

# Welcome to Webmail Help

Webmail provides you with access to your personal email, calendar, contacts and file information from any browser, whether on your laptop, desktop, or mobile devices.

Be sure to check out our [Quick start guide](#) for quick answers to common navigation questions.

<b>Welcome to Webmail Help</b>	<b>1</b>
<b>General</b>	<b>5</b>
What browsers can I use to view my mail?	5
What makes up the Webmail application?	5
Navigating Webmail using the sidebar	5
Work Area	5
<b>Mail</b>	<b>7</b>
What are the Mail features?	7
How do I check to see if I have new mail?	7
How do I select multiple messages?	7
How do I mark one or more messages as spam?	7
What if the message is not spam?	8
How do I manually mark one or more messages as read or unread?	8
How do I flag messages?	8
How do I delete messages?	9
Composing messages	9
How do I compose and send a new message?	9
How do I reply, reply to all or forward a message?	9
How do I use the text editor options?	10
How do I use Spellcheck?	12
How do I insert an image in my message?	12
How do I attach a file to a message?	13
Is there a limit to the size of the emails that I can send?	14
Using Mail Folders to organize	14
What are system Mail folders?	14
What are personal Mail folders?	15
How do I add a new folder?	15
How do I sort messages within a folder?	16
How can I find a specific message within a folder?	17
How do I rename, empty, or delete a folder?	18
How do I move one or more messages to another folder?	18
How do I set up Webmail to automatically move messages to folders?	18

<b>Contacts</b>	<b>18</b>
What is the Contacts tab?	19
How do I add a contact?	19
How do I select multiple contacts?	20
How do I search for contacts?	20
Using groups in Contacts	21
How do I create a group?	21
How do I add one or more contacts to a group?	21
How do I remove contacts from a group?	21
How do I rename or delete a group?	22
Importing contacts	22
Can I import contacts?	22
<b>Calendar</b>	<b>22</b>
What is the Calendar component?	23
How do I add a new calendar?	23
How do I edit a calendar?	23
How do I delete a calendar?	23
How do I add an event to my calendar?	24
How do I edit an event?	24
How do I delete an event?	25
<b>RSS</b>	<b>25</b>
What is the RSS component?	26
How do I add a feed?	26
How do I access a feed?	26
How do I delete a feed?	26
How do I add a new category?	27
How do I reorder feeds and categories?	27
<b>Files</b>	<b>27</b>
What is the Files component?	28
How do I upload files to my Files section?	28
What type of files can I upload?	28
How do I create folders?	28
How do I move files into a folder?	29
How do I delete a file or folder?	29
How do I create a subfolder?	29
Can I reorder my file folders?	30
Can I take a file that was sent to me in an email and save it to my Files section?	30

Can I take a file that is saved in my Files section and attach it to an email?	30
How do I share files or folders?	30
<b>Settings</b>	<b>31</b>
What is the Settings component?	32
Settings options and locations	32
Preferences map	32
Folders	34
Identities	34
Responses	34
Other accounts	34
Password	35
Autoresponder	35
Spam settings	35
Mail forwarding	35
Password recovery	35
Filters	35
External access	35
How do I change my password?	35
How do I enable and disable my vacation or out of office alert?	36
How do I enable and disable my email signature?	36
What are Mail filters?	38
What is plus sign tagging and how do I use it with filters?	38
How do I add or remove mail filters?	38
How do I add or remove another email account?	39
How do I set an allowed or blocked senders list?	40
<b>Admin</b>	<b>40</b>
What is the Admin component?	41
Managing users	41
How do I create a new user?	41
Basic Settings	41
Sending & Receiving	43
Forwarding	44
Autoresponder	45
Spam Settings	46
Webmail & Metadata	47
How do I view and modify users?	49
Basic Settings	49
Tools & Status	50

How do I suspend a user?	51
How do I delete a user?	52
How do I restore a deleted user?	52
How do I restore deleted mail for a user?	52
How do I release spam messages for a user?	53
Where can I view usage data for a user?	54
Using workgroups	54
How do I create a workgroup?	54
How do I add users to a workgroup?	55
How do I delete a workgroup?	55

# General

## What browsers can I use to view my mail?

Webmail supports the following browsers:

- Microsoft Internet Explorer 9.0 and higher
- Mozilla Firefox 2.0 and higher
- Chrome 1.0 and higher
- Safari 3.2 and higher
- Konqueror 3.5 and higher

*Note: You may be able to view the Webmail interface on other, unsupported browsers; however, some features may produce unexpected results.*

## What makes up the Webmail application?

Webmail is comprised of the following components: [Mail](#), [Contacts](#), [Files](#), [Calendar](#), [RSS](#) (optional), [Admin](#) (on applicable accounts), and [Settings](#). Each part is tied together with the sidebar and contains a work area.

[Back to top](#)

## Navigating Webmail using the sidebar

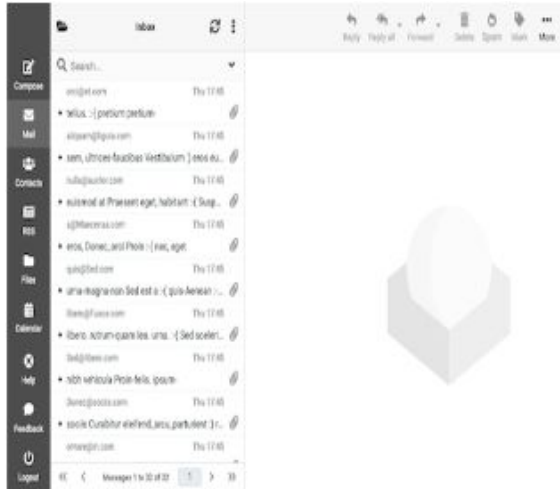
The sidebar in webmail is available on the left-hand side of the window no matter which component that you're currently viewing. The sidebar includes:

- Access to the six Webmail components
- Quick access to compose new messages
- Admin access depending on your account
- Help access
- A Logout button

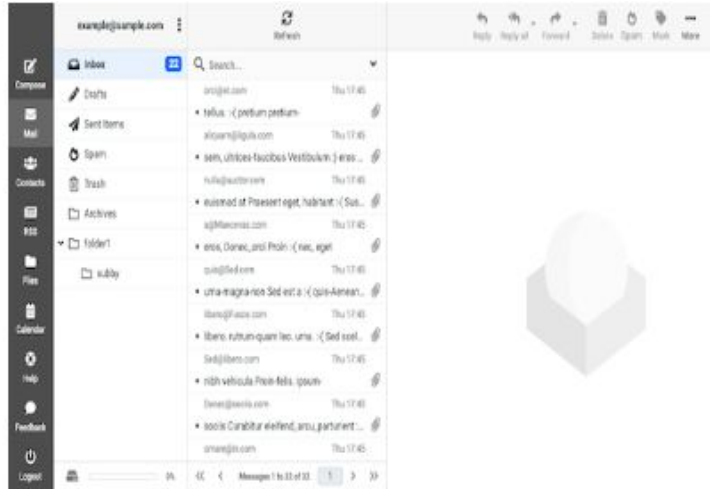
## Work Area

Each Webmail component is divided into two or three work areas which are designed to take advantage of a wide-screen view. These sections automatically hide as you shrink the web

browser down in size but is still accessible by a toggle at the top of the visible pane.



Two pane view



Three pane view

[Back to top](#)

# Mail

## What are the Mail features?

As the default view, the **Mail** tab provides you with access to essential email functions. It has three main panes, including the Mail folders list, message list and message preview.

## How do I check to see if I have new mail?

To check for new mail, click **Refresh** from the toolbar. The contents of all system and user-defined folders are updated immediately.

[Back to top](#)

## How do I select multiple messages?

1. Access the Mail tab.
2. Click the **Select** button at the top of the message list.
3. Use the checkbox that appears beside each message to select or unselect.  
*Note: The message details pane does not display information for multiple selections.*
4. Once you have all the messages that you'd like selected, you can move the message into a folder, delete all, flag them or report them as Spam.

## How do I mark one or more messages as spam?

Clicking the **Spam** button results will move the message to the Spam folder, and it sends information to the spam filtering engine so that the filtering rules can be updated to catch future similar spam messages. This helps update webmail filtering and improves it to reflect the current trends of spammers.

*Note: Messages in the Spam folder are automatically deleted after 30 days.*

To mark one or more messages as Spam:

1. [Select the message\(s\)](#) you would like to mark as Spam.
2. Click the **Spam** button from the message list toolbar.
3. The message is moved to your Spam folder.

[Back to top](#)

## What if the message is not spam?

Legitimate emails can accidentally be tagged as spam. There are many reasons for this including, but not limited to, message subject, content, or message routing.

Any message that has been marked as spam and sent to your Spam folder will be deleted after 30 days. For this reason, it is good practice to review the contents of your Spam folder occasionally.

To mark one or more messages as not spam:

1. [Select the message\(s\)](#) you would like to mark as not spam.
2. Click the **Not spam** button from the message list toolbar.

Marking a message as **Not spam** will both move the message to your Inbox, and it sends information to the spam-filtering engine so that the filtering rules can be updated to improve future recognition of valid emails similar to the one marked.

[Back to top](#)

## How do I manually mark one or more messages as read or unread?

1. [Select the message\(s\)](#) you would like to mark as read or unread.
2. From the **Mark** drop-down list in the header, choose **As read** or **As unread**.  
Alternatively, click the circle icon beside the message.

## How do I flag messages?

If there are messages that you want to return to at a later time, you can flag them to make them easier to find later on. Flagged messages display in the column.

1. [Select the message\(s\)](#) you want to flag.
2. From the **Mark** drop-down list in the header, choose **As flagged** or hover to the right of the message in the message list and click the flag icon when it comes available.

To remove the flag from one or more messages, select the messages, and from the **Mark** drop-down menu, choose **As unflagged**.

[Back to top](#)



## How do I delete messages?

1. [Select the message\(s\)](#) you would like to delete.  
Alternatively, click a message to display its contents in the message details pane.
2. Click the **Delete** button.
3. When messages are deleted from the Inbox, Sent, Drafts or user-defined folders, they are temporarily moved to the Trash folder. When messages are deleted from the Trash folder, they are permanently deleted.

## Composing messages

### How do I compose and send a new message?


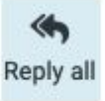

1. Click **Compose**.
2. Address your email using the **To** field.
3. Click the **Plus** icon at the end of the **To** field to add the option of a **Cc**, **Bcc**, **Reply-to** or **Followup-to** field.  
*Note: **Reply-to** sets a different email address that recipients will send replies to when they select reply. **Followup-to** is useful when posting to mailing lists so that replies are sent to the list address but not to your personal address.*
4. Type the subject in the **Subject** field.
5. Compose your message and attach any attachments in the message field.
6. Click **Send** in the bottom left-hand corner of the message window.

[Back to top](#)

### How do I reply, reply to all or forward a message?

1. Select the email that you would like to reply or forward from the message list.

2. Choose the option that best suits your needs from the toolbar.

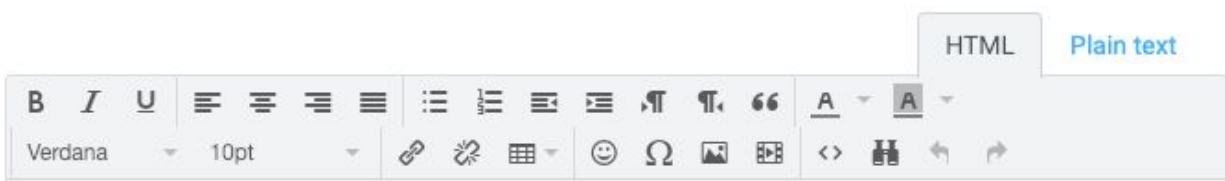
Reply	Reply All	Forward
 Reply	 Reply all	 Forward
<ul style="list-style-type: none"> <li>• Responds to the sender of the message</li> <li>• Contains the original message</li> <li>• Attachments are included</li> <li>• Adds the prefix RE: to the subject line</li> </ul>	<ul style="list-style-type: none"> <li>• Responds to the sender and all recipients included in the original message</li> <li>• Contents of the original message are included</li> <li>• Attachments are included</li> <li>• Adds the prefix RE: to the subject line</li> </ul>	<ul style="list-style-type: none"> <li>• Forwards a copy of the message to an alternate recipient</li> <li>• Contains the original message</li> <li>• Attachments are included</li> <li>• Adds the prefix Fwd: to the subject line</li> </ul>

3. Compose your message and select **Send**.





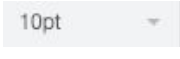



[Back to top](#)




### How do I use the text editor options?

The text editor offers the ability to send as a plain text email or for additional formatting, the ability to send an HTML email.



Button	Function
	Bold
	Italics
	Underline

	Left, center, right and justified align
	Bulleted list
	Numbered list
	Decrease and increase indent
	Changes the way the text is read from left to right or right to left as needed
	Blockquote
	Text color
	Background color
	Font family
	Font size
	Create or edit a hyperlink
	Remove hyperlink
	Create a table
	Add an emoji (emoticon)
	Special character menu
	Insert and edit image
	Insert and edit media

	View and edit the source code
	Find and replace
	Undo and redo

[Back to top](#)

## How do I use Spellcheck?

Spellcheck is available in 44 different languages from the toolbar in the compose window. Use the drop-down list to choose the language that you want to apply.

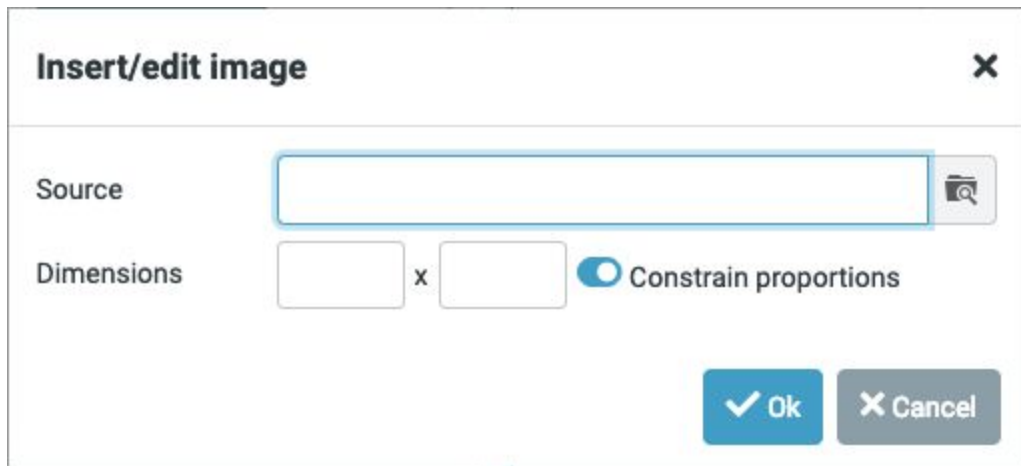
1. In the drop-down list, choose the language that you are using.  
As you type, any questionable spelling is highlighted.
2. When Spellcheck is active (indicated by the icon being lit up), left-click highlighted words to see a list of correctly spelled replacements.  
Right-click to use your browser's built-in spellcheck function. If Spellcheck is active, you'll see both lists.
3. Select the correct replacement option.
4. Repeat steps 2 and 3 as necessary.

## How do I insert an image in my message?

You can insert images in the body of your message, and you can specify the size of those images. Inserted images are referenced by their URL and may be any type of image file format, for example, .jpg, .gif, or .png. The referenced images can be located somewhere on the Internet, or they can be in your Files folders.

1. Click the insert image icon from the text editor.

2. Copy and paste in the URL of the source image into the source field or select the file selection option, and choose **Add file**.



3. Adjust the dimensions as needed.
4. Click **Ok**.

[Back to top](#)

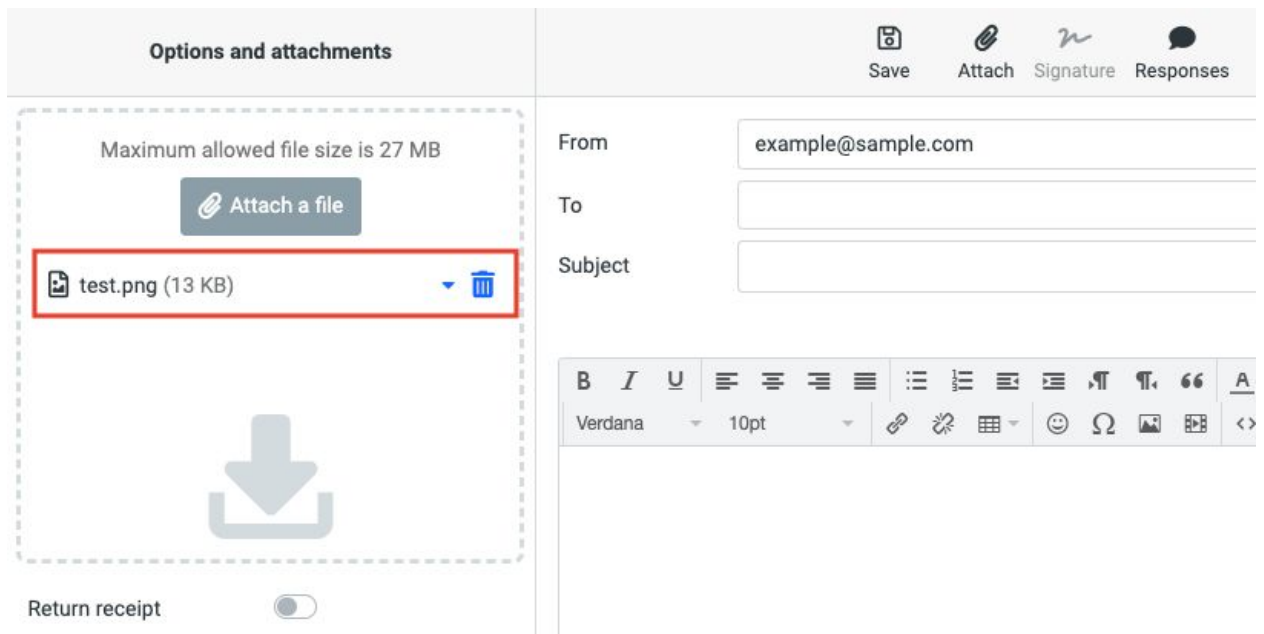
How do I attach a file to a message?

1. Click the **Attach** button from the top toolbar.



2. Browse to the file you want to attach and click **Open**.

- The attachment will appear in the Options and attachments pane once uploaded.



[Back to top](#)

## Is there a limit to the size of the emails that I can send?

The maximum size for email messages, including any attachments, is 35 MB; however, when attachments are sent over the Internet, they must be MIME encoded, and this encoding increases the size of the message. Besides, some mail servers will not accept large email messages, so if you attach a large file to your message, it may not reach its intended recipient.

You should not try to send attachments that are larger than 27 MB. If you want to share large files, we recommend that you [store them in the Files section](#) and [share the file](#) rather than attaching it to an email.

## Using Mail Folders to organize

### What are system Mail folders?

The system folders (Inbox, Drafts, Spam, Sent, and Trash) are permanent system folders that support basic email functions. You cannot add, rename or remove a system folder, though you can add sub-folders to any of the system folders.

[Back to top](#)

## What are personal Mail folders?

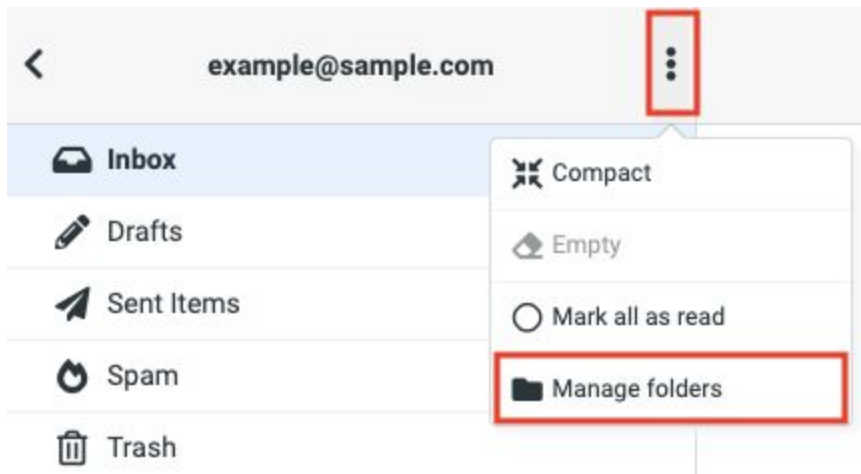
Personal folders are the user-defined folders. You can create and name folders for the personal organization of mail messages up to a system defined limit. User-defined folders can be added, renamed, removed and emptied. You can add these folders at the top, or parent, level or as sub-folders. Sub-folders can also be added to other sub-folders.

Personal folders appear below the system folder list, after the Trash folder. Sub-folders that are added to system folders appear below their parent in the system folders list.

[Back to top](#)

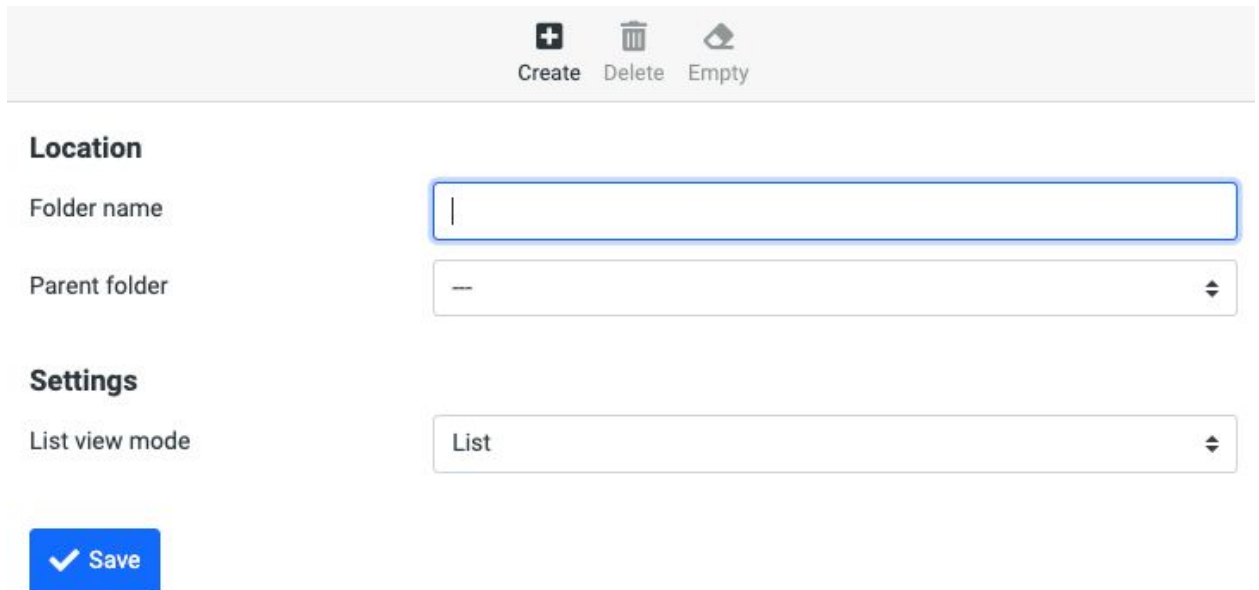
## How do I add a new folder?

1. At the top of the folders list, select the **Menu** icon (three vertical dots) and then click **Manage folders**.



2. Click **Create**.
3. Type the name of the new folder in the **Folder name** field.
4. If you want to add the new folder as a sub-folder of an existing folder, choose the folder from the **Parent folder** drop-down list.

5. From the **List view mode** drop-down list, choose whether you want messages in the folder to be displayed as a list or as threads.



Location

Folder name

Parent folder

Settings

List view mode

6. Click **Save**.

The new folder appears under the systems folders list or as a sub-folder of a parent folder, depending on which option you choose.

[Back to top](#)

## How do I sort messages within a folder?

When you look at a mail folder, the contents are displayed in date order from most recent to oldest. To sort messages within a folder by different criteria:

1. Click the folder name in the Mail folder list.
2. Select **Options** from the toolbar over the message list.
3. Choose which sorting column you would like to use—Arrival date, Sent date, Subject, From/To, From, To, CC, or Size—and select if you would like it to be ascending or descending and if you would like conversations to be grouped by threads and then click



Save.

**List options** ✕

---

Sorting column	None	⇅
Sorting order	descending	⇅
List mode	List	⇅

✓ Save ✕ Cancel

[Back to top](#)

How can I find a specific message within a folder?

You can perform a case-insensitive search for characters or words that appear in the following areas of the message:

- Subject: Search the Subject line of the message.
- From: Search the From line of the message.
- To: Search the To line of the message.
- Cc: Search the Cc line of the message.
- Bcc: Search the Bcc line of the message.
- Body: Search the body of the message.
- Entire message: Search the Sender, Subject, and Headers plus the body of the message.

*Note: We recommend that you do not use the entire message search as your primary search type. Depending on how many messages there are in the selected folder, a message search can take a long time, and your Webmail session could time out before the search completes.*

To search within a selected folder:

1. Select the folder you want to search in by clicking on it in the **Mail** folder list.
2. In the search field, select the type of search from the drop-down list.
3. Type your search criteria in the search field and then press Enter.
4. Any messages matching the criteria are displayed.

To clear the search results, click the **X** in the corner of the search field.

[Back to top](#)

## How do I rename, empty, or delete a folder?

1. At the top of the folders list, choose the **Menu** icon (three vertical dots) and then click **Manage folders**
2. Click the folder that you want to rename, empty, or delete.
3. Do one of the following:
  - To rename the folder, enter the new name in the **Folder name** field, and click **Save**.
  - To empty the folder, select **Empty** from the toolbar and then **Delete** on the confirmation message.  
*Note: These messages are still recoverable until you empty your Trash folder.*
  - To delete the folder, select **Delete** from the toolbar and when the confirmation pop-up appears, select **Delete** again.  
*Note: The folder is deleted, and the messages in that folder are moved to the Trash folder.*

## How do I move one or more messages to another folder?

1. [Select the message\(s\)](#) that you would like to move.
2. In the Mail header, click **More**, then click **Move to**, and select the folder to which you want to move the selected messages.
3. Alternatively, after selecting the messages, press and hold the left mouse button and slide your cursor to the folder to which you want to move the messages, and then release the mouse button.

[Back to top](#)

## How do I set up Webmail to automatically move messages to folders?

Webmail allows you to [use filters to sort and order incoming mail](#). Mail can be identified using a combination of criteria and conditions to trigger one of three actions:

- Forward message to
- Move to folder
- Delete email message

# Contacts

## What is the Contacts tab?

The **Contacts** tab is where you add, group, manage and delete contact information. Contacts supports drag-and-drop so you can quickly move contacts to groups. You can also address messages to one or more contacts from within the Contacts pane. The Contacts tab is divided into three panes: groups, contacts list, and contact details.

[Back to top](#)

## How do I add a contact?

You can add contacts from the Contacts tab or directly from your email.

To add a contact in the Contacts tab:

1. Click **Contacts** from the sidebar.
2. Select **Create** from the top toolbar.
3. Fill in the contact information in the blank contact card that appears in the details pane.
4. Click **Save**.

To add a contact from your email:

1. Select an email from the person that you would like to add.
2. In the email details, click on the email address in the header.
3. From the options, select **Add to address book**.



4. The email will be automatically added to your address book.

Once the contact is created, you can display the contact and then click the **Groups** tab to assign the contact to one or more groups. Toggle on the groups where you want to add this contact. All contacts belong to the Contacts group by default, but they can be added to as many other groups as you'd like.

[Back to top](#)

## How do I select multiple contacts?

1. Access the contact list.
2. Click the **Select** button at the top of the contact list.
3. Use the checkbox that appears beside each contact to select or unselect.  
*Note: The contact details pane does not display information for multiple selections.*
4. Move the contacts into a group for future use, or select **Compose** from the sidebar to start an email to the selected contacts.

[Back to top](#)

## How do I search for contacts?

The basic search located at the top of the contact list uses display name, email, first name, last name and all fields. If you want to do an advanced search,

1. Click **Contacts**.
2. Select **Search** from the toolbar.
3. In the **Advanced search** pop-up, complete as many fields as you can to narrow your search. Advanced search will allow you to search by any of the contact card fields and any information entered in the search will remain if you need to change between the tabs.

**Advanced Search** ×

Properties **Personal** Other

Display Name

First Name

Last Name

Email

Middle Name

Prefix

4. Click **Search** and the contacts that match your search criteria display in the Contacts list pane.

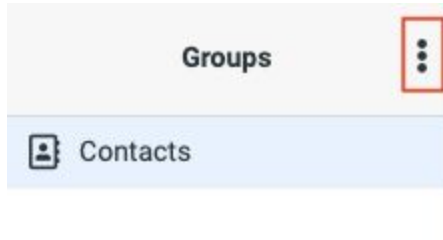
[Back to top](#)

# Using groups in Contacts

## How do I create a group?

Groups are an excellent way to create a list of commonly emailed contacts for quick access and easy addressing. The Groups list displays alphabetically, and contacts can be added to multiple groups at once.

1. At the top of the Groups pane, click the three vertical dots icon to access the menu.



2. Select **Add group**.
3. In the pop-up, type the name of the new group in the text field.
4. Click **Save**.

[Back to top](#)

## How do I add one or more contacts to a group?

You can add contacts to a group by displaying the contact, and then selecting the group to which you want to assign the contact, or you can select one or more contacts and drag the contacts to the group.

- Dragging a contact from one group to another will result in a copy being placed in the new group.
- You can drag the same contact to multiple groups.
- You can drag multiple contacts at the same time.

To add one or more contacts to a group:

1. Access the Contacts list.
2. Click **Select** and select the contacts that you would like to add to a group.
3. Drag and drop the contacts onto the group or click **More** and **Assign to group**.

[Back to top](#)

## How do I remove contacts from a group?

*Note: A contact cannot be removed from the Contacts group.*

1. From the Groups list, click the group that you want to edit.
2. Click **Select** and choose the contacts that you want to remove from the contact list.
3. Select **More**.
4. Choose **Remove from group**.

[Back to top](#)

## How do I rename or delete a group?

1. Locate the group in Contacts.
2. Click the menu button (three vertical dots at the top of the Groups menu).
3. Select **Rename group** or **Delete group**.
4. If renaming a group, enter the new name and select **Save**. The new name will appear in the groups list in alphabetical order.
5. If deleting the group, select **Delete** in the pop-up confirmation window that appears.

## Importing contacts

### Can I import contacts?

Webmail allows you to import a list of contacts from another mail application that is in vCard or CSV format.

1. Go to **Contacts**.
2. Click **Import** in the toolbar at the top.
3. In the Import contacts pop-up window, click **Choose file** and select the vCard or CSV file that you want to upload.
4. Select the **Open** button.
5. Choose the group that will contain the new contacts from the **Import group assignments** drop-down list. If you don't select this option, the contacts will be imported into the **Contacts** group only.
6. Select if you want to **Replace your entire address book** with this import.
7. Click **Import**.
8. Once you get the confirmation, close the Import contacts window by clicking the **X** in the upper left corner.

[Back to top](#)

# Calendar

## What is the Calendar component?

The **Calendar** component allows you to create and view calendars. The Calendar component includes:

- **Four different views**
  - **Day:** Displays your calendar events in a day-by-day format.
  - **Week:** Displays your calendar events in a week-by-week format.
  - **Month:** Displays your calendar events in a month-by-month format.
  - **Agenda:** Displays your upcoming events.
- **Event creation:** Lets you create and edit single or recurring events with reminders.
- **Calendar sharing:** Makes your calendar available to others with or without editing permissions.

## How do I add a new calendar?

1. Click the **Calendar** tab.
2. Select the **Menu** icon (three vertical dots).
3. Choose **Add calendar**.
4. Enter a name and color for your new calendar.
5. Click **Save**.

[Back to top](#)

## How do I edit a calendar?

1. Click the **Calendar** tab.
2. Highlight the calendar you want to edit, and from the **Menu** icon, choose **Edit/share calendar** or double-click the calendar that you want to edit.
3. In the calendar properties pop-up, edit the name and color of the calendar.
4. Select **Save**.

## How do I delete a calendar?

1. Click the **Calendar** tab.
2. Highlight the calendar you want to delete.
3. From the **Menu** icon (three vertical dots), choose **Delete calendar**.
4. In the confirmation pop-up, select **Delete** to confirm.

## How do I add an event to my calendar?

An event is anything that you want to schedule on your calendar, for example, a meeting or an appointment.

*Note: It is possible to add more than one event in the same time slot.*

1. Click **Create** or click the date when you want to add the event in the Calendar.
2. Complete the fields on the **Summary** tab.
  - a. **Summary**: The text that will appear in the calendar time slot.
  - b. **Location**: The location where the event will take place.
  - c. **Calendar**: Use the drop down to choose the calendar in which to schedule the event.
  - d. **Start date** and **End date**: Click the fields and select a date or date range for the event. If **All Day** is not checked, you can specify the start and end times.
  - e. **Description**: Enter any additional information you want about the event.
  - f. **Reminder**: Set a reminder notification.
  - g. **Category**: Choose from Personal, Work, Family, or Holiday.
  - h. **Status**: Set the status of the event as Confirmed, Cancelled, or Tentative.
  - i. **Show me as**: Choose Busy, Free, or Tentative from the menu.
  - j. **Priority**: Set the priority.
  - k. **Privacy**: Choose from Public, Private and Confidential.
  - l. **URL**: Add a URL to the event.
3. Optionally, click the **Reoccurrence** tab and complete the following fields:
  - a. **Repeat**: Choose whether you want to create a recurring event, and the frequency with which you want it to recur: **Never, Daily, Weekly, Monthly, Annually** or **On dates**.
  - b. **Every**: Set how often you want the event to happen, for example, every two weeks.
  - c. **On**: Set when you want the event to occur on, like the day of the week or the day of the month.
  - d. **Until**: Set an end date for the repeat.
4. Optionally, click the **Participants** tab to invite additional participants to the event.
5. Optionally, click the **Attachments** tab and add an attachment.
6. Click **Save**.

[Back to top](#)

## How do I edit an event?

1. Click the event that you want to edit.



2. Click **Edit**.
3. Make changes to any of the editable fields on any tab. Edits to recurring events will be applied to all the events.
4. Click **Save**.

## How do I delete an event?

1. Click the event that you want to delete.
2. Select **Delete**.
3. In the confirmation pop-up, click **Ok** to confirm.

[Back to top](#)

# RSS

## What is the RSS component?

The **RSS** section allows you to view content from your favorite blogs or websites. Instead of going to each website to look for new content, your favorite sites are listed in the RSS section. When you click on one of the feeds in the list, you see a description of the items on that site.

The items are ordered from newest to oldest, and the list is updated regularly. Each item includes a link to a web page where you can read the complete article.

The RSS component is made up of the RSS feed list and RSS feed display.

[Back to top](#)

## How do I add a feed?

1. In the RSS section, click **Actions** in the top right-hand corner.
2. If you know the URL of the feed that you want to add, click **Subscribe to feed**.
3. Type the URL in the **Feed or site URL** field.
4. Optionally, choose a category from the **Place in category** drop-down list.
5. Click **Subscribe**.

[Back to top](#)

## How do I access a feed?

1. In the feeds list, just click the name of the feed that you want to view.  
The articles in the feed are displayed in the central area, with the most recent article at the top of the list.
2. To read any of the articles in full, click on the article's title to go to that website.

## How do I delete a feed?

1. Right-click the feed that you want to delete, and choose **Edit feed**.
2. Click **Unsubscribe**.
3. Alternatively, click to display the feed and then choose **Unsubscribe** from the **Actions** menu.
4. In the confirmation pop-up, click **Ok**.

[Back to top](#)

## How do I add a new category?

Categories allow you to group feeds and make it easier to locate the ones you want to view.

*Note: When you create a new category, it is not displayed in the list pane until at least one feed has been added to it.*

1. From the **Actions** drop-down list, choose **Preferences**.
2. On the **Feeds** tab, from the **Categories** drop-down list, choose **Add category**.
3. Enter the name of the category you want to create in the **Category title** field, and then click **Ok**.
4. Optionally, move one or more existing feeds into this new category. You can click and drag a feed into the category folder, or you can click the feed to display its properties, choose a category from the **Place in category** drop-down list, and then click **Save**.
5. Click **Exit preferences** to return to the feeds list.

## How do I reorder feeds and categories?

By default, categories and the feeds within each category are listed alphabetically, but you can change their position.

1. From the **Actions** drop-down list, choose **Preferences**.
2. Click the **Feeds** tab.
3. Click a feed or a category and drag it to its new location in the list.
4. Click **Exit preferences** to return to the feeds list.

[Back to top](#)

# Files

## What is the Files component?

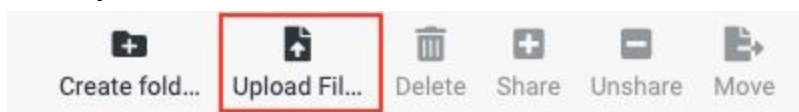
You can use **Files** to store and share up to 2000 files as long as you don't exceed your total allowed space quota. You can create up to 100 folders, including sub-folders, with up to 1000 files in any one folder.

*Note: File and folder names can be any length, but if the name is longer than 80 characters, the name is truncated in the File Sharing display, and the missing part of the name is replaced by ellipses (...).*

## How do I upload files to my Files section?

Before you can upload a file, you first have to save the file to your computer, and then you can upload it to the Files section.

1. Click the **Files** tab.
2. Navigate to the folder where you want to store the file.
3. Click **Upload file here**.



4. Navigate to the location of the file that you want and click **Open**.
5. Your file will be uploaded to the specified location that you chose.

[Back to top](#)

## What type of files can I upload?

You can upload any type of file as long as you don't exceed your total space quota. For example, you can upload data files such as Word, Excel and PDF, as well as photos and videos.

## How do I create folders?

You can create up to 100 folders, including subfolders. Subfolders can contain other subfolders as well, and you can nest subfolders up to 5 subfolders deep. All folders are displayed in alphabetical order.

1. Click the **Files** tab.
2. Select **Create folder** from the toolbar at the top.

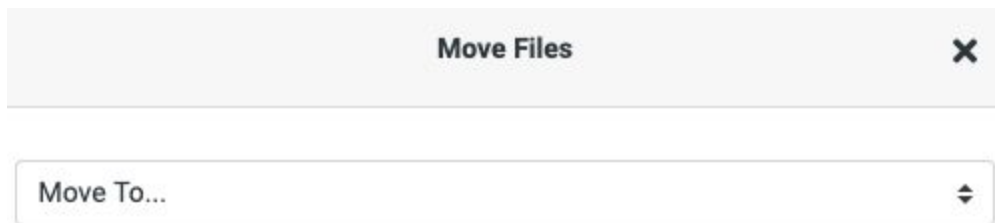
3. In the text field, enter a name for the folder.  
*Note: Folder names cannot include forward slashes and cannot begin with a period (.), and the names cannot be index.htm or index.html.*
4. Press the check mark.

[Back to top](#)

## How do I move files into a folder?

When you upload files to the Files section, you can specify the folders where you want to store them. If you have already uploaded files, you can move the files into any of your existing folders.

1. Click the **Files** tab.
2. Select the file(s) that you want to move.
3. Choose **Move** from the actions toolbar.
4. Using the **Move to** drop down, select the folder that you would like to move the file(s) into.



## How do I delete a file or folder?

1. Click the **Files** tab.
2. Hover your cursor over the file or folder that you want to delete.
3. Click **Delete**.
4. Click **Ok** to confirm the deletion.

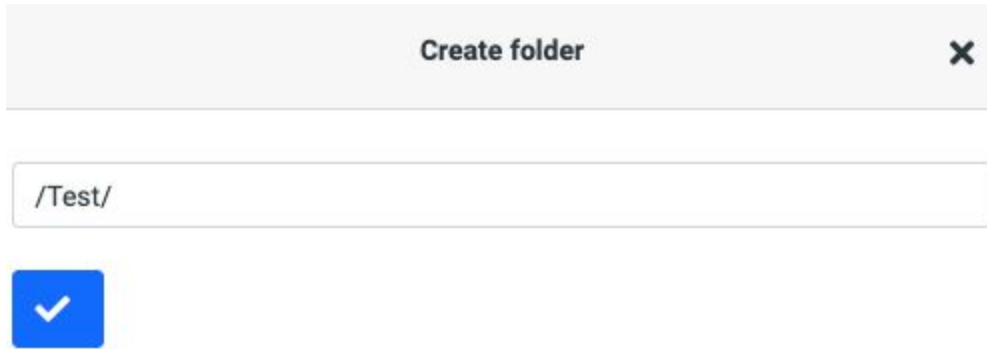
*Note: When you delete a folder, you also delete all of the files and subfolders that are in that folder. If you delete a file that is shared, anyone who was viewing the file will no longer be able to see it.*

[Back to top](#)

## How do I create a subfolder?

1. Click the **Files** tab.
2. Select the folder that you want to be the parent folder.

3. Click **Create folder** and enter the name of your subfolder.



## Can I reorder my file folders?

Files and folders will always display in alphanumerical order.

[Back to top](#)

## Can I take a file that was sent to me in an email and save it to my Files section?

If you receive a file in an email and you want to save it to the File sharing, you first need to save it to your computer. You can then [upload the attachment back into your Webmail Files](#).

## Can I take a file that is saved in my Files section and attach it to an email?

You cannot attach a file that is in Files to an email message; however, you can email the URL for the file.

[Back to top](#)

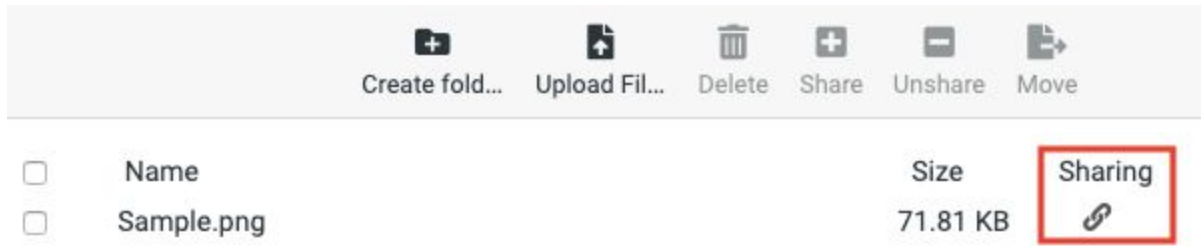
## How do I share files or folders?

To share a file or folder, you must first mark it as shared. Then you can let people know about your file or folder by posting its URL (via email, website, blog, twitter, etc.).

The file names still appear in the list, and you can rename or delete them, but no one will be able to view or download the files until sufficient time has passed.

1. Go to the **Files** tab.
2. Select the file or folder that you want to share.
3. Choose **Share**, and a link will be created.

4. Select the link icon beside the shared file, and the URL will display beneath the file for you to copy and paste wherever you would like to share.



5. When anyone clicks on the URL or pastes it into a browser, the corresponding file or folder is displayed.

[Back to top](#)

# Settings

## What is the Settings component?

The **Settings** component allows you to configure general settings for each of the mailbox components (for example, display, and language preferences), mail settings (setup, autoresponders, signature, allow and block lists, and forwarding options), and spam settings.

[Back to top](#)

## Settings options and locations

### Preferences map

<b>User Interface</b>	Language Time zone Time format Date format Pretty dates (today, yesterday, etc.)	Refresh rate Handle pop-ups as standard windows Register protocol handler for mailto: links
<b>Mailbox View</b>	Mark messages as read On request for return receipt Expand message threads	Rows per page Check all folders for new messages
<b>Displaying Messages</b>	Open message in a new window Show email address with display name Display HTML Allow remote resources Display attached images below the message	After message delete/move display the next message Display emoticons in plain text Default character set



<p><b>Composing Messages</b></p>	<p>Compose in a new window</p> <p>Compose HTML messages</p> <p>Automatically save draft</p> <p>Always request return receipt</p> <p>Place replies in the folder of the message being replied to</p> <p>When replying</p> <p>Messages forwarding</p> <p>Default font of HTML message</p> <p>Default action of Reply all</p> <p>In the HTML editor, 'enter' is a newline instead of a new paragraph</p> <p>Enable emoticons</p> <p><i>Signature options</i></p> <p>Automatically add signature</p> <p>Place signature below quoted message</p>	<p>When replying remove original signature from message</p> <p>Force standard separator in signatures</p> <p><i>Spellcheck options</i></p> <p>Check spelling before sending a message</p> <p>Ignore words with symbols</p> <p>Ignore works with all letters capitalized</p> <p><i>Advanced options</i></p> <p>Attachment names</p> <p>Use MIME encoding for 8-bit characters</p> <p>Save the browser's local storage (temporarily)</p>
<p><b>Contacts</b></p>	<p>Default address book</p> <p>List contacts as</p> <p>Sorting column</p>	<p>Rows per page</p> <p>Skip alternative email addresses in autocompletion</p>
<p><b>Special Folders</b></p>	<p>Show real names for special folders</p> <p>Drafts</p>	<p>Sent Items</p> <p>Spam</p> <p>Trash</p>
<p><b>Server Settings</b></p>	<p>Mark the message as read on delete</p> <p>Flag the message for deletion instead of delete</p>	<p>Directly delete message in Spam</p> <p>Clear Trash on logout</p> <p>Compact Inbox on logout</p>

	Do not show deleted messages If moving messages to Trash fails, delete them	
<b>Calendar</b>	Default view Time slots per hour First weekday First hour to show Working hours Event coloring Default reminder setting Create new events in	Display week numbers After an invitation or update message is processed Category colors Display birthday calendar From which address books Birthday reminder settings

[Back to top](#)

## Folders

Allows you to manage mailbox folders. You can select the folders that you want to be displayed, and you can create, rename or delete personal (not system) folders.

## Identities

This section allows you to establish the:

- Name that appears on outgoing email messages
- The Organization name that is displayed
- Reply-to address
- The signature that appears in all outgoing messages

## Responses

This section allows you to create and save text that you can use when replying to messages.

[Back to top](#)

## Other accounts

This section allows you to add another email account to be displayed in the Webmail inbox.

## Password

The section allows you to change the password for your account and set up additional security like two-factor authentication and app-specific passwords if it's enabled.

## Autoresponder

This section allows you to create a message that will be sent in reply to all incoming email messages during a specific interval, such as when you are on vacation.

## Spam settings

Allows you to create lists of allowed and blocked senders.

[Back to top](#)

## Mail forwarding

When enabled, incoming messages will be forwarded to the recipients that you list in this section.

## Password recovery

Allows you to set up a backup phone number and email address to recover your password via email or SMS.

## Filters

This section allows you to define how incoming mail is handled automatically.

## External access

This section provides all the information needed to sync your email, contacts or calendar to an external client, like Mac Mail, Outlook, or Thunderbird.

[Back to top](#)

## How do I change my password?

1. In the Settings window, click **Password**.
2. Type your current password in the **Current password** field.
3. Type your new password in the **New password** field.
4. Re-type your new password in the **New password (again)** field.

5. Click **Save**.

[Back to top](#)

## How do I enable and disable my vacation or out of office alert?

To enable a vacation or out-of-office alert, you need to set up an autoresponder message.

1. In the Settings tab, click **Autoresponder**.
2. In the **Autoresponse text** field, type the message you would like automatically sent in reply to all incoming email messages.
3. Click the **Enabled** check box.
4. In the **Interval** field, enter the number of days before the same recipient will receive the auto-response message again. If not specified, the interval defaults to one day.
5. Click in the **End date** field, and select the date when you want to stop the autoresponse message from being sent.
6. Click **Save**.

To disable autoresponder

1. In the Settings tab, click **Autoresponder**.
2. Remove the checkmark from the **Enabled** checkbox.
3. Click **Save**.



[Back to top](#)

## How do I enable and disable my email signature?

1. In the Settings tab, click **Identities**.
2. Select your email account or **Create**.
3. In the **Signature** field, enter the signature details to appear at the end of all outgoing email messages.

*Note: If you primarily send formatted (HTML) messages, you can enable the **HTML***

option which allows you to add formatting of your signature.

   
Create Delete

### Settings

Display Name

Email

Organization


Reply-To

Bcc

Set default

### Signature

[HTML](#) [Plain text](#)

 Save

4. Click **Save**.

To disable an email signature

1. In the Settings window, click **Identities**.
2. Select your account.

3. Delete the text in the **Signature** text field.
4. Click **Save**.

[Back to top](#)

## What are Mail filters?

A filter is a set of conditions that you define to handle incoming email automatically. You can set filters to sort incoming email to various folders, delete unwanted messages, or forward messages to other email accounts. The action you prepare is triggered when the rules you create are found to be true.

Webmail can analyze the following fields in the message header: Subject, From, To, size, and a wildcard that you can define.

The fields can be evaluated according to the following conditions: Does or does not contain, is or is not equal to, does or does not exist and does or does not match expression. You define the value of the condition.

## What is plus sign tagging and how do I use it with filters?

Plus sign tagging allows you to identify and filter incoming email according to a tag that you add to your email address when you give your email address to an individual, a group, or a business.

To use plus sign tagging, you just enhance your email address by adding a plus sign (+) after your name—but before the @ symbol—followed by some identifying text. You can set up filtering rules that recognize incoming mail that is sent to the tagged address and move it to a specific folder.

By using the plus tagging feature, you will also know whether your email address has been sold to a third party. If you start receiving unwanted or spam email that is addressed to your plus sign tagged email address, you will know that your email address was sold, and you can easily create a filtering rule that deletes any future email that is sent to that tagged address.

[Back to top](#)

## How do I add or remove mail filters?

To add a filter

1. In the Settings list, click **Filters**.
2. Click **Create** from the toolbar.
3. In the **Filter name** field, enter a name for your filter.
4. Under **Scope**, select when you want the filter to act.

- a. Matching all of the following rules
  - b. Matching any of the following rules
  - c. All messages
5. Specify the **Rules**:
  - a. From the first drop-down list, select the message area that you want to evaluate (From, Subject, To, etc.).
  - b. In the next drop-down list, select a condition (contains, does not contain, etc.).
  - c. In the text field, type in a value for the filter to evaluate incoming mail against.
6. Click the **Plus** sign (+) to add additional rules, the **Gear** to set modifiers to the rule, or the **Trash** to remove a rule.
7. In the **Actions** section, select how you want the filter to handle messages that match the conditions you defined:
  - a. Move message to
  - b. Redirect message to
  - c. Discard with message
  - d. Delete message
  - e. Keep message in Inbox
  - f. Stop evaluating rules
8. Click the **Plus** sign (+) to add additional actions or the **Trash** to delete an action.
9. Click **Save**.

To remove an existing filter

1. Click **Settings**, and select **Filters**.
2. Under the existing Filters List, and select the filter you want to remove.
3. Click the **Actions** icon and then choose **Delete**.
4. The filter is removed from the **Filters** list.

To disable a filter

1. Click **Settings**, and select **Filters**.
2. Under the existing **Filters** list, click the filter to select it.
3. Click the **Actions** gear icon and then choose **Enable/disable filter set**.  
Optionally, in the **Filter definition** pane, toggle on **Filter disabled** and click **Save**.
4. The filter is greyed out in the **Filters** list and will not execute, but can be re-enabled at a later.

[Back to top](#)

## How do I add or remove another email account?

1. In the Settings tab, select **Other accounts**.

2. Click **Add**.
3. Fill in the email, username, password, server address, server port and if SSL should be used based on the information provided by your email provider.
4. Select the **Leave a copy of the message on the server** check box if you want to leave your read email messages on the other server.
5. From the **Default folder** drop-down, choose the folder to which you want to save the email messages that are retrieved from the other account.
6. Select the **Test connection on save** option if you want to test the connection to this account when you save the configuration.
7. Select the **Import old messages** option if you want to import all existing messages from the account. If you don't select this option, only new, unread messages will be imported.
8. Click **Submit**.

[Back to top](#)

## How do I set an allowed or blocked senders list?

The allowed and blocked senders lists let you create a list of senders that will either be automatically allowed and bypass your spam filter or be automatically blocked from being received into your inbox.

Addresses that are in your Contacts are considered to be in your allowed senders list even though the contact entries are not displayed in the allowed senders list. If you add an address to the blocked senders list that is also in your Contacts, the address will be blocked as the blocked senders list takes precedence over your Contacts.

The allowed and blocked senders list uses the star (\*) as a wildcard which lets you set up to block or allow any emails from a specific domain. These should be used with caution as you may accidentally block every email sent from \*@gmail.com for example.

You can add up to 1,000 entries each in the allowed and blocked list.

To adjust the allowed or blocked senders list

1. In the Settings tab, click **Spam settings**.
2. Add or remove the email address on a separate line to the **Allowed senders** list or the **Blocked senders** list text field.  
*Note: If you want to block an entire domain, use the star (\*) to denote a wildcard before the at (@) symbol.*
3. Select **Save** when you're done.

[Back to top](#)



# Admin

## What is the Admin component?

The **Admin** component allows domain administrators to administer email accounts. They can perform common administrative tasks for email, such as resetting passwords, creating, deleting, and modifying users. Domain administrators can also add/remove workgroups and workgroup administrators and manage and brand their domain.

[Back to top](#)

## Managing users

*Note: The tasks in this section are only available to domain administrators.*

### How do I create a new user?

1. Click **Admin**.
2. Click **Add User**.

*Note: All fields are disabled until you enter to complete the User field and press enter.*

3. Complete the fields as outlined in the table below and then click **Create** or **Create & Repeat**. If you click **Create & Repeat**, the new user is created, and the **Add User** window remains open so that you can create another user.

*Note: Depending on the type of user that you are creating, you may not see all of these fields.*

[Back to top](#)

### Basic Settings

Field	Description	Obligation
-------	-------------	------------

<p><b>Type</b></p>	<p>From the drop-down list, choose the type of account: <b>Mailbox</b>, <b>Forward</b>, or <b>Filter</b>.</p> <ul style="list-style-type: none"> <li>• Mailbox: This is a regular mailbox.</li> <li>• Forward: Automatically forwards mail to another specified mailbox. Mail cannot be sent from a forward-only user account nor is mail stored in a forward-only account.</li> <li>• Filter: Stops spam messages but allows non-spam messages to flow through to a target account.</li> </ul>	<p>Required</p>
<p><b>User</b></p>	<p>Enter a name for the new user, and then press the enter key.</p> <p>Names can be up to 64 alphanumeric characters including underscore, period, and hyphen symbols. The first character must be alphanumeric.</p> <p>Diacritics and special characters are not allowed, underscores or hyphens cannot be used as the first character, periods cannot be used as the first or last character, and two consecutive periods cannot be used.</p>	<p>Required</p>
<p><b>Password</b></p>	<p>Enter an initial password for the mailbox.</p> <p>Can be up to 54 alphanumeric characters including the following special characters: ~ ! @ \$ % ^ &amp; * ( ) - _ = + / \ ] [ { } : ; &gt; &lt; , .   ? # ' .</p>	<p>Required</p>
<p><b>Workgroup</b></p>	<p>From the drop-down list, choose the workgroup to which the new mailbox account will belong.</p>	<p>Optional</p>
<p><b>Aliases</b></p>	<p>Enter the alternative names for this mailbox. Messages that are sent to an alias are delivered as</p>	<p>Optional</p>

	if they were sent to the actual mailbox. Addresses must be separated by a carriage return.	
--	--------------------------------------------------------------------------------------------	--

[Back to top](#)

## Sending & Receiving

<b>Field</b>	<b>Description</b>	<b>Obligation</b>
<b>Delivery</b>	For mailbox accounts, choose whether incoming mail is delivered to the local mailbox, forwarded to another address, or both.  <i>Note: This field is not editable for Filter or Forward accounts.</i>	Required
<b>Autoresponder</b>	When this box is checked, the autorespond feature is enabled.	Optional
<b>SMTP Limit</b>	The maximum number of messages that a user can send in a 24 hour period.	Not editable
<b>Quota (MB)</b>	Specify the maximum storage size for the mailbox. The default setting is taken from the domain level.	Required for mailbox accounts
<b>Receive</b>	From the drop-down list, choose whether the user can receive email.	Required
<b>IMAP4</b>	From the drop-down list, choose whether the user can connect with an IMAP4 client.	Required
<b>POP3</b>	From the drop-down list, choose whether the user can connect with a POP3 client.	Required

<b>Send</b>	From the drop-down list, choose whether the user can send email.	Required
<b>Webmail</b>	From the drop-down list, choose whether the user can receive mail through Webmail.	Required
<b>Webmail Send</b>	From the drop-down list, choose whether the user can send mail through Webmail.	Required

[Back to top](#)

### Forwarding

<b>Field</b>	<b>Description</b>	<b>Obligation</b>
<b>Reply-To</b>	Replies to forwarded messages are automatically addressed to the specified address.	Optional
<b>Subject Prefix</b>	Enter a tag that will be prepended to the Subject line of forwarded email messages.	Optional
<b>Restricted</b>	When this box is checked, any mail sent from a user that is not listed in the Forwarding text box is rejected.	Optional

<b>Recipients</b>	<p>Enter the email addresses to which you want the forwarded email to be sent. Enter the full email addresses a separate line.</p> <p>When someone sends a message to a user that has Forwarding enabled, everyone on the list gets the message. If a <b>Reply-to</b> address is specified, when any of those recipients reply to the forwarded message, the reply message is addressed to the specified reply-to user. This feature is useful for mailing lists so that replies are addressed to the list instead of the sender.</p>	Optional
-------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------

[Back to top](#)

#### Autoresponder

<b>Field</b>	<b>Description</b>	<b>Obligation</b>
<b>Enabled</b>	Click to put a checkmark in this box to enable the autoresponder.	Optional
<b>Interval</b>	Enter the number of days before the same recipient will receive the auto-response message again.	Optional
<b>End Date</b>	Enter the last day/time when the auto-response message is in effect. The required format is <i>YYYY-MM-DD</i> .	Optional
<b>Autoresponse Text</b>	The text of the message that is sent when auto-responder is enabled.	Optional

[Back to top](#)

## Spam Settings

Field	Description	Obligation
<b>Spam Header</b>	Enter the text that you want to be added to the header of spam messages. The format must begin with a capital letter, but can be followed by anything, for example, <b>X-Spam: Spam detected.</b>	Optional
<b>Spam Tag</b>	Specify the tag that is appended to the subject of all spam messages.  If <b>Use default</b> is checked, the tag that is used is the one that was specified for the domain.	Optional
<b>Spam Folder</b>	From the drop-down list, choose the folder where you want spam delivered. The default is the Spam folder.	Optional
<b>Spam Level</b>	From the drop-down list, choose the level of aggressiveness for spam filtering.  Choosing a level other than <b>Normal</b> causes the filtering engine to be more aggressive in labeling mail as spam, and it may also result in more false positives. If you don't specify a spam blocking level, the account uses the domain, company, or global setting.	Optional
<b>Reject Spam</b>	If this box is checked, all incoming messages that are deemed to be spam are rejected rather than being quarantined or tagged.	Optional

<p><b>Allow</b></p>	<p>Enter the domains and email addresses that are considered to be safe for this user. When messages are received from any of the addresses on this list, they are always delivered to the user's Inbox.</p> <p>Make sure that each entry is on a separate line. You can add up to 1000 entries in this list, and you can use up to five wildcards(*) in any given entry.</p> <p><i>Note: Addresses that are in the user's Address Book are considered to be in the Allow list for that user by default, even though the Address Book entries are not displayed here in the Allow list.</i></p>	<p>Optional</p>
<p><b>Block</b></p>	<p>Enter the domains and email addresses that you want to add to the block list for this user. When messages are received from any of the addresses on this list, they are always considered to be spam. Make sure that each entry is on a separate line, separated by a carriage return. You can add up to 1000 entries in the list, and you can use up to five wildcards in any given entry.</p> <p><i>Important: If an Address Book entry is added to the Block list, the address will always be blocked, that is, the Block list takes precedence over the Address Book.</i></p>	<p>Optional</p>

[Back to top](#)

Webmail & Metadata

Field	Description	Obligation
-------	-------------	------------

<b>Brand</b>	<p>The brand that you select determines the look and feel of the user's Webmail interface. Choose a brand from the drop-down list only if you want the user account to use a brand other than the domain brand.</p> <p><i>Note: If you use this field to assign the domain brand to each user, and then you change the domain brand, it will not be reflected at the user level because the user's brand setting overrides the domain's brand setting.</i></p>	Optional
<b>Language</b>	<p>From the drop-down list, choose the language in which the mailbox will be displayed when the owner initially logs in to their account. The user can change the language at the mailbox level if they want to view their mailbox in another language. From the drop-down list, choose the language for the Webmail interface.</p>	Required
<b>Timezone</b>	<p>From the drop-down list, choose the timezone that the mailbox will use. The user can change the timezone setting at the mailbox level if they want to use another timezone.</p>	Required
<b>Max Addressbook</b>	<p>The maximum number of groups and contacts that the user can store in their address book. This setting cannot be edited.</p>	Optional
<b>Name</b>	<p>Enter the first and last name of the mailbox owner.</p>	Optional
<b>Title</b>	<p>Enter a title for the user, if applicable.</p>	Optional



<b>Phone</b>	Enter the user's phone number.	Optional
<b>Fax</b>	Enter the user's fax number.	Optional

[Back to top](#)

## How do I view and modify users?

1. Click **Admin** and then click **Users**.
2. To search for specific users, enter search criteria in the **User** field at the top of the page, and then click **Refresh**. You can enter the exact name of the user you are looking for, and you can use a wildcard. Alternatively, you can choose to view only certain types. In the **Type** area at the top of the page and remove the checkmarks from one or more of the boxes.
3. Click a user to view and modify the associated properties.
4. Click **Update**.
5. For an explanation of most of the displayed fields, see [How do I create a new user?](#). When you view the details for a user that has already been created, the following sections and fields are also displayed.

[Back to top](#)

## Basic Settings

<b>Field</b>	<b>Description</b>
<b>Status</b>	<p>Indicates the current state of the account:</p> <ul style="list-style-type: none"> <li>• <b>Active:</b> Account is available, and all applicable services are enabled.</li> <li>• <b>Suspended:</b> Some part of the account has been suspended, usually the ability to send messages. This is likely because they are suspected of sending a lot of spam messages.</li> <li>• <b>Smtplimit:</b> Account has reached the available SMTP limit and cannot send messages until the time shown in the Sending Availability chart.</li> <li>• <b>Quota:</b> Account has reached the available quota limit. They cannot receive or store messages until they delete messages and/or files to free up storage space.</li> </ul>

[Back to top](#)

## Tools & Status

<b>Field</b>	<b>Description</b>
<b>Rename User</b>	Click this link to change the user name.  <i>Caution: If you rename a user, all of the history that is associated with that user is deleted and cannot be accessed by the email restore tool or the address book restore tool. The renamed user account begins accumulating history (backups) starting from the date that you rename the user, and email and address book information can be restored only from this new history.</i>
<b>Logout User</b>	Click this link to terminate all of the user's active IMAP and POP sessions.
<b>Last Login</b>	The last time that the user logged in.
<b>Quota</b>	The number of megabytes that the user is currently using, and the current number of messages the user has in their account.  <i>Note: Messages in the Spam folder are not included in this total.</i>
<b>Addressbook</b>	The total number of contacts and groups that the user has in their address book.
<b>Sending Availability</b>	The maximum number of messages that the user can send at each of the specified times. This information is useful if the user wants to send a large batch of messages and needs to know how soon and how many messages they will be allowed to send.

[Back to top](#)

## How do I suspend a user?

The most common reason that you might want to suspend a user is that they are suspected of sending a lot of spam messages. You can suspend one or more services to achieve the suspended state appropriate to your business needs. The services that you see depend on the type of user account.

*Note: Suspended users remain billable.*

To suspend user services

1. Click **Admin**, and then click **Users**.
2. To narrow your search, in the **User** text field, enter all or part of the username whose mailbox you want to delete. You can also select the workgroup to which the user belongs from the **Workgroup** drop-down list, and select the type of account from the **Type** options. Click **Filter**.  
All of the users that meet your criteria are displayed.
3. Click the user whose services you want to suspend.
4. In the **Sending & Receiving** section, from the relevant drop-down lists, choose **Suspended**, and then click **Update**.

<b>Service Suspended</b>	<b>Result</b>
<b>Receive</b>	The user can access their existing mail through an email client, email messages can be composed and sent, but no further mail will be received.
<b>IMAP4</b>	Connection to the user account with an IMAP4 client is denied.
<b>POP3</b>	Connection to the user account with a POP3 client is denied.
<b>Send</b>	The user can access their existing mail through an email client, incoming email messages will be downloaded, but no mail can be sent.
<b>Webmail</b>	Account login to the Webmail client is denied.

<b>Webmail Send</b>	The user can receive mail via Webmail but cannot send mail through Webmail.
---------------------	-----------------------------------------------------------------------------

[Back to top](#)

## How do I delete a user?

1. Click **Admin**, and then click **Users**.
2. To narrow your search, in the **User** text field, enter all or part of the username whose mailbox you want to delete. You can also select the workgroup to which the user belongs from the **Workgroup** drop-down list, and select the type of account from the **Type** options. Click **Filter**.  
All of the users that meet your criteria are displayed.
3. Click the checkbox beside the mailbox that you want to delete, and then click **Delete**.  
A confirmation message asks you to confirm that you want to delete the mailbox.
4. Click **Ok** to confirm the deletion.

[Back to top](#)

## How do I restore a deleted user?

If a user account that has been deleted for 30 days or less, you can restore it. If the user does is not listed on the **Deleted Users** page, it cannot be restored. You can restore a user account to its original name only if that name has not been reissued during the period in which the account was deleted.

To restore user accounts

1. Click **Admin**, and then click **Deleted users**.
2. Search for the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent part of the name.
3. Click the checkboxes next to the user(s) that you want to restore.  
The number on the **Restore selected** button changes to reflect the number of users that you selected.
4. Verify that the **Restore as** field displays the correct user name. If you want to restore the user and rename it, enter the new name in this text field.
5. Click **Restore selected**.

## How do I restore deleted mail for a user?

Mail that has been deleted for 14 days or less can be restored to the user's account.

*Note: Email messages must have existed in the account long enough for a backup to have been done for them to be restored.*

To restore deleted mail

1. Click **Admin**, and then click **Users**.
2. Search the name of the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent part of the name.
3. Click the user whose mail you want to restore.
4. On the left pane, under the user's name, click **Restore email**.
5. From the **Folder** drop-down list, choose the folder that contains the mail you want to restore, and then click **Search**.
6. Click the checkbox beside each of the messages that you want to restore. The number on the **Restore** button changes to reflect the number of messages that you selected.
7. Click **Restore**.

[Back to top](#)

## How do I release spam messages for a user?

Spam messages are quarantined by the Webmail email filters. Occasionally, a legitimate email will be tagged as spam. You can release one or more email messages from quarantine, and the messages will be moved to the user's Inbox.

To release spam messages

1. Click **Admin**, and then click **Users**.
2. Search part or all of the name of the user whose spam messages you want to release in the **User** field at the top of the page. You can use wildcard characters to represent part of the name.
3. Click the user whose spam messages you want to release.
4. In the left pane, under the user's name, click **Release spam**.
5. You can search for specific messages by using the **From**, **To**, and **Subject** to filter the results.
6. Click the checkbox for each of the messages that you want to release. You can click the checkbox at the top of the list to select all displayed entries.
7. Click **Release**.

[Back to top](#)

## Where can I view usage data for a user?

Usage statistics are summaries of account usage and are displayed as graphs. Statistics are available can be viewed as a summary in graphical format, or as detailed snapshots in CSV format.

1. Click **Admin**, and then click **Users**.
2. Search enter part or all of the name of the user you want to restore in the **User** field at the top of the page. You can use wildcard characters to represent to represent part of the name.
3. Click the user whose data you want to view.
4. On the left pane, under the user's name, click **Stats**.
5. From the **Interval** drop-down list choose the period for which you want to view statistics: **Day**, **Week**, or **Month**.
6. From the **Graph type** drop-down list choose the type of data that you want to view:
  - **Logins**: POP3, IMAP4, and Webmail.
  - **Message bytes**: Inbound and relayed email, in KBs.
  - **Message counts**: Normal deliveries, spam deliveries, autoresponses, forwards, destination recipients, and outbound messages.
  - **Storage**: Storage used, in MBs.

The graph appears at the bottom of the page.

[Back to top](#)

## Using workgroups

### How do I create a workgroup?

Workgroups are useful for organizing users into categories. Every new domain automatically includes one default workgroup called staff. You can create additional workgroups for any domain. You can assign users to specific workgroups when you [create users](#) or when you [modify users](#).

1. Click **Admin**, and then click **Add Workgroup**.
2. In the Create workgroup pop-up, enter a name for the new workgroup, and then click **Create**.
3. The new workgroup will be in the list of existing workgroups.

[Back to top](#)

## How do I add users to a workgroup?

1. [Locate the user](#) that you want to add to a workgroup.
2. Click the user name.
3. In the Basic settings section, from the Workgroup drop-down list, select the workgroup to which you want this user to belong.
4. Click **Update**.

## How do I delete a workgroup?

You can delete any workgroup except the domain's default workgroup, staff. We recommend that you move all of the users out of a workgroup before you remove that workgroup.

1. Click **Admin**, and then click **Workgroups**.
2. Click the checkbox next to each of the workgroups that you want to delete  
The number on the **Delete Selected** button changes to reflect the number of workgroups that you selected.
3. Click **Delete Selected**.
4. In the confirmation pop-up, confirm that you want to delete the selected workgroups.
5. Optionally, in the **Delete Workgroups** dialog, click the checkbox to select the **Cascade** option which deletes any users that are in the workgroup. If you don't choose this option, and there are users in the workgroup, the delete operation will fail.
6. Click **Delete**.

[Back to top](#)