modus
WEBMAIL

User Guide
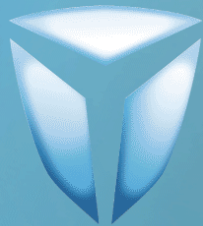
VIRCOM

Table of Contents

Introduction

modusMail's™ WebMail allows you to access and manage your email account through the Internet.

This user guide will walk you through each step of the tasks you can perform in WebMail.

About this User Guide

This user guide assumes that you have a working knowledge of your computer and its operating system, including how to use a mouse.

The guide is structured in a series of tasks. For more information about performing a task, refer to the Table of Contents. Consult the Glossary, at the end of this guide, for an explanation of terminology and acronyms related to email and email security.

Selecting Pages

Pages and buttons that you must click to perform an action are displayed in bold. If you have to go through a series of pages to find a specific command, the instructions list the pages in the order in which you should access them.

For example:

To see your Trusted List, go to **Settings** > **Email Filtering** > **Trusted List**

Selecting Email from Lists

WebMail uses standard conventions for selecting email messages:

Opening Messages

- Click once on an email message to open it

Selecting Multiple Messages

- Click the checkboxes next to each email message to perform an action (such as deleting messages or moving them to folders)
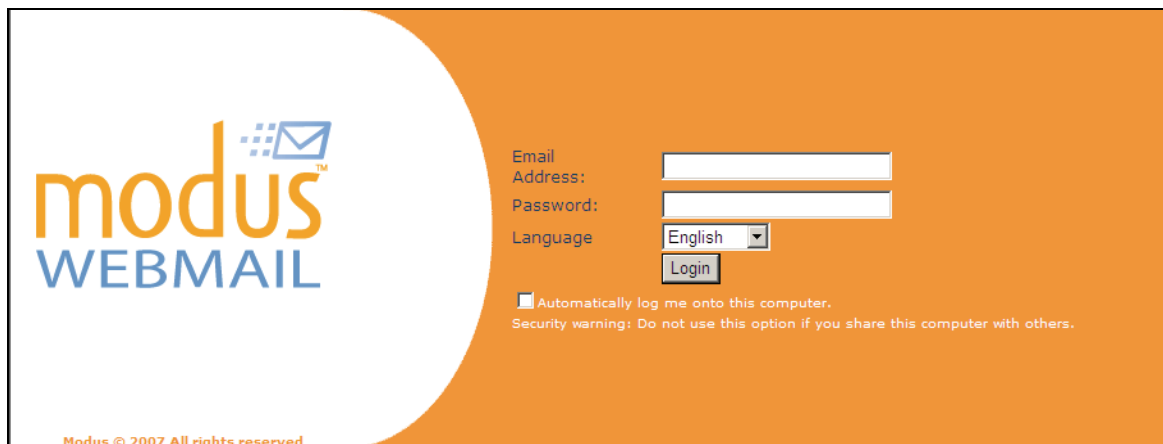
WebMail requires you to login as a valid user, with an email address and password. From the Login page, you can also change the language in which WebMail (and the Quarantine Report) is presented.

Logging In

To start a new mail session:

- Open your Internet browser and to go the WebMail login page URL, provided by your email administrator
- Enter your email address and password
- Click on **Login**

WebMail Login Panel

If you receive a browser compatibility error, your Internet browser may not be the correct version or you may be using an unsupported browser. Please contact your administrator.

Cookies must be enabled before you can access WebMail.
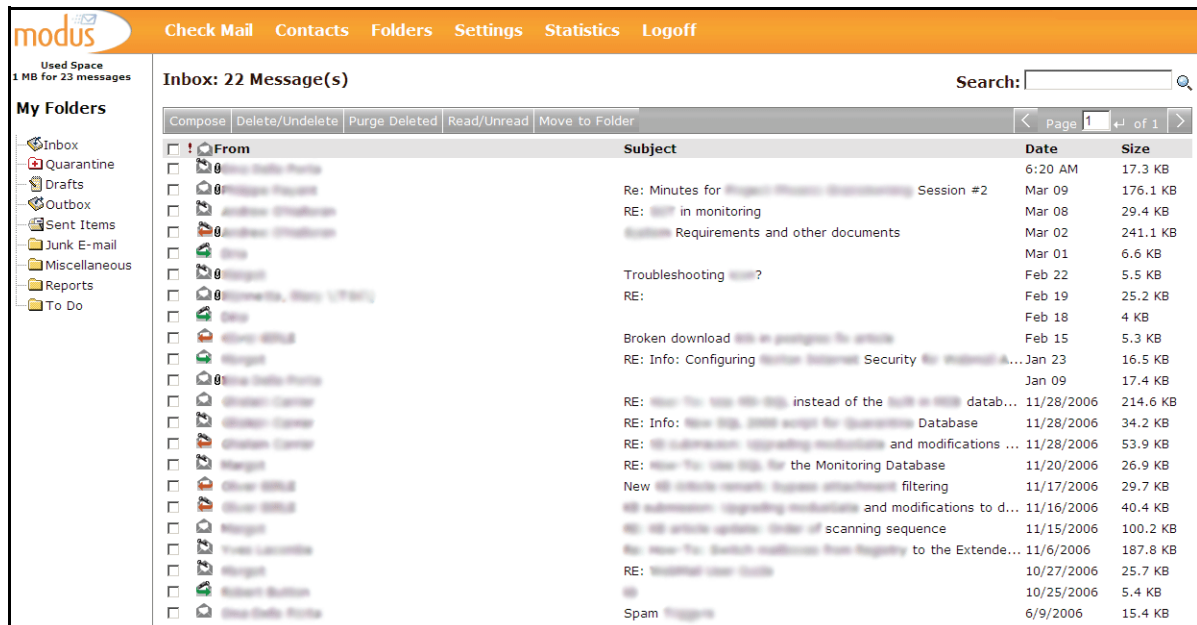
Use the navigation bar to move through the various windows in WebMail.

Check Mail: Click on **Check Mail** to display your Inbox check if new mail has arrived.

WebMail Inbox

Contacts: Create and manage contacts to facilitate addressing email messages. In addition to name and email address, contact information also includes home address and phone numbers.

Contact List

Folders: Create folders to effectively organize and manage your email messages.

Folders Settings

Settings: The Settings menu provides access to the WebMail configuration options. These options allow you to manage your account and include personal settings (password, signature, etc.), email filtering and creating external accounts access and aliases for your account.
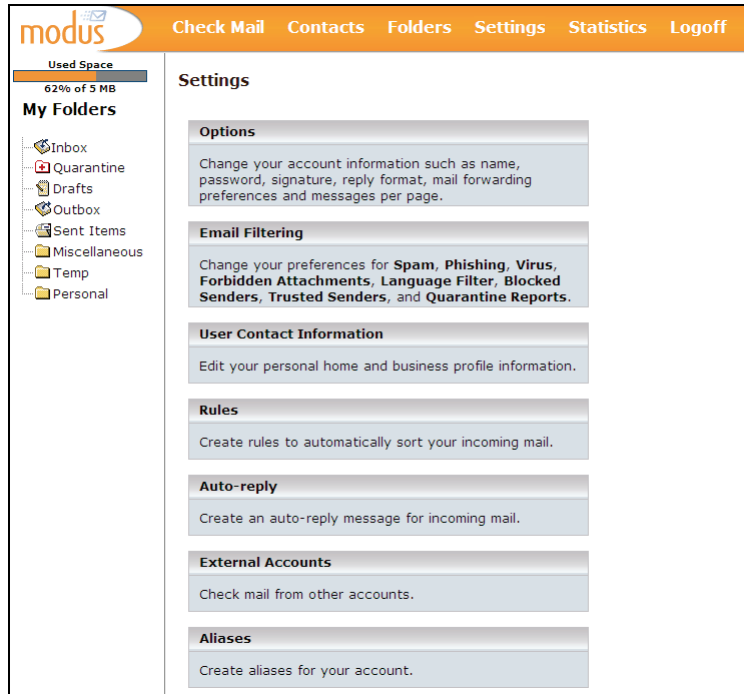
WebMail Settings

Statistics: This page displays the statistics for your email account's activity.
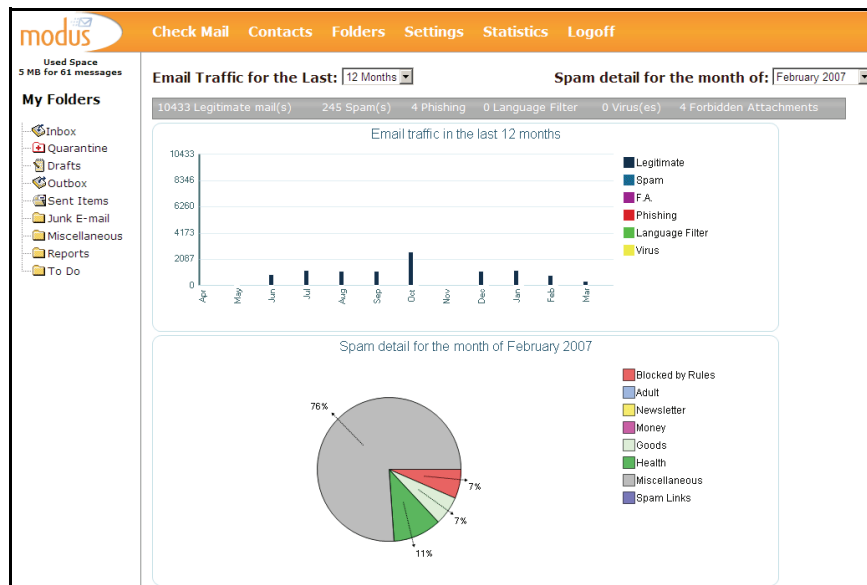
Mailbox Scanning Statistics

Searching WebMail

You can search email in your email account.

Note: Searches can only be performed using the following criteria:

   ✓ Subject

   ✓ From

   ✓ To

   ✓ Cc

You cannot search the message body.

   • Enter the search value and click on 🔍

Paging

If your Inbox or folders contain many messages, they will span more than one page but you can scroll through the pages to display them. The default number of messages displayed on each page is fifteen but this value is configurable. Please refer to **Changing the Number of Messages Displayed per Page**, p. 26 for more details.

Navigating List Pages

   • Scroll through the pages in WebMail by clicking on **>** or **<** or by entering the page number and clicking on ↵
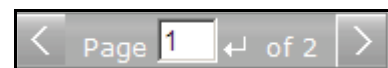
Paging Feature

Email

WebMail provides quick and easy access to your email. Thanks to exceptional spam and virus scanning and the account preferences that you can set, the only mail you receive in your Inbox is the mail you want.

Your Inbox contains email messages that have successfully passed spam, virus, forbidden attachment and foreign language filtering and messages that have been released from Quarantine.

- From the navigation bar, click on **Check Mail** to check for new messages

Navigating Your Mailbox

The contents view of your email account is located on the left side of the WebMail window, under **My Folders**. This view is comprised of your folders: Inbox, Quarantine, Drafts, Outbox, Sent Items and the folders that you create.

- Click on a folder to open it and view its contents

Sorting Message Order

By default, your Inbox sorts messages chronologically, with the most recent at the top of the list. You can change the order in which messages are listed:

- Click on a column heading (From, Subject, Date or Size)
- Example:
  - If you click on **From** once, the messages will be sorted, alphabetically according to the sender's name, from **z to a**
  - If you click on **From** twice, the messages will be sorted, alphabetically, from **a to z**

Check Mail	Contacts	Folders	Settings	Statistics	Logoff

Inbox: 29 Message(s)   Search: [   ] 🔍

| Compose | Delete/Undelete | Purge Deleted | Read/Unread | Move to Folder | ‹ Page 1 ↵ of 2 › |

| ☐ ! ✉📎**From** | **Subject** | **Date** | **Size** |
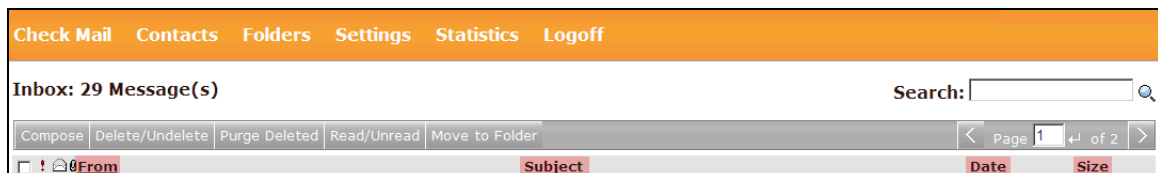
Sorting Messages

Moving Messages to Folders

You can create folders to help you organize your messages. You can also move messages from one folder to another. Please see **Folders**, p. 16 for more information about folders.

- Select the message(s) to be moved by clicking the check mark box
- From the drop-down menu, select a destination folder
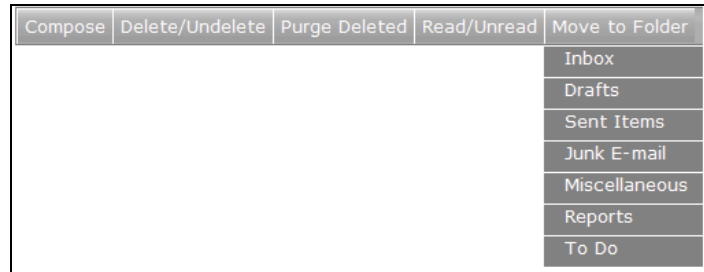
Selecting a Destination Folder

Once you have moved (or deleted) a message, it remains in its original location, with a strike-out line through it. To permanently delete the message, click on **Purge Deleted**.

Viewing a Message

Click once on an message to open it. Once in the message, you can perform additional actions such as Print, Delete, Reply and Forward.

Email Message

Your Trusted and Blocked Senders Lists

Once in an email message, you can easily add email addresses to your **Trusted** or **Blocked Senders List**.

Adding Addresses to Your Trusted List

- Click on the message to open it
- Click on Trusted Senders to add the sender's address to your Trusted List (this sender's email messages will always be sent to your Inbox)

Adding Addresses to Your Blocked List

- Click on the message to open it
- Click on **Block** to add the email address to your Blocked List (email from this address will be automatically quarantined or deleted, depending on the settings you or the administrator has chosen)

Composing email messages in WebMail is easily accomplished thanks to the simple and intuitive features available.
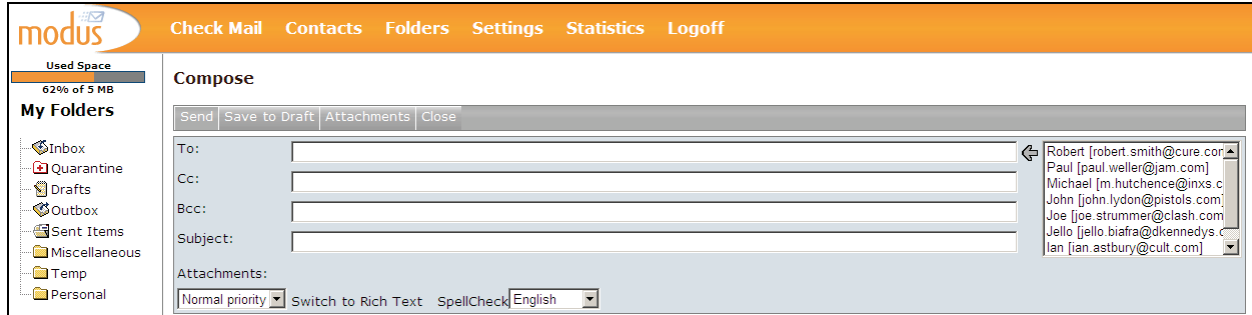
Creating a New Message

- From your Inbox, click on **Compose**
- Type the recipient's email address(es) in the **To:** field or use your list of contacts (see **Contacts**, p. 20 for more information)
  - ○ You may also add names to the **Cc:** and **Bcc:** fields
- Type a subject in the **Subject** field
- Type the content of your message
- Click on **Send** to send your message

The email messages you send are stored in the **Sent Items** folder. Messages can be deleted moved from this folder to any of the folders you have created. See **Moving Messages to Folders, p. 10** to learn how to move messages to folders.

Your outgoing messages are temporarily stored in the **Outbox** folder until the delivery process begins. Messages that remain in this folder could indicate a problem with your email account or mail server. Should this occur, please contact your email administrator.

Adding Recipients from Your Contact List

Your contact list is found to the right of the recipient fields of a new message.

To add a contact:

- Click in the **To:**, **Cc:** or **Bcc:** field
- Click on the contact name in your list
  - ○ The contact will automatically be added to the field

Adding Attachments

- Click on **Attachments**
- Click on **Browse** to locate and select the file you want to attach to the message
- Click on **Attach**

Additional Features

The new message window offers additional features when creating your email message.

Message Priority

- By default, the priority is **Normal** but you may change this to **Low** or **High**
- From the drop-down menu, select the priority of your message

Spell Check

- Before sending your email message, click on **SpellCheck** to scan the message body for spelling errors
- Use the drop-down menu to select additional languages available for spell check

Draft Messages

- Messages can be save to a draft folder by clicking on **Save to Draft**
- Click on the **Draft** folder to access the message once saved

Rich Text Formatting

By default, a new message is available in Plain Text. Click on **Switch to Rich Text** to take advantage of rich text formatting.

Text Formatting Toolbar

WebMail's rich text formatting is modeled after that of Microsoft's Office suite of programs.

DKIM (Domain Key Identified Mail)

DKIM is a method of email authentication that allows the mail server to sign outbound messages and verify that the inbound messages have also been signed. This *signing* process ensures that the sender's domain (i.e. name@**domain.com**) is legitimate. While it does not prevent abusive behavior, it does allow for the abuse to be easily tracked and detected. This helps reduce phishing spam and email tampering.

WebMail messages that have been verified are identified by the following icons:

Signed incoming messages are labeled by one of three domain key statuses (in the message, click on **Full Header** and look for *DomainKey-Status*).

- **Good**: the domain signature was properly verified
- **Bad**: the domain signature verification failed
- **Unknown**: verification did not occur

Deleting and Purging Messages

Deleted messages remain in your Inbox or folder view (and appear as strikethrough text) until they are purged. Deleted messages can be easily retrieved but only if they have not been purged.

Deleting Messages

- If you are in the message, click on **Delete**
- If you are in your Inbox or folder view, click the check mark box of the message(s) you want to delete and click on **Delete/Undelete**

Restoring Deleted Messages

- If you are in the message, click on **Undelete**
- If you are in your Inbox or folder view, click the check mark box of the message(s) you want to delete and click on **Delete/Undelete**

Purging Messages

Purging messages permanently removes them from your email account. Once purged, they can **never** be retrieved.

- From your Inbox or folder view, click the check mark box of the message(s) you want to delete and click on **Purge Deleted**

Deleted Messages

Folders

You can create folders (and sub-folders) to organize and manage your email messages. Your folders are located in the contents view of your email account, on the left side of the WebMail window, under **My Folders**
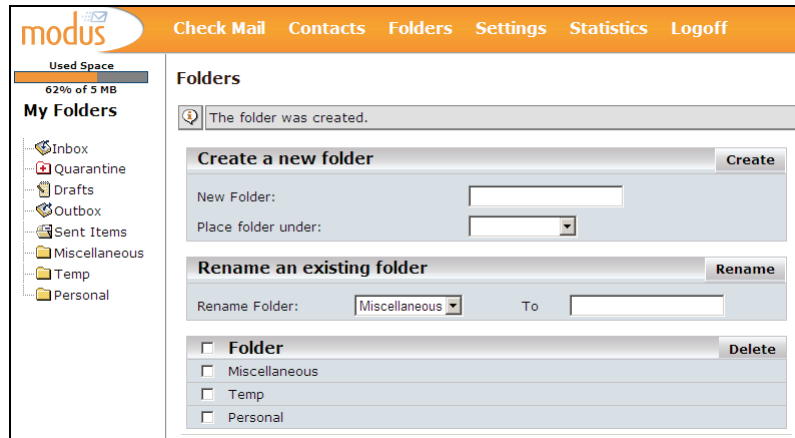
<div align="right">Folders</div>

Creating Folders

- From the navigation bar, click on **Folders**
- At **New Folder**, enter the name of the folder you want to create
    - ° To create a sub-folder, at **Place Folder Under**, use the drop-down menu to select the folder under which to create the sub-folder
- Click on **Create**

Rename Existing Folders

- At **Rename Folder**, use the drop-down menu to select the folder to rename
- At **To:**, enter the new name of the folder
- Click on **Rename**

Deleting Folders

- At **Folder**, click the check mark box to select the folder(s) to be deleted
- Click on **Delete**

The Quarantine feature filters incoming email messages to determine if they are spam or if they contain forbidden attachments or viruses. Quarantined messages are stored in the Quarantine folder, located under **My Folders**.

You can open an email message in Quarantine and view its contents but you cannot view attachments. Messages in Quarantine can be released to your Inbox or deleted and purged from the system. You can also use the one-click Empty feature to delete all messages from your Quarantine.
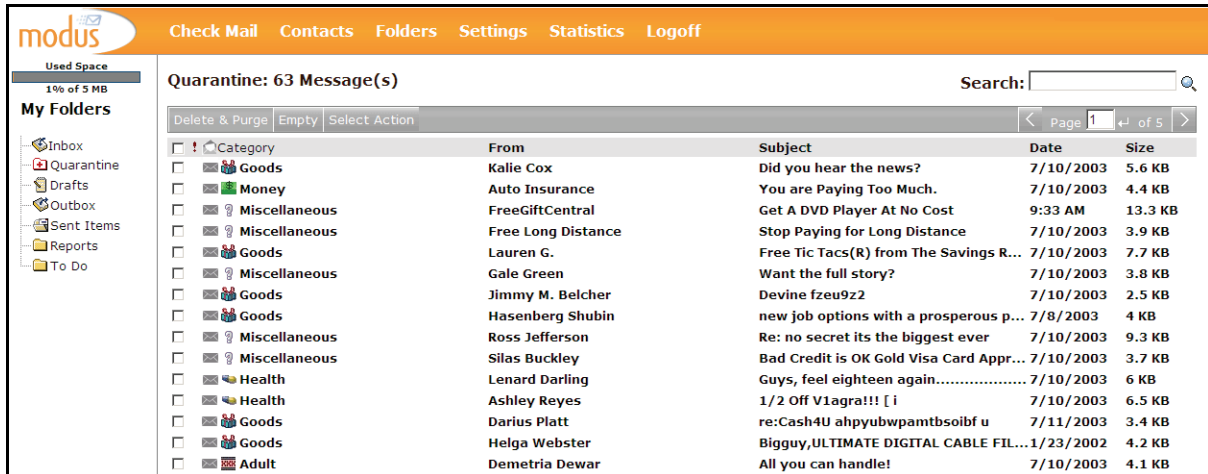
Quarantine Contents

Quarantine Categories

Quarantined spam messages can be filtered into 8 categories which makes identifying their content easier:

Categories

Additional categories for spam messages sent to Quarantine are **Virus**, **Phishing** and **Forbidden Attachment**. A forbidden attachment is a type of file that your system administrator has identified as a possible threat.

False Positives

A false positive message is one that has been incorrectly identified by one of the category filters. These messages can be released to your Inbox and the email address and domain added to your Trusted Senders List so that future messages from this source will not be Quarantined (unless the system detects a virus).

Releasing Email from Quarantine

- Select the messages you want to release
- Click on **Select Action** and:
    - **Release Message** to release the message to your Inbox

or

- **Release and Report Messages as Legitimate** mail to release the message to your Inbox and report is as false positive

Email messages containing attachments that have viruses (or which are attachments considered dangerous by the system) and phishing spam cannot be released to your Inbox. Only messages that are considered spam can be released from Quarantine.

Quarantine Reports

WebMail can be configured to email you Quarantine Reports at regular intervals (typically, once per day). The Quarantine Report is delivered to your Inbox. You will only receive a Quarantine Report if you have messages in Quarantine at the time the system generates the reports.

Quarantine Report

Created on Wednesday, April 22, 2009 1:57:33 PM for user@domain.com

Delete All Contents

These messages need your attention

Category	Subject	From	Date	Action	
Health	Protect your Pets this Summer	esc@escriptions.fastestonline	4/22/2009 1:56 PM	Release	Block
Health	Ha1f Off All Perscript1on Med	pickrad@aol.com	4/22/2009 1:56 PM	Release	Block
Money	fountain of youth!a new body!	your-health@mightyvinnies.us	4/22/2009 1:56 PM	Release	Block
Money	weight loss while you sleep,	health4u@wittymickeys.us	4/22/2009 1:56 PM	Release	Block
Miscellaneous	?????? ??	test@pouet.com	4/22/2009 1:56 PM	Release	Block

High probability of spam

Category	Subject	From	Date	Action	
Adult	[None]	lodovico9656kelwin@yahoo.com	4/22/2009 1:57 PM	Release	Block
Miscellaneous	Refinance_Without_Perfect_Cre	returns-cbignennlncolgh@gr8dl	4/22/2009 1:56 PM	Release	Block
Money	We Make the Lenders Compete f	momdadunit@aol.com	4/22/2009 1:56 PM	Release	Block
Health	mckenna,Lose Weight Without D	Peleo@yahoo.com	4/22/2009 1:56 PM	Release	Block
Miscellaneous	Fwd: You may want to reboot y	marvin_carver_ss@athina.neage	4/22/2009 1:56 PM	Release	Block
Money	Reuters U.S. Top News Early E	newsmail@reuters.us.ed10.net	4/22/2009 1:56 PM	Release	Block

Potentially harmful content

Category	Subject	From	Date	Action	
Virus	Possible Virus Fw: Hey, dude	...@vircom.com	4/22/2009 1:57 PM	N/A	Block
Virus	Warning This is a virus attac	...@...net	4/22/2009 1:57 PM	N/A	Block
Virus	ello! =))	recycle@loa.com	4/22/2009 1:57 PM	N/A	Block
Attachment	Attachement, fichier COM	...vircom.com	4/22/2009 1:56 PM	N/A	Block
Phishing	Hello	princessbenita@rediffmail.com	4/22/2009 1:56 PM	Release	Block
Phishing	attend to it, very important	okupedo@yahoo.com	4/22/2009 1:56 PM	Release	Block

Delete All Contents

IMPORTANT NOTE: The above listed messages have been quarantined under your account name. Click the **Subject** link to view the message contents. Click the **Release** link to release a message to your Inbox, report the message content as legitimate and/or add the sender to your Trusted Senders List. Click the **Block** link to add the sender to your Blocked Senders List.

Questions? Contact your System Administrator

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Quarantine Report

Releasing and Deleting Messages from the Quarantine Report

Quarantined messages are grouped (threats, spam, etc.) to facilitate email management.

- Open your Quarantine Report email view
- Click on **Release** in the report to either:
  - **Release** the email message to your Inbox
  - **Release** the email message to your Inbox and **report** the message to Vircom as a false positive (an email incorrectly identified as illegitimate mail)
  - **Delete** the quarantined messages
- You can also **Block** specific senders and **Delete All Contents**

Contacts

You can create contact information to keep track of your personal and business acquaintances more easily. You can also import contact information from other mail clients and contact management software.

In addition to facilitating email addressing, the Contact list, also known as an address book, can be used to manage your contacts.

- To access your contact list, from the navigation bar, click on **Contacts**

Contact Editor

Contact information is entered and managed from the **Contact Editor**.

Adding Contacts

- From **Contacts**, click on **Add Contact** to open the **Contact Editor**
- Enter the **Name** and **Email** address for your contact
  - You may also enter additional contact information
- Click on **Save and Close** to save the information and exit the **Contact Editor**
- Click on **Save and New** to save the information and create another contact

Contact Editor

You **must** enter a name and email address when creating a new contact. You cannot save your contact without this information.

Editing Contacts

- From **Contacts**, click on a contact to open the **Contact Editor**
- Make the necessary changes to your contact information
- Click on **Save and Close**

Deleting Contacts

- From **Contacts**, click on a contact to open the **Contact Editor**
- Click on Delete Contact

or

- From **Contacts**, click the check mark box for the contact(s) you want to delete
- Click on **Delete Contact**

If you are in a message, you can easily add the sender's email address to your Contact list by clicking on

Importing and Exporting Contacts

Contact lists can be imported from other email clients (e.g. Outlook) and contact management software (e.g. ACT!) and exported from WebMail. The contact information is compiled in a ***.csv** (comma separated values) file.

Importing Contacts

- From **Contacts**, click on **Import Contacts**
- Click on **Browse** to locate and select your *.csv file
- Click on **Import** to add the contacts to your list
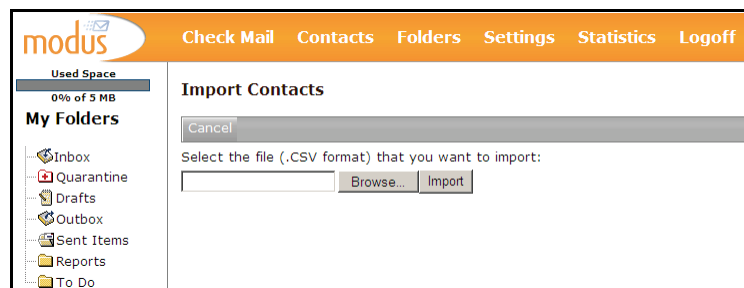
Import Contacts

Exporting Contacts

- From **Contacts**, click on **Export Contacts**
- At the **File Download** dialog box, click on **Save**
- At the **Save As** dialog box, select a file name (*.csv) and location for your exported contact list
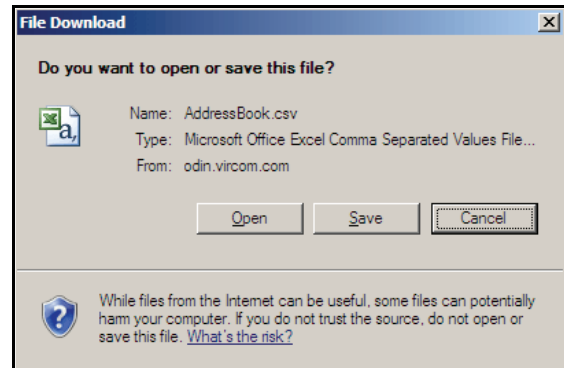
File Download

Settings

The Settings feature allows you to set your preferences for the manner in which WebMail is used.

Settings Menu

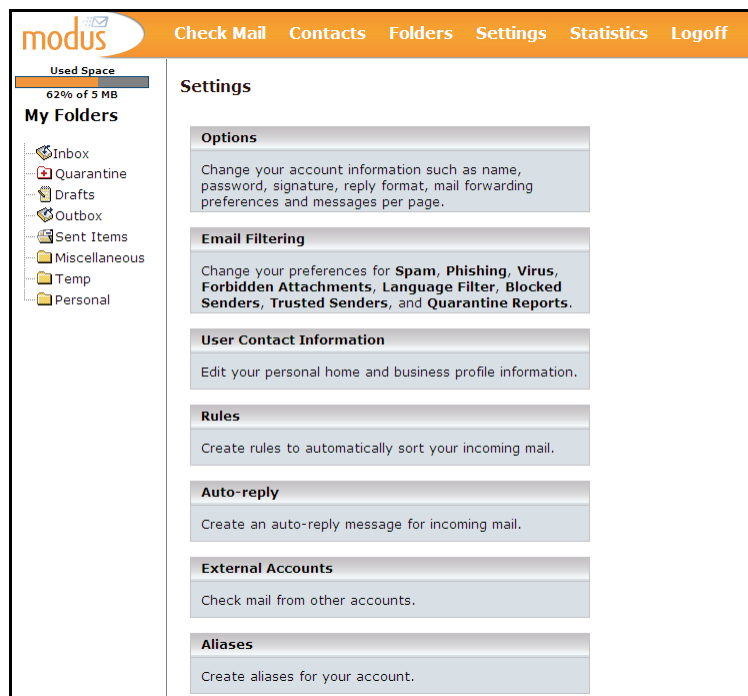From the navigation bar, click on **Settings** to set the preferences for your WebMail account.

If any of the settings are greyed-out, please contact your email administrator to have them enabled.

Options

- Go to **Settings** > **Options** to set preferences for your email account

Options Settings

Changing Your Account Name and Password

You can modify your account name and change your account password:

- Enter the name change and/or new password
- Click on **Save**

Mail Forwarding

WebMail allows you to forward your email messages to another email account:

- At **Forward mail to:** enter the email address for the account which will receive your forwarded mail (e.g. *name@abc.com*)
- Select **Don't leave a copy of a forwarded message in this mailbox** if you do not want to keep copies of incoming email in your WebMail email account
- Click on **Save**

> ⚠ Make sure that the email address in the **Forward mail to:** field is not your WebMail address. Using your WebMail email address will cause an email loop.

To Disable Forwarding

- Delete the email address in the **Forward mail to:** field
- Remove the check mark from the **Don't leave a copy of a forwarded message in this mailbox**
- Click on **Save**

> ⚠ If the **Don't leave a copy of a forwarded message in this mailbox i**s selected when there is no email address in the **Forward mail to:** field, you will not receive email. Email will automatically be deleted.

Changing the Number of Messages Displayed per Page

- Enter the number of messages to be displayed per page
- Click on **Save**

Changing the Number of Contacts Displayed per Page

- Enter the number of contacts to be displayed per page
- Click on **Save**

Reply Options

The following options are available when replying to email messages:

- **Reply format:**
  - ○ You can select either HTML or Plain Text for your email replies

- **Replying to messages:**
  - ○ By default, this option is set to None
  - ○ If you select "**>**", each line of text in your replies will be preceded by a "**>**"

- **Your name:**
  - ○ Enter your name as you want it to appear when replying to email messages

- **Reply to:**
  - ○ Use this option if you want to specify an email address different than that of your WebMail email address for replies (e.g. your alias or an external email account)
  - ○ If an email address is entered in this field (e.g. *Sales@abc.com*), whenever someone replies to your email message, the To: field in the message will always be addressed to *Sales@abc.com*

Signature

You can enter your email signature (e.g. name, title, phone number, etc.) which will be used for all email messages.

Set the time zone to display message arrival according to your local time. If you travel, you can change this setting so that your message time stamp reflects the new time zone.

Email Filtering

You can turn the email filters on or off and modify the scanning levels used to check incoming email for spam, viruses and forbidden attachments.

- Go to **Settings** > **Email Filtering** to change your preferences
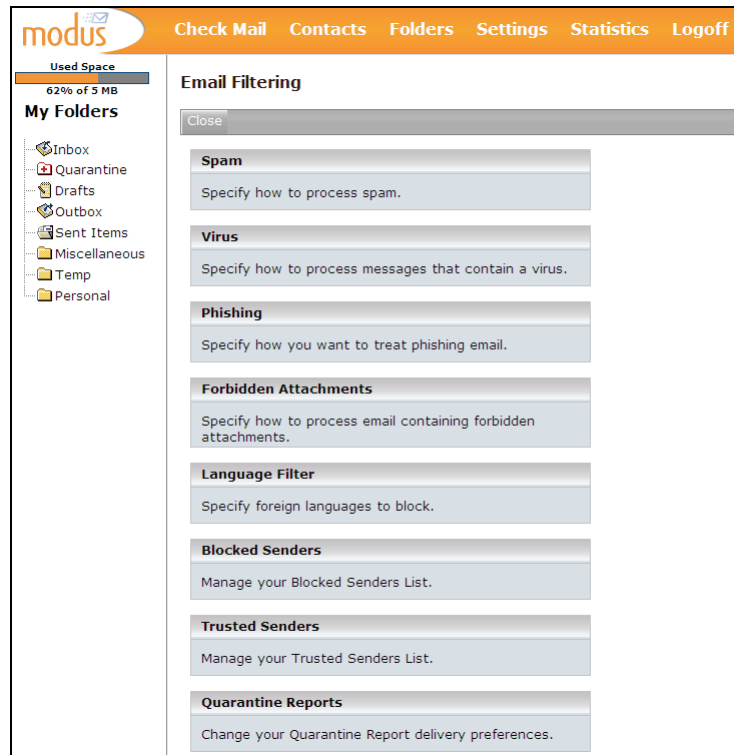
<p align="right">Email Filtering Menu</p>

Spam

You can configure WebMail to handle email identified as spam according to your preferences.

Modifying your Spam Filter Settings

- Choose from:
  - ○ **Delete message immediately** (you will never be able to review messages identified as spam)
  - ○ **Block message into Quarantine** (you will be able to view the content and, optionally, release the message to your Inbox)
  - ○ **Tag and let message pass through** (you will receive quarantined email in your Inbox with a message in the subject line identifying it as possible spam)
- Click on **Save**
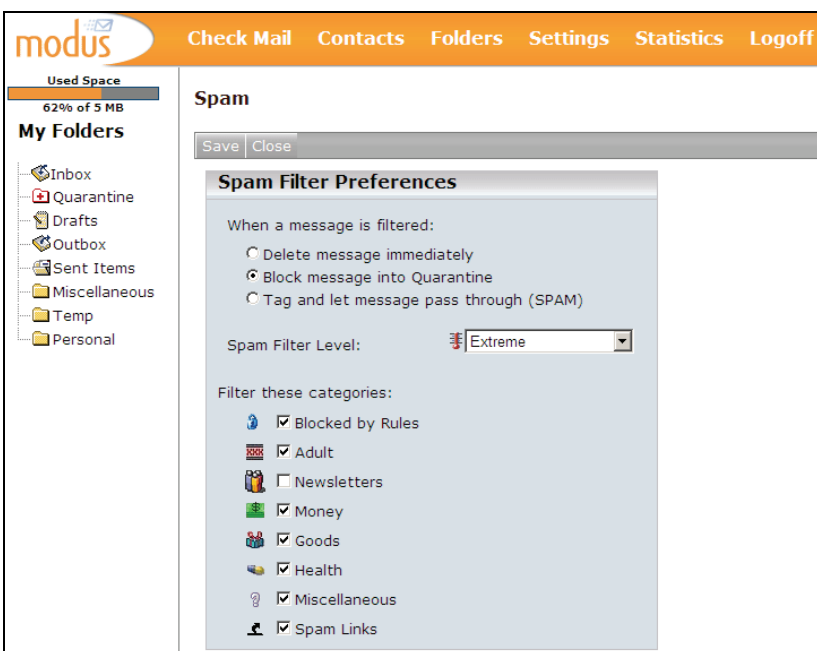
Spam Filter Settings

Modifying the Spam Filtering Level

- Choose from:
  - **Disabled** (no spam filtering)
  - **Normal** (basic spam filtering)
  - **Strong** (advanced spam filtering)
  - **Extreme** (can occasionally result in false positives)
- Click on Save

Virus

You can configure WebMail to handle email containing viruses according to your preferences.

Turning Virus Filtering On or Off

- At **Virus Scanning Level**, select:
  - **Normal** to turn on virus filtering
  - **Disabled** to turn virus filtering off
- Click on **Save**

Modifying Your Virus Filter Settings

Specify what you want to happen to email messages containing viruses:

- Choose from:
  - ○ **Delete message immediately** (you will never be able to review messages that contain viruses)
  - ○ **Block message into Quarantine** (you will be able to view the content but cannot open any attachments that contain a virus)
- Click on **Save**

Modifying Virus Notification Settings

This feature will send notification messages when email contains a virus. Use this feature with caution because viruses are spread by hijacking email addresses found in victims' address books. Therefore, the sender's address listed in the From: field may not be the actual sender of the message.

- Choose from:
  - ○ **Sender receives notification** to advise senders that they sent an email message containing viruses
  - ○ **Recipient receives notification** to advise recipients that they have an email message containing a virus in their Quarantine
- Click on **Save**

Phishing

WebMail manages mail with phishing content as it does viruses. Messages can be quarantined or deleted by users but not released. Only Administrators can release these messages.
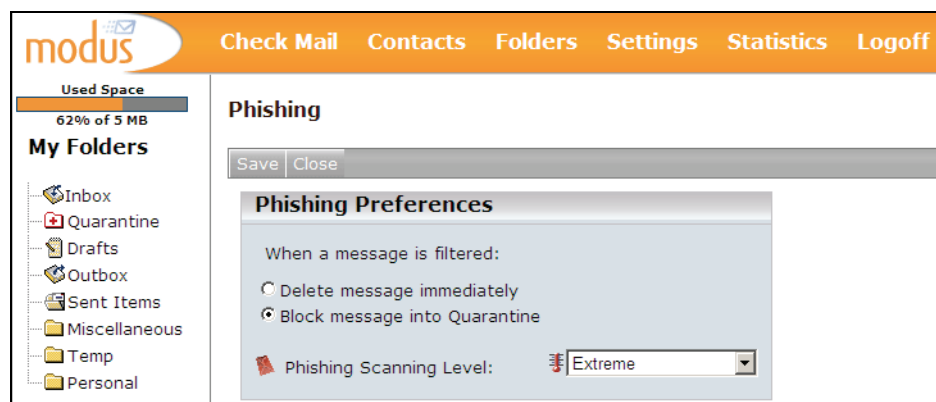
Phishing Settings

Forbidden Attachments

A forbidden attachment is a file type that could pose risks to the system. For example, a file with a ".vbs" extension is commonly used to spread computer viruses via email. Forbidden Attachments are defined by the email administrator.
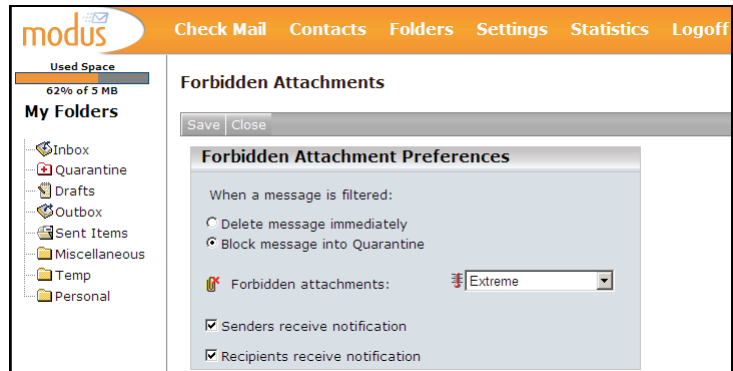

Forbidden Attachments

Forbidden attachment settings are modified in the same manner as spam and virus. Please see **Spam**, p. 28 and **Modifying Your Virus Filter Settings**, p. 30 for more information.

You can change the preferences for forbidden attachment level restriction (Normal, Strong and Extreme) but you cannot define which file types are considered forbidden.

Language Filter

From the settings menu, select the foreign languages to block and configure what will happen to the filtered email.
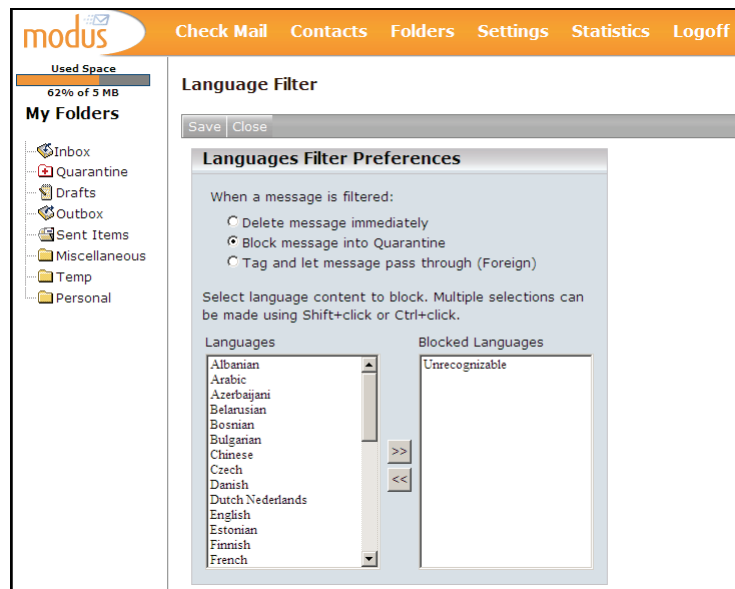
Language Filter Settings

Modifying your Language Filter Settings

- Choose from:
  - **Delete message immediately**
  - **Block message into Quarantine**
  - **Tag and let message pass through** (deilvered to your Inbox with with a message in the subject line identifying it as possible foreign language spam)

Selecting Language Content to Block

- Click on **»** to add a language to the Blocked Languages list
- Click on **«** to remove language from the Blocked list

Trusted and Blocked Senders Lists

You can add and manage email addresses and domains in your **Trusted** and **Blocked Senders Address Lists**.

Adding Addresses and Domains to Your Trusted List

- From **Email Filtering,** select **Trusted Senders**
- In the **Email:** field, enter an email address (e.g. *Jeff@abc.com*)
- In the **Domain:** field, enter a domain name (e.g. **abc.com**)
  - ° Email addresses from *abc.com* will always be delivered to your Inbox (unless you have specific email addresses from this domain in your Blocked Senders List)
- Click on **Add**

- To delete an entry, click the check mark box for the address and click on **Delete**

Adding Addresses to Your Blocked List

- From **Email Filtering**, select **Blocked Senders**
- In the **Email:** field, enter an email address (e.g. *Jeff@abc.com*)
- In the **Domain:** field, enter a domain name (e.g. *abc.com*)
  - ° All email addresses from *abc.com* will always be blocked (unless you have specific email addresses from this domain in your Trusted Senders List)
- Click on **Block** to add the email address to your Blocked List (email from this address will be automatically Quarantined or deleted, depending on the settings you or the administrator has chosen)

- To delete an entry, click the check mark box for the address and click on **Delete**

Your email administrator may add addresses to the system's Trusted and Blocked Senders List. These addresses will appear under the Server Trusted Senders List or Blocked Senders List and cannot be deleted.

Managing Your Blocked Senders List

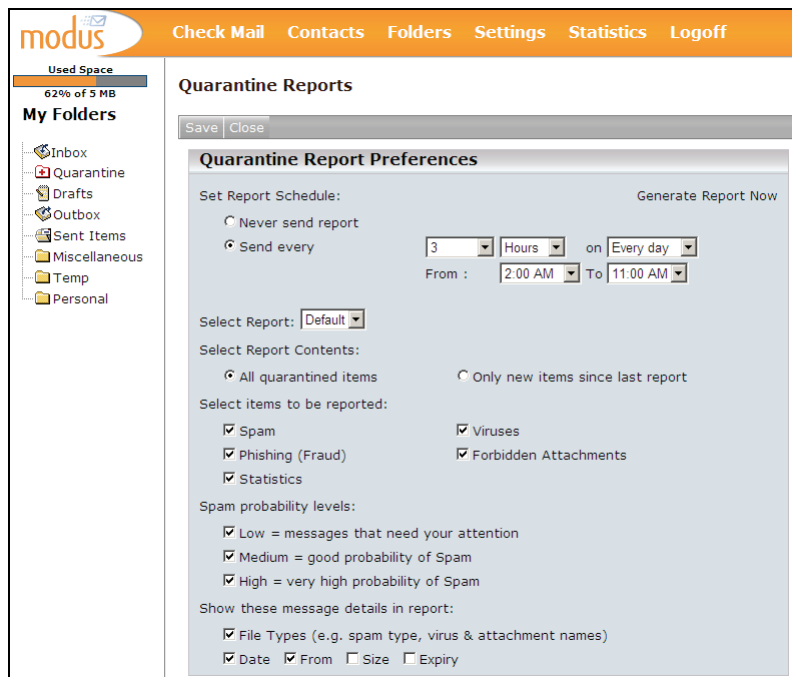You can also set preferences for your Blocked Senders List and how WebMail handles mail from the list.

Blocked Senders List

- At **Preferences**, choose from:
  - ○ **Delete message immediately**
  - ○ **Delete message into Quarantine**
  - ○ **Tag and let message pass through** (deilvered to your Inbox with with a message in the subject line identifying it as coming from a blocked sender)

Quarantine Reports

You can modify the settings for your Quarantine Report or opt not to receive one.

Quarantine Report Settings

Modifying your Quarantine Report Settings

The following settings can be modified:

- **Set Report Schedule**
  - **Never send report**
  - **Send every** and use the pull-down menu to select the frequency of the report (in days)

- **Select Reports:**
  - If your email administrator has created Quarantine Report themes, you can select them with this setting

- **Set Report Content:**
  - Select to receive **All quarantine items** or **Only new items since last report**

- **Select items to be reported:**
  - Spam, Phishing, Statistics, Viruses, Forbidden Attachments
    - ◆ Statistics provide mail totals for the previous 7 days

- **Spam probability levels** (display messages that may likely be considered False Positives):
    - Low = messages need your attention
        - Probably spam but may contain false positives
    - Medium = good probability of spam
        - Good probability of spam
    - High = very high probability of spam
        - Most likely spam

- **Show these message details in report** (as column headings):
    - Select from:
        - File Types (e.g. spam types, phish, virus, attachment types), Date, From, Size and Expiry

Even though you may elect to receive a Quarantine Report each day, you will only receive one IF you have email that is being trapped by the filters and quarantined every day.

User Contact Information

This information can be used to keep your personal and professional contact information current for the system administrator.
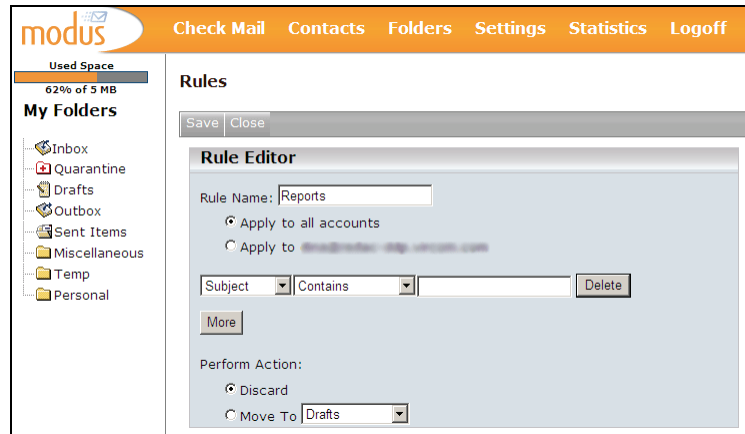
- Enter your contact information and click on **Save**

User Contact Information

Rules

You can create rules to automatically file or discard incoming messages based on subject, senders, recipients or attachments.

Rules Editor

Creating Rules

- From **Rules**, click on **Add Rule**
- At **Rule** name, enter the name of your new rule
- Select **Apply to all accounts** if you have more than 1 email account and you want the rule to apply to all of them
- Select **Apply to name@account.com** to apply the rule to the account you are currently using
- Use the drop-down menu to select the filters you want to use and enter the filter text (e.g. Subject contains *Business Analysis*)
    - Click on **More** for additional filter options
- Select **Discard** to automatically delete the message
- Select **Move to** and use the drop-down menu to select the folder in which to store the filtered messages
- Click on **Save**

Selecting the Order in Which Rules are Applied

- Select the rule to be moved by clicking in the check mark box
- Select **Move Up** to raise the priority of the rule above others
- Select **Move Down** to lower the priority of the rule below others

Deleting Rules

- Select the rule(s) you want to delete by clicking in the check mark box
- Click on **Delete Rule**

Auto-Reply

You can create an email message that will automatically be sent in response to any message you receive. This can be useful when you are unable to check your messages for an extended period of time (e.g. vacation). You can also restrict the auto-reply message to particular situations.
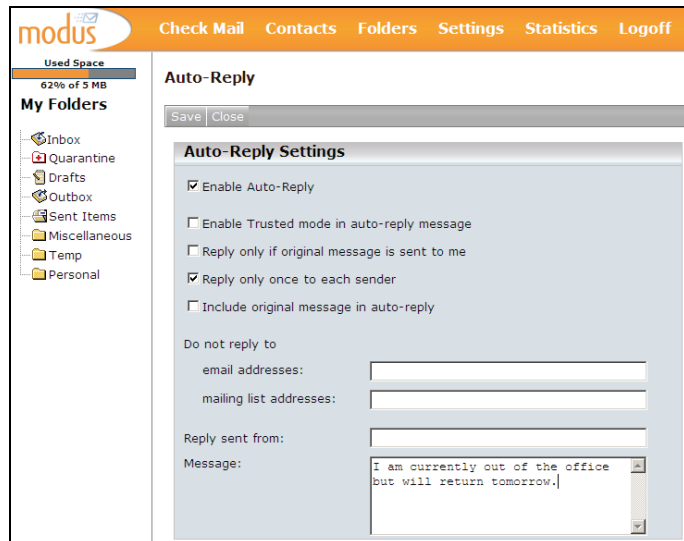
Auto-Reply Options

Enabling Auto-Reply

Click the check mark box to enable (or disable) the auto-reply feature and click on **Save**.

Creating an Auto-Reply

You can specify if an auto-reply message is to be sent once to each email address and if the auto-reply message is to include the text of the original message or not. You can also enter the email address that should be used to send the auto-reply.

- **Reply only if original message is sent to me**
  - Use this option if you want to use auto-reply only when your email address appears in the To: field of the original message
    - Use this option if you do not want an auto-reply sent from an alias you created for your primary email address

- **Reply only once to each sender**
  - Use this option if you want the auto-reply to be sent to each address once only
    - This option is highly recommended

- **Include original message in auto-reply**
  - ○ Use this option if you want the sender's original message to be included in your auto-reply

- **Do not reply to**
  - ○ At **Email addresses**, enter the email addresses to whom an auto-reply message will never be sent
  - ○ At **Mailing lists**, enter the name of the mailing lists to which an auto-reply message will never be sent
    - ◆ It is recommended that you use this if you are a member of a mailing list

- **Reply sent from**
  - ○ Enter the email address you want to use to send the auto-reply (e.g. an alias)
  - ○ Leave this field blank if you want to use your WebMail address
    - ◆ Do not use an external email account address in this field as mail may not be delivered

- **Message**
  - ○ Enter the message that will be used for every auto-reply
  - ○ E.g. *I am currently away from the office but will return on Monday.*
  - ○ This message will always appear in plain text format

External Accounts

You can configure WebMail to retrieve email from external accounts.

External Accounts

Adding an External Email Account

- Go to the **Create a New Account** menu
- At **Account Name**, enter the name for the new account (e.g. *Home*)
- At **Server Address**, enter the address for the external account
    - From the drop-down menu, select **POP3** or **IMAP**
- At **Login**, enter your external account's login ID (e.g. *name@home.com*)
- At **Password**, enter the password for the login ID
- Click on **Create**

Please consult the documentation for your external email account or contact the service provider for your specific account information.

Editing External Email Account Information

- Select the account you want to edit by clicking in the check mark box
- Click on **Edit**
- Modify the account information
- Click on **Save**

Deleting an External Email Account

- Select the account(s) you want to delete by clicking in the check mark box
- Click on **Delete**

Aliases

You can create alternative names for your email account. For example, you can create a *Sales* alias for your email account and all mail addressed to *Sales@abc.com* will be delivered to your Inbox.

Creating an Alias

- At the **Alias** field, enter the name of the alias (e.g. *Sales*)
- Click on **Add**
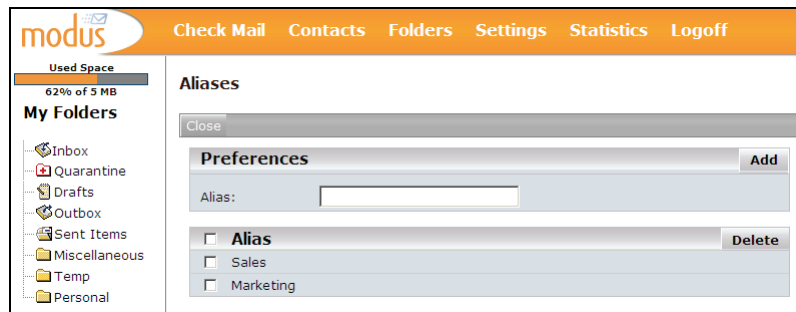
Aliases

Deleting an Alias

- Select the alias(es) you want to delete and click on **Delete**

Statistics

WebMail provides statistics for the email you have received. The information is broken down by day, week and month and includes the amount of legitimate and spam email and email with forbidden attachments or viruses.

The Statistics page, by default, provides statistics for the current week's email traffic and the current day's quarantine information.
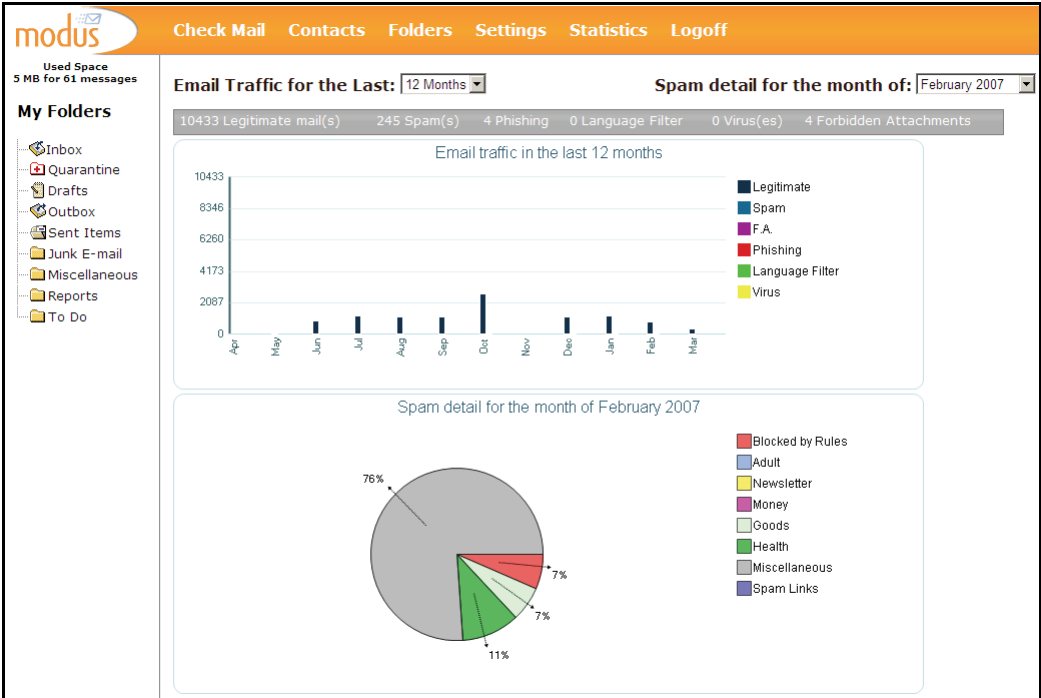
WebMail Statistics

Email Traffic

To access statistics for your quarantined messages, use the drop-down menu to select **Email Traffic for the last: 7 Days**, **8 weeks** or **12 months**.
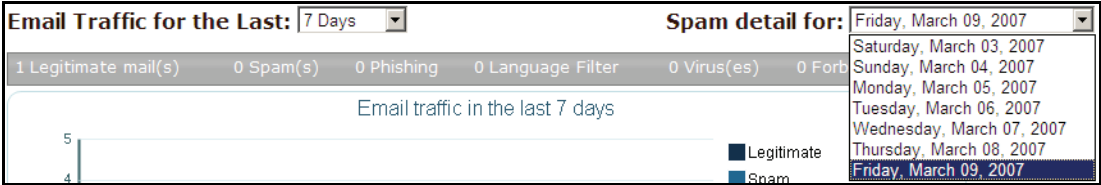
Daily Breakdown

Weekly Breakdown

Monthly Breakdown

- Once you have selected the breakdown option (7 days, 8 weeks, 12 months), select the **Spam detail for** (day, week of or month) by using the drop-down menu

Glossary

Alias

An alternative name for a mailbox (not a forwarding address). Example: mail can be sent to John.Smith@abc.com or the alias Johnny@abc.com.

Auto-Reply

An email message that is automatically sent in response to email received.

BCC

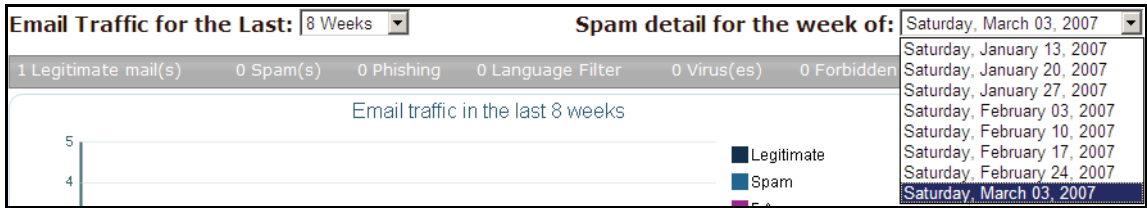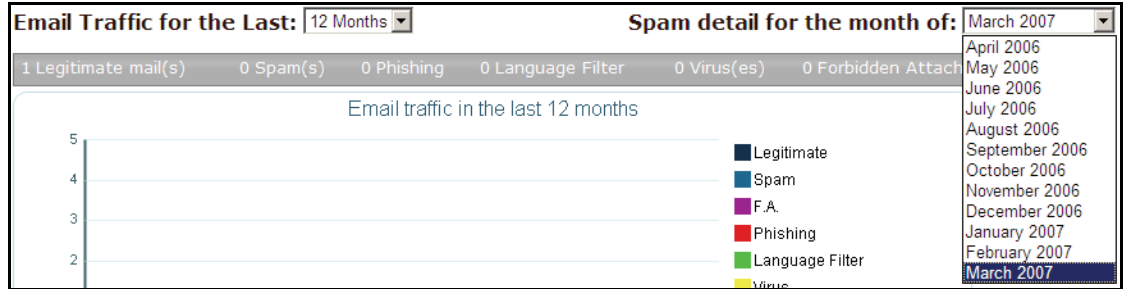**Blind Carbon Copy**. Recipient(s) in this list on an email are not displayed and are not visible to the direct or carbon-copied recipient(s) of an email.

Blacklists

See *Blocked List*

Blocked List

List of email addresses or domains from which messages are not accepted.

Browser

Application that allows you to access the World Wide Web. Examples are Microsoft Internet Explorer, Netscape Navigator, Mozilla Firefox, Opera and Safari.

CC (Carbon Copy or Courtesy Copy)

Carbon Copy. CCd recipients of an email message are not the main recipients of the message and their involvement is usually for informational purposes only.

Catch Rate

Measures the efficiency of a Spam solution. The calculation used is: (# of Spam messages caught **?** # of total Spam messages) x 100

Content Filtering

Email scanning of plain text for key phrases and the percent of HTML, images and other indications that the message is spam.

Domain

A group of computers on a network that share a common address (e.g. **abc**.com).

False Negative

Spam that has not been detected by a spam solution and is delivered to your Inbox as legitimate email.

False Positive

Occurs when legitimate mail is incorrectly identified by a spam solution and is not delivered to a mail inbox.

Header

Can be thought of as the envelope of a message, containing the address of the sender and recipient, subject, date sent, etc. Essentially, it contains information about the path the email message took to get to your Inbox.

ISP

Internet Service Provider. A company that provides access to the Internet.

Phishing

A scam that uses spam to deceive people into disclosing their credit card numbers, bank account information, passwords and other sensitive information. Phishers often masquerade as trustworthy or well-known businesses.

Quarantine

Mail that has been blocked because of suspicious content, viruses or forbidden attachments.

Quarantine Report

A report of the email messages that have been quarantined because of suspicious content, viruses or forbidden attachments.

Server

A computer that provides services to other computers. Examples include mail servers (access to email software) and Web servers (access to Internet).

Spam

Unsolicited, bulk email. Also known as junk mail.

Spoof

In the context of network security, a spoofing attack is a situation in which a person or program successfully masquerades as another by falsifying data. An example is phishing, where phishers spoof legitimate Web pages (such as a bank's).

Trusted Sender List

List of email addresses or domains from which all messages are accepted, unless the message contains a virus threat.

URL

Universal or **Uniform Resource Locator**. An Internet address used by Web browsers to access a specific site. Example www.google.com.

Virus

Any piece of code that replicates and executes itself. Viruses usually deliver a piece of malicious code that carries out a destructive operation on the host machine.

Whitelists

See *Trusted List*