

Hostopia WebMail Help



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Getting started with WebMail

Version History

Current help version: **v2.0**

Introduction to WebMail

WebMail is a multi-featured, customisable, browser independent email system. Some of WebMail's many features include: contact list, daily schedule, to do list, spell checker and web bookmarks.

WebMail can be accessed from any location with access to the Internet and a web browser.

Cookies and WebMail

WebMail uses cookies to keep track of user information and therefore cookies must be enabled before logging onto WebMail.

Most modern browsers support cookies and include an option to enable and disable them.

To find out more about cookies and how to control them, consult your browser's documentation.

Logging in to your account

To access your WebMail account, connect your browser to your webhosting service's website and click on the WebMail logo.

Enter your username in the form of username@yourdomain in the username field of the login page. Enter your email password in the password field. Click the "Log in" button to start the authentication process. Your password is not displayed for security purposes.

If your user information is incorrect, the login page will be re-displayed.

Connection time limit

No limits are placed on how long you can be logged into your account.

WebMail will not time you out of your session regardless of inactivity. Your session ends when you log out or close your browser.

Logging out of WebMail

To log out of WebMail, click the "Logout" link on any page.

Logging out of a WebMail session ensures the security of your account. After you log out, another user cannot use your browser's back or history functions to access your account.

The main page - your account overview

Grouping users and items

Adding a group

To add a group, click the "Add group" link and an add group page will be displayed. Enter the name of the new group in the text box and click the "Add" button.

Group naming convention

Group names follow standard UNIX filename convention. Most characters are valid, but avoid spaces, tabs and characters that have a special meaning to the shell, such as:

`;()|?\' : `[]{} $ - !/.`

Viewing group information

To view the members of a group, click the group's name.

Placing an object in a group

To place an object in a group, refer to this topic under the object's name in this document.

Editing a group

The group editing function allows you to update a group's name or delete it.

To update the name of a group, select a group and click the "Edit group" link. Once the group editing page is displayed, enter the new name for the group in the text box and click the "Update" button.

To delete a group, select a group and click the "Edit group" link. Once the group editing page is displayed, click the "Delete" button to permanently delete the group. The deleted group cannot be recovered.

Deleting a group

WebMail gives you two methods to delete groups.

The first method is to use the edit groups function.

The second method is to use the "Delete" link on the group viewing page. To use this method, select a group by clicking its name. When the group viewing page is displayed, click the "Delete group" link to permanently delete the group.

Once deleted, a group cannot be recovered.

Configuring your WebMail account

Preference settings by function

Bookmarks

The preference settings for the Bookmarks function are:

Default group for new items - The group that new bookmarks are placed into. The default is "Unfiled".

Default sort order for contacts list - The default order in which to sort the bookmarks. Choices are: item, group and url.

Invert sort order - Invert the sorting order. The two sort orders are ascending and descending.

Contacts

The preference settings for the Contacts function are:

Default group for new items - The group that new contacts are placed into. The default is "Unfiled".

Default sort order for contacts list - The default order in which to sort the bookmarks. Choices are nickname, name, company, group and email.

Invert sort order - Invert the sorting order. The two sort orders are ascending and descending.

Number of Messages to index on one screen - The number of messages that can be viewed on one screen. The default number is 20. As the number of messages displayed on a screen increases, the time to load the page increases.

Global preferences

Global preferences are options that affect the entire WebMail application. The options are:

Menu style 1 - This option controls the appearance of the WebMail top level menu. This menu contains the options to navigate to the main WebMail features including Main, Mail and contacts. Some of the available options are: HTML style links, drop-down menus and lists.

Menu style 2 - This option controls the appearance of the WebMail secondary menu. This menu contains the options to navigate secondary, page specific WebMail features including (from the main Mail page) New Message and Folder Management. Some of the available options are: HTML style links, drop-down menus and lists.

Language - The language option allows you to choose the language in which to view your messages. Your browser will have to be properly configured before you can take advantage of this option. The default language is English.

Disable new message indicator in footer - When a new message arrives, you have the option of a message being displayed at the bottom of the page you are presently viewing. This option allows you to turn this message on and off. To disable the message, check the option's checkbox. To enable the message, ensure that the option is unchecked.

Prev/Next style - When a page contains more than one page of information, this option controls the form of the page navigation tool. An example is the main Mail page. If you have many messages, they will be divided into pages. To move from page to page, you click the navigation tool. The tool comes in many forms including: tabbed lists and drop-down menus.

Mail

The preference settings for the Mail function are:

Your Real Name - This field holds your name. This is not your email address or your user name, but your real name.

Reply-To - Fill in this field with an email address if you need to have replies to your messages sent to an address other than the one your messages are sent from.

Automatic Signature when composing new mail - An automatic signature is a block of text that is appended to the end of your messages. Do not confuse an automatic signature with a written signature. The automatic signature is always in text form. Use it to personalise your messages with your name, place of work, a favourite quote, etc.

Wrap Lines at this many characters - This option controls how many characters are entered before wrapping to the next line. Alter this option if your display is too large or too small for the present setting. The default setting is 80 characters.

Number of Messages to index on one screen - The number of messages that can be viewed on one screen. The default number is 20. As the number of messages displayed on a screen increases, the time to load the page increases.

Default sort order for mail list - This option controls the default order in which to

sort messages. Choices are date, from and subject.

Invert sort order - Invert the sorting order. The two sort orders are ascending and descending.

Delete and Expunge simultaneously - By default, when you delete a message, it remains in its folder and is marked with a trash can. To permanently delete the message, you click the "Empty Trash" link. This option allows you to skip the empty trash process. By checking this option, the delete command permanently deletes the message without warning. Set this option with care because once a message is deleted, it cannot be recovered.

Save sent items - If this option is checked, a copy of each sent message will be stored in the "sent-mail" folder.

Save sent items in - If the "Save sent items" option is checked, this option allows you to choose the folder in which the sent mail copy is stored. The default is "sent-mail".

Save draft items in - This option allows you to choose the folder in which draft messages are stored. The default is "INBOX".

Display second command bar at bottom - The second command bar holds the "New Message", "Prefs" and other links. This option will allow this command bar to be displayed at the bottom of the page as well as its default top position.

Display messages in separate window - This option allows you to view your messages in a separate browser window. The default setting displays messages in the same window as the main Mail window.

Show contacts list when composing new messages - The contacts list by default is displayed at the top of the message editing page. If you prefer that the contacts list not be displayed on this page, ensure that this option is not checked. If this option is disabled, you will have to add your contacts one by one by continuously loading your "Contacts" page.

Main page

The preference settings for the Main page are:

Disable display of recent mail - The five most recent messages are by default displayed on the main page. This display can be disabled by checking this option.

Disable display of today's schedule - The day's schedule is by default displayed on the main page. This display can be disabled by checking this option.

Notes

The preference settings for the Notes function are:

Default group for new items - The group that new notes are placed into. The default is "Unfiled".

Default sort order for notes list - The default order in which to sort the notes. Choices are: item and group.

Invert sort order - Invert the sorting order. The two sort orders are ascending and descending.

Width of text field - Width of the note body. Units are in characters.

Height of text field - Height of the note body. Units are in characters.

Schedule

The preference settings for the Schedule function are:

Default group for new items - The group that new schedule items are placed into. The default is "Unfiled".

ToDo

The preference settings for the Schedule function are:

Default group for new items - The group that new ToDo list items are placed into. The default is "Unfiled".

Default sort order for ToDo list - The default order in which to sort the ToDo list. Choices are item, group and priority.

Invert sort order - Invert the sorting order. The two sort orders are ascending and descending.

Default priority for new items - ToDo list items are assigned a priority from zero to ten. This option sets the default priority.

Sending and receiving messages

Organizing messages using folders

WebMail allows you to place messages into user defined folders. The folder being viewed is displayed in the folder drop-down menu. To change folders, select a folder name from the drop-down menu and click the "Go" button.

By default, there are two folders: inbox and sent-mail. When you log on to WebMail, the inbox folder is automatically opened. The inbox folder stores all incoming messages. The send-mail folder stores a copy of all outgoing messages.

To create new folders or to manage existing ones, click the "Folder management" link.

Managing folders

Deleting a folder

To delete a folder, choose an existing folder from the drop-down menu beside the "Delete Folder" button. Clicking on the "Delete Folder" button will delete the selected folder, along with all of its contents.

The deleted folder cannot be recovered.

Adding a folder

To add a folder, enter the name of the new folder into the text box beside the "Add Folder" button. Click the "Add Folder" button to finish adding the folder.

Renaming a folder

To rename an existing folder, select the folder to be renamed from the drop-down menu beside the "Rename Folder" button. Enter the new name for the folder in the text box beside the drop-down menu and click the "Rename Folder" button.

Viewing folder statistics

An overview of your folders is obtained by clicking the "Folder Overview" link on the folder management page. The folder overview displays your folder names, the number of new messages, the total messages per folder and the size in bytes of the folders.

To view the contents of a listed folder, click the folder name.

Folder naming convention

Group names follow standard UNIX filename convention. Most characters are valid, but avoid spaces, tabs and characters that have a special meaning to the shell, such as:

;()|?\':`[]{} \$-!/.

Description of the message summary

Each message is divided into five sections, of which three can be used as sorting criteria:

Status

A message is either read or unread. An unread message is designated with an unopened envelope while a read message is designated with an opened envelope. If a message has been marked for deletion, a trash can is displayed.

Date

The date is a sort criteria. By clicking the "Date" link at the top of the message list, the messages will be displayed in order by date.

From

The sender of a message is a sort criteria. By clicking the "Sender" link at the top of the message list, the messages will be displayed in order by sender.

Subject

By clicking on the subject of a message, the message view page is displayed. The subject is a sort criteria. By clicking the "Subject" link at the top of the message list, the messages will be displayed in order by subject.

Size

The size of a message is displayed in bytes if under 1000 bytes or in kilobytes if over 1000 bytes.

Viewing and responding to messages

Understanding the message header

The message header is composed of several sections. Some of the sections are informational only, while others are links that provide extra functionality. The sections are:

Date: The date the message was received by the system.

From: The sender of the message.

To: The recipient of the message.

Subject: The subject of the message.

Full Headers: A link, if clicked which will show all the header details. The default setting is a brief display.

Adding the sender to your contact list

To add the sender of a message to your Contacts list, click the index card image that appears to the right of the sender's email address.

The contacts page will open with the sender's information automatically filled in.

Using addresses and URLs in a message

Email addresses and URLs included in a message are displayed as links. To use an email address in a message, click the address. A message editing page will be displayed and is automatically addressed with the selected address.

To view a URL in a message, click the URL. A new browser window will open and the contents of the selected URL will be displayed.

Deleting a message while viewing it

To delete a message from the viewing page, click the "Delete" link. The page will refresh and the next message (as ordered in the message list) will be displayed.

The deleted message will be designated with a trash can in the status section of the main mail page.

Replying to a message

To reply to a message, click the "Reply" link from the message viewing page. A message editing page will be displayed with the sender's address in the "To" field. The subject of the reply is automatically entered in the form of "Re: original message subject". The body of the original message is included in the reply with each line preceded by a ">" symbol.

Text can be added to the body of the message if desired. To finish the reply, spell check it if necessary and click a "Send Now" button.

Replying to all recipients of a message

To reply to all the recipients of a message, click the "Reply to all" link on the message viewing page. The message editing page that opens is similar to the one opened by the "Reply to" link, except all the recipients are included in the relevant address fields.

Text can be added to the body of the message as desired. To finish the reply, spell check it if necessary and click a "Send Now" button.

Forwarding a message

To forward a message, click the "Forward" link from the message view page. A message editing page will open with the subject field in the form of "Fwd: original message subject". The body of the original message is included in the reply with each line preceded by a ">" symbol.

Text can be added to the body of the message if desired. To complete forwarding the message, fill in the appropriate address fields, spell check if necessary and click a "Send Now" button.

Recomposing a message

The recomposing option allows you to view a message in an editing page. The normal message viewing page does not allow direct editing of the message. The recompose option allows full editing control over a received message.

To recompose a message, click the "Recompose" link on the message viewing page. A message editing page will open with the original message's fields and body text entered in the appropriate fields.

Printing a message

Messages are printed using the browser's print function or can be cut and pasted to a word processor.

The "Print View" link on the message viewing page allows just the message to be viewed. The viewing page's links and buttons are suppressed by "Print View" to allow for a clean print out.

Once the "Print View" link has been clicked and the message is re-displayed, use the browser's built in print functions to print the message.

Selecting or deselecting a message

To select a message, click the check box that appears beside the message's size display. To deselect a message, click the message's check box and the check mark will disappear.

The "Select None" button deselects all selected messages and the "Select All" button selects all the displayed messages.

Deleting or undeleting a message

To delete a message, select it and click the "Delete Selected" button. Multiple messages can be deleted with multiple selections. A deleted message is designated with a trash can in the status section.

Once a message has been marked for deletion, it can be permanently deleted by clicking the "Empty Trash" link. There is no way to recover a permanently deleted message.

A message marked for deletion can be undeleted by selecting it and clicking the

"Undelete Selected" button.

Copying and moving messages

Messages can be copied or moved to a specified folder. Copying a message leaves the original in the source folder and an exact copy in the target folder. Moving a message transfers the original to the target folder. To copy or move a message from the main mail page:

1. Select the desired message or messages.
2. Click either the "Copy" or "Move" radio button
3. Select the target folder from the target folder drop-down menu located at the bottom right of the page.
4. Click the "Go" button located beside the target folder drop-down menu.

You can also move a message from within a message viewing page by clicking on the "Move" link. A message moving page will be displayed. Choose the target folder from the "Folders" drop-down menu and click the "Move" button. The main mail page will then be displayed.

After moving a message, the original message remains in the source folder and is marked for deletion with a trash can.

Confusing the folder viewing drop-down menu at the top left of the page with the target folder drop-down menu will make the operation fail.

Creating a new message

Addressing message with or without contacts

WebMail allows you to directly access your contacts from within the editing window.

To address your message using your contact list, select the required contacts from the "Contacts" list and click the appropriate "Add to" button. Email addresses can also be manually entered directly into the appropriate "To", "CC" and "Bcc" fields. Multiple entries must be separated with a comma.

Addresses entered into the "To" and "CC" fields are visible to all recipients of the message. Addresses entered into the "Bcc" field are not visible to any recipient.

Entering a message subject

The "Subject" field is a one line description of the message. If a subject is not entered into the field, the line "[no subject]" will be automatically be entered for you.

Creating attachments

Files of any kind can be sent via email as an attachment. The attachment can then be downloaded by the recipient onto a local machine. To create an attachment, enter the complete path of the file to be attached in the "Attachment" field.

If the desired file's path is unknown, click the "Browse" button and locate the file via the file chooser dialog box. After selecting a file and clicking the chooser's "Open" button, the file's complete path will be entered in the "Attachment" field.

Multiple attachments can be sent by entering the number of attachments in the "Attachments" text box. Click the "Change" button to display the selected number of attachment text boxes.

Presently, the maximum size of an attachment is 25 Megabytes.

Entering the message body

The body of the message is entered into the large text area on the page. Line wrapping is automatic and the vertical scroll bars enable when the text reaches the bottom of the window.

Spell checking

WebMail includes a spell checker for the message body. To spell check the text of the message body, click one of the "Spell Check" buttons. The edit page will refresh and the message will be re-displayed. The spell checked message will be labelled "Spell Checked Version". Only those words not found in the spell checker's dictionary will be editable. The editable words are displayed in drop-down menus.

To edit a word in a drop-down menu, either erase the relevant part of the word or choose one of the words offered in the drop-down menu's list. When you are satisfied with the spelling of the message, click the "Recompose" button. The page will refresh and will return to the regular editing mode.

Sending a message

To send a message, click the "Send Now" button.

Saving a message draft

To save a draft of a message for future editing, click the "Save draft" button. A copy of the message will be stored in the designated draft folder.

To view or change the folder used to store drafts, click the "Prefs" link on any mail page.

Saving a message externally

To save a message to a floppy disk or hard drive, you must use the browser's save function. The message will be saved as HTML and can be viewed later in a browser.

There is no direct way to save a plain text version of a message from WebMail.

If you want to save a plain text version of a message, you can cut and paste the text of the message into a word processor. Another option is to use an HTML editor's "strip tags" function to remove the HTML tags of a message saved by the browser.

Refreshing the message list

Refreshing the message list will show any new messages that have been received since the page was last refreshed. To refresh the message list, click the "Refresh" link on the main mail page.

Managing your contact list

Description of the contact summary

Each contact is divided into five sections, all of which can be used as sorting criteria:

Nickname

A nickname is a short (usually one word) field which identifies the contact. Clicking the nickname displays the contact editing page.

The nickname is a sort criteria. By clicking the "nickname" link at the top of the contact list, the contacts will be displayed in order by nickname.

Name

The name is a combination of the contact's last and first name. The name is a sort criteria. By clicking on the "name" link at the top of the contact list, the contacts will be displayed in order by name.

Company

The company is a sort criteria. By clicking the "company" link at the top of the contact list, the contacts will be displayed in order by company.

Group

Contacts can be ordered by group. The group is a sort criteria. By clicking the "group" link at the top of the contact list, the contacts will be displayed in order by group.

Email

The email address is a sort criteria. By clicking the "email" link at the top of the contact list, the contacts will be displayed in order by email address.

Creating a contact

To create a contact, click the "Add item" link and the contact editing page will be displayed. This page holds information regarding the contact. None of the fields are required, however to be useful, at least an email address should be entered. Only some of the information will be visible from the main contacts page.

To view all of a contact's information, click the desired "nickname" link from the main contacts page.

Using groups to organise contacts

Contacts can be assigned to groups. A contact can be assigned to a group at the time of creation or afterwards. A contact can only be assigned to an existing group. Until assigned a group, a contact is listed as "Unfiled". Unfiled is not literally a group but a statement about the contact's group status.

To assign a contact to a group at creation, select the desired group from the "Group" drop-down menu as you are filling in the fields on the contact editing page.

Selecting or deselecting a contact

To select a contact, click the check box that appears beside the contact's email address. To deselect a contact, click the contact's check box and the check mark will disappear.

The "Select None" button deselects all contacts and the "Select All" button selects all the contacts.

Deleting a contact

To delete a contact, select it and click the "Delete Selected" button or click its trash can image. Multiple contacts can be deleted with multiple selections. There is no way to recover a deleted contact.

A contact can also be deleted from the contact editing page by clicking on the "Delete" button.

Copying and moving contacts

Contacts can be copied or moved to a specified group. Copying a contact leaves the original in the source group and an exact copy in the target group. Moving a contact transfers the original contact to the target group. To copy or move a contact from the main mail page:

1. Select the desired contact or contacts.
2. Click either the "Copy" or "Move" radio button
3. Select the target group from the target group drop-down menu located at

the bottom right of the page.

4. Click the "Go" button located beside the target group drop-down menu.

You can also move a contact from within the contact editing page by selecting the target group from the "Group" drop-down menu and clicking the "Update" button.

Importing contacts from Outlook and Netscape

Contacts can be imported from Microsoft Outlook 2000/98/Express and from Netscape 4.6/4.7x in CSV (comma separated values) format. To import contacts into WebMail, click the "Import" link on the main contacts page and the import contacts page will be displayed.

Export your address book/contact list from either Netscape or Outlook in CSV format. Check your browser's documentation if you are unsure of how to complete the export process.

Use the "Import from" drop-down menu to select the application from where the contacts will be imported. Enter the complete path of the CSV file containing the contacts into the "From file" text box or use the "Browse" button to locate the file.

Complete the import process by selecting a group in which to store the imported contacts and click the "Go" button. If the process is successful, the contacts will be imported and will appear in the selected group.

Organizing your daily schedule

Date viewing methods

WebMail provides several ways to navigate and view dates. You can view different months, days and the present day.

Month

From the main schedule page, months can be viewed by clicking the calendar's forward and reverse arrows. The reverse arrow displays the month previous to the one currently displayed while the forward arrow displays the next month.

Day

You can view a specific day by clicking the desired day on the calendar. You can also choose a day by using the fields at the bottom of the main schedule page. To use the field method, select the desired month, day and year. Click the "Go" button at the bottom right of the page to view the selected day.

Current day

To view the current day, click one of the "Go to today" links on the main schedule page. The current date is controlled by the server and cannot be set by the user.

You can toggle between daily, weekly and monthly views by clicking on the "Daily View", "Weekly View", and "Monthly View" links.

Display of schedule entries

Schedule items for the day are displayed beside the calendar on the main schedule page and at the bottom of the main WebMail page. An item's time, group and description are displayed.

To view the complete details of an item, click its description.

Selecting daily or monthly view

The schedule has two viewing modes: monthly and daily. The monthly mode displays a calendar while the daily mode displays a single day divided into hours.

To switch between modes, click either the "Daily view" or "Monthly view" link.

Adding a schedule item

To add an item to the schedule, first select the desired date. Once the date is selected, click the "Add item" link and the item editing page will be displayed.

Once the item editing page is displayed, fill in the appropriate fields and click the "Add" button.

The text entered in the "Subject" field will appear as the "Description" text when the item is displayed.

Deleting a schedule item

To delete a schedule item, click the item's description. An item editing window will be displayed. To delete the item, click the "Delete" button at the bottom of the page.

Once an item is deleted, it cannot be recovered.

Updating a schedule item

To update a schedule item, click the item's description. The item editing window will be displayed. Edit the item as desired and click the "Update" button at the bottom of the page.

Using groups to organize schedule items

Schedule items can be assigned to groups. An item can be assigned to a group at the time of creation or afterwards. An item can only be assigned to an existing group. Until assigned a group, an item is listed as "Unfiled". Unfiled is not literally a group but a statement about the item's group status.

To assign an item to a group at creation, select the desired group from the "Group" drop-down menu as you are filling in the fields on the item editing page.

Moving schedule items

You can move a schedule item from one group to another. To move an item, click its description and an item editing page will be displayed. Select the target group from the "Group" drop-down menu and click the "Update" button at the bottom of the page.

Range of dates supported

Dates are based on a UNIX time function. The schedule presently supports years in the range of 1970 to 2035.

Performing schedule maintenance

The schedule maintenance function allows you to delete a range of schedule items.

To perform schedule maintenance, click the "Maintenance" link from the Schedule page. Choose the range of dates to delete from the "Delete records older than" drop-down menus. To preview the items that will be deleted, click the "Preview" button. To permanently delete the selected items, click the "Delete" button.

Once an item or range of items are deleted, they cannot be recovered.

You can also view a specific day's schedule items by filling out the "GoTo" drop-down menus and clicking the "Go" button.

ToDo list management

Description of the ToDo display

The ToDo function displays the group that is being viewed as well as a list of ToDo items. Each list item is broken into five sections, some of which can be used as sorting criteria:

Item

The item is the name of the item and a sort criteria. By clicking the "item" link at the top of the ToDo list, the list will be displayed in order by item.

Group

The group is a sort criteria. By clicking on the "group" link at the top of the ToDo list, the list will be displayed in order by group.

Priority

The priority is a numerical rating (from zero to ten) given to a list item indicating its level of importance. Priority is a sort criteria. By clicking on the "priority" link at the top of the ToDo list, the list will be displayed in order by priority.

Status

An item's status has two states: "not completed" and "completed". Not completed is designated by a red dot in the status section while completed is designated with a green check mark.

Adding a ToDo item

To add an item to the ToDo list, click the "Add item" link on the main ToDo page. When the ToDo item editing page is displayed, fill in the appropriate fields and click the "Add" button.

Deleting a ToDo item

To delete a ToDo item, click the item's description from the main ToDo page. A ToDo item editing window will be displayed. To delete the item, click the "Delete" button at the bottom of the page.

Once an item is deleted, it cannot be recovered.

Updating a ToDo item

To update a ToDo item, click the desired item from the main ToDo page. A ToDo item editing window will be displayed. Edit the item as desired and click the "Update" button at the bottom of the page.

Using groups to organize ToDo items

ToDo items can be assigned to groups. An item can be assigned to a group at the time of creation or afterwards. An item can only be assigned to an existing group. Until assigned a group, an item is listed as "Unfiled". Unfiled is not literally a group but a statement about the item's group status.

To assign a ToDo item to a group at creation, select the desired group from the "Group" drop-down menu as you are filling in the fields on the ToDo item editing page.

Moving ToDo items

You can move a ToDo item from one group to another. To move an item, click its description and the ToDo item editing page will be displayed. Select the target group from the "Group" drop-down menu and click the "Update" button at the bottom of the page.

Writing notes

Introduction to the Notes function

WebMail's notes function allows you to write notes to yourself as well as make them available to group members.

A note is similar to an email message as it has a topic and body.

Writing a note

To write a note, click the "Add New Item" link on the main notes page. After the note editing page is displayed, enter the note's name, group and description, and click the "Add" button.

Once created, the note will be displayed on the main notes page.

Updating a note

To update the information in a note, click the note's item name in the main notes page. The note editing page will be displayed. Update the note information as necessary and click the "Update" button at the bottom of the note editing page.

Deleting a note

To delete a note, click the note's item name in the main notes page. The note editing page will be displayed. Click the "Delete" button at the bottom of the note editing page to permanently delete the note.

Once a note is deleted, it cannot be recovered.

Viewing a note

To view a note, click the note's item name in the main notes page. The note editing page will be displayed.

After reading the note, you have the option of updating or deleting it. If you do not want to do anything to the note, click on one of the WebMail option links to leave the note editing page.

Using groups to share notes

You can shared notes with other WebMail users by placing them in groups.

Notes are placed in groups on the notes editing page. To place a note in a group, click on the name of the note in the main notes page. When the notes editing page opens, select a group from the "Group" drop-down menu and click the "Update" button. The note will appear when you view the contents of the selected group.

When a note is created, it can also be assigned to a group using the above procedure.

Keeping track of Internet bookmarks

Description of the bookmark display

The Bookmark function displays the group that is being viewed as well as the list of bookmarks. Each list item is broken into three sections which can be used as sorting criteria:

Item

The item is the name of the bookmark and is a sort criteria. By clicking the "item" link at the top of the bookmark list, the list will be displayed in order by item.

Group

The group is a sort criteria. By clicking the "group" link at the top of the bookmark list, the list will be displayed in order by group.

URL

URL is an acronym for Uniform Resource Locator. A URL in the context of a web browser represents the location of a web page. See the glossary for more details. The URL is a sort criteria. By clicking the "url" link at the top of the bookmark list, the list will be displayed in order by URL.

Adding a bookmark

To add a bookmark, click the "Add item" link on the main bookmark page. When the bookmark editing page is displayed, fill in the appropriate fields and click the "Add" button.

When entering the URL, you have the option of not adding the prefix "http://". Most modern browsers will add the prefix automatically. To be certain that the bookmark works with all browsers, add the prefix manually.

Deleting a bookmark

To delete a bookmark, click the desired bookmark's item name from the main bookmark page and the bookmark editing window will be displayed. To delete the bookmark, click the "Delete" button at the bottom of the page.

Once a bookmark is deleted, it cannot be recovered.

Updating a bookmark

To update a bookmark, click the desired bookmark from the main bookmark page. A bookmark editing window will be displayed. Edit the bookmark as desired and click the "Update" button at the bottom of the page.

Using a bookmark

To activate a bookmark, click the desired bookmark's URL from the main bookmark page. A new browser window will open and the content of the bookmark's URL will be loaded.

Using groups to organize bookmarks

Bookmarks can be assigned to groups. A bookmark can be assigned to a group at the time of creation or afterwards. A bookmark can only be assigned to an existing group. Until assigned a group, a bookmark is listed as "Unfiled". Unfiled is not literally a group but a statement about the bookmark's group status.

To assign a bookmark to a group at creation, select the desired group from the "Group" drop-down menu as you are filling in the fields on the bookmark editing page.

Moving a bookmark

You can move a bookmark from one group to another. To move a bookmark, click its item name and the bookmark editing page will be displayed. Select the target group from the "Group" drop-down menu and click the "Update" button at the bottom of the page.

Glossary

Bcc

Blind carbon copy. A field in an email message's header. Identical in use to the CC field with the exception that addresses in the Bcc field are not visible to the recipients of the message.

Bookmarks

A bookmark is a URL combined with some descriptive information. Web Mail allows you to keep a list of bookmarks just like most browsers do.

CC

Carbon copy. A field in an email message's header. Use the CC field if you want to send a copy of a message to someone. Addresses in the CC field are visible to all recipients of the message.

Cookies

A cookie allows a server to store information about a user on the user's computer. Cookies are text files that have been stored on your hard disk. You can view the cookies set on your machine but they usually be encoded. Check your browser's documentation for the location of its cookies. You can turn cookies off through a browser setting.

Copy

The process of making a copy of an original object and storing the copy in a target location. The source object remains unchanged.

Drop-down menu

A Drop-down menu displays a list of options from which the user can select an item. A drop-down menu initially shows only one option. The user can click the menu's down arrow to display the rest of the options.

Folder

Used like directories to hold messages.

Groups

WebMail uses groups to allow the user to categorise various objects. WebMail objects that can be placed into categories are: messages, contacts, schedule items, ToDo list items and bookmarks.

HTML

HTML - an acronym for Hypertext Markup Language. HTML is a set of tags (codes) inserted into a plain text file to be displayed by a web browser. HTML tags instruct the browser how to display the text. While HTML is a standard recommended by the World Wide Web Consortium (W3C), most browsers also

provide non-standard tags.

Inbox

A WebMail folder that by default holds incoming and draft messages.

Move

The process of relocating an original object. After the operation, the object resides in a new location.

Radio button

A graphical user interface widget for exclusive choices. Radio buttons are set in groups. Only one radio button in a group can be in the on position.

Sent-mail

A WebMail folder that by default holds copies of sent messages.

URL

an acronym for Uniform Resource Locator. A URL is the address of a file on the Internet. The type of file depends on the Internet protocol being used. Two of the most commonly used protocols are HTTP and FTP. The URL contains as a prefix, the name of the protocol required to access the file. A URL is structured in the form of: protocol://domain/path_to_file. An example is:
http://www.mybusiness.com/index.html.

Web based mail

A form of email client that allows you to access your email through a web browser. WebMail allows you to access your email from anywhere. All you need is a connection to the Internet and a web browser.

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