Language

You can change the language used throughout the webmail interface via webmail > Settings > General. You can also follow this link to select your preferred language for the interface.

Timezone

You can change the timezone used throughout the webmail interface via webmail > Settings > General. You can also follow this link to set your preferred timezone.

Icons

FAB (floating action button)

New

Edit

Delete

Search

Archive

Share

Attachment

Today

More menu

Sort options

Setting up multiple accounts

You can add extra email accounts. To do this, go to webmail > Settings > Accounts and click the 'ADD ANOTHER ACCOUNT' button to add additional accounts.

Google Account

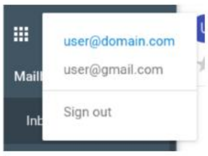
Adding google account will open google signin popup.

Outlook Account

Adding a Microsoft Outlook account will open a Microsoft signin popup.

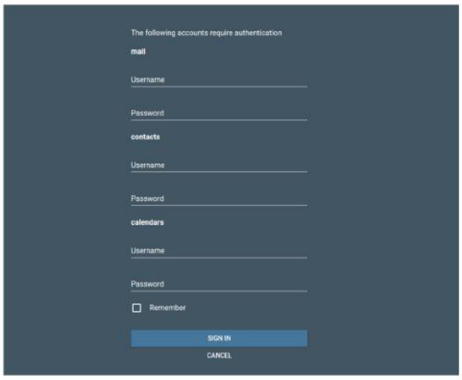
Changing between active accounts

You can switch between your enabled accounts by selecting a different account from the account switcher.



Authenticating your accounts

If your mail provider has enabled client-side account credential storage then you may be prompted for the username and password pairs for each service account when you login. If credentials are required for one or more accounts then the page below will appear immediately after you login. Enter the credentials for each account and optionally check the "Remember" checkbox. If you check "Remember" then the same details will be used to authenticate your accounts upon any subsequent logins.



Note that at least one mail account must be authenticated before login will continue. If you click "CANCEL" before a mail account is authenticated then you will be taken back to the login page. If you have a mail account authenticated but cancel authentication before other service accounts have been authenticated then those service accounts (e.g. contacts) will not function for that session.

Managing accounts

Please note, each account has separate mail, calendar and contact settings.

Set your default account

You can choose which account loads as the default when you log in. Go to webmail > Settings > Accounts and select your preferred account via the 'Primary account' drop-down selection. You can also follow this link to set your preferred primary account.

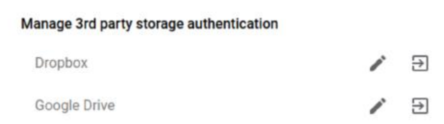
Updating your account details

You can update all your account details, including IMAP & DAV settings, under webmail > Settings > Account by clicking the 'Edit' icon next to the account you wish to update. You can also follow this link to update your account settings.

Deleting one of your accounts

Go to webmail > Settings > Accounts and click on the trash icon next to the account you want to remove. Once deleted, no data pertaining to that account is retained.

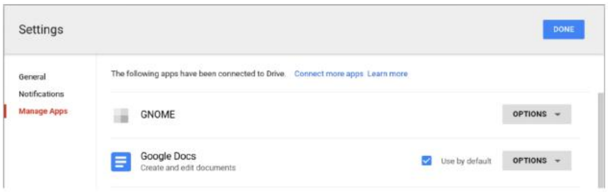
Managing third-party storage provider authentication status



When adding an attachment to an email from a supported third-party storage provider or saving an attachment from an email to a supported third-party storage provider you will be asked to authenticate with their system if not already authenticated and also to allow the app access to your data. At times you may wish to revoke the access or log out from the provider (or use a different account). You can do this via visiting your storage provider's site and performing the desired action or you can log out of supported providers and manage app permissions via Settings > Accounts. Find the section shown in the screenshot above (Note that you may not have access to all providers shown in the screenshot) and click on the edit icon to edit your app permissions or on the exit-app icon to log out of that provider. Note that both actions will navigate you away to that provider's site. The following storage providers are supported:

- Dropbox
- Google Drive

Note: When clicking to edit your Google Drive app permissions you will be taken to your Drive settings page. To manage app permissions you will need to click on the "Manage Apps" link in the navigation pane on the left as shown in the screenshot below.



Help centre
General
Accounts
Mail
Calendar
Contacts
My Files

Quota

You can view the current quota used via webmail > Settings > Mail. You can also follow this link to view your used quota.

Compose a new email

To create a new email click onto the 'FAB' icon at the bottom right of the webmail interface.

Performing bulk actions on emails

You will often want to perform an action on more than one email at a time. To do so you will first need to select the emails. To select an email, hover your cursor over the avatar on the email in the list, it will become a checkbox that you can click. Once clicked select mode will be activated and the checkboxes will display for all items. Check the checkboxes for all the emails you wish to select. If you wish to select a range of emails then simply check the first one in the range, hold down the SHIFT key then click the checkbox on the last email in the range. Doing this will select all emails in the range. Once you have all the desired emails selected you can then perform the action (e.g. click the delete icon or drag and drop to another folder etc). To cancel select mode without performing an action simply click the close (X) icon in the app bar.

Checking for new emails

Your inbox automatically updates with new emails as soon as they are available on the server.

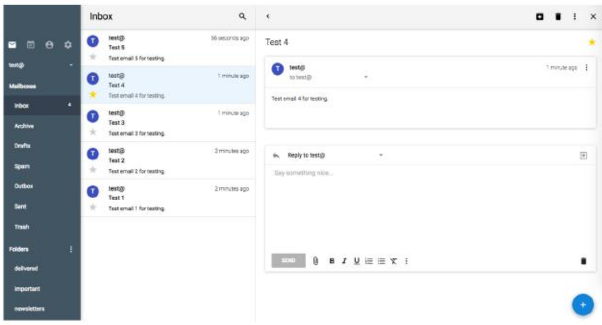
How do I view email in different mailboxes and folders?

Click the mailbox/folder you wish to view in the side menu. Once loaded, click onto the email you wish to view.

Mark an email as important

You can mark (and unmark) emails as important via the following methods:

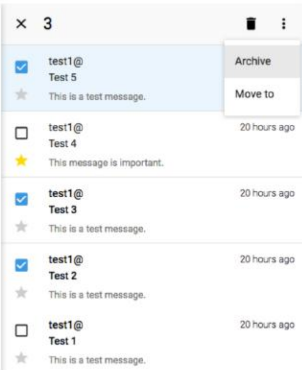
- Right click on a message in the list, then choose "Flag/Remove flag" from the menu
- Click the star icon next to the email you want to mark as important.



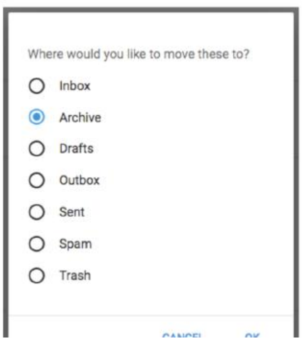
Archiving emails

You can archive emails via the following methods:

- Select the email you want to archive and click on the 'Archive' icon at the top right of the webmail interface.
- Click on the avatar in the email list, (this enables selection of multiple emails), then click onto the 'Archive' icon above the email list.



- Select the email you want to archive and click the 'More menu' icon from the top right toolbar on the screen. Click onto 'Move to' and select the 'Archive' folder. Click 'OK' to confirm.

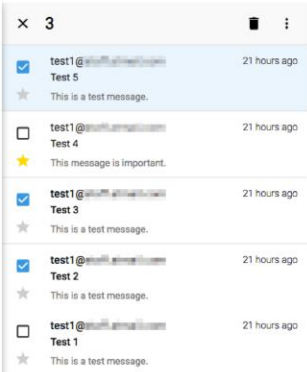


- Right click on the thread in the thread list and select "Archive" from the menu

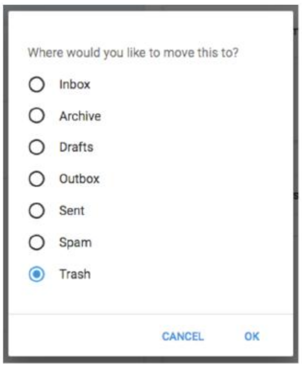
Deleting messages

You can delete emails via the following methods:

- Click on the 'Delete' icon above the email you are currently viewing. Click 'OK' to confirm email deletion.
- Click on the avatar in the email list, (this enables selection of multiple emails), then click on the 'Delete' icon above the email list. Click 'OK' to confirm email deletion.



- Select the email you want to delete and click the 'More menu' icon from the top right toolbar on the screen. Click on 'Move to' and select the 'Trash' folder. Click 'OK' to confirm.



- Right click on the thread in the thread list then choose "Delete" from the menu. Click 'OK' to confirm.

Saving attachments

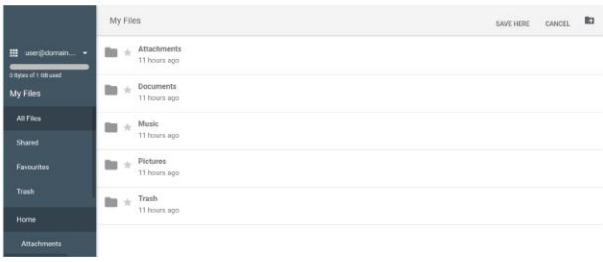
If you want to save an attachment from an email you have received you can click the "download" link on the attachment thumbnail to save it directly to your device.

You can also save to other locations by using the "more" menu on the attachment thumbnail. Alternative locations you can save to are:

- My Files
- Dropbox
- Google Drive

Note: you must have pop-up windows enabled in order to integrate with third-party storage providers.

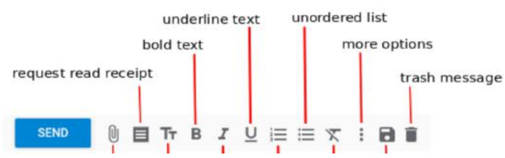
If you chose to save to My Files you will be taken to My Files where you should navigate to the folder you wish to save the file to then click "save here". Once you save the file you will be taken back to the email you were viewing.

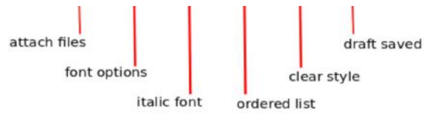


Composing mail

Composer toolbar

When composing a message the composer toolbar provides functions to style text (bold, underline, italic), choose font size, type and colour, create ordered and unordered lists, clear text styles, trash the message, add attachments, request read receipts and more (via the more menu).





Adding an attachment to an email

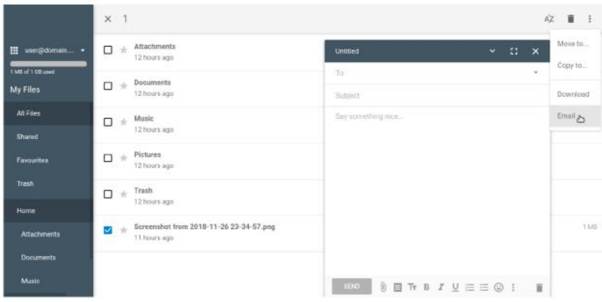
You can attach files to an email by clicking on the 'Attachment' icon within the composer. Please note, you can select more than one file at a time.

You can attach files from the following sources:

- Your computer or device
- My Files
- Dropbox
- Google Drive

Note: you must have pop-up windows enabled in order to integrate with third-party storage providers.

If you chose to add an attachment from My Files you will be taken to My Files where you should navigate to the file you wish to attach, select it and chose "Email" from the actions menu.

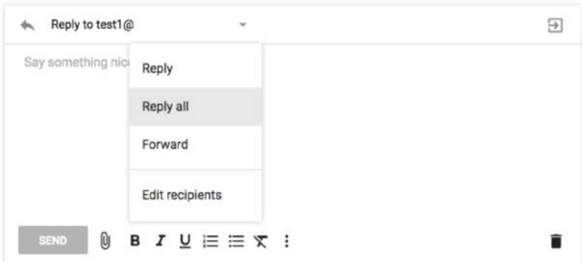


Requesting read receipts

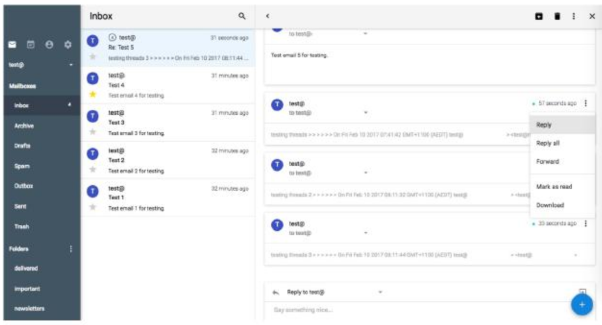
To request a read receipt for a message you are composing simply click on the read receipt icon so that it is highlighted (see composer toolbar image above for read receipt icon). When you send the email and it is viewed by the recipient the recipient will be prompted to acknowledge receipt of your message (if supported by the mail client and its settings).

Replying to an email

You can reply to an email using the in-line composer placed at the bottom of the email. Click the 'Reply to' drop down icon to change reply type (reply, reply all or forward) or edit the recipients.



To reply to a specific email in a thread, click the 'More menu' icon and choose 'Reply' from this menu to reply to that specific email.



Formatting text

To make text bold, italic, or underlined choose the appropriate icon from the bottom toolbar in the composer. More formatting options can be found by clicking on the 'More menu' icon on the composer toolbar. Alternatively, you can use the standard keyboard shortcuts supported in your operating system - for example, simultaneously pressing 'Ctrl+B' on your keyboard (bold text).

Spell checking

Your spelling is automatically checked as you type in the composer. Misspelt words will be underlined in red. Your computer's operating system determines the spellcheck language. To modify this, you will need to change your system language in the configuration settings of your operating system (Windows, Mac OS X, or Linux).

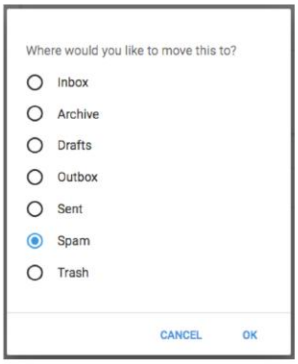
Saving drafts

Drafts are auto saved as you compose your email. Go to your Drafts folder to view your automatically saved draft emails. You can also see saved drafts by following this link.

Organizing your inbox

Marking email as spam

Select the email/s you want to mark as spam and click the 'More menu' icon from the top right toolbar on the screen. Click on 'Move to' and select the 'Spam' folder. Click 'OK' to confirm.



Alternatively you can right click on the message in the thread list and select "Report spam" from the menu.

Moving messages

If you wish to move just one email simply drag and drop it to the folder you wish to move it to. If you want to move multiple emails then select the emails you want to move by hovering over the avatar on the email in the list and checking the checkbox that appears, then either drag and drop the messages to a folder or click the 'More menu' icon from the top right toolbar on the screen. Click on 'Move to' and select the destination folder. Click 'OK' to confirm.

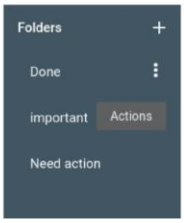
Alternatively you can right click on a message in the thread list and select "Move to" from the menu, then follow the procedure as above.

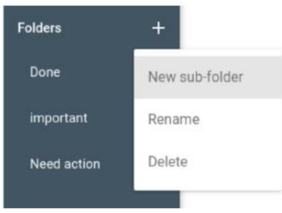
Creating, deleting or renaming folders

You can create, delete and rename folders directly from the folder list in the left sidebar.

To create a new top level folder simply click on the "+" icon to the right of the "Folders" heading.

To create a sub-folder, rename a folder or delete a folder simply hover over the folder in the list and the menu icon will appear. Click the icon and select the desired action from the menu.





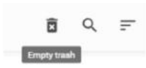
You can also manage folders via webmail > Settings > Mail > Manage folders.

- To create a new personal folder, click the 'New' icon.
- To rename an existing folder, click the 'Edit' icon next to the target folder.
- To create a nested / sub-folder, click the 'New' icon next to an existing folder.

You can access the folder manager by following this link.

Empty trash

If 'Trash' folder selected, you can empty trash folder by clicking on empty trash button. Please note, email deletion is permanent and emails cannot be recovered.



Settings

Change 'mark as read' delay

Go to webmail > Settings > Mail > and select from the 'Mark email as read after' drop-down to select your preferred length of time. This will define the time needed to view an email before it is marked as read. You can also set this by following this link.

Empty trash on sign out

When this setting is enabled, the 'Trash' folder and all contents will be deleted when you logout of your account. Please note, email deletion is permanent and emails cannot be recovered.

Notifications on receiving mail

To enable or disable notifications, go to webmail > Settings > General. See this setting here.

To disable desktop notifications, follow one of the links below:

- Chrome: https://support.google.com/chrome/answer/3220216
- Firefox: https://support.mozilla.org/en-US/questions/997362
- Internet Explorer: https://blogs.windows.com/msedgedev/2016/05/16/web-notifications-microsoft-edge
- Safari: https://discussions.apple.com/message/25363824#25363824

Send an automatic reply when you receive new email

Use to enable automatic ("vacation" or "out of office") reply to incoming messages. See this setting here.

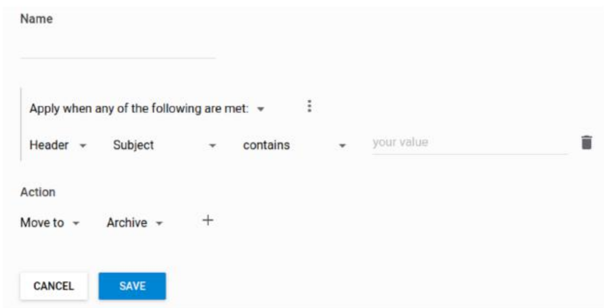
Automatically forward messages

Use to enable forwarding of your emails to another email address. See this setting here.

Setting mail rules

Use this option to create email filtering rules. Using this feature you can automate things like filtering mail into specific folders based on subject or sender for example. See this setting here.

To create a new rule click the "New" button. You will then see something like in the image below:



By default a "Header" test is selected with "Subject" as the header to look at and "contains" as the check type to perform. You can alter the tests by selecting from the drop-down menus. To add more conditions to a block, click on the more menu icon next to the block you wish to add the condition to and select "Add new condition". To remove conditions click the trash can icon next to a condition. Below is a screenshot of the menu:

To perform a negative test (e.g. Subject does NOT contain "Dilbert") you need to wrap your condition/s in a NOT. A NOT will return true if the condition/s inside it evaluate to false. To add a NOT click on the more menu next to the containing "any/all of" and select "Add new not block" or "Wrap contents in a not". If you have existing conditions you want to wrap then select the latter option, if you want to add a new nested set of conditions with a not then select the former. You can also click on the more menu next to the NOT block to add further conditions and nested blocks.

Once you have set up your conditions you then need to specify one or more actions to carry out when the conditions are satisfied. You can add more than one action by clicking on the plus (+) icon

Tips and tricks

Thread list context menu

You can perform many common message actions by right-clicking on a message in the thread list to access the context menu. From this menu you can:

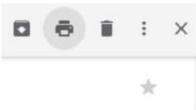
- Reply to a message.
- Reply-all to a message.
- Forward a message.
- Mark messages as read or unread, depending on their current state.
- Flag or un-flag messages, depending on their current state.
- Move messages to another folder.
- Print messages.
- Archive messages.
- Delete messages.
- Report messages as spam if they aren't in the Spam folder.
- Report messages as not spam if they're in the Spam folder.

Searching messages

To search for an email simply type what you wish to search for in the field above the email list. An advanced search menu is provided by clicking the drop down icon on the right most of the search input field. This allows searching on a specific set of fields such as to/from/subject/body and operators such as read/flagged.

Printing a thread

When viewing a message, click on the "Print" icon above the email you are currently viewing.



Alternatively you can right click on a message in the thread list and select "Print" from the menu.

Compose message fullscreen

Click the 'Expand' icon in the top right of the email composer window.

Sorting messages

To sort email, click the 'Sort' icon in the top toolbar. You can sort by Date, Size, From, To and Subject.

Opening external mailto links

If your browser supports it, you can choose to use webmail (instead of a desktop client) to open an email composer, with the 'To' address pre-filled when you click 'mailto' links on the Internet. An example link can be found here.

To disable mailto link settings, copy the text below and paste into a new tab in your web browser, then press 'Enter'.

- Chrome (desktop): chrome://settings/handlers
- Firefox: about:preferences#applications

Creating a new event

To create a new event click the 'FAB' icon in the bottom right of the screen. Complete the relevant event details and click 'Save'. Note that the calendar select list will contain any calendars shared to you as well, however read-only calendars will be in a disabled state and will not be selectable as you cannot create events on read-only calendars.

How do I view a different date?

Click on the [<] and [>] icons. Alternatively you can click on the 'Today' icon in the top right of the screen.

How do I view day/week/month views?

Click on the appropriate button on the top toolbar to load your preferred view.

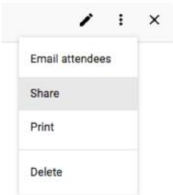
Synchronize calendars

Your calendar automatically synchronises across all your configured devices and will display events as soon as they are available on the server.

Managing events

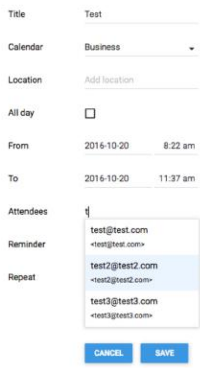
Share event

When you have an event open, click on the 'More menu' icon and select 'Share'.



Inviting attendees

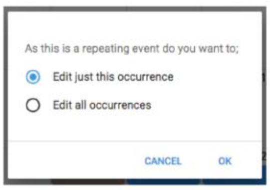
Type the invitee's email address into the 'Attendees' field. Existing contacts will appear in the auto-complete drop-down menu.



Edit an event

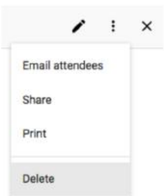
Click the 'Edit' icon in the top right toolbar.

Please note, when you save a recurring / repeating event you can make changes to either an individual recurrence of the event or for all occurrences. A pop-up will be displayed allowing you to select the appropriate action.

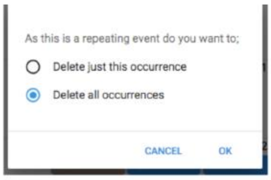


Delete an event

Click the 'More menu' icon in the top right toolbar when viewing an event. Select 'Delete' and click 'Ok' to confirm.



Please note, you can delete a single occurrence of a repeating event, or all occurrences of that event.



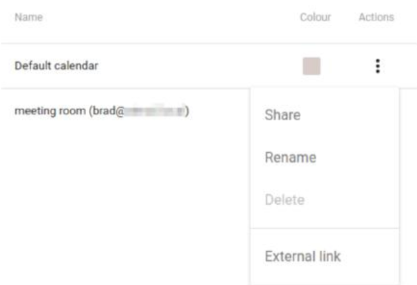
Managing calendars

Create a calendar

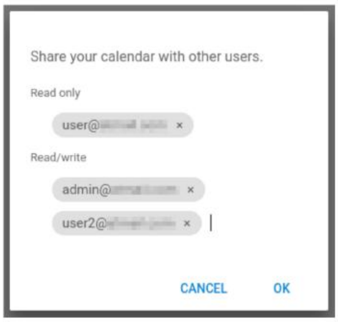
You can create a new calendar by clicking the 'More menu' icon in the side menu or by navigating to webmail > Settings > Calendar (or follow this link) and click 'NEW CALENDAR'.

Sharing a calendar

You can share a calendar by clicking the 'More menu' icon in the side menu or by navigating to webmail > Settings > Calendar (or follow this link) and click on the actions menu icon for the calendar you want to share then select 'Share':



A dialog will open that will allow you to assign users read only and/or read/write access to your calendar:

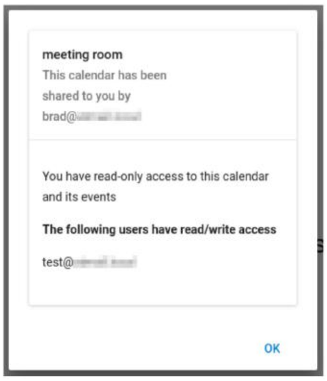


Once your calendar has been shared the calendar and its associated events will display for the user/s you shared it with as well. If they were given read/write access then they will also be able to create, delete and modify events that belong to your calendar and delete or rename your calendar. If they were only given read access then they will not be able to modify your calendar or its events in any way.

Calendars that have been shared to you will display in your calendar list with 'shared - read only' or 'shared - read/write' under the calendar name, depending on the permission you were granted.

Viewing calendar information

Click on the calendar name in the calendar list. A dialog will open displaying information about the calendar, including the owner, who it is shared with and permissions

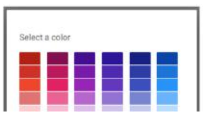


Renaming a calendar

Click the 'Edit' icon next to the calendar you wish to edit.

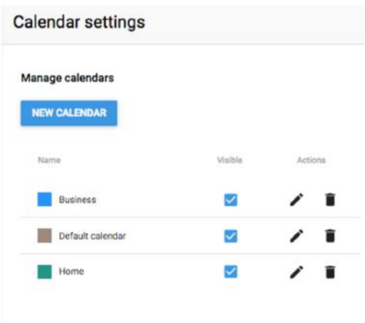
Change calendar colour

Click to select your preferred colour for the calendar on the calendar settings screen.



Hide a calendar from displaying events

Click the 'Visible' checkbox icon (to deselect) next to the target calendar on the calendar settings screen.



Tips and tricks

Default timezone

The timezone that the calendar uses (for both displaying events and creating events) can be changed here.

Shared calendars in lists

When calendars are shared to you they will appear in any list that diplays or lets you choose from a calendar. In order to avoid confusion between shared calendars that might have the same name we append the owner's username to the calendar name, e.g. "Meeting Room (user@email.com)". When creating new events any calendars shared to you as read-only will still display in the select list but will be in a disabled state.

Creating a new contact

To create a new contact click the 'FAB' icon in the bottom right of the screen.

How do I view contacts in a different group?

Click the group name (from the side menu) for the group you wish to view.

Synchronize contacts

Your contacts automatically synchronise across all your configured devices and will display your contacts as soon as they are available on the server.

Compose a new email

To create a new email click onto the 'FAB' icon at the bottom right of the webmail interface.

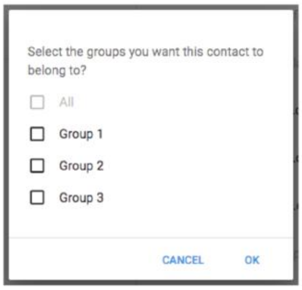
Performing bulk actions on emails

You will often want to perform an action on more than one email at a time. To do so you will first need to select the emails. To select an email, hover your cursor over the avatar on the email in the list, it will become a checkbox that you can click. Once clicked select mode will be activated and the checkboxes will display for all items. Check the checkboxes for all the emails you wish to select. If you wish to select a range of emails then simply check the first one in the range, hold down the SHIFT key then click the checkbox on the last email in the range. Doing this will select all emails in the range. Once you have all the desired emails selected you can then perform the action (e.g. click the delete icon or drag and drop to another folder etc). To cancel select mode without performing an action simply click the close (X) icon in the app bar.

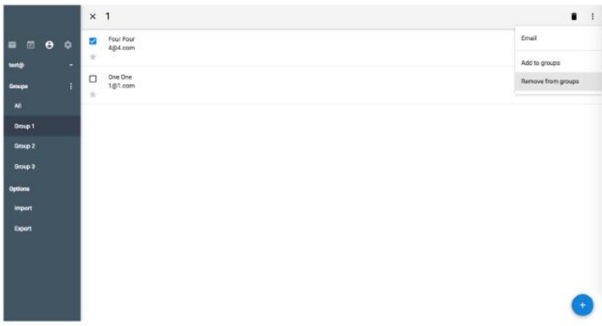
Managing contacts

Assign to groups

When editing a contact, click the 'More menu' icon and select 'Manage groups'.

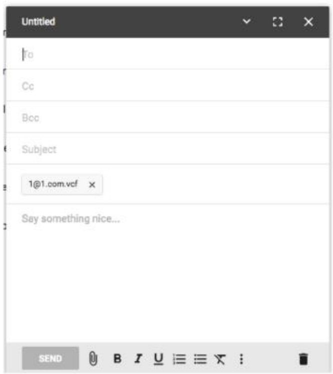


Alternatively, you can add/remove contacts from groups by selecting them (click on avatar) within the contacts list, clicking the 'More menu' icon and selecting the appropriate action.



Share contact

Open (click on) the contact you wish to share and click the 'Share' icon in the top right toolbar. This will open an email composer window with the contact card pre-attached in .vcf (vCard) format. Enter the 'To' address for the person you wish to share the contact with as well as any relevant email body text and click 'Send'.



Add another email address to a contact

When editing a contact, click the 'New' icon on the right of the email address fields.

Set a default email/phone/address

When editing a contact, click the 'Default' icon to the right of the field to set this entry as the default.

Edit a contact

Click the 'Edit' icon in the top right toolbar.

Delete a contact

Click the 'More menu' icon in the top right toolbar, select 'Delete' and click 'Ok' in the confirmation prompt.

Managing groups

Create a group

To create a group of contacts, click the 'More menu' icon in the side menu or follow this link.

Rename a group

Click the 'Edit' icon next to the group you wish to rename.

Delete a group

Click the 'Delete' icon next to the group you wish to delete. Please note, this will only delete the group. Your contacts will still be available in 'All' contacts.

Import and export

Import contacts

Click the 'Import' link from the side menu and follow the prompts to upload a vCard for import.

Export contacts

Click the 'Export' link from the side menu and follow the prompts to export a vCard.

Tips and tricks

Searching for contacts

To search for a contact, click the 'Search' icon in the top toolbar. Begin typing the contact's name you wish to search for.

Printing a contact

Open a contact and click the 'More menu' icon. Select 'Print' from the drop-down menu.

Help centre

General

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Quota

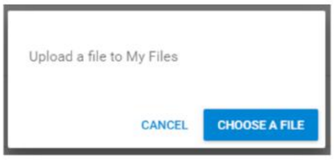
If your storage account has a quota assigned to it, you can easily keep track of your current usage via the quota usage bar. This is found under the account selector in the left-side navigation pane.

Views

Use the view options in the left-side navigation pane to quickly access your root folder, Shared files, Favourites and your Trash folder.

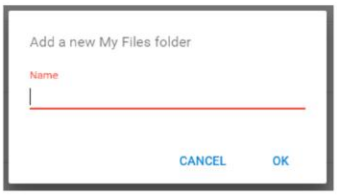
Adding files

To upload a new file into your storage simply click on the upload icon found in the header above the file list. The file will be saved into the folder you are currently viewing.



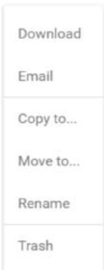
Adding folders

To add a new folder simply click on the add-folder icon found in the header above the file list. The new folder will be created in the folder you are currently viewing.



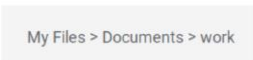
Right-click context menu

Quickly and easily access actions to perform on files and folders, such as download or rename, by right-clicking on an item in the list.



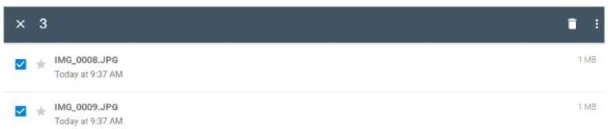
Folder navigation

To navigate into a folder and see a list of its content, simply click on the folder in the list. You can quickly and easily navigate back to any folder in the current path by clicking on that folder in the path displayed in the header above the file list.



Perform bulk actions

To perform bulk actions simply hover over an item in the list and the filetype icon will become a checkbox. Once one item is checked, multiselect mode is enabled and the checkboxes will display for all items. Check all the items you wish to perform an action on (to select a range of items check the first in the range then hold down the SHIFT key and click on the last item in the range), then either click the delete icon to delete the selected items, or click the menu icon for other options. To cancel select_mode without performing an action, click on the close icon on the left side in the header.

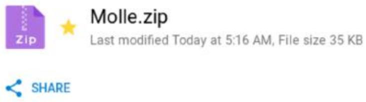


Sharing files

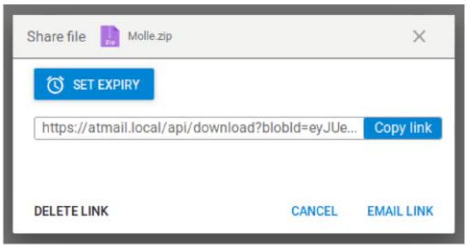
To share a file to others you can either email it as an attachment or create a public link that you can then share.

To email a file as an attachment right-click on a file in the list and select "Email". Alternatively, you can click on the file to open the file detail view, then select "Email" from the menu in the header (top right).

To create a public link, click on a file in the list to open the detail view, then either click the "SHARE" button or the share icon in the header.



This will open a dialogue and create a public link for the file. The link created upon opening the dialogue has no expiry. If you'd like the link to expire, then click on the "SET EXPIRY" button and select a value.



Once you are finished editing the share, click × icon.

If your file already has a public share link associated with it you can edit it by clicking on the file in the list then clicking "EDIT SHARE" or on the share icon in the header. To delete a public share link, open the share dialogue and click "DELETE LINK".

Moving files and folders

To move a file or folder right-click on it in the file list and select "Move" or click on the file to open the file detail view, then select "Move" from the file actions menu.

This will activate the move mode, where only folders in the list will be clickable. Now navigate to the folder you want to move the file or folder to, then click the "MOVE HERE" button in the header. You can move multiple files/folders at once by checking their checkboxes then selecting "Move" from the actions menu.

Copying files and folders

Copy files/folders works much the same as moving files/folders(described above). Right-click on the file/folder in the file list and select "Copy to..." or click on the file to open the file detail view, then select "Copy to..." from the file actions menu. Navigate to the folder you wish to copy them to then click "SAVE HERE" in the header.