



# Help for Email Users

Help Documentation

# [Help for Email Users](#)

## [E-Mail](#)

### [Mail Folders](#)

A folder in SmarterMail is the general method of storing messages. Several folders have specific purposes, and you can also add other folders to store specific categories of mail. Common folders include Inbox, Drafts, Sent Items, Deleted Items, and Junk E-Mail. Some folders will be automatically created when you perform certain actions, like sending a new message. For more information about the specific purposes of the folders, see below .

From the Settings menu, choose My Folders to add or edit your email folders.

#### [My Folders](#)

**New Folder** - Clicking this button allows you to add a new folder to the system. More information about this process can be found below.

**Folder Auto-Clean** - Click this button to edit your auto-clean settings. For more information about auto-clean, please refer to the help topic My Folder Auto-Clean .

**Go To Folder** - Click on a folder name to see the messages contained in the folder. This has the same effect as clicking on a folder name in the sidebar.

**Items** - Shows the total number of messages contained in the folder.

**Size** - Shows the total size (in kilobytes) of all messages contained in the folder.

**Rename** - Use this link to rename a folder. It is unavailable on folders that have specific purposes, like Inbox or Deleted Items.

**Sharing (Enterprise Edition Only)** - This will take you to the sharing interface so that you can share the folder with specified users on your domain. More information can be found in the topic Sharing Your Own Resources .

**Delete** - Clicking on the delete link will permanently delete a folder and all messages contained within it. Note that you cannot delete the Inbox.

#### [Adding a Folder](#)

**Folder Name** - Enter the name of the new folder. As the note indicates, using a backslash character '\'

will create a sub-folder, which can be useful if you wish to sub-categorize your email. Only lower ASCII characters are supported in the folder name due to limitations with certain protocols.

Note: In order for the folders you create to become available from your email client (e.g. Microsoft Outlook) you will need to create a mail account with IMAP set as your incoming mail server type. If you use POP mail, you only have access to your mail account Inbox, not any folders that are created for storing mail. IMAP accounts are different than POP because they are directly connected to the server from the time you open an interface until the time the connection is closed. For this reason, deleted messages are crossed out until they are "purged" from the folder. This is different from a POP account where when the messages are deleted, they are gone from the folder or erased.

## Special Folders

**Drafts** - When you are composing a message, you have the option to "Save as Draft." Choosing this option will save the email in this folder. Later, you can click on the email in the drafts folder to edit or send it.

**Deleted Items** - You can set up your account to save deleted items in this folder from My Settings. If you choose this option, ensure that you frequently clean out the messages in the folder to keep your disk space usage to a minimum.

**Inbox** - Incoming mail will usually come to this folder unless you have specific content filters that redirect the email to another folder. Users that connect to their email via POP3 will only be able to download messages from this folder.

**Junk E-Mail** - Email that is likely to be spam may get sent to this folder, depending on your spam filters. You should review this folder regularly to ensure that no valid email is contained in it, and "Unmark as spam" any message that gets put here when it should not.

**Sent Items** - Any emails you send from the webmail will get placed in this folder if you have enabled the option in My Settings. Note that email sent from an email client, like Outlook Express, will not get saved in this folder.

## Viewing Messages

When you log in, you will initially be taken to your Inbox. To view the contents of another folder, click on the folder name in the sidebar. This page allows you to manage your mail in many ways, which are all described below.

Note: Depending on whether you have Enhanced Message List enabled in My Settings, the page may have slight variations. The enhanced message list allows you to quickly scroll through the pages of messages, as well as sort and search in a much faster way. If you have problems using the enhanced

message list, try turning it off, as some browsers and older computers perform better with the non-enhanced page.

## Working with Email

**View a Message** - Click on a message in order to view it. This will take you to the Read Message page, which is described in more detail in the Reading a Message topic.

**Delete a Message** - Click on the delete link next to a message to quickly delete it. For more information about deleting messages and the different settings related to it, please see the topic Deleting Messages .

**Sorting Messages** - Clicking on a column header will sort the messages by that field. Click again, and it will sort the other way. For example, clicking on the Size column header will sort items in order of size. Click the header again, and the sort will go in the opposite direction.

**Columns** - The following information is shown in the columns on this page (columns may vary for some special folders, like Drafts or Sent Items)

- **Check Box** - Check the boxes next to messages you wish to perform actions on. Any items checked will be included in actions that you choose from "Choose an Action" or "Move to Folder." Clicking on the check box in the header will select all / none of the items.
- **Attachment Icon** - If the messages have an attachment, an icon will show up in this column.
- **Unread Icon** - This icon will appear if the message has not yet been read.
- **From** - The name / email address from which the message was sent.
- **Preview Icon** - If you have Message Preview enabled in My Settings, hovering your mouse over the magnifying glass icon will pop up a short preview of the message, allowing you to quickly determine if you want to spend time reading the message.
- **Subject** - Subject of the message.
- **Received** - The date the email was received into the mail system.
- **Size** - The size of the email, in kilobytes.

## Navigating Pages

Use the navigation area below the list of messages to browse through multiple pages of email. The highlighted page number is the current page you are viewing, and the arrows to the left and right of the pages allow you to go forward and back through the list.

## Disk Space Indicator

This indicator may appear if your administrator has specified limits on the amount of disk space that the email account can use. When you start to get close to your limit, it is recommended that you clean

out any old messages that you no longer need, especially those in Junk E-Mail, Sent Items, or Deleted Items. To have these maintained for you, enable Folder Auto-Clean under My Folders.

## Actions

Choosing an action from the drop down list will immediately perform that action on all checked messages. Depending on the folder you are in and the settings you have on your account, some actions in the list below may not be available.

- Delete - Deletes the selected mail. The action taken when a message is deleted is dependant upon the option chosen in My Settings. For more information see the topic [Deleting Messages](#) .
- Undelete - If you have chosen in your settings to mark messages as deleted, rather than purging them, then you will be able to undelete any deleted items that still appear in your message list. Please note that you cannot undelete purged email.
- Mark as Read - Will mark the checked emails as read and remove the Unread indicator next to them.
- Mark as Unread - This option will mark all checked items as unread.
- Mark / Unmark as Spam - In most folders, choosing the Mark as Spam option will delete the message, and add it to a list of spam messages for better spam protection later. This type of spam filtering, where you actually "teach" the mail server what you consider unwanted email, is known as "Bayesian Filtering". It is to your benefit to mark spam rather than just deleting it, because it helps you and others on your mail server avoid that type of mail in the future. If a message is marked as spam and it should not have been, select the checkbox next to it and choose Unmark as Spam when viewing it in the Junk E-Mail folder (if available).
- Purge Deleted Items - This option permanently removes all messages that are marked as deleted. This option cannot be undone.
- Delete All Messages in Folder - This option takes the same action as delete, except that it will perform the delete operation on every email in the folder, regardless of whether the message is checked or not . This option is most useful in folders like Junk E-Mail or Deleted Items.

## Moving Messages

Choosing a folder from the drop down list will move all checked messages to the folder chosen.

## Sharing

Sharing is a feature that is available only with Enterprise Edition of SmarterMail, and allows you to share an email folder with another user on your domain. It is described in further detail in the topic [Sharing Your Own Resources](#) .

## Reading a Message

The Read Message page in SmarterMail allows you to view the contents of an email message and perform various actions on the message. To read a message, click on it from the list of messages in a folder.

Along the top of the reading pane, there are several buttons, like Reply, Reply All, Forward, etc. Each of these buttons are actions that can be performed on the message you are currently viewing. Below these, you will see the header of the email. This contains information about the email message like the sender, subject, and the date the message was sent. Underneath the header you'll find the body of the message. Each of these sections will be explained below.

### Action Buttons

Prev / Next - Allows quick navigation between messages.

Reply - Opens up the compose page that lets you respond to the sender of this message. In addition, the text of this message will be filled in to the new message as well.

Reply All - Operates similarly to the Reply button, but it also adds any email addresses in the To or CC fields to the response as well.

Forward - Takes you to the compose page and allow you to forward this message to someone else. The method used to forward the message can be customized by several settings in the My Settings page.

Move to Folder - Moves this message to the folder chosen from the drop-down list. After the message is moved, you will remain in the same folder and will navigate automatically to the next message.

Mark as Spam - Moves this message to the Junk E-Mail folder and adds it to the list of Spam messages that are processed for statistical filtering. The more spam messages you identify using "Mark as Spam," the better the filter will get over time. This button will not appear while viewing the Junk E-Mail folder.

Unmark as Spam - Adds the message to an approved email list, adds the sender to your trusted sender list, and moves the message to the Inbox. This button only appears in the Junk E-Mail folder.

Delete - Deletes a message from your mailbox. After a message is deleted, the next message in your folder is displayed. Note that there are several methods of deleting a message in SmarterMail. Please refer to the My Settings topic for more information.

Print - Prints the contents of the email without all of the extra navigation controls on the page.

Back - Takes you back to the folder you were in prior to reading the message.

## Email Information Header

**From** - Email address from which the message was apparently sent.

**Date** - Time and date the message was sent.

**To** - The email address(es) of the primary recipients of the message.

**Subject** - The subject of the message.

**Attachments** - If any attachments are included in the email, they will show up as links here. Be very careful when opening attachments in emails. Ensure that you know the sender and do not open any attachments you are not expecting.

**HTML link** - Displays the message in HTML format, which allows for colors and fonts. The default method of viewing messages is HTML, but it can be changed from the My Settings page.

**Plain Text link** - Displays the message in plain text, which only allows text content with no special formatting or graphics.

**Header link** - Displays the header of the message, which indicates the path the email took to get to your email account, along with several other pieces of information.

**Raw Content link** - Displays the content of the email exactly as the server received it. This is helpful if you cannot view the message in any other display mode.

## Composing a Message

There are several ways to begin composing a new message in SmarterMail. The most common method is to click on New Message in the sidebar. The only fields that are absolutely required to send an email are the To address and the Subject.

### Action Buttons

**Send** - Sends your message out to the recipients.

**Save as Draft** - Saves the message in its current state to the Drafts folder. If you do not have a Drafts folder, one will be created automatically the first time you choose this option. You will then be able to go back to your Drafts folder and continue composing this email.

**Spell Check** - Pops up a spell-check that will help identify spelling errors in your email. Note that you can choose the dictionary to use from the My Settings page.

**Add Files** - Click on this button to add attachments to your email. Please bear in mind that there are limits to the size of attachments imposed by many email systems on the internet today.

**Remove All Files** - Removes all attachments from the current email. This button will only appear if you have added attachments to the email.

**Cancel** - Cancels the new message and returns you to where you came from.

## Message Envelope Items

**To** - Enter a recipient's email address, or click on the "To:" link to select a recipient from your contact list. Separate multiple contacts with a semicolon (;).

**Enterprise Edition Only:** You can also add members of your Global Address List to an email by clicking on the "To:" link and changing the list source from My Contacts to Global Address List.

**Cc** - The Cc field should contain recipients that should receive "carbon copies" of the message, but are not the primary intended recipients of the message.

**Bcc** - Bcc represents people who should receive "blind carbon copies" of the email, addresses that are not the primary intended recipients of the message where but nobody else can see that they received it.

**Subject** - Enter the primary subject of the message.

**Attachments** - If you have added any attachments to the message, they appear below the subject line for your reference.

## Compose Area

Depending on your browser and your configuration settings, you may see an HTML editor or a text-only editor. Enter the content of your email in the box.

## Searching Messages

SmarterMail provides an easy way to find the emails you are looking for. When viewing the messages in an email folder, click on the Search button in the bar above the message list. When you do, a second bar will appear with various options you can use while searching.

**Search Text** - The first field is the text you are looking for. Frequently, this will be an email address or a part of an email subject.

**Search Type** - Choose the type of search from the drop-down box; You can search the from address, the subject, or the body text of messages.

**Folder to Search** - Choose the folder you wish to search from the drop-down box.

**New Only** - Check this box to only search messages that are marked as unread.



When you have entered all of the search criteria, click on the Find Now button. SmarterMail will then show you a list of all messages that match the search criteria, and you can click on a message to view it.

Note: Very large folders will take longer to search, as will searching multiple folders at once. For faster searching, choose a specific folder before initiating a search.

## Deleting Messages

SmarterMail has two different methods for deleting messages. First, you can delete a message while viewing it by clicking on the Delete button. Second, you can delete multiple messages at once by checking them in the message list page and choosing Delete from the action menu.

The action SmarterMail takes when you delete a message depends on the option you choose in My Settings . Below are the options available for the option "When messages are deleted."

- Move to Deleted Items folder - (default) - When items are deleted they are moved to a folder called Deleted Items. If the deleted items folder does not exist, it will be created automatically the first time you delete a message.
- Auto-Purge folder - When using IMAP or webmail and messages are deleted from a folder, they are only marked as deleted. Messages are not physically removed from the folder until they are purged. This option will automatically purge the folder after deleting the message. NOTE: When deleted messages are purged, the action is final. You will not be able to retrieve these messages later.
- Mark as deleted - When the message is deleted with this option, the message remains in the current folder, but will be crossed out and marked as deleted. If the folder is then purged, all items marked for deletion will be removed.
- Mark as deleted and hide - With this option, any message that has been marked as deleted will be hidden from view in webmail. This will allow you to keep deleted messages without seeing them every time you log into your mailbox. Note: It is important to keep an eye on your email account disk usage when using this option, as your mailbox may be more full than you realize.

Note: The action taken for deleted items will ONLY be taken when deleting items through web mail. Deleting an item from Outlook Express or another email client will NOT use the setting that you choose.

Note to POP3 users: When your email client connects to SmarterMail via POP3, any emails that are marked as deleted are automatically purged. To prevent this from happening, use the "Move to Deleted Items folder" option to avoid accidentally purging deleted items.

## Effects of Folder Auto-Clean

Your system administrator may have established auto-clean policies that may delete older junk e-mail, deleted items, and/or sent items when these folders get too large. However, they may have left the option available for you to override auto-clean settings. In order to see what folders are currently set to auto-clean and to change these settings (when possible), refer to the topic [My Folder Auto-Clean](#).

## Folder Auto-Clean

Folder Auto-Clean is a method for limiting how much of your account disk space is used by the Junk E-Mail, Sent Items, and Deleted Items folders. By placing limits on the size of these folders, you can help ensure that your account does not fill up unnecessarily. Messages are deleted from the folders in the order that they were received so that older messages get deleted first.

Note: Depending on the policies your administrator has established, you may or may not be able to change the settings on this page.

Note: If auto-clean is active on a folder, messages will get deleted from it eventually, so do not keep messages in that folder if you want to keep them.

## Options

Use default auto-clean settings - Choosing this option will let you adopt the policy of your email host or domain administrator. If the administrator changes the policy, yours will automatically change with it. You can see the current policy on the Folders tab when this option is active.

Override auto-clean settings for this account - Choose this option to override the settings set by your administrator. Any changes you make will not be affected if the administrator changes their policy, unless they disable user overrides.

## Folder Settings

If you are using the default auto-clean settings set up by your administrator, they will appear on this tab.

In cases where you are able to override the settings, the following options appear once for each folder that can be auto-cleaned.

Enable auto-clean for this folder - If this box is checked, then auto-clean will be active for the specified folder.

Folder size BEFORE auto-clean - Once the folder reaches this size (in megabytes), the auto-clean process is started, and older messages (messages that were received the longest time ago) are cleaned.

Folder size AFTER auto-clean - This is the goal size for the auto-clean process. It will try to delete older messages until the folder gets to this size. This number should always be lower than the "before" number.

## Using Plus Addressing

Plus Addressing is a feature of SmarterMail that allows you to automatically filter your incoming email without creating content filtering rules first. To demonstrate this ability, please consider the example of plus addressing below.

### An Example

`myname@example.com`

Assume your email address is `myname@example.com`, and you want to sign up for a newsletter called ACME News. Furthermore, you want that newsletter to go to a folder in your email called "ACME". Assuming you have plus addressing enabled, as described in the next section, all you have to do is sign up for the newsletter with the email address below:

`myname+ACME@example.com`

Note that the folder name is AFTER the username but before the `@example.com`.

When the newsletter gets delivered to your email, it will automatically be placed in an ACME folder, which will be created automatically if it does not already exist. No additional steps are required. The whole process is automatic once you enable the feature.

In addition, if you include the '/' character in your plus address, you can automatically create sub-folders, as in the following example:

`myname+Newsletters/ACME@example.com`

This email address will create a folder called Newsletters, then create an ACME folder under it, and drop the newsletter into the ACME folder.

As an added bonus, you can connect to folders in your email using POP3 by using plus addressed emails. The example above, when input into your POP email client as your login name, will return the contents of that folder.

### Enabling Plus Addressing

In order for plus addressing to work, it must first be enabled for your user. Follow the steps below to turn the feature on:

- Log into SmarterMail.
- Go to the Settings menu and choose My Settings.
- Click on the Plus Addressing tab.
- Check the Enabled checkbox.
- Choose an Action to perform when a plus addressed email comes in:
  - Move to folder - If the target folder exists, the incoming message will be placed into it. If the folder does not exist, it will be created. No more than 10 folders can be auto-created in this method during a six hour period to prevent abuse.
  - Move to folder (if it exists) - If the target folder exists, the incoming message will be placed into it. Otherwise, the email will get placed in the Inbox.
  - Leave in Inbox - Drops the message into your Inbox.

## Calendaring

### Calendaring Overview

Calendaring allows you to store and retrieve appointment and meeting information from the same place as your email. SmarterMail's calendar system is very flexible and includes many options that can help you keep everything organized.

- Fully configurable appointments with optional recurrence rules.
- Email notification and notification within SmarterMail of upcoming appointments.
- Attendee and invitation status tracking.
- Availability information about attendees (Enterprise Edition only) .
- Integration with Outlook (Enterprise Edition only) .

To get started, click on the My Calendar link in the left sidebar, under the Calendars tree.

### Adding an Appointment

There are two methods of adding a new appointment to a calendar. To add one so that it shows up in My Calendar, use the New Appointment link in the left menu under Calendars.

If you wish to add an appointment to a shared calendar (Enterprise Edition Only) , you must be viewing the calendar, then use the New Appointment button from within the page.

For information about inviting attendees, please refer to the help topic Inviting Attendees .

## Event

The event tab records the common information about the appointment. Usually, this tab is the only one you will use. The available settings are explained below.

- Subject - This is the short description of the appointment, and is what will appear on calendar pages and reminders.
- Location - The physical location of the appointment. This field is optional.
- Start Date and Time - Enter the start date of the event. If the event will go all day, check the "All Day Event" box.
- End Date and Time - If the appointment does not have a scheduled end time, you may leave the end time blank.
- Reminder - For more information about reminders, please see the help topic Reminders .
- Event Description - Enter the full description of the appointment, if needed.

## Recurrence Information

A recurring appointment is one that will happen again at some future date, and usually follows a pattern. A good example of a recurring event is a birthday. For more information about this, please refer to the help topic Recurring Events .

## My Calendar

To get started working with your calendar, click on the Calendars tree in the sidebar, and choose My Calendar. There are three primary views of calendars in SmarterMail: Monthly, Weekly, and Daily. These views are very similar, but have a few differences, which are noted below.

Monthly View - The monthly view shows a complete months' worth of appointments. It is meant more as an at-a-glance type of calendar that outlines a general idea of the upcoming events you have.

Weekly View - This view is intended as more of an agenda-type view, showing all appointments that occur during a specific week.

Daily View - The daily view is a planner-type view that shows all events during a day and also visually indicates when events overlap each other.

## Calendar Controls

The right side of the page shows you both the current month and next month, and indicates days where events are scheduled with bold font in a different color. A legend below the calendars shows what different colors and effects mean.

Changing the month or year on the right calendar will not affect the calendar on the left. This is intended so you can look through a month (and the month after it) without affecting your currently selected timeframe.

Clicking on the double arrow next to the day indicators in the calendar will make the displayed month the currently selected month and put the calendar into the Monthly view.

Selecting the single arrow next to a week will select that week and change the display to the weekly view.

Clicking on a day in the calendar will make that day the selection and change to daily view.

## Monthly, Weekly, and Daily View

The calendar view in the center of the page will change depending upon your date selection, as indicated above. These different views show data differently, but operate in the same manner.

Prev and Next - Click these buttons to quickly select the next month, week, or day (depending on your current view mode).

Adding an Appointment - Click on the New Appointment button to start a new appointment. For more information, please refer to the help topic [Adding an Appointment](#) .

Editing an Appointment - Click on an appointment to edit its content.

Deleting an Appointment - To delete an appointment, click on it, then click on the Delete button.

Add to Outlook (Enterprise Edition Only) - Click this button to attach to this calendar from within Microsoft Outlook. For more information, please see [Integration with Outlook](#) .

Sharing (Enterprise Edition Only) - Sharing is a feature that is available only with Enterprise Edition of SmarterMail, and allows you to share your calendar with another user on your domain. It is described in further detail in the topic [Sharing Your Own Resources](#) .

## Inviting Attendees

You may need to coordinate an appointment with one or more other attendees. To do this quickly and easily, use the Invite Attendees button when adding or editing an appointment. Enter email addresses in the box to invite those people to your appointment. In addition, you can click on the attendees link to pop up a window that lets you quickly add members of your contact list or Global Address List (Enterprise Edition Only) .

Once you save your appointment, the attendees will receive an email invitation to the event. If they

accept, you will receive a notification back. Additionally, if they accept from within SmarterMail, the event will get added to their calendar as an appointment.

## Availability

This feature is available in Enterprise Edition only

If attendees you are inviting have chosen to share their calendar with you, you can see their availability chart by clicking on the availability link.

## Recurring events

SmarterMail's calendaring allows you to add events that recur over time. Recurring events can include:

- Holidays
- Birthdays
- Anniversaries
- etc.

When adding an appointment (see [Adding an Appointment](#) ), it can be converted to a recurring event by clicking on the Recurrence Information tab. Use the options on the tab to schedule how often an event recurs. Recurrence is very flexible, and can be as simple or as complex as you want. Examples include:

- A birthday that occurs every 7th of August.
- A meeting that happens the second Monday of every month.
- An appointment that occurs every 4 days for up to 3 weeks.

## Reminders

Reminders may be added to appointments in calendaring by setting the reminder drop-down box to a value other than None. When a reminder is activated, a sidebar item on the left will appear that reminds you of the event. By clicking on this sidebar item, you can dismiss the item or use snooze to bring up the reminder later.

You can also choose to activate an email reminder to send an email when the reminder activates. This can be your own email address, or can optionally be an alternate email address, like a cell phone SMS or pager email address.

## Integration with Outlook

This feature is available in Enterprise Edition only

Calendars and contact lists can be loaded into Outlook and displayed side-by-side with your existing Outlook calendar and contacts. This allows you to see your current appointments and contacts from SmarterMail right in Outlook.

To enable the connection, you must first have Outlook installed and available to your user account.

- In SmarterMail, navigate to the calendar or contact list you wish to connect.
- Click on the Add to Outlook button.
- A popup window will appear with additional instructions. Click OK to initiate the connector.
- A security popup will appear from Outlook, explaining that an external source wants to attach to Outlook. Click on Yes to allow the connector to attach.
- The resource is now available in Outlook.

Note: If you change the password on your email account, the connections will be broken and will have to be reestablished.

## Contacts

### Contacts Overview

SmarterMail allows you to keep not only the email addresses of all of your important contacts, but all of their other information as well. All contact information, like all features of SmarterMail, is accessible through the web interface from anywhere on the internet. Some features of Contacts in SmarterMail include:

- Contact lists can be imported to, and exported from, SmarterMail in multiple formats.
- Quick-add contacts to emails.
- Easy searching of contacts.
- Integration with Outlook (Enterprise Edition Only) .

To get started, click on the My Contacts link under the Contacts sidebar item.

### Adding a Contact

Select New Contact from Contacts in the left sidebar and enter information about the contact you wish to add. When you are done entering data, click on the Save button to save the contact.

You may also add a new contact by clicking on the Add Contact button in the My Contacts page or any shared contact list (Enterprise Edition Only) .



For ease of use, the contact page is separated into tabs that group related information. This information is outlined below.

## Personal Info

- Display As
- Full Name    Note: Use the advanced link to allow entry of individual name parts.
- Other Email Address
- Instant Messenger
- Home Page
- Date of Birth
- Additional Info

## Contact Info

- Phone Numbers
- Fax Numbers
- Address Information

## Company Info

- Name
- Job Title
- Department
- Office
- Address Information
- Website

## My Contacts

The My Contacts page lists all of your contacts and lets you perform many actions, like searching or composing new email. View your contacts by clicking on My Contacts under the Contacts tree in the sidebar.

**Adding a Contact** - Click on the Add Contact button to add a new contact. For more information, see the topic [Adding a Contact](#) .

**Editing a Contact** - Click on the name of a contact to edit it.

**Deleting a Contact** - To delete a contact, click on the delete link next to it, or check the contacts you want to delete and choose [Delete Selected Contacts](#).

Searching Contacts - Click on the Search button to begin searching for contacts. A second bar will appear that will allow you to search.

Sending an Email to a Contact - Click on the new message link next to a contact to send them an email, or choose multiple users and choose New Message to Selected Contacts from the Actions menu.

Exporting Contacts - For information about exporting contacts, see [Exporting Contacts](#) .

Importing Contacts - For information about importing contacts, see [Importing Contacts](#) .

Integrating with Outlook (Enterprise Edition Only) - If you have Enterprise Edition, you can use SmarterMail as a connector to Outlook so that your contacts in SmarterMail appear in Outlook and are automatically synchronized. For more information, please refer to the help topic [Outlook Integration](#) .

Sharing Contacts with Other Users (Enterprise Edition Only) - For information about sharing, please see the topic [Sharing Your Own Resources](#) .

## Global Address List

This feature is available in Enterprise Edition only

The Global Address List, sometimes referred to as "GAL", is a dynamic list containing all users on your domain. The Global Address List can be managed by your domain administrator in order to hide users that may not represent real people (like [support@example.com](mailto:support@example.com), for example).

Contact information for the Global Address List is pulled from individual profiles of users. To update your listing, go to the Settings menu and choose My Profile.

Note: All information you enter into your profile can be seen by all other members of your domain.

The Global Address List functions in a way almost identically to My Contacts. For information about using the page, see the help topic [Adding a Contact](#) .

## Exporting Contacts

Contacts can be exported in an easy fashion in SmarterMail. When viewing a contact list like My Contacts or the Global Address List (Enterprise Only) , click on the Actions menu and choose to export all contacts, or just the selected ones.

Contacts are downloaded as a zip file containing vCard files. These files can be imported into Outlook or back into another SmarterMail account using [Import Contacts](#) .

To import contacts into Outlook, just drag one or more vCard files into your contact list in Outlook and confirm each one by clicking on Save and Close for each one.

## Importing Contacts

SmarterMail supports importing contacts from two different types of files: vCards (VCF) and comma-separated text files (CSV). SmarterMail also supports importing from a .zip file containing any combination of these files.

### Importing vCard or zipped vCard files

- Go to My Contacts.
- Click on the Actions menu and choose Import Contacts.
- Link to the file you wish to upload and click on OK.
- If any conflicts occur, you will be asked to resolve them by performing one of the actions below:
  - Add as a New Contact - As it states, this option adds a completely new contact record with the information in the vCard.
  - Replace Existing Contact - Replaces the contact in the box with the new one being uploaded. To examine the properties of the close match contacts, hover your mouse over the magnifying glass icon in the list at the bottom of the page.
  - Skip this Contact - Jumps over this contact and does not perform an action.
  - Once all conflicts are resolved, the process is complete.

### Importing CSV or zipped CSV files

- Go to My Contacts.
- Click on the Actions menu and choose Import Contacts.
- Link to the file you wish to upload and click on OK.
- Map the contact fields from your CSV to SmarterMail fields by choosing them from the dropdown boxes.
- If any conflicts occur, you will be asked to resolve them by performing one of the actions below:
  - Add as a New Contact - As it states, this option adds a completely new contact record with the information in the vCard.
  - Replace Existing Contact - Replaces the contact in the box with the new one being uploaded. To examine the properties of the close match contacts, hover your mouse over the magnifying glass icon in the list at the bottom of the page.

- Skip this Contact - Jumps over this contact and does not perform an action.
- Once all conflicts are resolved, the process is complete.

## Integration with Outlook

This feature is available in Enterprise Edition only

Calendars and contact lists can be loaded into Outlook and displayed side-by-side with your existing Outlook calendars and contacts. This allows you to see your current appointments and contacts from SmarterMail right in Outlook.

To enable the connection, you must first have Outlook installed and available to your user account.

- In SmarterMail, navigate to the calendar or contact list you wish to connect.
- Click on the Add to Outlook button.
- A popup window will appear with additional instructions. Click OK to initiate the connector.
- A security popup will appear from Outlook, explaining that an external source wants to attach to Outlook. Click on Yes to allow the connector to attach.
- The resource is now available in Outlook.

Note: If you change the password on your email account, the connections will be broken and will have to be reestablished.

## Reports

### My Statistics

The My Statistics report allows you to monitor the activity of your account and see how much disk space is currently being used. This information is especially important to be aware of in situations where your hosting company or service provider may have limits to the amount of bandwidth or disk space email accounts can use.

Start date - The date that you want the report to start calculations.

End date - The date that you want the report to end.

Generate report - Clicking on this button will generate the report, which causes the items below to be calculated and displayed.

### Report Fields

Messages Received - The number of email messages that came in to this account over the time period specified.

**Messages Sent** - The number of email messages that were sent out from this account over the time period specified.

**Bandwidth Received** - The number of kilobytes (KB) that were received into this account over the time period specified.

**Bandwidth Sent** - The number of kilobytes (KB) that were sent from this account over the time period specified.

**Space Used** - The current amount of disk space used. Note: This is the current disk space usage and does not change based on the date range chosen.

## **RSS Feeds**

### **RSS Feed Overview**

SmarterMail's web interface contains a sophisticated news feed aggregator. Using the RSS tree on the sidebar, you can add feeds to keep an eye on. Some of the features of SmarterMail's RSS capabilities are:

- Supports RSS, RDF, Atom Feeds.
- Bolds the feed name to indicate that new articles are available for viewing.
- Downloads feeds in the background and shares feed information between users that connect to common feeds.

**Adding a Feed** - Click on New RSS Feed under the RSS Feeds tree on the sidebar to begin adding an RSS feed. See the help topic Adding an RSS Feed for more information.

**Editing a Feed** - Click on a feed and then use the Edit Feed button to edit the RSS feed

**Deleting a Feed** - Click on a feed and then click on Edit Feed. From this page you can click on Delete to remove the feed from your list.

### **Adding an RSS Feed**

To add an RSS feed, click on the New RSS Feed link under the RSS Feeds tree in the sidebar. Adding a feed requires two pieces of information:

**Name** - Enter a friendly name for the feed. Typically, you'll want to make this a short name so you can easily find it. You can use a backslash character to make the feed appear in a subdirectory, such as in News\Fox News or Technology\Microsoft Updates.

URL - The feed URL must be entered exactly as it is written in the web site you want to track. Some sites do not offer RSS, and those that do usually have a link from their web site to the RSS feed.

Some sample RSS feeds can be found in the help topic Sample Feeds .

## Sample Feeds

There are many RSS feeds on the internet today. This topic contains many of the more common feeds, although this list is by no means exhaustive.

The following links are either direct RSS feed URLs or links to web pages containing an RSS feed list. To add a feed to SmarterMail, right-click on the link and select "copy shortcut" from the context menu. Then paste this value into the RSS URL in SmarterMail.

Feed lists (designated by [feed-list]) will typically have orange XML icons next to each feed. Follow the same procedure (copy shortcut) to get the URL of those feeds.

<p>News and Finance</p> <ul style="list-style-type: none"> <li>• Fox News [feed-list]</li> <li>• CNN News [feed-list]</li> <li>• Yahoo! News [feed-list]</li> <li>• Reuters News Online [feed-list]</li> <li>• CNET News [feed-list]</li> <li>• Washington Post [feed-list]</li> <li>• BBC News</li> </ul> <p>Entertainment</p> <ul style="list-style-type: none"> <li>• Tapestry Comics [feed-list]</li> <li>• NY Times: Opinion</li> <li>• Dictionary word of the day</li> </ul> <p>Finance</p> <ul style="list-style-type: none"> <li>• Kiplinger Personal Finance</li> <li>• SmartMoney</li> </ul>	<p>Technology</p> <ul style="list-style-type: none"> <li>• PC Magazine: New Product Reviews</li> <li>• Slashdot News</li> <li>• TheWHIR Web Host News</li> <li>• Wired News</li> <li>• AnandTech's DailyTech News</li> <li>• eWEEK Windows News</li> </ul> <p>Sports</p> <ul style="list-style-type: none"> <li>• ESPN News</li> <li>• Fox Sports</li> <li>• CBS SportsLine [feed-list]</li> <li>• NY Times: Sports</li> </ul>
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## Settings

### **My Settings**

The options in the My Settings page allow you to customize the way SmarterMail works. No changes are saved until you click on the Save button. The options are each explained below, separated by the tab on which they reside.

#### **Mailbox**

Username - Your email address as it should be entered in email clients to get your email

Change password - If you wish to change your password, enter a new password in the space provided.

Note: If you do not wish to change your password, you may leave the password fields blank.

Confirm password - In order to ensure you typed your new password correctly, enter it again in this space.

Display Name - Your full name will be included in the From field of emails

Reply-to address - If you wish to have replies to your emails sent to a different email address, enter it here.

Time Zone - Choose the time zone that you wish to use in SmarterMail. Daylight Saving Time is automatically managed by SmarterMail.

#### **Forwarding**

Forwarding address - If you wish to send copies of all incoming mail to a different email address, enter it here. For example, if your mobile phone has an email account and you will be away from your computer, enter the mobile phone's email address here to receive the emails on your mobile phone.

You can only forward to a single email address. If you need to send to multiple addresses, have your domain administrator create a user alias for you.

Forwarding exclusions - If you wish to limit what emails are sent as forwards, you may choose to do so with this option to avoid forwarding spam.

Delete message on forward - Check this box to delete the message from the inbox of the original email account after forwarding it to the new email address.

## Display

Sort messages by - When viewing the messages in a folder, they will be sorted according to the option chosen in this drop down. By default, messages are sorted by date in descending order.

Enhanced Message List - SmarterMail offers two methods of viewing your Inbox and other email folders. With the Enhanced Message Listing disabled, it will act in a fashion similar to what you are used to with previous versions of SmarterMail. Enabling Enhanced will result in a more responsive message list that uses AJAX for easy sorting and paging, but may not work as well on older computers, or on certain browsers like Opera, Safari, or IE for Macs.

Message Preview - If this option is turned on, a small magnifying glass icon will appear next to each message in your Inbox and other mail folders. Hovering over that icon will pop up a preview of the message, similar to a tool tip. This is very useful if you get a lot of email and typically just scan it, but can add a bit of load time to the page. Frequently, it is worth the trade-off.

Messages per Page - When viewing the messages in a folder, this option lets you customize how many emails will appear per page.

Auto Refresh Rate - If this box has something besides Never chosen, the page that shows messages in a folder will automatically refresh after the chosen number of minutes.

Display Format - While you can choose to view a message in plain text or HTML while reading it, this option will allow you to choose the default viewing method.

- HTML - This option will display HTML content, if present in the email. This content can include stylistic elements, like fonts or colors, as well as hyperlinks and other formatting elements.
- Plain Text - This option will only display text. While it is less interesting (no fonts, images, etc), it is also much more secure and is faster to view than HTML.

Delete Action - Choose what happens to messages when they are deleted. The options are outlined below. For more information about deleted items, refer to the topic [Deleting Messages](#) .

- Move to Deleted Items folder - Deleted items will appear in the deleted items folder, which will need to regularly be emptied manually.
- Auto-Purge Folder - Remove the message and get rid of any other email messages that are marked for deletion.
- Mark as deleted - Does not actually delete the message. Flags the message for deletion, and it



will not get removed until the folder is purged.

- Mark as deleted and hide - Does the same thing as "Mark as deleted" above. Be careful to monitor your disk space usage when using this option, as it may fill up with what appears to be a small number of messages.

Enable hover bar in tables - In some browsers, the hover bar may take up too many resources.

Disabling this option will still allow you to click on rows to edit items and view email, but will not show the hover bar. This option has no effect if you are using the AJAX message listing.

## Compose

Spell Check Dictionary - Choose from any of the dictionaries that the administrator has installed on the server, or choose to auto-detect which dictionary to use from your browser's language setting.

Compose Format - Choose the method of email composing that you would like to use.

- HTML - Use this option if you wish to add stylistic elements to your emails.
- Plain Text - Use this for a simple method of email editing. You will not be able to change colors or fonts, but your emails will generally be much smaller and readable on more email clients.

Text Encoding - Choose the encoding that you wish to use for outgoing messages. Encodings define what character sets are used in messages you compose through the web interface.

Compose Window Size - Choose the edit window size from this drop down that best works with your browser. Recommended is small for resolutions smaller than or equal to 800x600, medium for 1024x768, and large for resolutions equal to or higher than 1280x1024.

Forwarding Method - There are several methods by which a message can be forwarded. Please see the list below to understand each of them.

- Normal - Includes original content, including font styles from original message, as part of the new message.
- Plain text only - Inserts the plain text version of the original message into the new message. This is useful if you want to exclude links or fonts.
- Embed as attachment - Attaches the original message to the new one. The message will not appear in the body of your message.

Reply Header Type - Choose whether to include a shortened basic header in your replies, or the full header instead. For most users, basic headers will be sufficient.

Reply Text Indicator - If your compose method is plain text, this character will get added to each line of the original message in order to distinguish it.

Include previous replies in reply - If checked, the message you are replying to will get embedded in the new message.

Save copy of replies in Sent Items folder - If checked, all messages you send from the web interface will get saved in the Sent Items folder. If you send many messages, you may need to regularly delete items from the sent items folder.

Signature - Add text to this area for a 'signature' that will display at the bottom of each email message that is composed in the web interface.

## Plus Addressing

Plus Addressing is feature that allows you to automatically filter incoming email into folders without pre-creating the folders or filters to deal with them. A detailed description of this feature can be found in the topic [Using Plus Addressing](#) .

Plus Addressing Enabled - Check this box to turn on this feature. If this feature is disabled, the email will NOT be accepted.

Action - When a plus addressed email comes in, SmarterMail can act on it in several ways. See the list below for a description of each:

- Move to folder - If the target folder exists, the incoming message will be placed into it. If the folder does not exist, it will be created. No more than 10 folders can be auto-created in this method during a six hour period to prevent abuse.
- Move to folder (if it exists) - If the target folder exists, the incoming message will be placed into it. Otherwise, the email will get placed in the Inbox.
- Leave in Inbox - Drops the message into your Inbox.

## My Profile

Your profile is your public contact information to others on your domain. This information is not private. Profile information is shown to others in your domain when they access the Global Address List through the web mail or through LDAP. Note: LDAP only supported on Enterprise Edition.

For ease of use, your profile has been separated into tabs that group related information. This information is outlined below.

### Personal Info

- Display As
- Full Name    Note: Use the advanced link to allow entry of individual name parts.
- Other Email Address

- Instant Messenger
- Home Page
- Date of Birth
- Additional Info

## Contact Info

- Phone Numbers
- Fax Numbers
- Address Information

## Company Info

- Name
- Job Title
- Department
- Office
- Address Information
- Website

## My Auto Responder

The auto-responder is an automated message that will be sent as a reply to all incoming email messages. Many people use auto-responders as vacation messages or confirmations of receipt of the message.

### Options

Enable Auto-Responder - This check-box allows you to quickly turn the auto-responder on or off. If the auto-responder is disabled, the Auto-Responder Message tab will not be enabled.

Limit responses to one per day per sender - This will ensure that an email address only receives your auto-responder once per day, even if they send you multiple messages. If you disable this option, every email will get responded to. It is recommended that you keep this option turned on.

### Auto-Responder Message

Note: This tab will only be enabled if the auto-responder is enabled.

Subject - Enter a subject for your auto-responder (e.g. Vacation).

HTML or Plain Text - Determine whether you want to compose your auto-responder in plain text or HTML.

Body - Enter a body, or text that you would like to include in the automatic response, for example, "I am on vacation in Hawaii, and will not have access to a computer until Monday."

## My Content Filtering

Content filtering is an advanced method of performing actions on emails that meet specific criteria. For example, you can use content filters to delete messages with certain attachments, forward emails from a specific email address to another account, or even alter the subject of specific types of email. Content filtering is very open ended, in order to allow you to filter the way you want to.

Adding a Filter - Clicking the Add Filter button starts the Content Filter Wizard which is explained in more detail below.

Editing a Filter - Click on a filter's row to edit it.

Deleting a Filter - Click on the delete link next to a filter to delete it. No confirmation dialog will be shown.

Deleting all Filters - Clicking the Delete All button will delete all content filters for your account. Once you confirm the action, it is not reversible.

Changing Filter Order - Content filters are executed in the order in which they show up in the list. When a content filter gets triggered and performs an action, no other content filtering is performed on that message. To change the order, click on the arrows next to a filter.

## Content Filter Wizard

The Add Content Filter wizard is three pages long, and it will walk you through each step necessary to create the filter.

### Step 1 - Filter Criteria

In this step of the wizard, choose the type of things that the filter will look at. Possible filter criteria types are listed at the end of this help topic. Multiple criteria can be chosen, and you can choose in the next step whether all criteria must be met, or only one of the criteria for the filter to activate.

### Step 2 - Filter Type and Criteria Details

Choose whether this filter requires one criteria to be met from each and every section, or just one of the criteria in any section to be met, before an action is performed. Then choose whether you will be using any wildcards in your search strings. Usually, wildcards will not be necessary, but there are times when some people may want them.

For each of the criteria you chose in step 1, you will be able to enter details. Many types of content filters allow lists of items to be entered in, and these will be indicated. For example, if you chose to filter on From Address, you can enter multiple email addresses in the box (one per line) and if a message is from any of them, that criteria will be met.

You also have the ability to reverse the logic of a specific criteria item by changing the "matches" box to "does not match."

### Step 3 - Rule and Actions

A summary of your content filter rule will appear near the top of the page. Check that it is filtering the way you intend, and enter a name for the rule so that you can easily identify it later.

Choose one or more actions to take when a message matches this filter. The available actions are explained below:

- Delete message - Deletes the message so that it will never arrive at your Inbox. Messages deleted through content filtering are not recoverable.
- Bounce message - Sends a message back to the sender of the email saying that the message was bounced. Note that the message is still delivered to you unless you choose to delete it as well. Note: If the system administrator has disabled bouncing, this option will function the same as the delete action.
- Move message to folder - Delivers the incoming message to the folder you choose from the drop-down list. If you later delete that folder and leave the content filter active, the filter will automatically create the folder when the action is triggered.
- Prefix subject with comment - Useful for categorizing emails, the subject line will be altered to include the text you specify in the Comment box.
- Embed header line into message - Includes an email header into the message, which can be useful when performing additional filtering through Outlook or another email client. Headers should be formatted like "X-someheadername: value"
- Copy message - Forwards a copy of the message to another email address and leaves a copy of the message in your account as well.
- Reroute message to another email address - Forwards the message to another email address instead of this one. Will not store a copy of the email in your own account.

## Content Filter Types

- From Address
  - From specific addresses
  - From specific domains

- From trusted senders
- Contains Specific Words or Phrases
  
- Subject
- Body Text
- Subject or Body Text
- From Address
- To Address
- Email Headers
- Anywhere in Message
- To Address
  
- To Specific Addresses
- To Specific Domains
- Only to Me
- My Address in To Field
- My Address not in To Field
- My Address in To or CC Field
- Attachments
  
- Has any Attachment
- Specific Filenames
- Specific Extensions
- Over Specific Size
- Other
  
- Flagged as High Priority
- Flagged as Normal Priority
- Flagged as Low Priority
- Message is Automated (no return address)
- Message under Size
- Message over Size
- Received in Date Range
- Sent through a Specific Server (by IP)
- Spam Probability

## **My Spam Filtering**

SmarterMail includes many advanced Anti-Spam measures that will help keep your inbox free of

unwanted junk mail. Your domain administrator has probably already set up some basic spam options. To customize the way junk e-mail is processed for your account, go to Settings -> My Spam Filtering.

## Options

Use default spam settings - Choose this option to accept the default spam options provided by your domain administrator. The settings will be displayed on the Actions tab for easy reference.

Override spam settings for this account - Select this option to customize the way spam is handled, and to override the settings created by the domain administrator. More information about the types of actions allowed can be found below.

## Actions

If you are using the default spam options that were set up by your administrator, they will appear on this tab.

In the case that you have chosen to override the settings, the following possible actions appear for each spam probability.

- No action
- Delete message
- Move to Junk E-Mail folder
- Add text to subject line

## Trusted Senders

Email addresses (ex: joe@example.com) or domain names (ex: example.com) can be added to your list of trusted senders. When email comes in from a trusted sender, all spam filtering for that email is bypassed. Enter one email address or domain name per line. Normal content filtering rules are still followed, however.

Any emails that you "unmark as spam" will add the sender to your trusted senders list automatically.

## Shared Objects

### Shared Objects Overview

This feature is available in Enterprise Edition only
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SmarterMail allows you to share resources like calendars with other users of your domain. The types of items that can be shared include:

- E-Mail Folders
- Contacts
- Calendars
- Task Lists

For information about allowing others to view or edit your resources, please refer to the help topic [Sharing Your Own Resources](#) .

To learn how to connect to another user's shared resource, see [Opening Shared Resources](#) .

## Sharing Your Own Resources

This feature is available in Enterprise Edition only

Sharing a resource, such as a calendar or e-mail folder, will allow the users you specify to access the resource with a pre-determined permission level.

To share a resource (in this example your calendar), follow the steps below:

- Navigate to My Calendar (or the resource you wish to share).
- Click on the Sharing button.
- Add a user or group to the list, or click on an existing one to modify it.
  - User - A user is a single person on your domain.
  - Group - A group is a set of users that fall under a similar department, permission level, or role. Your domain administrator can add and modify these user groups.
- Choose an access level:
  - None - This resource is not shared with the user. This setting is useful if you give permissions to a group but want a specific user to be denied permission.
  - Availability-Only (Calendars only) - This setting is used to show availability for you if the user clicks on the availability link when adding a calendar item. Other than this functionality, the calendar acts as if it is not shared.
  - Read-Only - Grants view access to the resource, which lets the other user see your information, without granting any permission to change or modify the resource in any way.
  - Full Control - The user that has this permission can do everything on the resource that you can, including moving items, changing things, and even deleting information.
- Save the user or group and repeat the process as needed. More than one user can be added at a time by putting each username on a separate line.

Note: The steps are very similar for each of the resource types. Just make sure you are viewing the resource you want to share when you click on the Sharing button.



Once you have shared the resource, the other users can connect to it by using the procedures in the help topic [Opening Shared Resources](#) .

## Opening Shared Resources

This feature is available in Enterprise Edition only

SmarterMail allows you to connect to resources (calendars, e-mail folders, etc) that have been shared to you by other users on your domain. To connect to a shared resource, perform the following steps:

- In the sidebar, click on the Open Shared... link.
- You will be presented with a list of all currently attached resources.
- Click on the Attach to Resource button.
- You can search for resources by name, or find one in the list and click on the attach link next to it.
- Enter a friendly name for the resource and click on Save

The resource will now be available in the sidebar.

If you wish to detach from a resource, go into Open Shared... and click on the detach link next to the item.

## Tasks

### Task List Overview

SmarterMail allows you to store all of your tasks in a single place, accessible from the web wherever you are. Tasks can be used to store to-do's or important checklists. Some features of SmarterMail tasks are:

- Configurable start and due times.
- Reminders that show up in SmarterMail to alert you of the task due date.
- Completion status that tracks the percent done of the task.

To get started with tasks, click on the New Task link under the Tasks tree on the sidebar.

### Adding a Task

To add a task to your task list, click on New Task when viewing your tasks, or from the sidebar.

If you wish to add a task to a shared task list (Enterprise Edition Only) , you must be viewing the list, then use the New Task button from within the page.

- **Subject** - This is the short description of the task, and is what will appear on task pages and reminders.
- **Date and Time** - Enter the start date and time of the task, as well as the due date of the task. You may leave the due date or time blank to indicate that there is no due date.
- **Reminder** - If you wish to have a reminder appear in SmarterMail, choose the amount of time beforehand that you want it to show.
- **Status** - Choose the status of the task. This will show up in My Tasks so that you can easily track the status of your items.
- **Priority** - Higher priority tasks are more important. In My Tasks, you can sort by priority.
- **% Complete** - This indicates the percentage that the task is completed.
- **Task Description** - Enter the full description of the task, if needed.

## My Tasks

The My Tasks page lists all of your tasks in one place and lets you sort and track them easily. View your tasks by clicking on My Tasks under the Tasks tree in the sidebar.

**Adding a Task** - Click on the New Task button to add a new task item. For more information, see the topic [Adding a Task](#) .

**Editing a Task** - Click on the subject of a task to edit it.

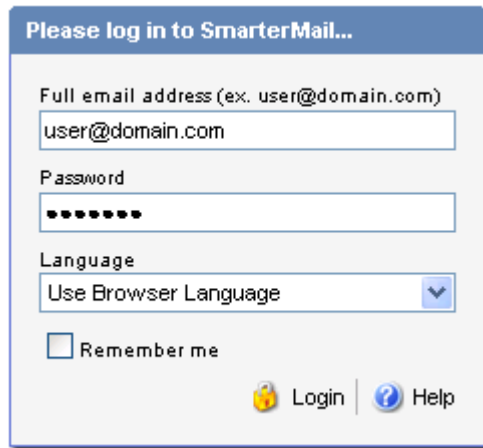
**Deleting a Task** - To delete a task, click on the actions popup menu next to it and choose Delete.

**Changing Status or % Complete** - To quickly change the status of a task, click on the actions popup menu next to it and choose the appropriate option.

**Sharing Tasks with Other Users (Enterprise Edition Only)** - For information about sharing, please see the topic [Sharing Your Own Resources](#) .

## Logging in to SmarterMail

You will need to obtain the link to your SmarterMail server's web site from your Administrator or Domain Administrator.

A screenshot of the SmarterMail login interface. The window title is "Please log in to SmarterMail...". It contains three input fields: "Full email address (ex. user@domain.com)" with "user@domain.com" entered, "Password" with masked characters, and "Language" with a dropdown menu set to "Use Browser Language". There is a "Remember me" checkbox which is unchecked. At the bottom, there are "Login" and "Help" buttons with icons.

To login to SmarterMail, type in your full email address and password on the login screen. If everything matches up, you will be presented with the welcome page and a view of all folders in your mailbox. Alias names cannot be used to log in.

One thing to notice on the Login page is the "Remember Me" checkbox. By checking this box SmarterMail encrypts your login and password, then you can close the browser window and not have to re-log in when you return. This function works as long as you do not "log out" of SmarterMail prior to closing your browser window. If you do log out, you will have to log back in upon your return, regardless of whether the "Remember Me" box was checked or not. You will need cookies enabled on your browser for this feature to work.

If you have issues with your email account, first contact your domain administrator for troubleshooting help. The Domain Administrator is usually the owner of the domain or the person who set up your email account.

## Welcome to SmarterMail

The first time you log in to SmarterMail, you will be presented with several options. These options can be modified at any time through the My Settings page once you are logged in, but are required to be set in order to provide you with a better email experience.

**Time Zone** - Setting your time zone will make it so that all emails show the correct time they came in. SmarterMail automatically adjusts for Daylight Saving time. By default, this should be set to the time zone that your domain administrator has chosen.

**AJAX Message Listing** - SmarterMail offers two methods of viewing your Inbox and other email folders. With AJAX Message Listing disabled, it will act in a fashion similar to what you are used to with previous versions of SmarterMail. Enabling AJAX will result in a more responsive message list with easy sorting and paging, but may not work as well on older computers, or certain browsers like Opera, Safari, or IE for Macs.

Message Preview - If this option is turned on, a small magnifying glass icon will appear next to each message in your Inbox and other mail folders. Hovering over that icon will pop up a preview of the message, similar to a tool tip. This is very useful if you get a lot of email and typically just scan it, but can add a bit of load time to the page. Frequently, it is worth the trade-off.

The page </SmarterMail/v3/Topics/Misc/FAQs.aspx?level=user> cannot be generated.