



IPSWITCH

IMail Server

IMail Client Help

IPSWITCH

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About Ipswitch Web Messaging Help

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IMail Web Messaging Help

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Welcome to IMail Web Messaging

IMail Web Messaging

Web Messaging lets you send and receive mail using a Web browser. You can log on to Web Messaging from any computer with a supported browser, and manage email without installing email client software. IMail Web Messaging uses direct access to manage mail on the server, which allows all mail folders and messages to reside on the server.

IMail Web Messaging is an integrated Web-based collaboration client. This client replaces the current Classic WebMail and Killer WebMail templates. If you used

contacts or contact lists (distribution lists) in a previous version of Ipswitch Web Messaging or in Microsoft Outlook with the ICS WorkgroupShare plug-in, the contacts and contact lists are automatically imported into the new IMail Web Messaging client, into a newly created Contacts folder.

Client User Interface

A unified main Web page allows user-friendly access to critical email functions: Inbox, folders, composing, personal settings, calendaring, Inbound rules, contact management, and the ability to switch between the client and the administrator pages if you have Administrator privileges.

IMail Web Client supports:

- Microsoft® Internet Explorer 6.0 or later
- Mozilla Firefox 2.0.0.4 or later
- Safari 2.0.4 and later for Macintosh, or, the upgraded version of Safari installed with Mac OS X version 10.4.8

Web Client browser requires:

- Enabled Javascript support in the Web browser
- Enabled Cookie support in the Web browser
- Enabled pop-ups for Calendar reminders

IMail Web client directly accesses the server to manage mail on the server, no longer requiring IMAP services to be running. When a user creates a mailbox in IMail Web Client, the mailbox is created on the mail server and mail folders and messages reside on the server.

You can access the IMail Web Client login page by entering the IMail Server address in the browser address field.



Important. You may need to change network firewall settings to make a specified port available for IMail Web Client access.

Related Topics

Browser Help (on page 4)

Using the Welcome Page (on page 5)

Using IMail Web Client Login Page (on page 7)

Viewing the IMail Client Main Page (on page 6)

Browser Help

If you are having trouble accessing the Web Client web interface, please look over the information below to troubleshoot.

Supported browsers

If after attempting to login to the Web Client web interface you receive this error message:

"Your request could not be served because your browser is not supported. Supported browsers are Internet Explorer versions 6 and above and Firefox"

Download one of the following browsers:

Mozilla Firefox (<http://www.mozilla.com/firefox>)

Internet Explorer (<http://www.microsoft.com/windows/ie>)

Enable JavaScript

If after attempting to login to the Web Client web interface you receive this error message:

"Your request could not be served because you have JavaScript disabled. Please enable JavaScript in your browser's settings, close your current web session and try again."

Enable Javascript for Windows Internet Explorer:

- 1 Open Internet Explorer.
- 2 Select **Tools > Internet Options**.
- 3 Select the **Security** tab.
- 4 Click the **Custom level** button.
- 5 In the settings box, scroll down to the section on scripting
- 6 In the Active scripting section, select **Enable**.
- 7 Click **OK** to save changes.

Enable JavaScript for Mozilla Firefox:

- 1 Open Firefox.
- 2 Select **Tools > Options**.
- 3 Select the **Content** tab.
- 4 Select **Enable JavaScript**.
- 5 Click **OK** to save changes.

Enable cookies

If after attempting to login to the Web Client web interface you receive this error message:

"Your request could not be served because you have browser cookies disabled. Please enable cookies in your browser's settings, close your current web session and try again."

Enable cookies for Windows Internet Explorer:

- 1 Open Internet Explorer.
- 2 Select **Tools > Internet Options**.
- 3 Select the **Privacy** tab.
- 4 Select **Advanced**.
- 5 Select **Override automatic cookie handling**.
- 6 Click **OK** to save changes.

Enable cookies for Mozilla Firefox:

- 1 Open Firefox.
- 2 Select **Tools > Options**.
- 3 Select the **Privacy** tab.
- 4 Select the **Cookies** tab.
- 5 Select **Allow sites to set cookies**.
- 6 Click **OK** to save changes.

Using the Welcome Page

To get to the Welcome Page:

Click Email folder in the upper left-hand pane, at the top of your folder list. The **Welcome Page** appears. You can navigate in Web Messaging by clicking the links on the right-hand side of the Welcome Page, or by clicking the corresponding icons (Address Books, Rules, Preferences) at the bottom of the left-hand pane.

- **Mailbox sizes.** Summary of all mailboxes for the current user.

The table at the top of the page shows a current listing of all mailboxes with the following column information: **Size**, **Unread Count**, and **Total Messages**.

Total Mailbox Size is shown below the list of mailboxes, this is the combined size for all mailboxes for this user.

If there is more than one page of mailbox entries, the slider bar displays to allow paging through the entries.

- *Compose an Email* (on page 14). Click the link to use the New Message page for creating new messages.

- *Manage Contacts* (on page 25). Click the link to use the Contacts page, where you can manage your address book(s).
- *Manage Rules* (on page 43). Click the link to manage rules for filtering incoming mail.
- *Configure Preferences* (on page 49). Click the link to personalize your Web Messaging settings.

Accessing the IMail Web Client

To launch the Web client:

In your browser address box, type the IP address or URL of the IMail Web Server, followed by the IMail Web Client path.

Example:

http://123.100.100.80/IClient, then press **ENTER**. The Web Client login page appears.

Enter your **Username** and **Password**. The Ipswitch Web Messaging client appears.



Note: Web Messaging no longer uses IMAP to access mailboxes; it now reads/writes mailboxes directly.



Important: To use the Web Client, SMTP, and Queue Manager service must be running. Turn on the services in the Web Administrator, under the **Services** tab.

Using the IMail Client Main Page

The IMail Client main page lets you view mail from the Folder List, view messages in the Message List, read mail, compose mail, and reply to and forward messages. You can access the main page by clicking the INBOX .

- **Email List** is used to view and create mailbox folders. The following standard mailboxes appear in the folders list, plus any mailboxes that you create:
 - **Inbox**. All new mail is received into this mailbox (folder) by default.
 - *Drafts* (on page 24). When you click **Save to Drafts**, rather than **Send** while composing a message, the message draft is saved in this folder and can be further re-opened for composing, editing, and sending.
 - **Sent**. All mail sent is copied to this folder by default. This can be changed through User Preferences.
 - **Deleted**. All mail deleted is copied to this folder by default. This can be changed to "Purge" through User Preferences.

- *Address Books* (on page 25). Contains all public and personal contacts for current user.
- *Calendar*. Click the icon to manage events, tasks, notes, invitations, options, multiple calendars, and viewing preferences.
- **Rules**. Click the icon to add, delete, and edit rules, and move rule processing priority up or down.
- *Preferences* (on page 49). User preferences allows capability to customize as needed by user. Preference modifications include password changes, mail sending, message display, forwarding, delete options and much more.



Note: The **Drafts** folder is not created until you compose an email and click the **Save to Drafts** button.

- *New* (on page 14). Click to start a new mail message. This button is accessible from any mailbox page except "Drafts".
- *Delete* (on page 18). Click to delete a selected message.
- *Reply* (on page 19). Click to reply to a message sender.
- *Reply All* (on page 19). Click to reply to all message recipients of a message.
- *Forward* (on page 19). Click to forward a message to another email address.
- *Move/Copy* (on page 23). Click to move or copy a message to another folder.
- *Check Mail* (on page 11). Click to manually check for new messages.
- *Search* (on page 19). Enter search text in the Search box and click **Go**, or click  **to open Advanced Search options**.
- **Web Admin**. Click to open the Ipswitch Web Administration home page. This link appears only if you are a valid System Administrator, Domain Administrator or a List Administrator.
- **Log Out**. Click to end your session with the IMail Client.
- **Help**. Click to get help information about using IMail Client.
- *Message List* (on page 12). Lets you view messages in the Inbox or from a folder selected in the Folder List. Click a folder and select a message to view.

Using IMail Web Client Login page

Using the IMail Web Client Login Page

Enter your **Username** and **Password**, then click **Login**. If the login information is correct, the IMail main page opens.

- **Language:** If your version of Web Messaging contains a list box for Languages, you can read messages composed with international characters in English, Chinese Simplified, Chinese Traditional, French, German, Italian, Japanese, or Spanish. You choose the language to send messages in via the *composing options* (on page 52) in the **Preferences** page.

- **Use Web Messaging Lite:** This checkbox will log you into the low bandwidth client, designed especially for users with dial-up modems. This web client has limited capability, and was not designed with all the advanced options and features that the regular web client offers. For more detail on this client read the *Web Messaging Lite Help* (<http://docs.ipswitch.com/IMail10//Help/IMailClient/Lite/index.htm>).
- **Remember my username:** Select this check box if you wish the client to remember your username on the local machine, only.
- **Remember my password:** Select this check box if you wish the client to remember your password on the local machine, only.



Note: Username and encrypted password information are stored in cookies on your computer.

Problems logging in?

If you repeatedly have problems logging in, carefully re-enter your email Username and Password. If you continue to have problems accessing your mail account, contact your mail administrator.

Setting Up SSL for IMail Web Client

IMail Web Messaging uses the Microsoft Internet Information Services (IIS) Secure Sockets Layer (SSL) features to encrypt communications between the IMail Web client and server. Only your Network Administrator has the capability to utilize this feature.

Mobile Synchronization Client Setup

About Mobile Device Synchronization



Note: See the *Mobile Client White Paper* (http://docs.ipswitch.com/_Messaging/IMailServer/v11/Mobile/MobileSync.pdf) for more detail information on mobile device setup.

IMail Server now supports the synchronization of data between a user's mobile device and your IMail Server. Once configuration of your mobile device is complete, synchronization will allow access to your e-mail messages, calendar appointments and contact information.

IMail Server currently supports the following mobile devices:

- Windows Mobile 5
- Windows Mobile 6

- Windows Mobile 6.1

Mobile Client Requirements

Two requirements are essential for mobile device synchronization:

- 1 Windows Mobile® 5.0 and later are the only devices that IMail currently supports for synchronizing data to your mobile device.
- 2 Data Access for synchronization by either:
 - A data plan provided by your cellular provider or
 - A wireless connection with internet data access

Mobile Device Synchronization

To correctly set up your mobile device to synchronize with your IMail Server, Microsoft ActiveSync® must be configured to run on your mobile device. Microsoft ActiveSync® compares the information on your device with the information on your IMail Server and updates all locations with the most recent information. Microsoft ActiveSync® will synchronize with your IMail Server information from your E-mail, Contacts and Calendar through your Web Client.

Outlook Synchronization

For Outlook synchronization, the WorkgroupShare Client must be installed. Once installed Outlook will synchronize E-mail, Contacts, Calendar and Tasks with the IMail Server. Check with your IMail Administrator for installation procedures.



Note: To synchronize your device with Outlook on your IMail Server, installation of the WorkgroupShare Client is required. See your IMail Administrator for more information.

Web Client Synchronization

Your web client has direct access to E-mail, Contacts and Calendar data, and does not require synchronization. Once the WorkgroupShare Client and Microsoft ActiveSync® are correctly configured, information updated using the Web Client will synchronize with your mobile device and Outlook.

Related Topic

Mobile Client White Paper

(http://docs.ipswitch.com/_Messaging/IMailServer/v11/Mobile/MobileSync.pdf)

Managing Mail

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Checking Email

Your email message list is auto-refreshed at intervals specified by the email administrator. The default auto-refresh time is every 5 minutes.

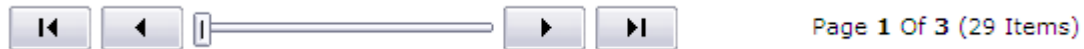
When new messages arrive the New Message count will be display in red.



To display these new messages clicking on **Check Mail** or **INBOX** will refresh your message list with the new unread messages.

Paging Through Email

When there are too many messages in your mailbox(es) to display on one page, a navigation slider and a Page number and count appear at the bottom of the page. You can use the navigation slider located below the email message list to select a specific message page.



To navigate the email message list using the navigation slider (above):

- Click **|< First** to go to the first page of the message list.
- Click **< Previous** to go to the previous page from the currently displayed page in the message list.
- In the **Page** list, select a page number to go to a specific page number in the message list.
- Click **Next >** to go to the next page from the currently displayed page in the message list.
- Click **Last >|** to go to the last page of the message list

OR

- Use the slide mechanism to navigate to a specific page. Page and message numbers appear above the pointing hand icon as you use it to move the slide mechanism.

Viewing Email

You can view messages in the **Inbox** or from other folders appearing below the **Email** folder list on the left side of the page. Click a folder and select a message to view.

1 Message List (defaults to Inbox).

- If the **Show Message Preview** option is selected on the Preferences page, then click a message in the message list to view. The selected message displays in the preview pane below the message. You can also double-click a message to open it in a separate browser window.
- If the **Show Message Preview** option is cleared on the Preferences page, then double-click a message to open it in a separate browser window.
- **Attachment** column. Displays a  when an attachment is included with a message.
- **Message Status** column:
 -  = new/unread message

-  = replied to message
 -  = deleted message
 -  = draft message
 - **From** column. Displays the message originator.
 - **Subject** column. Displays the message subject line.
 - **Received** column. Displays the message received date and time.
 - **Size** (bytes) column. Displays the message size in bytes (including any attachments).
- 2 **Preview Pane.** View the message selected from the message list in the preview pane. You can also *view message header information* (on page 13) for each message.

Message List Sort Order

Message List will revert to its original default sort order of date received, whenever first logging in, or whenever the mailbox is refreshed.



From	Subject	Received	Size
Andy Schmidt	RE: [IMail Forum] Blocking IP	6/28/2007 9:45:38 AM	4

Clicking the column header of the message list once will sort the message list in ascending order, and clicking again will resort in descending order.

Clicking the corresponding column header (shown by the red arrow) on any of the following columns:

- **Message Status**
- **Attachment**
- **From**
- **Subject**
- **Received** (date and time)
- **Size** (kilobytes)

Viewing Message Headers

You can view message headers in the message preview pane. In addition to sender and receiver information, headers provide message routing and transport information, such as the Message ID, Content Type, and MIME version.

- **Print.** In the top right corner of a message, click this link to print the message.
- **Show/Hide Envelope.** In the top right corner of a message, click:
 - **Show Envelope**  to show the message **From**, **To**, **CC**, **BCC**, **Date**, and **Subject** information.

- **Hide Envelope** ▼ to hide the message **From**, **To**, **CC**, **BCC**, **Date**, and **Subject** information.
- **Show/Hide Header**. If the Show Envelope ▲ is selected to expand the message address and subject information, you can click the Show Header ▲ / Hide Header ▼ arrow above the message **From** line to view or hide message header information. Click:
 - **Show Header** ▲ to show the detailed message header information.
 - **Hide Header** ▼ Click to hide the detailed message header information.
- **From**. Displays the name of the sender.
 - **Add to Address Book**. Click the link. The **Save to the following Address Book** option appears. (This option appears only if there is more than one contacts folder to which the user has writable access.)
 - **Save to the following Address Book**. Choose an Address Book from the list box in which you wish to save the Contact.
 - **Save**. Click to save the contact. The **Successfully Added** message appears.
 - **Cancel**. Click to cancel saving the contact.
- **To**. Displays the name of the recipient.
- **Date**. Displays the date and time the message was sent.
- **Subject**. Displays the subject of the message.

Composing Email

Click **New** to use the New Message page to designate recipients, compose email, add attachments, and send email. You can customize your message by using the formatting and style toolbars located above the message box.

- **Send**. Click to send the message, with or without an attached file.
- **Cancel**. Click to cancel composing and sending a message.
- **Save to Drafts**. Click to save a draft of your message in the Drafts email folder. Select the message in the Draft folder later to re-open the message, then click **Edit Draft** to continue composing the message.
- **Attachments**. Click to display the File to attach text box, Browse button, and Insert File button. For more information, see *Viewing and Managing File Attachments* (on page 18).
- **Options**. Click the Options button to show display options for the Compose Message page.
 - **Show CC**. Select this option to display the Carbon Copy (CC) text box.
 - **Show BCC**. Select this option to display the Blind Carbon Copy (BCC) text box.
 - **Send as Plain Text**. Select this option if you do not want your message formatted with the text styles and formatting toolbar settings. Because you are sending mail over the Internet, you may prefer to use plain text rather than

adding formatting that recipients might not be able to see. Plain text is text without formatting (bold, italic, underlined), bullets, or alignment.

When this option is cleared, the rich text editor is displayed for message composition. Rich text messages include .htm tags to format the text.



Note: After composing in formatted text, you can select the **Send Message as Plain Text** check box under **Options**.

- **Save in Sent Folder.** Select this option to save a copy of each message sent to the **Sent** email folder. The message text becomes unformatted.
- **Encoding.** Choose one of the following to compose your New, Forward, or Reply message:
 - **UTF-8.** Choose this character set for multi-language mail. In IMail, this includes English, Chinese Simplified, Chinese Traditional, French, German, Italian, Japanese, or Spanish.
 - **English (US).** Choose this character set for sending mail composed in English only.
 - **Western European.** Choose this character set for sending mail composed in French, Italian, Spanish, or German.
 - **Chinese Traditional.** Choose this character set for sending mail composed in traditional Chinese.
 - **Chinese Simplified.** Choose this character set for sending mail composed in simplified Chinese.
 - **Japanese.** Choose this character set for sending mail composed in Japanese.



Note: You can also set your *Composing preferences* (on page 52) on the User Preferences page.

- **Done.** Click this button when you finish selecting New Message options.
- **To.** In the text box, enter the email address(es) of the person(s) to whom this message will be sent. For more information, see *Using Contacts to Address a Message* (on page 31).
- **CC.** In the text box, enter the email address(es) of person(s) to whom you'd like a copy of this message to be sent. For more information, see *Using Contacts to Address a Message* (on page 31).
- **BCC.** In the text box, enter the email address(es) of person(s) to whom you'd like a copy of this message to be sent, without the recipient's address appearing in the message. For more information, see *Using Contacts to Address a Message* (on page 31).
- **Subject.** Enter the subject of the email into the text box.
- **Save Recipients to the following Address book.** From the list box, select the address book to which you wish to add the message's recipient(s).

- **Attachment (if displayed).** Place your cursor in the Attachment text box to begin attaching a message. Enter a path and filename or browse for a file.
- **Browse.** Click to browse to a folder and select a file you want to attach to a message, click **Open**, then click **Insert File**.
- **Insert File.** Click to add a file to your message. The attached file name displays below the Attachment text box. Each file attachment has a  icon next to the file name. To remove an individual file attachment, click the  icon.



Important: Make sure that you click **Insert File** before trying to send or save a draft a message with an attachment. The attachment is not inserted to the message until you click **Insert File**. If you forget, a prompt appears to remind you.



Note: Once you have clicked **Send**, you cannot cancel sending the message.

Text Styles and Formatting Toolbars

By selecting formatting styles, font types, sizes and colors from the list boxes, you can customize your messages. Individual help (known as Tool Tips) is available for each button by mousing over the button.

Mouse over the adjacent buttons to access information on the functions of the different tools.

The formatting list boxes let you choose:

- paragraph alignment
- font types
- font size
- zoom = To allow for easier viewing (25% - 400%) from original size

Much like a word processor there are familiar buttons:

Bold	Italicize	Underline	Left Justify
Center	Right Justify	Justify Full	Justify None
Font Color	Highlight Color	New Document	
Numbered List	Bulleted List	Indent Text	Outdent Text
Superscript	Subscript	Strikethrough	All UpperCase
All LowerCase	Select All	Select None	Print
Preview	Find	<i>Spell Check</i> (on page 17)	Cut

Copy	Paste	Undo	Redo
------	-------	------	------

Some new icons that the new editor provides is as follows:

 = Fit To Window

 = Clean Up HTML

 = Insert Paragraph

 = Insert Print Page Break

 = Insert Today's Date

 = Insert Current Time

 = Insert Hyperlink

 = Remove Hyperlink

 = Insert Anchor

 = Insert Table

 = Special Characters

 = Universal Keyboard

 = Direction Left to Right

 = Direction Right to Left

Using Net Spell Check

Use the Net Spell Check feature to check your message's spelling before sending.

- 1 To access Spell Check, click **Spell Check**  on the toolbar.
- 2 The Spell Check Web Page Dialog appears. The tool scans your message and displays in red, one word at a time, any word that does not appear in its dictionary.

You can choose to do any of the following:

- **Change To.** Enter a word in the text box to replace the word in red.
- **Ignore.** Click this button if you choose to ignore the possible spelling error.
- **Ignore All.** Click this button if you wish Spell Check to ignore all repeated misspellings of the word.
- **Add.** Click this button to add the word in red to the Dictionary.
- **Replace.** Click this button after you have selected a word from the Change To or Suggestions list to replace the word in red.
- **Replace All.** Click this button after you have selected a word from the Change To or Suggestions list to replace all instances of the word in red.
- **Cancel.** Click this button to cancel running Spell Check.

Printing a Message

You can print individual email messages by clicking the **Print** link in the upper right corner of the message. The **Print** dialog appears. If necessary, change the Print options in the dialog and click **Print**. The designated printer will print your message.



Note: You can print only one message at a time.

Viewing and Managing File Attachments

If an email message has a file attachment, you can view or save the attachment.

To view an email file attachment:

- 1 Open an email message.
- 2 Click the file attachment you want to view. The File Download dialog appears.
- 3 Click **Open** to view the file attachment in the browser.

To save an email file attachment:

- 1 Open an email message.
- 2 Click the file attachment you want to save. The File Download dialog appears.
- 3 Click **Save** to save the file attachment to a folder. The Save As dialog box appears.
- 4 Browse to the folder where you want to save the file, then click **Save**.

Deleting Attachments

After you have added a file attachment to a message you are composing, if you need to remove the attachment before sending the message, click  next to the attachment name. The file is removed from the message.

Deleting Email

To delete a single message:

Click a message in the Message List or expand a folder and click a message in a folder, then click **Delete** on the toolbar, or click the **DELETE** key to delete a message.

To delete multiple messages:

Press **CTRL** and click multiple messages in the Message List or in a folder, then click **Delete** on the toolbar, or click the **DELETE** key to delete the messages.

- OR -

Press **SHIFT** and click the first and last message in a consecutive list of messages, then click **Delete** on the toolbar, or click the **DELETE** key to delete the messages.



Note: Messages will be deleted immediately unless you have selected *Move to Deleted Folder* (on page 53) in the *User Preferences* (on page 49) page.

Replying to and Forwarding Email

To reply to a message:

- 1 Click a message in the Message List or expand a folder and click a message in the folder, then click **Reply** or **Reply All** to start a reply message.
 - A **Reply** message is automatically addressed to reply to the message sender.
 - A **Reply All** message is automatically addressed to reply to the original message sender and message recipients.
 - Reply and Reply All will include the original message unless your Replying options in **Preferences** has been changed.
- 2 Use the *compose email* (on page 14) options to complete the message.

To forward a message:

- 1 Click a message in the Message List or expand a folder and click a message in the folder, then click **Forward** to start a forwarded message.
- 2 Enter the email address for the recipient to whom you want to send the message. If attachments were included in the original message, they are included with the forwarded message unless you delete them before sending, or have changed your Forward options in **Preferences**.
- 3 Use the *compose email* (on page 14) options to complete the message.

Searching Email

Use the search feature to search a selected mailbox folder for a specific word or phrase. The basic **Search** tool searches all parts of an e-mail message (for example, To, From, Subject, Body; etc.) You can also use the **Advanced Search** tool  to search the selected mailbox with more specific search criteria.

To use the basic Search tool:

In the **Search** box, enter a search phrase, then click **Go**. If you are looking for a name or e-mail address, enter it.

Examples:

- Fred@domain1.com

- Jane Public
- Joe

If you want to search for a word or phrase, enter it.

Examples:

- benefits
- quarterly earnings report
- project milestones

Multiple word entries are considered a phrase. You do not have to enclose the phrase in quotation marks. For example, the entry, "quarterly earnings report" will search for messages that contain that phrase. It will not search for messages that contain just the word "quarterly" or "earnings," or "report."

To use the Advanced Search tool:

Click  **Advanced Search** to open the advanced search options. Enter search criteria in one or more of the search options:

- **From.** Enter a sender's e-mail address, or a portion of the address, to search for messages sent from the sender.
- **To.** Enter a recipient's e-mail address, or a portion of the address, to search for messages sent to the recipient.
- **Subject.** Enter subject text, or a portion of the subject text, to search text in subject headers.
- **Body.** Enter message body text, or a portion of the body text, to search for text or text phrases in the message body.
- **Header or Body.** Enter header or body text, or a portion of the header or body text, to search for a key word or text phrase in the header or body.
- **Date within.** In the Date within list, select the number of days to search for a message from a date you enter next to the of text box. For example, if you select the Date within as 1 day of 06/27/2005, the search will find messages within one day before and one day after the 06/27/2005 date.
- **Of.** The Text box containing formatted date than can be modified several ways:
 - Select the month, day, or year and use the up / down arrows to increment the values.
 - Select the month, day, or year and type the value desired.
- **Has Attachment.** Select this option to search for messages that include an e-mail attachment.
- **Search Mail** button. Click this button after you enter all of the message search criteria.
- **Cancel** button. Click this button to cancel the search.

Search Results

The Search Results list all messages that meet the search criteria. Click a message in the search results list to view the message.

Managing Folders

Creating New Folder

To add a new folder to the Email folder list:

- 1 Click the folder above the folder level where you want to add a new folder.
- 2 Click  **New Folder**. A new folder is created and is highlighted to name the folder.
- 3 Enter the name of the folder you want to create.



Note: You cannot create new folders with the following names: **Inbox**, **Sent**, **Deleted**, and **Drafts**. These folder names are used by the system.

Deleting Folder

To delete a folder in the Email folder list:



Important: Messages within a folder are permanently deleted when you click **Delete**. Make sure that there are no messages you want to save before you delete the folder.

- 1 Click the folder you want to delete.



Tip: You cannot delete a folder that includes a sub-folder below it. Delete sub-folders first, then you can delete parent folders.

- 2 Click  **Delete**. The folder is deleted.

Renaming Folder

To rename a folder in the Email folder list:

- 1 Click the folder you want to rename.
- 2 Click  **Rename Folder**. The Enter new folder name dialog appears.
- 3 Enter the new folder name.
- 4 Click Change to rename the folder. Click Cancel to cancel your changes.



Note: You cannot rename folders using the following names: **Inbox**, **Sent**, **Deleted**, and **Drafts**. These folder names are used by the system.

Emptying Folders

Depending on how your *Preferences* (on page 49) are set up, once you have emptied a folder, its contents are either: moved to your **Deleted** folder, purged immediately, or deleted after you receive the confirmation message (Are you sure you want to move all messages from this folder to the deleted folder?) and click **OK**.

To empty the contents of a folder:

- 1 In the left-hand pane, select the folder whose contents you want to delete. The folder name should appear on the top left of the right-hand pane; the **Empty the <folder name>** folder link appears on the right above the message list.
- 2 Click the link. The folder is emptied and the message count decreases to 0.

If you want to delete the folder as well, see *Deleting a Folder* (on page 21).

Viewing Folders and Messages

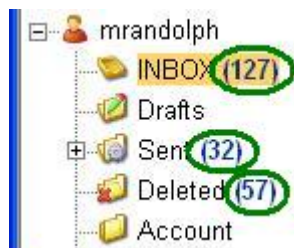
You can view and manage folders in the Email folder list on the left side of the page. After you open a folder, messages are displayed on the right side of the page.

To view folders and messages in the Email folder list:

- Click a folder in the Email folder list to view messages that are in the folder. The messages in the selected folder display on the right side of the page in the message list.
- Click a message in the message list to view the message.
- If a folder includes sub-folders, a + is displayed to the left of the folder. Click the + to expand the folder view and select sub-folders.
- Click the - (minus sign) next to a folder to collapse the folder view. Click the + (plus sign) next to a folder to expand its view.

Viewing Unread/Read Message Count

The unread email message count displays to the right of each mail folder.



The unread/total number of messages displays to the right of the message list heading.



Note: The **Draft** folder displays only the total number of draft messages in the folder.

Viewing Mailbox Sizes

To view mailbox sizes in the Email folder list:

- Click the Email icon at the top of the folder list.

The table at the top of the page shows a current listing of all mailboxes with the following column information: **Size**, **Unread Count**, and **Total Messages**.

Total Mailbox Size is shown below the list of mailboxes, this is the combined size for all mailboxes for this user.

If there is more than one page of mailbox entries, the slider bar displays to allow paging through the entries.

Moving or Copying a Message to Another Folder

To move or copy message(s) to another folder:

- 1 In the Message List, click a message or multiple messages to move or copy. To select multiple messages:

- Press **Ctrl** and click multiple messages in the Message List.

- OR -

- Press **Shift** and click the first and last message in a consecutive list of messages

- 2 Click the **Move/Copy button** in the toolbar. **The Move/Copy window appears.**

- 3 In the **Folder to move or copy items to** list, select the folder you want to move or copy the message(s) to.

- 4 Click **Move** to move the file(s) to the selected folder.

-OR-

Click **Copy** to copy the file(s) to the selected folder.

-OR-

Click **Cancel** to cancel the file move or copy to the selected folder.

Editing Drafts

When you click **Save to Drafts**, rather than **Send** while composing a message, the message draft is saved in the **Drafts** folder and can be re-opened for further composing, editing, and sending.



Caution: It is recommended to "Save to Drafts" often to prevent complete loss of data, should any system/software malfunction occur.

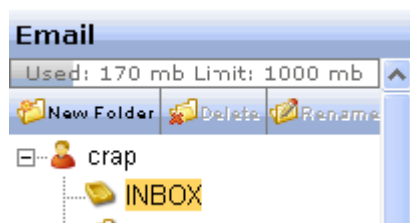
To edit a draft email:

- 1 Navigate to the **Drafts** folder and open it. Select the message you wish to edit.
- 2 Click **Edit Draft**. The message appears as a **New Message**.
- 3 Make any changes as if it were a *new message* (on page 14) and click **Send**, **Cancel**, or **Save to Drafts**. You may continue to revise a message and **Save to Drafts** indefinitely until you are satisfied with your message.

Viewing Disk Space

Disk space utilization will only display if your network administrator has set space limits on your email account.

The disk space utilization bar will display as shown below. It shows the amount of disk space used and the maximum amount available in the bar just above the **New Folder**, **Delete**, and **Rename** buttons.



When the bar becomes red, this means that maximum space utilization is being reached. Should someone try to send a message that will exceed your limit, it will be rejected and returned to the sender.

A simple solution to save space is to empty out the **"Sent"** and **"Deleted"** folders. Under **"Preferences"** these folders can be turned off if the user chooses.

Address Books

In This Chapter

About Address Books.....	25
About Contacts.....	25
About Shared Contacts	26
Managing Contacts and Groups.....	26
Managing Contact Groups	29
Converting Contacts.....	30
Public Contact Address Book.....	31
Using Contacts and Public Contacts to Address a Message ..	31

About Address Books

The Address Book  contains all your public and personal *contacts* (on page 25).

About Contacts

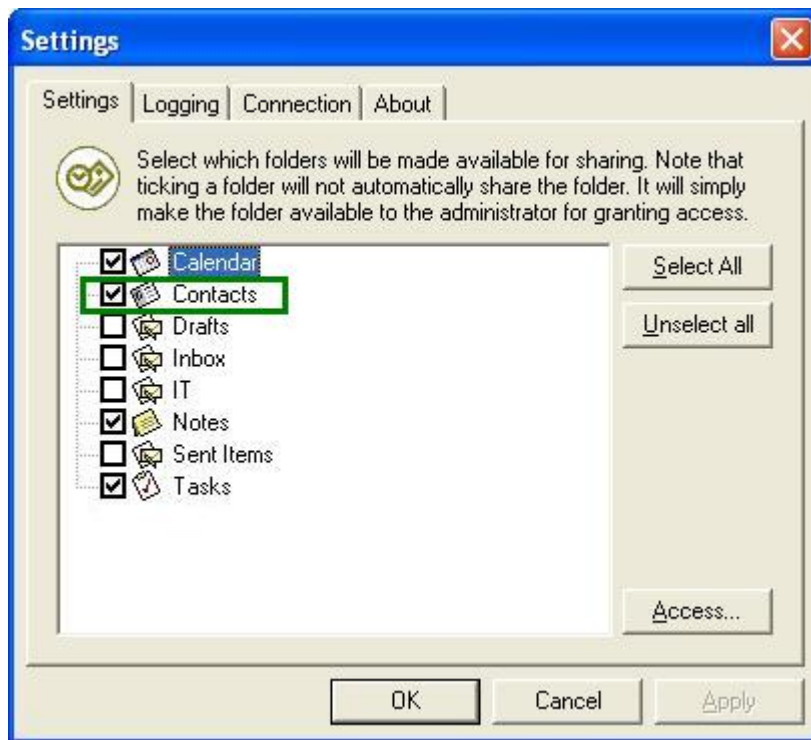
Use Contacts to add and manage contacts in Ipswitch Web Messaging. In the left menu bar, click **Contacts**, then click the Contacts folder you want to use.

If you purchased an ICS software suite that includes WorkgroupShare and you have Contacts enabled in:

IMail Administrator (under the Collaboration tab)

-AND-

Microsoft Outlook (under **Tools > Share > Settings**),



the contacts in your Outlook contacts list automatically synchronize and update in your Ipswitch Web Messaging Contacts. Also, if you add new contacts in Web Messaging Contacts, the new contact information synchronizes and updates in your Outlook contacts list. For more information, see *Converting and Synchronizing Contacts and Contact Lists* (on page 30).

Related Topics

Adding a Contact (on page 27)

About Shared Contacts

The shared contacts icon (👤) followed by a user or group name in parentheses indicates that you have been given access to that user's folder. This will assist you in distinguishing between your own personal and public contacts and those who are sharing their contacts with you.

Managing Contacts and Groups

When you open your Contacts, a preview of your contacts and groups displays. You can search, view or edit additional contact/group information for each contact entry.

To use the search contact tool:

This search tool searches both the first name, last name and email address for matches. The search is instant and begins to narrow as you type.

To view or edit a contact:

- 1 In the Contacts page, click a contact/group name.
- 2 If you double click a **Contact**, or click the **View/Edit** button the Primary Information tab for that contact is displayed.
- 3 If you double click a **Group**, or click the **View/Edit** button the *Contact Groups* (on page 29) page opens.
- 4 View the detailed contact information or enter additional contact information, then click **Save and Close**.

-OR-

Click Cancel to cancel the new contact entry.



Note: Should contacts fill the page, the navigation slider located below the last contact will exist.



Page 1 Of 3 (29 Items)

To navigate the contacts list using the navigation slider (above):

- Click **|< First** to go to the first page of the message list.
- Click **< Previous** to go to the previous page from the currently displayed page in the message list.
- In the **Page** list, select a page number to go to a specific page number in the message list.
- Click **Next >** to go to the next page from the currently displayed page in the message list.
- Click **Last >|** to go to the last page of the message list

OR

Use the slide mechanism to navigate to a specific page. Page and message numbers appear above the pointing hand icon as you use it to move the slide mechanism.

Add/Edit a Contact

To add a new contact:

- 1 Click on **"Address Books"** from the folder tree on the left.
- 2 Click on **"Contacts"** to display your personal contacts.
- 3 Click **"New Contact"**. The Add New Contact page opens.

To edit a contact:

- 1 Click on **"Address Books"** from the folder tree on the left.

- 2 Click on **"Contacts"** to display your personal contacts.
- 3 Double click the contact to edit, or select and click **"View / Edit"**. The Primary Information tab for the selected contact appears.

Entering Contact Information

- **Save and Close.** Click this after entering contact information.
- **Cancel.** Click cancel to return to contacts list without saving.
- **Contact Tabs.** Click on tab under the Save and Close button to enter information for that section.
 - **Primary Information.** One of the following text boxes must contain data to be saved:
First Name,
Last Name, or
Email Address.
 - **Phone Numbers.** Optional input.
 - **Business Address.** Optional input.
 - **Home Address.** Optional input.



Tip: You can also add a new contact or multiple contacts by going to Preferences and selecting the Save Recipients as Contacts option, and then entering them as recipients in a new message.



Tip: Another way to add a new contact is via the **Add to Contacts** link in the **From** area of a displayed message. Click the link to add the sender to your contact list.

Deleting Contacts

You can delete a contact from your Contacts list. When you delete a contact, if you are using WorkgroupShare, the contact is removed from your Outlook contacts list the next time Outlook synchronizes with the WorkgroupShare data.

To delete a contact:

- 1 In the Contacts preview display, select the contact to delete and click delete. A **Confirm Deletion** page opens.
- 2 Click **Yes** to delete the contact.

To delete multiple contacts:

- Press **CTRL** and click multiple contacts in the list then click **Delete** on the toolbar, or click the **DELETE** key to delete the messages.

- OR -

- Press **SHIFT** and click the first and last message in a consecutive list of contacts, then click **Delete** on the toolbar, or click the **DELETE** key to delete the messages.

Managing Contact Groups

You can organize your contacts into groups. The Contact Groups page exists to manage the creation, maintenance and deletion of all personal groups.



Note: Public Folders can usually only be updated by Administrator

The contact list on the left contains all contacts not currently in the group being edited or created; the list on the right contains contacts/recipients in the group.

- **Group Name.** Enter the name for your new group in the text box.
- **Select Contact Folder.** From the drop down list box, select the Contacts/Public Contacts folder you need to for your new Contact Group.

Contact List

- **Name.** This column displays the corresponding names for contacts.
- **Address.** This column displays all contacts that are not currently in the group.

Button Selection



(Add to Group). Select contact and click to add a member to the group.



(Remove from Group). Select group member and click to remove a member from the group. If group member was only a recipient (not a contact), then this will permanently remove the recipient from the group after saving.



(Add All to Group). Click to add all contacts in list to the group.



(Remove All From Group). Click to remove all group members (from the list on the right) from the group.



Note: Removing a group member (recipient) that does not exist in the contact list, will remove the group member permanently after saving.

Group Member List

- **Name.** Group member name.
- **Email.** Group member email address.

Create a New Contact.

Add a New Address (on page 30). Click will pop up a window to add a new address/contact to the group.

Adding a New Contact to a Group

You can add a new contact to a group by clicking the **Add a New Address** link on the Contact Groups page.

- **Name.** Type the name of your new contact in the text box.
- **Email.** Type the e-mail address of your new contact in the text box.
- **Create a New Contact** (Checked by default).
 - **Create a New Contact (Checked).** Will create a new contact and will also add as recipient to the group.
 - **Create a New Contact (Not Checked).** Will **not** add to the contact list; will only add this address as a recipient to the group.

Save. Click to add the new contact to the Group Members column.

Cancel. Click to cancel your changes.

Converting Contacts

If you used contacts or contact lists (distribution lists) in a previous version of Ipswitch Web Messaging or in Microsoft Outlook with the ICS WorkgroupShare plug-in, the contacts and contact lists are automatically imported into the new IMail Web Messaging client.. A new Contacts folder is created that includes contacts.

- Ipswitch Web Messaging contacts and or contact lists (distribution lists) are imported and converted in a one-time process, during the ICS installation, that imports the contact data from the aliases.txt file. The new data displays in the Web Messaging Contacts folder.



Note: contact lists (distribution lists) imported from a previous version of Ipswitch Web Messaging are read only. They cannot be edited or added to after they are imported during the ICS installation.

- If Ipswitch WorkgroupShare is installed and *Contact sharing is enabled* (on page 25), contacts and contact lists imported from Microsoft Outlook automatically synchronize and update in your Ipswitch Web Messaging Contacts on a regular basis. When you add new contacts in the Web Messaging Contacts, the new contact information synchronizes and updates in your Outlook contacts.

Public Contact Address Book

If you used public contacts in a previous version of Ipswitch Web Messaging, the public contacts are created in the Public Contacts folder. Ipswitch Web Messaging public contacts are read from the data in the config_CommonAddrBook.cgi file. The new data displays in the Web Messaging Public Contacts folder.



Note: Public contacts from a previous version of Ipswitch Web Messaging are read only. Users with system administrator rights can update the config_CommonAddrBook.cgi file located in the top level directory or the Web directory of each mail domain on IMail Server.

Using Contacts and Public Contacts to Address a Message

To use email addresses in your Contacts and Public Contacts to address a message:

- 1 In the New Message page, click **To CC**, or **BCC**. The Select Names page appears.
- 2 In the **Select Contact Folder** list, select the contact list from which you want to select email addresses.
- 3 Click a contact name in the list, then click **To**, **CC**, or **BCC** to add the message recipient. Select additional message recipients if desired. Use the slider to page through contacts if necessary.

-OR-

Double-click a contact name in the list. The contact name is added in the **To** text box.

-OR-

Click **Close** to cancel this process.

- 4 When you are finished selecting recipients, click **Add and Close**.

To navigate the Contacts list using the navigation slider:



Page 1 Of 3 (29 Items)

- Click **| < (First)** to go to the first page of the contact list.
- Click **< (Previous)** to go to the previous page from the currently displayed page in the contact list.
- Click **> (Next)** to go to the next page from the currently displayed page in the contact list.
- Click **> |(Last)** to go to the last page of the contact list.

OR

- Use the slide mechanism to navigate to a specific page. Page and message numbers appear above the pointing hand icon as you use it to move the slide mechanism.

Calendar

In This Chapter

Using the Calendar.....	33
Sharing Calendars.....	34
Appointments	35
Meeting Requests	39

Using the Calendar

The Calendar directory  appears in the folder tree, along with the Address Books (Contacts), Rules and Preferences directories. The Calendar icon is displayed only if the Administrator has enabled the Web Calendaring service.

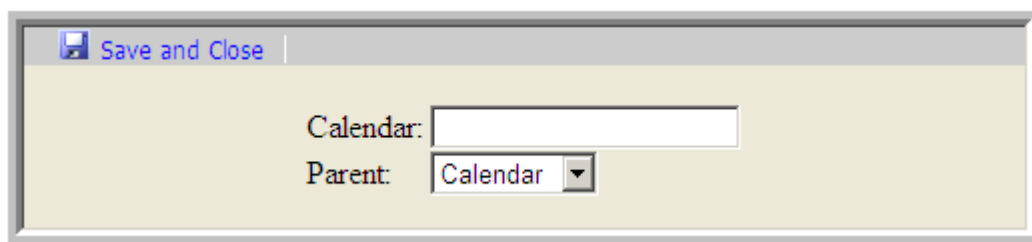
Click the **Calendar** icon  to access the Web Calendar. Within the Calendar you can manage appointments, multiple calendars, and viewing preferences.

Viewing Today's Appointments

Click the current date in the mini-calendar, at the top left of the window, or click on the Today button in the toolbar. This will change the view to Daily view with the current date selected.

Adding a new calendar folder

To create additional calendar folders, click the **Add a New Calendar** icon, or right click on an existing calendar folder and select **Add**.



A pop-up is displayed allowing input to name the new calendar and also where the calendar should be created.

Changing the date in the calendar

- To change the date shown in the calendar simply click a date in the mini-calendar at the top left of the window.
- To change the month, click on the arrows at the top of the mini-calendar, the date shown in the calendar will change accordingly.

Related Topics

Appointments (on page 35)

Sharing Calendars (on page 34)

About Meeting Requests (on page 39)

Sharing Calendars

For WorkgroupShare Users Only (IMail Premium)

To share a users' calendar, your System Administrator must set the access to see one or more other user's calendars. Once this is set, you will be able to click on the arrow button to the right of the **My Calendars** title in the left part of the **Appointment** view, To view a drop down list of the users' calendars to which you have access.

When you select a user from the drop down list, their calendar folders will be displayed instead of your calendar folders, allowing access their calendars.

Access levels are set by System Administrator as follows:

- Read
- Read, Create
- Read, Create, Edit
- Read, Create, Edit, Delete

Example:

If you have "Read, Create" access to a calendar, this will only allow creating an appointments. If an error is made to an appointment, it would have to be edited or deleted by the owner of the calendar.

If only "Read" access is set, you cannot add a new appointment to someone's calendar.

Related Topics

Using the Calendar (on page 33)

Appointments (on page 35)

About Meeting Requests (on page 39)

Appointments

Viewing Today's Appointments

Click the current date in the mini-calendar, at the top left of the window, or click on the Today button in the toolbar. This will change the view to Daily view with the current date selected.

Appointment reminders

When you add an appointment, a reminder is automatically set to remind you 15 minutes before it is due to start. You can stop the appointment from reminding you by opening the **Appointment** page and unchecking the **Reminder** checkbox. When a reminder is due, the Reminder dialog box below will pop-up and display.



Tip: For reminders to work properly, be sure that your pop-up blocker is turned off.

- **Subject.** Displays appointment description.
- **Due In.** Displays appointment time that is upcoming, or if overdue.
- **Dismiss All.** Click this button to dismiss all reminders displayed.
- **Remind Later.** Click this button to be reminded again by the number of minutes selected.
- **Wait this long before reminding me again.** Selection drop down for the number of minutes for the next reminder.

Related Topics

Using Calendar (on page 33)

About Meeting Requests (on page 39)

Sharing Calendars (on page 34)

Adding an Appointment (on page 36)

Editing an Appointment (on page 36)

Moving an Appointment (on page 37)

Deleting an Appointment (on page 38)

Recurring Appointments (on page 38)

Adding an Appointment

To add a new appointment click the **New Appointment** button in the top toolbar. This will display the **Appointment** property page.

To Create a New Appointment

- **Subject.** Enter a description for the appointment into the Subject field.
- **Location.** Optional. Enter location of meeting.
- **Start Time.** Specify a date and time for the appointment using the drop-down menu.
- **End Time.** Specify date and time appointment will end using the drop-down menu.
- **Duration.** Length of appointment.
- **Reminder.** By default, a reminder will be generated for the appointment 15 minutes prior to its start. If you do not wish to be reminded, uncheck the Reminder checkbox. If you want to be reminded earlier than 15 minutes prior to the start of the appointment, select a different number of minutes from the reminder drop down.
- **Status To Display.** Used by WorkgroupShare users, sharing calendars.
 - Free.
 - Tentative.
 - Busy.
 - Out of Office.
- **Description.** This is a read only field, and only appears for display when editing appointment. Currently only Outlook has capability to update this text box.
- **Make this a recurring appointment** (on page 38). Click this checkbox to setup recurrence.
- **Save and Close.** Saves appointment. Located in the toolbar at the top of the page of the Appointment Properties.
- **Delete.** Delete an existing appointment.
- **Cancel.** Press to cancel appointment and exit.

Related Topics

Editing an Appointment (on page 36)

Moving an Appointment (on page 37)

Deleting an Appointment (on page 38)

Recurring Appointments (on page 38)

Editing an Appointment

Changing an existing appointment

To change an existing appointment double click on the appointment. The **Appointment** page is displayed.

From within this page the following properties can be changed:

- **Subject**
- **Location**
- **Start Time**
- **End Time**
- **Make this a recurring appointment** (on page 38)

Save and Close. Saves appointment. Located in the toolbar at the top of the page of the Appointment Properties.

Delete. Delete an existing appointment.

Cancel. Press to cancel changes to appointment and exit.

Related Topics

Adding an Appointment (on page 36)

Moving an Appointment (on page 37)

Deleting an Appointment (on page 38)

Recurring Appointments (on page 38)

Moving an Appointment

To move an appointment to another date

- Drag and drop an appointment within the daily, weekly or monthly views.
- Or in the Year calendar drag the appointment to any date at the top left of the Calendar view.

To move an appointment to another folder

- Drag the appointment and drop it on the appropriate folder in the folder list.

Related Topics

Adding an Appointment (on page 36)

Editing an Appointment (on page 36)

Deleting an Appointment (on page 38)

Recurring Appointments (on page 38)

Deleting an Appointment

To delete an appointment:

Double click the appointment to display the appointment, and click the **Delete** button.

Related Topics

Adding an Appointment (on page 36)

Editing an Appointment (on page 36)

Moving an Appointment (on page 37)

Recurring Appointments (on page 38)

Recurring Appointments

Recurring appointments are appointments which occur repeatedly (daily, weekly, monthly and annually).

To create a recurring appointment, check the checkbox **Make this a recurring appointment** on the Appointment dialog page.

Appointments can be repeated daily, weekly, monthly or yearly.

- **Recurrence Pattern.** Specify type of repetition needed of the appointment. e.g. Once a week, daily, monthly.
- **Range of Recurrence.** Controls the recurrence of the appointment.



Note: The selection made for **Recurrence Pattern**, will control the display for **Range of Recurrence**, which controls the appointment repetitiveness.

Related Topics

Adding an Appointment (on page 36)

Editing an Appointment (on page 36)

Moving an Appointment (on page 37)

Deleting an Appointment (on page 38)

Meeting Requests

Calendaring allows a user to send meeting request e-mails to attend a meeting or event.



Note: Currently the Web Client can send Meeting Requests, but only Outlook can accept and respond to these requests.

When a meeting request is sent to someone, they will receive an e-mail containing all of the information regarding the event, similar to the Outlook request. Through Outlook a meeting request e-mail will be received that allows the following response:

- **"Accept"** will return an "Accepted" e-mail response to the originator of the meeting request, and will also update the user's calendar.
- **"Tentative"** will return a "Tentative" e-mail response to the originator of the meeting request, and will also update the user's calendar.
- **"Decline"** will return a "Declined" e-mail response to the originator of the meeting request, and will remove the meeting request from the user's calendar.



Note: If a meeting was originally scheduled without a Meeting Request, the user can always edit the event to send out an updated Meeting Request later.



Warning: Client computers that do not have their DayLight Savings checkbox set (manual clock setting), and are in a Time Zone that uses Day Light Savings will have problems with their appointment conversions, when Day Light Savings turns on or off.

Related Topics

Creating Meeting Requests (on page 39)

Updating Meeting Requests (on page 40)

Canceling a Meeting Request (on page 40)

Creating Meeting Requests

Creating a Meeting Request using Web Client Calendar

- 1 From the Web Client click on Calendar.
- 2 Select **"New Appointment"** button.
- 3 Check the **"Make this a meeting request"** checkbox. This will open a textbox similar to the Web Client "New Message To" button.
- 4 Manually enter e-mail addresses of meeting request

"OR"

Click the **"To"** button to bring up the list of personal & public contacts, allowing simple selection of users being invited to specified meeting.

- 5 Fill in the **Subject, Location, Start Time**, and any other information necessary for the **Meeting Request**, and click **"Save and Close"**.
- 6 This will generate the appropriate e-mail to all users being asked to attend your Meeting.



Note: Outlook 2000 has a known issue when receiving meeting requests, of not recognizing meeting requests when Reminder is turned on. Be sure to uncheck **reminder** if Outlook 2000 is being used.

Related Topics

About Meeting Requests (on page 39)

Updating Meeting Requests (on page 40)

Canceling a Meeting Request (on page 40)

Updating Meeting Requests

Updating Meeting Requests using Web Client Calendar

- 1 From the Web Client click on Calendar.
- 2 Select **"Meeting / Appointment"** to be updated by double clicking.
- 3 Modify meeting data, **Subject, Location, Start Time**, and any other information necessary, and click **"Save and Close"**.
- 4 This will generate an "Updated" Meeting E-mail to all users attending your Meeting.



Note: Outlook 2000 has a known issue when receiving meeting requests, of not recognizing meeting requests when Reminder is turned on. Be sure to uncheck **reminder** if Outlook 2000 is being used.

Related Topics

Creating Meeting Requests (on page 39)

Canceling a Meeting Request (on page 40)

About Meeting Requests (on page 39)

Canceling a Meeting Request

Canceling a Meeting Request using Web Client Calendar

- 1 From the Web Client click on Calendar.

- 2 Select "**Meeting / Appointment**" to be cancelled by double clicking.
- 3 Once the Meeting / Appointment is open, click Delete.
- 4 This will prompt a pop-up asking for confirmation of delete, click OK.
- 5 A second pop-up will now appear, asking if a cancellation e-mail should be sent out to all attendees.
- 6 Click "**OK**" to send out cancellation notice

"OR"

Click "**Cancel**" to delete with meeting without sending notifications.



Note: Outlook 2000 has a known issue of not recognizing meeting requests when the Reminder is turned on. Be sure to uncheck **reminder** if Outlook 2000 is being used.

Related Topics

Creating Meeting Requests (on page 39)

Updating Meeting Requests (on page 40)

About Meeting Requests (on page 39)

Rules

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About Rules

Email delivery rules are used to assist you in managing your mail, and are based on the contents of the To, From, Sender, Subject, Message Header , and Message Body fields. They help you to filter out spam and other messages that contain certain types of attachments, and can be used to direct specified mail into a specific mailbox. The IMail Web client applies the rules you create when messages arrive in your Inbox.

You can set up your rules to support multiple rule conditions; rules can be used in conjunction with forwarding or the Info Manager to reroute mail from you to another mail user or mailbox. For example, all messages directed to you with the words "Awesome Medical Breakthrough" can be routed to your System Administrator, or to a folder named Spam.

Although creating rules in the Web interface is straightforward, there are some complexities. Click a hyperlink below to convey you to step-by-step instructions for your specific rule scenario.

- For creating rules and conditions, see *Creating Rules* (on page 43).
- For editing and deleting rules and conditions, see *Editing Rules* (on page 45).
- For creating rules using regular expressions, see *Creating Rules Using Regular Expressions* (on page 46)

Creating Rules

For a description of the Rules page, see *About Rules* (on page 43).

To create/edit a rule:

- 1 In the lower left-hand pane, click the **Rules** icon (). The Rules page appears.
- 2 Click the **New** button. The Add Rule page appears. If you wish to edit an existing rule, see *Editing Rules* (on page 45).

Once you've navigated to the Add Rule page, creating the rule is a three-step process.

- 1 **Enter a name for this Rule.** Enter a name for the rule in the **Rule name** text box
 - 2 **Add the Rule Conditions.**
 - **Field.** This column displays the rule fields available for editing.
 - **Comparison.** This column displays the comparison (either Contains or Does NOT Contain) available for editing.
 - **Search Text.** This column displays the message text the rule searches for, which can be edited.
 - **Match Case.** This column displays whether the rule is constructed to Match Case or not (Yes or No).
 - **Edit.** The Define Condition dialog appears when you click this button.
 - **Delete.** Click this button to delete the selected Rule Condition(s).
 - **Move Up.** Click this button to move the selected condition up in the rule's processing priority.
 - **Move Down.** Click this button to move the selected condition down in the rule's processing priority.
- a) Click the **Add Condition** button. The Define Condition dialog appears.
- **Where.** Select to which part of the message the added/edited rule applies: From, Subject, Sender, To, or Body Header.
 - **Comparison.**
 - **Contains.** Select this option if you wish the message part to contain the text specified in the Search text box.
 - **Does NOT Contain.** Select this option if you wish the message part to NOT contain the text specified in the Search text box.
 - **Search.** Enter the message text for which you wish the rule to search.
 - **Match Case.** select whether or not you want the case of the text entered in Search to match or not.
 - **Save.** Click to Save your Condition.
 - **Cancel.** Click to cancel your condition and return to the Add Rule page
- If you wish to add multiple conditions to your rule, do the following:
- a) **Add AND/OR.** The Edit Conjunction dialog appears when you click this button. Select either AND or OR. Click Save to save your choice; click Cancel to cancel your selection. Click the Add Condition button to continue to add another Condition to your rule, as in Step 1 above. Repeat Step 1, 1a, and 1b until you have finished creating your rule with multiple conditions.



Note: Editing options that are unavailable for the selected condition are grayed out.

- 3 **Set the action to take when conditions above are met.**
 - **Action Type.** Set the action to take when conditions listed above are met. Options are: Move to mailbox, Forward, Delete, Copy, Bounce.
 - **Target.** Enter the name of the target mailbox that will receive messages that are selected by your rule.
- 4 **Save and Close.** Click this button to save your new Rule. The rule is displayed on the Rules page.
- 5 **Cancel.** Click this button if you to cancel your changes and return to the Rules page.

Editing Rules

You can edit a rule name, conditions, and actions from the Edit Rule page. You can only navigate to this page via the Rules page, **Edit** button.

- **Save and Close.** Click this button to save the revised rule on the Rules page.
- **Cancel.** Click this button if you wish to cancel your changes and return to the Rules page.

To edit a rule:

1 Enter a Name for this Rule.

- **Rule Name.** The name of the rule populates the text box. Either leave the name as is or give your edited rule a different name.

1 Add the Rule Conditions.

- **Field.** This column displays the rule fields available for editing.
- **Comparison.** This column displays the comparison (either Contains or Does NOT Contain) available for editing.
- **Search Text.** This column displays the message text the rule searches for, which can be edited..
- **Match Case.** This column displays whether the rule is constructed to Match Case or not (Yes or No).

To edit a rule condition:

- 1 Select the rule from the Rules page and click the **Edit** button. The Edit Rule page appears. The condition(s) populate the **Add the Rule Conditions** list box.
- 2 Select the condition you wish to edit. The editing options are:
 - **Add AND/OR.** The Edit Conjunction dialog appears when you click this button. Select either AND or OR. Click **Save** to save your choice; click **Cancel** to cancel your selection.
 - **Edit.** The Define Condition dialog appears when you click this button.

- **Where.** Select to which part of the message the added/edited rule applies: From, Subject, Sender, To, or Body Header.
- **Delete.** Click this button to delete the selected Rule Condition(s).
- **Move Up.** Click this button to move the selected condition up in the rule's processing priority.
- **Move Down.** Click this button to move the selected condition down in the rule's processing priority.



Note: Editing options that are unavailable for the selected condition are grayed out.

- 1 Set the action to take when conditions listed above are met.
 - a) **Action Type.** Options are: **Move to mailbox**, **Forward**, **Delete**, **Copy**, **Bounce**.
 - b) **Target.** Enter the name of the target mailbox that will receive messages that are selected by your rule.

Creating Rules Using Regular Expressions

The expressions for each element of a delivery rule are shown in the following table.

Message Areas	Expression
From:	F
Subject:	S
Sender:	N
To:	T
entire header (everything preceding the body)	H
entire body of message	B
Condition	Expression
contains	~
does not contain	!~
equals	=
does not equal	!=
Text Pattern	Expression

Any character	.
Any of the values separated by vertical bars within the parentheses; the vertical bar represents "or"	(this that other)
Any word character (a-z, A-Z, 0- 9)	\w
Any non-word character	\W
Any digit (0- 9)	\d
Any non- digit	\D
Any white space (spaces and/or tabs and/or carriage returns	\s
Any non-white space	\S
Any punctuation character (any character other than \w or \s)	\p
Any non-punctuation character	\P
Quantifier	Expression
Zero or more	*
One or more	+
Exactly 100	{100}
At least n1, but not more than n2 (where n1 and n2 are numbers)	{n1,n2}



Note: The following characters have special meaning in a rule: `{ } () | * + , . : \ [ ] ^ $` If you want to use one of these characters in a search string, precede it with a backslash. For example, to search for a plus sign, enter `\+` in the search string.

For example, you use Outlook to read your mail. Since AntiSpam identifies spam by inserting the word SPAM into the X-Header, and Outlook labels spam by inserting [s] into the header, you may wish to route these messages to a folder you've created called

SPAM. To do this, Create a new rule, such as Rule 4, where the Subject Text Contains \[SPAM\] OR \[s\], the Action Type is Move to Mailbox, and the Target is SPAM.

Preferences

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The above client preferences will personalize your web client settings.

Click **Preferences**  at the bottom of the folder tree.



Note: Click **Save** after making changes to your user settings.

User Settings

How to get here

General User Settings

- **Full Name.** Enter your preferred full name in the text box.
- **Reply To.** Enter your complete e-mail address in the text box.
- **Forward To.** Enter the e-mail address to which you want all your email automatically forwarded.
 - For example, you can forward messages to your assistant, or to another mailbox besides Inbox by entering the forwarding address as `yourUser ID-othermailbox`.



Note: To forward e-mail to another mailbox and also keep a copy in the original mailbox by preceding the email address with ".,," allowing no spaces in between .



Example: `".,email@address.com"`

- **Encoding.** Default message encoding used for sending messages. Default setting is Unicode (UTF-8).
 - **Unicode (UTF-8).** Choose this character set for multi-language mail. In IMail, this includes English, Chinese Simplified, Chinese Traditional, French, German, Italian, Japanese, or Spanish.
 - **English (US-ASCII).** For composing e-mail for English-speaking readers, based on the English alphabet.
 - **Western European (ISO-8859-15).** For composing email in French, Italian, German, or Spanish.
 - **Chinese Traditional (BIG5).** For composing e-mail in traditional Chinese.
 - **Chinese Simplified (GB2312).** For composing e-mail in simplified Chinese.
 - **Japanese (ISO-2022-JP).** For composing e-mail in Japanese.

Change Password

Your System Administrator controls the complexity of your user password settings. Carefully read all rule requirements for changing your password.



Note: New Password can not be set to "password" or your **Username**

- **New Password.** Enter your new password in the text box.



Note: Passwords cannot include spaces, and cannot exceed thirty characters.

- **Retype Password.** Retype the new password in the text box.



Tip: Valid special characters are as follows [! @ # \$ % ^ & * () _ + } { " : ' ? / > . < ; ,]

Viewing Tab

The following items only apply to the standard version of Web Messaging.

- **Upon login go to:** This drop down box gives two alternate selections for login.
 - **INBOX** - Initial login will open the INBOX message folder.
 - **Default Page** - Initial login will open the mail folders page, displaying all message folders and sizes. This can be manually accessed by clicking on **E-mail** in the folder tree.
- **Show Message Preview Pane.** Checked by default. This feature will split your message list window, and allow user to preview the selected message below the message list.

When preview pane is off, the message list window will display more messages, but will required a double click to view a message.



Note: This control is not used with the low bandwidth template, as it is set to automatically open a message when clicked on.

- **Display selection check boxes in grids.** Checked by default for new users. This feature allows selection of a message by use of a check box. Unchecked will remove the check boxes and revert to usage of message highlighting with usage of the shift+ key for blocks of messages, or the ctrl+ for multiple random messages on a page.



Note: For existing users before who have a saved user preferences file, the check box option will be turned off. For existing users that have never saved their preferences, they will be treated as a new user with the check box option turned on.



Important: "Check All" will only apply to the currently displayed page for the standard web client.

The following preferences only apply to the low bandwidth template (Web Messaging Lite).

- **Upon login go to:** This drop down box gives three alternate selections for login.
 - 1 **Default Page** - By default the initial login page displays a message showing the number of unread messages. This message is also a link to the user's **INBOX** if there are new unread messages. This check box will skip this page and go to **View Mail Folders**.
 - 2 **Mail Folders Page** - Initial login will open the mail folders page, displaying all message folders.
 - 3 **INBOX** - Initial login will open the INBOX message folder.

- **Message Click Action.** Use the drop down menu for the following two options:
 - View Message in Existing Window
 - View Message in New Window
- **Number of items to show per page.** Default set to 10. Allows flexibility for users customize page display. If the number is larger than the screen will hold, a scroll bar will appear. When there are more messages to display than the setting, then linked page numbers will display at the bottom of the message folder. The highlighted page will tell you what page you are on.

If your messages per page is set to a number that higher than what will fit in your web browser window, a scroll bar will appear.
- **To/From maximum characters to display.** Default set to 50. To/From is the address displayed in a mailbox folder list. The number set will control the maximum number of characters that will display in the mailbox folder before it truncates the display. This control allows flexibility for users with wide monitors or large font.

For example, for a user with a wide monitor can set this field to 70 to allow more characters to display. Should the screen display not be wide enough the displayed line will wrap within the text box.
- **Subject maximum characters to display.** Default set to 50. Subject is the message subject displayed in a mailbox folder list. The number set will control the maximum number of characters that will display in the mailbox before it truncates the display. This control allows flexibility for users with wide monitors or large font.

For example, for a user with large font can set this field to 30 to allow fewer characters to display. Should the screen display not be wide enough the displayed line will wrap within the text box.
- **"Check All" will check all items across all pages in a mail folder.** Unchecked by default. This feature controls check boxes on a current page or check boxes for all messages in the mailbox folder.

When this feature is checked, the "Check All" will mark all messages in the mailbox folder.

When this feature is unchecked, the "Check All" will check only the messages on the current page.

Sending Tab

Composing

Following are User **Preferences** settings for composing new messages:

- **Default New Message Style.**
 - **HTML.** Select this option if you wish to compose your message using features such as bold, italic, underlining, multiple fonts, multiple colors, bullets, numbering, etc.

- **Plain Text.** Select this option if you wish to compose your message using no formatting.
- **Open Compose In:**
 - **Same Window.** This option lets you compose your message in a new message window that replaces the message list.
 - **New Window.** This option lets you compose your message in a new message window separate from the message list.
- **Save Copy of Outgoing Messages in Sent folder.** Choose this option if you wish to keep copies of your messages in the **Sent** folder.
- **Save Recipients by Default.** Choose this option if you wish to automatically add recipients to your Contacts when sending new messages.
- **Enable Autosuggest for contacts (Web Messaging Standard Only).** Choose this option to automatically suggests message recipient names as you type them in the To text box. If the recipient exists in your contacts, a drop down containing the complete name appears.



Note: This feature is not available in the low bandwidth template, due to the large bandwidth requirement.

Forwarding

- **Include original message.** Checked by default. This check box will include the original message when it is forwarded.
- **Include attachments.** Checked by default. This check box will include the original attachments when it is forwarded.

Replying

- **Include original message.** Checked by default. This check box will include the original message in your reply.



Note: **Reply To** does not include attachments. Use **Forward** to include attachments when sending a message.

Deleting Tab

- **Deleted Folder / Purge.** Radio button selection.
 - **Move message to deleted folder.** Set by default. Select this option to move deleted messages to the Deleted folder. These messages remain in the folder until you purge them by selecting one or more messages and clicking the **Delete** button.

- **Purge Message.** Select this option to completely remove deleted messages. Purged messages are deleted from the server and cannot be recovered.
- **Confirm Before Delete.** Set by default. Select this check box to have IMail ask you to confirm the request before deleting the selected message(s).

Auto Responder Tab

How to get here

Use this area to set up an automatic response so that each time you receive message, a prepared message is sent back to the sender. This feature is activated when the **Enable** check box is checked. Once activated text can be entered in the **Message** box.



Note: To prevent automatic responses to bulk mailers, an automatic response is not sent if the original message contains the Precedence:bulk header. To prevent automatic responses to list server mailing lists, automatic responses are not sent if the original message contains mailsrv in the mail address.

- **Enable.** Select the check box to enable the Auto Responder. Clear the check box to disable it.
- **Folder.** Select INBOX from the list box if you want all incoming mail to activate the automatic response. If you want the automated response to be activated only for any other mailbox folder, select it from the list box.
- **After Responding Forward mail to.** If, in addition to sending an automatic response, you want to forward incoming messages to another mailbox folder, type the folder name in the text box.
- **Message.** In the text box, enter the message to be returned to all senders who send mail to the specified mailbox. The first line of the body of the message is used as the subject line for the automatic response.

Signature Tab

A "**signature**" is a tag that is added to the end of all your messages. For example, you might add a signature that says, "Be sure to visit my new web site." Or, you might prefer to enter your name, phone, and address information. Enter the desired text in the **Signature** text box. If you do not want to include a signature, leave it blank.



Note: If you use the rich text editor to compose messages and you want to include text formatting on your signature, you can format the signature by adding standard HTML tags to the signature.

Example:

```
<h4>John Q. Public</h4>
<h5>Phone 706-123-4567<br>
Fax 706-321-7654
```



Note: Compare this feature to the Auto Responder feature (which sends an automatic response to each message that's received, regardless of whether or not the sender has already received the automatic response).

Vacation Message Tab

How to get here

You can automatically send a vacation message to anyone who sends you mail. This feature is activated when you enter a message in the **Vacation Message** text box and click **Enable**. Your vacation message will be sent once to each email address that sends you mail. The email addresses of those who have been sent your vacation message are tracked, to prevent any email address from receiving your vacation message more than once.



Note: Compare this feature to the *Auto Responder* (on page 54) feature (which sends an automatic response to each message that's received, regardless of whether or not the sender has already received the automatic response).

To send a vacation message

- **Enable.** Checking this check box will notify each user who sends you mail
- **Vacation Message** text box allows input only if enabled. This message will be sent once to each user who sends you mail.

To stop sending a vacation message

- Clear the **Enable** check box.

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