



## User Guide

### Website Solutions Email Account – Business

Welcome BIS customers to AT&T Website Solutions<sup>SM</sup>

We are focused on providing you the valuable service for your webmail account. This document contains information that will help you to use your Email Account for Business webmail. We also included FAQs to address some of the more frequently asked questions you may have.

A summary of the features in your webmail account can be found [here](#). Please feel free to contact [support](#) at **(888.932.4678)** for any questions.

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# Overview

WebMail 6.0 your online email client which runs in your web browser. WebMail 6.0 allows you to access your email, contact list, and calendar from any computer with an internet connection and a web browser.

## To Access WebMail:

1. Enter your full email address.
2. Enter your email password.
3. Click **Login**.

The screenshot shows the AT&T WebMail login interface. At the top, there is a navigation bar with links for 'myAT&T', 'Control Center', 'My Account', and 'Support'. Below this is a 'Website Solutions' header. The main content area is titled 'Webmail' and features a sign-in form. The form includes a heading 'Sign in with your AT&T Web Mail account:', followed by two input fields labeled 'email address' and 'password'. A blue 'Login' button is positioned to the right of the password field. Below the password field, there is a link that says 'Forgot your password?'. A blue envelope icon with a white 'e' is located to the right of the 'Webmail' heading.

**Figure 1: WebMail Log-in**

**Note:** If your user information is incorrect, the login page will be re-displayed stating: "Incorrect username/password. Please try again." Please verify that you are using your full email address such as johndoe@domain.com and that you have the correct password.



# WebMail Navigation

The Home Screen allows you to navigate through the Main Menu, access Quick Links (Feedback/Help), and view the Mobile settings and Statistics (Disk Usage) dialogs.

**Statistics**

**Mobile**

Used	Folder	Size
0%	Inbox	0 MB

Total Disk Space Used: 0 MB / 1024 MB

Use the following settings to configure your email on a third party email client or on your mobile device.

**Email Address**  
emailaccount@easyeasyeasiest.com

**Incoming (POP) server**  
mail.easyeasyeasiest.com

**IMAP - Incoming / Outgoing**  
mail.easyeasyeasiest.com

**Outgoing (SMTP) server**  
mail.easyeasyeasiest.com

**SMTP Port**  
1025

**Account / User Name**  
emailaccount@easyeasyeasiest.com

**Password:**  
Use the same password you used to login to your webmail.

**Note:**  
If you are using secure mail, the port numbers are as follows:  
POP = 995, IMAP = 993, SMTP = 465.

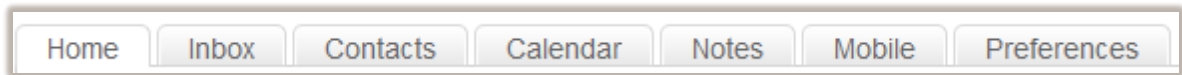
## Main Menu

On the top left of the screen of the WebMail 6.0 interface, there is a static Main Menu:

- Home
- Inbox



- Contacts
- Calendar
- Notes
- Mobile
- Preferences

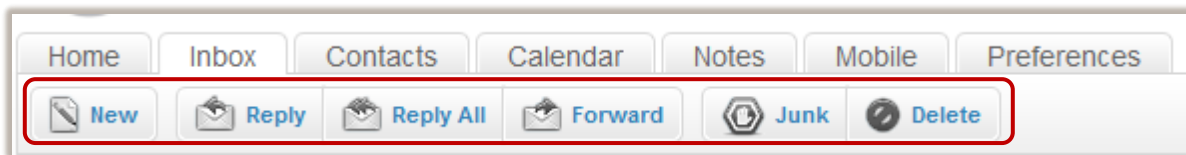


**Figure 2: Main Menu**

You may access any one of these functions at any time by clicking the tab on the Main Menu bar.

## Secondary Menu

The Secondary Menu is located directly underneath the Main Menu. The Secondary Menu changes with each selection made within the Main Menu



**Figure 3: Secondary Menu**



# Home

The Home page displays information about any unread messages, scheduled calendar events, any posted notes, and the percent of used disk space.

The screenshot shows the AT&T Webmail 6 Home page. At the top right, there is a user email address and links for 'Feedback', 'Help', and 'Sign Out'. Below the AT&T logo, a navigation menu includes 'Home', 'Inbox', 'Contacts', 'Calendar', 'Notes', 'Mobile', and 'Preferences'. A 'Welcome to Webmail 6' banner is prominently displayed, with a small card icon on the left. The date 'Tuesday July 3, 2012' is shown in the top right corner. The main content area is organized into several panels: 'Unread Messages', 'Calendar', and 'Tasks' are arranged in a row. Below these, there are 'Statistics' and 'Mobile' panels. The 'Statistics' panel shows 'You are currently using 0% of your mailbox' with a progress bar and a 'Stats' button. The 'Mobile' panel provides a 'Webmail mobile URL: websitesmail.att.com/pda' and instructions to click 'More' for setup instructions, with a 'More' button. A 'Notes' panel is located on the right side of the bottom row.

# Inbox

The Inbox section is used to view, send and manage email messages. You are able to perform the following tasks in the Mailbox.

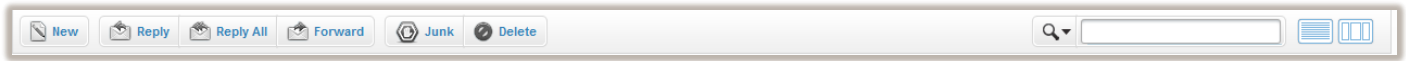
- [Secondary Inbox Menu](#)
- [Inbox Layout](#)
- [Managing Email](#)





## Secondary Inbox Menu







The Secondary Inbox Menu contains quick-launch buttons composing or managing emails, search your Inbox or to modify the preview pane in the Mail Listing Panel






**Figure 4: Secondary Inbox Menu**



The following table describes the quick-launch buttons:

Secondary Menu	Description
 New	Opens the Compose dialog.
 Reply	Opens the Compose dialog in reply mode. The <b>To</b> and <b>Subject</b> fields are pre-populated and prepended with <b>Re</b> . The original message is also included in the email body.
 Reply All	Opens the Compose dialog in reply mode. The <b>To/Cc</b> and <b>Subject</b> fields are pre-populated and prepended with <b>Re</b> . The original message is also included in the email body.
 Forward	Opens the Compose dialog in forward mode. The <b>Subject</b> field is pre-populated and prepended with <b>Fw</b> . The original message is also included in the email body.
 Junk	Moves a message to the Junk Folder.
 Delete	Moves a message to the Trash Folder. To permanently delete an email, it must be deleted from the Trash Folder.

The following table describes the search and preview options:

Secondary Menu	Description
	Allows you to search for an item.
	Clicking this will switch between disabling and enabling the mail preview pane.
	Clicking this will switch between Horizontal and Vertical views. <ul style="list-style-type: none"><li>• Horizontal view of the email message. (Mail Listing Panel on top and Mail Preview Panel on the bottom)</li><li>• Vertical view of the email message (Mail Listing Panel on the left and Mail Preview Panel on the right)</li></ul>



# Inbox Layout

The layout of the WebMail 6.0 Inbox interface is comprised of a secondary Menu and three Viewing Panels.

This section includes information about the following:

- **Mail Folders Panel:** situated on the left of the screen.
- **Mail Listing Panel:** situated at the top right of the screen.
- **Mail Preview Panel:** situated at the bottom right of the screen.

The screenshot shows the AT&T WebMail 6.0 interface. At the top left is the AT&T logo and the text 'at&t'. To the right of the logo is the user's email address 'emailaccount@easyeasyeasiest.com' and links for 'Feedback', 'Help', and 'Sign Out'. Below this is a navigation bar with tabs for 'Home', 'Inbox', 'Contacts', 'Calendar', 'Notes', 'Mobile', and 'Preferences'. A secondary menu bar contains icons for 'New', 'Reply', 'Reply All', 'Forward', 'Junk', and 'Delete', along with a search box and window controls. The main interface is divided into three panels:

- Mail Folder Panel:** Located on the left side, it shows a list of folders: 'Inbox', 'Drafts', 'Sent mail', 'Junk E-mail', 'Trash', and 'Personal Folders'.
- Mail Listing Panel:** Located in the top right, it displays a table of email messages. The table has columns for 'From', 'Subject', 'Date', and 'Size'. One message is listed: 'emailaccount@easyeasyeasiest.com' with subject 'Welcome', dated '12:22:27 PM', and size '1 KB'.
- Mail Preview Panel:** Located in the bottom right, it shows the content of the selected email. It includes the sender information: 'From: <emailaccount@easyeasyeasiest.com>', 'Subject: Welcome', 'Sent date: 07/03/2012 12:22:26 PM', and 'To: <emailaccount@easyeasyeasiest.com>'. The body of the email says 'Welcome to Webmail!'.

At the bottom left, there is a calendar for July 2012, showing the days of the week and the dates from 1 to 31.



## Mail Folders Panel

The messages contained in the selected folder will be displayed in the Mail Listing Panel. To switch to a different folder, click the folder icon or name.

The **Mail Folders Panel** displays the following default folders:

- Inbox
- Drafts
- Sent Mail
- Junk Email
- Trash
- Personal Folders

**Note:** You can increase the loading speed of your WebMail 6.0 account by limiting the size of your Inbox. To do this you may wish to delete unwanted messages from your Inbox or place them in personal folders

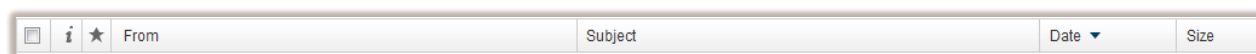
### Folder Options

To display the folder options, right-click the folder icon or name. For all folders except “Personal Folders,” the following options will be displayed:

- **Mark All Messages as Read:** This option will mark all messages in the folder, including any new messages, as having been viewed.
- **Mark All Messages as Unread:** This option will mark all messages in the folder, including any old messages, as not having been viewed.
- **Empty Folder:** This option will move all messages into the Trash folder. You may still view and recover the messages from the Trash folder.





## Mail Listing Panel

The Mail Listing Panel displays email information, such as, who sent the email, the date it was sent, the subject, the size and indicates whether the email has any attachments, or whether it was replied to or forwarded. The From, Subject, Date, and Size, columns allow you to sort in ascending or descending order.



**Figure 5: Message Listing Panel**



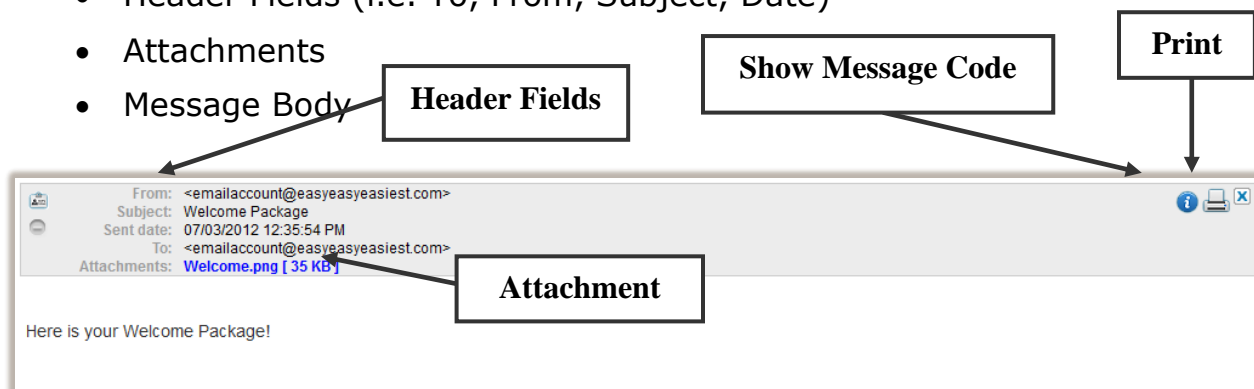
Message Listing Panel	Description
<b>Select Email Options</b>	Select more than one message by using one of the following: <ul style="list-style-type: none"><li>• Select a series of emails - Select an email, press and hold the "Shift" key, and then select the last email for that range.</li><li>• Select multiple emails that are not in a series - Select an email, press and hold the "Ctrl" key, and then select additional emails.</li><li>• Select All - Select an email, press and hold the "Ctrl" key and then press the "a" key.</li></ul>
	Displays the following information: <ul style="list-style-type: none"><li> This message has been replied to</li><li> This message has been forwarded</li></ul>
	Marks the message for follow up.
<b>From</b>	Displays the following information: <ul style="list-style-type: none"><li>• The sender of the message</li><li>• If the message is <b>bold</b>, it has not been read</li></ul>
<b>Subject</b>	Displays the subject line of the message
<b>Date</b>	Displays the date the message was received by the server
<b>Size</b>	The size of the message, including all body text and attachments, will be displayed in this column.



## Mail Preview Panel

Click on an email you wish to view in the Mail Listing Panel. The Mail Preview Panel displays the contents of a selected message. For the selected message, the following information is displayed:

- Header Fields (i.e. To, From, Subject, Date)
- Attachments
- Message Body



Click on  to hide/show the Header fields of the email message

## Managing Email

This section explains how you can view, edit or delete email messages, as well as creating and sending new messages.

### Viewing Email

With Webmail, you can view emails using the preview pane or open the message in a separate dialog.

To view a message in the preview pane:

- Click on any part of the message listing in the Mail Listing Panel. This will display the message in the Mail Preview Panel.

To view a message in a new window:

- Double click any part of the message listing in the Mail Listing Panel. This will open a new window and display the message.

To view or save message attachments:

- Click the attachment link icon, either in the Message Preview Panel or in a separate window.

## Sending Email

WebMail allows you to compose a new email, or reply or forward an existing email. For more information on the quick-launch buttons for composing an email, see [Secondary Inbox Menu](#).

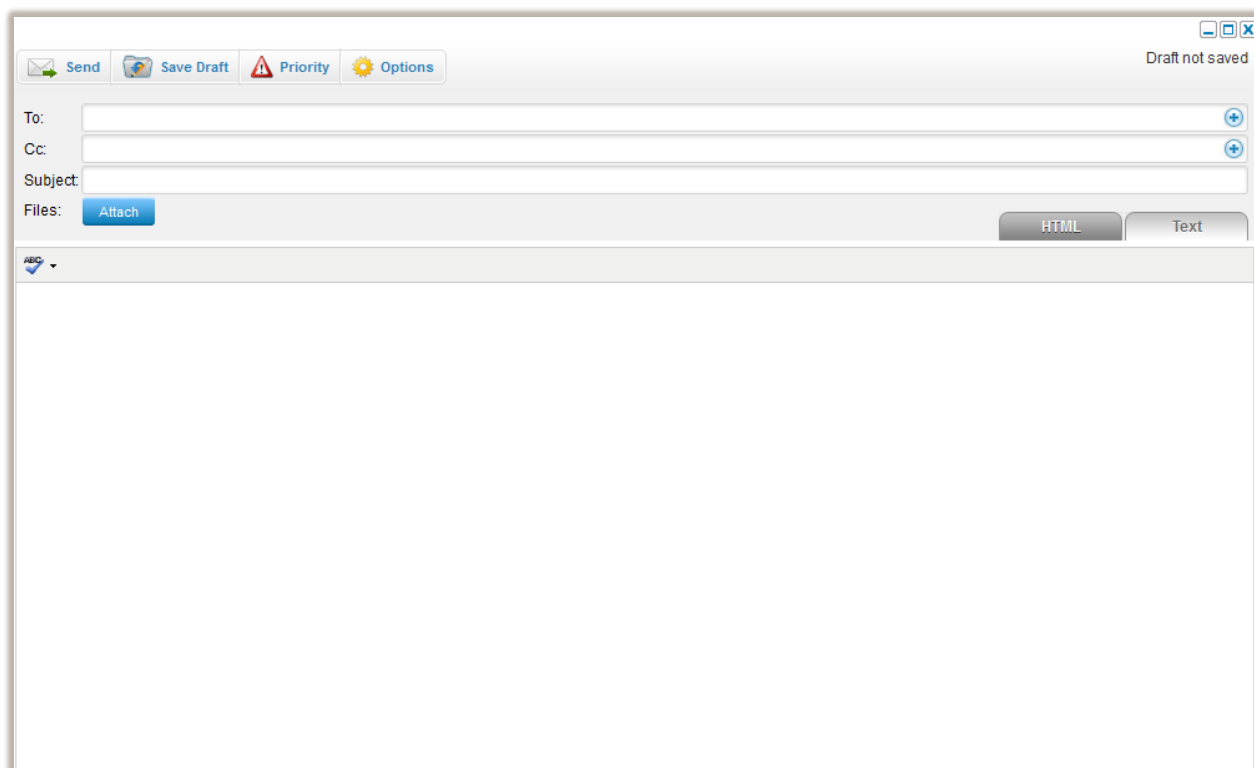


WebMail also provides enhanced security features, such as encrypting messages and digital signatures. When sending encrypted messages, WebMail will encrypt the message using your private PGP key. Once the email is received by the recipient, it needs to be decrypted - if the recipient does not have a key to decrypt the message, you can also send your public key as an attachment. For more information about creating PGP key-pairs, see the [Creating PGP Keys](#) section.

**Note:** To maintain encryption security, never send or forward your private key information.

To send an email:

1. In the Secondary Menu, click one of the quick-launch buttons. The Compose Window opens.



2. Complete the following:

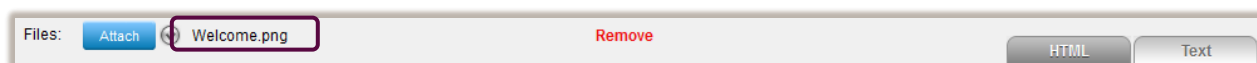
- Enter Recipient(s) email addresses:
  - **To:** the email address of your recipients.
  - **CC:** the email address of the recipients you would like to send a copy of your message to.
  - **BCC:** the email address of the recipients you would like to send a copy of your message to without the other recipients (To: or CC :) seeing the addresses placed in this field.

**Note:** Auto complete remembers your email contacts you have previously entered into the TO, CC, BCC Fields. Type in a portion of the email address, a



drop down menu with matching or similar contact will be listed, click on the email address to accept.

- Enter the subject line.
- Select the message format.
  - **Text:** This option allows you type your message in plain text without any special formatting.
  - **HTML:** This option allows you to type your message using HTML code to specify special formatting. You may change the font face, size, color and weight as well as include bullets, indents, text justification and background color.
- Type message details in the body field
- To add an attachment, click **Attach** and locate the file you want to upload. Once the file is uploaded, the "Upload Attachment" menu will close and the path to the document will appear next to File.



**Note:** To remove an attachment, click **Remove**.

3. Click **Priority** and select one of the following, if required:
  - Highest
  - High
  - Normal
  - Low
  - Lowest
4. Click **Options** and complete the following, if required:
  - **Request read receipts:** sends an indicator email when the recipient has opened the email.
  - **Save a copy in Sent Mail:** saves a copy of the sent email in the Sent Mail Folder.
  - **Show Bcc:** displays the field for blind carbon copy recipients.
  - **Encrypt message** – encrypts the message using the WebMail PGP key.
  - **Sign message** – adds a digital signature to the email
  - **Attach public key** – sends the public PGP key to recipient as an attachment.

Note: For more information about PGP keys, see the [PGP Preferences](#) section.
5. If you wish to save your email without sending, click **Save Draft**.  
The unsent email is saved in the Drafts Folder.
6. Click **Send**.





## Moving Email

Webmail allows you to move emails from one folder location to another

### To move a message:

1. Click and drag the selected message to the folder you wish to move it to.
2. Release the mouse and the message will be dropped in the folder to which you have dragged it.

## Deleting Email

Deleted messages are moved to the Trash folder. Messages moved to the Trash folder can still be viewed and recovered by displaying the contents of the Trash folder. Messages are permanently deleted when they are emptied from the Trash Folder.

### To delete an email:

1. Select the message you want to delete.  
For multiple messages, see, [Mail Listing Panel](#).
2. In the Secondary Menu, click the **Delete**.

### To permanently delete email:

- Right-click the Trash folder and then click **Empty Folder**.  
**Note:** Permanently deleted messages from the Trash folder cannot be recovered. Messages in the Trash folder can be set to delete after 30 days.

## Searching Email

Messages containing the specified keyword will be displayed in the Mail Listing Panel. If no messages contain the keyword, the Mail Listing Panel will state "No messages matched your search."



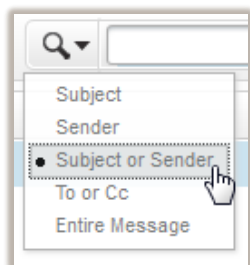
## Message fields

The message fields are as follows:

- **Sender:** Type the sender's email address of the message you are searching for.
- **To:** Type the receiver(s) email address(es) of the message you are searching for.
- **CC:** Type the receiver(s) email address(es) that received a copy of the message you are searching for.
- **Subject:** Type the keyword appearing in the subject line of the message(s) you are searching for.
- **Entire Message:** Type the keyword appearing in the body of the message(s) you are searching for.

### To search the Inbox:

1. In the Secondary Menu, select the search criteria from the drop-down.



2. Enter the term, for which you wish to search.
3. Press Enter.  
Only the emails containing the search term are displayed.

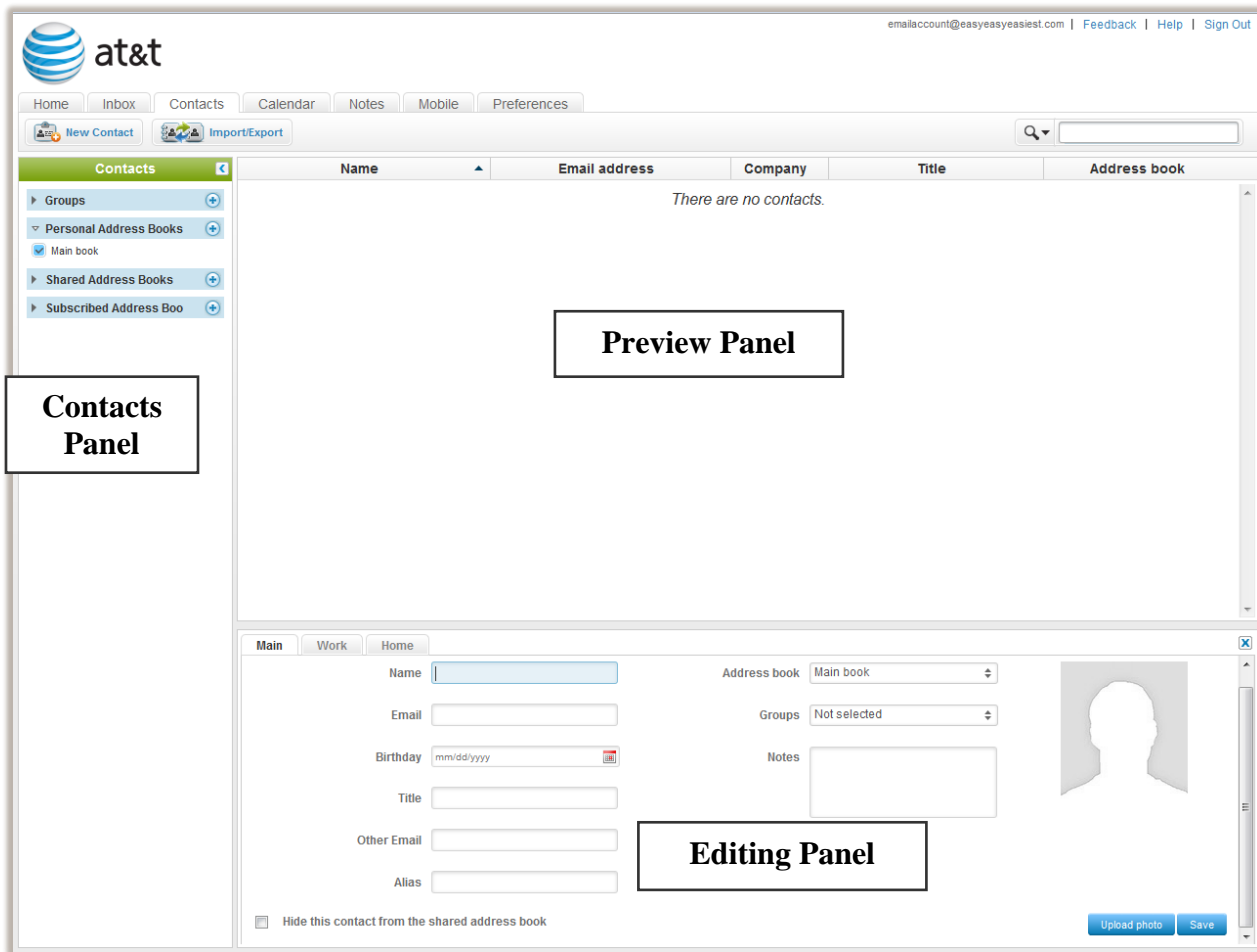
## Contacts

The Contacts section allows you to manage your contacts through Groups and Address 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.



# Contacts Layout

The layout of the WebMail 6.0 Contacts window is comprised of 3 Panels: Contacts Panel, Preview Panel, and the Editing Panel.



**Figure 6: Contacts Tab**



**Figure 7: Secondary Contact Menu**

## Contacts Panel

The Contacts Panel allows you to choose which contacts to display in the Preview Panel. You can view the details of an individual group or address book, or you can view multiple lists combined.

**Note:** Contact details will appear for each list or group for which they are a member.

There are four options to choose from:



- **Groups:** are used to sort and manage your contacts for easy reference. You can create groups for such contacts as “Friends”, “Coworkers”, “Family”, etc. To display the contacts from a specific group, select that group name from the selection box and its content will load in the Preview Panel. For more information, see the [Managing Groups](#) section.
- **Personal Address Books:** are used to create email lists, which can be shared across the domain. Once a contact list is shared, others can subscribe and view the contents of your shared list. You can also restrict the contact-list sharing to individuals within the same domain.
- **Shared Address Books:** are email lists that you have created and made public. Once an address book is made public, others can subscribe and view the details of the list. You can view this contact list via your WebMail 6.0 Contact list. This feature can be toggled on or off when editing a contact. You cannot remove a shared contact that has not been added by you.
- **Subscribed Address Books:** are email lists that others have made public (shared). Subscribing to an email list allows you to view the contact details of that list. This feature can be toggled on or off when editing a contact. You cannot remove a shared contact that has not been added by you.

## Preview Panel

The Preview Panel displays a list of contacts with the following details:

- Name
- Email Address
- Company
- Title
- Address Book

For more detailed information about the contact, select the contact name, and then select one of the tabs: Main; Work; Home; or Security.

## Editing Panel

The Editing Panel allows you to modify the details for a contact. You can edit their contact information, or you can modify their group or address book membership, including the remove option.

## Managing Contacts

WebMail allows you to create contacts, which can be added to an address book, or group. In addition to work-related details, you can also add personal details about the contact, such as home contact details, alternate email address and contact photo.



## Creating Contacts

To create a contact:

1. Click the “New Contact” icon in the Secondary Menu.
2. Enter a Name and Email Address for your new contact.
3. Enter any other contact information is optional.

The screenshot shows a web interface for creating a new contact. At the top, there are three tabs: 'Main', 'Work', and 'Home'. The 'Main' tab is selected. The form contains several input fields: 'Name', 'Email', 'Birthday' (with a calendar icon), 'Title', 'Other Email', and 'Alias'. To the right of these fields are two dropdown menus: 'Address book' (set to 'Main book') and 'Groups' (set to 'Not selected'). Below these is a 'Notes' text area. On the far right is a placeholder for a profile picture. At the bottom left, there is a checkbox labeled 'Hide this contact from the shared address book'. At the bottom right, there are two buttons: 'Upload photo' and 'Save'.

**Figure 8: Create New Contact**

4. If you want to exclude this contact to a shared address book and you to hide their  
To hide this contact from the shared address book
5. At the bottom of the New Contact form, click “Save” to create the contact. Click on Work tab, Home tab if you want to enter more specific information regarding the contact.



## Editing Contacts

### To edit a contact:

1. In the Preview panel, select the contact.
2. In the Editing Panel, complete the following:
  - Click the "Main" tab to upload a photo, edit general contact details, or add the contact to a specific group or address book.
  - Click the "Work" tab to edit company information for the contact.
  - Click the "Home" tab to edit personal information for the contact.
  - Click the "Security" tab to view the PGP key and S/MIME certificate information.
3. Click "Save" to apply the change to the selected contact.

## Deleting Contacts

### To delete a contact:

1. In the Preview panel, select the contact.
2. Click the "Delete" button at the bottom right-hand corner of the Edit Contact form. This will prompt you to delete the contact. Click "Ok" to permanently delete the contact.

**Note:** Permanently deleted Contacts cannot be recovered.

## Importing and Exporting Contacts

WebMail supports the import/export of csv files to and from WebMail address books. The import feature allows you to import contacts into a specified address book. The address book can be shared or private; however, you can only select a subscribed address book if you have been given edit permissions (**High** sharing). For more information about sharing address books, see the [Managing Address Books](#) section. You can also export contacts from one or more address books, including subscribed address books, which can be used with external email providers.

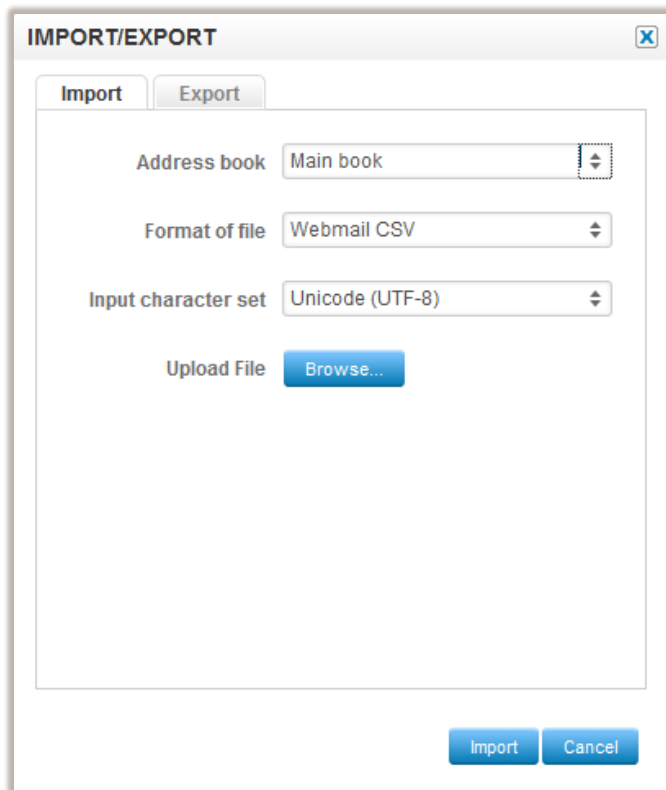
The fields available for WebMail contacts are mapped to data fields provided by each of the following email providers:

- WebMail
- Outlook
- Mozilla Thunderbird
- Yahoo
- GMail



To import contacts:

1. On the Contacts Secondary Menu, click Import/Export.
2. The Import/Export dialog opens.



3. In the Import/Export dialog, complete the following:
  - Select an address book from the drop down menu.  
This address book will be the one that you will import the contacts into.
  - Select a file format from the drop down menu.
  - Choose **an input character set** from the drop down menu.
  - Click **Browse** to locate the file that you want to import.
  - Click **Import**.



To Export Contacts:

1. Choose an address book from the drop down menu. This address book will be the one that you will import the contacts into.

The screenshot shows a dialog box titled "IMPORT/EXPORT" with a close button in the top right corner. It has two tabs: "Import" and "Export", with "Export" being the active tab. Below the tabs are three dropdown menus: "Address book" (set to "Not selected"), "Format of file" (set to "Webmail CSV"), and "Output character set" (set to "Unicode (UTF-8)"). At the bottom right, there are two buttons: "Export" and "Cancel".

2. Choose a file format from the drop down menu.
3. Choose an **output character set** from the drop down menu.
4. Click **Export** to export the file.





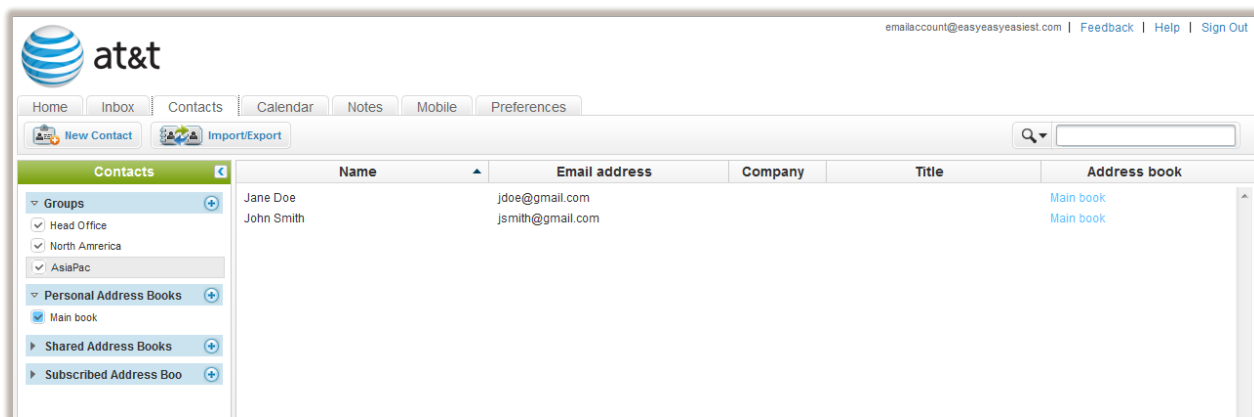
## Managing Groups

Contact Groups are used to help filter the display list in the Preview Panel. You can group contacts by any criteria; however, some common group examples are: personal, such as friends and family; or company, such as departmental or external clients.



**Figure 9: Groups List**

When you select one of your groups, all contacts in that group are displayed in the Preview Panel. You can select multiple groups, see Groups Preview Panel image below.




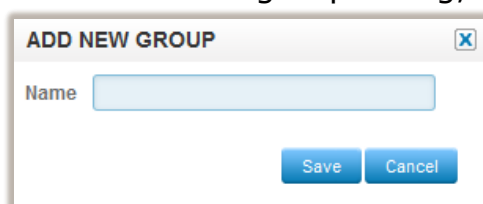
**Figure 10: Groups Preview Panel**

You can use additional filters to sort and display your contact list by creating and adding your contacts to an address book. For more information about address books, see the [Managing Address Books](#) section.

## Creating Groups

*To Create a Group:*

1. Click the **Contacts** tab.
2. In the Contacts Panel, click the **New Group**  icon.
3. In the Add new group dialog, enter a Group Name.





4. Click **Save**.

## Renaming a Group

### To Rename a Group:

1. Select the group from the Contact Panel.
2. Edit the group name and click **Save**.

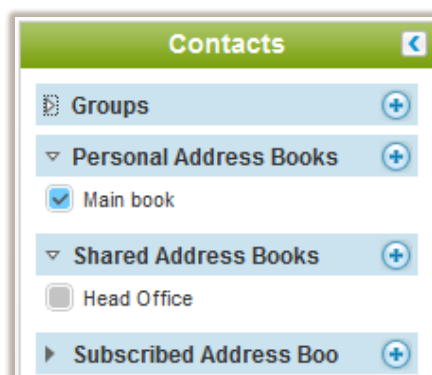
## Deleting a Group

### To Delete a Group:

1. Select the group from the Contact Panel.
2. On the Group Properties dialog, click the **Delete** button.
3. On the confirmation dialog, click **Yes** to permanently delete the group.

## Managing Address Books

Address books in WebMail are used to display and share contact information. You can create multiple address books for personal use; however a contact can only be a member of one address book at a time.



**Figure 11: Address Books List**

The Contacts Panel displays the following Address Books:

- **Personal Address Books** – a collection of address books that are used to group contacts for viewing or sharing.
- **Shared Address Books** – a list of address books that you have made public for sharing by specific individuals or domain-wide.
- **Subscribed Address Books** – a list of address books that you are accessing but belongs to another account within your domain.



## Sharing Address Books

WebMail provides two types of permissions for access when sharing address books. They include:

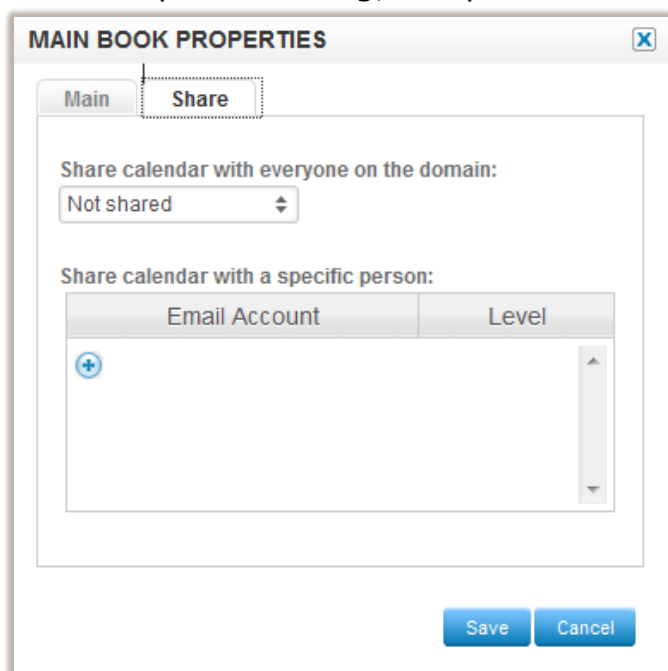
- **Low** – allows specified accounts to view contact information. Editing is not available.
- **High** – allows the specified accounts to edit contact information once they have subscribed to address book.

**Note:** If you grant **High** sharing level across the domain, anyone subscribed to this address book can make edits to the contact details – including the delete option.

There is also some flexibility in the types of access granted within an address book. For example, if you share an address book with low permissions, others can only view the contact information; however, if you add a specific email account with high permissions, this account will have edit permissions for the entire address book.

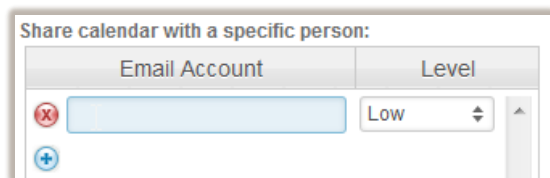
### To Share an Address Book:

1. In the Contacts list, double-click the Address Book that you want to share.
2. In the Properties dialog, complete the following:



Specify the level of sharing in the **Share calendar with all domain users** drop-down.

- To share this address book with specific individuals, select and enter the individual email address, and then select the level of sharing.



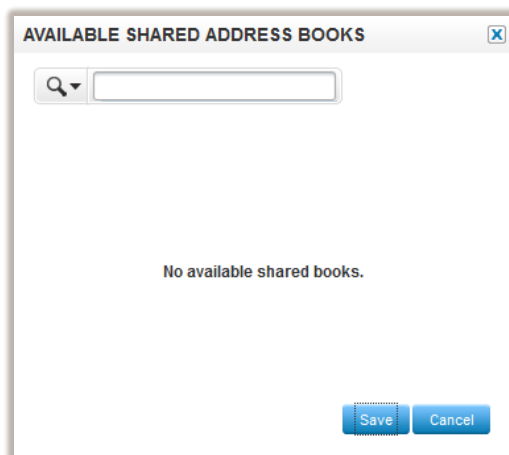


3. Click **Save**.



## Subscribing to Address Books


Subscribed Address Books are Address Books that you have access to, which have been published (shared) by other email account owners. If a Address Books has been shared with the domain or specifically with you, it will appear in the list of Available Shared Address Books.



**Figure 12: Available Shared Calendars**

Calendars are available for subscription for both High and Low permission levels. For more information about calendar permission levels, see the [Sharing Address Books](#) section.

### To Subscribe to an Address Book:

1. In the Contacts list, click the **New** icon  for the Subscribed Address Books.
2. On the Available shared address books dialog, select the Address Book for which you want to subscribe.
3. Click **Save**.

The address book will be displayed in the left-hand pane under the Subscribed Address Books heading.

## Calendar

The Calendar section allows you to schedule meetings, appointments and other events, providing a convenient means of tracking important events which require your attention. 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. Webmail also allows you to share calendars between users on the same domain. For example, if your email address is myname@company.com, you can create one or more calendars which are viewable by others whose email address end in @company.com. You can also choose to restrict access to your calendar to individual users. This allows others to see when you are free or busy, facilitating the scheduling of meeting and other



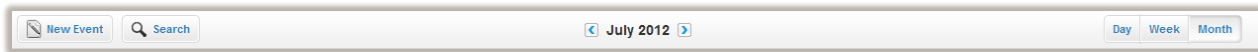
events. Depending on the access level you allow, you can even allow others to add, edit or delete scheduled events on your shared calendar.

## Calendar Layout

The Calendar section contains a secondary menu and three panels, which provides a Calendar list; Preview pane with a Monthly, Weekly, or Daily view; and a Task list.

## Secondary Menu

The Secondary Menu provides a quick-launch option to schedule a new event, or to search for an existing event or task.



**Figure 13: Secondary Calendar Menu**

Selecting New Event allows you to schedule a meeting or appointment, or out of office indicator.

**NEW EVENT**

Main Advanced Attendees

Title

Location

All-Day

Start  at

End  at

Calendar

Description

Save Cancel

**Figure 14: New Even Dialog**

Selecting Search allows you to search for emails based on title, description, or by a specified time-frame. You can also apply advanced parameters to narrow your search.



The search dialog box is titled "Search". It contains three input fields: "Title" (a text box), "Description" (a text box with a vertical ellipsis icon on the right), and "Time Span" (a dropdown menu currently showing "All Past"). To the right of the "Time Span" dropdown is a blue button labeled "More". Below these fields is a blue button labeled "Search".

**Figure 15: Search Dialog**

## Preview Pane

The Preview pane displays the calendar of events. You can choose to display one calendar at a time or combine multiple calendars in the view. The calendar can be displayed by month, week, or day.

By default, the calendar will open on Month View for the current month.

## Calendar List

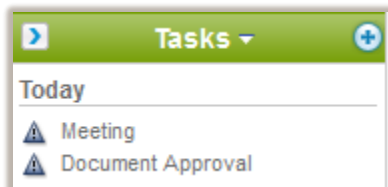
A calendar list is located on the left side of the calendar. It lists all calendars, including Personal, Shared and Subscribed Calendars.



**Figure 16: Calendar List**

## Task List

The Task List displays a list of tasks that you have created. You can also choose which calendar for which the task will be displayed.



**Figure 17: Task List**



## **Managing Calendars**

The Calendar section in WebMail allows you to create multiple calendars, share your calendar with other people within your network (same domain), and subscribe to other calendars that have been made public (shared).


## **Creating Calendars**

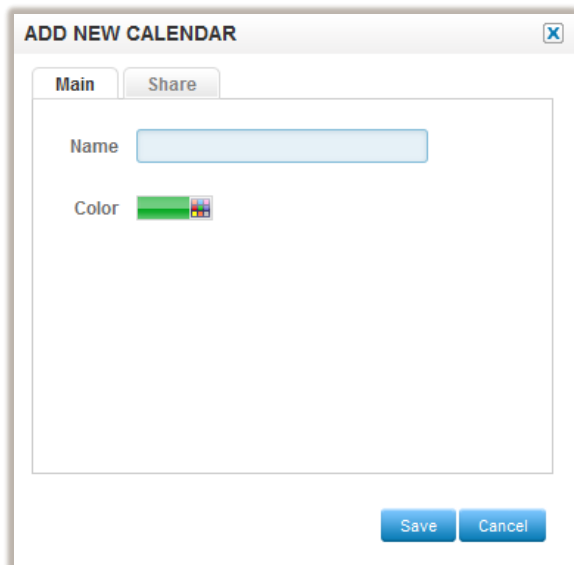
WebMail allows you to create multiple calendars, which you can share with other accounts within the same domain.





### To Create a New Calendar

1. In the Calendar list, click the **New** icon .
2. In the **Add new calendar** dialog, complete the following:



- Click the **Main** tab, enter the calendar name, and select the color from the pallet.
  - Click the **Share** tab and specify the sharing permissions for this calendar.  
**Note:** For more information about permission levels, see the [Sharing Calendars](#) section.
3. Click **Save**.

## Editing Calendars

You can edit calendar properties, such as the title and color.

### To Edit a Calendar

1. In the Calendar list, double-click the shared calendar Name for which you want to edit.
2. In the Calendar Properties dialog, modify the calendar details.
3. Click **Save**.

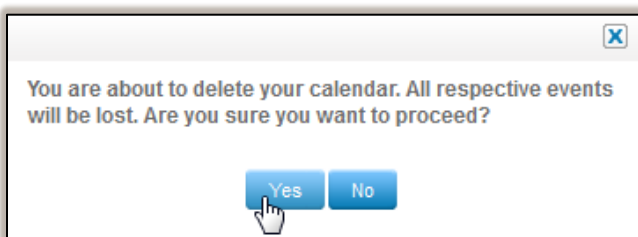


## Deleting Calendars

You can delete a Calendar that you have created or a subscribed Calendar, for which you have been given a High permission level. For more information about permission levels, see the [Sharing Calendars](#) section.

### To Delete a Calendar:

1. In the Calendar list, double-click the shared calendar Name for which you want to edit.
2. In the Calendar Properties dialog, click **Delete**.
3. In the Confirmation dialog, click **Yes**.



## Sharing Calendars

WebMail provides two types of permissions for sharing calendars. They include:


- **Low** – allows specified accounts to view calendar information. Editing is not permitted.
- **High** – allows the specified accounts to edit calendar information once they have subscribed.

**Note:** If you grant **High** sharing level across the domain, anyone subscribed to this calendar can make edits to the details – including the delete option.

There is also some flexibility in the types of access granted within a calendar. For example, if you share a calendar with low permissions, others can only view the calendar events; however, if you add a specific email account with high permissions, only this account will have edit permissions for the calendar.

**Note:** Permissions to edit shared Calendar Events are administered by the appropriate email account.

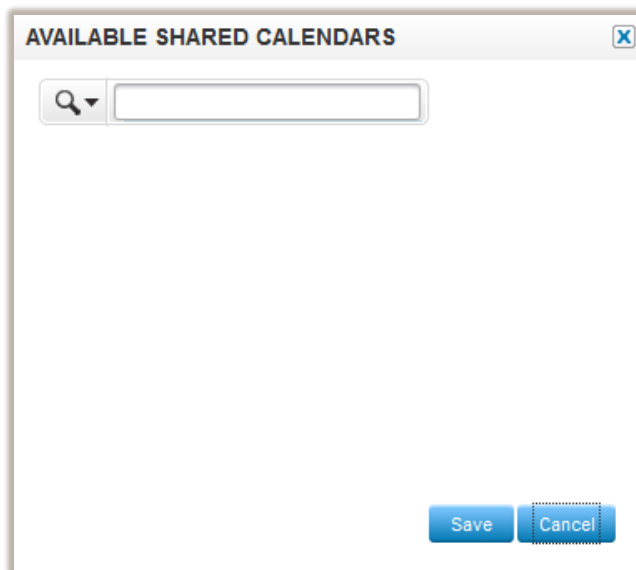
### To Share a Calendar:

1. In the Calendar list, double-click the personal calendar Name for which you want to share.
2. In the Calendar Properties dialog, click the **Share** tab and complete the following:
  - Specify the level of sharing in the **Share calendar with all domain users** drop-down.
  - To share this calendar with specific individuals, select  and enter the individual email address, and then select the level of sharing.
3. Click **Save**.



## Subscribing to Calendars


Subscribed calendars are calendars that you have access to, which have been published (shared) by other email account owners. If a calendar has been shared with the domain or specifically with you, it will appear in the list of Available Shared Calendars.



**Figure 18: Available Shared Calendars**

Calendars are available for subscription for both High and Low permission levels. For more information about calendar permission levels, see the [Sharing Calendars](#) section.

### To Subscribe to a Calendar:

1. In the Calendar list, click the **New** icon  for the Subscribed Calendars.
2. On the Available shared calendars dialog, select the calendar for which you want to subscribe.
3. Click **Save**.

The calendar will be displayed in the left-hand pane under the Subscribed Calendars heading.

## Managing Events

Events are items that you add to your calendar. Events can include meetings, holidays, appointments, or to set your time as busy. You can add events to your personal calendars, which can be shared or private, as well subscribed calendars that have granted you with a High permission level.



## Viewing Events

The Preview Panel allows you to view your calendar events through a Monthly, Weekly, or Daily view.

### **Monthly View**

The Month View displays all days of the selected month in grid format.

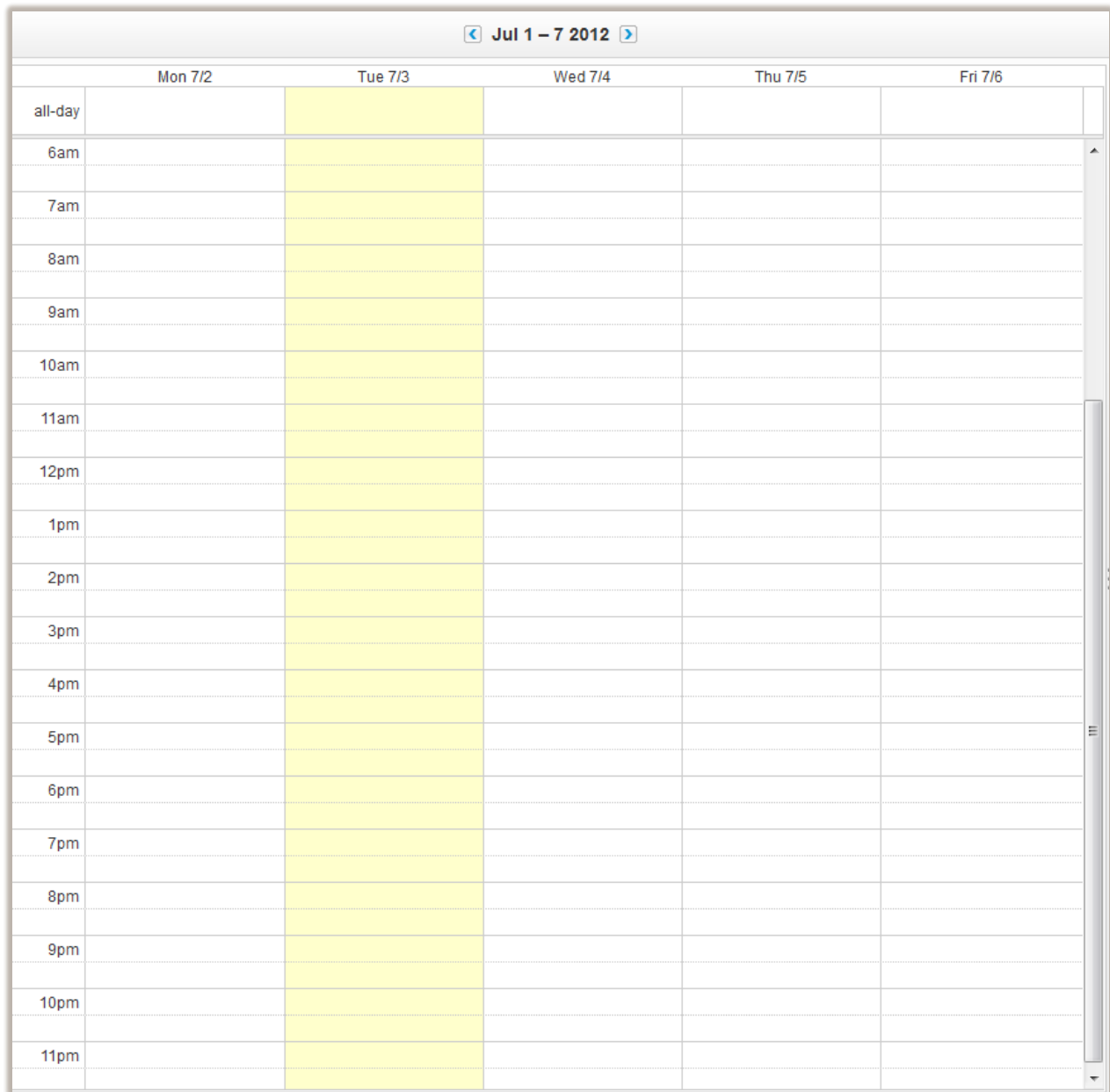
July 2012				
Mon	Tue	Wed	Thu	Fri
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30	31	1	2	3

**Figure 19: Calendar View by Month**

**Note:** Days for the following month appear in light grey.

### **Weekly View**

The Week View displays all days of the selected week in a more detailed grid format.

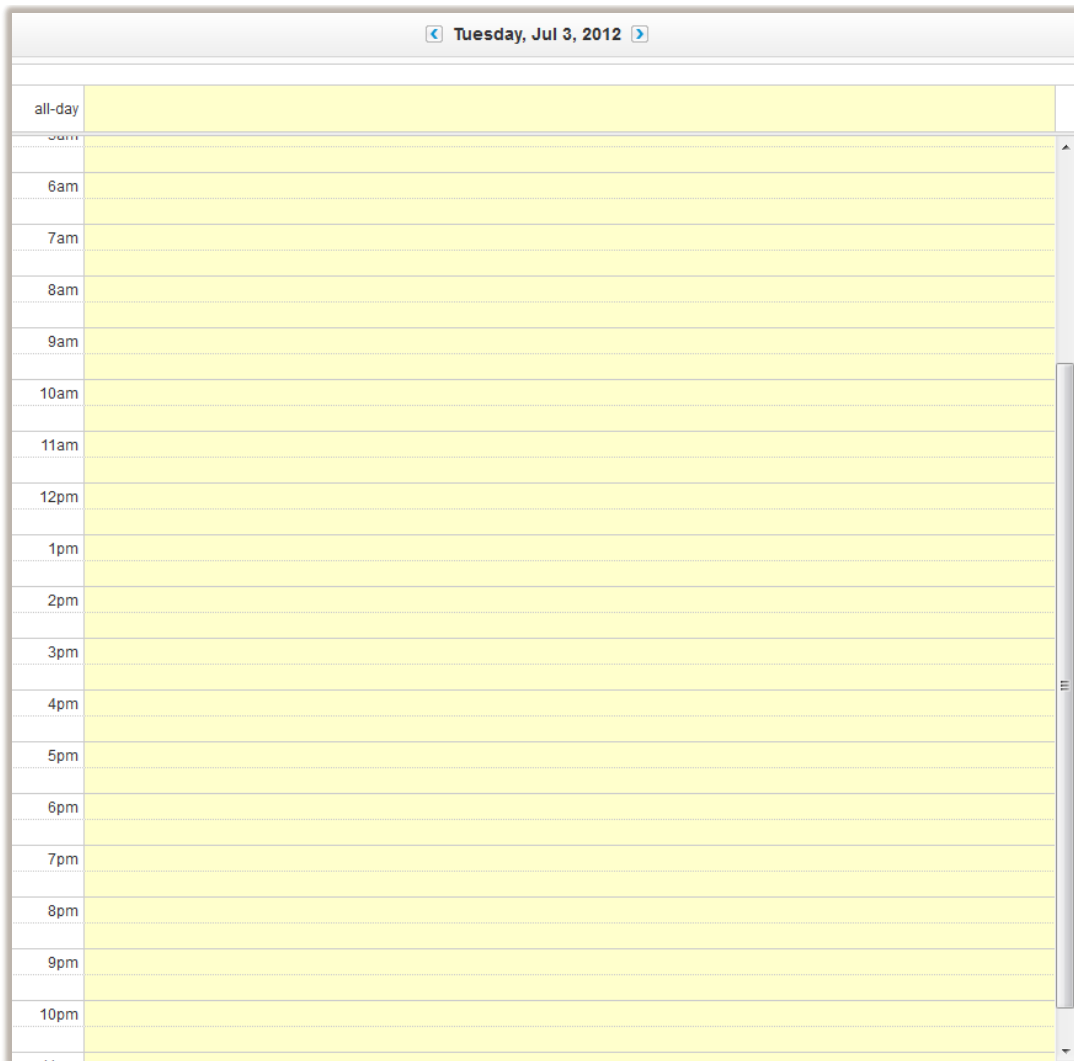


**Figure 20: Calendar View by Week**

Events scheduled for specific days and specific times will be displayed as colored blocks on the grid.

**Daily View**

The Daily View is set to the current date accessed. To advance to a future day, click the arrow pointing to the right. To retreat to the preceding day, click the arrow pointing to the left.



**Figure 21: Calendar View by Day**

Events scheduled for specific hours will be displayed as colored blocks on the grid.

## Creating Events

WebMail allows you to create an event using the **New event** dialog. You can open the **New event** dialog through any of the calendar views or by clicking the **New Event** button on the Secondary Menu. You can also create an event by dragging a task from the Task list into the calendar view.



**NEW EVENT** [X]

Main | Advanced | Attendees

Title: New event

Location: [Empty]

---

All-Day:

Start: 07/04/2012 at 11:55 AM

End: 07/04/2012 at 12:55 PM

Calendar: New Calendar

---

Description: [Empty]

Save Cancel

**Figure 22: New Event Dialog**

When creating a new event, you can specify which calendar to populate, set an alarm, specify whether this should be a recurring event, as well as selecting the attendees for a meeting event.



The New event dialog includes the following tabs:

- **Main** – which allows you to specify the event title, location, time, and description.

NEW EVENT

Main Advanced Attendees

Title New event

Location

All-Day

Start 07/04/2012 at 11:55 AM

End 07/04/2012 at 12:55 PM

Calendar New Calendar

Description

Save Cancel

- **Advanced** – which allows you to set an alarm and specify a recurring timeline.

NEW EVENT

Main Advanced Attendees

Alarm

Recurrence Never

Save Cancel





- **Attendees** – which allows you to select attendees for a meeting type event, provide options to allow invitees to invite others and view the guest list, as well as specifying the status and availability of the event.

To Create an Event:

1. In the Secondary Menu, click **New Event**.  
Alternatively, you can select a day from the Monthly view, or you can select a day and time from the Weekly or Daily view.
2. In the New event dialog, click the **Main** tab and complete the following:
  - Enter a title.
  - Enter the location for the event.
  - If this event will span an entire day, select the **All-day** checkbox and select the date from the pop-up calendar.
  - If this event has a start and end time, select the time form the pop-up clock.
  - Select which calendar for which this event belongs.
  - Enter a description.




3. Click the **Advanced** tab and complete the following:

- If you want to be reminded prior to the event, select the **Alarm** checkbox and specify the time in minutes, hours, days, or weeks.
- If this is a recurring event, select the interval from the Recurrence drop-down:

<b>Recurrence Statuses</b>	<b>Description</b>
<b>Never</b>	The event will occur only once, as specified but the time and date.
<b>Daily</b>	After selecting this option, you will need to enter the number of days between the repeated events.
<b>Weekly</b>	After selecting this option, you will need to enter the number of weeks between the repeated events as well as the day of the week the event will occur.
<b>Monthly</b>	After selecting this option, you will need to enter the number of months between the repeated events. The event will occur on the same day each month.
<b>Yearly</b>	After selecting this option, you will need to enter the number of years between the repeated events. The event will occur on the same day each year.

4. If this event is a meeting, click the **Attendees** tab and complete the following:

- Enter the email address and click **Add**.
- If you have created groups and they are selected, you can add email addresses using the contact list option .
- Select the options you would like enable for the invitees.
- Select the status and availability.

5. Click **Save**.

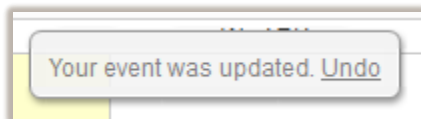


## Editing Events

WebMail allows you to edit any event from any of the following views:

- **Week View**
- **Day View**
- **Month View**

Each of these methods will display the Edit event dialog, which provides the same properties as the New event dialog; however, the selected event's information will be populated. You may edit any of the event's information. If an event is mistakenly deleted, the action can be undone.



**Figure 23: Undo Event Update**

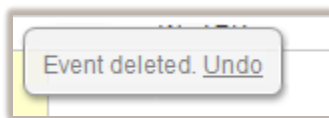
**Note:** You can only edit Calendars that you have created or a Calendar you have subscribed to and your permission level has been set to High. For more information about permission levels, see the [Sharing Calendars](#) section.

### To Edit an Event:

1. Double-click an event in any of the Calendar views.
2. Modify the event properties.
3. Click **Save**.

## Deleting Events

You can delete any event that you have created. Events are deleted from the Edit event dialog. If an event is mistakenly deleted, the action can be undone. When an event is deleted, the following message is displayed at the top of the Calendar View panel.



**Figure 24: Undo Event Deletion**



### To Delete an Event:

1. Double-click an event in any of the Calendar views.
2. In the Event edit dialog, click **Delete**.
3. In the Confirmation dialog, click **Yes**.  
Note: Permanently deleted events cannot be recovered.

## Searching Events

It is possible to conduct a keyword search of your email messages. To perform a search, type the keyword in the "Find" textbox located in the Main Menu of the Inbox window.

WebMail offers a search feature that can be used for personal, shared or subscribed calendars. You can perform a basic search by entering the event title, description and time-span. If you want to narrow your search parameters, you can perform a more advanced search, which allows you to specify details such as the Calendar name, the event status, location or start and end time.

### **Message fields**

The message fields are as follows:

- **Sender:** Type the sender's email address of the message you are searching for.
- **To:** Type the receiver(s) email address(es) of the message you are searching for.
- **CC:** Type the receiver(s) email address(es) that received a copy of the message you are searching for.
- **Subject:** Type the keyword appearing in the subject line of the message(s) you are searching for.
- **Entire Message:** Type the keyword appearing in the body of the message(s) you are searching for.



To Search for an Event:

1. In the Secondary Menu, Click **Search**.
2. In the Search window, enter the event criteria.

**Search**

Title

Description

Time Span  [More](#)

[Search](#)

3. To perform an advanced search, click **More**.

4. Enter the advanced search parameters and click **Search**.

Messages containing the specified keyword will be displayed in the Mail Listing Panel. If no messages contain the keyword, the Mail Listing Panel will state "No messages matched your search."

**Search**

Title

Description

Time Span  [Basic](#)

Calendar

Location

Status

Start  at

End  at

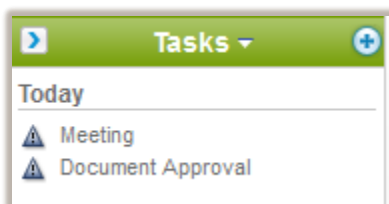
[Search](#)



## Managing Tasks

WebMail provides a Task list to help you prioritize, set calendar events and organize the project task queue. You can also create a calendar event by dragging a task from the Task list into the Calendar view. Similarly, you can create a task by dragging a calendar event and dropping into the Task list.

**Note:** Creating a task from the Calendar view is only available when viewing by month. Task items listed in the Task list are color-coded based on the Calendar for which they belong.




**Figure 25: Multi-Calendar Task List**

## Creating Tasks

You can create a task directly from the Task list or by dragging an event from the calendar.

To Create a Task:

1. In the Task list, click on the **New Task** icon .

A screenshot of a dialog box titled 'ADD NEW TASK'. It has a close button (X) in the top right corner. The 'Title' field contains 'New Task'. Below this, there are several options: 'Completed' with an unchecked checkbox, 'Priority' set to 'Important', 'Due date' set to '07/03/2012' with a calendar icon, 'Alarm' set to '07/03/2012 at 06:30 PM' with a clock icon, and 'Calendar' set to 'New Calendar'. At the bottom, there is a 'Description' text area and two buttons: 'Save' and 'Cancel'.

2. In the Add new task dialog, complete the following:
  - Name (Name of Task)
  - If the task has already been completed, select the **Completed** checkbox
  - Select the priority



- If the task has a due date, select the **Due date** checkbox and select the date from the pop-up calendar.
- If you want to set a reminder for the task, select the **Alarm** checkbox and select the date and time.
- From the Calendar drop-down, select the calendar for which this task will belong
- Enter a brief description of the task.

3. Click **Save**.

## Notes

WebMail allows you to input basic text information within one central location.

### Notes Layout

The Notes layout contains a Notepads list and a Notes Preview pane.

### Secondary Notes Menu

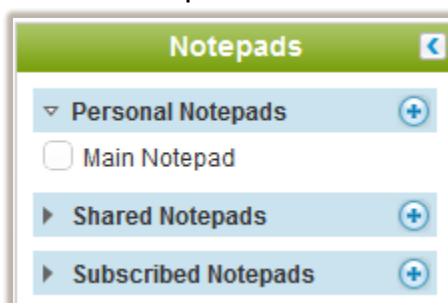
The Secondary Notes Menu contains a quick-launch option to add a new note.



**Figure 26: Notes Secondary Menu**

### Notepads List

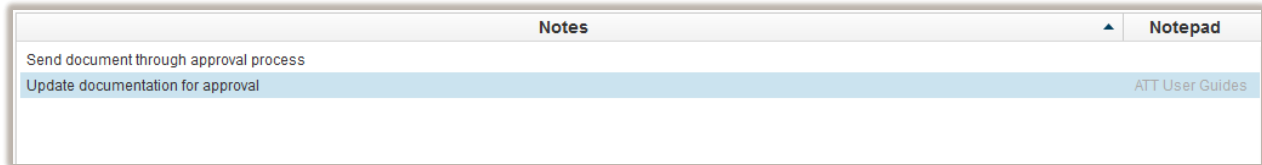
The Notepads list displays a list of all Notepads created or shared by you. The Notepads list also displays a list off subscribed Notepads.



**Figure 27: Notepads List**

### Notes Preview Pane

The Notes Preview pane displays a list of notes entered into all selected Notepads. The Notepad column displays the Notepad for which the Note belongs.



**Figure 28: Notes Preview Pane**

## Sharing Notes

Authors can select from a list of users within their domain to identify who has access to notes and what they are allowed to do with the notes.

**Note:** Collaborative Services such as Shared Contacts, Calendars, Tasks, and Notes must be enabled for a domain.

## Managing Notepads

The Notes section in WebMail allows you to create multiple Notepads, share your Notepad with other people within your network (same domain), and subscribe to other Notepads that have been made public (shared).


## Creating Notepads

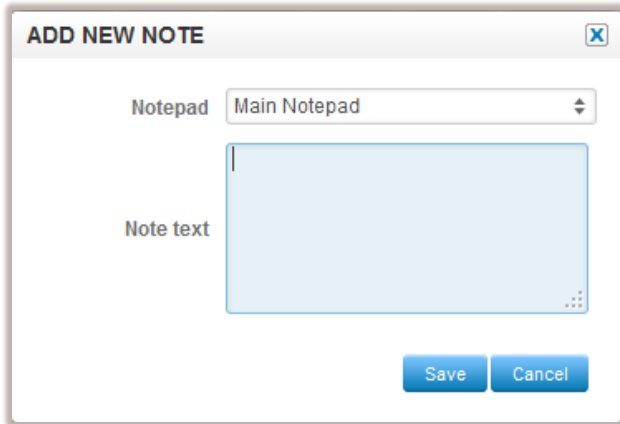
WebMail allows you to create multiple Notepads, which you can share with other accounts within the same domain.





To Create a New Notepad:

1. In the Notepad list, click the **New** icon .
2. In the **Add new notepad** dialog, complete the following:



- Click the **Main** tab, enter the calendar name, and select the color from the pallet.
  - Click the **Share** tab and specify the sharing permissions for this calendar.  
**Note:** For more information about permission levels, see the [Sharing Calendars](#) section.
3. Click **Save**.



## Editing Notepads

You can edit Notepad properties, such as the title and color.

### To Edit a Notepad:

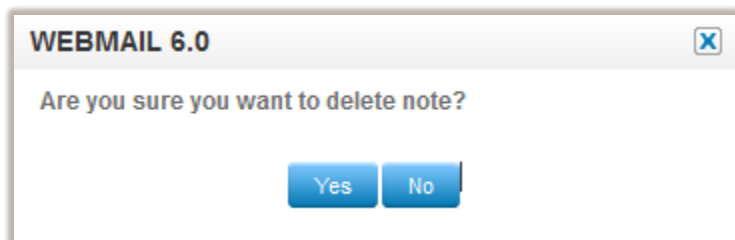
1. In the Notepad list, double-click the shared Notepad Name for which you want to edit.
2. In the Notepad Properties dialog, modify the Notepad details.
3. Click **Save**.

## Deleting Notepads

You can delete a Notepad that you have created or a subscribed Notepad, for which you have been given a High permission level. For more information about permission levels, see the [Sharing Notepads](#) section.

### To Delete a Notepad:

1. In the Notepad list, double-click the shared Notepad Name for which you want to edit.
2. In the Notepad Properties dialog, click **Delete**.
3. In the Confirmation dialog, click Yes.



## Sharing Notepads

WebMail provides two types of permissions for sharing Notepads. They include:

- **Low** – allows specified accounts to view calendar information. Editing is not permitted.
- **High** – allows the specified accounts to edit Notepad information once they have subscribed.

**Note:** If you grant **High** sharing level across the domain, anyone subscribed to this Notepad can make edits to the details – including the delete option.

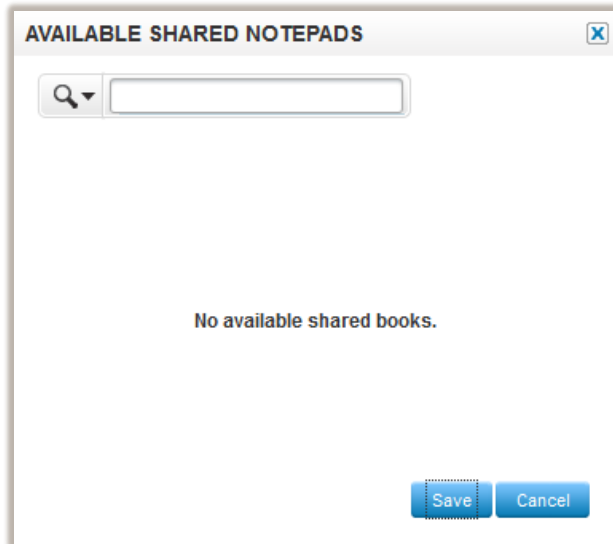
There is also some flexibility in the types of access granted within a Notepad. For example, if you share a calendar with low permissions, others can only view the calendar events; however, if you add a specific email account with high permissions, only this account will have edit permissions for the Notepad.

**Note:** Permissions to edit shared Calendar Events are administered by the appropriate email account.



## Subscribing to Notepads

Subscribed Notepads are Notepad that you have access to, which have been published (shared) by other email account owners. If a Notepad has been shared with the domain or specifically with you, it will appear in the list of Available Shared Notepads.



**Figure 29: Available Shared Notepads**

Notepads are available for subscription for both High and Low permission levels. For more information about calendar permission levels, see the [Sharing Notepads](#) section.

## Managing Notes

Managing Notes allows you to create new notes and add them to an existing notepad. You can also edit or delete existing notes.

## Viewing Notes

The Notes Preview pane displays a list of notes for all selected Notepads. The Notepad for which the note belongs is listed under the Notepad column. Note are sorted based on date, with most recent note at the top of the list.



## Creating Notes

WebMail allows you to create notes and add them a specific Notepad.

### To Create a Note:

1. On the Secondary Menu, click **New Note**.
2. In the Add new note dialog, complete the following:

The screenshot shows a dialog box titled "ADD NEW NOTE". At the top left, the word "Notepad" is followed by a dropdown menu showing "ATT User Guides". Below this is a large, empty text area labeled "Note text". At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

- Select Notepad from the drop-down menu.
  - Enter the Note text.
3. Click **Save**.

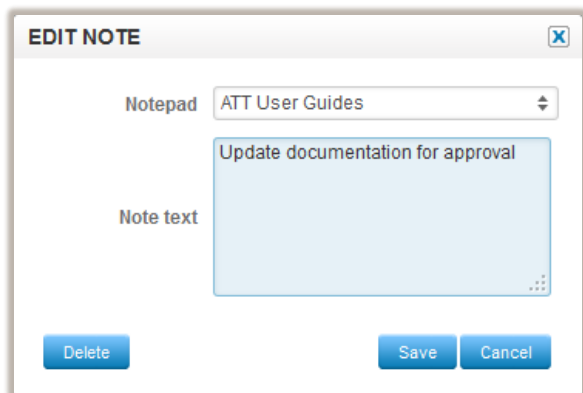
## Editing Notes

You can edit your notes in a Notepad that you have created or shared, or a subscribed Notepad for which you have been granted a High level permission.



### To Edit a Note:

1. In the Notepad Preview pane, double-click the Note that you want to edit.



2. Make the required modifications.

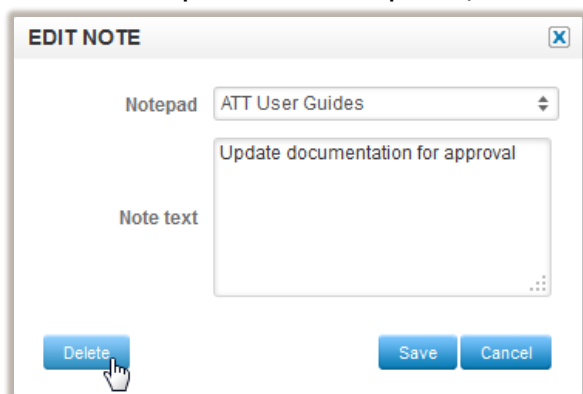
3. Click **Save**.

### **Deleting Notes**

You can delete your notes in a Notepad that you have created or shared, or a subscribed Notepad for which you have been granted a High level permission.

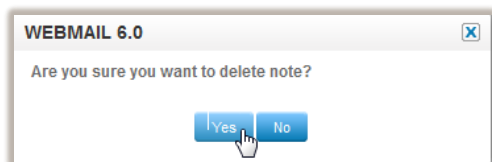
### To Delete a Note:

1. In the Notepad Preview pane, double-click the Note that you want to edit.



2. Click **Delete**.

3. In the confirmation dialog, click **Yes**.



## **Mobile**

Mobile is divided into two sections:



- Mobile Email – which allows you to forward your email address to either a mobile device or another email account.
- SyncSuite Downloads – which enables you to download SyncSuite services which allow wireless data synchronization of Contacts and Calendars between multiple devices. Updating data on one device will lead to all devices being updated with the changes.

## Mobile Email

The Mobile Email section allows you to forward your email to your mobile device, You can use the email address associated with your webmail domain, or you can choose to forward a copy to an alternative email address.

**Mobile Email**

To receive email on your BlackBerry or mobile device, enter the email address of your mobile device here:

Keep a copy of mail in my Inbox

**Save**

Webmail mobile URL:  
websitesmail.att.com/pda

Click "More" to see instructions as to how to set up mail on your mobile device

**More**

**Figure 30: Mobile Email**

## Set Email Forwarding

1. Enter the email address you wish to forward your email account to.
2. If you want to save a copy of your emails in the Inbox, select the **Keep a copy of mail in my inbox** checkbox.
3. Click **Save**.

**Note:** Once you set up email forwarding in this section, it will be updated the Preferences section.

## SyncSuite Downloads

SyncSuite synchronizes your Calendar and Contacts between your RIM BlackBerry™, Microsoft Outlook™, Microsoft Outlook Express™, or other mobile devices. This means that all your Calendar and Contact information is the same when you use your Microsoft Outlook™ at work, your RIM BlackBerry™ out of the office, and your Microsoft Outlook Express™ at home.

Each SyncSuite section provides a link to associated help files, installation instructions and the executable file. There are four SyncSuite clients available for download: SyncSuite for RIM Blackberry; SyncSuite for Outlook; SyncSuite for SyncML enabled wireless devices; and SyncSuite for Outlook Express.

## SyncSuite for RIM Blackberry

Synchronizes: Contacts, Calendar to WEBMAIL For over the air downloads point your RIM BlackBerry™ browser to <http://webmail.hostopia.com/downloads/bb.php>.



This section also provides links to complete the following:

- To download the application, click [Download](#).
- To open a detailed installation instructions, in HTML format, click **Install Instructions**
- To open a User Guide, in PDF format, on how to use these applications, click **Help File**.

## SyncSuite for Outlook

Synchronizes: Contacts and Calendar information to WebMail.

This section also provides links to complete the following:

- To download the application, click [Download](#).
- To open a detailed installation instructions, in HTML format, click **Install Instructions**
- To open a User Guide, in PDF format, on how to use these applications, click **Help File**.

## SyncSuite for SyncML enabled wireless devices

Synchronizes: Contacts and Calendar information to WebMail.

This section also provides links to complete the following:

- To download the application, click [Download](#).
- To open a detailed installation instructions, in HTML format, click **Install Instructions**
- To open a User Guide, in PDF format, on how to use these applications, click **Help File**.

## SyncSuite for Outlook Express

Synchronizes: Contacts information to WebMail.

This section also provides links to complete the following:

- To download the application, click [Download](#).
- To open a detailed installation instructions, in HTML format, click **Install Instructions**
- To open a User Guide, in PDF format, on how to use these applications, click **Help File**.

# Preferences

With WebMail 6.0 Preferences you can manage the following options:

- Mail Preferences



- Spam Preferences
- Change Password
- Auto Reply Messages
- Filtering Preferences
- Highlighting Messages
- Image Rules
- PGP Preferences

emailaccount@easyeasyest.com | [Feedback](#) | [Help](#) | [Sign Out](#)

Home | **Inbox** | [Contacts](#) | [Calendar](#) | [Notes](#) | [Mobile](#) | [Preferences](#)

**Preferences**

**Mail Preferences**

Spam Preferences

Change Password

Auto Reply Messages

Filtering Preferences

Highlighting Messages

Image Rules

PGP Preferences

Full Name:

Your signature:

Precede your signature with dashes ('- ')?

Place your signature before replies and forwards?

Select your preferred language:

What to do when messages are deleted:

Time format:

Date format:

Time zone:

Show weekends in Calendar:

To receive mail on your mobile device or alternative email address, enter it here (NOTE - to forward mail to multiple email addresses, separate addresses by commas (no spaces)):

Keep a copy of mail in my Inbox:

Play sound when new mail arrives:

After login, go directly to my inbox:

Mail folder configuration:

Default compose mode:

System windows (helps with screen readable programs):

Show checkboxes in the mail message list:

Reply/forward mode:

[Save](#)

## Mail Preferences

With Mail Preferences, you can set the following options:

- **Full Name:** Your Full Name is what is displayed in the "From" field of messages you send.





- **Your signature:** Your signature is the text that appears at the end of each message you compose. There are 2 checkboxes underneath with the following options
  - **Precede your signature with dashes ('-- ')?** Check this option if you would like a line of dashes to be automatically inserted before your signature in email messages you compose to visually separate the signature from the body of the email message.
  - **Place your signature before replies and forwards?** Check this option if you would like the appended text from a reply to appear below your message and signature. By leaving this checkbox blank, this option will place your signature after all appended text in a reply.
- **Select your preferred language:** You can select your preferred language to display the WebMail 6.0 interface. Available languages are: English, Français, Español, Italiano, Português, Deutsch.
- **What to do when messages are deleted:** You can either “Move to Trash” or “Permanently delete” messages.
- **Time Format:** This allows you to adjust the time to a format you prefer.
- **Date format:** This allows you to adjust the date to a format you prefer.
- **Time zone:** This allows you to set the time zone.
- **To receive mail on your mobile device or alternative email address, enter it here:** This option forwards all your mail to a specified email address.
- **Keep a copy of mail in my inbox:** If this option is checked, mail will be delivered both to your account and the forwarding account.
- **Play sound when new mail arrives:** You can choose yes or no to enable the sound alert for newly arrived email messages.
- **After login go directly to inbox:** From the drop down menu you may select “Yes,” if you wish to go directly to inbox after logging in; or select “No,” if you wish to view the home page with Quick Links.
- **Mail folder configuration:** The options available here are: Default, Apple Mail, Blackberry, Outlook, Thunderbird, And Aplus.
- **Default compose mode:** The two options available are “text” or “html”.
  - **Text:** This option allows you type your message in plain text without any special formatting.
  - **HTML:** This option allows you to type your message using HTML code to specify special formatting. You may change the font face, size, color and weight as well as include bullets, indents, text justification and background color.
- **System Windows:** Selecting this box, will use the regular system pop up boxes, instead of the nice styled alert boxes that webmail uses by default. The advantage of using the regular system alert boxes is that these boxes are able to be read by a



screen reading program like JAWS for the visually impaired. JAWS will read what is on the screen and verbally announce it to the user.

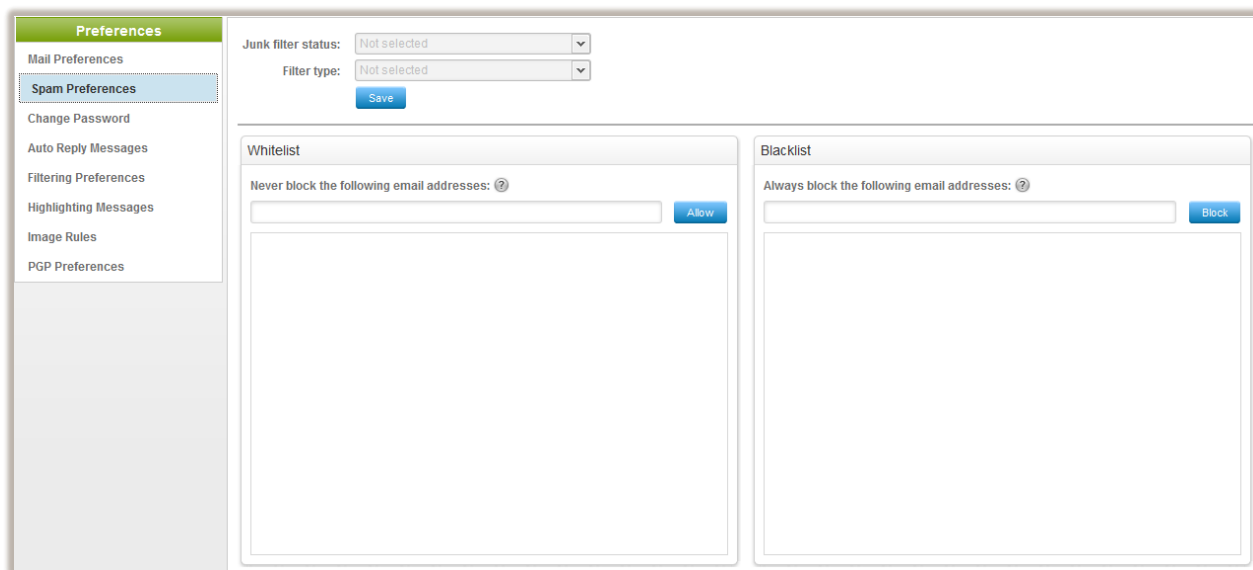
- **Reply/Forward mode:** This option refers to the format of the text of the email messages that you choose to reply to or forward. The options available here are: "Original", "text" or "html". Original refers to keeping the format the same as it was received in.



## Spam Preferences

Spam Preferences set spam filtering options for your email account. With Spam Preferences, you can set the following options:

- Junk Filter Status
- File Type
- Whitelist and Blacklist options



**Figure 31: Spam Preferences**

## Junk Filter Status

WebMail allows you turn on spam filtering and specify the level of filtering applied to mail marked as spam. Every email received through inbox is evaluated and assigned a point value by an automated filter, based on the message headers and each email's content. If the point total is over a specific value, the email is categorized as spam. The subject, message formatting, and message headers are all examined for "spam-like" features.

The following filtering options are available:

- **Turn Filtering Off** – No messages are evaluated for "spam-like" features.  
**Note:** By disabling spam filtering for an account, all email will bypass the spam filter.
- **Light Filtering:** Light Filtering sets the spam filter to a low sensitivity level. This setting will let through more spam, but is less likely to accidentally identify legitimate email as spam.
- **Standard Filtering** (Recommended): Standard Filtering sets the spam filter to a high sensitivity level. This setting has a typical 95% to 99% success rate for discriminating between spam and legitimate email. This is the default setting.



- **Aggressive Filtering:** Aggressive Filtering sets the spam filter to a very high sensitivity level. This setting increases the chances that legitimate email will be classified as spam.  
**Note:** While the Spam Filter is an excellent method to limit spam, there is the potential for legitimate emails to be classified as spam and deleted, if this feature is enabled.

## File Type

- **Delete Spam:** This option will automatically delete all email flagged as spam. Emails classified as spam will not be delivered to your inbox and will be irretrievable..
- **Tag and Deliver Spam:** This option delivers all email flagged as spam to your inbox with **\*\*\*\*\*SPAM\*\*\*\*\*** added to the start of the subject line. You may sort these messages into another folder and delete them after review. \*Tag and Deliver is the default setting.
- **Quarantine Spam:** This option automatically places all email flagged as spam into a "Junk" folder.

## Allow/Block Lists

When an email is received from an address placed on the "Always Allow List" it is delivered to your inbox as regular email, despite anything the spam filter may find. Add email addresses to this list you wish to be certain you receive e-mail from, no matter how you have configured the spam filter.

When an email is received from an address placed on the "Always Block list" it is treated as spam, despite anything the spam filter may find. Add email addresses to this list if there are addresses you wish to be certain you never receive email from, no matter how you have configured the spam filter.

With Allow/Block Lists you can perform the following actions:

- Add an Always Allow/Block List entry
- Remove an Always Allow/Block List entry

### To Add an Always Allow/Block List Entry:


1. Enter the full email in the **Never block the following email addresses** field.
2. Click **Allow**.  
The added email or domain will display in the Whitelist list, along with any other allowed entries.

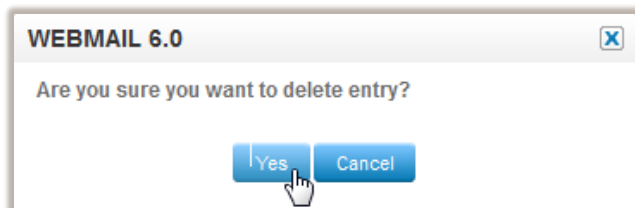
### To Add an Always Allow/Block List Entry:

1. Enter the full email in the **Always block the following email addresses** field.
2. Click **Block**.  
The added email or domain will display in the Blacklist list, along with any other blocked entries.



### To Remove an Always Allow/Block List entry

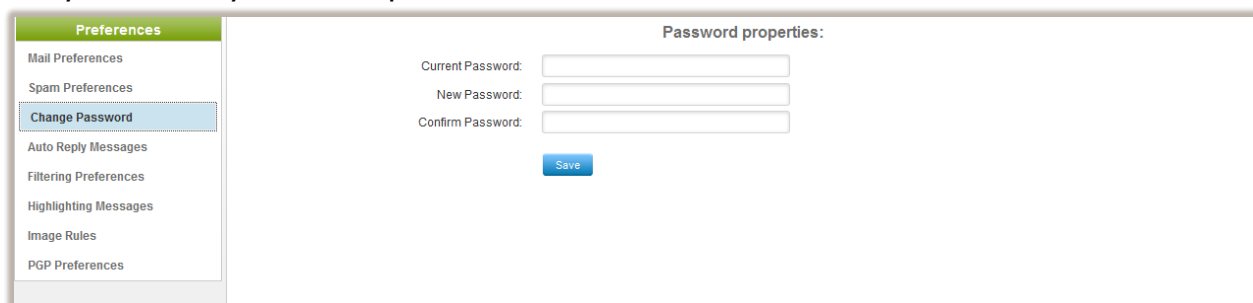
1. Click the **Delete** icon. 
2. In the Confirmation dialog, click Yes.



**Note:** Entries in your block will be handled according to the filtering settings. For example, if you currently have your spam filter set to 'Tag & Deliver,' all entries in your block list will be automatically marked as spam regardless of their spam score, and delivered into your mailbox in the same fashion as other email determined to be spam.

## Change Password

With Change Password you can change your current password by typing the current password once and typing the newly chosen password twice – to confirm you've accurately entered your new password.



**Figure 32: Change Password**

### To Change your Password:

1. Type in current password in **Current Password**.
2. Type in new password, **New Password**.
3. Type in new password again in **Confirm Password**.
4. Click **Save**.



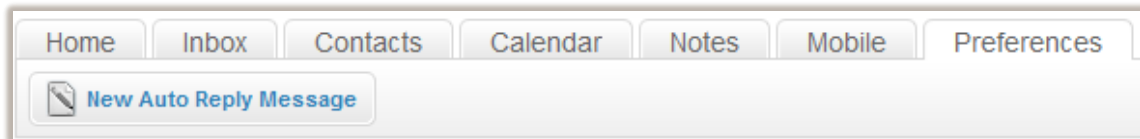
## Auto Reply Messages

With Auto Reply Messages, you can automate a reply with a pre-written message to all or certain email messages sent to your email account.

For example, you could set up an auto responder when you are out of office for a few days which could alert those emailing you that you are away.

## Auto Reply Secondary Menu

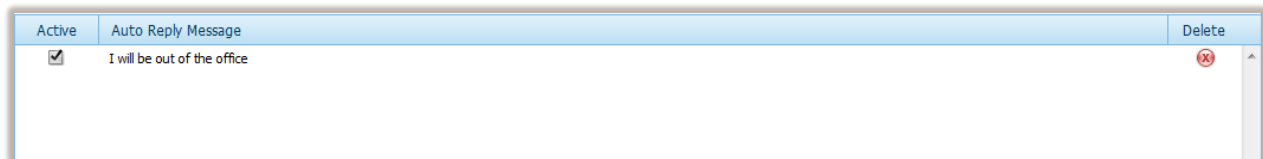
The Auto Reply Secondary Menu provides a quick-launch option to create a new auto reply message.



**Figure 33: Auto Reply Secondary Menu**

## Viewing Auto Reply Messages

All messages are displayed in the Auto Reply page. The page lists items in a list view, which contains information about whether the message is active, the message content and an option to delete the message.



**Figure 34: Auto Reply Display List**

## Managing Auto Reply Messages

Managing auto replies includes viewing, editing, or deleting existing auto replies, as well as creating new replies.



To Create an Auto Reply Message:

1. In the Auto Reply Secondary Menu, click **Add New Auto Reply Message**.
2. In the New Auto Reply Message dialog, complete the following:

The screenshot shows a dialog box titled "NEW AUTO REPLY MESSAGE". It has a close button (X) in the top right corner. Under the "Condition:" label, there is a dropdown menu currently showing "From" and a text input field to its right. Below the "Condition:" section is the "Auto Reply Message:" label followed by a large text area with a scroll bar. At the bottom right of the dialog, there are two buttons: "Save" and "Cancel".

- **Condition:** You may specify to respond only to specific messages sent to your account as opposed to all messages. You may select one of the following email header fields in which the Condition Text will be applied:
    - All
    - From
    - To
    - CC
    - Subject
  - **Condition Text:** Specify the text which an incoming message must contain in its Condition email header field for your auto responder to be sent.
  - **Message:** In the large textbox to the right of "Message:" type the messages you would like the auto responder to email as a response.
3. Click **Save**.  
**Note:** By default, a newly created auto responder will appear as Active.

To Deactivate Auto Reply Messages:

- In the Active column, select the check box.

To Activate Auto Reply Messages:


- In the Active column, select the check box.

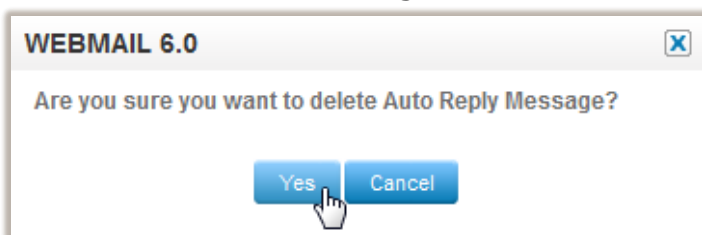
To Edit an Auto Reply Message:

1. In the Auto Reply column, double-click the message.
2. In the Edit Auto Reply Message dialog, make the required modifications.
3. Click **Save**.

To Delete an Auto Reply Message:



1. In the Delete column, click the **Delete** icon .
2. In the Confirmation dialog, click **Yes**.



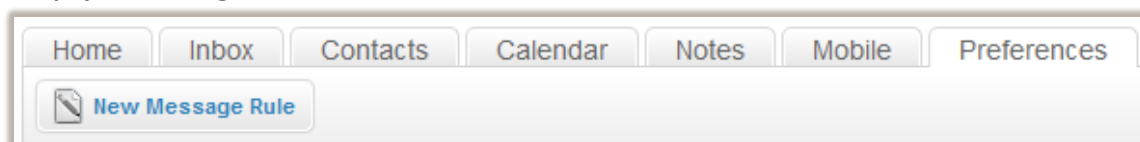
**Note:** Permanently deleted Autor Reply Messages cannot be recovered.

## Filtering Preferences

This functionality will let you set up certain rules and conditions for your incoming email messages. For example, you may want to move emails from a specific into a folder.

### Filtering Preferences Secondary Menu

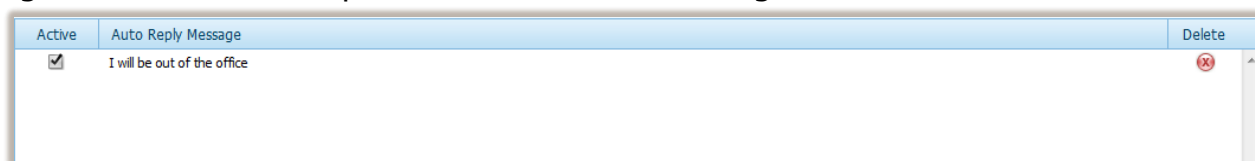
The Filtering Preferences Secondary Menu provides a quick-launch option to create a new auto reply message.



**Figure 35: Filtering Preferences Secondary Menu**

## Viewing Filtering Preferences

All message rules are displayed in the Filtering Preferences page. The page lists items in a list view, which contains information about whether the message is active, the message content and an option to delete the message.



**Figure 36: Filtering Preferences Display List**

## Managing Message Rules

### To Create a Message Rule:

1. In the Filtering Preferences Secondary Menu, click **Add New Message Rule**.






2. In the New Message Rule dialog, complete the following:

- Enter a name for your rule.
- Select the Condition form the If drop-down.
- Select **To**, **Subject** or **From** from the drop down menu and enter the data relevant to the field selected. For example if you have selected **Subject**, enter the subject(s) of emails



- To add an additional rule, select the Add icon .
- Specify the action from the Perform the following actions drop-down.

3. Click **Save**.

To Deactivate a Message Rule:

- In the Active column, select the check box.


To Activate a Message Rule:

- In the Active column, select the check box.

To Edit a Message Rule:

1. In the Auto Reply column, double-click the message.
2. In the Edit Auto Reply Message dialog, make the required modifications.
3. Click **Save**.

To Delete a Message Rule:

1. In the Delete column, click the **Delete** icon .
2. In the Confirmation dialog, click **Yes**.

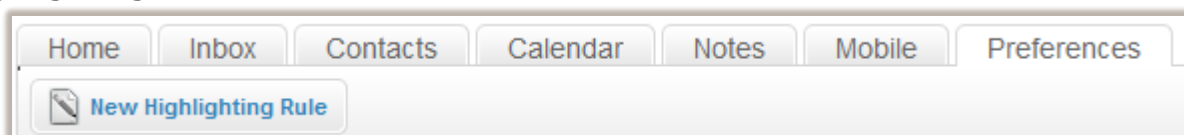
**Note:** Permanently deleted Message Rules cannot be recovered.

## Highlighting Messages

Highlighting Rules allow you to organize your inbox by applying color to email message that meet the Highlighting Rule criteria

## Filtering Preferences Secondary Menu


The Highlighting Messages Secondary Menu provides a quick-launch option to create a new Highlighting Rule.



**Figure 37: Highlighting Rules Secondary Menu**

## Viewing Highlighting Rules

All message rules are displayed in the Highlighting Rules page. The page lists items in a list view, which contains information about whether the message is active, the message content and an option to delete the message.

Active	Highlighting Rule	Order	Delete
<input checked="" type="checkbox"/>	New Rule		

**Figure 38: Highlighting Rules Display List**



## Managing Highlighting Rules

### To Create a Highlighting Rule:

1. In the Highlighting Rules Secondary Menu, click **Add New Highlighting Rule**.
2. In the New Highlight Rule dialog, complete the following:

The screenshot shows a dialog box titled "NEW HIGHLIGHT RULE". It has a close button (X) in the top right corner. Below the title bar, there is a "Rule name:" label followed by a text input field. A horizontal line separates this from the next section. Below the line, there is a "To" dropdown menu with a downward arrow, followed by a text input field. Below that, there is a "Color:" label followed by a color selection palette. At the bottom right, there are two buttons: "Save" and "Cancel".

- Enter a name for your rule.
- Select the Condition from the If drop-down.
- Select **To**, **Subject** or **From** from the drop down menu and enter the data relevant to the field selected. For example if you have selected **Subject**, enter

the subject(s) of emails

This is a close-up of the "To" dropdown menu and the adjacent text input field. The dropdown menu is open, showing "To" and a downward arrow. The text input field is empty.

- Select the color from the color pallet.

3. Click **Save**.

### To Edit a Highlighting Rule:

1. In the Highlighting Rule column, double-click the message.
2. In the Edit Highlight Rule dialog, make the required modifications.
3. Click **Save**.

### To Delete a Highlighting Rule:

1. In the Delete column, click the **Delete** icon
2. In the Confirmation dialog, click **Yes**.

**Note:** Permanently deleted Highlighting Rules cannot be recovered.

## Image Rules

The Image Rules section allows you to define what images and styles will be shown in email messages when they arrive in your inbox. You can control the level of trust when images will be displayed. For a higher level of control you can also create custom filters for specific senders or when specific text appears in the subject line of messages.



The Image Rules preferences allow you to define what images and styles will be shown in email messages when they arrive in your inbox. You can control the level of trust when images will be displayed by checking on or off various options below. For a higher level of control you can also create custom filters for specific senders or when specific text appears in the subject line of messages.

**Trust sources in address book:** If checked unsafe images are shown for messages from anyone in your address book.

**Trust anything I send:** If checked unsafe images are shown for messages sent by any of your identities. You might not want to set this if you forward Spam to other people, and then go back and read from your 'Sent' folder.

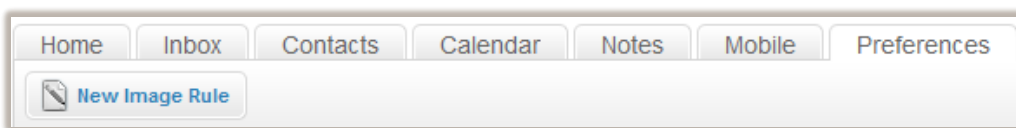
**Trust defined sources below:** If checked unsafe images are shown for the sources shown below.

There are three options available to choose from:

- **Trust sources in address book:** If checked unsafe images are shown for messages from anyone in your address book.
- **Trust anything I send:** If checked unsafe images are shown for messages sent by any of your identities. You might not want to set this if you forward Spam to other people, and then go back and read from your 'Sent' folder.
- **Trust defined sources below:** If checked unsafe images are shown for the sources shown below.

## Image Rule Secondary Menu

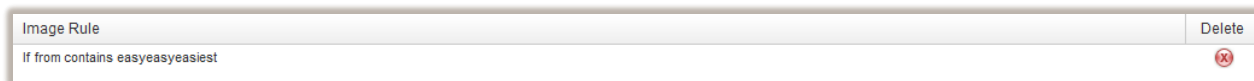
The Image Rule Secondary Menu provides a quick-launch option to create a new Highlighting Rule.



**Figure 39: Image Rule Secondary Menu**

## Viewing Image Rule

All message rules are displayed in the Image Rule page. The page lists items in a list view, which contains information about the content and an option to delete the message.



**Figure 40: Image Rule Display List**

## Managing Image Rule

To Create a Image Rule:

1. In the Image Rule Secondary Menu, click **Add New Image Rule**.



2. In the New **Highlight Rule** dialog, complete the following:

- Select **To**, **Subject** or **From** from the drop down menu and enter the data relevant to the field selected. For example if you have selected **Subject**, enter the subject(s) of emails.
- Select Contains, Equal, or Not Equal to from the drop-down and enter the content for the condition.

3. Click **Save**.

#### To Edit a Image Rule:

1. In the Image Rule column, double-click the message.
2. In the Edit Image Rule dialog, make the required modifications.
3. Click **Save**.

#### To Delete a Image Rule:

1. In the Delete column, click the **Delete** icon
2. In the Confirmation dialog, click **Yes**.

**Note:** Permanently deleted Highlighting Rules cannot be recovered.

## PGP Preferences

WebMail uses PGP (Pretty Good Privacy) to encrypt and decrypt email messages. WebMail also uses PGP to send an encrypted digital signature that lets the receiver verify the sender's identity and know that the message was not changed en-route. WebMail provides each user with a public encryption key and a private key (which is known only to that user).

Messages that you send to someone else are encrypted using their public key. When they receive it, they decrypt it using their private key. Since encrypting an entire message can be time-consuming, PGP uses a faster encryption algorithm to encrypt the message and then uses the public key to encrypt the shorter key that was used to encrypt the entire message.

**Note:** To maintain the security of your decryption process, Do Not share your private key with any other user.

The PGP Preferences page displays a list of created keys, its ID, the owner of the key and the option to delete an existing key.

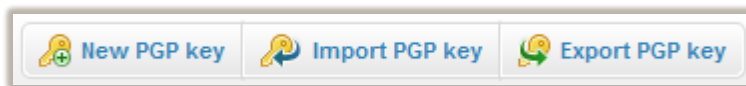
Refers to the private key of the pair – do not distribute

Refers to the public key of the pair –which can be distributed



## PGP Preferences Secondary Menu

The PGP Preferences Secondary Menu provides quick-launch options to create a new key, or to import or export an existing key



**Figure 41: PGP Preferences Secondary Menu**

## Creating PGP Keys

WebMail allows you to create a PGP key-pair. You can then send the public key to other users to decrypt your messages while the private key is stored on the WebMail server to decrypt your received messages.



### To Create a New PGP Key:

1. In the PGP Preferences Secondary Menu, click **New PGP Key**.
2. On the Create PGP key pair dialog, complete the following:

The screenshot shows a dialog box titled "CREATE PGP KEY PAIR". It contains the following fields and buttons:

- Name:** An empty text input field.
- Email:** A text input field containing the email address "emailaccount@easyeasyeas".
- Note:** An empty text input field.
- Passphrase:** An empty text input field.
- Confirm Passphrase:** An empty text input field.
- Buttons:** "Ok" and "Cancel" buttons at the bottom right.

- Enter the PGP key-pair name.
- The Email address is pre-populated and cannot be edited.
- Add a note or description for this key-pair.
- Enter and confirm a passphrase.  
**Note:** It is recommended to use a strong password for the key-pair.
- Click **OK**.

3. In the Confirmation dialog, click **Yes**.

The PGP Preferences page will display a process wheel until the key-pair is generated. Once the key-pair is generated, the page will refresh with the key details.

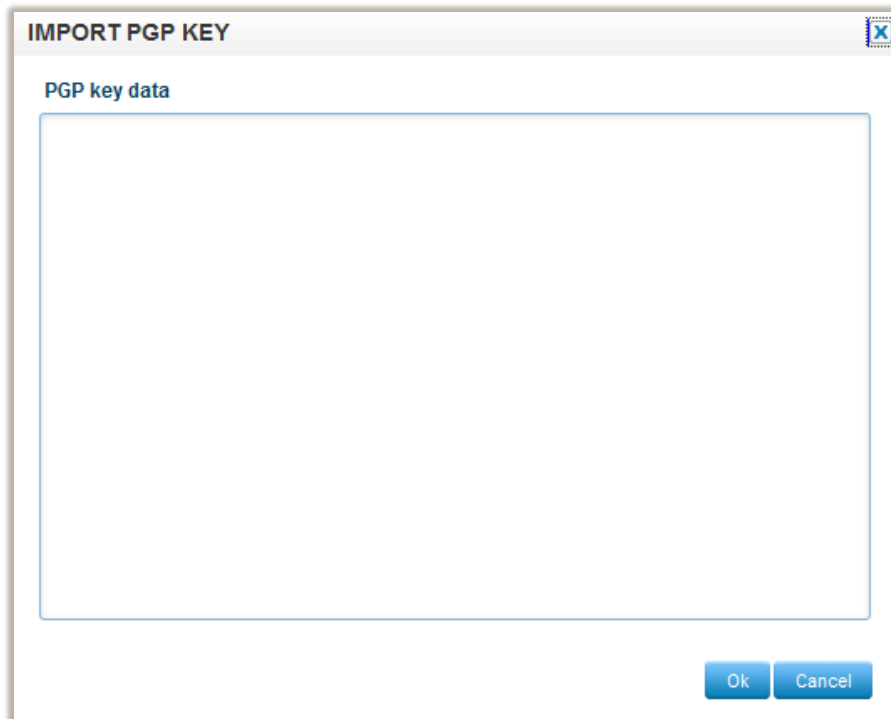
## Importing and Exporting PGP Keys

The Export and Import feature allows you to export a PGP key-pair, which was created using WebMail, to another Mail provider, such as Hotmail or Google Mail. You can also import a PGP key-pair that was created using another Mail provider.



To Import a PGP Key:

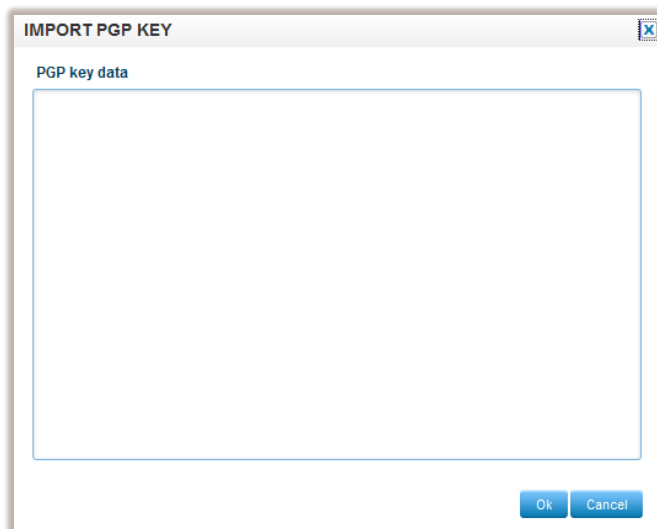
1. In the PGP Preferences Secondary Menu, click **Import PGP key**.
2. In the Import PGP key dialog, paste the PGP key details.



3. Click **OK**.

To Export a PGP Key:

1. In the PGP Preferences key-pair list, select the public that you want to export.
2. In the Secondary Menu, click **Export PGP key**.
3. In the Export PGP key dialog, copy the PGP key details.



4. Paste the key details into the body of an email message.







# Email Account – Business Features

<b>AT&amp;T Website Solutions Email Account - Business</b>		<b>BIS Email</b>
<b>Features</b>		
Total Email Addresses	<b>6</b>	6
Total Email Alias	<b>6</b>	6
Email Storage Per Email Box	<b>50 MB</b>	12 MB
Web Storage Per Email Box	-	12 MB
Anti-Virus and Spam Filtering	<input type="checkbox"/>	<input type="checkbox"/>
Auto responder	<input type="checkbox"/>	<input type="checkbox"/>
Max Attachment Size	<b>25 MB</b>	5 MB
Setup	<input type="checkbox"/>	<input type="checkbox"/>
FTP Access	-	-
FTP Manager	-	-
Blacklisting / Whitelisting	<input type="checkbox"/>	<input type="checkbox"/>
IMAP / IMAPS	<input type="checkbox"/>	-
POP3 / POP3S	<input type="checkbox"/>	<input type="checkbox"/>
SMTP / SMTPS	<input type="checkbox"/>	<input type="checkbox"/>
PGP	-	-
Unlimited Catch-all	<input type="checkbox"/>	-
Secure Webmail - with Personal Calendars, Contacts, Notes and Tasks	<input type="checkbox"/>	-



# Frequently Asked Questions

## **Q: Will disk usage also include junk mail folders for my email?**

**A:** Yes, disk usage will take into account all email folders (i.e. junk mail) associated with an email account.

## **Q: How much disk space does my email account have?**

**A:** The disk space allotted to your email accounts is detailed in your hosting plan. You can also view your disk space by visiting the WebMail 6.0 Home Page, simply click on the "Home" icon at the top and then under the Statistics section click on "More".

## **Q: How do I increase my disk space for my email?**

**A:** If you think that you require more disk space than your current package allows you can speak to a Sales Representative about upgrading your package. Please note, a lot of SPAM email can build up in your Junk folder, this can sometimes account for limiting your disk space. To avoid SPAM email from using up your disk space it is best to empty your junk mail folder periodically. To empty your junk mail folder select the folder and right click, an option to "Empty Folder" will appear. Select "delete" to empty the folder contents therefore deleting the spam and freeing up space.

## **Q: If I empty an email folder, will I be able to see the disk usage change right away?**

**A:** Yes. If you empty a folder your disk usage will reflect that change immediately.

## **About Your Contact Lists**

### **Q: Can I use my shared contact lists in WebMail 6.0 with email clients (i.e. Outlook, Thunder Bird)?**

**A:** The Outlook Sync option allows you to synchronize your contacts from WebMail 6.0 to your any one of the popular email programs.

### **Q: I do not wish to view shared contact list, how can I hide this feature?**

**A:** If you do not want to view a shared contact list you can create a Group to view only your Personal Contacts.

### **Q: Can I remove a shared contact from my Shared Contact list?**

**A:** Only the person who created the shared contact can delete, edit or add contacts.

### **Q: When I share a contact am I able to specify who has access to the contact?**



**A:** No, contacts listed on a shared contact list will be shared amongst all email accounts related to your domain.

### **About Your Calendar**

**Q: How do I view a shared calendar?**

**A:** To view a shared calendar, you must first subscribe to it. To show or hide a calendar in your calendar view, check or uncheck the box to the left of the calendar name.

**Q: How do I share my calendar?**

**A:** To share your calendar with other, click on the calendar name. This will take you to the options for that calendar. To change the sharing options for that calendar, click on the Sharing button and select the sharing options you want.



**Q: Can I share my calendar with selected people?**

**A:** Yes you can specify who you share your calendar with. To do this, click on the calendar name. This will take you to the options menu for that calendar. To change the sharing options for that calendar, click on the Sharing button. This will allow you to add various people and select their sharing permissions for your calendar.

**Q: A shared calendar was in my calendar list, but it is no longer listed what has happened?**

**A:** If this happens, then the person who created and shared the calendar has either deleted the calendar, or is no longer sharing it with you.

**Q: When I click on all the boxes next to each calendar, how do I know which one I am viewing?**

**A:** To the right of the calendar name, you will see a little colored square. The events for that calendar are displayed in that color.

**About Notes & Tasks**

**Q: How do I share my notes and tasks?**

**A:** To share a Task or Note, click on the Note Name. This will take you to the options for that item. To change the sharing options, click on the Sharing button and select the sharing options you want.

**Q: How many notes & tasks can I make?**

**A:** There is no limit to the amount of notes and tasks you can create.

**Q: Once I have completed a task, do I have to manually move it into complete?**

**A:** To mark a task as complete, just click on the checkbox. You can also edit the task, and mark it as complete



## Where to find Help/Instructions

AT&T Website Solutions includes a number of applications and tools that you can use on your website.

Help/Instructions on how to use each of these features are located in the top right of your control panel. For specific help for each application together with instructions, select the application you want in the control panel and click the help button in the top right corner.

**Once your BIS email has been migrated to AT&T Website Solutions, please contact Website Solutions support.**

## How to Contact Support

For support issues, please also **include a step-by-step on how to replicate your problem** including your operating system, browser type and version, and **any links and login information** that may be needed to duplicate and correct the reported issue.

Contact us by phone:

You may also reach us by dialing **1.888.WEB.HOST (1.888.932.4678)**.

Our Technical Support staff is available 24 hours a day, 7 days a week; choose the tech support option.

Our billing group is available Monday - Friday 8 a.m. – 8 p.m. (Eastern); select the billing option. All questions concerning billing, renewal or cancellation should be directed here.

Our sales staff is available Monday – Friday 8 a.m. – 8 p.m. (Eastern); select the sales option.

International customers may reach us by calling 972-234-4847