



# Reading a Message

Help Documentation

## 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.