

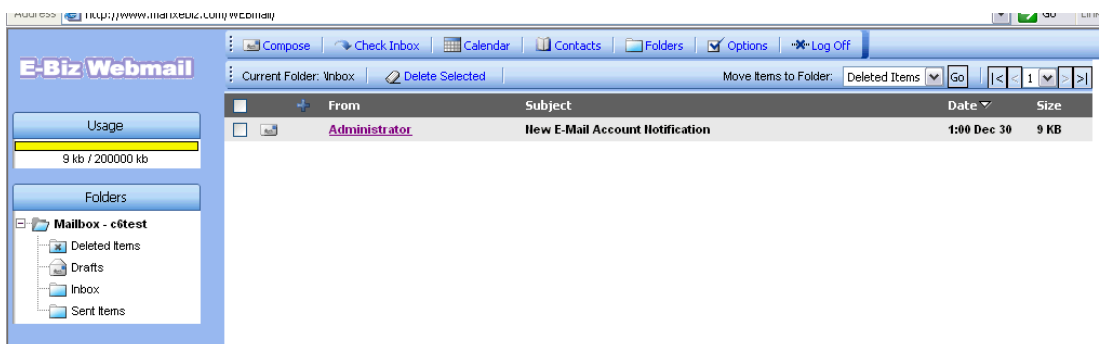


Manxnet E-Biz Support Webmail Application

This document is designed to give you an overview of the features available with the Manxnet E-Biz webmail application.

To log in to your webmail you should go to <http://www.mydomain.com/webmail> (replacing mydomain.com with your domain). If you only have E-Biz mail you should use the following domain: <http://www.manxebiz.com/webmail>. That will take you to this screen:

Your Username is your email address; enter this and your email password and click 'Log In'



This is your webmail inbox, along the top of the page are various tabs that we shall explain and on the left-hand side of the page is the usage limits of your inbox and the list of standard folders.

Compose – Use this tab to create a new email

Check Inbox – This tab will refresh your inbox to check for and new emails.

Calendar – With the Calendar you can make appointments or reminders of meetings or important events.

Contacts – You can manage your contacts list from here

Folders – The Folders tab allows you to create your own folders for storing messages

Options – Use options to customise your Webmail

Log Off – Log out of your Webmail session

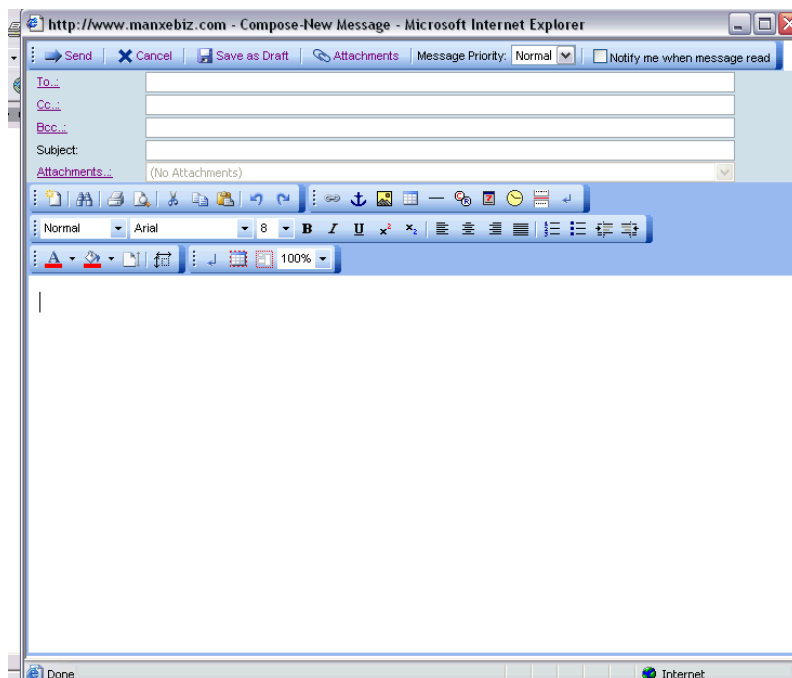
Delete Selected – Move selected messages to your Deleted Items folder.

We will now go through these options in-depth:

Compose

Please note:

- To allow the Webmail to function correctly you should configure your Internet Browser to allow pop-ups from the Webmail page.
- Some Internet Browsers will not support the HTML (Rich Text) formatting of the webmail, if you have problems sending or replying to mail you should try changing the composition settings: Click Check Inbox, click Settings and change the 'Compose my message in the following format' option to Plain Text.



When you click 'Compose' a new window will open to allow you to compose your email. The tabs along the top of the Compose New Message window are as follows:

Send – Click to send your message when ready

Cancel – Cancel this message without saving

Save as Draft – Save this message in your Drafts folder

Attachments – Click to select an attachment for this message

There are also two options:

Message Priority – Select the priority of this message for the recipient: Low, Medium or High

Notify me when message read – This will request a read receipt to notify you when your message has been read by the recipient.

The fields underneath the tabs along the top of the window are as follows:

To – Add the email address of the person you want to send the email to

Cc – Carbon Copy another recipient in to this email so you can send to more than one person

Bcc – Blind Carbon Copy – You can send your email and any email addresses that are listed in the 'Bcc' field will not be seen by any of the recipients

Subject – Enter the subject of your mail, some mail servers class an email as spam if there is nothing in the Subject line

Attachments – You can also attach files to your email.

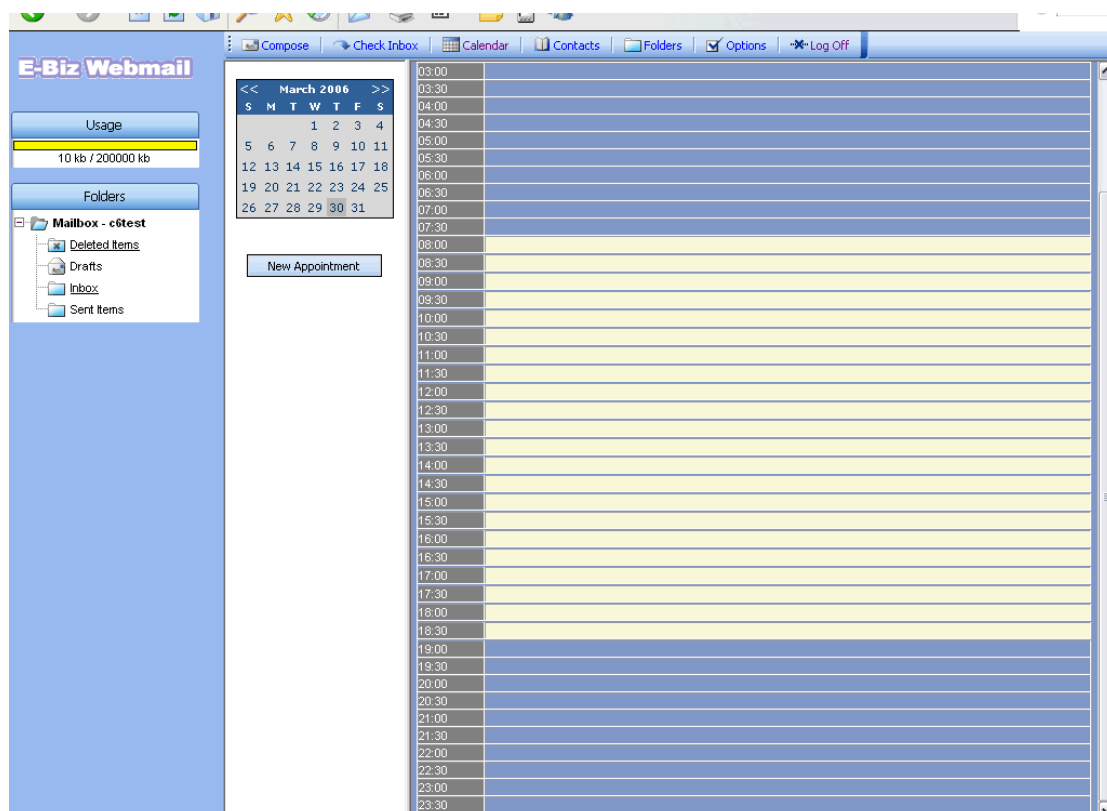
Underneath these options are a number of formatting options that you can use when composing your mail that will be familiar to anyone who has used a word processor before. These options will only be visible if your webmail is set to compose messages in HTML (Rich Text) format.



Check Inbox

The Check Inbox tab will refresh and return you to the inbox if you are viewing a different folder, if you receive an email when you are logged in to the Webmail a pop-up will appear on your screen notifying you that you have new mail.

Calendar

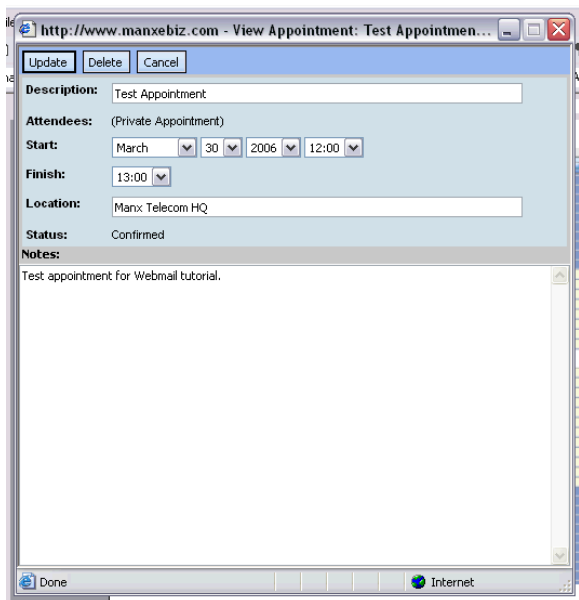


The Calendar function allows you to schedule appointments, meetings or important dates so you should never miss an important day again. To add a new appointment you should select the month and day from the date box in the upper left-hand corner. Then select a time for the appointment to start by clicking in the box to the right of the time and a new window will open to create your appointment.



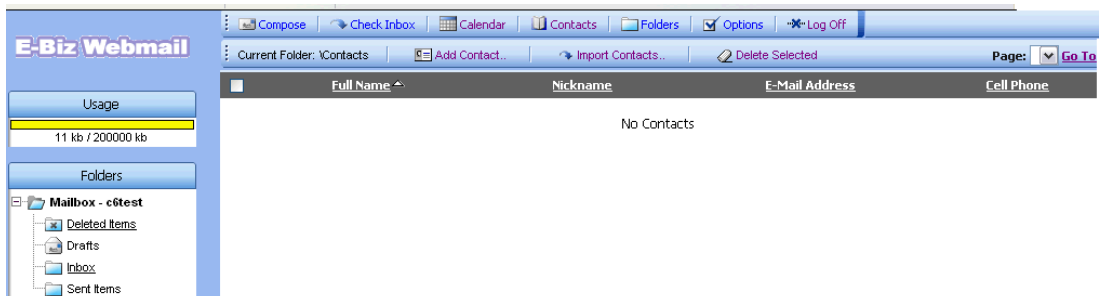
With this window you can invite attendees to your appointment from your contacts list (if required), amend the time, date, and location and there is also space for extra notes like a meeting agenda. When you've filled in all the details that you require for this appointment click Save. An email will also be sent to the attendees detailing the meeting.

Your new appointment is now listed in the calendar.



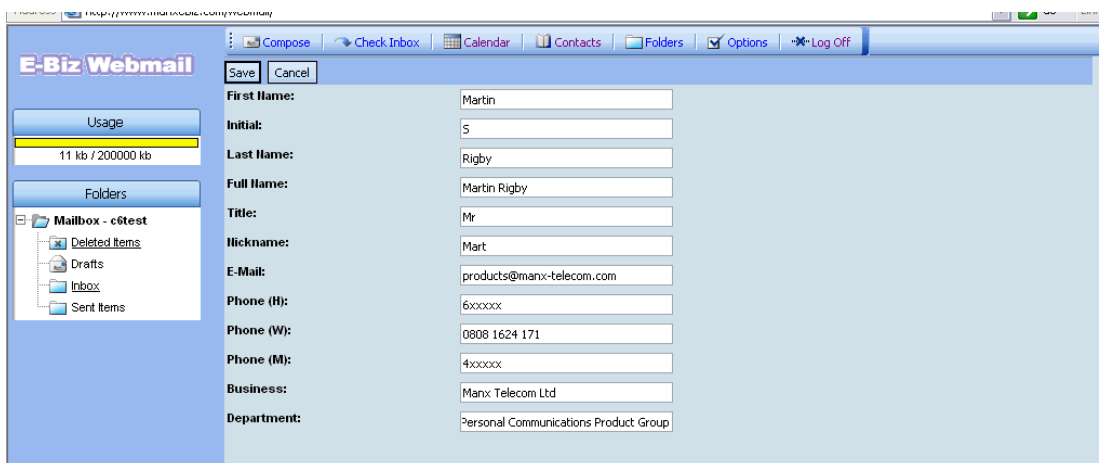
By clicking on the appointment you can view the details of this appointment, delete it, add extra notes and modify the time and date of the appointment.

Contacts

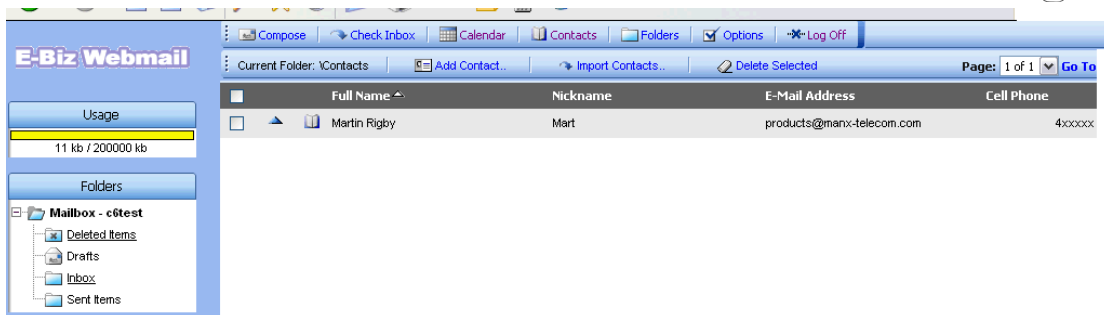


With the Contacts page you can add a new contact, delete existing ones and import contacts from another email program using a CSV file.

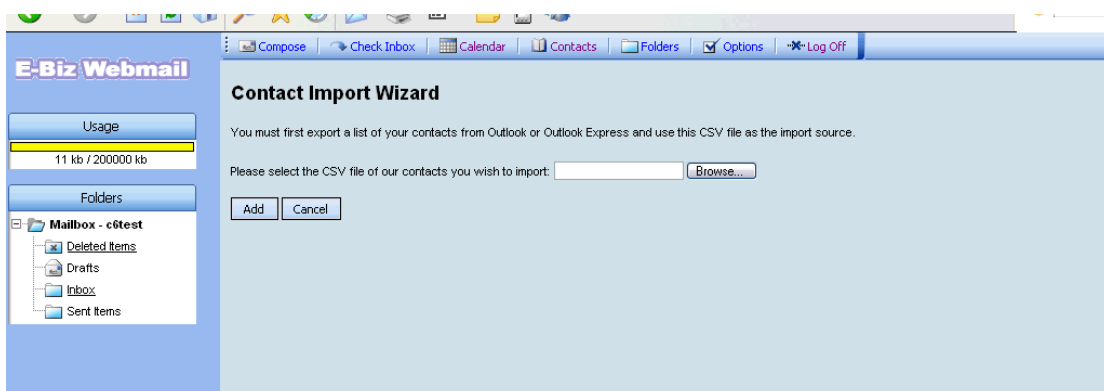
To add a new contact, click Add Contact.



Fill in all the details appropriate to your contact and click Save.



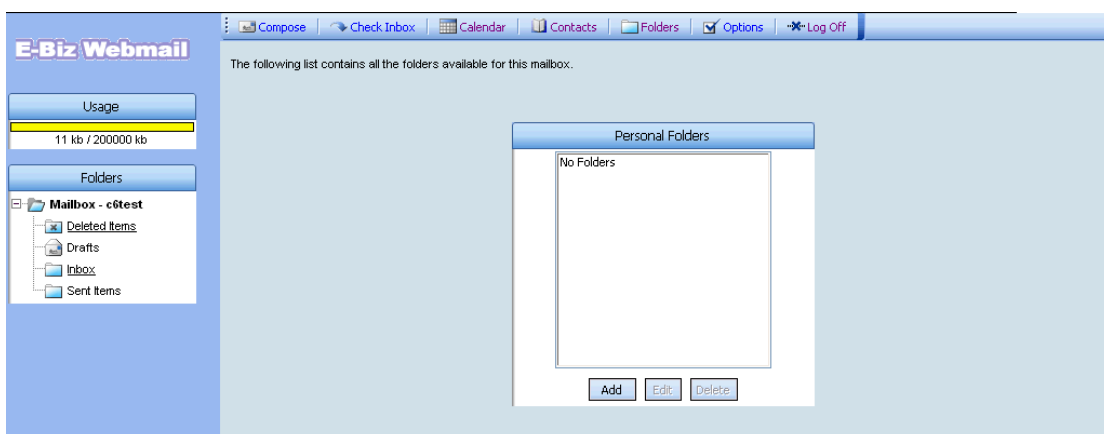
To Import a list of contacts from another email program you would first need to export your contacts from that program to a .csv file. You should check the help files in your email program for advice on how to do this. Save the .csv file on to your computer and then login to the Webmail. Click Contacts and then click Import Contacts.



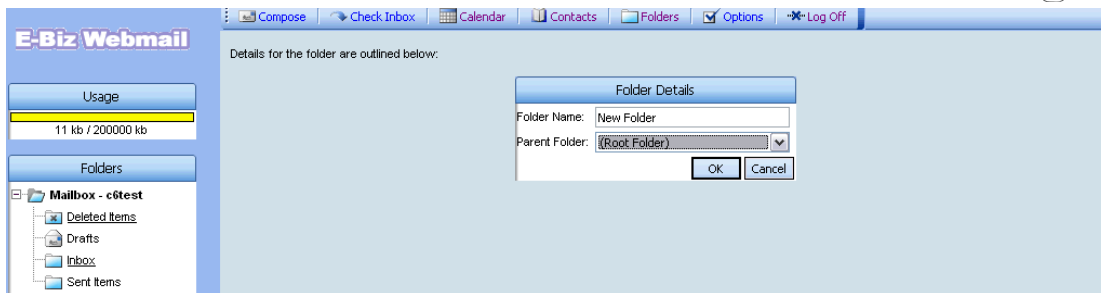
Click browse and locate the .csv file that you saved on your computer then click Add and this will add the exported contacts to your Webmail, you may need to edit the formatting of your imported contacts to ensure that they are displayed correctly.

Folders

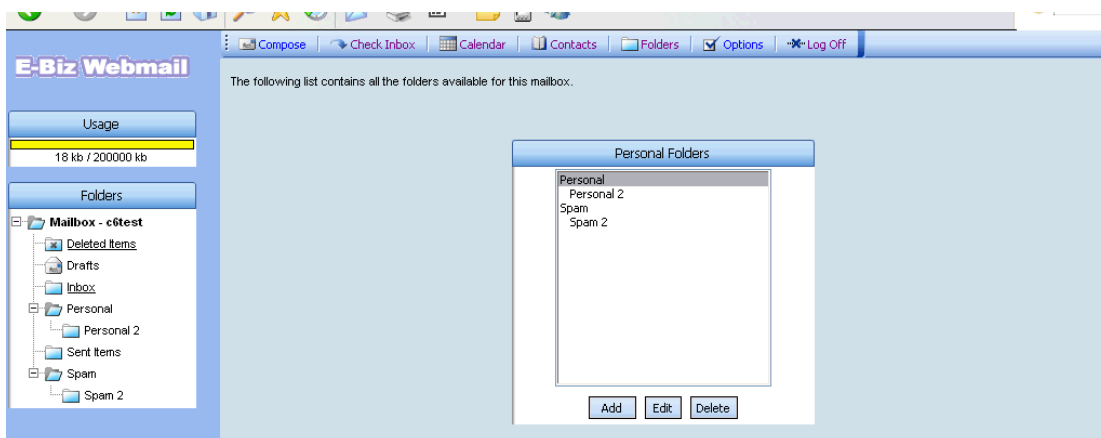
With the Folders function you can manage personal folders for your Webmail in addition to the standard folders that are on the left-hand side of the screen.



To add a new folder click 'Add'

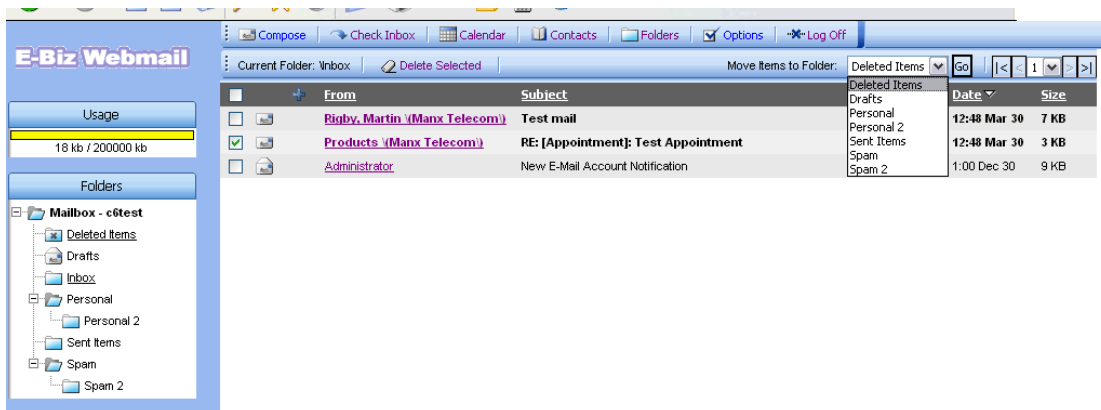


Enter a name for this folder. The first folder you create must go in to the Root Folder, once you have created a personal folder you can then add sub-folders to your Personal Folders.

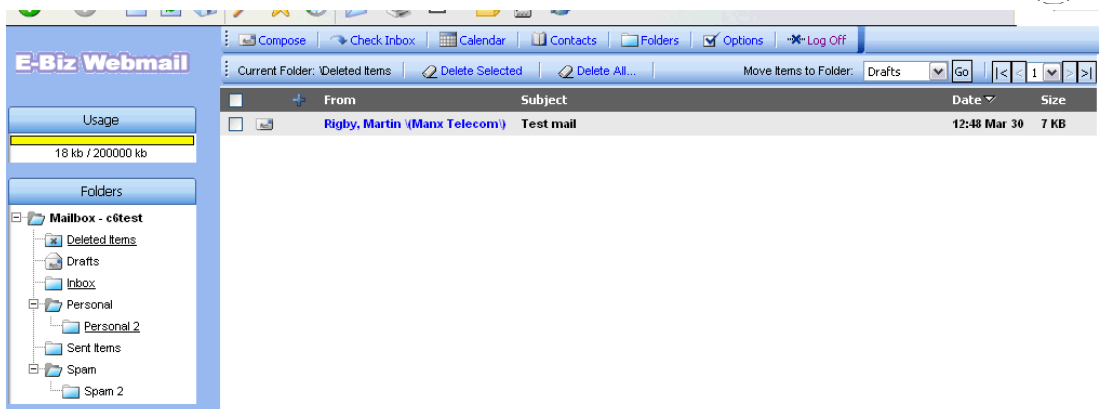


You can see from this example how subfolders are displayed.

To move emails from your inbox to your Personal Folders click the Check Inbox tab.

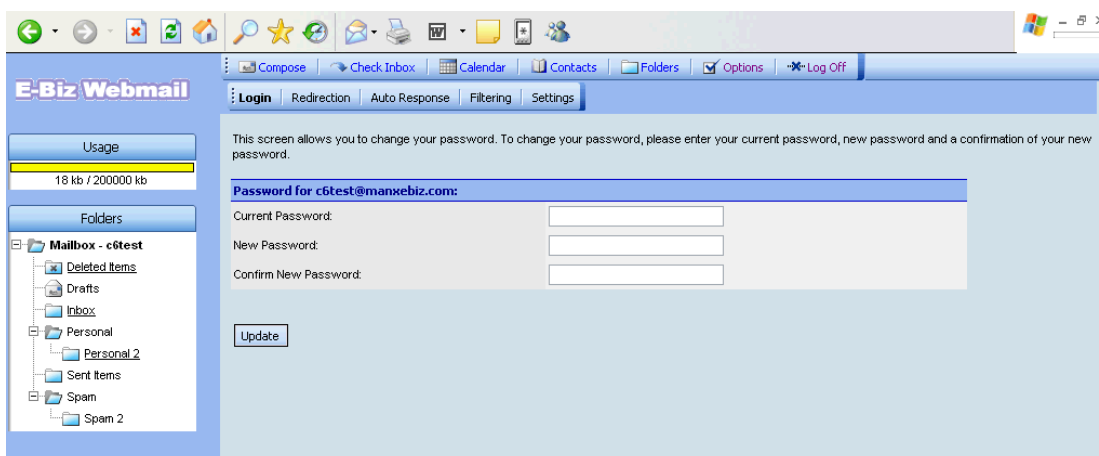


Select the mail that you wish to move by ticking the box to the left of the 'From' field, then click the drop down menu next to 'Move Items to Folder', select the destination folder for your email and click 'Go'. Along with the 'Delete Selected' button you can also move mails to your Deleted Items folder with this procedure. When you move items to your 'Deleted Items' folder they are still taking up your allocated Webmail space. To free up space and permanently delete emails click the Deleted Items link in your Folders list on the left-hand side.



From your Deleted Items folder you can select which messages you want to delete by ticking the box next to the 'From' field and clicking 'Delete Selected'. To delete everything in the Deleted Items folder just click 'Delete All'. Once you delete a mail from the Deleted Items folder they are removed from our server and are not retrievable.

Options



There are tabs along the top of the options screen to allow you to configure your Webmail:

Login – You can change your email password from this screen

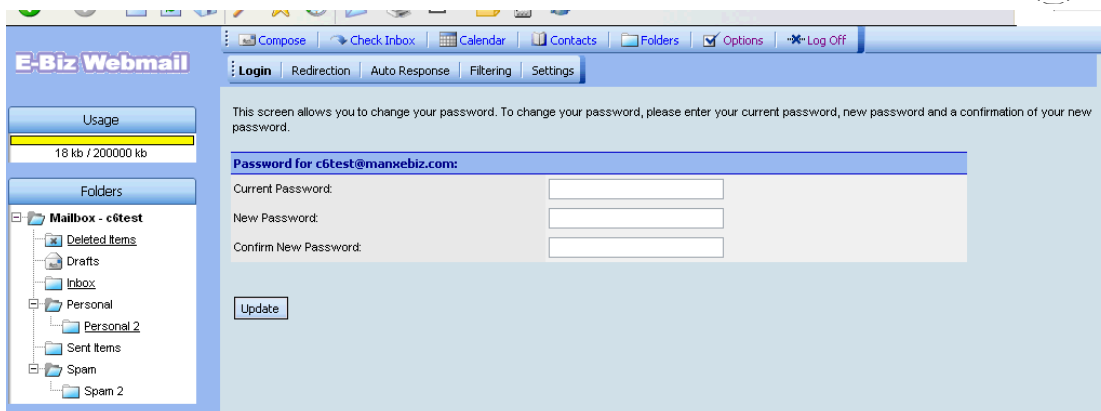
Redirection – Using Redirection you can automatically forward received emails to another email address

Auto Response – With the Auto Response feature you can send an automatic message to a received email like an Out of Office message or a notification that the email has been received and is being dealt with

Filtering – With Filtering you can specify rules and actions that will take place on receipt of an email like defining mails with certain words as spam and automatically moving them to another folder.

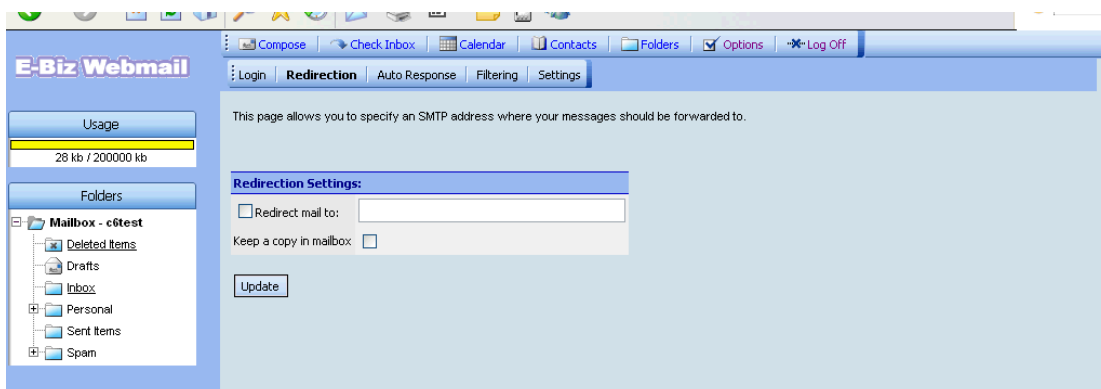
Settings – You can change generic settings relating to your Webmail interface.

Login



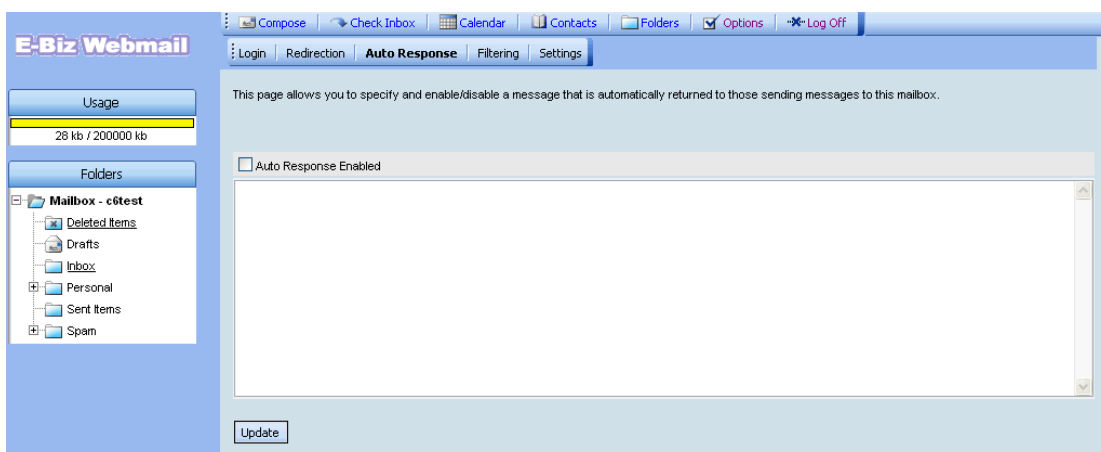
To change your password simply enter your current password in the top box, your new password in the middle box and confirm your new password in the lower box, please note that passwords are case sensitive.

Redirection



The Redirection tool allows you to automatically forward received emails to another email address. To redirect your mail enter the email address that you wish to forward your emails to and tick the box 'Redirect mail to:.' If you wish to keep a copy of all the forwarded mail in your mailbox tick the box 'Keep a copy in the mailbox.' Once you have entered all of the relevant details click 'Update.'

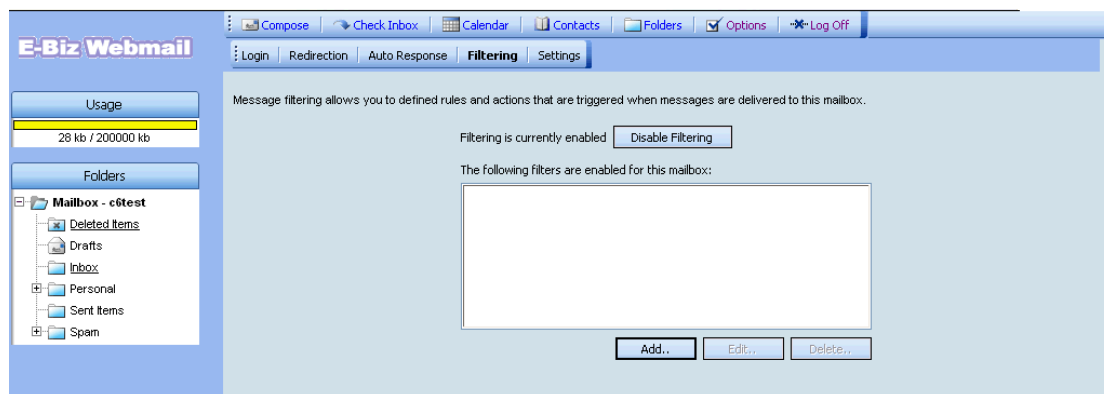
Auto-Response



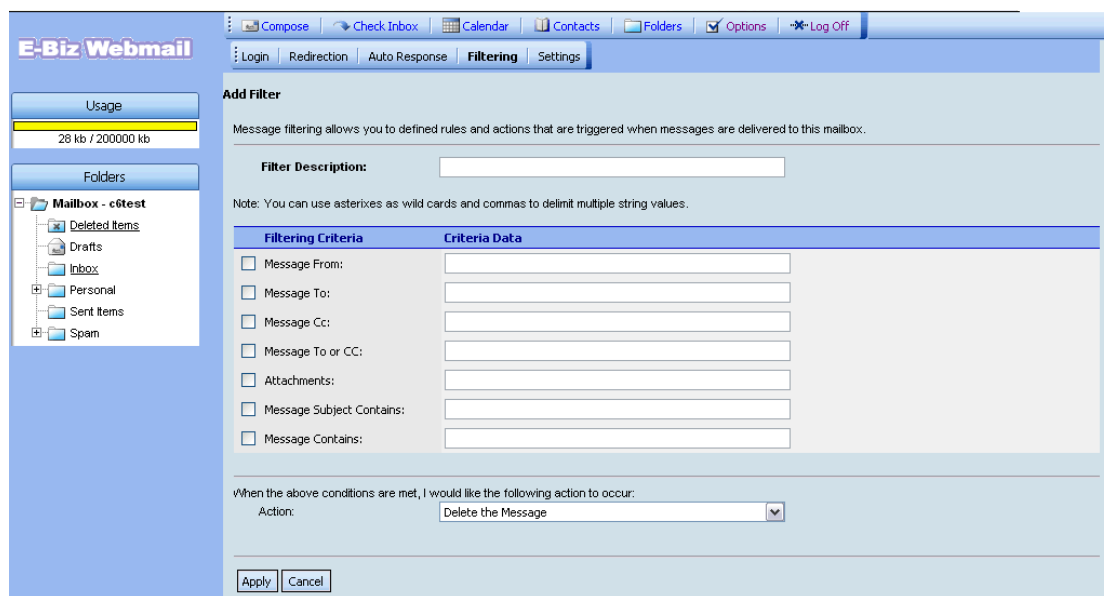


The Auto-Response feature automatically replies to any message that you receive. This can be used as an Out-of-Office notification for when you are unable to deal with your messages or as a notification that the inbound message has been received and will be dealt with. Simply type your message in the white box, tick the box 'Auto-Response Enabled' to activate and click 'Update'.

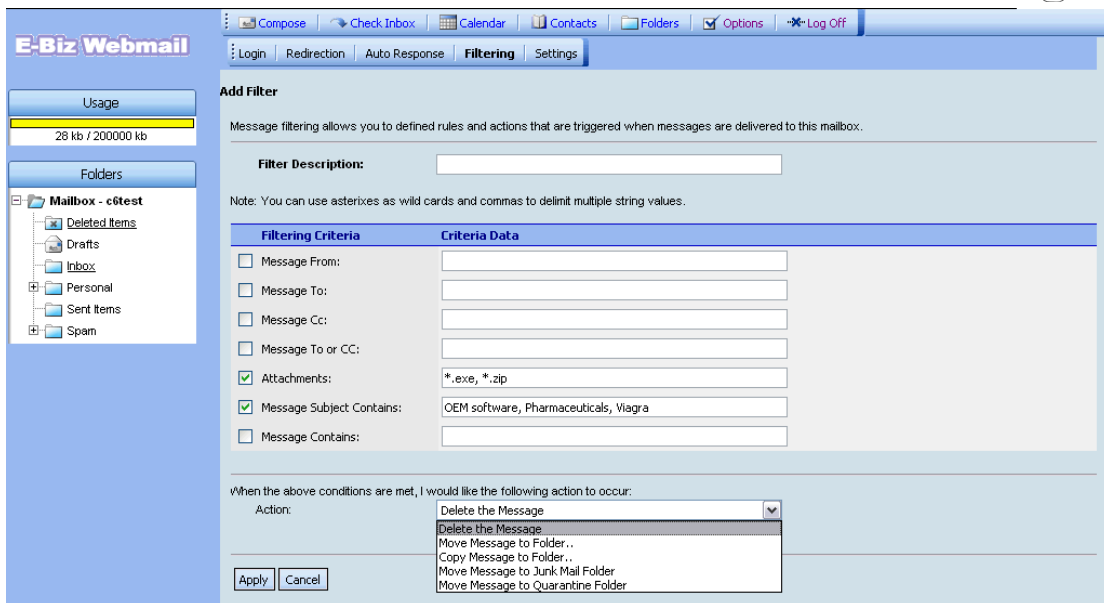
Filtering



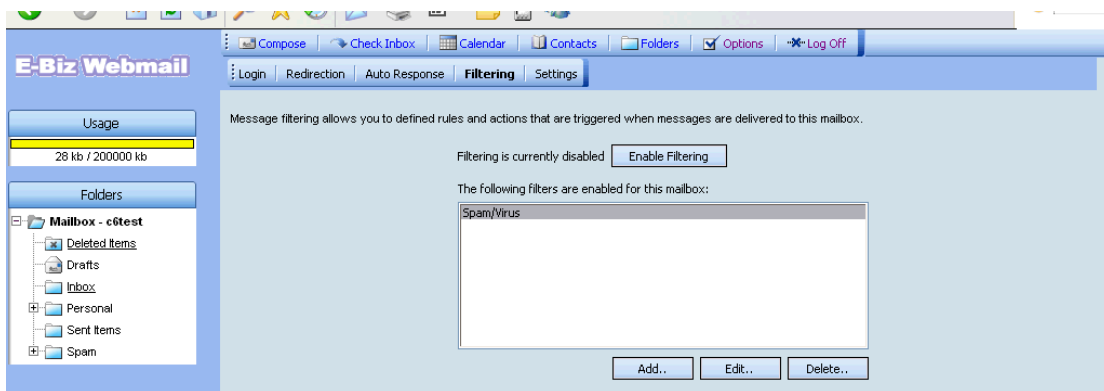
The Filtering system allows you to create rules and actions for inbound messages to your inbox such as classifying certain words as spam and moving the mail to a spam folder or deleting the message. To create a filter click the 'Add' button.



For your filter you need to select the Filtering Criteria and Criteria Data, for example if you want to block any .exe files that can potentially be a virus you would tick Attachments in Filtering Criteria and then in the Criteria Data you would enter *.exe. the asterisk denotes that all files with this extension are included in the filter. If you want more than one file type to be included in this filter add a comma after the first file type and then enter another. E.g. *.exe, *.zip. You can select multiple Filtering Criteria by ticking any relevant Criteria box and entering the Criteria Data.



When you have entered all the Filtering Criteria you need to specify an action to be taken for any mails that meet your criteria. Once you have selected an action to be taken give your Filter a description and click 'Apply'



Now that you have created your filter you need to enable it so these filters take effect. Click the 'Enable Filtering' button and your Filter will now be active.

To delete your filter click 'Delete' and you will be shows a summary of the filter, to permanently delete the filter click 'Apply'

Settings



The Settings screen allows you to configure the generic options for your Webmail.

General

Friendly Name – The name you enter here will appear in the 'From' field of your recipients email program

Default Address – The Default Address is not user changeable unless you are logged on as the admin

Compose my messages in the following format – You can select either HTML or Plain text for composing your emails. HTML is a more dynamic composer similar to Microsoft Word and Plain Text is similar to Notepad

Number of messages displayed in list view – Amending this number changes the number of messages displayed on each page of your Webmail

Move Deleted Messages to Deleted Items folder – This feature is not applicable as your deleted mails will always be moved to the Deleted Items folder

Clear Deleted Items on Log Off – This option will automatically delete the contents of your Deleted Items folder when you log out, this will free up space on your account

Compose and View Messages in a New Window – You can select to open or compose new messages in a new window if this box is ticked. If this is not ticked then these messages will open in your current window.

Regional Settings

Character Set – This feature can configure the Character Set for your keyboard when you use the Webmail.

Time Zone – Set your International Time Zone so your messages have the correct time stamp on them when you are out of the country.

Auto Signature

The Auto-Signature feature can add a personal signature to all of your outgoing emails. Simply type the signature that you want to be displayed and click the box 'Auto Signature Enabled'