



# Email

Help Documentation

# Email

## Email Overview

SmarterMail has many features that allow you to access your email in an easy fashion. The topics in the help will assist you to understand how to use the most common features in SmarterMail.

- Create a New Message
- Reading a Message
- Searching Messages
- Deleting Messages
- Manage Folders
- Related Topics

When you log in, you will initially be taken to your Inbox or Welcome Page. 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.

## Working with Email

**View a Message** - Click on a message in order to view it in the preview pane. Double clicking will take you to the Read Message page.

**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, such as Mark, Move, or Delete. Clicking on the check box in the header will select all / none of the items.
- **Status Icons** - The four status icons inform the user of what actions have been taken for each message in their inbox. The icons are as follows: the yellow envelope indicates an unread message, the open envelope means the message has been read, the envelope with a blue arrow indicates a reply, while the envelope with a red arrow indicates a forward.
- **Date** - The date the email was received into the mail system. For items received in the past week the time received will also be shown. If just a time is shown then the message was received today.

- Size - The size of the email, in kilobytes.
- Attachment Icon - If the message(s) has an attachment, a paper clip icon will show up next to the size.

## Navigating Pages

Use the navigation area below the list of messages to browse through multiple pages of email. The page number in the shadow box is the current page you are viewing. To view a different page, simply click on the page number you wish to view.

## 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. Clicking the indicator will take you directly to the Disk Usage Summary Report.

## Actions

There are four Icons across the top of the Inbox toolbar—Mark, Move, Delete, and Search. 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. You must first select a message(s) by clicking on an individual message, or clicking multiple messages using the check boxes next to the envelope in the message display pane.

Mark - This icon is shown with a red flag and will enable you to perform 3 actions—Read, Unread, and Spam. You can perform this action two different ways.

- 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). Remember when viewing Junk E-mail, the default view will be plain text in order to prevent the unwanted loading of images.
- Mark as Not Spam - This will mark all checked emails as not being spam. It will automatically put that particular email address on the trusted senders list.

Note: Bayesian Filtering - A statistical method of spam detection, Bayesian filtering calculates the probability that certain words appearing in email are spam to identify emails that are likely spam.

Move - This is signified with a folder and a blue arrow and will enable you to move messages between all your folders. This action can be performed three different ways after you select the message(s) you would like to move.

- Move your mouse over the Move icon from the actions toolbar. When you do that, all the available folders will appear in a drop down list. Choose the desired folder which you would like the message(s) sent to; or
- Move your mouse over the selected message(s) and right-click. After you right-click, a drop down list will appear with 3 items, move your mouse over Move . When you do that, all your available folders will be shown in another drop down list, choose the desired folder; or
- Click on the selected message(s), while holding down the left mouse button; pull your mouse to your file folders in the tree view. Move your mouse over the folder in which you would like to deposit your message(s), and let go of the left mouse button. As you are moving the mouse, a box will appear alerting you of 2 things. First, if it is a single message being moved it will show you the name of the message, but if you are moving multiple messages, the number of messages being moved will be shown. It will also have a red "X" or a green check mark. The "X" will be shown until your mouse is above a folder that can receive messages; at that time it will change to the check mark, letting you know it is ok to move messages to that particular folder.

Deleting a message - This is signified with a recycle bin and will allow you to perform 4 actions—Delete, Undelete, Purge Marked as Deleted, and Delete All Messages in Folder. This action can be performed three different ways after you select the message(s) you would like to move, or

- Delete - Deletes the selected mail. The action taken when a message is deleted is dependant upon the option chosen in 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.
- Purge Marked as Deleted - 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.

## Search

Clicking on the search button will display the search bar which allows you to easily search through all of the messages in your Inbox or other folders. For more information on searching please see the Search Messages topic.

## Create a New 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 field that is absolutely required to send an email is the To address.

### 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.

Cancel - Cancels the new message and returns you to where you came from. Clicking the Cancel icon will delete the draft you were working even if you have not clicked the Save as Draft icon.

### Tabs

Options - Click on this tab to request a read receipt and/or declare what the importance level of this message is  Normal, Low, or High. Normal is the default level chosen.

Attachments - Click on this tab to add attachments to your email. Remember to hit Upload once you have found the file what you want to attach. Please bear in mind that there are limits to the size of attachments imposed by many email systems on the internet today.

## 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.

Note: When entering addresses into the "To:", "Cc:", and "Bcc:" fields, SmarterMail will auto-complete addresses when possible by referencing your contacts list or the Global Address List (GAL) if applicable.

Subject - Enter the primary subject of the message.

## 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.

## 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.

At the top right hand corner of the reading pane, there are four icons—Reply, Reply All, Forward, and Print. Each of these icons are actions that can be performed on the message you are currently viewing. To the left of 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

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 - Opens up a new window and allows you to forward this message to someone else. The method used to forward the message can be customized by several settings in the Settings page.

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

### Email Information Header

Date - Time and date the message was sent.

From - Email address from which the message was sent.

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

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.

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 Account Settings page.

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.

## 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 icon from the actions toolbar. 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 current folder, the current folder and subfolders, or all folders to search.

Messages to search - You have the option of searching All Messages, Unread messages, Replied to messages, or Forwarded messages.

Time Period - You have the option of choosing the time frame of which you received the messages. You can choose from the Last 30 Days, 90 Days, 6 Months, 12 Months, or All Time.

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. If you want to start a new search with new criteria, click the Clear button.

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 icon from the actions toolbar. Second, you can delete multiple messages at once by checking them in the message list page and clicking the Delete icon from the actions toolbar.

The action SmarterMail takes when you delete a message depends on the option you choose in Settings page. 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 Folder Auto-Clean .

## Manage Folders

Utilizing folders in SmarterMail is the general method of storing messages that are both sent and received, either from within the web interface or, if you set it up properly, from your email client. 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.

To add or edit your email folders simply click on the Email icon on the main toolbar.

### My Folders

**Adding a Folder** - A folder can be added a couple different ways. You can click the Plus Sign icon on the Folder toolbar; or move your mouse above a current folder, right-click, and choose New Folder . In both instances a new window will pop-up, allowing you to name your new folder.

**Go To Folder** - Click on a folder name to see the messages contained in the folder.

**Rename a Folder** - You can rename a folder by clicking on the folder you would like to rename and then clicking the Pencil icon on the Folder toolbar; or by moving your mouse over the folder that you would like to rename, right-click, and choose Edit . A new window will pop-up showing the current name of the folder, and a blank space will be available for a new folder name. Renaming folders is unavailable on folders that have specific purposes, like Inbox or Deleted Items.

**Delete a Folder** - First choose the folder you would like to delete. Then either click the Trash Can icon on the folder toolbar; or right-click and choose Delete . A new window will pop-up asking you to confirm your deletion. At that point you may either continue with the delete, or cancel it. Deleting folders is unavailable on folders that have specific purposes, like Inbox or Deleted Items.

### Entering a Folder Name

**Folder Name** - Enter the name of the new folder. Using a backslash character '\' when naming a new folder(e.g. Family\mom) 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 within 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", which is located on the top of the New Message pop up screen. Choosing this option will save the email in this folder, but after a certain amount of time (which can be set by the user), it will automatically save to the Drafts 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 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 Settings. Note that email sent from an email client, like Outlook Express, will not get saved in this folder.

## Related Topics

**Plus Addressing** - Plus Addressing is a feature of SmarterMail that allows you to automatically filter your incoming email without creating content filtering rules first. [More Info](#)

**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. [More Info](#)

Folder Sharing - Sharing a resource, such as an e-mail folder, will allow the users you specify to access the resource with a pre-determined permission level. [More Info](#)

Auto-Responders - The auto-responder is an automated message that will be sent as a reply to all incoming email messages. [More Info](#)

Spam Filtering - SmarterMail includes many advanced Anti-Spam measures that will help keep your inbox free of unwanted mail. [More Info](#)

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. [More Info](#)

POP Retrieval - Pop Retrieval, if made available by the System Administrator, allows users to access email on another server through the SmarterMail Web interface, so their messages can be stored on a local mail server. [More Info](#)

Webmail Settings - The options in the Account Settings page allow end users to customize the way SmarterMail works for them. [More Info](#)