



# E-Mail

Help Documentation

## **E-Mail**

### **Mail Folders**

Utilizing folders in SmarterMail is the general method of storing messages that are both sent and received, either from within the web interface or, if you set it up properly, from your email client. Several folders have specific purposes, and you can also add other folders to store specific categories of mail. Common folders include Inbox, Drafts, Sent Items, Deleted Items, and Junk E-Mail. Some folders will be automatically created when you perform certain actions, like the Sent Items folder after sending the first new message from a new email account. For more information about the specific purposes of the folders, see below .

To add or edit your email folders simply choose My Folders from the Settings menu.

### **My Folders**

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

**Folder Auto-Clean** - Click this button to edit your auto-clean settings. Users can now auto-clean their inbox if enabled by the System Administrator. For more information about auto-clean, please refer to the help topic My Folder Auto-Clean .

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

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

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

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

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

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

## Adding a Folder

Folder Name - Enter the name of the new folder. Using a backslash character '\' when naming a new folder (e.g. Family\mom) will create a sub-folder, which can be useful if you wish to sub-categorize your email. Only lower ASCII characters are supported in the folder name due to limitations with certain protocols.

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

## Special Folders

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

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

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

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

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

## Viewing Messages

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

Note: Depending on whether you have Show Preview Pane enabled in My Settings, the page may have slight variations. The preview pane allows you to quickly peruse the message. If you have problems using the preview pane, try turning it off, as some browsers and older computers perform better with the non-preview page.

## Working with Email

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

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

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

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

- **Check Box** - Check the boxes next to messages you wish to perform actions on. Any items checked will be included in actions that you choose from "Choose an Action" or "Move to Folder." Clicking on the check box in the header will select all / none of the items.
- **Attachment Icon** - If the messages have an attachment, an icon will show up in this column.
- **Status Icons** - The four status icons inform the user of what actions have been taken for each message in their inbox. The icons are as follows: the yellow envelope indicates an unread message, the open envelope means the message has been read, the envelope with a blue arrow indicates a reply, while the envelope with a red arrow indicates a forward.
- **Date** - The date the email was received into the mail system. For items received in the past week the time received will also be shown. If just a time is shown then the message was received today.
- **Size** - The size of the email, in kilobytes.

## Navigating Pages

Use the navigation area below the list of messages to browse through multiple pages of email. The black page number is the current page you are viewing. To view a different page, simply click on the page number you wish to view. The "..." will advance to the next set of 10 pages.

## Disk Space Indicator

This indicator may appear if your administrator has specified limits on the amount of disk space that the email account can use. When you start to get close to your limit, it is recommended that you clean out any old messages that you no longer need, especially those in Junk E-Mail, Sent Items, or Deleted Items. To have these maintained for you, enable Folder Auto-Clean under My Folders.

## Actions

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

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

## Moving Messages

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

## Search

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

## Sharing

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

## Reading a Message

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

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

### Action Buttons

Prev / Next - Allows quick navigation between messages.

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

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

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

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

Mark as Spam - Moves this message to the Junk E-Mail folder and adds it to the list of Spam messages that are processed for statistical filtering. The more spam messages you identify using "Mark as

Spam," the better the filter will get over time. This button will not appear while viewing the Junk E-Mail folder.

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

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

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

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

## Email Information Header

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

Date - Time and date the message was sent.

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

Subject - The subject of the message.

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

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

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

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

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

## Composing a Message

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

## Action Buttons

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

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

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

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

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

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

## Message Envelope Items

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

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

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

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

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

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

## Compose Area

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



## Searching Messages

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

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

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

**Folder to Search** - Choose either the current folder or All Local Folders.

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

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

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

## Deleting Messages

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

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

- **Move to Deleted Items folder - (default)** - When items are deleted they are moved to a folder called Deleted Items. If the deleted items folder does not exist, it will be created automatically the first time you delete a message.
- **Auto-Purge folder** - When using IMAP or webmail and messages are deleted from a folder, they are only marked as deleted. Messages are not physically removed from the folder until they are purged. This option will automatically purge the folder after deleting the message. **NOTE:** When deleted messages are purged, the action is final. You will not be able to retrieve these messages later.
- **Mark as deleted** - When the message is deleted with this option, the message remains in the current folder, but will be crossed out and marked as deleted. If the folder is then purged, all

items marked for deletion will be removed.

- Mark as deleted and hide - With this option, any message that has been marked as deleted will be hidden from view in webmail. This will allow you to keep deleted messages without seeing them every time you log into your mailbox. Note: It is important to keep an eye on your email account disk usage when using this option, as your mailbox may be more full than you realize.

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

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

## Effects of Folder Auto-Clean

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

## Folder Auto-Clean

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

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

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

## Options

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

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

Inbox auto-clean - Users can now auto-clean their entire inbox, if permitted by the System Administrator.

## Folder Settings

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

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

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

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

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

## Using Plus Addressing

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

### An Example

myname@example.com

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

myname+ACME@example.com

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

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

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

`myname+Newsletters/ACME@example.com`

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

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

## Enabling Plus Addressing

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

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