



Searching Messages

Help Documentation

Searching Email Messages

SmarterMail indexes all of the messages you receive, regardless of how you organize them in your folders. As long as the message hasn't been deleted and purged from your account, the search tool will find emails quickly and easily. SmarterMail also offers an Advanced Search feature that allows you to search across all of your folders in addition to adding search criteria such as To and From addresses, search strings and more.

To perform a search, first go to the folder you want to search in. This can be your Inbox, Sent Items, Drafts or any of the custom folders you create for organizing your messages. You can also search in shared folders. Next, type the search criteria in the search bar located near the top of the All Messages view. Then click the magnifying glass or press Enter on your keyboard. SmarterMail will automatically search the the messages within the folder you are viewing for matches and display the results. Note: Your search criteria may include letters and numbers. SmarterMail does not search for special characters such as "@," "#" or "%."

It's also possible to use the Sort options on messages that were returned by your search so you can sort for messages that have attachments, that were replied to, that are flagged, that are linked to tasks or more. While not technically a "search", being able to sort your messages using specific criteria can assist with finding the messages you need.