available when you forward a message. For more information on the options available, refer to creating messages.

### Filing a message in a folder



If your e-mail system supports the use of folders, we recommend that you organise the messages that you want to save by filing them into a system of folders. This enables you to locate messages easily in the future. The procedure that follows tells you how to file your current message in a folder other than the current one.

1. While you are viewing the message that you want file, use the File button. Webmail displays the File message dialog box.
2. In the folder box, select the folder from the pull-down list.
3. Use the Select button. Webmail files the message and returns to the previous dialog box.

### Creating a message



The procedure that follows describes how to create a new e-mail message.

1. Select the Create message button from the Read message dialog box or the Messages dialog box. Webmail displays the Create Message dialog box. Note that some e-mail systems do not support BCC addressing. Please refer to the user guide for your Web browser for information.
2. In the To: Cc: and Bcc boxes do one of the following: -
  - a. Type the address(es) of the recipient(s) of the message. Use the addressing conventions of your e-mail application.
  - b. Use the Address button to select an address from an address book. (For information about how to select names from the address book, refer to selecting recipients.)
3. In the Subject box, type a short description of the message.
4. To change the way that webmail handles your mail, you can select one or more of the following options: -
  - a. Urgent – Marks your message as urgent
  - b. Return Receipt Requested – Notifies you when your message is read by the recipient.
  - c. Signature – Appends your signature to the end of your message. A signature is a personalised text that you can attach to all or some of your messages. Some people include company information or quotations in their signatures. Note that before you can include a signature with your messages, you must create one. For information on creating a signature refer to Customising webmail.
5. In the Message: box type the message that you want to send. You can use the standard editing keys to create and edit your message. You can also cut text from other sources and paste it into your message.
6. Pick additional options, if needed. The following options are available:-
  - a. The Draft button allows you to save a copy of your current message without sending it. Later you can select the draft from your message list, finish it and send it.
  - b. To check the spelling of your message, select the Spell button. Refer to checking the spelling of a message.
7. Use the send button, webmail send the message to the recipient(s) that you specified.

## No Word Wrap

If your web browser does not support word wrap, you will have to use the Enter or Return key at the end of each line to start a new line. ( Word wrap is a process that automatically formats text.)



## Selecting Recipients

To select recipients form an address book:

1. From the Create Message dialog box, use the Address button, webmail displays the Address book lookup dialog box, which allows you to select the recipients (To, CC, and BCC) of your message from the address books to which you have access.
2. To select a different address book than the one selected, in the Address Book list box, select the name of the address book that you want to use. Use the Change button. Webmail displays the addresses in the address book that you selected.
3. From the list of recipients, select you To, CC or BCC recipients. To select multiple addresses, use the selection keys that are appropriate for your operating system. For example, Windows users can select two or more addresses in a row by holding down the Shift key and then clicking the first addresses that are not contiguous. Windows users can hold the Control Key and click on each address.
4. Use the appropriate button to add the selected address(es) to the recipients list:
  - 
  - a. TO – Adds the selected Address(es) to the TO list
  - b. CC – Adds the selected Address(es) to the CC list
  - c. BCC – Adds the selected Address(es) to the BCC list.
5. To remove selected Address(es) from the selected recipients list, use the Del Button.
6. When you have added all the recipients, use the OK button, Webmail returns to the Create message dialog box and displays the addresses that you selected.

## Note on Personal Address Books

Webmail provides access to the personal address books of most compatible e-mail systems. If webmail cannot access a personal address book. If you are using Webmail as your primary mail server, Webmail creates a personal address book for you.

## Maintaining your Personal Address Book

Webmail lets you add addresses to your personal address book. The personal address book lets you store frequently used e-mail addresses.

If Webmail can access the personal address book for your e-mail system, you can modify that personal address book through the Webmail interface. If Webmail cannot access a personal address book, or if you are using Webmail as your primary mail server, Webmail creates a personal address book for you. Use the procedure that follows to add or modify a personal address book entry.

1. From the create a message dialog box, use the Address button. Webmail displays the Address book Lookup dialog box, which allows you to select the recipients (TO, CC, BCC) of your message from the address books to which you have access.

2. In the add or update personal address book entry field, enter the user name and e-mail address that you want to save. If an entry with the same name already exists, Webmail will update that entry.
3. Use the Save button to save the changes to your personal address book.
4. Use the OK button to return to the Create Message dialog box.

To delete a personal address book entry, highlight the entry that you want to delete and use the DEL button.

### Creating a Personal Distribution List

If you often send mail to a particular group of users, you can define that group of users as a distribution list. A distribution list creates an alias or a group of addresses. Instead of addressing a message to several separate users, you can address a message to a single address using the distribution list saved in your personal address book.

Use the procedure that follows to create and send messages to a personal distribution list.

1. From the Create Message dialog box, use the Address button. Webmail displays the Address Book Lookup dialog box, which allows you to select the recipients (TO, CC, BCC) of your message from the address books to which you have access.
2. Select your TO, CC, BCC recipients. Use the appropriate button to add the recipients to the list of selected recipients.
3. In the Save "selected recipients" as a personal distribution list named field, enter a name for the distribution list.
4. Use the Save list button to save the distribution list.
5. To send a message to the distribution list, select the distribution list from your personal address book and use the TO, CC, or BCC button.
6. Use the OK button to return to the Create Message Dialog box. Webmail displays the addresses of the distribution list that you created.



### Checking the Spelling of a Message

Webmail provides a spell check tool that verifies the spelling of the words in your message. If a word is not located in its dictionary, Webmail allows you to correct the error or add that word to the dictionary.

NOTE: If your message is written in a language other than English, the spell check tool will not work.

To check the spelling of a message, select the Spell button in the Create Message dialog box. If there are no misspellings, Webmail displays the message:

No Misspellings were found.

Use the Return to Message button.

If one or more words are not found in the dictionary, Webmail displays your message and highlights those words that it suspects are not correct.

Use the instructions that follow to correct your spelling errors.

Correct a highlighted word:

1. Click on the highlighted word that you want to change. Webmail displays the spell check options correction box.

2. Do one of the following: -
  - a. In the context box, type the correct spelling of the word over the incorrect spelling.
  - b. In the action box, select the appropriate word from the pull-down list, use the Select Word button, and use the Accept Value button.

View the next misspelled word:  
In the Go to box, click on the Next word.

View the message containing the highlighted words:  
In the Go to box, click on Message.

Add an unrecognised word to the dictionary:  
In the action box, select the Add "word" to Dictionary button.

When you use the spell check tool in the future, Webmail will not identify words that you add to the dictionary as misspelled. It is a good idea to such items as frequently used names, acronyms, and abbreviations to the dictionary.

Save any changes that you made and return to the Read Message Dialog box:  
Use the Save Changes button.

Webmail displays your message, which will reflect any changes that you made.

### **Including References to Other Internet Locations**

Webmail allows you to include references to other Internet Locations (URLs) in your messages. If the person who receives your message is using Webmail, these locations will be highlighted. The person will be able to click on the highlighted text to go to that location.

Webmail recognizes URL's that begin with the following characters:

<http://www>.  
www.  
<ftp://ftp>  
<gopher://gopher>  
mailto

(Where mailto is followed by an Internet Address in the format: mailed@host.ext)

### **Including File attachments**



If you are using a web browser that supports attaching files to mail messages, you can send files along with your Webmail messages. In technical terms, your web browser must support HTTP file upload. If your web browser has this capability, the Attach button displays on the Create Message Dialog box.

Note that your Webmail administrator must configure your web browser on the Webmail server. He/she must set the "browser Supports HTTP File upload" option to Yes.

The procedure that follows tells you how to attach files to your current Webmail message.

1. From the Create Message dialog box, select the Attach button. Webmail displays the Attach Files dialog box.
2. Do one of the following: -
  - a. In the filename box, type the complete path and file name for the file that you want to attach.
  - b. Use the browse button. Select the file that you want to attach from the directory listing that appears.
3. Use the Add File button. Webmail adds the specified file to the list of attached files. (to remove a file from this list, highlight the file and use the Delete button.)
4. Repeat steps 2 and 3 for each attachment that you want to include.
5. Use the OK button. Webmail returns to the Create Message dialog box.



### Customising Webmail

Webmail allows you to customize the look of your messages, the Webmail dialog boxes, and the way that Webmail stores messages.

The procedure that follows tells you how to customise Webmail.

1. From the messages dialog box or the Read Messages dialog box, select the Options button. Webmail displays the Change Options dialog box.
2. Change the values of the options on this dialog box, as necessary. When you complete your changes, use the OK button. A description of the fields on the Change Options dialog box follows.

#### **Show Message Headers in Body of Message**

If your office e-mail supports message header display, select this option to display message header information at the beginning of each message that you view. Message headers include such items as the originator's address, the recipient's address, the date sent, and message handling information.

#### **Use Monospaced Font for Message Text**

Select this option so that Webmail displays the messages that you receive in Monospaced type. When you use Monospaced type, the characters are all the same width. If the messages that you view frequently contain tables created in ASCII format, you may want to select this option. Because Monospaced type is not attractive, we do not recommend this setting for normal use.

#### **Read Messages in Preview Mode**

If preview mode is off, Webmail marks a new message as read when you open it. If you select preview mode, Webmail regards a message as new until you reply to it, forward it, or file it. Preview mode allows you to read your messages without marking them as read.

#### **Add Signature**

Select this option to have webmail select the Add signature box on the Create Message dialog box by default.

#### **Maximum number of Messages to Retain in Deleted Messages Folder**

When you delete a message from a Webmail folder, Webmail moves that message to a DELETED folder. This option determines the maximum number of deleted messages that Webmail will store in your DELETED folder. To disable the use of the DELETED folder type 0 (Zero).

Note that any messages that Webmail deletes from the DELETED folder will also be deleted from your office e-mail DELETED folder.

### **Number of days to retain messages in Outbox folder**

When you send a message, Webmail stores a copy of the message in your OUTBOX folder. This option determines the number of days that Webmail will store a copy of a message in the OUTBOX folder after you send it. Type the number of days that you want to retain messages in the OUTBOX folder. To disable the use of the OUTBOX folder, type 0 (zero).

Note that any messages that Webmail deletes from the OUTBOX folder will also be deleted from your office e-mail OUTBOX folder.

### **Maximum Number of Messages to transfer per Page**

When you use the Index button or when the Messages dialog box displays, Webmail downloads information about each message from your Webmail server to build the list of messages. This setting controls the number of messages that Webmail transfers at a time and displays on one page. To speed the display of the list, you can decrease the number of messages that Webmail retrieves when it builds the list.

### **Template**

To change the appearance of your Webmail dialog boxes, select a template from the pull-down list. This list will include those templates that are provided with Webmail and any custom templates that were created within your organisation.

Note that your Webmail administrator can limit the templates you can access. Webmail provides the following templates :-

**BIG** – displays a larger version of Webmail's buttons and graphics than the DEFAULT template.

**DEFAULT** – Provides a comfortable viewing screen in most web browsers.

**DEFAULTS** – Displays a smaller version of the DEFAULT template.

**NONTABLE** – If your webmail pages do not look quite right, it may be because your Web browser does not support web page tables. To compensate, select this template.

**SMALL** – has smaller buttons and graphics than the default template.

**SMALL\_NT** – displays a smaller version of webmail buttons and graphics in a format useful if your web browser does not display tables correctly.

**TEXTONLY** – substitutes words for the pictures on other templates.

**TINY** – has very small buttons and graphics.

**TINY\_NT** – has very small buttons and is appropriate if the web browser that you are configuring does not display tables correctly.

After you change the template, you might have to use the refresh or reload function of your web browser to redisplay the screen correctly.

## Ending your Webmail Session



From Webmail's Messages Dialog box, use the Log out or X button. Webmail Logs you out and displays the Webmail Log in dialog box. From there you can use your web browser to explore the World Wide Web or exit from your Web browser.