

BUSINESS WEBMAIL 7.0

User Guide

February 2017



Your business relies on secure and reliable email communications to communicate with prospects, customers and staff.

You need branded, domain-based email that promotes your business every time emails are exchanged and not your service provider or any other company. You need simple to use email that works on any device and provides the necessary tools your employees need to improve productivity.

With our email packages, you can create and manage accounts, and get anywhere access to your email through Webmail.

Webmail can help simplify your day-to-day to-do list with intuitive productivity tools built into your Inbox: manage your time with TaskBox and easily find and access files anywhere with Online Storage.

Manage all of your personal and business email accounts in one Inbox and post to your business or personal social media accounts right through the Compose button! It's the future of email—so you get more time back in your day.

TOP-LINE BENEFITS

- **Look professional.** Customers trust businesses with domain-based email over free or other email service providers. Make sure your brand is front and center in all of your collateral and communications.
- **Be more productive.** By creating one central place for your different email accounts, tasks, calendar and even multi-compose social posting, getting business done is effective and productive like never before.
- **Stay organized.** Turn your emails into tasks while also being able to categorize emails, keep a list of tasks, set due dates and reminders and even assign a task to someone else if needed!
- **Email and social, together.** Import all your social media contacts with just a click. Post right to your business or personal Facebook, Twitter or LinkedIn account from your inbox.
- **Online Storage.** Access emails, documents, or attachments from everywhere.*
- **Enhanced calendar.** See free/busy views of colleagues; and share your availability publicly with a calendar link. Plus share/subscribe to calendars, and improved features included map links and more.*

**Enhanced and Premium features.*

DETAILED BENEFITS

Basic Features

Easy to Use	<p>Set up email accounts in seconds with EasyMail.</p> <p>Easy to use Webmail interface to manage your email.</p> <p>Visual cues such as tagging emails with color-codes helps organize messages and email threads.</p>
Stay Organized With TaskBox	<p>Turn your emails into tasks and flag them with different status flags such as to-do, priority, pending, future and more.</p> <p>Set reminders and add due dates to emails in order to help you stay organized.</p>
Compose Social Posts	<p>Add your business or personal social media accounts, and post to your social accounts including an image, link and/or video right through your email.</p>
Ad Free	<p>Avoid invasive ads, creating a cleaner, secure and distraction-free experience for you and your employees.</p>
Secure and Reliable	<p>Our email is securely hosted and monitored 24/7 so you can rest-assured your business is in good hands.</p>

Added Enhanced and Premium Features

Stay Organized With TaskBox	<p>Add collaborators to tasks, with email notifications.*</p>
Anytime File Access with Online Storage*	<p>Access attachments, documents and other files anywhere with Online Storage.</p> <p>Easy one-click uploading of attachments.</p>
Multi-Inbox Support	<p>Connect and manage external email accounts (Gmail, Outlook, etc.) through your Webmail Inbox.</p>
Scheduling Made Easy	<p>Save time and effort by using the Smart “Time Finder” time slot generator to take the guess work out of planning a meeting.</p> <p>Easily see your contacts availability by sharing your calendar with your fellow employees.</p>
Attachment View	<p>View and download received attachments in one list—and sort by date, sender, file type and more.</p>

*Enhanced and Premium features.

Features Overview

EasyMail Setup	<p>Create and manage new and existing domain-based email accounts or alias email addresses in two easy steps.</p> <p>Configurable anti-virus and spam filtering.</p> <p>Set up catch-alls, aliases and email forwarding.</p>
Email Settings	<p>Supports IMAP/POP3/SMTP</p> <p>Configure any email client such as Microsoft Outlook to manage your email account(s).</p> <p>Large email mailbox sizes ideal for power business email users.</p> <p>Send and receive files over email up to 25 MB.</p> <p>Mobile Access - iPhone, Android, Blackberry 10, and synchronize contacts and calendar support.</p>
Webmail	<p>Feature-rich Webmail client: send, receive and manage email settings anywhere.</p> <p>Create email signatures, out-of-office notifications and more.</p> <p>Add and manage contacts, including importing from other email clients and social, and create contact groups. Add contact photos, and share and subscribe to address books with team members.</p> <p>Quick “add event to calendar” links from message content.</p> <p>Multi Mailbox Support (integrate IMAP mailboxes, send messages from different accounts).*</p> <p>Attachment view to quickly view and download attachments received to their email, and sort by Date Received, File Name, Subject, File Size or Sender.*</p>
Social Compose	<p>Connect your social media accounts and post directly to Facebook, Twitter and/or LinkedIn through your email compose button, and include a photo, video and/or link.</p>
Webmail: Calendars	<p>Simple, intuitive calendar views within your Webmail Inbox, with customizable settings.</p> <p>Create new calendars.</p> <p>Upload iCal and/or Calendar URL from external source and view.</p> <p>Click to view address location of calendar event location (Google Map view).</p> <p>Share and subscribe to calendars with team members on your domain.*</p> <p>View free/busy timeslots of team members on your domain, and use a Scheduling Assistant to find the next free time to meet across attendees on the domain.*</p> <p>Share calendars outside of your domain with a Personal Calendar URL with free/busy timeslots.*</p>

**Enhanced and Premium features.*

Features Overview, continued

Webmail: TaskBox

Create and edit tasks with varying priority, list sub-tasks and include notes and attachments.

Add due dates and configurable reminders.

Sort tasks by views including Due Today, This Week, Later, Shared, No Due Date, and Create Date.

Add custom tags to tasks for simple sorting and customizable views.

Add emails to TaskBox in one-click from your Inbox.

Add collaborators to be notified by email.*

**Webmail:
Online Storage***

Anytime access to important documents and files with secure Online Storage.

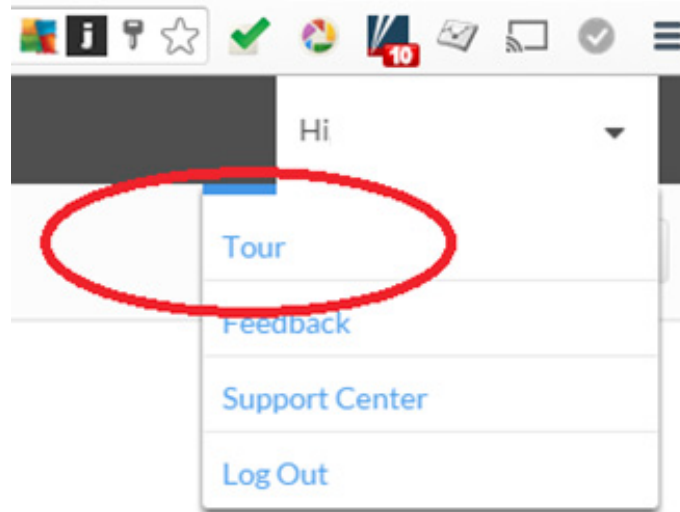
Save and share attachments and documents.

**Enhanced and Premium features.*

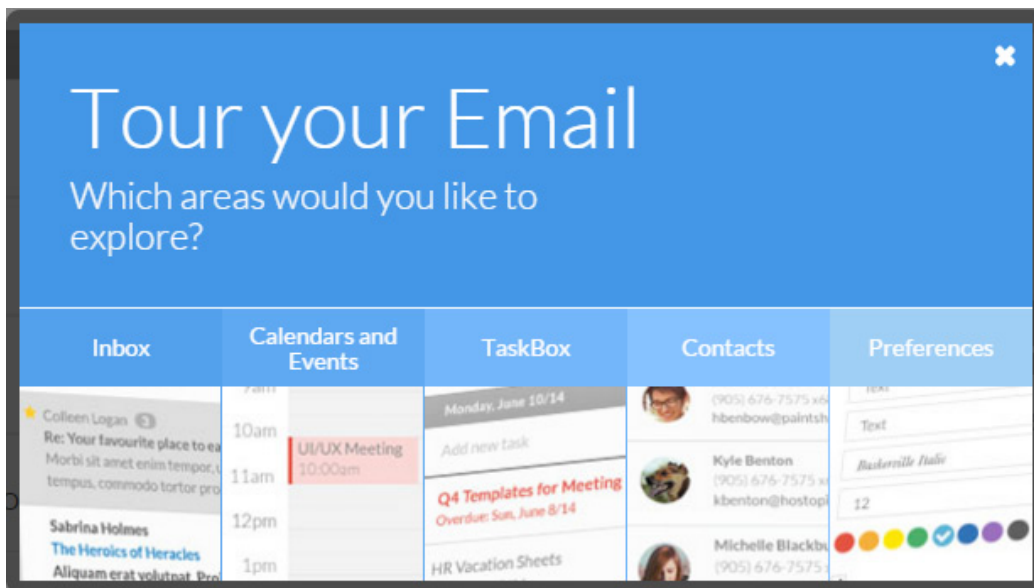
HOW-TO INSTRUCTIONS

LOGIN

Login to your Webmail account using the email and password set up in EasyMail Setup. Your service Welcome email will contain instructions to access EasyMail Setup, and will provide your Webmail login link.



Upon first login, users are presented with an interactive Tour pop-up, highlighting the main features within Webmail.

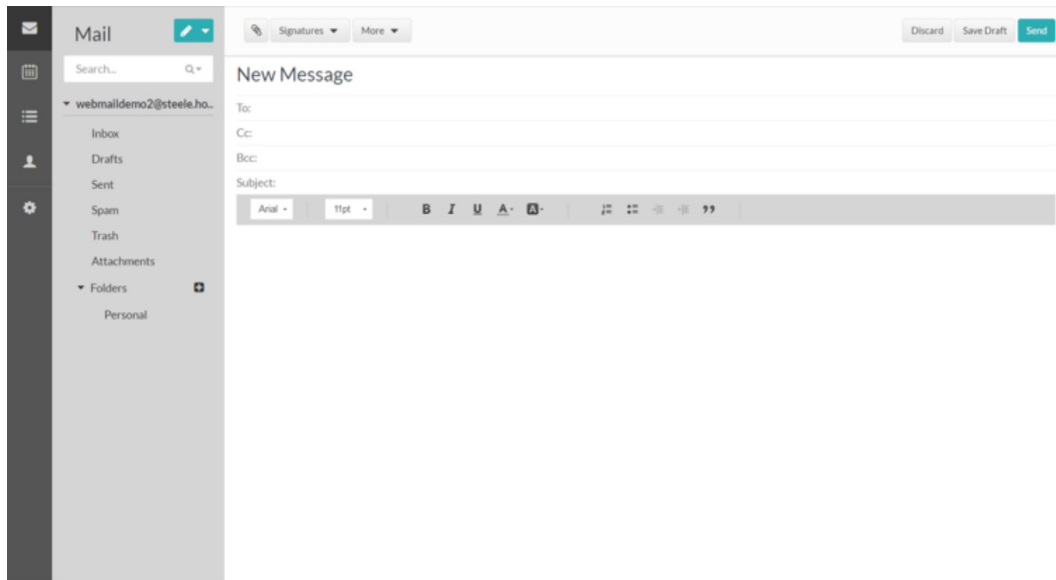


INBOX

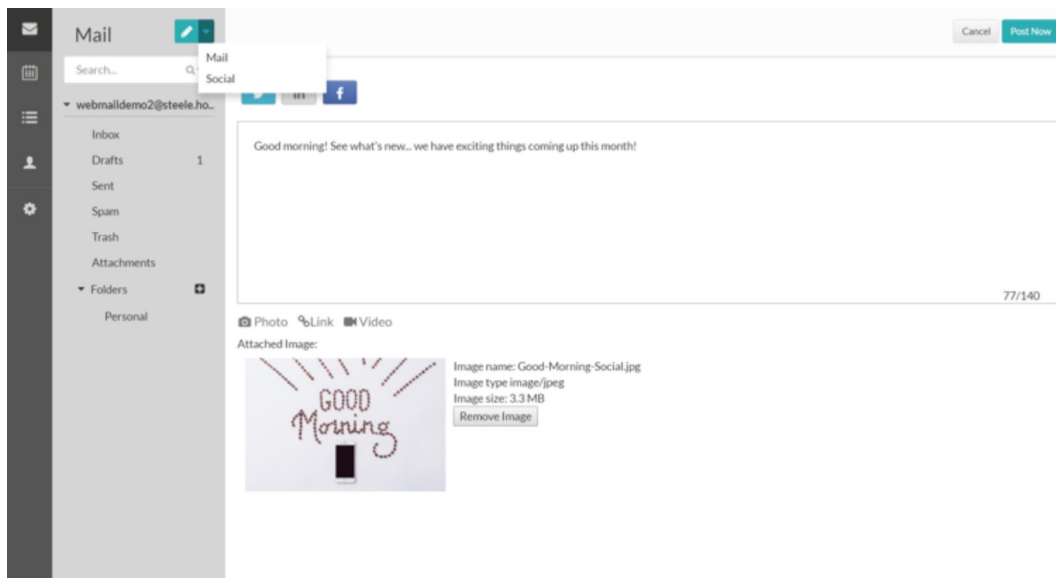
The Inbox contains a left-hand Secondary menu that allows you to create new messages, move between or create new folders, or search folder contents.

Create folders to manage your email, and add your other email accounts to be able to view your email in one easy interface.

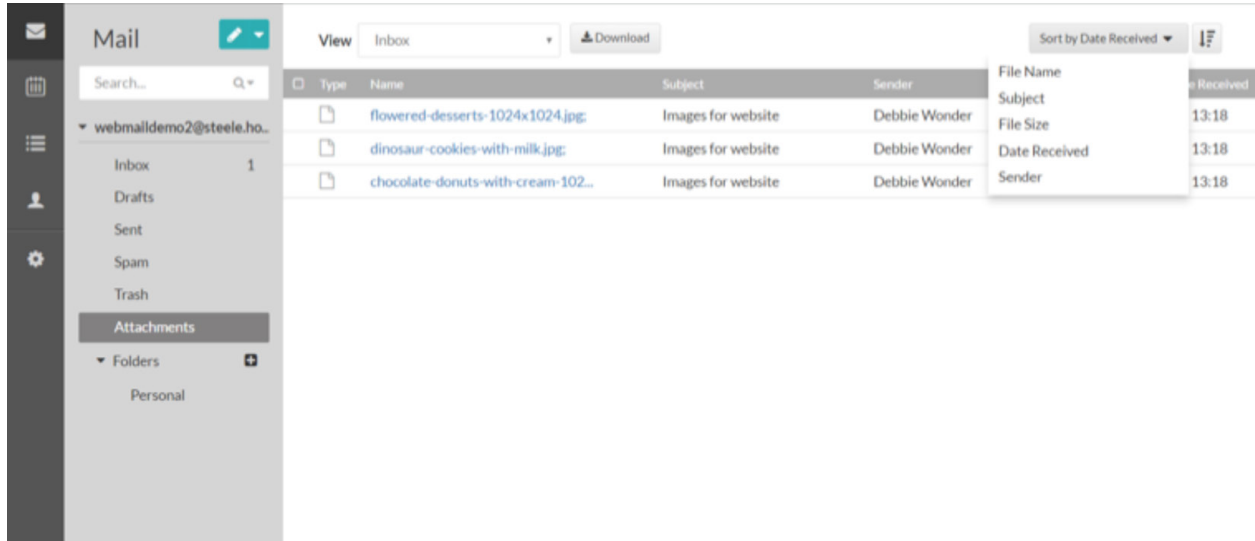
Webmail allows you to compose a new email, or reply or forward an existing email. You can also send email messages from your Contacts list to an individual contact or group of contacts.



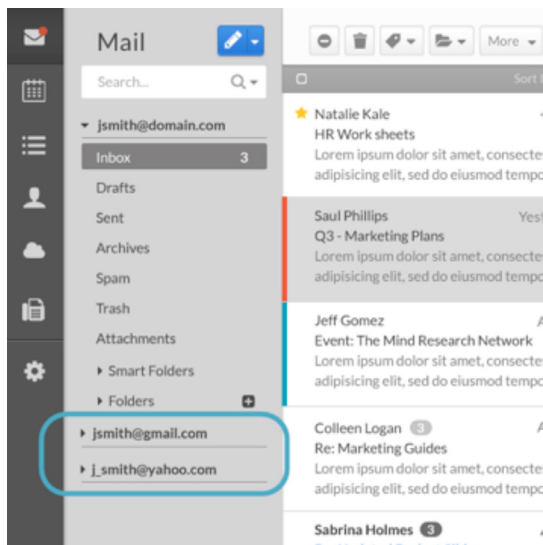
Post to your business or personal Twitter, LinkedIn and/or Facebook accounts directly through Webmail after connecting your social accounts. Choose "Social" from the Compose options, select which platforms to share your update with, even attach a photo, link or video.



For Enhanced or Premium users, a useful “Attachments” view allows you to quickly view and download attachments received to your email, and sort by Date Received, File Name, Subject, File Size or Sender.

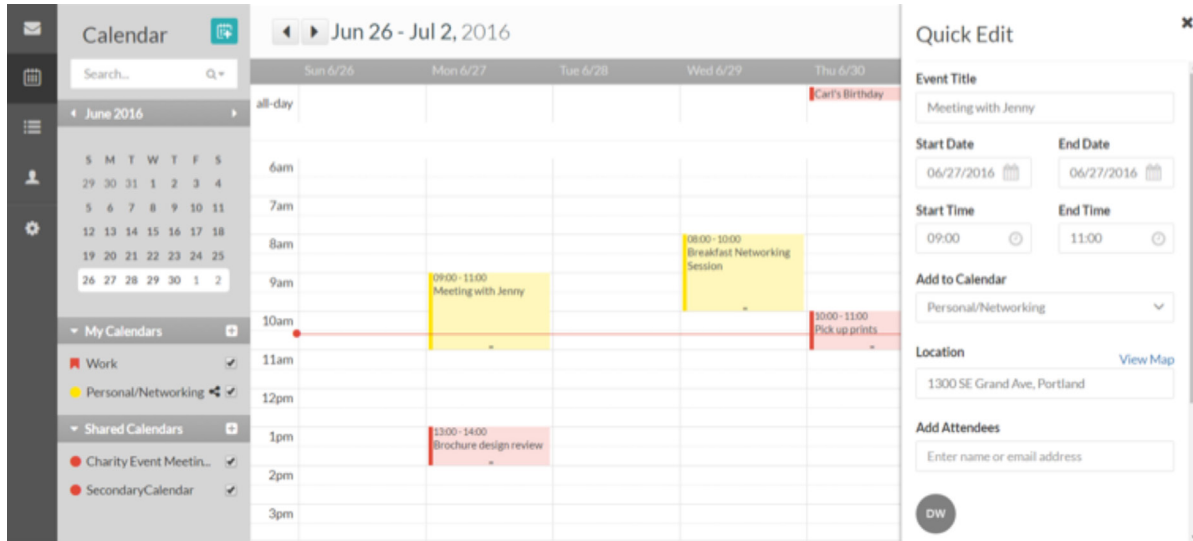


Enhanced and Premium users can also add external mailboxes to manage via their Webmail Inbox with Multi-Inbox support. Users will be able to toggle between email accounts and view all emails through one login.

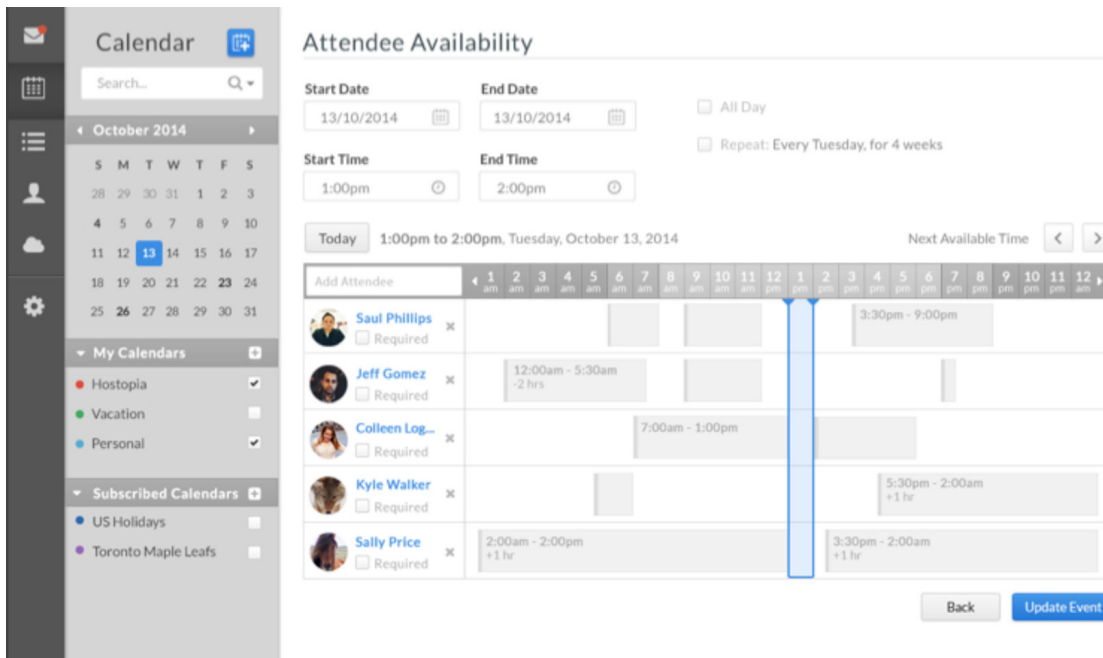


CALENDAR

The Calendar section allows you to schedule meetings, appointments and other events. Webmail supports multiple calendars, which display on the same daily, monthly or weekly view, allowing you to further organize and color-code various types of events.

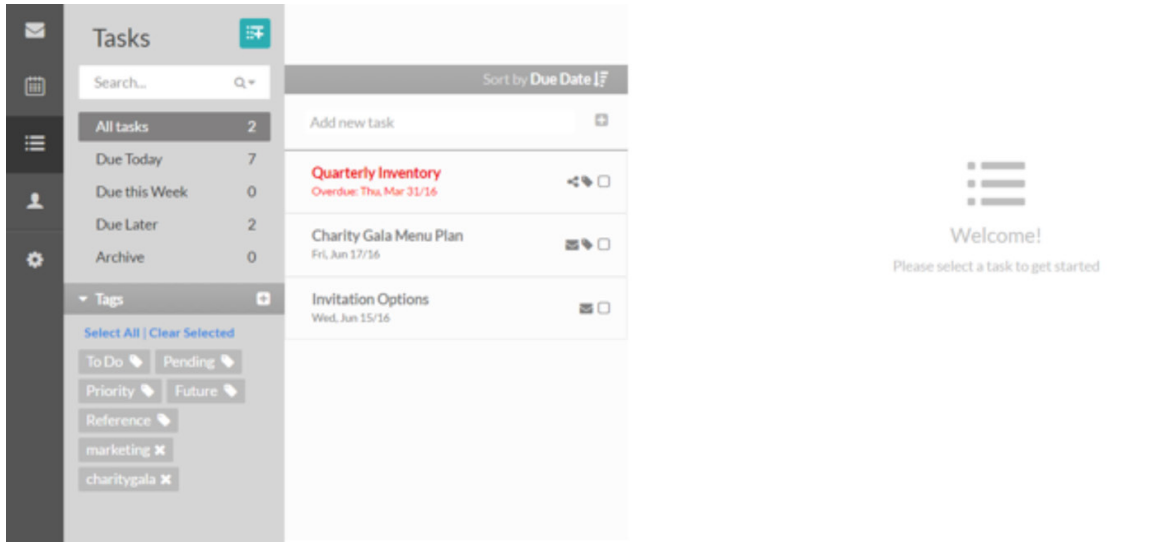


For Enhanced and Premium email, a free/busy scheduling views allows you to easily book meetings with other users on your email domain.

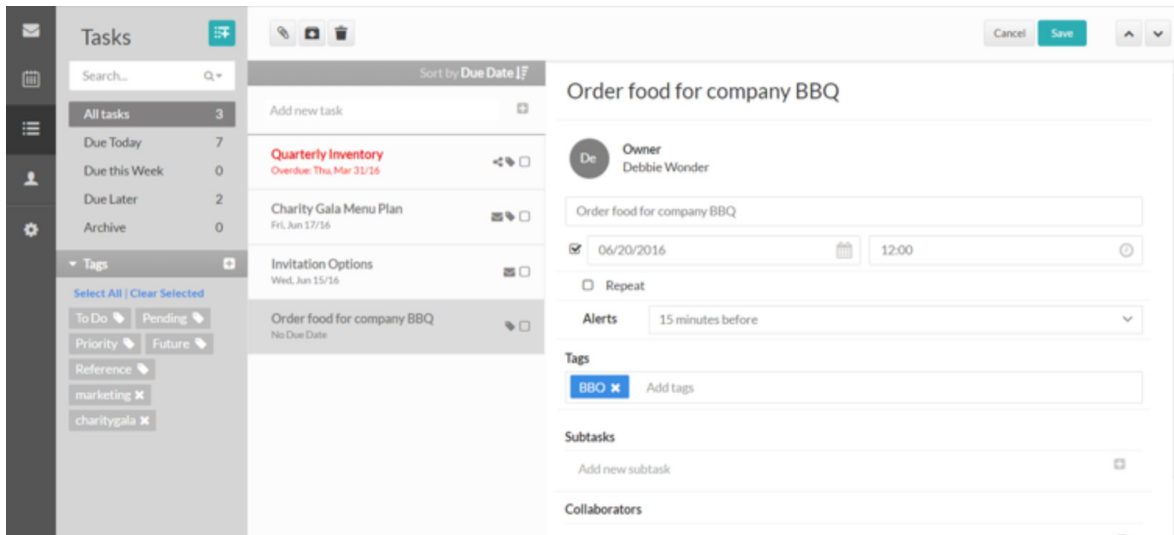


TASKBOX

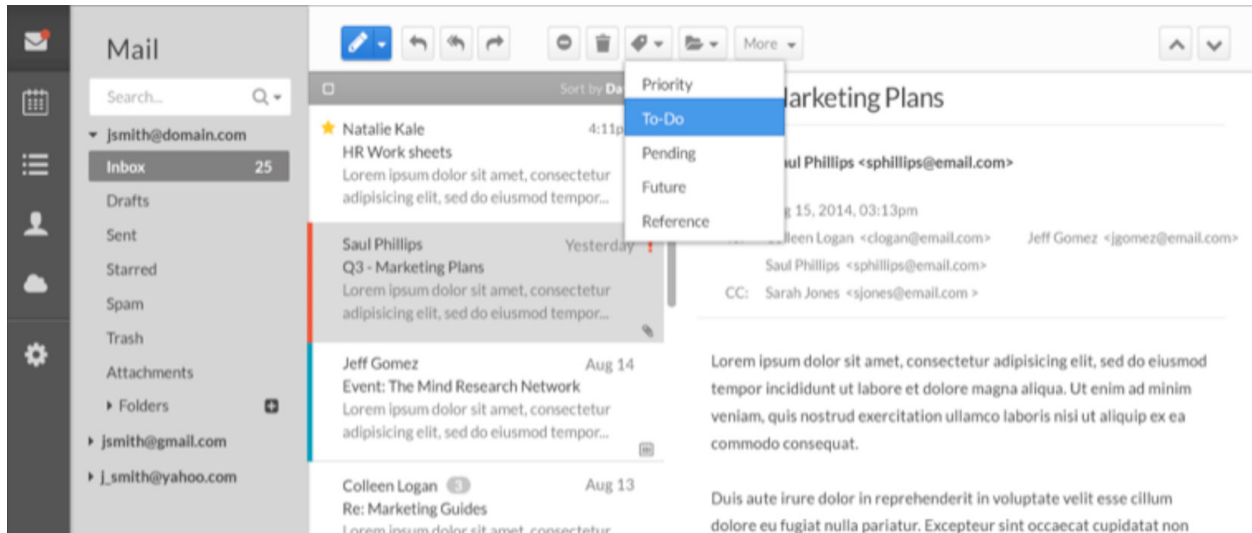
Webmail provides a Task list to help you prioritize tasks, set calendar events and quickly turn emails into tasks. You can also tag your tasks to help you sort and search for relevant tasks.



Create tasks, due dates, reminder alerts, subtasks, tags for easy sorting, notify collaborators and more.

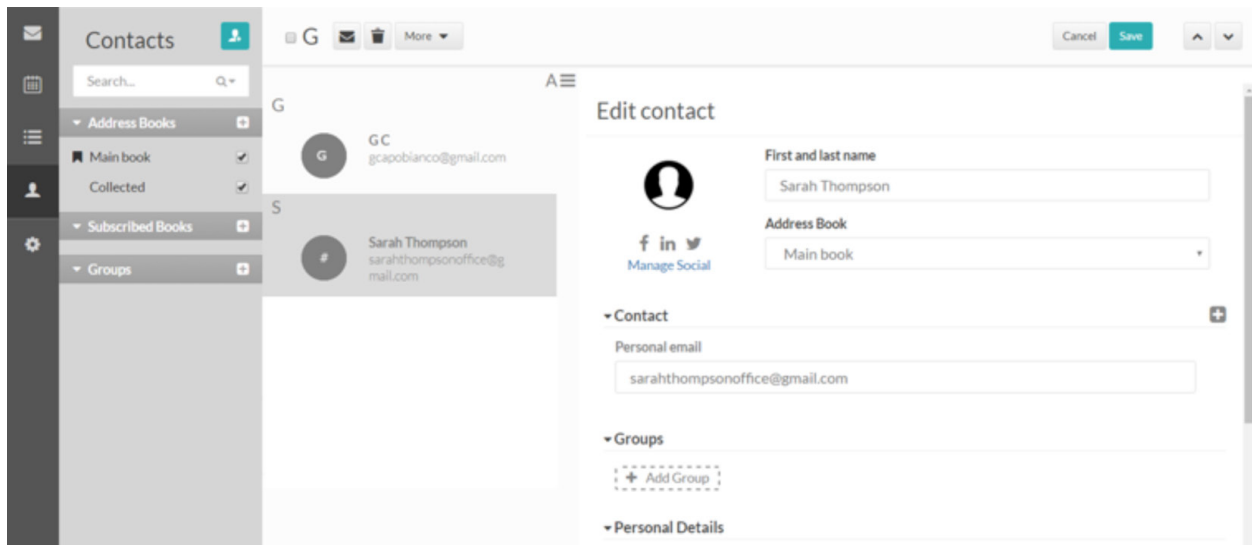


You can also turn emails into tasks using the Task sorting dropdown from your Inbox. Once your email is in TaskBox, you can add more details including reminders and tags. Enhanced or Premium users can also add collaborators to tasks, who will be notified via email.



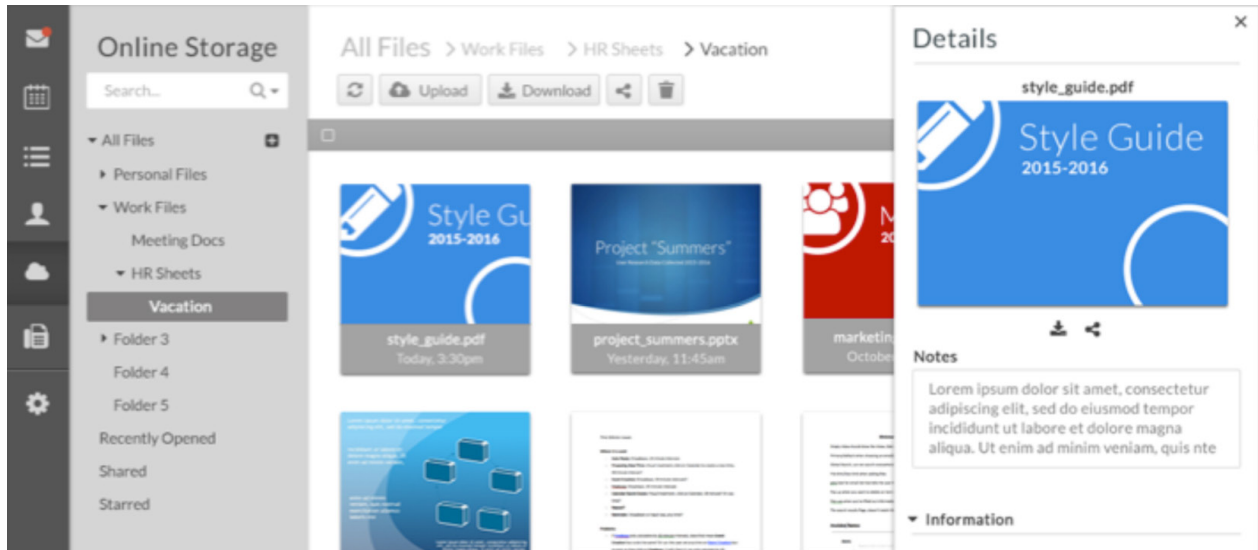
CONTACTS

The Contacts section allows you to manage your contacts through Groups, Address Books and Subscribed Books. This section explains the different views and lists that are available, as well as how to manage and edit contact details, groups and address books. Contacts can also be shared across the domain or with specific email address through shared address books.



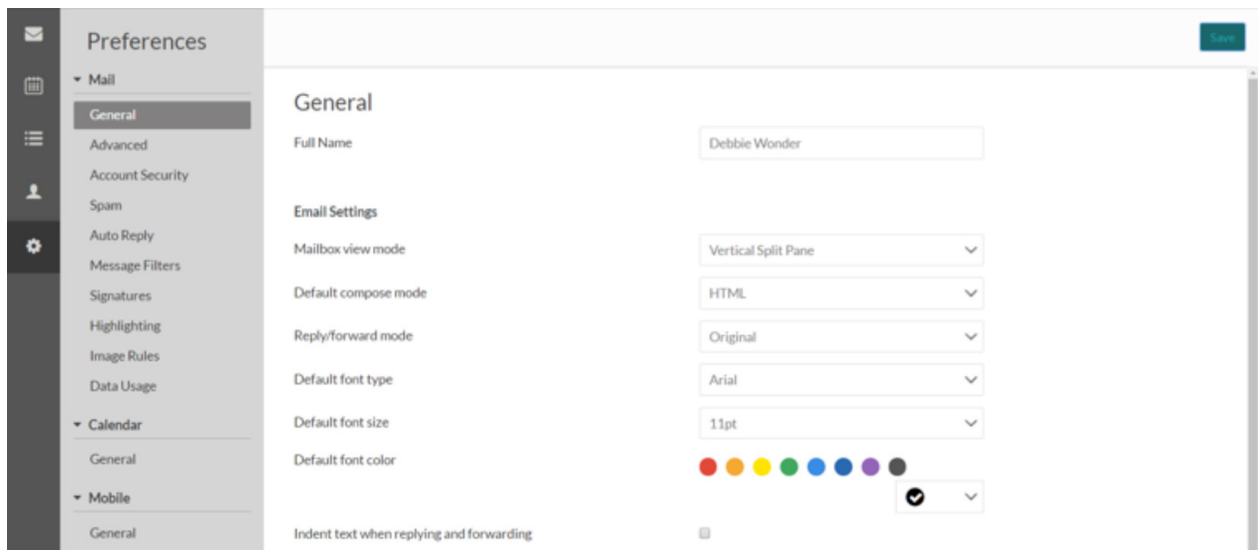
ONLINE STORAGE

Premium users of Webmail can access Online Storage, a virtual drive that allows users to upload large email and desktop attachments such as files, photos, videos and other documents.



PREFERENCES

The Webmail Preferences section allows you to manage your email account preferences, including default compose options, auto reply messages, default email signatures and more.



FREQUENTLY ASKED QUESTIONS

GENERAL

How do I create email accounts?

When you sign up, you'll receive a Welcome email with instructions to access EasyMail Setup. EasyMail is a really easy onboarding tool that lets you create email accounts in two steps; just type in the email and password, choose any forwarding if desired, and set spam filtering preferences.

How do I forward emails to a different email account?

There are two options for forwarding emails: creating a new email account and forward mail to a different account, or create an alias email account.

Alias accounts do not have their own Inbox and are only used to forward email to one or more accounts.

To forward email from a regular email account, create a new or modify an existing email account within EasyMail Setup, and input the account where you would like email forwarded to under "Forward mail to:."

To create a new alias email account, log into EasyMail Setup and select "Create a new account" and "Create an Alias Account" and fill out the appropriate fields.

What is an alias email account and how can I create one?

An alias account is an email address which forwards to one or more email accounts. Alias accounts do not have their own inbox.

To create an alias account, log into EasyMail Setup using the information in your Welcome email. Select "Create a new account" and "Create an Alias Account" and fill out the appropriate fields.

How can I change my password?

To change your main email account password, select "Modify an existing Email Account" in EasyMail Setup and select "change password."

To change your Webmail password, select "Preferences" (gear icon) from the left-hand menu within Webmail. Select "Account Security", and input your current and new password. Hit "Save."

WEBMAIL/INBOX

How can I access Webmail?

Once you create an email account in EasyMail Setup, you will be able to login to Webmail to use your email. The Webmail link will be included in your Welcome message.

From Webmail you'll be able to start sending and receiving emails.

How do I connect my social media accounts?

To import your social media contacts:

- 1.Go to Preferences
- 2.Click Social
- 3.Click Import Contacts

To write a social media post:

- 1.From the inbox click the Compose Icon
- 2.Select Social
- 3.Press Login for each account

Is the Social Compose textbox restricted to 140 characters?

No, but you will only be able to post to Twitter if your message is 140 or less characters. Social Compose shows you your character count in the bottom right corner of the textbox.

Can I take and save notes in Webmail 7?

Yes, you create and save notes in the Tasks section of Webmail. Notes will be saved as “tasks”.

TASKBOX

What is TaskBox?

TaskBox helps you manage your Inbox to-do list. It will help you instantly organize your inbox into categories that make sense all within the inbox such as: priority, future, pending and future reference. You'll be able to set reminders, dues dates and even share/assign tasks to other people!

To activate the function to tag emails to turn them into tasks, select “Preferences” (gear icon) from the left-hand menu within Webmail. Select “Advanced”, and make sure the checkbox next to “Turn on TaskBox” is checked. Click “Save.”

When creating a task, if I add an email address in the Collaborators field, will it automatically send an email?

Yes, once you save the Task, the collaborator will automatically receive an email that a task was shared with them.

CALENDAR

When creating a new calendar event, what will “Alert” do?

You can add alerts when creating new events, selecting between “Device notification” and “Email” and specifying a time. Selecting “Device notification” will show a banner at the top of your Webmail page at the time specified. Users must be logged into Webmail to see the banner reminder.

How do I use the “Next Available Time” feature in Calendar?

Easily schedule meetings with colleagues on your domain that have shared their calendars when you're booking a calendar event using the “Next Available Time” feature.

Add attendees to your meeting invite by typing in the email in “Add Attendees”, and once you have all required attendees, click the arrows on the right to find the Next Available Time slots.

How can I share my personal calendar publically?

You can now easily let others know your availability by sharing your calendar, showing blocked or free time.

1. In the Preference Tab, go to the Calendar header and click on the General button.
2. In the Calendar screen, click on the “View Links” button under the Public Calendar Links section:

- A slide out on the right hand side of the screen will appear titled “Public Links”
- The Public URL with the calendar details is displayed in the HTML section.

PREFERENCES

How can I create a default email signature on my outgoing emails?

To create an email signature, select “Preferences” (gear icon) from the left-hand menu within Webmail. Select “Signatures”, and input a title, and write and format your email signature and click “Add.” Your new signature will now appear on your List of Signatures.

You can create multiple email signatures and select a default signature by selecting the star next to the title on your List of Signatures. When composing a new email, your default email signature will appear at the bottom of the email and there will be a dropdown of all of your available signatures so you can select an alternative signature if desired.

Where can I see my data usage or disk space used?

In Webmail, select “Preferences” (gear icon) from the left-hand menu within Webmail. Select “Data Usage” to view your disk space used and remaining, as well as a breakdown by Inbox folder.

How can I set up an Auto Reply message to respond to incoming messages while I’m absent?

To set up an Auto Reply, select “Preferences” (gear icon) from the left-hand menu within Webmail. Select “Auto Reply”, and input a title, start and end date, any conditions and the content of your message and hit “Save.”

How can I change my Reply-to address?

Yes, you can select from alias emails linked to your account. In Webmail, go to Preferences > Advanced and select an email from the Reply-to address drop-down options.

You can create alias emails using EasyMailSetup in your Control Panel. “Alias” accounts are email addresses which forward mail to one or more email accounts. Aliases do not have their own inbox. For example, you might create the alias email sales@yourdomain.com and have it forward to yourname@yourdomain.com.

Once the alias is setup for your account in there then it will appear in Webmail 7 Reply-to address drop-down options.

How can I change my From address?

You can select from alias emails linked to your account. In Webmail, go to Preferences > Advanced and select an email from the From address drop-down options.

You can create alias emails using EasyMailSetup in your Control Panel. “Alias” accounts are email addresses which forward mail to one or more email accounts. Aliases do not have their own inbox. For example, you might create the alias email sales@yourdomain.com and have it forward to yourname@yourdomain.com.

Once the alias is setup for your account in there then it will appear in Webmail 7 From address drop-down options.

Can I add an HTML signature?

Yes, you can set up HTML signatures for your outgoing emails through Preferences > Signatures. You can also set a default signature, and select which signature to use when composing an email using the Signatures drop down in the Compose window.

Is there a limit on the number of emails I can add to my Inbox from other platforms, for example Outlook, Gmail, Yahoo or other?

No, there is no limit on the number of configured emails added to your Inbox.

What is the limit for adding email addresses and domains in Whitelist and Blacklist?

No, there is no limit to the number of emails or domains you can add in Whitelist and Blacklist..

What does “Allow desktop notifications” under Preferences > Advanced do?

Enabling “Allow desktop notifications” turns on browser notifications that alerts a user that they have received a new email. Webmail must be logged in and open in the browser for users to receive notifications.

What file format does the “Upload a sound file” for new mail option under Preferences > Advanced support?

Sound file uploading supports mp3 and wav files.

SYNCSUITE

Does SyncSuite sync emails to my mobile device?

No, SyncSuite only syncs your calendar and contacts between your Webmail and mobile device and/or third-party applications such as Outlook.

How can I sync my Webmail calendar and contacts to Outlook?

To sync your calendar and contacts to Outlook you will need to install a third-party WebDAV plug-in. One example is Outlook CalDav Synchronizer: o.

How can I sync my Webmail calendar and contacts to my mobile device?

To view instructions to sync your calendar and contacts to your specific mobile device, in Webmail select Preferences > Mobile > General. Note that SyncSuite support Apple iOS 5 and higher, Android 4.0 and higher and BlackBerry 10.

MAIL

Does account tab support IMAP? If it is IMAP, will added email accounts contribute to my usage data?

Yes, the account tab supports IMAP and any emails added will contribute to your usage data. Your external mail data will be downloaded.

Do multiple emails added from other platforms (i.e., Gmail, Yahoo) configured in my Inbox contribute to the email storage for the account?

Yes, additional email accounts configured contribute to your email storage.

Can I export emails using Webmail?

No, you cannot export emails from Webmail.

Can I save email from Webmail in EML format?

Saving emails as EML files from Webmail is not currently supported.

FULL FEATURE LIST: WEBMAIL

Features	
Email Storage Per Email Box	Multiple options available
# of mailboxes included	Multiple options available
Configurable Anti-Virus and Spam Filtering	✓
Autoresponder	✓
Autoresponder Time Period Settings	✓
Max Attachment Size	25 MB
Outlook 2007, BlackBerry Email Auto Configuration, BlackBerry Push Email	✓
EasyMail™ Set-up of additional email addresses	✓
Blacklisting / Whitelisting	✓
IMAP, POP3, SMTP	✓
Unlimited Catch-all	✓
Mobile Access - iPhone, Android, Blackberry 10 and/or Responsive	Native apps
Synchronize Contacts, Calendar Wirelessly - iPhone, BlackBerry & Android	SyncSuite (Cal/CardDAV)
Latest versions of Chrome, Firefox & IE Support	✓
Social Compose (post to social networks through Inbox Compose option)	Post to Facebook, Twitter, LinkedIn
Live 24 x 7 IT Customer Phone Support	✓
Mailbox	
Send from different addresses in same webmail client (Alias creation and sending)	✓
Text / HTML message creation	✓
Priority Settings and Read Receipts	✓
Auto fill of email addresses into To, Cc, Bcc from contact list	✓
Drag and drop attachments from desktop	✓
Drag and drop/ add attachments from Online Storage	✓ Available in Premium packages
Auto save message compose	✓
Multi Mailbox Support (integrate IMAP mailboxes including Gmail, Yahoo and Hotmail accounts with accordion viewing)	✓ Available in Enhanced and Premium packages
Set Webmail compose default font style, size and color adjustment	✓
Spell check	Browser Based
Attachment view (easily view and download received attachments in Attachment view; filter by mail folder)	✓ Available in Enhanced and Premium packages
Attachment thumbnail preview with carousel	✓
Threaded messages view (Conversation view)	✓

FULL FEATURE LIST: WEBMAIL, CONTINUED

View horizontal or vertical messages	✓
Quick “add event to calendar” from message body (Natural Language Parsing)	✓
Click to view address location found in the body of an email (Google Map view)	✓
Contacts	
Create new contacts and groups	✓
Import/Export Contacts	CSV, Yahoo! Mail, Gmail, Hotmail
Share and subscribe to Address Books with Team Members	✓
Sync Contacts to Mobile	SyncSuite (CardDav)
Photo Upload to contact	✓
Distribution Lists	✓
Collected Address Book	✓
Social import of contact details (Facebook, Twitter, LinkedIn)	✓
Calendar	
Supported calendar types	iCal, WebDav (CalDav)
Create new calendars	✓
Share and subscribe to Calendars with team members	✓ Available in Enhanced and Premium packages
Upload iCal and/or Calendar URL from external source and view	✓
Schedule new events - add attendees; set meeting location; set recurrence schedules	✓
Scheduler adjusts attendees based on their Time Zones	✓
Scheduling Assistant (Suggest the next free time to meet across attendees on the domain)	✓
View Free/Busy times	✓ Available in Enhanced and Premium packages
Set Reminders X minutes before event on specific days or intervals	✓
Share calendars outside of your domain (Personal Calendar URL with Free/Busy Times)	✓ Available in Enhanced and Premium packages
Delegate access (View, Manage, Admin) of Shared Calendar	✓
Multiple views - day; week; month, agenda	✓
Drag and drop events - change dates, expand meeting times	✓
Create and track tasks	✓
Create Notes	✓
Tasks	
TaskBox management	✓
Create, edit tasks	✓

FULL FEATURE LIST: WEBMAIL, CONTINUED

Add due dates and reminders	✓
Sorting of tasks (Due Today, This Week, Later, Shared, No Due Date, Create Date, Inbox Zero tags)	✓
Tagging of tasks	✓
Click tag to sort on ANY or ALL tags	✓
Sub tasks creation with a Task	✓
Add task collaborators	✓
Available in Enhanced and Premium packages	✓
Share tasks	✓
Task notes	✓
Add attachments	✓
Online Storage / File Management (Available in Premium packages)	
Storage Size	Multiple options available
Save attachments to storage	✓
Share saved documents from storage	✓
Folders	
Create and Rename Folders	✓
Sub folder creation	✓
Search	
Basic Search - In New Window	✓
In Folders; From; To; Subject, Spam, Shared Tasks, Calendars	✓
Advanced Search - Within Webmail Client - Message Body, In Folder	✓
Utilities	
Webmail Options	✓
Keyboard shortcuts	✓
Reading Pane (Bottom, Side, Off)	✓
Set name that appears when an email is sent	✓
Sort by - Received; Subject; Of; Date	✓
Frequency of Updating Inbox - disabled; 5 mins; 10 mins; 20 mins; 30 mins; 1 hour	Auto Refresh
Number of Emails Displayed - 10; 25; 50; 100; 200	✓
Time Zone Set	✓
Encoding Standard Message	✓
Block images in email - show for all; show users in contact list; block all	✓ option directly in email message
Editor HTML Email	✓
Time Format - 12 hours; 24 hours	✓
Date format - DD/MM/YY; MM/DD/YY; YY/MM/DD	✓
Create and apply default signatures (HTML or Text)	Multiple

FULL FEATURE LIST: WEBMAIL, CONTINUED

Forward messages to another email address	✓
Play sound when new email arrives	✓
System Windows for screen readable programs	✓
Reply/Forward mode setting - original, HTML, text	✓
Change Password	✓
Message and Image Rules	✓