



# Email Overview

Help Documentation

## Email Overview

SmarterMail users can send and receive email messages from any computer with an Internet access, anywhere in the world. To access your email, click the mail icon . Depending on your account settings your SmarterMail inbox or the My Today Page will load.

For help understanding the different areas of the inbox, see the inbox diagram .

### Navigating Your Inbox

To sort messages, click on the appropriate column header to sort messages in descending or ascending order by that column. For example, clicking the Size column header will sort items in order of size. Click the header again and the sort will go in the opposite direction.

In general, the following columns are available in the content pane:

- **Checkbox** - Use these boxes to select multiple messages. Messages must be selected before choosing an action from the actions toolbar.
- **Status Indicator** - The five 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; the envelope with a red arrow indicates a forward; and the calendar indicates a new appointment invite or appointment invite response.
- **From** - The sender of the email message.
- **Subject** - The subject of the email message.
- **Date** - The date and/or time the mail system received the email.
- **Size** - The size of the email in kilobytes.
- **Attachment Icon** - If the message has an attachment(s), a paperclip icon will display next to the message size.
- **Follow-up Flag** - If the message is marked for follow-up, the flag icon next to the message size will be red. If the message is not marked for follow-up, the flag icon will have a gray outline.

### Performing Email Actions

In general, the following options are available from the navigation pane toolbar:

**Actions** - Click this button and select the appropriate option to create a new folder, rename a folder, or delete a selected folder.

In general, the following options are available from the content pane toolbar:

- New - Click this button and select the appropriate option to create a new message.
- Actions - Click this button and select the appropriate option to mark messages, move messages or forward multiple messages.
- Mark - Click this button and select the appropriate option to mark the selected message(s) as read, unread, follow-up, no follow-up, spam, or not spam.
- Read - Marks the selected message(s) as read and changes the status indicator appropriately.
- Unread - Marks the selected message(s) as unread and changes the status indicator appropriately.
- Follow-up - Marks the selected message(s) for follow-up and changes the color of the follow-up flag appropriately.
- No follow-up - Removes the selected message(s) as being marked for follow-up and changes the color of the follow-up flag appropriately.
- Spam - Marks the message as spam and moves it to the Deleted Items folder. Note: SmarterMail uses Bayesian filtering to evaluate the header and content of an incoming message and determine the probability that it is spam. This type of spam filtering "learns" to differentiate real mail from unwanted junk mail by examining the words and punctuation in large samples of both types of messages. As a result, every time a user marks a message as spam, the Bayesian filtering improves. For users with the Commtouch Premium Antispam add-on, messages marked as spam will be sent to Commtouch for evaluation.
- Not Spam - Marks the selected message(s) as not spam and automatically adds the email address to your trusted senders list.
- Move - Moves the selected message(s) to any available inbox folder. Note: You can also drag-and-drop messages to an available folder.
- Forward - Forwards the selected message(s). Note: This option is best used when trying to forward multiple messages as .eml attachments.
- Block Sender - Prevents the sender of the selected message(s) from sending any more messages to the account.
- Unblock Sender - Allows the sender of the selected message(s) to begin sending messages to the account again.
- Delete - Click this button and select the appropriate option to delete, undelete, purge deleted messages, or delete all messages in a folder.
- Delete - Moves the selected message(s) to the Deleted Items folder. Note: This is the default action taken when a message is deleted. Depending on your account settings, the delete action may be different. For more information, see [Deleting Email Messages](#) .
- Undelete - Retrieves deleted messages from your Deleted Items folder provided the system

hasn't been purged yet. Note: After the system purges any items marked for deletion, you can't retrieve the deleted messages.

- Purge Marked as Deleted - Permanently deletes the messages in your Deleted Items folder.

Note: This action cannot be undone.

- Delete All Messages in Folder - Moves all of the messages within a selected folder to the Deleted Items 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.
- View - Click this button and select the appropriate option to filter messages or refresh the content pane.
- Refresh - Manually refreshes the list of messages in the content pane.
- Filter - Filters messages by those that have been read, replied or forwarded.

In general, the following options are available from the preview pane toolbar:

- Reply - Addresses a response to the sender only.
- Reply All - Addresses a response to the sender and everyone else who received the message. This includes all email addresses listed in the To and Cc fields, except your own email address.
- Forward - Sends the message to someone else.
- Delete - Moves the message to the Deleted Items folder. Note: This is the default action taken when a message is deleted. Depending on your account settings, the delete action may be different. For more information, see [Deleting Email Messages](#) .
- Add - Creates a new task and links it to the message. For more information, see [Linking to Email Tasks](#) .
- Print - Prints the message.

## Disk Space Indicator

Your system administrator may have specified limits on the amount of disk space that the email account can use. If you notice that you are close to your limit, it is recommended to permanently delete any messages that you no longer need, especially those in the Junk E-Mail, Sent Items, or Deleted Items folders. Clicking the indicator will take you directly to the disk usage report.