



# WebMail/WebCal User's Guide (Corporate Edition)

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This manual supports Messaging Operating System (MOS) 4.1 and later MOS releases until replaced by a newer edition.

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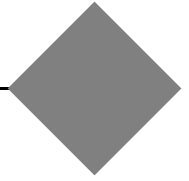
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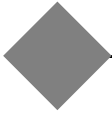
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WebMail Corporate Edition provides many ease-of-use features for your mail needs.

- ◆ If you are new to email, see [Email Basics](#) on page 13.
- ◆ If you are most concerned about managing your spam mail, see [Escaping the Spam Flood](#) on page 15.
- ◆ For information on navigating through the applications and command options, see [Using the Application Pages](#) on page 18.

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What can I do to speed up message download?

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What should I do if I get an error message?

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Why are my menus transparent?

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## Email Basics

Modern email (short for electronic mail) allows anyone with a computer and Internet access to communicate from anywhere in the world to anywhere in the world.

Your WebMail account includes the following, and more:

- ◆ A **User name**: The name that you use to login to your account.
- ◆ A **Password**: An alpha-numeric string that you use to keep your email private.
- ◆ A mailbox, or folder, called the **Inbox** where you check for new messages, as well as other system folders.

Usually, after you open a new account, you receive an email from your system administrator welcoming you. Once your account is active, you can start receiving and sending email messages to anyone with a valid email address. See [Receiving Mail](#) on page 33 and [Sending Mail](#) on page 51 for information.

All email services provide some level of customization where you can set your display name, time zone, character set and more. To customize your WebMail email account, see [Mail Options](#) on page 197.

## About Email Domains

Your email service is being provided to you through an Internet Service Provider (ISP), or, perhaps, a smaller institution such as your workplace, school, or other group. In most cases, your email service provider partitions their service into “domains,” virtual spaces on the Internet with names. For example, if your service is with eMailProvider, your email address is likely to have “eMailProvider.com” as the domain, after the “at” (@) sign. Sometimes, email services allow different domain names as an option; also, you can purchase an Internet domain for yourself and use it as your base for email.

## Escaping the Spam Flood

This section provides an overview and basic information on avoiding spam mail. The sub-topics are:

- ◆ [Understand Spammers, Junkmail, and Bulk Mail](#) on page 15
- ◆ [Make Yourself Less of a Target for Spammers](#) on page 15
- ◆ [Take Advantage of the Content-Blocking Feature](#) on page 16
- ◆ [Know Your Junkmail Control Options](#) on page 16
- ◆ [Monitor Your Junkmail Folder](#) on page 17
- ◆ [Consider Using Content Filters](#) on page 17

## Understand Spammers, Junkmail, and Bulk Mail

Spammers developed over the last decade or so in response to the Internet market. Spammers sell their advertising service and are paid on commission, so the more email solicitations they can send out, the more money they make. In addition to using special software to send millions of email solicitations daily, spammers deal in email addresses. They obtain these email addresses in different ways; some by using software that trawls the Internet, gleaning addresses from sites that post addresses (such as job boards), some by purchasing addresses from other sources, and so forth. One common trick is to use names that are captured from mail that you send out so the spam coming in to you looks like it’s from a known source.

Spammers typically do not use regular Internet service providers to send out these millions of emails. Instead, they use software that preys on PCs connected to the Internet; these “zombie PCs” can send out emails all day long without anyone the wiser if the owner does not know what to look for. Some spammers set up their own mini-ISP and use it to send out their spam.

The difference between spam and Bulk Mail is that, with Bulk Mail, you, at some point, gave your email address to the sending party and agreed to get email from them; for example, your bank. At some point, you may have given your bank your email address and agreed to receive mail from them. Your bank usually sends such email in bulk; sometimes that email contains information important to you, sometimes not. But, a company or organization like your bank is usually a reliable

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source that you can contact and request to not send you bulk mail. Spam, of course, is not legitimate; you never asked for it; and you can't simply request not to receive any.

## Make Yourself Less of a Target for Spammers

Since spammers are constantly on the look-out for email addresses, one of the best ways to safeguard your email is by having an email account that you can use in doubtful situations; when an email address is requested and you're not sure that you want email from the requestor.

Along the same lines, you should use a different name for the other email address, as well. In this manner, you can quickly and easily tell when an email is coming to you from a questionable source.

When you do receive email that you are sure you do not want, do not open the email. Just the act of opening the email often sends a response back to the spammers that this is a "live" (active) email address. If you are sure that an email has come to you from a bad source; simply delete it.

Of course, never open an attachment from a suspicious source; that is a common way to spread computer viruses.

## Take Advantage of the Content-Blocking Feature

To distinguish between active and inactive e-mail accounts, spammers can also embed images—usually transparent, but can be visible—in HTML messages. These special images are designed so that when you open a message and retrieve (download) them, information from your computer is transmitted. Information can include your IP address, when and how long the message was viewed, and your browser type. By downloading these images, you validate your e-mail account to the spammer.

To help protect your privacy, WebMail is setup by default to not automatically download pictures and other potentially harmful file types when you view a message. If a message tries to connect to a web server on the Internet, WebMail blocks the connection until you decide to download the content. In particular, WebMail blocks items that cause content to be downloaded without user interaction.

Although you have the option of disabling this blocking feature entirely, it is not advisable that you do so.


For details about viewing blocked content and turning off the content-blocking feature, see [Viewing Blocked Content](#) on page 40.

## Know Your Junkmail Control Options

Most email services provide some mechanisms for managing junkmail (spam). WebMail provides the following:

- ◆ **Allowed Senders list:** Your personal list of people that you want to receive mail from. For more information, see [Creating Your Allowed Senders List](#) on

page 100. If you feel that your spam problem is severe, you can choose the **Exclusive** condition option for the Junk Mail filter; in that way, only emails from people that you have identified as Allowed Senders are delivered to you.

- ◆ **Blocked Senders list:** Your personal Blocked Senders list is a list of email addresses, or entire email domains (see [About Email Domains](#) on page 14 for background), from which you know you do not want to receive any emails. When you get an email in your **Inbox** that comes from such a source, you can click the menu icon  next to the address in the mail and then choose **Add to Blocked Senders List** to add that address. In that way, you never receive mail from that address again. For more information, see [Creating Your Blocked Senders List](#) on page 101.
- ◆ **Allowed Mailing Lists:** Your personal list of Allowed Mailing Lists allows you to enter the address of any mailing list to which you belong. Occasionally an email to a mailing list triggers the anti-spam engine and is accidentally categorized as spam. When this happens, such mail is delivered to your **Junk Mail** folder. To prevent this, enter all of the mailing lists to which you belong on the **Allowed Mailing Lists** page.
- ◆ **Message Filters:** There are two types of message filters provided by WebMail: the **Junk Mail** filter and content filters. The **Junk Mail** filter is created and enabled by your system administrator. In WebMail, you can check that you have such a filter by looking at the **Options > Message Filters** page. The **Junk Mail** filter works with the anti-spam engine; for details, see [What the Junk Mail Filter Does for You](#) on page 89. For information on content filters, see [Consider Using Content Filters](#) on page 17.

## Monitor Your Junkmail Folder

By default, your incoming email that the anti-spam engine categorizes as junkmail (spam) is delivered to your **Junk Mail** folder. It waits there for you to act on it; usually a default message-aging setting deletes the mail after a period of time. Sometimes a wanted message is accidentally categorized as junkmail (spam). This is why it is important for you to periodically check your **Junk Mail** folder for mis-categorized messages. For more details, see [Using the Junk Mail Folder](#) on page 88.

## Consider Using Content Filters

Content filters are created by you to act on email you receive. They are called content filters because they examine and act on messages based on the message contents. Along with sub-folders (see [Working with Folders](#) on page 73 for details), content filters allow you to automatically sort mail into different folders. This can be a handy tool, especially to keep wanted Bulk Mail out of your **Inbox** and your **Junk Mail** folder and, instead, delivered to a sub-folder to be checked at your convenience.

If you find wanted email from a certain address being consistently mis-categorized as junkmail, you could set up a message content filter to put all email from that source into your **Inbox** or a sub-folder. In that way, those messages are not sent to your **Junk Mail** folder. For details about content filtering, see [About Message Filters](#) on page 91.



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## Using the Application Pages



[/WebCal](#) At the top of each page runs a banner with your user ID and, to the far right, the universal commands **Options**, **Help**, and **Sign Out** that apply to all the applications: **Mail**, **Contacts**. The **Options** link opens a window where you can specify your default **Mail** settings.

The applications are available in the left-hand navigation “pane” of the window as stacked tabs, see below for an example.

Clicking a tab opens an application pane to the right. At the top of each application pane runs a toolbar that changes for each application. Use the application tabs in the left-hand navigation pane as described below.

- ◆  **Mail:** WebMail. Use to send and receive email from this account as well as any added POP accounts. Also, set up mail filters to keep out spam; use the Allowed Senders list and Allowed Mailing Lists to ensure that mail from certain senders is always delivered to you; create mail folders and sub-folders to organize mail you want to keep. See [Managing Your Mail Account](#) on page 21.
- ◆  **Contacts:** Part of WebMail. Use to maintain a database of email contacts. Also, create contact groups, categorize contacts, access other contact databases, and send mail. See [Managing Your Contacts List](#) on page 161.

## About Printing

In WebMail/WebCal Corporate Edition, you can print a wide range of information, from individual email messages to your list of tasks. On the toolbars throughout Corporate Edition, the  **Print** icon appears. Once you click the icon, the information to be printed displays in a preview window. Once you click  **Print** within the preview window, your browser’s Print dialog box displays.

Information that you can print includes:

- ◆ Individual email messages (see [Printing Messages](#) on page 41).
- ◆ Your contacts list (see [Printing a List of Your Contacts](#) on page 180).
- ◆ Details for a single contact (see [Printing Details for a Contact](#) on page 180).

### What can I do to speed up message download?

If you have a slow Internet connection, set the **Messages Per Page** preference to a lower number, such as 10. This way only 10 message headers are downloaded for each WebMail page display, decreasing the system load. For more information on setting preferences, see [Settings \(Mail Defaults\)](#) on page 197.

### What should I do if I get an error message?


Many error messages have to do with settings that your administrator configures. If you think that an error message is unwarranted, contact your system administrator.

## Why are my menus transparent?



If the drop-down menus are transparent and difficult to read, you can try configuring your browser so that it does *not* override font and color settings for any given website. How you do this varies with each browser.

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# Managing Your Mail Account

Click  **Mail** in the left-hand navigation pane to access your messages.

## Key information

- ◆ When you click  **Mail** in the left-hand navigation pane, the message list for your last previously viewed mail folder displays. For example, if you view messages in your **Sent** folder and then display your calendar, the message list for your **Sent** folder will display the next time you click  **Mail**.
- ◆ Bold text in a folder name indicates that the folder contains unread messages, and the number in parentheses indicates the number of unread messages.
- ◆ Bold text in the message list indicates an unread message.

This section provides information on the following topics:

- ◆ How to best use the **Mail** navigation and command options, see [Using Mail](#) on page 22.
- ◆ How to access you account, see [Signing In and Out of Your Account](#) on page 24.
- ◆ What you should know about your password, see [Passwords and User IDs](#) on page 25.
- ◆ How to make your login more secure, see [Security Concerns](#) on page 26.
- ◆ Information on access control to your mail folders, see [Working with Folder Permissions](#) on page 27.
- ◆ How to change your WebMail and message appearance, and set defaults, see [Customizing Mail Settings](#) on page 29.

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### Questions

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Do I need cookies in order to use WebMail Corporate Edition?

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Can I use my Pop-up Blocker with WebMail Corporate Edition?

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What browsers can I use with WebMail Corporate Edition?

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When are dormant accounts removed?

---

What does the “Session timed out...” message mean?

---

What if I forget my password or User ID?

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 Questions
 

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 Why isn't my password working?
 

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 Can I change my User ID?
 

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 Can anyone else read my mail?
 

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 If I exit WebMail and somebody clicks the browser "back" button or looks at the history, can they access my mail?
 

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 Are computer viruses sent via email a threat to me?
 

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## Using Mail














The **Mail** tab toolbar, the row of command icons and menus running horizontally along the top; and navigation pane to the left, below the application tabs, offer many ease-of-use features. Read this section to get the most out of each.

### Using the Mail Toolbar

Throughout WebMail Corporate Edition, clicking a command icon (shown below) in a toolbar gives you the default behavior, clicking the menu icon  opens a shortcut menu. Mousing over a command button displays a "tooltip" with information on using the button.



The Mail toolbar command menus are as follows:

- ◆ Click  **New** to open a **Compose** window; click  for this menu:
  - ❖ **Mail Message:** Opens the **Compose** window; for details, see [Composing Messages](#) on page 56.
  - ❖ **Folder:** Opens the **New Folder** page; for details, see [Working with Folders](#) on page 73.
- ◆ Click  **Delete** to remove messages; click  for this menu:
  - ❖ **Delete:** Removes selected messages from your message list, see [Message Deleting Options](#) on page 80.
  - ❖ **Empty Trash** or  **Compact.** This menu item changes depending on your **Options > Mail > Settings > Delete to Trash** selection. For details on setting this default, see [Settings \(Mail Defaults\)](#) on page 197. Clicking one of these options while a deleted message is open in message window will cause the message window to close.
- ◆ Click  **Spam** /  **Not Spam** to move messages to your **Junk Mail** folder or **Inbox**, respectively. In any folder except **Junk Mail**, the  **Spam** button moves selected messages to your **Junk Mail** folder. In your **Junk Mail** folder, the  **Not Spam** button moves selected messages to your **Inbox**. See [What does "Report as spam"/"Report as not spam" mean?](#) on page 89 for more information.
- ◆ Click  **Mark**  to open a drop-down flag menu; choose one to mark the selected messages:

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- ❖  **Read:** The message has been opened.
  - ❖  **Unread:** The message has not been opened or, the message requested a Read receipt and you did not grant one.
  - ❖  **Answered:** A reply to the message was sent or the message was forwarded.
  - ❖  **Unanswered:** The message was opened, no reply was sent.
- ◆ Click  **Move**  to open a drop-down folder menu; choose one to move the selected messages to the selected folder.
  - ◆ Click  **Copy**  to open a drop-down folder menu; choose one to copy the selected messages to the selected folder.
  - ◆ Click  **Search** to open a search section on the page; for details, see [Searching for Messages](#) on page 46.
  - ◆ Click  **Show Message Pane** to show another pane (below the message list) in which you can preview messages. See [About the Message Pane](#) on page 34 for more details.
  - ◆ Click  **Hide Message Pane** to make the message pane go away.
  - ◆ Click  **Check Mail** to request an immediate posting of new mail; click  for this menu:
    - ❖ **Check Mail:** Retrieves new messages.
    - ❖ **Check External Mail:** Retrieves new messages for any external mail POP accounts that you have added. For details, see [Receiving External Account Messages](#) on page 107.

## Using the Mail Navigation Pane

The **Mail** navigation pane begins with the **My Folders** link; further down is the **Shared Folders** link, which works in a similar way.


- ◆ Click **My Folders** to open your folders list in the main display. All of your subscribed folders display as links under the **My Folders** link, in tree view. Click a **Collapse** icon  to close the branches of a tree view; click an **Expand** icon  to open the branch. Each folder that contains **Unread** messages displays the folder name in **bold** and a count of the **Unread** messages next to it, in parenthesis.
- ◆ Click **Shared Folders** to open the **Shared Folders** page with a list of folders that have been set up so you may subscribe to them; see [Working with Shared Folders](#) on page 77 for details. Those to which you have subscribed display under the **Shared Folders** link.
- ◆ Click any folder name to display the message list for that folder in the main display. Folders that are organizational only (do not contain messages) cannot be clicked, but they may be expanded to show sub-folders that do contain messages.

## Signing In and Out of Your Account

To start a WebMail session, login to your access point  
<http://hostname/lem>  
 where *hostname* is the name of the WebMail Corporate Edition server.



On the **Options > Personal** page, you can specify the character set in which your messages are displayed. For details, see [Personal \(Name, Time Zone, Character Set\)](#) on page 195.

To end a WebMail session, click **Sign Out**; the session is terminated, and you are returned to the login page. Clicking the **Close**  icon in the upper right corner does not close the connection to the mail server and log you out; be sure to click **Sign Out**.

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### Questions

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Do I need cookies in order to use WebMail Corporate Edition?

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Can I use my Pop-up Blocker with WebMail Corporate Edition?

---

What browsers can I use with WebMail Corporate Edition?

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When are dormant accounts removed?

---

What does the “Session timed out...” message mean?

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## About Secure (Encrypted) Logins

In order to login to WebMail using the SSL (secure sockets layer) protocol for encrypted security, enter **https** instead of **http** as your access point.



The administrator of your system must first have licensed SSL and enabled it for an **https** login to work.

### Do I need cookies in order to use WebMail Corporate Edition?

You must enable the use of cookies and JavaScript in your browser to use WebMail Corporate Edition.

### Can I use my Pop-up Blocker with WebMail Corporate Edition?

WebMail Corporate Edition utilizes pop-up windows in many places; if your browser Pop-up Blocker is enabled (turned On), some desired pop-ups may be blocked; usually you’ll get some kind of message if a pop-up is blocked. In your browser toolbar, you’ll be able to find a way to either turn off the Pop-up Blocker or, better, add your WebMail Corporate Edition web server to your “Allowed” sites.



Even if you have modified the pop-up blocker settings on your browser, if you have a Yahoo® toolbar, it has its own pop-up setting accessible via its **Pop-up Blocker** icon. The Yahoo® toolbar may prevent pop-ups if that blocker is not set properly.

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## What browsers can I use with WebMail Corporate Edition?

WebMail Corporate Edition is designed to work with Internet Explorer 6.0 and higher and Netscape 7.2 and higher. Using another browser may produce unexpected results.

## When are dormant accounts removed?

When you do not login to your account for a certain length of time, that account is considered dormant. Your system administrator sets the length of time that an account can go unused before it becomes dormant. See your system administrator for details about this setting and if you would like it changed.

## What does the "Session timed out..." message mean?

Once you've logged in, the connection remains active for a specific length of time after your last action. This length of time is set by your system administrator, and therefore varies. The idle time provides the flexibility of minimizing the browser window and continuing with other tasks. You can then return and check your mail later and not have to login again. When the idle time is reached, you'll get a "Session Timed Out" message and you must log back in to WebMail.

## Passwords and User IDs

Your password is the secret code that you entered when your account was first set up; typically your account was given to you with a default password that you are required to change immediately. Your User ID (identification) is typically the first part of your email address. For example, Joe Smith's user ID and email address might be `jsmith` and `jsmith@domain.com`, respectively.

Questions
What if I forget my password or User ID?
Why isn't my password working?
Can I change my User ID?

## Changing Your Password

To change your password, follow these steps.

1. Click the **Options** link and then click **Change Password**.  
The **Change Password** page displays.
2. Do the following:
  - a. In the **Old Password** text box, enter your current password.
  - b. In the **New Password** text box, enter your new password.
  - c. In the **Confirm Password** text box, enter the new password again.

3. Click  **Apply**.

The system accepts the change and displays a confirmation message.

Password protection is important for ensuring the privacy of your email account. If there is no **Change Password** option for your mail account, you do not have permission to change your own password. To have this permission activated, contact your system administrator.

### What if I forget my password or User ID?

If you forget your password or User ID, you must contact your system administrator to have another password and/or User ID set up for you.

### Why isn't my password working?

Typically, if your password is not working, you are entering the wrong password. If you are certain that you have the right password, then it is possible that you have been locked out of your account. Contact your system administrator to find out why your password is not working.

### Can I change my User ID?

Your User ID is created when you receive your account and identifies you to the system. Typically, you cannot change your User ID without the help of your system administrator.

## Security Concerns

The goal of data privacy is to ensure that network transmissions are not intercepted or viewed unintentionally. If your system administrator has provided a secure login option for you, then you may use Secure Sockets Layer (SSL), a protocol designed to provide encrypted communications on the Internet.

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### Questions

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Can anyone else read my mail?

If I exit WebMail and somebody clicks the browser "back" button or looks at the history, can they access my mail?

Are computer viruses sent via email a threat to me?

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## About SSL Encryption

Mirapoint supports SSL versions 2 and 3. SSL uses public-key encryption. Any system using SSL has a public key that is available to other systems to encrypt data and a private key that is kept secret and used to decrypt data.

In order to login to WebMail using SSL security, enter **https** for your access point, not **http**. For example, `https://hostname/em`. You may be asked to accept a certificate, described below.

WebMail uses a unique public key contained in a self-certified certificate. Because the certificate is self-certified, when you attempt to use SSL to read mail, you see a



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warning stating that your email client does not recognize the certificate. You may confidently accept the certificate for all sessions. You may also be asked if you want to be warned before sending information; to avoid these warnings, you should answer “no.”

### Can anyone else read my mail?

WebMail is a password-protected system. Other users are not able to read mail sent to or from your account unless they have your User ID and password; keep this information confidential. Also, shared folders added by your administrator with the proper access controls set can be viewed by others; for more information on shared folders, see [Working with Shared Folders](#) on page 77.

### If I exit WebMail and somebody clicks the browser “back” button or looks at the history, can they access my mail?

This could possibly happen. To make sure that no one can access your mail after you logout, close the browser window and clear the cache.

### Are computer viruses sent via email a threat to me?


WebMail is a web-based email system. Your email messages, contacts list, and other account information are stored on remote servers, rather than on your computer. Because of this, simply viewing your messages does not make your computer vulnerable to regular computer viruses.

However, it is possible for HTML email messages to be sent which contain malicious JavaScript code, Active X, or other scripts which may run and take advantage of security vulnerabilities in your browser software. For that reason, it is extremely important that you continually upgrade your browser and check with the publisher for patches. You may also turn off scripting in most browsers. The Help documentation for your browser tells you how.

Attachments sent along with email are not a threat to your system if you do not download them. However, if you choose to download an attachment by either opening it or saving it to your computer, your computer does then become vulnerable to computer viruses. (The same is true of all files you download to your computer, whether they are email attachments or not.)

It is recommended that you do not download attachments or other files from a source that you do not know and trust. Also, use one of the many antivirus programs available.

## Working with Folder Permissions

Mail folders that you create, and system mail folders such as your **Inbox**, have default permissions that allow you to use them and inhibit what other users can do. To change a folder’s permissions, click **My Folders** in the **Mail** navigation pane and then the **Edit** icon  for the folder whose permissions you want to change; the **Folder Edit** page for that folder opens. This section explains what folder permissions are and how to use them.

## Folder Permissions Detail



Folder permissions are sometimes referred to as access permissions, the list of access permissions being an ACL (access control list).

Folders you create inherit their parent folder's permissions. To change the permissions on a folder, you must select the folder and then modify the permissions accordingly. The **Folder Edit** page automatically displays all the current users who have special permissions granted.

One reason you might want to change a folder's permissions is to set up a shared folder so everyone in your group could read messages in a certain folder; for details, see [Working with Shared Folders](#) on page 77. Another reason you might want to change a folder's permissions is if you want to be able to send mail directly to that folder. In order to do that, the folder must have the **Mail** permission granted to the **anyone** user. Since your **Inbox** does not grant the **anyone** user the **Mail** permission by default (the system sends mail to your **Inbox**), subfolders you create do not have that permission by default.


## What the Folder Permissions Mean

On the **Folder Edit** page in the **Folder Permissions** area, the following permissions can be set for any user on your system or the special **anyone** user that applies to all users on your system. The permissions you can set are these:

- ◆ **Read:** The user can see and open the folder, read messages in the folder, and copy messages from the folder.
- ◆ **Write:** The user can copy messages into the folder and modify message state information within the folder; for example, marking a message with a flag. This permission allows the user to modify the **Deleted** state for any message.
- ◆ **Mail:** The user can mail messages to the folder; used for sub-folders.
- ◆ **Admin:** The user can change the ACL on the folder and create subfolders and ACLs.

## Editing Permissions on Folders and Subfolders

You can change the permissions for a folder to alter who can read its contents and use it for sending and storing messages. For details on the permissions you can set, see [What the Folder Permissions Mean](#) on page 28.

1. To edit a folder, first display it on the **Folders** page and then click the **Edit** icon  for that folder.  
The **Folder Edit** *folder name* page displays with options for adding subfolders and setting permissions on existing folders. The **User** list reflects the users that have special permissions for that folder. For details on using folder access permissions see [Working with Folder Permissions](#) on page 27.
2. To change a folder permissions, enter into the text option box in the **User** column the name of the user to whom you want to grant special permission (to enable a subfolder to receive mail directly, enter **anyone**) and select the check boxes for the permissions you want to grant, by default **Read** and **Mail** are

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selected. Click **Apply**.

The specified user and permissions appear in the **User** list; the text option is cleared.

3. To remove a user from a folder permissions, select the folder whose permissions you are changing.  
The **User** list changes to reflect the users that have permissions for that folder.
4. Deselect all the check marked boxes for the user you want to remove. Click **Apply**.  
The specified user and permissions disappear from the **User** list; the text option is cleared.
5. When you are finished with the page, click **OK**.  
You are returned to the **Folders** page.

## Customizing Mail Settings


WebMail lets you customize your mail account in these ways:


- ◆ Specify default message count for your message list; composition height, width and mode; what you want for the **Reply to** line of messages you send, and how you want to handle the original message when you reply; default system folder names and options. For full details, see [Settings \(Mail Defaults\)](#) on page 197.
- ◆ Mail auto-reply, also known as “vacation mail; turn on and off and include a message and other options. For full details, see [Auto-reply \(Vacation Mail\)](#) on page 200.
- ◆ Mail forwarding; turn off and on and specify an email address. For full details, see [Forwarding Mail \(to Another Address\)](#) on page 200.
- ◆ Message signature; turn off and on and specify text for a signature. For full details, see [Signature \(Personal Mail Signature\)](#) on page 201.
- ◆ Set up a POP mail account. For full details, see [External Mail \(POP Accounts\)](#) on page 201.
- ◆ Specify certain senders whose mail you always want to receive. For full details, see [Allowed Senders \(Safe List\)](#) on page 201.
- ◆ Specify certain senders whose mail you never want to receive. For full details, see [Blocked Senders \(Block List\)](#) on page 201.
- ◆ Specify certain recipients, usually mailing lists, whose mail you want to bypass anti-spam scanning. For full details, see [Allowed Mailing Lists \(Recipient Safe List\)](#) on page 202.
- ◆ Create custom message filters. For full details, see [Message Filters \(Content Filters\)](#) on page 202.

Additionally, using the **Options** window that you access from the link in the upper right corner, you can change your password, set a default character set for mail you compose, set the time zone that you are in; and set a color theme. For details on these settings, see [General Preferences](#) on page 195.



## Receiving Mail

Click  **Check Mail** in the Mail toolbar to request the system to post any new mail for you immediately. Click **Mail** in the navigation pane to get an update on all your mail folders.

You can see how close you are to reaching your limit with the **quota** status bar  in the toolbar at top.

This section provides information on the following topics:

- ◆ An explanation of the message pane and the tasks you can accomplish using its toolbar, see [About the Message Pane](#) on page 34.
- ◆ How to access your messages and options for reading them, see [Opening and Reading Messages](#) on page 35.
- ◆ How to retrieve external account messages, see [Checking for External POP Account Messages](#) on page 44.
- ◆ Methods for dealing with attachments sent to you, see [Receiving Attachments](#) on page 44.
- ◆ How to sort messages, see [Sorting Messages](#) on page 46.
- ◆ How to find a message, see [Searching for Messages](#) on page 47.
- ◆ How to use the Auto-reply (also known as Vacation Mail) feature, see [Replying to Messages Automatically](#) on page 48.
- ◆ How to set up forwarding of all mail coming in to you, see [Starting/Stopping Forwarding](#) on page 49.

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### Questions

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Can I receive alerts when I get new mail?

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What does the Show Content button do?

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How often are messages delivered into my mailbox?

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Someone sent me a message and I haven't received it; what happened?

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When is external mail checked?

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Can I read my mail from someone else's computer?

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Can I block mail from a certain sender?

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Can I read messages in shared folders?

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What is the largest message I can receive?

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 Questions
 

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 Why do I receive messages addressed to other people?
 

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 Why are messages with attachments being delivered to my Junk Mail folder?
 

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 I received a message with an attachment; how do I view it or save it to my computer?
 

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 Why doesn't an attachment appear correctly?
 

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 What is virus scanning and virus cleaning?
 

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## About the Message Pane

The Message Pane lets you preview items in your message list without actually opening them. (To show the message pane, click  **Show Message Pane** on the mail toolbar. To hide it, click  **Hide Message Pane**.) Select (single-click) an item in your message list to display the header and contents of a message in the message pane.








Nothing will happen if you select (single-click) an item in your message list while the message pane is hidden, nor will it be marked as “Read.”










In the message pane, a toolbar displays at the top. For details about the message pane toolbar, see below.

## Using the Message Pane Toolbar

This toolbar appears in the message pane above the message headers. The message pane toolbar command menus are as follows:

- ◆ Click  (tooltip: **Delete**) to remove the item from your message list. If the message is currently open in a separate message window, that message window will close once you click **Delete**.
- ◆ Click  (tooltip: **Prev**) to display the previous item in your message list within the message pane.
- ◆ Click  (tooltip: **Next**) to display the next item in your message list.
- ◆ Click  **Reply** to open a **Compose** window automatically addressed to the message sender, or click  for this menu:
  - ❖ **Reply**: Opens the **Compose** window with the email address of the sender automatically displayed on the **To** line.
  - ❖ **Reply All**: Opens the **Compose** window with the sender and all recipients of the message appearing on the **To** and **Cc** fields. automatically addressed to the sender and all recipients. Anyone who initially received a **Bcc** does not receive your reply.


See [Replying to Messages](#) on page 63 for more details.

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- ◆ Click  **Forward** to open a **Compose** window with the original message at the bottom, or click  for this menu:
    - ❖ **Forward**: Opens the **Compose** window with the original message at the bottom. However, you cannot edit the original message. Any included attachments will be forwarded.
    - ❖ **Forward Inline**: Opens the **Compose** window with the original message editable within it. Any included attachments will be forwarded.See [Forwarding Messages](#) on page 65 for more details.
  - ◆ Click  **Spam** /  **Not Spam** to move messages to your **Junk Mail** folder or **Inbox**, respectively. In any folder except **Junk Mail**, the  **Spam** button moves selected messages to your **Junk Mail** folder. In your **Junk Mail** folder, the  **Not Spam** button moves selected messages to your **Inbox**. See [What does “Report as spam”/”Report as not spam” mean?](#) on page 89 for more information.
  - ◆ To print the currently displayed message (including the basic message headers), click  (tooltip: **Print Preview**) to display a message preview window. Then click  **Print** within the preview window to display your browser's Print dialog box.
  - ◆ Click  **Open** to display the message in a separate message window.

Additionally, you can display a specific message in the pane by entering a message number in the **Go to** box within the current message and then clicking **Go to**.

## Opening and Reading Messages

You can open a message in the following ways:

- ◆ Double-click the **From**, **Subject**, **Received**, or **Size** link in your message list.
- ◆ Click  **Open** in the message pane toolbar. See [About the Message Pane](#) on page 34 for more details about the message pane toolbar.

With both methods, the message's basic header and contents display in a separate message window.

This section provides information on the following topics:

- ◆ How to use the message window, see [Using the Message Window](#) on page 37
- ◆ How to access mail you receive in a shared folder, see [Reading Mail in Shared Folders](#) on page 38.
- ◆ How the **Source** button in a message window works, see [Using the Source Button](#) on page 38.
- ◆ All about message headers, see [About Message Contents](#) on page 39.

- ◆ How to view images that don't display due to WebMail's automatic content-blocking feature, see [Viewing Blocked Content](#) on page 40.
- ◆ How to access your WebMail messages from another email client, see [Reading Mail Offline](#) on page 41.
- ◆ How to print your messages, see [Printing Messages](#) on page 41.
- ◆ Some ideas to help you best use WebMail Corporate Edition, see [Tips](#) on page 42.

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#### Questions

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Can I receive alerts when I get new mail?

How often are messages delivered into my mailbox?

Someone sent me a message and I haven't received it; what happened?

What can I do about Spam?

Can I read my mail from someone else's computer?

Can I block mail from a certain sender?

Can I read messages in shared folders?

What is the largest message I can receive?






Why do I receive messages addressed to other people?

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## Using the Message Window

When you open a message, its basic headers and contents display in a separate window. See [Opening and Reading Messages](#) on page 35. At the top of the message window is a toolbar which is similar—but not identical—to the message pane toolbar.

The message window toolbar contains the following commands and menus:



- ◆ Click  (tooltip: **Delete**) to delete the message. The message is either removed from your message list or marked for deletion, and the next message in the list displays. (See [Message Deleting Options](#) on page 81 for more details.) The message window will close if the message you're deleting is the last one in the message list.
- ◆ Click  (tooltip: **Prev**) to display the previous message in the message list. This button will be disabled if you are currently viewing the first message in your message list.
- ◆ Click  (tooltip: **Next**) to display the next item in your message list.
- ◆ Click  **Reply** to open a **Compose** window automatically addressed to the message sender, or click  for this menu:
  - ❖ **Reply**: Opens the **Compose** window with the email address of the sender automatically displayed on the **To** line.
  - ❖ **Reply All**: Opens the **Compose** window with the sender and all recipients of the message appearing on the **To** and **Cc** fields. automatically addressed to













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the sender and all recipients. Anyone who initially received a Bcc does not receive your reply.

See [Replying to Messages](#) on page 63 for more details.

- ◆ Click  **Forward** to open a **Compose** window with the original message at the bottom, or click  for this menu:
  - ❖ **Forward**: Opens the **Compose** window with the original message at the bottom. Any included attachments will be forwarded. However, you cannot edit the original message.
  - ❖ **Forward Inline**: Opens the **Compose** window with the original message editable within it. Any included attachments will be forwarded.

See [Forwarding Messages](#) on page 65 for more details.

- ◆ Click  **Move**  to open a drop-down folder menu; choose one to move the message to the selected folder. The message window will display the next item in the message list.
- ◆ Click  **Copy**  to open a drop-down folder menu; choose one to copy the selected messages to the selected folder.
- ◆ Click  **Spam** /  **Not Spam** to move the message to your **Junk Mail** folder or **Inbox**, respectively. In any folder except **Junk Mail**, the  **Spam** button moves selected messages to your **Junk Mail** folder. For messages in your **Junk Mail** folder, the  **Not Spam** button moves messages to your **Inbox**. See [What does “Report as spam”/“Report as not spam” mean?](#) on page 89 for more information. The message window will close once the message is moved.
- ◆ Click  (tooltip: **Print Preview**) to initiate printing of your message.
- ◆ Click  (tooltip: **Source**) to open a new window that displays a text version of the message along with its complete set of headers. See [About Message Contents](#) on page 39 for more details.


## Reading Mail in Shared Folders





You and your system administrator can set up shared folders. If there are shared folders set up for you, they display in the **Mail** navigation pane tree view under the **Shared Folders** link.

- ◆ Click the name link of a shared folder to display the message list for that folder.
- ◆ Click the **Shared Folders** link to display a list of all the folders on the system (set up by the administrator or another user) to which you have been granted sharing privileges.


The **Shared Folders** page includes a search box to help you refine your list. For details, see [Working with Shared Folders](#) on page 77.

## Using the Source Button

When you are viewing a message in a message window, you can use the  button (tooltip: **Source**) at the top of the message to cause a new window to open with the message contents (described below) displayed in text, including any HTML code used.

Don't confuse the  **Source** button with the  **Open** button that is available on the message pane toolbar. When you click  **Open** in the toolbar, the message will display in a separate window. In that separate message window, the  button will be available to you.

## About Message Contents

Most browsers only show the most relevant parts of an email and hide the other parts, such as the headers. If you click the  (tooltip: **Source**) button at the top of an open message, you can view all of the human-readable parts, including those described below.

The **headers** contain information about the message, such as:

- ◆ **Return Path:** Identifies a path back to the originator of the message.
- ◆ **Received:** Identifies the various mail servers that the message traversed.
- ◆ **Date:** Date when the message was sent to you.
- ◆ **From:** The text entered on the From line.
- ◆ **Subject:** The text entered on the Subject line; in general, a short description of the of the message.
- ◆ **To / Cc:** The text entered on the To and/or Cc lines; in general, the addressed message recipients. **Note:** Text entered on the **Bcc** line does not display.
- ◆ **X-Mailer:** Identifies the email application used to send the message.
- ◆ **MIME-Version:** Identifies the version of MIME encoding used.
- ◆ **Message-Id:** An integer assigned by the receiving system.
- ◆ **Content-Type:** The MIME type(s) contained in the message; for example, text/plain, text/HTML, multipart/related, multipart/alternative, image/gif, and so on. For information on MIME, see [What is MIME? How do I use the Attachment MIME Type filter option?](#) on page 97.
- ◆ **Encoding:** The different types of encoding that the message, including attachments, uses.

Additional headers may be displayed as well; in particular, headers that include “X” as the prefix may be added by various servers or mail applications. Some common X-headers you may see in WebMail are:

- 
- ◆ **X-Junkmail-Status:** The UCE (unsolicited commercial email) score the message received by the anti-spam scanner. For more information on the UCE score, see [How do I use the Antispam Scanning Rules and Threshold?](#) on page 98.
  - ◆ **X-Junkmail-Whitelist:** Identifies that the sender is on your Allowed Senders list.
  - ◆ **X-Mirapoint-Virus:** Identifies that the message contained a virus that the anti-virus scanner found, and explains the action the anti-virus scanner took. For more information on the X-Mirapoint-Virus header, see [How do I filter out "virus deleted" messages?](#) on page 97.

Additional headers indicate other information.

The **body** directly follows the header and is the main contents of the message. If the message is too long to fit in the text window, use the scroll bar on the right to view the entire contents.

If there is an attachment to the message, you can either view the attachment directly following the message body, or click **Open Attachment** to open and view the attachment.

## Viewing Blocked Content

By default, WebMail is setup to block the automatic download of images and other potentially harmful file types. (See [Take Advantage of the Content-Blocking Feature](#) on page 16.) Depending on your browser, placeholders or empty space are displayed instead of the blocked content. You have two options for viewing the blocked content:

- ◆ View blocked content on a per-message basis
- ◆ Disable the blocking of automatic image downloads

### Viewing Blocked Content on a Per-Message Basis



When you view a message that contains content that has not been downloaded, WebMail displays a notification line above the message, informing you that parts of the message have been blocked. Once you deem that the message is from a trusted sender, you can view and download the blocked content by clicking **Show Content** in the notification line.

#### Additional Notes

- ◆ Once you click **Show Content**, WebMail will display the full contents of the message until you sign out.
- ◆ Once you click **Show Content**, the full contents of the message will be displayed when you forward or reply to the message. Similarly, if content is blocked and you don't elect to display it, the content will remain blocked when you forward or reply to the message.

### Disabling Blocking of Automatic Image Downloads

To disable the WebMail feature that blocks the automatic download of images and other potentially harmful files, do the following:

1. Click the **Options** link, and then click **Settings**. The **Settings** page displays.
2. For the **HTML Messages** option (in the Display section of the page), click the **Show external content immediately** radio button.
3. Click  **Apply**.
4. Click  **Close** to dismiss the **Options** window.

## Reading Mail Offline

To read a message once you log off from the Internet, you must save that message to your hard drive. To do this, right-click the message **Subject** link in the message list and open it in a new window. You can then save the open message using your browser's **Save** function. When you view it offline, some graphics may display as broken links; graphics attached to the message should display properly.

## Mail Clients vs. Mail Services

A mail client is a computer program that you install on your computer. A web-based mail service, like WebMail, requires no installation; remote servers that you access over the Internet provide all the functions that you need. The advantage to a mail service is that you can easily access your mail from any computer with Internet access without having to install anything.

## Using Netscape, Eudora, or Outlook to Send and Read your WebMail Messages

You can set up any email client or server to retrieve your WebMail email. The way to do this varies; check the online Help for your client or server.





A “client” is a program designed to perform a specific task (or type of tasks), such as deliver and send email, that you install on your computer. A “server” is a computer that you access, over the Internet or a private network, which performs a specific task, without you installing anything on your computer. The advantage to using a Internet-based server for your email is that you can connect to it quickly using any computer attached to the Internet.

## Downloading Messages Using Netscape, Eudora, or Outlook

Once you have set up your email client or server to retrieve your WebMail email, simply follow the procedure described by your client or server for downloading external account emails.


## Printing Messages

To print a message:

- 
1. Click the  (tooltip: **Print Preview**) button in the message toolbar of an open message.  
A preview window displays.
  2. In the preview window, click  **Print**.  
Your browser's Print dialog box displays.
  3. Click **Print** in the browser's Print dialog box.  
For help on using your browser's **Print** dialog box, see your browser's online Help.

## Tips

The following can help maximize usage:

- ◆ For information on how to set your WebMail display to optimize your ability to read and reply to messages, see [Mail Options](#) on page 197.
- ◆ Use the message pane toolbar to navigate through your message list, delete, reply to sender or “all,” forward or forward inline, mark a message as spam, or open message contents.
- ◆ Once your message opens, you can click the menu icon  for the **From** link and then the **Add To Contacts** menu item to open the **Add/Edit Contact** page with the sender's information populated in the fields. Just click **OK** at the top of the page to add the contact and re-display your message.
- ◆ Right-click to open a message in a new window.
- ◆ For information on how to search for a particular message, see [Searching for Messages](#) on page 47.

### Can I receive alerts when I get new mail?

Currently WebMail does not offer a facility for alerts to new email. Look for this feature in a future release.

### What does the Show Content button do?

To help protect your privacy, WebMail does not automatically download images and other potentially harmful file types when you view a message. When you view a message that contains content that has not been downloaded, WebMail displays a notification line above the message, informing you that parts of the message have been blocked. If you deem that the message is from a trusted sender, you can view and download the blocked content by clicking **Show Content** in the notification line.

For more information about this content-blocking feature, see [Take Advantage of the Content-Blocking Feature](#) on page 16.

### How often are messages delivered into my mailbox?

Messages are delivered into your **Inbox** when:

- ◆ You click the  **Check Mail** icon in the toolbar.

- ◆ You click **Inbox** from a different folder.
- ◆ You click the **Mail** tab in the navigation pane.

### Someone sent me a message and I haven't received it; what happened?

Your message may be delayed through antispam or antivirus scanning. Some antispam scanners can delay a legitimate message for up to five hours; if this is a concern for you, add the sender in question to your list of Allowed Senders (see [Creating Your Allowed Senders List](#) on page 100) or talk to your system administrator. If the message doesn't arrive soon, check your **Junk Mail** folder.

### What can I do about Spam?

There are several steps you can take to make yourself less a target for spammers, and there are some things you should not do with spam. For background information, see [Escaping the Spam Flood](#) on page 15. For details on using WebMail to protect yourself from spam and take action on the spam you get, see [Controlling Spam](#) on page 85.


### Can I read my mail from someone else's computer?

You can access your WebMail account from any computer that is connected to the Internet. Just enter your access point as the URL (typically, `http://hostname/em`) and log in.

### Can I block mail from a certain sender?

Yes, you can add a sender's email address, or even an entire domain (such as "eMailProvider.com") to your Blocked Senders list. All mail coming from that sender or domain is sent directly to your **Junk Mail** folder by default. For more information on Blocked Senders, see [Creating Your Blocked Senders List](#) on page 101

### Can I read messages in shared folders?

Other users and your system administrator can set up shared folders; if you have been granted access to a shared folder, that folder displays in the navigation pane tree view of your  **Mail** tab under the **Shared Folders** link. (Displaying shared folders in the navigation pane requires some setup. See [Working with Shared Folders](#) on page 77.) Click the name of the shared folder and the messages that you are allowed to view display in the message list.

### What is the largest message I can receive?



WebMail lets you receive emails up to 50 MB in size. Emails larger than that are not accepted; however, you receive a notice from your administrator informing you of the rejection, the reason why, and who it was from.








### Why do I receive messages addressed to other people?

Incorrect delivery of a message is very unlikely; however, you may receive messages not specifically addressed to you if:

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- ◆ The sender accidentally entered the wrong email address.
  - ◆ Your address is not in the **To** or **Cc** field, it has most likely been included in the **Bcc** (Blind Carbon Copy) field of the message. It might look as if you've received someone else's message since your address won't appear anywhere.
  - ◆ You see another person's name in the **To** field, it may be that you received the message as a member of a list. The name of the list displays, but not the individual list members.

## Checking for External POP Account Messages


You check for mail for an external POP account by clicking the  **Check Mail** menu icon  in the Mail toolbar and selecting **Check External Mail**. The system downloads your external mail to the specified POP account folder and a confirmation dialog box displays.

New messages appear at the end of the list and are numbered consecutively in the order received. The messages can display a variety of icons indicating state () **Read**,  **Unread**,  **Answered**) and priority (  **Highest**,  **High**, **Normal** (no icon),  **Low**,  **Lowest**). To sort messages, click on a column heading. For more information see [Sorting Messages](#) on page 46.



Not all mail clients support the **Priority** feature, in which case the priority is treated as **Normal**. Priority options can be branded to include only **High**, **Normal**, and **Low**.

### When is external mail checked?

External Mail is not checked until you explicitly click the **Check Mail** menu icon  in the Mail toolbar and select **Check External Mail**. For more details on external mail, see [Receiving External Account Messages](#) on page 107.

## Receiving Attachments

Attachments are files that may be attached to email messages. Some attachments, such as GIF image files or HTML files, usually display right in your message. Other attachments may need to be opened using the **Open** link at the bottom of your message. For such an attachment, you may have to pick a program to open the message; you can do this by right-clicking while holding the Shift key down, or, your browser may prompt you to pick a program from a list.

Whether or not your attachment displays in your message, there is always an **Open** link at the bottom for each attachment. This is so you can open the attachment separately from your message and save it.

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### Questions

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Why are messages with attachments being delivered to my Junk Mail folder?

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### Questions

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I received a message with an attachment; how do I view it or save it to my computer?

Why doesn't an attachment appear correctly?

What is virus scanning and virus cleaning?

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## About UUencoded Attachments

Currently, WebMail does not decode UUencoded attachments, often a photo or graphic. If you receive an attachment that WebMail is not displaying correctly, you may be able to read the contents by opening the message using a different mail application, or by running a UUdecoding application. You can check the encoding used by clicking the  **Open** button in the message toolbar, as described in [About Message Contents](#) on page 39.

### Why are messages with attachments being delivered to my Junk Mail folder?

Messages are categorized as junkmail due to many different reasons. It is possible that the message sent to you with an attachment was accidentally categorized as junkmail. To prevent this from happening in the future, you can add the sender to your Allowed Senders list; see [Creating Your Allowed Senders List](#) on page 100 for details.

### I received a message with an attachment; how do I view it or save it to my computer?

Simply click the **Open** link next to the attachment name and you get a standard **Open/Save** dialog box.

### Why doesn't an attachment appear correctly?

Sometimes an attached file requires a computer program be installed in order for it to display. You may need to install the particular program before being able to view the attachment. You can try right-clicking the attachment **Open** link and selecting a different program to open the attachment; for example, if you receive a MS Word attachment but you do not have Word installed, you can right-click the attachment and open it with Wordpad or Notepad.

### What is virus scanning and virus cleaning?






Similar to spam scanning, WebMail uses a virus-scanning utility that looks for known viruses. By default, if a virus is detected, the utility attempts to “clean” the virus; that is, remove from it the part that does damage. If a message sent to you contains a virus, you receive an email from your system administrator informing you of the actions taken.



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## Sorting Messages









This section describes some of the options for sorting your mail to organize or find messages.

You can sort the message list by any of the named column headings or the  **Read/Unread**,  **Attachment**, or  **Priority** columns. When you click on a column heading, your messages are sorted by that factor first in ascending order; also, a **Sort** icon, **Up**  or **Down** , appears next to the column heading. Click again and the messages are sorted by that factor in descending order.

The default sort factor is arrival time (**Received**) and date is always the secondary sort factor. Although these two sort factors are similar, arrival time reflects different system time zone settings. It also reflects the time in which a message first appears in a message list. For example, if you move a message from one folder to another, the moved message will have a more recent arrival time compared to all the other messages in the target folder—even if the message was originally received before the others messages in the target folder.

### How Message Sort Works

Depending on your last message sort; your messages are sorted as follows:

- ◆ **Ascending sort**  (icon does not appear until you do a sort):
  - ❖  **Read/Unread**: Read messages are listed last
  - ❖  **Attachment**: Messages with attachments are listed last.
  - ❖  **Priority**: Messages are sorted in this order: **Highest, High, Normal, Low, Lowest**.
  - ❖ **Received**: Messages most recent to that folder are listed last.
  - ❖ **Size**: Largest messages are listed last.
  - ❖ **From**: Messages are listed alphabetically (A to Z).
  - ❖ **Subject**: Messages are listed alphabetically (A to Z); prefixes such as RE, and FWD are ignored.
- ◆ **Descending sort**  (icon does not appear until you do a sort):
  - ❖  **Read/Unread**: Read messages are listed first.
  - ❖  **Attachment**: Messages with attachments are listed first.
  - ❖  **Priority**: Messages are sorted in this order: **Lowest, Low, Normal, Highest, High**.
  - ❖ **Received**: Messages most recent to that folder are listed first.
  - ❖ **Size**: Largest messages are listed first.
  - ❖ **From**: Messages are listed reverse alphabetically (Z to A).
  - ❖ **Subject**: Messages are listed reverse alphabetically (Z to A); prefixes such as RE, and FWD are ignored.


## Searching for Messages


WebMail makes it easy to do a simple or detailed search for a message.



WebMail allows you to use the following Boolean operators in a search: OR, AND, NOT. For example, in the **From** field you could search for “Brad OR Mike”. The OR, AND, NOT operators are case-sensitive, meaning they must all be uppercase. If they are lower case, or a mixture of upper and lower case, your query searches for those words explicitly instead of treating them as operators. The search queries, on the other hand, are case-insensitive. This would mean that a query for all messages from “Brad” would return the same results as a query for all messages from “brad”.

If you enter multiple words in any of the text options and do not use a Boolean operator, Search looks for all the words entered as a single text string. For example, if you enter “release topics” in the **Subject** line for a message search, the return is only mail that includes the text string “release topics” and messages with “release 3.6 topics” would be missed.

To search for a message, follow these steps from the  **Mail** tab.

1. From the Mail toolbar, click  **Search**.  
A search area on the page displays.
2. Specify the criteria for your search in any of the following ways:
  - ❖ **From:** Who sent the message.
  - ❖ **To/Cc:** Who the message was sent to.
  - ❖ **Larger than/Smaller than:** The message size in kilobytes (KB).
  - ❖ **Subject:** Words likely contained in the message **Subject** line.
  - ❖ **Body:** Words likely contained in the message body; this search is typically the most time-consuming.

Optional:


- ❖ Select the **Search in results** to narrow your search to look only in the results of a previous search. If this option is not selected (default), the search is performed on all the messages in the current folder.
  - ❖ Select the **Search in unread only** to only search the unread messages in the current folder. If this option is not selected (default), the search is performed on all the messages in the current folder.
3. Click **Search** or **Cancel**.  
If you click **Search**, the results are listed below and the search area closes. If you click **Cancel**, the search area closes.

If the results of your first search is too large, you can refine the search by performing another search on the results you just received. Follow the steps above and select the **Search in results** checkbox. The results of the new search are derived from the previous search results, as specified by your new criteria.


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## Replying to Messages Automatically

The **Auto-reply** (or **Out of Office**) feature provides an automatic reply to incoming messages.

1. Click **Options**.
2. In the Options popup window, click **Auto-reply**.
3. Select the **Send Auto-Replies** radio button.
4. Enter the **Start Time** and **End Time** details.
  - ❖ Enter the date in the first text box.
  - ❖ Enter the time in the second text box.
  - ❖ If you want auto-reply to start immediately, there is no need to enter a Start Time.
  - ❖ If you want auto-reply enabled indefinitely, do not enter an End Time.
5. Enter details for the message.
  - ❖ The **Subject** text box cannot be blank.
  - ❖ If appropriate, select the **Use a Different Auto-Reply Outside My Organization** checkbox.
6. Click  **Apply**.

## Turning Off Auto-Reply

1. Click **Options**.
2. In the Options popup window, click **Auto-reply**.
3. Select the **Do Not Send Auto-Replies** radio button.
4. Click  **Apply**.



Once you turn off the auto-reply feature or your auto-reply expires, your previously entered auto-reply subject line(s) and message(s) are saved—thus saving you time should you need to use the same auto-reply again.

## Starting/Stopping Forwarding

When you set up forwarding for your mail account, messages addressed to your account are automatically sent (forwarded) to another email address. You can specify one or more valid email addresses as destinations for your forwarded messages. You can only set message forwarding if this feature is enabled on your email account. If the **Forwarding** option does not display, your email account is not enabled with this feature.


To start **Mail Forwarding**, follow these steps.

1. Click the **Options** link, and then click **Forwarding**.  
The **Forwarding** page displays.
2. Select **Yes** for the **Forward Messages** option and enter the following data:

- ❖ **Forwarding Address:** The destination email addresses to which you want your mail to be automatically forwarded. If you enter multiple addresses, separate them with commas but no spaces; for example,  
`user1@hostname,user2@hostname,user3@hostname`
  - ❖ **Keep a copy of each forwarded message in your inbox:** Select this checkbox to have a copy of forwarded messages delivered to your **Inbox**. **Note:** If you leave this option de-selected, no copy of the forwarded message is saved.
3. Click  **Apply**.  
A confirmation message displays, **Forwarding** is started; messages addressed to your account are automatically forwarded to the specified destination address.
  4. To stop the auto-forwarding mechanism, select **No** for the **Forward Messages** option and click  **Apply**.  
A confirmation message displays, **Forwarding** is stopped.

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# Sending Mail

Click  **Send** in the message composition toolbar to send a message.

To specify composition defaults, such as window width or character set, see [Settings \(Mail Defaults\)](#) on page 197.

This section provides information on the following topics:

- ◆ Different methods for addressing message compositions, see [Addressing Messages](#) on page 53.
- ◆ Different options for composing messages to send, see [Composing Messages](#) on page 56.
- ◆ Different options for replying to messages sent to you, see [Replying to Messages](#) on page 63.
- ◆ Available options for responding to meeting invitations sent to you, see [Responding to Meeting Invitations](#) on page 64.
- ◆ How to forward a message sent to you on to another user, see [Forwarding Messages](#) on page 65.
- ◆ What you should know about adding attachments to messages, see [Sending Attachments](#) on page 66.
- ◆ How to check your message compositions for spelling, see [Checking for Spelling Errors](#) on page 68.
- ◆ How to save a composition to send it out at a later time, see [Working with Message Drafts](#) on page 70.

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## Questions

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To whom can I send messages?

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Can I un-send a message?

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How do I forward a message?

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How can I tell that my message was received and read?

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Why was my message not delivered and not bounced?

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What is the largest message I can send?

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Why did I get a Failed Delivery Message?

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How does Address Auto-Complete Work?

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What do Cc. and Bcc. Mean?

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### Questions

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How can I address a message to a sub-folder?

What is a delivery receipt? What is a read receipt?

How do I put a link or a URL into a message?

How do I add my personal signature to my compositions?

Can I attach a message to a composition?

How can I check an outgoing attachment for viruses?

Why is my attachment unreadable by the recipient?


Can I check my spelling of foreign language words?

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### To whom can I send messages?

You can send email messages to any person with a valid email address.

### Can I un-send a message?

Once you click the  **Send** button, your message enters the mail delivery engine and cannot be retrieved. It is delivered to the valid email addresses that you entered.

Only a system administrator can affect a sent message; by going into the recipient's mailbox and deleting the message or changing the time stamp. Obviously, most system administrators are not going to want to do this.

If you have any doubts about a message you are planning to send; save it as a draft and look at it again later. For information on working with drafts, see [Working with Message Drafts](#) on page 70.

### How do I forward a message?

See [Forwarding Messages](#) on page 65.




### How can I tell that my message was received and read?

See [What is a delivery receipt? What is a read receipt?](#) on page 62


### Why was my message not delivered and not bounced?

Messages are almost never lost; usually they don't arrive because of an addressing error. Make sure that your recipient has not received your message. It may be that the recipient has simply not yet had a chance to respond to you.

If you are certain that your message was not properly delivered, then there are several reasons why this may have occurred.

- ◆ **The message was never actually sent.** A message is not sent unless you explicitly click the  **Send** button. If you finish composing a message and then visit another website without clicking  **Send**, the message is not sent. You can verify that a message was sent by looking in your **Sent** folder.
- ◆ **The message was saved as a draft.** If you click  **Save Draft** your message is not sent. Clicking **Save Draft** causes the message to be moved to your **Draft**

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folder. You have to go to your **Draft** folder, click the draft title in the message list to restore the draft in a **Compose** window, and click  **Send** in order for it to be sent. For details, see [Working with Message Drafts](#) on page 70.

- ◆ **The message was not addressed properly.** You may have accidentally entered a different email address than the one you intended. If the mistaken address is a valid email address, the message is sent to that address.
- ◆ **The message was delayed.** Most messages are delivered within a few minutes, but messages can sometimes be delayed while in transit due to heavy Internet traffic or routing problems. Some types of anti-spam scanning can delay a message up to five hours; if you suspect that has happened to your message, re-send the message and it should be delivered promptly.

### What is the largest message I can send?

The message size (in megabytes) that you are allowed to send or receive is set by your system administrator. The range is, generally, 30-128 MB. If you attempt to send a message larger than what is allowed, you get an error message.

### Why did I get a Failed Delivery Message?

When you get mail from a Mailer-daemon with a subject similar to “Failed Delivery,” this means that a message which you sent was undeliverable and has been bounced back to you. Mailer-daemon messages are produced automatically and usually include a reason for the delivery failure.

Bounced messages normally consist of two parts. The first contains the reason for the bounce; the second contains your original message.

The most common reason for a failed delivery is that the email address you entered isn't valid. If the Mailer Daemon says that the account doesn't exist, double-check the spelling of the address you entered. A single misplaced letter can be enough to cause a failed delivery. If the message continues to bounce back to you, verify that the account hasn't been closed or moved.

## Addressing Messages

This section provides information on the following topics:

- ◆ In the address fields of your message, use a fully qualified email address (for example, **myname@example.com**), or a nickname as set in your **Contacts** list, see [Using Your Contacts List to Address Messages](#) on page 54 for details.
- ◆ How to use special message sending options, see [Sending Messages Directly to a Subfolder](#) on page 54

Remember to separate multiple addresses with commas, your message is not sent if you use semi-colons (;) to separate addresses.

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Questions

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How does Address Auto-Complete Work?

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 Questions
 

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 What do Cc. and Bcc. Mean?
 

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 How can I address a message to a sub-folder?
 

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## Using Your Contacts List to Address Messages

From an open **Compose** window, you can quickly access all of your contacts; to do this, follow these steps:

1. From the **Compose** window, click one of the blue-underlined address links: **To**, **Cc**, or **Bcc**.  
A **Find Users** window opens.
2. Enter a name in the text box, and click **Find**. Additionally, you can select a search database **Source**:
  - ❖ **Contacts**: Searches all the addresses in your Contacts list.
  - ❖ **Groups**: Searches all the group addresses in your Contacts list.
  - ❖ **User Search**: This searches Contacts groups.

Other databases display if they have been added on the **Contacts > Directory Services** page.

Alternatively, you can page through the contacts list using the page links at top right. Once you find the desired contact, you can do the following:

- ❖ Click the **Name** link for the contact to reopen your **Compose** window with that address on the selected address line.
- ❖ Select a contact name to open a side panel within the **Find Users** window that you can populate with a list of addresses. When all the addresses that you want are displayed, click **Done** to reopen the **Compose** window with the addresses on the selected address line.

The message is fully addressed. Your email address is automatically inserted in the **From** field of the message when it is sent.

Another simple way to address your message is to find the contact you want in your contacts list, click the name, and choose from the mailing options available on the **Options** tab.

## Sending Messages Directly to a Subfolder

By using access control lists (ACLs) and the plus sign (+), you can have mail delivered directly to a folder other than your **Inbox**. For example, If you have a folder named **carstuff**, mail can be sent to **you+carstuff@wherever.com** and it arrives in your **carstuff** folder, not your **Inbox**. In order to do this, you must apply the **Mail** ACL permission for the “anyone” user to your **carstuff** folder. For details on using folder access permissions see [Working with Folder Permissions](#) on page 29.

Another option provides for delivery to a subfolder. In this example you create a folder below **carstuff** named **digest**. The email address required to put mail in your **digest** folder would be **you+carstuff.digest@wherever.com**. Subfolders inherit ACLs; so if the “anyone” ACL on your **carstuff** folder had the **Mail** permission, your **carstuff.digest** subfolder would also have that permission so you wouldn't need to



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explicitly set it. **Note:** Only the first separator is a plus sign (+), the others are dots (.). If you use plus signs (+) between each folder name, the mail is delivered to your **Inbox** instead of the subfolder.

One way to use an alternate address is to have copies of messages you send delivered to a folder other than your default **Sent** folder. Do this by creating a folder; for example, **carstuff**. Then, use the **Bcc** line when composing a message to send a copy of the message to that folder. **Tip:** You can add the subfolder address to your **Contacts** and give it an easy-to-use nickname, like **cs** for **carstuff**; when you **Bcc** your **carstuff** folder, you would only need to type "Cs" on the **Bcc** line, instead of **you+carstuff@wherever.com**.



If the **Mail** permission on the folder for the **anyone** user is not set, the mail is put in your **Inbox** instead of the folder or subfolder.

For information on ACLs (access control lists) see [Working with Folder Permissions](#) on page 29.

### How does Address Auto-Complete Work?

Corporate Edition WebMail offers Address AutoComplete for email addresses that you use or are in your **Contacts** list. Address AutoComplete opens a list of known email addresses that match the first few letters that you type on the **To**, **Cc**, or **Bcc** line of a composition.

To select an address in the auto-complete list:

1. Scroll to position your cursor on the desired address.
2. Click your highlighted selection.  
The pop-up list closes and the address is entered onto the line.

Address Auto-Complete builds a cache of addresses that you use. You can go to the **Options > Mail > Settings** page and clear the cache if needed.

### What do Cc. and Bcc. Mean?

These abbreviations are left over from the days of typewriters using paper and carbon to make copies. **Cc**, short for "carbon copy," indicates addresses in addition to the main recipient. **Bcc**, short for "blind carbon copy," indicates addresses that you want hidden from the other recipients. In email, the principle still holds true: enter the primary intended recipient email address on the **To** line, all secondary intended recipients on the **Cc** line, and any recipients who you want hidden from the others on the **Bcc** line. Neither in the displayed message nor in the message headers are **Bcc** recipient addresses listed.

### How can I address a message to a sub-folder?

For details on addressing messages to sub-folders, see [Sending Messages Directly to a Subfolder](#) on page 54.

## Composing Messages

You can compose in HTML or in Plain Text using WebMail Corporate Edition.

This section provides information on the following topics:

- ◆ How to write a message, see [Composing a Message](#) on page 57.
- ◆ How to end a message composition, see [Canceling a Composition](#) on page 61.
- ◆ Message composition options, see [Saving or Not Saving a Copy of Your Composition](#) on page 61

For information on how to use Contacts to find an email address, see [Managing Your Contacts List](#) on page 161. For information on how to set the width of your compose window, or to change your default composition mode to HTML, see [Settings \(Mail Defaults\)](#) on page 197.

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### Questions

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What is a delivery receipt? What is a read receipt?


How do I put a link or a URL into a message?


How do I add my personal signature to my compositions?



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## Composing a Message

You can compose in HTML or in Plain Text using WebMail Corporate Edition.

To compose a message follow these steps from the  **Mail** tab:














1. Click  **New** in the Mail toolbar; or, from an open message, click any **From** or **To** address.























A **Compose** pop-up window appears, with a  **Compose** tab where you address and create your message and attach files, and an  **Options** tab for other features. The window has these options at top:

- ❖  **Send**: Closes the window and sends the message.
- ❖  **Save Draft**: Closes the window and saves the message to your **Drafts** folder.
- ❖  **Expand**: Displays the full address of any nickname or contact group entries.
- ❖  **Spelling**: Replaces the **Compose** window with the **Spelling** window with the message text; for details, see [Checking for Spelling Errors](#) on page 68.
- ❖  **Insert Signature**: Inserts your personal signature (as long as you have one created) one line below where your cursor is currently positioned in the text box. For details on creating a signature, see [Signature \(Personal Mail Signature\)](#) on page 203.
- ❖  **Plain Text** or **HTML Text**: Changes the **Compose** window from an HTML compose to a Plain Text compose, or vice versa. You must set the

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Compose default to either **Plain Text** or **HTML** on your **Options > Mail > Settings** page.


2. Enter the address data; for detailed information on addressing messages, see [Addressing Messages](#) on page 53.  
The message is fully addressed. Your email address is automatically inserted in the **From** field when the message is sent.
3. Enter your text in the large text box. Check for spelling errors in your message by clicking  **Spelling**; for details see [Checking for Spelling Errors](#) on page 68.  
If you are using the **HTML** composing option, customize the message with the following options (not available for **Plain Text** composing):
  - ❖ **Paragraph**: Opens a pop-up window that shows the standard HTML paragraph styles. Click in the paragraph first, click **Paragraph**, and then click the desired style.
  - ❖ **Font**: Opens a pop-up window that shows standard HTML font styles. Select the text first, click **Font**, and then click the desired font.
  - ❖ **Size**: Opens a pop-up window that shows different font sizes. Select the text first, click **Size**, and then click the desired size. These sizes are relative to the default size specified in your browser **View > Text Size** options.
  - ❖ **Text Color** : Opens a pop-up window that shows several color grids. Select the text first, click **Text Color** icon, and then click the desired color.
  - ❖ **Background Color** : Opens a pop-up window that shows several color grids. Select the text first, click the Background Color icon, and then click the desired color.
  - ❖ **Insert Link**  (select text first): Opens a dialog box for you to enter a link URL or path. Select the text first, click , enter the URL/path, and then click **OK**.
  - ❖ **Cut** : Select the text you want to delete, and then click . (This icon is unavailable in the Mozilla Firefox browser.)
  - ❖ **Copy** : Select the text that you want to copy to the clipboard, and then click . (This icon is unavailable in the Mozilla Firefox browser.)
  - ❖ **Paste** : Position your cursor where you want to insert the text and/or image that's currently stored in your clipboard, and then click . (This icon is unavailable in the Mozilla Firefox browser.)
  - ❖ **Undo** : Click  icon to undo your last action (insertion, deletion, and so on).
  - ❖ **Set Bold** **T**: Select the text you want to display in boldface, and then click **T**.
  - ❖ **Set Italic** *T*: Select the text you want to display in italics, and then click *T*.
  - ❖ **Set Underline** T: Select the text you want to underline, and then click T.

- ❖ **Set Strike-through**  : Select the text you want to display in strike-through text, and then click .
- ❖ **Add Superscript**  : Select the text that you want to display in superscript, and then click .
- ❖ **Add Subscript**  : Select the text that you want to display in subscript, and then click .
- ❖ **Justify Left**  : Position your cursor in the paragraph, and then click .
- ❖ **Center**  : Position your cursor in the paragraph, and then click .
- ❖ **Justify Right**  : Position your cursor in the paragraph, and then **Right** .
- ❖ **Insert Ordered List**  : Click  to display the selected text in a numbered list.
- ❖ **Insert Unordered List**  : Click  to display the selected text in a bulleted list.
- ❖ **Decrease Indent**  : Position your cursor anywhere in the paragraph whose indent you want to decrease, and then click  as many times as necessary.
- ❖ **Increase Indent**  : Position your cursor anywhere in the paragraph whose indent you want to increase, and then click  as many times as necessary.
- ❖ **Insert Horizontal Rule**  : Position your cursor where you want to insert the line, and then click .

Also, the following option is available at the bottom of the composition window:

- ❖ **Edit HTML:** When selected, the composition window displays the HTML tags, allowing you to work directly with the HTML. De-select the checkbox and the tags go away.


Your message uses your HTML specifications; all changes are rendered instantly. **Please Note:** WebMail sometimes does not fully render HTML.

4. To add an attachment, enter the file name in the **Attachments** text box. For details see [Sending Attachments](#) on page 66. The attachment is added automatically; if possible, it displays within the message.
5. Use the  **Options** tab as follows:
  - ❖ **Request a delivery receipt:** Includes in your composition a request that you receive notification that the message was delivered to the specified address(es). For details, see [What is a delivery receipt? What is a read receipt?](#) on page 62.
  - ❖ **Request a read receipt:** Includes in your composition a request that you receive notification that the message was opened at the specified

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address(es). For details, see [What is a delivery receipt? What is a read receipt?](#) on page 62.

- ❖ **Save copy of sent message:** Saves a copy of the message in your **Sent** folder. For details, see [Settings \(Mail Defaults\)](#) on page 197.
- ❖ **Message Charset:** Allows you to override your default character set. For details, see [Personal \(Name, Time Zone, Character Set\)](#) on page 196.
- ❖ To have your message delivered with a **Priority** icon, use the **Priority** drop-down list (your priority set may differ from that shown). **Note:** Messages can be sorted by **Priority**. You can choose from: **!** **Highest**, **^** **High**, **∨** **Low**, **∩** **Lowest**.

6. Click  **Send** or  **Save Draft**.


If you click **Send**, the message and attachments (if any) are sent to the specified recipients with the specified priority. If you click **Save Draft**, a draft of the message is saved to your **Draft** folder. If you use another mail client as well as WebMail, you may have a **Drafts** folder. WebMail uses the **Draft** folder, not the **Drafts** folder.

## Canceling a Composition

To cancel a composition that you have begun, simply click  **Cancel**. The **Compose** window goes away, no copy of the draft is saved. To save a composition draft, see [Working with Message Drafts](#) on page 70.

## Saving or Not Saving a Copy of Your Composition

Saving copies of your outgoing messages makes it easy for you to review or re-send the message, should the need arise. To enable this option for all messages that you send, follow these steps.

1. Click the **Options** link in the upper right corner and then click **Settings**. The **Mail Settings** page displays.
2. Select **Yes** for the **Save sent messages** option under the **Sent Folder** option. Click the  **Apply** button near the top of the window. Your new settings go into effect.

On the other hand, whether you enable the **Save sent messages** default or not, you can use the **Save copy of sent message** option on the **Compose** window **Options** tab, on a per-message basis.

### What is a delivery receipt? What is a read receipt?

A **delivery receipt** is a special feature that, when enabled, sends you a small message confirming that your message was delivered to the addresses on your **To**, **Cc**, and **Bcc** lines. The delivery receipt lets you know that your message was delivered properly. It does not provide any other information (such as whether or not it was opened).

A **read receipt** is a feature that provides proof that your message was delivered and opened. When enabled, recipients of your message will see a notification line above


the message, asking whether or not a read recipient will be sent. If the recipient clicks **Yes** in the notification line, you will receive a confirmation message, notifying you that your message was opened by the intended recipient. **Note:** The recipient also has the option to deny the read recipient but still read your message.

You should be aware that some services allow users to automatically act on messages with receipt requests; for example, putting such mail in their **Junk Mail** folder. If you don't receive your receipt, you may want to try a follow-up message.


### How do I put a link or a URL into a message?

You can put any URL into a message by simply copying the entire URL, including the **http://**, into your message body. When the message is read on the other end, the URL is active.


You can similarly insert a link into a message, however, if there are any access restrictions on the link, those restrictions apply. For example, if you add a link to a folder that only allows certain users to access it, only those users can use the link.

If you are using HTML Compose mode, you can highlight text and click **Link**  to access the link tool; enter a URL and click **Ok**. The highlighted text in your composition becomes a link to that URL.

### How do I add my personal signature to my compositions?

If you have already created a personal signature, you can add it while you are in the process of composing a message. For details on creating a signature, see [Signature \(Personal Mail Signature\)](#) on page 203. In the **Compose** pop-up window, click  **Insert Signature**. (If necessary, see [Composing a Message](#) on page 57.) Your personal signature will be inserted one line below where your cursor is currently positioned in the large text box.

#### Additional information



- ◆ If you enable the **Include signature** option on the **Signature** page (see [Signature \(Personal Mail Signature\)](#) on page 203), the specified text will automatically display in the large text box whenever you display the **Compose** pop-up window to compose, reply to, or forward a message. However, automatic insertion of a signature will not occur when you restore a draft message.
- ◆ If the **Include signature** option is already enabled, clicking the  **Insert Signature** button will insert another instance of your signature one line below where your cursor is currently positioned.
- ◆ If you click **Insert Signature** while text in your composition is highlighted, your signature will overwrite that text.
- ◆ If you click **Insert Signature** when your cursor is not placed somewhere in the text box, your signature will be inserted at the top of the text box and your cursor's insertion point will be one line above the signature.
- ◆ Nothing will be inserted if you click **Insert Signature** when you do not have a signature created.

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## Replying to Messages


This procedure explains how to reply to a message. For details on what to do when you receive a meeting invitation, see [Responding to Meeting Invitations](#) on page 64.

To reply to a message:

1. Make sure the message that you want to reply to is displayed; click  **Reply**, or click the menu icon  and then select one of the following in the drop-down list:
  - ❖ **Reply:** Only the sender of the message appears on the **To** line.
  - ❖ **Reply All:** The sender and all recipients of the message appear on the **To** and **Cc** fields. Anyone who initially received a **Bcc** does not receive your reply.

A **Compose** window appears with the specified addresses in the correct address text boxes. The **Subject** is automatically filled in with **Re:** preceding the original subject line to show that this message is “in regards” to the previous message. You can set your WebMail preferences to include the original message inline (default), or to add it as a file attachment. For more information, see [Settings \(Mail Defaults\)](#) on page 197.

2. Make any other desired recipient specifications, enter the text for your reply, and select other message options, as described in [Composing Messages](#) on page 56. Click  **Send**.

The message is sent and flagged with the **Answered** icon ; you are returned to your last selected mail folder.

See [Replying to Messages Automatically](#) on page 48 if you want to set up an automatic reply to all your mail, also known as “vacation mail.”


## Responding to Meeting Invitations

When someone invites you to a meeting, a meeting invitation is sent via email. The invitation is usually sent to your Inbox; however, it could be sent to another mail folder if you use message filters. (See [About Message Filters](#) on page 91 if necessary.)



To reply to a one-time meeting invitation, complete this procedure. Also, use this procedure if you want to respond the same way for all occurrences of a repeating event (for example, you want to accept or decline *all* the meetings within a series).

To reply to an invitation:

1. Click  **Mail** in the left-hand navigation pane. If necessary, click the name of a mail subfolder.
2. View the invitation by doing one of the following:

- ❖ In the message list, double-click the **From**, **Subject**, **Received**, or **Size** link for the meeting invitation.  
The invitation displays in a separate window.
  - ❖ If you have the message pane displayed, you can single-click the invitation's **From**, **Subject**, **Received**, or **Size** link in the message list. (See [About the Message Pane](#) on page 34 if necessary.)  
The message displays in the message pane.
3. At the top of the message, click one of the following:
- ❖ **Accept:** Click to accept the invitation. With this option, the event will be schedule in your calendar; but, the invitation will be deleted from your message list or marked for deletion.
  - ❖ **Tentative:** Click to designate yourself as a tentative attendee. With this option, the meeting will be kept in your calendar, although the invitation will be removed from your message list or marked for deletion. You can always accept or decline the invitation later.
  - ❖ **Decline:** Click to decline the meeting. The event will be not be scheduled in your calendar and the invitation will be deleted from your message list or marked for deletion.
- Depending on the option you clicked, the Accept Meeting, Tentative Meeting, or Decline Meeting window displays.
4. In the Accept, Tentative, or Decline meeting window, do the following:
- a. Leave the default **Yes** radio button selected or click the **No** radio button.  
**Important:** If you click **No**, an email response will not be sent to the event owner. Further, your status will appear as Unconfirmed to the owner.
  - b. (Optional) If you want to send a response to the event owner, enter text in the **Comment** field. If you clicked **No** in Step a, there is no need to enter a comment since a response will not be sent.
  - c. Click **Accept**, **Tentative**, or **Decline** as appropriate.





If you decline a meeting invitation, the event will be removed from your calendar and the invitation will be removed from your message list or marked for deletion.

## Forwarding Messages


Forwarding allows you to easily send to other people a message that you have received. This is different from automatic forwarding that sends all of your incoming mail to a specified address; to set up forwarding of all your mail, see [Starting/Stopping Forwarding](#) on page 49.


To forward a message, follow these steps




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1. Make sure the message that you want to forward is displayed; on the message toolbar, click the  **Forward** menu icon  and then select one of the following in the drop-down list:


- ❖ **Forward:** The **Compose** window opens with the original message displayed below the large composition text box; you cannot edit the original message. Any included attachments will be forwarded.

**Note:** If you click the  **Remove** icon, the original message and any included attachments will be deleted from the **Compose** window and not forwarded.

- ❖ **Forward Inline:** The **Compose** window opens with the original message displayed in the large composition text box; the original message is fully editable. Any included attachments will be forwarded unless you explicitly click the  **Remove** icon for each one. (The attachment will be removed from the **Compose** window.)

With both forwarding options, the resulting **Compose** window appears with the specified addresses in the correct address text boxes. The **Subject** is automatically filled in with **Fwd:** preceding the original subject line to show that this message has been forwarded from another recipient.

2. Enter the following data:
  - ❖ Recipient addresses; you can use the blue-colored, underlined address links: [To](#), [Cc](#), or [Bcc](#).
  - ❖ Any text you want to include in the composition.
  - ❖ Any other message options, as described in [Composing Messages](#) on page 56; for details on forwarding attachments, see [Forwarding Attachments](#) on page 67.
3. Click  **Send**.  
The message is forwarded as specified.

**Note:** Once you forward a message, the **Answered**  icon appears next to the message in the message list.

## Sending Attachments

When you receive messages with attachments, they appear displayed inside the message, and by name in the **Attachments** area along with an **Open** link, directly below the body text. Clicking the **Open** link opens a separate window, displaying the attachment contents—provided that your computer has a program that can open the file.

You can add more than one attachment to a message, but they must be added one at a time.

This section provides information on the following topics:

- ◆ How to add a file attachment to your composition, see [Adding Attachments](#) on page 66.

- ◆ How to forward an attachment that you received in a message, see [Forwarding Attachments](#) on page 67.

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#### Questions

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Can I attach a message to a composition?

How can I check an outgoing attachment for viruses?


Why is my attachment unreadable by the recipient?


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## Adding Attachments

To add an attachment to a composition, follow these steps from a **Compose** window. (**Compose** windows display when you compose, reply to, and forward messages. For details on composing, see [Composing Messages](#) on page 56.)

1. In the **Attachments** area, click **Browse**.  
A **Choose File** dialog box appears.
2. Navigate to the location of the file that you want to attach. Select the file and then click **Open**. Repeat for each attachment.


The name of the attachment displays along with a **Remove** icon  and an **Open** link next to it. If the system can interpret the attachment, it displays at the bottom of the **Compose** window. Clicking the **Open** link displays a dialog box


that prompts you whether to open or save the file. Click the **Remove** icon  if you need to delete the attachment.




3. Click  **Send** to send the message.  
The message is sent with the attachment.

## Forwarding Attachments

You have two ways to forward an attachment:


- ◆ Clicking  **Forward** in a message view opens the **Compose** window with the original message and included attachments (if any) displayed below it (not “inline”); you cannot edit the original message.

**Note:** If you click the  **Remove** icon, the original message and any included attachments will be deleted from the **Compose** window and not forwarded.

- ◆ Clicking the  **Forward** menu icon  and choosing **Forward Inline** opens the **Compose** window with the original message displayed. You can edit the original message. Also, attachments will be sent as individual attachments of your new message unless you explicitly click the  **Remove** icon for each one. (The attachment will be removed from the **Compose** window.) For details on adding attachments, see [Adding Attachments](#) on page 66.

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## Can I attach a message to a composition?

To attach a message to a composition, open the message either by clicking on its link in the message list or, once the message is displayed, by clicking the  **Open** button in the Message toolbar. Then save the message. You can attach a saved message just like any other file.

## How can I check an outgoing attachment for viruses?


The system anti-virus engine scans all outgoing messages and attachments for viruses. If a virus is found, it is “cleaned” (the virus removed) if possible. If it can’t be cleaned, then the attachment is deleted from the message. It is highly unlikely, therefore, that you send out a live virus by accident.

Please note, however, that you may not get notified of the action(s) taken. Sender notification is a system-wide setting and is usually turned off because senders are easily spoofed by spammers and you could find yourself receiving notifications about messages you never actually sent.

The recipient, however, is notified that the message they received had a virus and that it has been cleaned or deleted.


## Why is my attachment unreadable by the recipient?

Some attachments require an application or program in order to be opened or decoded.

For example, WebMail does not decode UUencoded attachments, often a photo or graphic. If you receive an attachment that WebMail is not displaying correctly, you may be able to read the contents by opening the message using a different mail application, or by running a UUdecoding application. You can check the encoding used by clicking the  **Open** button.

Another example, would be that the attachment simply requires a special program like PowerPoint in order to open. You should make sure that your intended recipients have the required program before sending such an attachment.

# Checking for Spelling Errors

After composing an email message, you can check the text for spelling errors by clicking  **Spelling** in the Compose toolbar. Additionally, you can teach your dictionary new words or specify different dictionaries for Spell Checker to use.

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### Questions

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Can I check my spelling of foreign language words?

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To check your message for spelling, follow these steps.

1. Click  **Spelling** in the Compose toolbar.  
The **Compose** window changes to the **Spelling** window. The top of the window

contains command buttons; the message text displays in the bottom part. The current word in question is highlighted in a different color and displays at the top as the **Word not in dictionary** value.

2. Optionally, to have the message checked for errors in another language, choose from the **Language** menu and click **Select**; the default language is the one you signed in with.  
The spell check is done in the language you select.
3. Click **Edit Dictionary** to view the list of words you have previously added by clicking **Add to Dictionary**.  
The **Spelling: Dictionary** page displays with a list of words you can select from and click **Delete** to remove a word. Click  **Back** to return to the main **Spelling** page.
4. For the current highlighted word, do one of the following:
  - ❖ From the **Suggestions** drop-down list, select a correct spelling for the word, and click **Replace**.
  - ❖ Enter the correct spelling of the word in the **Replace with** text box, and then click **Replace**.
  - ❖ Click **Ignore** to deselect the word along with all other occurrences in the text, and move to the next underlined word.
  - ❖ Click **Add to Dictionary** to add the word to your personal dictionary, see [Creating and Editing a Personal Dictionary](#) on page 69.
  - ❖ Click the **Prev** and **Next** links to page through your message.Repeat as needed.
5. Once you are done spell-checking the message, Click  **Back**.  
The **Compose** window returns with the corrections incorporated into the message.

### Can I check my spelling of foreign language words?

To use a foreign language to check your spelling, simply select the language you want from the **Language** menu in the **Spelling** window and click **Select**. Default languages are English, German, French, Spanish, and Italian.


## Creating and Editing a Personal Dictionary

Spell Checker allows you to create a personal dictionary of terms so you can amass a collection of frequently used special words that are recognized as correct spellings.


To create a personal dictionary, simply click **Add to Dictionary** for an underlined word in Spell Checker. Do this for any colored, underlined word that you want added to your dictionary.

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To edit the personal dictionary, follow these steps.

1. From a composition open in Spell Checker, click **Edit Dictionary**.  
The **Dictionary** page displays with a list of all the words that you have added to it.
2. Select a word in the dictionary list, and click **Delete**.  
The word is removed from the list.
3. Click  **Back** when you are done.  
You are returned to the main **Spelling** page.

## Working with Message Drafts

After you've started composing a message, you might want to save it and work on it again later. To do this, click  **Save Draft** in the Compose toolbar.

To edit the draft later and send it, follow these steps.

1. Go to your **Draft** folder by clicking the **Draft** link in the **Mail** navigation pane.  
A list of your message drafts displays.
2. Double-click the **Subject** link for the draft you want to edit.  
The draft opens in a **Compose** window.
3. If you want to keep a copy of your draft to use as a template, select the draft message in your **Draft** folder message list and click the  **Copy** menu icon  to open a drop-down folder menu; choose **Draft**.  
A copy of the draft is added to your **Draft** folder; you can use it as a template for additional drafts of that message.
4. When you are finished with your draft, click  **Send** in the **Compose** window.  
The draft message is sent as addressed.

For information on composing messages, see [Composing Messages](#) on page 56.



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## Managing the Mail You Keep

There are two basic strategies for managing mail that you want to keep available to you in your mail account:

- ◆ Create mail folders and store messages in those folders.
- ◆ Visually mark messages to indicate a state that they would otherwise not have.

This section provides information on the following:

- ◆ What you should know about quotas on your mail, see [Message Storage Quotas](#) on page 71.
- ◆ How to mark messages with flag icons, see [Flagging Messages](#) on page 72.
- ◆ What you should know about creating folders to organize messages, see [Working with Folders](#) on page 73.
- ◆ How to set up and access shared folders (folders that certain users can access mail from and send mail to), see [Working with Shared Folders](#) on page 77.
- ◆ How to move or copy messages from one folder to another, see [Moving/Copying Messages to Different Folders](#) on page 80.
- ◆ Different options for deleting messages, see [Deleting Messages](#) on page 81.

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### Questions

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What happens if I go over quota?

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What messages count against my quota?

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How can I address a message to a sub-folder?

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Can I get back deleted messages?


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Do deleted messages count against my quota?

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## Message Storage Quotas

Typically, any email service you use has some sort of storage quota on your account.

With WebMail you can view your total allotted storage quota and the amount currently used in the status bar  at the top of the **Mail** page. How much storage you are allowed is part of your agreement; to get more storage, contact your system administrator.

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### Questions

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What happens if I go over quota?

What messages count against my quota?

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#### What happens if I go over quota?

The administrator of your system sets the Quota Policy. In general, you receive several messages as you approach your limit. This is the time to go and delete some messages.

The Quota Policy for your system may call for three different actions when you have reached your quota limit and new messages come in, they are:



- ◆ **Queue:** Messages that arrive after you have reached your storage limit are put into the message queue and a warning message is sent to you that you have undelivered messages because of storage limitations. Re-delivery is attempted until you delete enough messages and make enough storage available to receive the queued messages.
- ◆ **Reject:** Messages that arrive after you have reached your storage limit are rejected and the senders are notified that their messages have bounced.
- ◆ **Allow:** Messages that arrive after you have reached your storage limit are delivered to your **Inbox**. Also, messages that would normally be redirected to subfolders are sent to your **Inbox**.

#### What messages count against my quota?




All your WebMail messages, including those in your **Trash** and **Junk Mail** folders, count against your storage quota. The best way to not go over quota is to periodically delete messages in those folders. Additionally you can empty or compact your deleted mail, see [Deleting Messages](#) on page 81 for details.

## Flagging Messages

One way to organize your messages is to mark them with flags (described next); for example, if you remove all read messages from your **Inbox**, you can mark a message as **Unread** or **Unanswered** (even if it has been read or answered) to flag that message. To visually mark messages, follow these steps.

1. With the message list of a mail folder displayed, select the messages you want to mark.  
A check mark appears next in the checkbox of the selected messages. To deselect a message, select it a second time.
2. From the **Mark** menu, choose one of the following:
  - ◆ **Read:** Marks a message with the **Read** icon  to show that it has been read.
  - ◆ **Unread:** Marks a message with the **Unread** icon .



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- ❖ **Answered:** Marks a message with the **Answered** icon . In WebMail, this icon means that you replied to the message or forwarded it.
  - ❖ **Unanswered:** Unmarks a message that has an **Answered** icon and marks it with the **Unanswered** icon .
  - ❖ **Undeleted** (only available if **Delete to Trash** mail setting is disabled): Unmarks a message that has a **Deleted** icon mark and marks it with the **Read** icon .

The selected messages are marked and acted on as specified. Messages marked **Undeleted** are not removed when the **X Delete** menu **Compact** menu item is selected.

Messages remain in “marked” status until you take further action. For more information, see [Deleting Messages](#) on page 81.

## Working with Folders

This section describes how to use folders to organize your mail. Once you've created a set of folders, you can use filters to sort incoming messages and put them in specified folders. For more information, see [Creating Message Filters](#) on page 92.

This section provides information on the following topics:

- ◆ How to access your existing folders, see [Viewing Folders and Subfolders](#) on page 73.
- ◆ What you should know about naming folders, see [Folder Naming Conventions](#) on page 74.
- ◆ How to add or delete a folder, see [Adding Folders or Subfolders](#) on page 75.
- ◆ How to edit existing folders, see [Editing or Deleting Folders and Subfolders](#) on page 76.

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### Questions

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How can I address a message to a sub-folder?

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## Viewing Folders and Subfolders

To display a folder in the navigation pane, click its **Subscribe** checkbox on the **Folders** page (click **My Folders** or **Shared Folders** to access that page). Folder names that are not links are either organizational folders (containing no messages) or have not been subscribed to. Each folder that contains **Unread** messages displays the folder name in **bold** and a count of the **Unread** messages next to it, in parenthesis.

To view a folder or subfolder, follow these steps.

1. Click the  **Mail** tab in the navigation pane.  
In the navigation pane, all top-level folders are displayed in a tree view. A plus sign (+) next to any folder indicates that it has subfolders.
2. Click a folder's plus sign (+) to open the subfolder view.  
The subfolder(s) for that folder display. The plus sign (+) changes to a minus sign (-); click the minus sign to collapse the subfolder view.
3. Click any folder name link.  
The message list for that folder displays in the main display.

The following data is available per folder on the **Folders** page:

- ❖ **Total:** The number of messages per folder.
- ❖ **Unread:** The number of messages in that folder that haven't been read. If you have message-filtering capabilities, the **Unread** message column shows you when filtered messages have arrived in any of your subfolders. For more information, see [Flagging Messages](#) on page 72.

## Folder Naming Conventions

Every folder must have a unique name made up of characters from this set, except as noted in "International Folder Names," below:

- ❖ Letters ("A" through "Z" and "a" through "z")
- ❖ Numbers ("0" through "9")
- ❖ Space (" ")
- ❖ Hyphen ("-") Underscore ("\_")

### Special Characters You Cannot Use in Folder Names:

- ❖ Dot (.): Used as a hierarchy separator in folder paths. Folder paths cannot start or end with a dot, nor can they contain two dots in a row.
- ❖ Front slash (/): Used as a hierarchy separator.
- ❖ Plus sign (+): Used to address subfolders of **Inboxes** or shared folders that do not belong to a particular user.
- ❖ Quotation marks (" "), asterisks (\*), and percent signs (%) are limited by IMAP.


**International Folder Names:** In addition to the characters listed above, in folder names you can also use modified UTF-7 encoded characters as defined by RFC 1642 and modified by RFC 2060.

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## Adding Folders or Subfolders

You can create your own mail folders, as well as subfolders that are subordinate to your first-level ones. **Note:** You cannot create subfolders for the default system folders (such as **Inbox**, **Sent**, and so on).

### Adding a Folder

1. In the navigation pane, click the **Mail** tab  and then click the **My Folders** link.  
The **My Folders** page displays.
2. In the **Folder** text box, enter the name of your folder and then click **Add**.  
The folder name displays in the list on the **My Folders** page and in the navigation pane. The new folder has default access permissions, for details see [Working with Folder Permissions](#) on page 29.



### Adding a Subfolder

1. In the navigation pane, click the **Mail** tab  and then click the **My Folders** link.  
The **My Folders** page displays.
2. Click the **Edit** icon  for the folder to which you will add a subfolder.  
The **Folder Edit: *folder name*** page displays with options for adding subfolders, renaming the selected folder, and setting permissions on the selected folder. The **User** column reflects the users to whom you have granted special permissions for that folder (if any).
3. In the **Folder** text box, enter the name of the subfolder. Click **Add Subfolder**.  
The subfolder appears in the navigation pane indented below the primary folder. Click the **My Folders** link in the navigation pane to display the **My Folders** page again with the subfolder listed under the primary one. The subfolder is listed as follows:  
*primary folder name.subfolder name*

### Using the New Folder Window to Add Folders

You can also use the **New Folder** window to add folders and subfolders.




To add a folder or subfolder via the **New Folder** window, follow these steps:

1. From the Mail toolbar, click the  **New** menu icon  and then **Folder**.  
The **New Folder** window opens.
2. In the **Folder** text box, enter a name for your folder, and then click **OK**.  
The new folder displays in the navigation pane and in the folders list on the **My Folders** page—the list is arranged alphabetically so you might have to navigate to the right page. The new folder has default access permissions, for details see [Working with Folder Permissions](#) on page 29.


## Editing or Deleting Folders and Subfolders

You can edit or delete any folder or subfolder that you create. For information on folder permissions, see [Working with Folder Permissions](#) on page 29. For information on the system-created folders, see [About the System Folders: Sent, Junk Mail, and Trash](#) on page 201.

To edit or delete a folder or subfolder, follow these steps.

1. In the navigation pane, click the **Mail** tab  and then click the **My Folders** link.  
The **My Folders** page displays.
2. Click the **Edit** icon  for the folder.  
The **Folder Edit: *folder name*** page displays with options for adding subfolders, renaming the selected folder, and setting permissions on the selected folder. The **User** column reflects the users to whom you have granted special permissions for that folder (if any).
3. To add a subfolder, enter a name in the text option and click **Add Subfolder**.  
The new name appears in the tree as a link to the folder.
4. To change the folder's permissions, enter into the text box in the **User** column the name of a user and select the check boxes for the permissions you want to grant, by default **Read** and **Mail** are selected. (To enable a subfolder to receive mail directly, you must select the **Mail** permission.) Then click **Apply**.  
The specified user and permissions appears in the **User** list; the text option is cleared.
5. To delete a folder, click the **Delete** icon  for that folder on the **My Folders** page.  
The **Confirm Folder Delete** page opens. Click **Delete** to remove the folder or **Cancel** to keep it.
6. When you are finished with the page, click **OK**.  
You are returned to the **Folders** page.



You cannot delete system-created folders such as **Inbox**, **Sent**, or **Draft**; non-deletable folders do not have a clickable **Delete** icon  next to them on the **Folders** page. By default, the system-created **Sent** folder is set up to save a copy of each message you send. By default, the system-created **Trash** folder is set up to save deleted messages to it. To change either of these settings, see [Settings \(Mail Defaults\)](#) on page 197.

### How can I address a message to a sub-folder?

For details on addressing messages to sub-folders, see [Sending Messages Directly to a Subfolder](#) on page 54.

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## Working with Shared Folders

You can create shared folders that are accessible to other users with mail accounts on your local message server; your system administrator can create shared folders that are accessible to all users system-wide. The process of sharing folders entails two basic tasks:

1. [Creating a Shared Folder](#) on page 78. While setting up a shared folder, you'll do the following:
  - ❖ Specify users
  - ❖ Set the users' folder permissions
  - ❖ Notify users of the shared folder
2. [Accessing a Shared Folder](#) on page 79. This task must be completed by those users who are to share the folder you've created. This is called “subscribing”. Any shared folder to which you subscribe (by clicking the **Subscribe** column checkbox for the folder on the **My Folders** or **Shared Folders** pages), displays in your left-hand navigation pane folder tree view.



For information on folder permissions, see [Working with Folder Permissions](#) on page 29.



### Creating a Shared Folder


This procedure covers the first of two primary tasks that comprise the folder-sharing process. See [Working with Shared Folders](#) on page 77 for details. In this procedure, you create a shared folder, specify users with whom you want to share it contents, and set their folder permissions.



Only system administrators can set up system-wide shared folders. If your administrator has created such folders, you can access them by clicking the **Shared Folders** link in the left hand navigation pane.

1. From the Mail toolbar, click the  **New** menu icon  and then **Folder**, or click the **My Folders** link in the left hand navigation pane.

If you click the  **New** menu icon  and then **Folder**, a window opens. If you click the **My Folders** link, the **My Folders** page displays.
2. In the **Folder** text box, enter a name for your shared folder, and then click **OK** (**New Folder** window) or **Add** (**My Folders** page).

The new folder displays in the navigation pane and in the folders list on the **My Folders** page—the list is arranged alphabetically so you might have to navigate to the right page.
3. Find your folder and click the **Edit** icon  for your new folder.

The **Folder Edit: folder name** page displays.
4. Specify users with whom you want to share the folder and set their folder permissions by doing the following:
  - a. In the **User** column text box, enter a user name.
  - b. Select the permission checkboxes for that user:

- **Read**—(selected by default) The user can see, open, read messages in, and copy messages to, the folder.
- **Write**—The user can copy messages to the folder.
- **Mail**—(selected by default) The user can mail messages to the folder.
- **Admin**—The user can change the permissions on the folder and create subfolders.

For details, see [Working with Folder Permissions](#) on page 29.

- c. Click **OK**, **Apply** or **Cancel**.

If you click **OK**, the user's folder permissions are saved, and the **My Folders** page displays. The shared folder is now accessible to the other users, and the folder may be found on the users' **Shared Folders** pages. If you click **Apply**, the user's folder permissions are saved and the **Folder Edit** page remains open so that you can add more users. If you click **Cancel**, the user is not added to the **User** list; the **My Folders** page displays.

The last part of creating the shared folder is to notify the other users. Be sure to tell them the following:

- ❖ Folder name
- ❖ Which permissions you have granted them
- ❖ They must access the folder through their **Shared Folders** page

See [Accessing a Shared Folder](#) on page 79 for details on what the users with whom you want to share the folder need to do.

## Accessing a Shared Folder

Complete this procedure once you have been notified that another user has created a shared folder and granted you access to it. See [Working with Shared Folders](#) on page 77.

1. In the **Mail** tree view, click **Shared Folders**.  
The **Shared Folders** page displays. All the folders on the system that you have been granted permission to share are listed in the **Name** column; if needed, click the **Reset** button to restore the folder list to all available shared folders. In the **Name** column, the names of folders created by other users follow this convention: "*user.name of folder creator.folder name*". The naming convention for folders created by your system administrator is simply *folder*.
2. If necessary, use the **Shared Folder** search box. To do so, enter a full or partial folder name and then click **Search**.  
**Note:** You do not need to use the asterisk (\*) or percent (%) wildcard characters; they are automatically added to the beginning and end of your search criteria. But if you do use wildcards, additional ones will not be added automatically. If needed, click the **Reset** button to restore the folder list to all available folders.  
Once you click **Search**, the **Shared Folder** page refreshes and displays only the folder names that match your search criteria. You can further refine your search by entering a new criterion in the **Search Folder** search box and clicking **Search**. You can do this as many times as necessary.
3. In the **Subscribe** column, select the checkboxes for the shared folders that you want to display in your navigation pane.

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The navigation pane refreshes and displays the folder names in the **Shared Folders** tree view, grouped by folder creator.

4. To view the contents of a shared folder, click its name in the **Shared Folders** tree view in the navigation pane.  
The message list for that folder displays.

## Moving/Copying Messages to Different Folders

There are two ways to copy or move a message to a different folder:

- ◆ Dragging Messages to a Folder
- ◆ Using the Move and Copy Buttons in the Mail Toolbar



### Dragging Messages to a Folder

1. In the currently displayed message list, position your cursor anywhere in the message row.


If you want to drag multiple items, click the appropriate checkboxes on the left side of the list and then position your cursor anywhere in the row of a selected item.

2. Click the left mouse button and keep it held down.

3. **To move the message:**


Drag the message on top of the target folder in the navigation pane while keeping the left mouse button depressed. The single-item mail icon  or multiple-item mail icon  displays next to your cursor.

**To drag a copy of the selected item(s) into a folder:**

Hold down the Ctrl key (Windows) or Options (Macintosh) key while dragging the items to the target folder in the navigation pane. A plus sign (+) displays next to your cursor; for example .




4. Release the left mouse button.

### Key Information About Dragging


- ◆ If you select one or more items using their corresponding check boxes but drag a row that is not part of your selection, your current selection will be de-selected and only the dragged row will be moved and/or copied.
- ◆ When you drag over a folder that can receive your selection, that folder will be highlighted.
- ◆ When you drag over an area that cannot "receive" your item(s), the "not allowed" icon  displays next to your cursor.
- ◆ If you hover over the top and bottom of navigation pane (instead of directly over a folder) for more than a second, the tree view will scroll for as long as

your cursor remains in that position. This behavior occurs only if a scroll bar is present in the pane.

## Using the Move and Copy Buttons in the Mail Toolbar

1. In the currently displayed message list, click the appropriate checkbox(es) on the left side of the list.
2. In the message toolbar, click the down arrow  to the right of the  **Move** icon or  **Copy** icon.
3. In the drop-down options menu, click the target folder.  
The messages are moved or copied to the folder specified and they are either deleted or marked for deletion in the current message list.

## Deleting Messages

When you are close to reaching your quota limit (check the status bar at top , you must start deleting messages.



The quota status bar does not display if no quota has been set for your account. Contact your system administrator or service provider for details about your quota.

This section provides information on the following topics:

- ◆ What you should know about deleting messages in WebMail, see [Message Deleting Options](#) on page 81.
- ◆ How to use the **Trash** option, see [Deleting Using Trash](#) on page 82.
- ◆ How to use the **Compact** option, see [Deleting Using Compact](#) on page 82.

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### Questions

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Can I get back deleted messages?


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Do deleted messages count against my quota?

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## Message Deleting Options






Before you begin deleting messages, go to the **Options > Mail > Settings** page and decide whether or not you want to use the **Delete to Trash** feature, enabled by default. The **Delete to Trash** feature provides a **Empty Trash** menu item in the **Delete** menu. All deleted messages go to your **Trash** folder and remain there until you click the **Delete** menu icon  and then the **Empty Trash** menu item.

If you disable the **Delete to Trash** feature, the **Empty Trash** menu item in the **Delete** menu is replaced with a **Compact** menu item. Messages you delete are



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marked with the Deleted icon  and stay accessible in your folder until you click the  **Delete** menu icon and then the  **Compact** menu item. For more information, see [Using the Options](#) on page 195.

## Deleting Using Trash

To delete messages using the **Delete to Trash** option, follow these steps.







1. In your message list, select the messages you want to delete. You must have enabled the **Delete to Trash** feature in your **Options** mail settings beforehand. Click  **Delete**.  
The messages are moved to your **Trash** folder, where you can retrieve them before logging out if you want. To retrieve messages you deleted, click **Trash** in the navigation pane and find the message(s) you want to keep and move them to a different folder.
2. In the Mail toolbar, click the  **Delete** menu icon and then the  **Empty Trash** menu item.  
The messages in your **Trash** folder are permanently deleted.



Any message windows currently open that display deleted or marked-for-deletion messages will close once you click **Delete to Trash**.

## Deleting Using Compact



To delete messages without using the **Delete to Trash** option, follow these steps (you must have the **Delete to Trash** feature disabled in your **Options > Mail > Settings**).




1. In your message list, select the messages you want to delete and click the  **Delete** button.  
The Deleted icon  appears next to the messages. To undelete messages you want to keep, select those messages and choose **Undelete** from the **Mark** menu; the Deleted icon  goes away from those messages.
2. In the Mail toolbar, click the  **Delete** menu icon and then the  **Compact** menu item.  
Messages marked with the Deleted icon  are permanently deleted.



Any message windows currently open that display deleted or marked-for-deletion messages will close once you click **Delete to Trash**.

### Can I get back deleted messages?

If you are using the **Delete to Trash** feature, deleted messages are sent to your **Trash** folder. They stay there until you explicitly click the  **Delete** menu icon and then the  **Empty Trash** menu item.

If you are not using the **Delete to Trash** feature, deleted messages are marked with the **Deleted** icon  and stay in your folder until you click the **✗ Delete** menu icon  and then the  **Compact** menu item.



If you accidentally empty your **Trash** folder, or compact your folder, and want those deleted messages back, you must contact your system administrator and ask to have them retrieved for you; however, this may not be possible.

### Do deleted messages count against my quota?

Once a message is completely deleted from your account it does not count against your quota. However, if you are not using the **Delete to Trash** feature, and you mark messages as deleted, they remain in your account and continue to count against your quota until you click **Compact**. Additionally, if you are using the **Delete to Trash** feature, the deleted message in your **Trash** folder count against your quota. You can delete all the messages in your **Trash** folder by clicking the

**✗ Delete** menu icon  and then the  **Empty Trash** menu item. For more details on deleting messages, see [Deleting Messages](#) on page 81.

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## Controlling Spam

WebMail provides many options for fighting spam. At the least, you should go to **Options > Mail > Message Filters** and make sure your system-created Junk Mail filter is **On**. For advanced spam fighting, see the sections below.

This section provides information on the following topics:

- ◆ What you should and should not do with spam, see [Spam Handling Tips](#) on page 86.
- ◆ What you should know about your Junk Mail folder, see [Using the Junk Mail Folder](#) on page 88.
- ◆ How the Junk Mail filter works, see [What the Junk Mail Filter Does for You](#) on page 89.
- ◆ What you should know about message filters, see [About Message Filters](#) on page 91.
- ◆ How to set up message filters, see [Creating Message Filters](#) on page 92.
- ◆ How to modify existing message filters, see [Editing and Deleting Message Filters](#) on page 99.
- ◆ Why the order in which your filters are listed is important, see [Reordering Message Filters](#) on page 99.
- ◆ How to prevent certain sender's mail from ever being categorized as spam, see [Creating Your Allowed Senders List](#) on page 100.
- ◆ How to make sure that certain sender's mail is always categorized as spam, see [Creating Your Blocked Senders List](#) on page 101.
- ◆ How to make sure that mail sent to you as a member of a mailing list is never categorized as spam, see [Adding Allowed Mailing Lists Entries](#) on page 103.

For general information about spam, spammers, and what you can do to prevent it, see [Escaping the Spam Flood](#) on page 15.

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### Questions

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How do I find out who sent me a spam mail?

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What is the difference between solicited and unsolicited commercial email?

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What are headers and how can I look at all the headers for a message?

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Why do I have to monitor my Junk Mail Folder?

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Do messages in my Junk Mail folder count against my quota?

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 Questions
 

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 How do you know what messages to put in my Junk Mail folder?
 

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 What do I do if mail I want is sent to my Junk Mail folder?
 

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 What does “Report as spam”/“Report as not spam” mean?
 

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 Will the Junk Mail filter interfere with my custom message filters?
 

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 How do I filter out "virus deleted" messages?
 

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 What is MIME? How do I use the Attachment MIME Type filter option?
 

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 What are common virus attachment names?
 

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 How do I use the Antispam Scanning Rules and Threshold?
 

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 How do I Use Patterns?
 

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## Spam Handling Tips

The following sections describe some basic steps you can take to make yourself less of a target for spammers.

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 Questions
 

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 How do I find out who sent me a spam mail?
 

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 What is the difference between solicited and unsolicited commercial email?
 

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 What are headers and how can I look at all the headers for a message?
 

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## What To Do About Spam

Only you can know what is spam for you. WebMail provides antispam scanning as a licensed option; if your WebMail includes antispam scanning, junkmail control options (Allowed Senders, Blocked Senders, and so on) are available to you in the left pane of the **Options** window. One thing that is effective is to use a phony email address (one that you create specially for this purpose) when required to give an address over the Internet.

Some things you can do with spam mail:

- ◆ If your system administrator has enabled anti-spam scanning on your system, there is a  **Spam** button in the message toolbar of each message in any folder except the **Junk Mail** folder; click the button to move the message to your **Junk Mail** folder.
- ◆ When viewing a spam email, you can easily add the sender to your Blocked Senders list by doing the following: click the menu icon  in the **From** or **To** lines in an open message in any folder except your Junk Mail folder, click  **Add to Blocked Senders List** in the shortcut menu, and then click **Yes** in the confirmation dialog box.
- ◆ Periodically check your **Junk Mail** folder to make sure that no “false positives” (mail that really is not spam) has been delivered there. If your system administrator has enabled anti-spam scanning on your system, there is a 

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**Not Spam** button in the message toolbar of each message in your **Junk Mail** folder; click the button to move the message to your **Inbox**.

## What Not To Do With Spam

Some things you should never do with spam:



- ◆ Do not reply to a spam message. Do not follow the **Remove** or **Unsubscribe** links. Doing so only makes your email address that much more valuable to spammers.
- ◆ Do not click on a URL or web site address listed within a spam mail. This could alert the spammer that you are reading spam and make your email address more valuable to other spammers.
- ◆ Do not sign up with sites that promise to remove your name from spam lists. Although some of these sites may be legitimate, more often than not they are address collectors. The legitimate sites are ignored (or exploited) by the spammers, and the address collection sites are owned by spammers. In both cases, your address is recorded and valued more highly because you have just identified that your address is active.

## Making Sure Certain Mail Always Arrives

The best way to do this is to add a sender to your Allowed Senders list. For details see [Creating Your Allowed Senders List](#) on page 100.

### How do I find out who sent me a spam mail?

The spam email message itself contains some information relating to the sender's identity. In the headers of email messages, an Internet Protocol (IP) address that corresponds to the sender's Internet service provider (ISP) is included.

The headers of your messages are not displayed automatically; you must click the  **Open** button at the top of the message to see them. When you click the  **Open** button the full message data—including the part of the message that you normally see—displays in a new window. At the top of the full message window are the headers, information about who sent the message, who received the message (including the path through the Internet that the message took) and more information. For more details see [Opening and Reading Messages](#) on page 35.

At the top of the full message, look for a line that contains an 8 to 12 digit number, separated by periods. It should look something like this:

Received: from [123.456.78.91] by...

The "123.456.78.91" represents the unique IP address of the sender's ISP. Once you have identified the IP address, you can run a search to determine which ISP provides this person with Internet access.

There are several utilities available on the web to run a search. Here's one web site where the utility tries to determine the actual computer that uses the IP address:

<http://www.arin.net/whois/index.html>

What is the difference between solicited and unsolicited commercial email?



When you visit a commercial Internet site and make a purchase or any sort of agreement, you are usually offered options for receiving informative emails. If you agree to receive any such emails, then you have agreed to receive solicited commercial email. Unsolicited commercial email, on the other hand, is generally sent to you through data mining, spyware, or other spam software that accesses your email address expressly for that purpose.

What are headers and how can I look at all the headers for a message?

Headers are the data that allow messages to travel across the Internet and arrive at the right place. Typically, you only see the abbreviated headers at the top of a message that show the **Date**, **Sender**, **Subject**, **To** and **Cc** recipients. To view all of the message headers, click the **Open** button at the top of the message. For more information on headers, see [About Message Contents](#) on page 39.

## Using the Junk Mail Folder

The **Junk Mail** folder is a system-created folder that receives mail that the anti-spam scanning utility has determined is junkmail. You can rename the **Junk Mail** folder on the **Options > Mail > Settings** page; for details, see [Settings \(Mail Defaults\)](#) on page 197. You should periodically check the messages in your **Junk Mail** folder for “false positives” (mail that really is not spam).

To read the messages in your **Junk Mail** folder, go to the folder by clicking the  **Mail** tab and then clicking the folder name (**Junk Mail**, unless you changed it) in the navigation pane tree view. Your spam messages display just as they do in your **Inbox**, with the notable difference of a  **Not Spam** button at the top of each message. If there are messages in your **Junk Mail** folder that are not spam, click this button.

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### Questions

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Why do I have to monitor my Junk Mail Folder?

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Do messages in my Junk Mail folder count against my quota?

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How do you know what messages to put in my Junk Mail folder?

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What do I do if mail I want is sent to my Junk Mail folder?

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What does “Report as spam”/“Report as not spam” mean?




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## Renaming or Removing Your Junk Mail Folder

You cannot remove your **Junk Mail** folder; just like other system-created folders such as **Trash**, you can only rename it. To rename your **Junk Mail** folder, go to the **Options > Mail > Settings** page and type in the name you want. Your renamed **Junk Mail** folder is still a system folder, but it uses the new name.

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## Why do I have to monitor my Junk Mail Folder?

The anti-spam **Junk Mail** filter, when on, sends junkmail to your **Junk Mail** folder by default, or acts on junkmail as you specify on the **Options > Message Filters > Edit Junk Mail Filter** page. Occasionally, some mail that you want gets accidentally categorized as junkmail and delivered to your **Junk Mail** folder. You need to check for such mail, known as “false positives.” When you find a false positive in your **Junk Mail** folder, click the  **Not Spam** button to move the message to your Inbox. Additionally, you can click the menu icon  in the **From** or **To** lines of the message and click  **Add to Allowed Senders List** to ensure that future mail from the sender is not categorized as spam.

## Do messages in my Junk Mail folder count against my quota?


Yes, your mail storage quota includes the messages in all your folders and subfolders. Since the **Junk Mail** folder receives messages that you won't know about without looking, this is another good reason to check this folder periodically.

## How do you know what messages to put in my Junk Mail folder?



The system's anti-spam utility uses different methods to categorize mail as junkmail and then references the **Junk Mail** filter to determine what action to take. You can turn off this feature on the **Options > Message Filters > Edit Junk Mail Filter** page by setting the filter to **Off**.

If you leave the **Junk Mail** filter **On** (as it is by default), the filter uses one of two different anti-spam scanners to determine which mail is spam. For more details, see [How do I use the Antispam Scanning Rules and Threshold?](#) on page 98.

## What do I do if mail I want is sent to my Junk Mail folder?

Mail that is not spam to you but is categorized by the system to be junkmail is called “false positive”. It is important for you to periodically look through your **Junk Mail** folder for false positives. When you find one and open it, you see a  **Not Spam** button at the top. Click it to move the message to your **Inbox**.

## What does “Report as spam”/“Report as not spam” mean?

The tooltip for the  **Spam** /  **Not Spam** buttons (see [Using the Mail Toolbar](#) on page 22 for information) includes the notice that the selected messages are reported; this happens only if your system administrator has enabled junkmail reporting. In that case the spam or non-spam is reported to your system administrator so that anti-spam scanning can be improved.

## What the Junk Mail Filter Does for You

The **Junk Mail** filter is a system-created filter that acts as you specify on incoming messages that the system's anti-spam scanner categorizes as junkmail (spam); the default action is **Move to the Junk Mail folder**. This filter displays in your filter list on the **Options > Message Filters** page.

One of two mutually exclusive anti-spam scanners could be used. Each anti-spam scanner uses different methods to assign each message a UCE Score; the higher the score the more likely the message is spam. If the total score after anti-spam scanning is over 50, the message is deemed junkmail and is delivered to your **Junk Mail** folder instead of your **Inbox**.

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#### Questions

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Will the Junk Mail filter interfere with my custom message filters?

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## Using the Junk Mail filter

The **Junk Mail** filter may be **Off** by default. Use the **Options > Message Filters** page and select the **Junk Mail Filter Edit** icon  to customize the system **Junk Mail** filter using the **Junk Mail Filter** page. On this page, you can turn the filter **On** and direct it to act on junkmail only or all mail. In either case, mail from senders on your **Allowed Senders** list is exempt; the **Junk Mail** filter never acts on mail from allowed senders.

To edit your Junk Mail filter, follow these steps.

1. From the **Options > Message Filters** page, click the **Edit** icon  for the **Junk Mail** filter.  
The **Edit Junk Mail Filter** page displays.
2. In the **Select a Filter Condition** area, select one of the following:
  - ❖ **Off (no mail gets this filter action)**: None of your incoming mail is filtered for junkmail.
  - ❖ **Normal (only junkmail gets this filter action)**: Only system-identified junkmail is subject to your specified filter action.
  - ❖ **Exclusive (all mail not from Allowed Senders gets this filter action)**: All mail incoming to you from senders not on your **Allowed Senders** list is subject to your specified filter action

The filter is directed to act as specified on only junkmail or on all your mail.

3. In the **Select a Filter Action** area, select either of the following:
  - ❖ **Move to the Junk Mail folder** (default): Matching messages are moved to your junk mail folder. **Note**: You can change the name of your junk mail folder on the **Options > Mail Settings** page; for details see [Settings \(Mail Defaults\)](#) on page 197.
  - ❖ **Discard (message is irrevocably lost)**: Matching messages are deleted.

Once you have created your filter, click **OK**.

The system accepts the settings for the Junk Mail filter. Incoming messages are filtered and acted upon as directed.

### Will the Junk Mail filter interfere with my custom message filters?

On the **Options > Message Filters** page, you can change the order in which your message filters are processed. If you have any doubts about the **Junk Mail** filter redirecting messages that another filter would act on, set the other filter to be active



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before your **Junk Mail** filter. For details on reordering message filters, see [Reordering Message Filters](#) on page 99.

## About Message Filters

A filter is a set of conditions, or rules, associated with an action. These rules are then applied to incoming email messages and attachments, and the messages and attachments are processed accordingly. The specified actions are performed on messages or attachments for which any or all of the conditions are true. The **Junk Mail** filter is a special, system message filter; for information on using it, see [What the Junk Mail Filter Does for You](#) on page 89. For information on using a custom Allowed Senders list, see [Creating Your Allowed Senders List](#) on page 100.

You can set multiple filters for your **Inbox**, see [Creating Message Filters](#) on page 92; once the filter is created you can edit it, see [Editing and Deleting Message Filters](#) on page 99. Each set of filter conditions is evaluated in its respective order and processed accordingly; for information on changing the filter order, see [Reordering Message Filters](#) on page 99. When a specified condition is met, filter processing for the message continues, unless the **Do not apply any more filters to this message if action is taken** checkbox is selected (as it is by default).

You must have filtering enabled on your email server to use this feature. If filtering is not enabled on your email server, the **Message Filters** option does not appear.

You can only create message filters for your **Inbox**; you cannot apply message filters to your other folders.

## Creating Message Filters

You create custom message filters using the **Options > Message Filters** page. To edit a filter after you've created it, see [Editing and Deleting Message Filters](#) on page 99; to change the order in which your message filters act, see [Reordering Message Filters](#) on page 99.

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### Questions

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How do I use filtering to ensure receipt of self-addressed mail?

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How do I filter out "virus deleted" messages?

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What is MIME? How do I use the Attachment MIME Type filter option?

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What are common virus attachment names?

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How do I use the Antispam Scanning Rules and Threshold?

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How do I use regex filters to modify the UCE scoring?

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How do I Use Patterns?

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To create a message filter, follow these steps.

1. Click the **Options** link, and then click **Message Filters**.  
The **Message Filters** page displays. If you have existing filters, their order and profile displays at the top.
2. Click  **New**.  
The **Add/Edit Message Filter** page displays.
3. In the **Filter Conditions - Add New Filter** area, specify either:
  - ❖ A content condition:
    - **If all of these conditions are met:** Filter action is done only if all of the specified conditions are true.
    - **If any of these conditions are met:** Filter action is done if at least one of the specified conditions is true.
  - ❖ **Apply to all incoming messages:** Filter action is done on all messages regardless of conditions. This option is deselected (disabled) by default. If you select this option, the top radio button action trigger is automatically deselected. This option is useful as a final filter in a series of filters to direct all other incoming mail to be acted upon.

Click **More>>** to enter more filter conditions.

4. Next, select a filter type from the drop-down list:
  - ❖ **From:** The sender.
  - ❖ **To/CC:** The recipient(s) (does not include BCC recipients).
  - ❖ **Subject:** The subject line.
  - ❖ **Body:** The text of the message and text attachments including Plain text, HTML text, and Rich Text. If you're looking for an 8-bit string, this option may be best. **Note:** This option may take longer than the **Body (raw MIME data)** option as all data must be converted to Unicode (with whitespace removed) before the search. **Important!** Because whitespace is removed, this filter with a condition of **contains**, and a value of **sex**, would trigger on the phrase "serious EXpense".
  - ❖ **Body (raw MIME data):** The text of the message as you would see it if you clicked **Open** in WebMail for that message. If you're looking for a word (ASCII text) in a message, this option may be best.
  - ❖ **Body (binary):** The binary value of the string that you want to find. For example, to use this option to find the "Yen" character (hex A5), you would enter `\xA5`. **Note:** Use backslashes (\) to separate characters; backslashes (\) not followed by "x" are ignored; **A-F** part is case-insensitive. If you're looking for a virus signature pattern (such as `\x64\xA2\x66\x66\x02`), this option may be best.
  - ❖ **Return-path:** The return-path address.
  - ❖ **X-Junkmail:** The header "X-Junkmail"; you can use this to have all system-identified junkmail filtered.
  - ❖ **X-Junkmail-Whitelist:** The header "X-Junkmail-Whitelist"; you can use this to filter mail from senders on your Allowed Senders list.
  - ❖ **X-Mirapoint-Virus:** The header "X-Mirapoint-Virus"; you can use this to have all system-identified junkmail filtered.

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- ❖ **Attachment MIME Type:** The attachment media type. Choices include the top-level MIME types: text, multipart, message, application, image, audio, video, and model; use the **matches** rather than the **contains** content condition (next bullet item) and search for something specific like "application/vbs" or "image/jpeg", and so on. For more information on MIME and filtering attachments, see [What is MIME? How do I use the Attachment MIME Type filter option?](#) on page 97.
  - ❖ **Attachment file name:** The attachment name. You can use the asterisk wildcard (only with the **matches** and **does not match** options); for example, \*.vbs.
  - ❖ **UCE (Junkmail) score:** An integer; for details see [How do I use the Antispam Scanning Rules and Threshold?](#) on page 98.
  - ❖ **Message size (bytes):** The message size can be KB, MB, or GB.
5. Next, choose a content condition for the filter object:
- ❖ **contains:** The specified filter type must contain the text you enter; wildcards are not honored. For example, the filter condition "**contains** "doc" would trigger on any of these: "doc", "document", "undocumented", "doctor", and so forth; for a **Body** filter type, "do certain good" would also match.
  - ❖ **does not contain:** The specified filter type must not contain the text you enter; wildcards are not honored.
  - ❖ **matches:** The specified filter type must match the text you enter. Wildcards may be useful; for example, the condition "**matches** "Dr. Spock" would only be met by "Dr. Spock," but the condition "**matches** "Dr. Sp\*" would be met by "Dr. Spock", "Dr. Spark", "Dr. Sproul", and so forth.
  - ❖ **does not match:** The specified filter type must not match the text you enter. Wildcards may be useful.
  - ❖ **regex-matches:** The object must match the regular expression (which is a way of representing data using symbols) you enter; use with regular expressions only. This parameter can be used to adjust the UCE score; see [How do I use regex filters to modify the UCE scoring?](#) on page 98.
  - ❖ **does not regex-match:** The object must not match the regular expression you enter; use with regular expressions only. This parameter can be used to adjust the UCE score; see [How do I use regex filters to modify the UCE scoring?](#) on page 98.
  - ❖ **is less than:** The filter type value must be less than the integer you enter. Wildcards may be useful.
  - ❖ **is more than:** The filter type value must be more than the integer you enter. Wildcards may be useful.
6. Your final filter condition option is a value for the filter type. Enter the text, integers, MIME type, or file name you want searched for and acted on. You can use the following wildcard characters with the **matches** or **does not match** options only:
- ❖ Asterisk (\*): Matches any sequence of zero or more characters. Example: to find all attachments with filenames ending in ".vbs", use these filter conditions: **Attachment file name: matches "\*.vbs"**
  - ❖ Question mark (?): Matches any single character. For example, to find all messages from "Sophia" or "Sophie", use these filter conditions: **From: matches "Sphi?"**

7. In the **Filter Action** area, specify a response, select one:
- ❖ **Move to folder** (default): Matching messages are moved to the specified folder. If you choose this option, you may also choose to have the message flagged by selecting one of the following for **Mark**:
    - **Deleted** : Marks matching messages with the **Deleted** icon, , if you have “Delete to Trash” in your **Options > Mail Settings** set to **Yes**; discards messages if it is not.
    - **Read** : Marks matching messages with the **Read** icon .
    - **Draft** (only viable in Outlook): Marks matching messages with the Outlook **Draft** icon that enables you to double-click the message to open it in a **Compose** window (in Outlook).
    - **Flagged** (only viable in Outlook): Marks matching messages with the Outlook **Flag** icon.
    - **Answered** : Marks matching messages with the **Answered** icon . **Note:** In WebMail, this icon means that you sent a reply to the message or that you forwarded the message.
  - ❖ **Forward to:** Enter any email address; no copy of the forwarded message is saved for you.
  - ❖ **Forward excerpt to:** Enter any email address; the first several lines of matching messages are forwarded as specified. Use this option in conjunction with wireless devices.
  - ❖ **Discard (message is irrevocably lost):** Matching messages are deleted.
  - ❖ **Modify UCE (Junkmail) score by:** Matching messages have the entered amount added to their junkmail score. For more information on the junkmail score, see [How do I use the Antispam Scanning Rules and Threshold?](#) on page 98.
- Additionally, you may specify:
- ❖ **Remove attachments that meet attachment conditions:** Attachments that meet the specified attachment conditions are removed and a message is appended to the body indicating that the attachment was removed.
  - ❖ **Do not apply any more filters to this message if action is taken:** If the message qualified for action by the filter, any filters in order below the filter are not applied.
8. Once you have created your filter, click **Apply**.  
The system accepts the settings and a description of the filter appears above the **Filter Conditions** box. Incoming messages and attachments are filtered and acted on as directed. You are returned to the **Message Filters** list page.




The **Junk Mail Filter** is automatically created by the system. It appears at the top of your **Message Filters** page; you can edit the filter but you cannot delete it. The default configuration is **Off**, unless your administrator has changed the default to **Normal**. Click the **Edit** icon  to turn the filter on and/or edit it. For details on the Junk Mail filter, see [What the Junk Mail Filter Does for You](#) on page 89.

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## How do I use filtering to ensure receipt of self-addressed mail?

You can set up a filter to ensure that all mail addressed directly to you is delivered to your Inbox without undergoing further filtering. Spam is never addressed specifically to your name. For example, spam might be addressed to <joeuser@example.com> but would not be addressed to Joe User <joeuser@example.com>. Consequently, you can set up the following filter to ensure the receipt of self-addressed mail:

1. Click the **Options** link, and then click **Message Filters**.  
The **Message Filters** page displays. If you have existing filters, their order and profile displays at the top.
2. Click  **New**.  
The **Add/Edit Message Filter** page displays.
3. In the **Filter Conditions - Add New Filter** area, click the **If all of these conditions are met** radio button.
4. Enter the following conditions:
  - a. In the **Choose Type** drop-down menu, select **To/CC**:
  - b. In the second drop-down menu, select **contains**.
  - c. In the text box, enter your name as it normally appears in email messages.  
For example, **Joe Smith**.
5. In the **Filter Actions** area, do the following:
  - a. Select the **Move to** radio button.
  - b. Select **Inbox** from the accompanying drop-down list.
6. Select the **Do not apply any more filters to this message if action is taken** checkbox.
7. Click **Apply**.

## How do I filter out "virus deleted" messages?

There are many spamming viruses (for example, W32/Sobig-F) that send themselves to addresses stored on an infected computer. Your system's antivirus utility removes, cleans, or ignores the virus-infected attachment (depending on your administrator-set antivirus settings), and then modifies the message to say what action was taken using the **X-Mirapoint-Virus** header, and sends the message on. To prevent these messages, that are often empty except for the antivirus-action-taken message, from arriving in your **Inbox**, create a filter using the **Filter Conditions** option: **X-Mirapoint-Virus** header. **Note:** Your system must be equipped with Sophos Antivirus.

An example header of an antivirus-scanned, virus-infected message header is:

```
X-Mirapoint-Virus: VIRUSDELETED;  
host=spamcity.com;  
attachment=[2.2];  
virus=W32/Sobig-F
```

**Note:** The **X-Mirapoint-Virus** actions may be either **VIRUSDELETED**, **VIRUSCLEANED**, or **VIRUSIGNORED**.

To create a filter to discard the scanned original messages with this specific virus header (sent by the W32/Sobig-F virus), select **Discard** for the **Filter Action**, and use the following for the **Filter Conditions**:

**X-Mirapoint-Virus contains Sobig-F**

Alternatively, to filter on all flavors of the Sobig virus, the **Filter Conditions** could be:

**X-Mirapoint-Virus matches \*Sobig\***

As new viruses appear, they can be added to the filter using the **More>>** button in the **Filter Conditions** area.

**What is MIME? How do I use the Attachment MIME Type filter option?**

"MIME" stands for Multipurpose Internet Mail Extension; a standard for multipart, multimedia electronic mail messages and World-Wide Web hypertext documents that provides the ability to transfer data such as graphics, audio, and fax. All MIME parts of a message are considered attachments and filtered if the **Attachment MIME Type** filter type is specified. If the message is not MIME, its entire body is considered a single text/plain "attachment."

You can discover the MIME Content-Types used in a message by viewing the full message; this can be done in WebMail by clicking **Open** when viewing a message. Each part of the message has a Content-Type specified such as text/plain, text/html, multipart/related, multipart/alternative, image/gif, and so on.

**What are common virus attachment names?**

The following is a list of file extensions that often have viruses in them. "File extension" refers to the letters after the period in a file name (for example, the **word.doc** file has the file extension of **.doc**). **Note:** Not all viruses have these extensions; this is just a list of common types.

- ❖ .Trojan
- ❖ .scr
- ❖ .vbs
- ❖ .pif
- ❖ .hta
- ❖ .reg
- ❖ .bat

**How do I use the Antispam Scanning Rules and Threshold?**

One of two different anti-spam scanning utilities may be used to categorize incoming mail as junkmail or spam. One scanner uses several carefully compiled rule files based on common known factors of junkmail. The rules are not open to scrutiny or change at this time. The other scanner uses a pattern detection method to determine if a mass mailing is likely spam or bulk mail.

For each rule in the rule file or each pattern that a scanned message matches or contains, the message is awarded a score. The score is identified in the **X-Junkmail-Status** or the **X-Junkmail-SDRaw** header (for more information on headers, see

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[About Message Contents](#) on page 39. Careful study has determined that the default score of 50 is optimal. You can use the **UCE (Junkmail) score** filter object option to increase the default sensitivity of the anti-spam scanning utility, but this is not recommended.

### How do I use regex filters to modify the UCE scoring?

You can use regex-matches in a filter to modify the UCE (spam) score that the antispam utility assigns to messages. The following filter provides an example:

```
-----  
Filter Name: regex-matches example  
If all of these conditions are met  
regex-matches  
sift.*com  
Modify UCE (junkmail) score by 50  
-----
```

In a received message header, if the strings "sift" and "com" occur separated by any number of characters, the UCE (junkmail) score is increased by 50.

### How do I Use Patterns?



Several tasks require you to specify a **pattern** for user, folder, or other names. Patterns are case-insensitive except where otherwise noted and can contain these wildcard characters:


- ◆ Question mark (?): (non-folder names only): Matches any single character. For compatibility with the IMAP4 protocol, question mark (?) is not interpreted as a wildcard in folder names.
- ◆ Asterisk (\*): Matches zero or more characters of any kind. For folders, this includes the folder hierarchy separator dot (.).
- ◆ Percent sign (%) (folder names only): Matches zero or more characters, not including folder hierarchy separators. This wildcard is provided for compatibility with the IMAP4 protocol—it is interpreted as a wildcard only in folder names.

In the example given below, the pattern **ann?**, used to find a user, would match the former names and the pattern **jo\***, used to find a folder, would match the latter folders:

```
anna anne  
jo joe john jon jon.bulk jon.personal
```

## Editing and Deleting Message Filters

To edit a filter, simply click the **Edit** icon  next to it in the filter list on the **Message Filters** page; the **Add/Edit Message Filter** page opens. Then make any changes you want, see [Creating Message Filters](#) on page 92 for details, and click  **Apply**.

To delete a filter, simply click the **Delete** icon  next to it in the filter list on the **Message Filters** page; a confirmation page displays. Click **OK** to complete the deletion; **Cancel** to keep the filter.

## Reordering Message Filters

When a filter is in effect, each incoming message is evaluated in the order it appears in the column, from top to bottom. Changing the order of the filters in this list changes the sequence in which each filter is applied.



When a specified condition is met, filter processing for the message continues, unless the **Do not apply any more filters to this message if action is taken** checkbox is selected (as it is by default).

## An Example of Order Dependency

If it is important for you to save a copy of a message that meets specific filter conditions, the ordering of your filters can be particularly important. For example, a filter with a **Forward to** action, sends the message directly to the specified email address but does not save a copy on your system. This means, you should specify a filter with a **Move to** action and place it ahead of the filter with the **Forward to** action in the filter list. In this way, the **Move to** action is processed first, saving a copy of the message before moving on to the **Forward to** action, which sends the message to another address. **Important!** For this to work, you must have deselected the **Do not apply any more filters to this message if action is taken** checkbox.

## Changing the Order in Which Message Filters are Evaluated

To change the order of your message filters, follow these steps.

1. From the **Options** window, click **Message Filters**.  
The **Message Filters** page displays. If you have existing filters, their order and profile displays at the top.
2. Move a filter **up** in the order by clicking the **up-arrow**  in the **Order** column. Move a filter **down** in the order by clicking the **down-arrow**  in the **Order** column. Repeat until you are satisfied with the order of the filters.  
The order in which the filters are applied to incoming messages is changed.

## Creating Your Allowed Senders List

Use the **Options > Mail > Allowed Senders** page to create a list of senders who are protected from any anti-spam scanning or Junk Mail filtering. Messages from senders on your Allowed Senders list are always sent to your **Inbox**. Allowed Senders list entries override Blocked Senders list entries.



Your **Junk Mail Filter** condition must be **Normal** or **Exclusive** in order for your **Allowed Senders list** to work.





---

To create your list of Allowed Senders, follow these steps.

1. From the **Options** window, click **Allowed Senders**.  
The **Allowed Senders** page displays. If you have existing entries, they display at the bottom.
2. In the **E-mail Address or Domain** text box enter senders who you want on your Allowed Senders list and click **Add**.  
The names are added to your **Allowed Senders** list entries; the list status is updated to reflect the new number of entries. Mail sent from Allowed Senders is forwarded to your **Inbox** with a header, **X-Junkmail-Whitelist: YES (by user at *hostname*)**, added; such mail is never treated as junkmail.



You can add to your Allowed Senders list by clicking the menu icon  in the **From** or **To** lines in an open message in your **Junk Mail** folder and clicking  **Add to Allowed Senders List** in the shortcut menu; then click **Yes** in the confirmation dialog box.

## Removing Allowed Senders List Entries

To remove senders from your list of Allowed Senders, follow these steps.

1. On the **Options > Mail > Allowed Senders** page, select the checkbox for the sender's email address or domain name, and then click **Remove**.  
A confirmation message appears.
2. On the confirmation page, click **Remove**.  
That sender disappears from your list of Allowed Senders and is now subject to antispam scanning and specified Junk Mail filtering.

## Example valid Allowed Senders List Entries

**allan@example.com**: Specifically adds the user **allan** from **example.com** to your list of Allowed Senders.

**@example.com**: Adds any address at **example.com** to your list of Allowed Senders.

**@\*.example.com**: Adds any address at any host within the **example.com** domain to your Allowed Senders list.

## Creating Your Blocked Senders List

Use the **Options > Mail > Blocked Senders** page to create a list of senders who are always subject to Junk Mail filtering. Messages from Blocked Senders are always treated as junkmail and subject to the Junk Mail filter action. **Important!** Allowed Senders list entries override Blocked Senders list entries.





Your **Junk Mail Filter** condition must be **Normal** or **Exclusive** in order for your **Blocked Senders list** to work.

To create your list of Blocked Senders, follow these steps.

1. From the **Options** window, click **Blocked Senders**.  
The **Blocked Senders** page displays. If you have existing entries, they display at the bottom.
2. In the **E-mail Address or Domain** text box, enter senders who you want on your Blocked Senders list and click **Add**.  
The names are added to your **Blocked Senders** entries; the list status is updated to reflect the new number of entries. Mail sent from Blocked Senders is acted on by the Junk Mail filter (if enabled) or forwarded to your **Inbox** with a header, **X-Junkmail-Blacklist: YES (by user at *hostname*)**, added; additionally, your system administrator may set up a message to be automatically added.



You can add to your Blocked Senders list by clicking the menu icon  in the **From** or **To** lines in an open message in any folder except your **Junk Mail** folder, clicking  **Add to Blocked Senders List** in the shortcut menu, then click **Yes** in the confirmation dialog box.

## Removing Blocked Senders List Entries

To remove entries from your Blocked Senders list, follow these steps.

1. On the **Options > Mail > Blocked Senders** page, select the checkbox for the sender's email address or domain name, and then click **Remove**.  
A confirmation message appears.
2. On the confirmation page, click **Remove**.  
That sender disappears from your Blocked Senders list and his/her messages are now treated as regular mail.

## Example valid Blocked Senders list entries

**allan@example.com**: Specifically adds the user **allan** from **example.com** to your list of Blocked Senders.

**@example.com**: Adds any address at **example.com** to your Blocked Senders list.

**@\*.example.com**: Adds any address at any host within the **example.com** domain to your Blocked Senders list.

## Adding Allowed Mailing Lists Entries

Use the **Options > Allowed Mailing Lists** page to ensure that mail sent to you through a mailing list (also known as a distribution list) is never tagged as junkmail.



Your **Junk Mail Filter** condition must be **Normal** or **Exclusive** in order for **Allowed Mailing Lists** to work.

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To add an entry to your list of Allowed Mailing Lists, follow these steps.

1. From the **Options** window, click **Allowed Mailing Lists**.  
The **Allowed Mailing Lists** page displays. If you have existing entries, they display at the bottom.
2. Enter a mailing list email address in the **Mailing List Address or Domain** text box and click **Add**.  
The address appears in your **Mailing List** table at the bottom and the status is updated to reflect the new number of entries. Mail sent to recipients (for example, you) on your list of Allowed Mailing Lists is not scanned by the anti-spam scanning utility.

## Removing Allowed Mailing Lists Entries

To remove an entry from your list of Allowed Mailing Lists, follow these steps.

1. On the **Options > Allowed Mailing Lists** page, select the checkbox for the mailing list you want to remove and click **Remove**.  
A confirmation message appears and the address displays in a **Mailing List** table below.
2. On the confirmation page, click **Remove**.  
The address you selected goes away from the **Mailing List** table and the status updates to reflect the new number of entries.

## Example valid Allowed Mailing Lists entries

**dl-jokeclub@example.com**: Specifically adds the distribution list **dl-jokeclub** from **example.com** to your list of Allowed Mailing Lists.

**@example.com**: Adds any address at **example.com** to your list of Allowed Mailing Lists.

**@\*.example.com**: Adds any address at any host within the **example.com** domain to your list of Allowed Mailing Lists.



## Preventing Virus Infection

Virus protection might be included in your WebMail account. (You can check with your system administrator.) If so, messages sent to you are scanned by an anti-virus engine; outgoing messages may be scanned if your system is so set up. Usually, the anti-virus engine cleans viruses that are “cleanable;” this is explained in detail in [Virus Scanning and Cleaning](#) on page 106. Viruses that can’t be cleaned are deleted. Either way, you receive a notification of the virus and the action taken.

This best way to protect yourself from email transmitted computer viruses is to never open an attachment from a suspicious source.

See [About Viruses](#) on page 105 for background information.

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### Questions

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Can I turn off WebMail virus scanning?

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When am I not protected against viruses?

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Do I get virus protection when I access an External POP account?

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## About Viruses

This section provides background information on viruses.

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### Questions

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Can I turn off WebMail virus scanning?

---

When am I not protected against viruses?

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Do I get virus protection when I access an External POP account?

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Viruses are computer programs that infect one or more other programs by embedding a copy of itself in them, so that they become Trojan horses. When these programs are executed, the embedded virus is executed too.

A virus has an **engine**, code that enables it to propagate, and, optionally, a **payload**, what it does apart from propagating. They need a **host**, the particular hardware and software environment on which it can run, and a **trigger**, the event that starts it running (for example, being opened, reaching a specific date, or something else).

Viruses can infect any executable code. They are found on floppy and hard disk boot sectors, executable programs, macro languages, and executable email attachments.

Unlike a worm, a virus cannot infect other computers without assistance. It is propagated by users trading programs with their friends. The virus may do nothing but propagate itself and then allow the program to run normally. Usually, however, after propagating silently for a while, it starts doing things like writing messages on the terminal or playing strange tricks with the display. Viruses sometimes do irreversible damage, like deleting files.

## Virus Scanning and Cleaning

Virus scanning software distinguishes between two major types of viruses: **cleanable** and **non-cleanable**. A cleanable virus is one that may be removed from a message, document, or program without damaging the message, document, or program. Examples of this type are the macro viruses written in Microsoft Word or Excel macro language. Some old DOS viruses also are considered cleanable. The viruses classified by Sophos as W32/Magistr-A are also cleanable. If a virus is not one of the above, it is considered non-cleanable. In this case, the only way that the message can be made safe is to remove the virus, whether it is the entire attachment or the message body itself. The virus scanner uses pattern files that classify viruses as cleanable or non-cleanable. In general, the system tries to automatically clean cleanable viruses if your system administrator has so set your Anti-Virus utility.

### Can I turn off WebMail virus scanning?

No. Virus scanning is controlled by your administrator.


### When am I not protected against viruses?

Whenever you connect to the Internet you become vulnerable to computer viruses unless you are employing a virus-scanning application.

### Do I get virus protection when I access an External POP account?




Yes. Your external mail is scanned for viruses before it is downloaded to your computer.

## Receiving External Account Messages

Click **Options** in the banner, **External Mail** in the **Options** window, and then  **New** to add an external mail account, see [Adding an External POP Mail Server](#) on page 107.

An external mail account is any account external to this mail account. Your WebMail account uses IMAP (Internet Message Access Protocol) to receive and maintain your messages on a server (a dedicated computer) from which you use an Internet browser to access and act on them.

POP (Post Office Protocol) is a different type of protocol that allows you to retrieve your messages already received on a server.

Most email services provide a POP service. Using the **Options > External Mail** page, you can add POP accounts to your WebMail by entering the name of your **POP server** (for example, postoffice.hostname.net), your **User Name** and **Password**; and other options. Once set up, you can click the  **Check Mail** menu icon  in the Mail toolbar and select  **Check External Mail** and your messages on the specified host are downloaded to WebMail.

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### Questions

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Do External POP account messages count against my quota?

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When is External Mail checked?

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Will messages be deleted when I retrieve them from an external account?

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Why doesn't it work when I check external mail?

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Why does checking external mail retrieve old and new messages each time?

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## Adding an External POP Mail Server

Before you begin you need to know the POP server name of the account that you want to add. To find this out, contact the system administrator for that account.

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### Questions

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Do External POP account messages count against my quota?

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When is External Mail checked?

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Will messages be deleted when I retrieve them from an external account?

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 Questions
 

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 Why doesn't it work when I check external mail?
 

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 Why does checking external mail retrieve old and new messages each time?
 



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To add an external POP server, follow these steps.




1. From the **Options** window, click **External Mail**.  
The **External POP Mail** page displays. If there are no existing external POP servers set up, a message displays indicating that you must create one. If you have already added POP servers, profile data on each one displays on the **Servers** tab. The **Status** tab provides information about the last download attempt of messages for that external account.
2. Click  **New**.  
The **External POP Mail** page refreshes with text boxes and options for adding an external POP mail account.
3. Enter the following data for the POP account that you want to add:
  - ❖ **Description:** A name for the account, for example “Personal”.
  - ❖ **POP Server Name:** The name of the server for the account; you can get this information from your mail service.
  - ❖ **User Name:** Your user name for the account.
  - ❖ **User Password:** Your user password for the account.
  - ❖ **Confirm Password:** Reenter your password for confirmation.
  - ❖ **Port Number (Optional):** The default port for POP connections.
4. Select or deselect the message-handling options:
  - ❖ **Leave messages on POP server** (selected by default): If you want your messages to remain existing on the POP server, still accessible to you on other accounts, leave this option selected. If you deselect this option, all messages are deleted from the POP server when they are downloaded.
  - ❖ **Get new messages only** (selected by default): This option causes the POP server to download only messages that have not been previously downloaded to your WebMail account.
5. Choose message downloading options:
  - ❖ **Inbox using filters** (default): All downloaded external mail messages display in your **Inbox** and are subject to the filters you have set up.
  - ❖ **folder without using filters** (use the drop-down list to select a folder): All downloaded external mail messages display in the selected folder and are not subjected to any filters.
  - ❖ **Mail color** (green is default color): The downloaded messages display in the rows of the selected color. You can set up as many as ten (10) external mail accounts and assign each a different color. You can also use the same color for all external mail accounts.
6. Click  **Apply**.  
You are returned to the **External POP Mail** page and details about the additional POP mail account profile is available on the **Servers** and **Status** tabs.  
Click **External Mail** to re-open the **External POP Mail** page.







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Click the **Edit** icon  on the **Servers** tab to display the **External POP Mail** page for that account and make changes. Delete a POP account by clicking its **Delete** icon  and then either confirming or canceling the delete operation on the confirmation page that displays.

## Retrieving Your External POP Account Messages




External POP messages are not retrieved until you explicitly click the  **Check Mail** menu icon  and the  **Check External Mail** menu item. To retrieve your External POP mail, follow these steps.

1. Click the  **Mail** tab in the navigation pane, and then click the  **Check Mail** menu icon  and then  **Check External Mail**.  
The system requests mail delivery from each of your POP accounts and displays a status line for each.
2. Click the **Download Folder** link for the POP account whose delivered message you want to read.  
The folder where your messages for the selected POP account were delivered opens. The external messages display in rows with the background color you specified.

### Do External POP account messages count against my quota?

Yes, your mail storage quota includes the messages in all your folders and subfolders. Since External POP account downloads messages to a folder, those messages count against your quota.

### When is External Mail checked?

Your External POP account mail is checked only when you explicitly click the  **Check Mail** menu icon  and then  **Check External Mail**.

### Will messages be deleted when I retrieve them from an external account?

When you set up your External POP account, you can choose one or both of these two mail-handling options:

- ◆ **Leave messages on POP server:** Your messages remain on the External POP account server so you can retrieve them at a later date. If left unchecked, those messages are downloaded from the external server and are not accessible later.
- ◆ **Get new messages only:** Only messages that arrived at your external account since your last WebMail External POP account download are retrieved. If left unchecked, all those messages on the external server are downloaded, even if you have previously downloaded them.


For details on adding an external POP mail account, see [Adding an External POP Mail Server](#) on page 107.

### Why doesn't it work when I check external mail?

Checking external mail can be time consuming, especially if you have not checked that account for a while. You may have so many messages to download that your **Check External Mail** session may time out and you need to repeat the request to retrieve the remaining messages.

Another reason why your external check may not be working is that your external account may have changed in some way; for example, a new server name may be being used. You should log in directly to your external account and look for messages from the system administrator telling you about upgrade instructions.

### Why does checking external mail retrieve old and new messages each time?

The **Check External** option retrieves old and new messages each time if you have left unchecked the **Get new messages only** option when you set up the account. If this is happening and you want to change this behavior, go to your **External Mail** configuration page (**Options > External Mail**), click the **Edit** icon , and check the **Get new messages only** option.

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## Working with Calendar Events

Click **New** in the Calendar toolbar, or double-click in a calendar open space, to open the **Add/Edit Event** window.

This section provides information on the following topics:

- ◆ How to create events and meetings, see [Adding Events or Meetings](#) on page 112.
- ◆ How to edit existing events, see [Editing and Deleting Events or Meetings](#) on page 117.
- ◆ How to print your current calendar view and details of individual events, see [Printing Calendar Items](#) on page 121.
- ◆ How to check other's schedules before setting up an event, see [Viewing Others' Schedules](#) on page 122.
- ◆ How to respond to some (but not all) meetings in a series, see [Responding to Selected Meetings in a Series](#) on page 123.
- ◆ How to change your response to a meeting invitation, see [Changing Your Response to a Meeting Invitation](#) on page 124
- ◆ How to find all meetings to which you have not responded and then provide a response, see [Responding to Unconfirmed Meetings](#) on page 126.
- ◆ How to find an event, see [Finding Dates, Events, Meetings, or Tasks](#) on page 128.

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### Questions

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What's the difference between an event and a meeting?

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How do I set events to repeat?

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How do I edit or delete existing events?

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What happens to old events?

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How do I add holidays to my Calendar?

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How do I get a daily email summarizing my day's events?

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What happens to my calendar events if I change time zones?

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## Adding Events or Meetings

Using the Add/Edit Event window in WebCal, you schedule events and meetings. The amount of detail you provide is up to you. You can always edit the event or meeting later. (See “[Editing and Deleting Events or Meetings](#)” on page 117.)

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### Questions




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What’s the difference between an event and a meeting?



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## Adding Calendar Events and Meetings

To add an event or meeting, follow these steps.

1. In the navigation pane, click the **Calendar** tab.  
Your calendar displays in the view (**Day**, **Week**, **Horizontal Week**, **Month**, **List**) that was last displayed.
2. Click **New** and then **Event** in the toolbar or double-click in an open space.  
The **Add/Edit Event** window opens with the **Description** tab displayed. The default date displayed is either the current date or the last date that you viewed in your calendar.
3. Use the  **Description** tab as follows:
  - ❖ **Subject:** A name for the event; this name is used in the **Event Information** window and also as the **Subject** for **Reply to Owner** event emails.
  - ❖ **Start and End date and time for the event:**  
Enter the **Year**, **Month**, **Day**, or click the **Date** icon  to open the thumbnail calendar and navigate to the date you want. Enter the **Hour** and **Minutes**, or click the **Clock** icon  to open a time bar and navigate to the time you want; as you scroll through the time bar, the hour column is to the left, the minutes column is to the right, and the time is indicated at top.  
**Note:** You can change the **Time Mode** in **Options**, see [Presentations](#) on page 205.
  - ❖ **Priority:** You can mark your event with a priority, **Highest**, **High**, **Normal** (default), **Low**, or **Lowest**. Your event emails display the priority icon selected.
  - ❖ **All day:** Whether or not the event is an all-day event; select the checkbox for **Yes**, leave it deselected (default) for **No**.
  - ❖ **Show as busy:** Whether the event displays as **Busy** for you in a **Free/Busy** lookup. De-select the checkbox if you want to be able to schedule other events in the same time slot and not get Conflict warnings.
  - ❖ **Private:** The event displays only in your calendar and not in other calendars even if the **Read** permission is set and you allow subscriptions to your calendar. (WebCal provides a way for giving selected users access to your private events. See [Setting Access Controls for Your Calendar and Tasks](#) on page 207.)
  - ❖ **Description text box:** Enter a description of your event/meeting; an excerpt of the description shows in the calendar display.

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- ❖ **Email reminder:** From the shortcut menu, choose a time when you want to receive a reminder for the event. For information on setting account defaults for reminders, see [Reminders](#) on page 206.
  - ❖ **Mobile reminder:** From the shortcut menu, choose a time when you want to receive a reminder for the event. For information on setting account defaults for reminders, see [Reminders](#) on page 206.
  - ❖ **Attachments:** Add a file attachment, such as an agenda, to your meeting email notifications by clicking **Browse** to navigate to the attachment and clicking **Open** to add it. The file name of the attachment displays beneath the **File** text box. Click the **Delete** icon  to remove it.
  - ❖ **Categories and More>>:** Select an event category from the drop-down list. To characterize the event with more than one category, click **More>>** and select additional categories for the event. For details on categories, see [Using Calendar Categories](#) on page 137.
4. Use the  **Schedules** tab as follows:
- ❖ **User:** Add people to your meeting by entering the name or nickname of a WebCal user or a contact in your contacts list and clicking **Add**. Find a user to add by clicking the blue **User** link to open the **Find Users** window; see [Using the Find Users Window](#) on page 165 for details. **Note:** Attendees invited in this way must have **Free/Busy** permissions selected (this permission is selected by default). Remove attendees from the **Users** list box by clicking the **Delete** icon . Invite external attendees—people not entered on your WebCal system—by entering their full email address.
  - ❖ **Choose a Resource:** Use the drop-down list to select resources set up by your system administrator. A **Free/Busy** lookup is performed.
  - ❖ **Location** text box: Add locations or resources not set up by your administrator.

Click the  **Conflicts** menu icon  and then **Check Conflicts** or **Suggest Times**. If you clicked **Check Conflicts**, people who have scheduled events that conflict with your proposed time are highlighted in red in the **Users** column. If you clicked **Suggest Times**, the event's time block moves to a time period later in the free/busy grid where there are no scheduling conflicts.

5. Use the  **Repeat options** tab as follows; choose one from the first six options:
- ❖ **Do not repeat** (default): The event is a one time only event; does not repeat.
  - ❖ **Repeat every day:** The event repeats every day at the time specified on the **Description** tab.
  - ❖ **Repeat every** (select one) **week** (default) **OR 2 weeks, 3 weeks, or 4 weeks** AND select a day of the week **Sun** (Sunday), **Mon** (Monday), **Tue** (Tuesday), **Wed** (Wednesday), **Thu** (Thursday), **Fri** (Friday), **Sat** (Saturday). You may select more than one day of the week: The event repeats as specified at the time specified in **Event time**.
  - ❖ **Repeat on the** (select one) **first** (default) **OR second, third, fourth, or last** AND choose a day of the week from the shortcut menu AND choose a monthly increment from the drop-down list (default is **month**): The event repeats as specified at the time specified in **Event time**.
  - ❖ **Repeat every month:** The event repeats every month as specified in **Event time**.

- ❖ **Repeat every year:** The event repeats every year as specified in **Event time**.

Choose one of the last two options to specify an end time for the repeating event; either:

- ❖ **Repeat until:** The event repeats until the entered date. Specify an ending date by entering the date in the text box (the date format depends on your locale). Alternatively, you can click the Calendar icon (picture), display the desired month by clicking the forward and backward arrows or use the scroll bars, and click the desired date. The date displays in the **Repeat until** box.
- ❖ **Repeat forever:** The event repeats as specified, indefinitely.

#### 6. Click **Add Event**.

If you scheduled a meeting, a meeting invitation is sent to your attendees automatically and the meeting is added to your calendar. At minimum, the attendees must open or preview so that the meeting is scheduled in their calendars. (See [Getting Meetings Scheduled in Your Calendar](#) on page 136.)

If you scheduled an event (that is, an event only for yourself with no attendees), the event is added to your calendar.

If you click **Cancel**, the add event operation is terminated and you are returned to the **Calendar** page.

See also [Editing and Deleting Events or Meetings](#) on page 117.



If you add a mailing list name to your **Attendees**, all of the individual group member names display in the list box unless it is a large group (by default, a 100+ members, although this can be adjusted by your system administrator), which only displays the group name. The member schedules of a large group are not subject to free/busy lookups.

## Making an Event/Meeting Private

To make an event or meeting private, you simply select the **Private** check box on the Description tab in the Add/Edit Event window. You do so while creating a new event/meeting (see [Adding Events or Meetings](#) on page 112) or by modifying an existing one (see [Editing and Deleting Events or Meetings](#) on page 117).

Making an event private means two things:

- ◆ Only you will be able to modify it once it's created.
- ◆ Delegates and people who share and subscribe to your calendar will be unable to see details about the private event when they view your view your WebCal calendar. Instead, they will see an item labeled "Private," and other than the time slot and date, no other details about the private event will be viewable.



Others can view and modify your private events, if you grant them certain access permissions. See "[Setting Access Controls for Your Calendar and Tasks](#) on page 207.

Although, private events are not displayed to other users, free-busy information is maintained if you select the **Show as busy** option in the Add/Edit Event window.

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For example, people scheduling meetings will see that you have time blocked off. However, they will not see anything listed in your calendar for that time period.

## Viewing Existing Events and Meetings

To view events in your calendar, right-click the event title and choose **Open** from the menu. (Optionally, you can simply double-click the event title.) If you are invited to an event, or if you have subscribed to another's calendar, those events display in your calendar as view-only: you cannot edit them. The command menu for a view-only event is slightly different than the one for an event owner, and slightly different for repeating events than for non-repeating events.

**Open** allows you to see the settings for that occurrence of the event, **List occurrences** allows you to see the projected repeating dates, and **Open event series** allows you to see the settings for the event, including the repeat options.

### What's the difference between an event and a meeting?

"Events" include only yourself; "meetings" are events to which you have invited others or to which others have invited you.

### How do I set events to repeat?

You use the **Repeat Options** tab to make an event a repeating event. For details, see [Adding Events or Meetings](#) on page 112.

## Editing and Deleting Events or Meetings

Once event information is in your Calendar, you can easily update or delete it. If you delete an event, you have the option whether to notify others; either way, the event goes away from your Calendar and the Calendars of those you invited.

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### Questions

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How do I edit or delete existing events?

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What happens to old events?

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How do I add holidays to my Calendar?

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How do I get a daily email summarizing my day's events?

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What happens to my calendar events if I change time zones?

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## Editing Events and Meetings

Once you've created an event or meeting, or if you have **Write** permissions for another's calendar, you can modify the event or meeting.

To edit a non-repeating event or meeting, follow these steps.

1. Right-click the title of the event in your main calendar to open an option menu, then click **Open**.  
(Optionally, you can simply double-click the event title.)  
The **Add/Edit Event** window's **Description** tab opens; the **Schedules** and **Repeat Options** tab are also available.
2. Make your changes, for details on event options, see [Adding Events or Meetings](#) on page 112, and click **Update Event**.  
Once you click **Update Event**, a window displays that asks whether you want to send an email to your attendees, notifying them of your changes.
3. In the window that asks whether you want to send an update, do one of the following below. The window title and the buttons available to you depend on the type of update.
  - ❖ Click the **Send updates only to added and deleted attendees** radio button and then click **OK**.  
An update email is sent.
  - ❖ Click the **Send updates to all attendees** radio button selected and then click **OK**.  
An update email is sent.
  - ❖ Click the **Don't send update** button and then click **OK**.  
No email is sent.
  - ❖ Click **Yes**.  
An update email is sent.
  - ❖ Click **No**.  
No email is sent.



Not all meeting changes cause WebCal to display the window that asks whether you want to send an update email to your attendees. However, changes to the following do trigger the display of the window: time (including whether the meeting is all-day), date, location, attendees, and repeat options.

## Editing Repeating Events

For repeating events, the options available are slightly different than for non-repeating events.

To edit a repeating event:

1. Right-click the title of the event in your main calendar to open an option menu, then click **Open** to modify just that occurrence of the event, **Open event series** to modify the settings for all occurrences of the event, or **List occurrences** to get a list of all projected occurrences of the event.  
(Optionally, you can double-click the event title and then, in the resulting Open Event dialog box, click either **Open this occurrence** or **Open event series** as appropriate).

The following occurs:

- ❖ If you clicked **Open**, the **Add/Edit Event** window's **Description** tab opens; the **Schedules** tab is also available.
- ❖ If you clicked **Open event series**, the **Add/Edit Event** window's **Description** tab opens; the **Schedules** and **Repeat Options** tab are also available; changes



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you make effect all occurrences of the repeating event from that time forward.

- ❖ If you clicked **List Occurrences**, the **Event: Occurrences of *event title*** page opens. Click a **Subject** link to open the **Add/Edit Event** window for that particular occurrence of the repeating event.
2. Make your changes, for details on event options, see [Adding Events or Meetings](#) on page 112, and click **Update Event**.

Once you click **Update Event**, a window displays that asks whether you want to send an email to your attendees, notifying them of your changes. However, this window will not appear if you only alter the name the event's Subject line.



3. In the window that asks whether you want to send an update, do one of the following below. The window title and the buttons available to you depend on the type of update.
  - ❖ Click the **Send updates only to added and deleted attendees** radio button and then click **OK**.  
An update email is sent.
  - ❖ Keep the **Send updates to all attendees** radio button selected and then click **OK**.  
An update email is sent.
  - ❖ Click the **Don't send update** button and the **OK**.  
No email is sent.
  - ❖ Click **Yes**.  
An update email is sent.
  - ❖ Click **No**.  
No email is sent.



Not all meeting changes cause WebCal to display the window that asks whether you want to send an update email to your attendees. However, changes to the following do trigger the display of the window: time (including whether the meeting is all-day), date, location, attendees, and repeat options.

## Deleting Events and Meetings

Once you've created an event or meeting, or if you have **Write** permissions on another's calendar, you can delete the event/meeting. You can delete events in one of two ways:

- ◆ **Individually:** Right-click the title of an event in your main calendar to display an options menu, and then click **Delete**. If the calendar item repeats, you'll have the **Delete event series** option available, which will remove all occurrences of the event/meeting.
- ◆ **By date:** On the calendar toolbar, click the  **Tools** menu icon  and then **Delete** to open the **Delete Events** page. Use the options to specify a time range and then click **Delete**. Click **Delete** again on the confirmation page.

### How do I edit or delete existing events?

You can easily edit or delete an existing event by right-clicking on it in your calendar and using the shortcut menu. For details, see [Editing and Deleting Events or Meetings](#) on page 117.

### What happens to old events?

Old events that you do not delete from your calendar remain available to you for one calendar year. There is a maximum number of events you can have in your calendar; but the limit is determined by your system administrator.

### How do I add holidays to my Calendar?

You can subscribe to a public calendar of the holidays that interest you. One way to do this is with this link:

<http://icalshare.com/index.php?topic=holidays>

and follow the procedure on [Subscribing to Calendars](#) on page 158.

### How do I get a daily email summarizing my day's events?

You can request that Calendar send you a daily or weekly email summarizing your events; for details, see [Reminders](#) on page 206.

### What happens to my calendar events if I change time zones?

If you change your WebMail/WebCal time-zone setting (see [General Preferences](#)), your existing events will adjust and display in your calendar on the appropriate day and time for the new time zone. The original time zone will display next to the event.

## Printing Calendar Items



With calendar items, you have two options for printing:

- ◆ Printing the Current View of Your Calendar
- ◆ Printing Details of an Item

### Printing the Current View of Your Calendar

You can print the six calendar views—Today, Daily, Weekly, Horizontal Weekly, Monthly and List—of your calendar, calendars that you share, and calendars to which you subscribe.



To print the current calendar view:

1. Click  (tooltip: **Print Preview**) in the Calendar toolbar. A preview window opens.
2. In the preview window, click  **Print** to display your browser's print dialog box.


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3. Click **Print** in your browser's Print dialog box.

## Printing Details of an Item

To print details for a single calendar item:

1. In the navigation pane, click the **Calendar** tab.  
Your calendar displays in the view (**Today, Day, Week, Horizontal Week, Month, List**) that was last displayed.  
**Note:** If necessary, click the appropriate Categories, Filters, Shared Calendars, or Subscribed link in the Calendars section of the left navigation pane.
2. In the main calendar, double-click the item.  
**Note:** If the event is a recurring one, the Open Event window opens; click either **Open this occurrence** or **Open the event series** as appropriate.  
The Add/Edit Event window opens.  
**Note:** If you are using the calendar list view, you have to single-click the item title and then click **Open** in the resulting Options menu.
3. On the toolbar, click  **Print**.  
A preview window opens, displaying the event title and its details.
4. In the preview window, click  **Print** to display your browser's print dialog box.
5. Click **Print** in your browser's Print dialog box.

## Viewing Others' Schedules

You can view your and other calendar user's schedules by clicking  **Schedules** on the calendar toolbar. This is a good way to determine when a meeting can be best scheduled.

To check your or other's schedules, follow these steps.

1. Navigate to the date you want and click **Schedules** in the Calendar toolbar.  
A time grid for the week displays showing your free/busy availability (when you have scheduled events), along with fields below for entering an event's starting and stopping dates and times.
2. Specify the names of people, locations, or resources whose schedules you want to view by entering the name or nickname of a WebCal user or a contact in your contacts list in the **User** text box and clicking **Add**. People whose schedules you check this way must have the **Free/Busy** permission selected; this permission is selected by default. Locations and resources whose availability is checked in this way must be set up by the system administrator in order for the **Free/Busy** lookup to work.  
You can also specify names by using the **Find Users** window; for details, see [Using the Find Users Window](#) on page 165.


The time grid shows scheduled events for each specified user, as well for yourself. Use the grid's horizontal scroll bar to navigate to the desired date and time.

3. (Optional) Use the fields and buttons below the grid as follows.
  - ❖ Enter **Start** and **End** dates and times to change the time grid and easily see whether a user has an event scheduled during your proposed date/time.
  - ❖ Click **Suggest Times** to have the time grid move to the next time when your users (as added attendees) are available.
  - ❖ Click **New Meeting** to open the **Add/Edit Event** window with your added attendees in the specified time slot. See [Adding Events or Meetings](#) on page 112 for details.

## Responding to Selected Meetings in a Series

Use this procedure if you want to reply to some (but not all) of the meeting occurrences within a series. To enter the same response (such as Accept or Decline) for the whole series, see [Responding to Meeting Invitations](#) on page 64.

To reply to selected meetings within a series:

1. In the navigation pane, click the  **Calendar** tab.  
Your calendar displays in the view (**Day**, **Week**, **Horizontal Week**, **Month**, **List**) that was last displayed.
2. Right-click the title of the meeting in your calendar. It doesn't matter which occurrence you click.  
An option menu displays.
3. Click **List occurrences**.  
The **Event: Occurrences of *event title*** page displays with a list of projected occurrences of the meeting.
4. In the **Subject** column, left-click the event title that corresponds with the day for which you want to reply.  
An option menu displays.
5. In the invitation options menu, choose the appropriate option. (Some options might not be available, depending on your particular situation. For example, if you responded with **Tentative** initially, the **Tentative** option will be unavailable (and grayed out) in the command menu.)
  - ❖ **Accept:** Click to accept the invitation and keep the event on your calendar. If the event repeats, you accept all occurrences of the meeting.
  - ❖ **Tentative:** Click to designate yourself as a tentative attendee. With this option, the event will be kept in your calendar.
  - ❖ **Decline:** Click to decline the meeting. The event will be removed from your calendar.
  - ❖ **Delete:** Click to decline this occurrence of the event and remove it from your calendar. If the event repeats, the other occurrences will remain in your calendar; however, this occurrence will be removed from your calendar. For one-time events, clicking **Delete** is the same as declining the invitation.
  - ❖ **Delete event series:** Click to decline the event series and to remove all occurrences from your calendar.

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Depending on the option you clicked, the Accept Meeting, Tentative Meeting, Decline Meeting, or Delete Meeting window displays.

The following options might also be available from the command menu; however, they do not affect your response directly:


- ❖ **Open or Open event series:** Click to view the full details of the event or to update the event. (You must have the proper access permissions to make updates. See [Setting Access Controls for Your Calendar and Tasks](#) on page 207.)
  - ❖ **Reply to owner:** Click to open a **Compose** window with the meeting owner's email address in the **To** text box and the meeting title as the **Subject**.
  - ❖ **List occurrences:** Clicking this link simply refreshes the **Event: Occurrences of event title** page.
6. Do one of the following as appropriate:
- ❖ In the Accept, Tentative, or Decline meeting windows, leave the default **Yes** option selected so that your response will be sent to the meeting owner and then complete the following steps:
    - a. (Optional) Enter text in the **Comment** field.
    - b. Click **Accept**, **Tentative**, or **Decline** as appropriate.
  - ❖ In the Accept, Tentative, or Decline meeting windows, click the **No** radio button so that your response will not be sent to the meeting owner, and then click **Accept**, **Tentative**, or **Decline**.

**Important:** If you click **No**, an email response will not be sent to the event owner. Further, your status will appear as Unconfirmed to the owner.
  - ❖ In the Delete Meeting window, leave the **Delete and send a response to the meeting owner option** selected and then complete the following steps:
    - a. Click **OK**.

The Send Decline Response window displays.
    - b. (Optional) Enter text in the **Comment** field.
    - c. Click **Decline**.
  - ❖ In the Delete Meeting window, click the **Delete without sending a response** radio button.

## Changing Your Response to a Meeting Invitation

If you already responded to a meeting invitation but want to change your response, do the following:

1. In the navigation pane, click the  **Calendar** tab.

Your calendar displays in the view (**Day**, **Week**, **Horizontal Week**, **Month**, **List**) that was last displayed.
2. In your calendar, right-click the title of the event.

The invitation options menu displays. If the event repeats, the menu will include the **Open event series**, **List Occurrences**, and **Delete event series** options. In the invitation options menu, choose the appropriate option. (Some options might not be available, depending on your particular situation. For example, if you

responded with **Tentative** initially, the **Tentative** option will be unavailable (and grayed out) in the command menu.)

- ❖ **Accept:** Click to accept the invitation and keep the event on your calendar. If the event repeats, you accept all occurrences of the meeting.
- ❖ **Tentative:** Click to designate yourself as a tentative attendee and keep the meeting in your calendar.
- ❖ **Decline:** Click to decline the meeting and remove the event from your calendar.
- ❖ **Delete:** Click to decline this occurrence of the event and remove it from your calendar. If the event repeats, the other occurrences will remain in your calendar; however, this occurrence will be removed from your calendar. For one-time events, clicking **Delete** is the same as declining the invitation.
- ❖ **Delete event series:** Click to decline the event series and to remove all occurrences from your calendar.

Depending on the option you clicked, the **Accept Meeting**, **Tentative Meeting**, **Decline Meeting**, or **Delete Meeting** window displays. Additionally the meeting invitation is removed from the message list.

The following options might also be available from the options menu; however, they do not affect your response directly:

- ❖ **Open** or **Open event series:** Click to view the full details of the event or to update the event. (You must have the proper access permissions to make updates. See [Setting Access Controls for Your Calendar and Tasks](#) on page 207.)
- ❖ **Reply to owner:** Click to open a **Compose** window with the meeting owner's email address in the **To** text box and the meeting title as the **Subject**.
- ❖ **List occurrences:** Click to display a page that lists the projected occurrences of the event. From that page, you can reply to selected meetings within the series. See [Responding to Selected Meetings in a Series](#) on page 123.

3. Do one of the following as appropriate:

- ❖ In the **Accept**, **Tentative**, or **Decline** meeting windows, leave the default **Yes** option selected so that your response will be sent to the meeting owner and then complete the following steps:
  - a. (Optional) Enter text in the **Comment** field.
  - b. Click **Accept**, **Tentative**, or **Decline** as appropriate.
- ❖ In the **Accept**, **Tentative**, or **Decline** meeting windows, click the **No** radio button so that your response will not be sent to the meeting owner, and then click **Accept**, **Tentative**, or **Decline**.
 



**Important:** If you click **No**, an email response will not be sent to the event owner. Further, your status will appear as **Unconfirmed** to the owner.
- ❖ In the **Delete Meeting** window, leave the **Delete and send a response to the meeting owner** option selected and then complete the following steps:
  - a. Click **OK**.  
The **Send Decline Response** window displays.
  - b. (Optional) Enter text in the **Comment** field.
  - c. Click **Decline**.
- ❖ In the **Delete Meeting** window, click the **Delete without sending a response** radio button.

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## Responding to Unconfirmed Meetings

Calendar provides an easy way to view meetings scheduled by others to which you have not responded.

To access all of your unconfirmed meetings and make responses:

1. In the navigation pane, click the  **Calendar** tab.
2. In the calendar navigation pane tree view, click **Unconfirmed Meetings**, and click the **List View** icon  in the toolbar. Meetings scheduled by others to which you have not responded are shown.
3. Left-click the title of an event to display an options menu.
4. In the invitation options menu, choose the appropriate option. (The options available can vary. For example, the options menu will include the **Open event series**, **List Occurrences**, and **Delete event series** options if the event repeats.
  - ❖ **Accept:** Click to accept the invitation and keep the event on your calendar. If the event repeats, you accept all occurrences of the meeting.
  - ❖ **Tentative:** Click to designate yourself as a tentative attendee and keep the meeting in calendar.
  - ❖ **Decline:** Click to decline the meeting and remove it from your calendar.
  - ❖ **Delete:** Click to decline the invitation and remove the event from your calendar. This option is available only for one-time events.
  - ❖ **Delete event series:** Click to decline the event series and to remove all occurrences from your calendar. If you want to respond to selected meetings within a series, see [Responding to Selected Meetings in a Series](#) on page 123.

Depending on the option you clicked, the Accept Meeting, Tentative Meeting, Decline Meeting, or Delete Meeting window displays.

The following options might also be available from the command menu; however, they do not affect your response directly:

- ❖ **Open or Open event series:** Click to view the full details of the event or to update the event. (You must have the proper access permissions to make updates. See [Setting Access Controls for Your Calendar and Tasks](#) on page 207.)
  - ❖ **Reply to owner:** Click to open a **Compose** window with the meeting owner's email address in the **To** text box and the meeting title as the **Subject**.
  - ❖ **List occurrences:** Click to display a page that lists the projected occurrences of the event. From that page, you can reply to selected meetings within the series. See [Responding to Unconfirmed Meetings](#) on page 126.
5. Do one of the following as appropriate:

- ❖ In the Accept, Tentative, or Decline meeting windows, leave the default **Yes** option selected so that your response will be sent to the meeting owner and then complete the following steps:
  - a. (Optional) Enter text in the **Comment** field.
  - b. Click **Accept**, **Tentative**, or **Decline** as appropriate.
- ❖ In the Accept, Tentative, or Decline meeting windows, click the **No** radio button so that your response will not be sent to the meeting owner, and then click **Accept**, **Tentative**, or **Decline**.  
**Important:** If you click **No**, an email response will not be sent to the event owner. Further, your status will appear as Unconfirmed to the owner.
- ❖ In the Delete Meeting window, leave the **Delete and send a response to the meeting owner** option selected and then complete the following steps:
  - a. Click **OK**.  
The Send Decline Response window displays.
  - b. (Optional) Enter text in the **Comment** field.
  - c. Click **Decline**.
- ❖ In the Delete Meeting window, click the **Delete without sending a response** radio button.

## Finding Dates, Events, Meetings, or Tasks

With WebCal, you can search your calendar database for a specific date, event, or meeting; this operation works in an identical manner for **Task** searches.





Calendar provides a **Find** engine for people (contacts and other users on the system) on the **Schedules** tab in the **Add/Edit Event** window. The Find engine is also available in the following places: on a calendar view page that displays once you click **Schedules**, on the **Shared Calendars** page, and on the **Subscriptions** page.



### Searching for a Calendar Date

Use the thumbnail calendar in the navigation pane to search for a date. (The thumbnail calendar appears once you click the **Calendar** tab.) Use the **Previous** button ◀ and **Next** button ▶ as necessary to display the desired month. Click the specific date, and then click the **Day View** icon 📅 to see events scheduled for that day.

### Searching for Calendar Events, Meetings, and Tasks

Click  **Tools** >  **Search** to open the search area. Click **Advanced** in the search area for more options.

To search for an event, follow these steps from the Calendar tab.

1. Click the  **Tools** menu icon ☰ and then  **Search**.  
A search area opens on the page.
2. Use one of the following methods:



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- ❖ In the text box, enter a text string to be used to search the **Title**, **Description**, and **Attendees** fields of events/meetings. The text string may be a complete or partial word or name. Example: Type **test**, **tes**, or **te** to search for all events/meetings with the letter combinations “test”, “tes” or “te” in their title, description, or list of attendees.
  - ❖ Click **Advanced** and fill in the additional search criteria options as necessary. Your criteria is used to search fields of scheduled events/meetings. Advanced options are:
    - **Any field:** Text string used to search in the **Subject**, **Description**, **Location**, **Category**, **Attendee**, and **Resource** fields. You can enter partial words or names.
    - **Subject:** Text string used to search **Subject** field. Partial words are OK.
    - **Description:** Text string used to search **Description** field. Partial words are OK.
    - **Location:** Text string used to search **Location** field.
    - **Category:** Text string used to search **Category** field.
    - **Attendee or Resource:** Text string used to search **Attendee** and **Resource** fields.



When performing a text string search, you can utilize the AND and OR operators. In a search criteria text box, you can enter a combination of words, each word separated by a space. This syntax automatically uses the OR operator, returning all events containing any of the specified words. For example; type **test search time** to search for all events/meetings with the words “test” OR “search” OR “time” in their title or description. You can also enter a combination of words, using the AND operator in between. This syntax automatically returns all events containing all the specified words. For example; type **test AND search AND time** to search for all events/meetings with the words “test”, “search”, and “time” in their title or description.

3. Click **Search**.  
Events and meetings that match your search criteria are displayed in a list. Click an event’s **Subject** link to display all its details in the **Add/Edit Event** window.



## Managing Your Calendar Account

Click **Calendar** in the left hand navigation pane to access your events.

Click **New** to open the **Add/Edit Event** window; click meeting flags (purple  are your events, green  are subscribed events) to open command menus, hover over them or event titles to open event profiles. Click a date in the Thumbnail Calendar at left to jump your display to that date.

This section provides information on the following topics:

- ◆ How to best use the **Calendar** navigation and command options, see [Using Calendar](#) on page 132.
- ◆ How to get different views (daily, weekly, monthly, list) of your calendar, see [Changing Your Calendar Display](#) on page 134.
- ◆ How the Thumbnail calendar works, see [Working with the Thumbnail Calendar](#) on page 134.
- ◆ How to ensure that events are scheduled in your calendar, see [Getting Meetings Scheduled in Your Calendar](#) on page 136.
- ◆ How to set up categories for your calendar events, see [Using Calendar Categories](#) on page 137.
- ◆ How to set up filters for your calendar events, see [Using Calendar Filters](#) on page 140.
- ◆ How to sync your WebCal calendar with your Outlook calendar, see [Syncing Your Calendar with Other Calendars](#) on page 143.
- ◆ How to import or export calendar data, see [Importing or Exporting Calendar Data](#) on page 144.
- ◆ How to change your WebCal appearance, and set defaults, see [Customizing Your Calendar](#) on page 145.

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### Questions

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How do I change views?

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Why is my Calendar showing the wrong day?

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How can I personalize my calendar?

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How do I get a daily email summarizing my day's events?

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What's the difference between synchronization ("Sync") and Import/Export?

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## Using Calendar




The **Calendar** tab toolbar, the row of command icons and menus running horizontally along the top; and navigation pane to the left, below the application tabs, offer many ease-of-use features. Read this section to get the most out of each.

### Using the Calendar Toolbar

Throughout WebCal Corporate Edition, clicking a command icon (shown below) in a toolbar gives you the default behavior, clicking the menu icon  opens a shortcut menu. Mousing over a command button displays a “tooltip” with information on using the button.

The **Calendar** toolbar command menus are as follows:



- ◆ Click  **New** to open the **Add/Edit Event** window; click  for this menu:
  - ❖ **Event:** Opens the **Add/Edit Event** window; for details, see [Adding Events or Meetings](#) on page 112.
  - ❖  **Category:** Opens the **Add/Edit Category** window; for details, see [Using Calendar Categories](#) on page 137.
  - ❖  **Filter:** Opens the **Add/Edit Filter** window; for details, see [Using Calendar Filters](#) on page 140.
- ◆ Click  **Schedules** to open the **Schedules** page on which you can check other people's availability; for details, see [Viewing Others' Schedules](#) on page 122.
- ◆ Click  **Tools**  for this menu:
  - ❖ **Categories:** Opens the **Categories** list page; for details, see [Using Calendar Categories](#) on page 137.
  - ❖ **Filters:** Opens the **Filters** page; for details, see [Using Calendar Filters](#) on page 140.
  - ❖ **Search:** Opens a search section. For details, see [Finding Dates, Events, Meetings, or Tasks](#) on page 128.
  - ❖ **Import/Export:** Opens the **Calendar Import/Export** page. For details, see [Importing or Exporting Calendar Data](#) on page 144.
  - ❖ **Delete:** Lets you delete blocks of calendar events. For details, see [Deleting Events and Meetings](#) on page 120.
- ◆ Click **Today** to open the **Day View** (see below).
- ◆ Click  **Day View** to display the current or selected day in hourly increments, morning to evening.
- ◆ Click  **Week View** to display the current or selected week in daily increments, Sunday through Saturday.
- ◆ Click  **Horizontal Week View** to display the current or selected week in daily increments, Sunday through Saturday.

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- ◆ Click  **Month View** to display the current or selected month in daily increments, Sunday through Saturday.
  - ◆ Click  **List View** to display a list of all your scheduled events.
  - ◆ Click  (tooltip: **Print**) to open your browser's **Print** dialog box and print your calendar as its displayed in the current view.

## Using the Calendar Navigation Pane

The **Calendar** navigation pane begins with the **Thumbnail Calendar**, that allows you to quickly change the date of the main display. See [Working with the Thumbnail Calendar](#) on page 134 for details.

Below the **Thumbnail Calendar** is the **My Calendar** link; further down is the **Shared Calendars** and **Subscribed** links, which work in a similar way.

- ◆ Click **My Calendar** to open your calendar, in the last selected view, in the main display. Your calendar **Categories** and **Filters** display under the **My Calendar** link, in tree view. Click a **Collapse** icon  to close the branches of a tree view; click an **Expand** icon  to open the branch.
- ◆ Click **Categories** or **Filters** to open those pages, respectively. Click a category name to open in the main display only events created in that category (see [Using Calendar Categories](#) on page 137 for details). Click a filter name to open in the main display only events meeting those filter conditions (see [Using Calendar Filters](#) on page 140 for details).
- ◆ Click **Shared Calendars** to open the **Shared Calendars** page where you can add a **User** calendar, those calendars which you have already added display under the **Shared Calendars** link; see [Viewing Shared Calendars](#) on page 152 for details. If you add a calendar that does not have the permissions set properly, its name displays greyed-out in the navigation pane but, if you click it, a small “Permission denied” message displays.

## Changing Your Calendar Display

WebCal allows you to view your personal calendar in a Daily, Weekly vertical, Weekly horizontal, or Monthly format. Use the icons in the toolbar at top to change the display format, see [Using the Calendar Toolbar](#) on page 132 for details. Additionally, you can specify a **Default View**, see [Presentations](#) on page 205.

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### Questions

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How do I change views?

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## Viewing Basic Event Information

To get the title, date, and owner of an event, single-click the event in your calendar display. A pop-up window opens with that information.

## How do I change views?

Click one of the view icons in the toolbar, see [Using the Calendar Toolbar](#) on page 132 for details. Or you can set a **Default View** on the **Options > Calendar > Presentations** page; see [Presentations](#) on page 205 for details.

## Working with the Thumbnail Calendar

The Thumbnail calendar located in the left hand navigation pane, shown below, lets you quickly navigate to a particular date. Today's date is outlined in pink; that date becomes outlined in yellow if you move to another month.



Move incrementally through the selected main display view using the Thumbnail calendar by clicking the following:

- ◆ Click the **Previous** ◀ and **Next** ▶ buttons to view the following or previous month in the Thumbnail, and the corresponding selected view in the main display.
- ◆ Click a **Date** link to view that day in the main display.
- ◆ Use the scroll bar to move from month to month in the Thumbnail and main display.

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### Questions

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Why don't I see a meeting in my Calendar?

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Why is my Calendar showing the wrong day?

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How can I personalize my calendar?

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How do I get a daily email summarizing my day's events?

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## Why don't I see a meeting in my Calendar?

If you find out that a meeting does not appear in your calendar, two common explanations are:

- ◆ You did not open or preview the meeting invitation. See [Getting Meetings Scheduled in Your Calendar](#) on page 136 for details.
- ◆ You declined the meeting invitation. Once you decline a meeting, the meeting is removed from your calendar and the meeting invitation is deleted from your message list. See [Responding to Meeting Invitations](#) on page 64.

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## Why is my Calendar showing the wrong day?

If your calendar is showing the wrong day for the selected date, check that your time zone is set correctly. You set this on the **Options > General > Personal** page; see [Personal \(Name, Time Zone, Character Set\)](#) on page 196 for details.

## How can I personalize my calendar?

On the **Options > Calendar** pages, you can set many calendar defaults. See [Calendar Options](#) on page 204 for details.

## How do I get a daily email summarizing my day's events?

You set up default daily summaries on the **Options > Calendar > Reminders** page; see [Reminders](#) on page 206 for details.

# Getting Meetings Scheduled in Your Calendar

If someone invites you to a meeting, the event will *not* be added to your calendar until you view the meeting invitation sent to you. Viewing means you do one of the following to the meeting invitation:

- ◆ Open it.  
See [Opening and Reading Messages](#) on page 35.
- ◆ Preview it.  
See [About the Message Pane](#) on page 34.

Once you've opened or previewed the meeting invitation, you can act on it. See [Responding to Meeting Invitations](#) on page 64.

In previous versions of WebMail/WebCal, a meeting would automatically appear in your calendar as soon as the event organizer scheduled it. No action by you was required. Now, however, it's critical that you open or preview a meeting invitation so that the event appears in your calendar.



If you schedule a meeting in WebCal and include a resource (such as a conference room), the event will automatically display in the resource's calendar.

# Using Calendar Categories

Calendar categories allow you to organize your events and meetings in the way most useful to you; this can be very handy if you have many different types of events. For example, you may have a **Work** category for those events having to do with work, a **Personal** category for events with family and friends, and a **School** category for school events. Assigning categories to events makes it easier to search

for a particular event; just select the category in the left hand **Calendar** navigation pane and only those events assigned to that category display.


Your categories display in the navigation pane; click on a category name and your calendar displays only the events belonging to that category. You can add a category in two ways:

- ◆ Calendar Category Quick Add
- ◆ Adding Calendar Categories

## Calendar Category Quick Add

To quickly add a calendar category, use the **Categories** page.

To quickly add a category, follow these steps.

1. Click **Categories** in the calendar navigation pane.  
The **Categories** page displays.
2. Enter a name for the category in the **Category** text box, and then click **Add**.  
The page refreshes with your category listed.
3. Click the category's **Edit** icon  to set its access permissions.  
The **Add/Edit Category** window opens. See [Adding Calendar Categories](#) on page 138, next, for details.




**Tasks** and **Calendar** categories are shared.


## Adding Calendar Categories

To add a calendar category with details, use the Calendar **Add/Edit Category** pop-up window.

To add a category with details, follow these steps.




1. Click the **New** menu icon  and then **Category**.  
The **Add/Edit Category** window opens.
2. Enter the name of your category and select one:



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- ❖ **Use calendar permissions:** The category inherits the current calendar permissions. If this is your choice, skip to Step 4.  
Or
  - ❖ **Override:** Use this option if you want to grant special privileges to certain users. To do this, continue with Step 3.
3. Allow one or more people special access permissions to the calendar category by doing the following:
    - a. Enter a **User** name and click **Add**; repeat as necessary. Or, click the underlined **User** link to use the **Find Users** window; see [Using the Find Users Window](#) on page 165 for details.
    - b. Set access permissions for the selected users by selecting or deselecting the **Read Events** and/or **Modify Events** checkboxes for each. To remove a user from the list, select the appropriate **Delete** checkbox and click **Update Users**. The **Anyone** user applies to all users on your system.
  4. When you are finished, click  **OK**.  
The **Add/Edit Category** window closes and the **Categories** page displays. Your category is now listed in the navigation pane tree view and on the **Categories** page. When you click a calendar **Categories** link, only the events that are in the category display.


## Renaming Calendar Categories

To rename a category, follow these steps.

1. Click **Categories** in the calendar navigation pane.  
The **Categories** page displays.
2. Click the  **Edit** icon for the category that you want to rename.  
The **Add/Edit Category** window opens.
3. Enter the new name for the category. Click  **OK** or  **Cancel**.  
If you click **OK**, the category name changes. If you click **Cancel**, the edit operation is terminated.

## Deleting Calendar Categories



To delete a category, follow these steps.

1. Click **Categories** in the calendar navigation pane.  
The **Categories** page displays.
2. Click the **Delete** icon  for the category that you want to remove.  
A message displays indicating that the category is deleted; it is removed from the categories list.

## Using Calendar Filters

Calendar filters allow you to easily view all your calendar events of a particular sort.

To create a calendar event filter, follow these steps.

1. Click the **New** menu icon  and then  **Filter**.  
The **Add/Edit Filter** window opens. If you have existing filters, they display in alphabetical order.
2. Specify the following data:
  - ❖ **Name:** A name for the filter. This name displays in the navigation pane; when you click it, your calendar displays only those events matching the filter.
  - ❖ **Apply to:** Select one:
    - **Any of the following:** The event must match at least ONE of the other filter criteria that you specify.
    - **All of the following:** The event must match ALL of the other filter criteria that you specify.
  - ❖ **Occuring:** Select one:
    - **Anytime:** All events.
    - **In the future:** All events occurring after today's date.
    - **Between:** Choose either the **Start of Calendar**, or select an exact date; and choose either **End of Calendar**, or select an exact date. This sets the time frame for events you want to view.
  - ❖ **Category** (optional): Events belonging to the specified category.
  - ❖ **Subject** (optional): Events having the specified title. Choose one:
    - **Matches exactly:** The event **Subject** field must exactly match the text that you enter.
    - **Starts with:** The first few words of the event **Subject** field must match the text you enter.
    - **Contains exact phrase:** The event **Subject** field must contain the exact phrase that you enter.
    - **Contains any of the words:** The event **Subject** field must contain at least one of the words that you enter. Separate each word with a space (for example, **test grade score**).
  - ❖ **Description** (optional): The event description; choose one:
    - **Matches exactly:** The event **Description** field must exactly match the text that you enter.


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- **Starts with:** The first few words of the event **Description** field must match the text you enter.
  - **Contains exact phrase:** The event **Description** field must contain the exact phrase that you enter.
  - **Contains any of the words:** The event **Description** field must contain at least one of the words that you enter. Separate each word with a space (for example, **test grade score**)
  - ❖ **Optionally, you can also specify the following:**
    - **Attendees: Who was invited to the event.**
    - **Owner:** Who created the event.
    - **External Attendees:** People invited to the event who are outside the WebCal system.
    - **Resources:** Resources selected for the event.
    - **Location:** Manually entered location text for the event.
    - **Attachments** (you can use wildcards such as \*.doc which would apply to all events with a .doc attachment).
  - ❖ **Type (first drop-down list):** You can choose one of the following options:
    - **Repeating and non-repeating events:** Both repeating and non-repeating events, limited by the above selections, are filtered.
    - **No repeating events:** Only non-repeating events, limited by the above selections, are filtered.
    - **Only repeating events:** Only repeating events, limited by the above selections, are filtered.
  - ❖ **Type (second drop-down list):** You can choose one of the following options:
    - **Regular and all-day events:** Both regular and all-day events, limited by the above selections, are filtered.
    - **Only regular events:** Only regular events, limited by the above selections, are filtered.
    - **Only all-day events:** Only all-day events, limited by the above selections, are filtered.
  - ❖ **Type (third drop-down list):** You can choose one of the following options:
    - **Include subscribed events:** Subscribed events as well as non-subscribed events, limited by the above selections, are filtered.
    - **Exclude subscribed events:** Only non-subscribed events, limited by the above selections, are filtered.
    - **Only subscribed events:** Only subscribed events, limited by the above selections, are filtered.
  - ❖ **Type (fourth drop-down list):** You can choose one of the following options:

- **All meetings:** All existing events, limited by the above selections, are filtered.
  - **Confirmed meetings only:** Only events that you have accepted, limited by the above selections, are filtered.
  - **Unconfirmed meetings only:** Only events that you have not accepted, limited by the above selections, are filtered.
  - **Declined meetings only:** Only events that you have declined, limited by the above selections, are filtered.
3. Once you have created your filter, click **OK**.  
The system closes the window and accepts the settings; the filter name appears in the navigation pane tree view and on the **Filters** page. If you click on the name in the navigation pane tree view, your calendar display shows only those events matching the filter.

## Editing Calendar Filters


Once created, you can easily edit calendar filters.

To edit a Calendar filter, follow these steps.

1. Click **Filters** in the calendar navigation pane.  
The **Filters** page displays .
2. Click the **Edit** icon  for the filter you want to change.  
The **Add/Edit Filter** window opens.
3. Change the filter using the methods described in [Using Calendar Filters](#) on page 140. Click **OK**.  
The system closes the window and applies your changes.

## Deleting Calendar Filters

To delete a Calendar filter, follow these steps.

1. Click **Filters** in the calendar navigation pane.  
The **Filters** page displays
2. Click the **Delete** icon  for the filter you want to remove.  
The filter is deleted from the **Filters** page and the navigation pane. The **Filters** page refreshes, showing the remaining filters or a message that you do not currently have any filters.

## Synching Your Calendar with Other Calendars

If your system is set up accordingly, you can synchronize your calendar's events and to-do/task items, as well as your contacts, with Microsoft Outlook or the following applications that run on the Apple Macintosh platform: Address Book, iCal, and Microsoft Entourage. To do this, you must download and install either the ConnectR or Mirapoint Connector for Mac (MCM) applications.

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## Questions

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What's the difference between synchronization ("Sync") and Import/Export?

Get the ConnectR or MCM application by doing the following:

1. Click **Options** in the upper right corner and then click the **ConnectR** or **MCM** link. (The link available to you depends on your computer's platform: Windows (ConnectR) or Mac (MCM).
2. Complete instructions on the page for downloading the add-in. Additional information about the applications are available at:
  - ❖ [www.connectrinfo.com](http://www.connectrinfo.com)
  - ❖ [www.mcminfo.com](http://www.mcminfo.com)

What's the difference between synchronization ("Sync") and Import/Export?

You can synchronize your Calendar with a Microsoft Outlook calendar you maintain so that both calendars contain the same information. You can also sync your calendar with these applications that run on the Apple Macintosh platform: Address Book, iCal, and Microsoft Entourage. To do so, you must download and install either the ConnectR add-in (Windows) or Mirapoint Connector for Mac (Macintosh) utilities. You download these applications from the **Options > Download > ConnectR** or **MCM** pages. However, these pages are only available if this feature is enabled on your system. The download page available to you depends on your computer's platform (Windows or Mac). In addition to calendar events, synchronization can include calendar to-do/task items and contacts.d.



Importing and exporting allows you to import and export calendar information from applications using vCalendar, a format identified by the .vcs extension, and is not restricted only to WebCal and Outlook. You can also export WebCal calendar information for use with other calendar programs that support the same mandatory vCalendar elements. While the import/export feature lets you add information from one calendar to another, it doesn't ensure that they're synchronized. You'd have to manually compare and reconcile the calendars. Also, an import or export operation cannot be set to run automatically.

## Importing or Exporting Calendar Data

WebCal allows you to import calendar information from applications using vCalendar, a format identified by the .vcs extension. You can also export WebCal calendar information for use with other calendar programs that support the same mandatory vCalendar elements.



### Importing a Calendar File

To import a calendar file, follow these steps.

1. Click the  **Tools** menu icon  and then **Import/Export**.  
The **Import/Export** page displays.
2. Click **Browse**.  
A **Choose file** dialog box opens.
3. Navigate to the calendar file (VCS) you want to import, select it, and click **Open**.  
The selected file name appears in the **Import/Export** text box.
4. Click **Import**.  
The file data is imported into your calendar.

## Exporting a Calendar File

To export a calendar file, follow these steps.

1. Click the  **Tools** menu icon  and then **Import/Export**.  
The **Import/Export** page displays.
2. Click **Export**.  
A **File Download** dialog box displays.
3. Click **Save**.  
A **Save As** dialog box appears.
4. Navigate to the directory where you want to save the file. You can enter a name for the file, or use the default name. Click **Save**.  
The Calendar information is exported and saved in the selected directory.

## Customizing Your Calendar

Calendar lets you customize your display in these ways:

- ◆ Set the default view, start day for the week, time mode, day start and end, day interval length, whether event text displays, and more, see [Presentations](#) on page 205.
- ◆ Set a default for when you receive reminders for events; also set when to receive summaries of your calendar events, see [Reminders](#) on page 206.
- ◆ Set permissions so others can subscribe to your calendar; also set permissions on a per-user basis, see [Sharing Controls](#) on page 207.
- ◆ Add other calendars to your calendar. When you subscribe to a calendar, all of the events of that calendar display in your own calendar, see [Subscribing to Calendars](#) on page 158.

Additionally, using the **Options** window that you access through the link in the upper right corner, you can change your password, set a character set and a time zone, and set a Color Theme. For details, see [General Preferences](#) on page 195.

## Using Calendar Reminders and Summaries

Calendar can send you reminders, at the time and to the email address and/or mobile device you specify, of scheduled events. Additionally, Calendar can send you a summary email of all your scheduled events.

Click **Options** in the banner, and then **Reminders** in the **Options** window, to set up reminders of your scheduled events and meetings. On the same page, you can request daily, weekly, or monthly summaries of your scheduled events and meetings.

This section provides information on the following topics:

- ◆ How to set up default and ad hoc calendar event reminders, see [Getting Calendar Reminders](#) on page 147.
- ◆ How to set up event summaries on a daily, weekly, or monthly basis, see [Getting Calendar Summaries](#) on page 149.

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### Questions

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How are Reminders different from Summaries?

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How do I use reminders?

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Why am I not getting my reminders?

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## Getting Calendar Reminders

WebCal provides a mechanism for you to receive reminders to events, you can set default reminder specifications, and change them on a by-event basis. You can receive reminders via an email address or a mobile device, such as a pager. You set default reminders using the **Options > Calendar > Reminders** page.

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### Questions

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How are Reminders different from Summaries?

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How do I use reminders?

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Why am I not getting my reminders?

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## Setting Default Event Reminders

You can set a default time for email and/or mobile device reminders; and, also, change the email address to which reminders are sent and specify a mobile device phone number.

To set default event reminders, follow these steps.

1. On the **Options > Calendar > Reminders** page in the area at top, specify the following for email and a mobile device, if applicable.
  - ❖ **E-mail:** Enter an email address for reminders to be sent; the default address used is whichever address Calendar uses to send you an event invitation. Additionally, choose a time increment from the shortcut menus to select **minutes** (in multiples of 5), **hours**, **days** and/or **weeks** (up to 4 weeks). The default value for is **5 minutes** before an event begins.
  - ❖ **Mobile Device:** Enter your mobile device's fully qualified phone number, which includes the service provider's domain name. (For example, 4155551212@xyz.com) If necessary, check with your service provider. Additionally, choose a time increment from the shortcut menus to select **minutes** (in multiples of 5), **hours**, **days** and/or **weeks** (up to 4 weeks). The default value is **Disabled** (no reminders are sent).
2. Click  **Apply**.

Your event reminders are sent as specified. You can adjust this on a by-event basis using options on the **Add/Edit Event** window **Description** tab.

Click  **Close** to dismiss the **Options** window.

## How are Reminders different from Summaries?

Calendar reminders are a way for you to alert yourself of an event. Calendar summaries are a way for you to keep track of all the events that you have in your calendar for a period of time.

## How do I use reminders?

You use reminders to get an email or mobile device alert at least 5 minutes before an event starts. You can set reminders to be sent up to 4 weeks before an event.

## Why am I not getting my reminders?

The most common reasons for not receiving reminders or receiving them at the wrong time are listed below:

- ◆ **Wrong time settings:** Make sure that your **Time Zone** and **Summary Reminders** options are set correctly. To set your Time Zone, see [Personal \(Name, Time Zone, Character Set\)](#) on page 196; to set your Summary Reminder options, see [Getting Calendar Summaries](#) on page 149.
- ◆ **Wrong alternate email address:** Ensure that the email address you set in the **E-mail** option at the top of the **Reminders** page is correct, see [Getting Calendar Reminders](#) on page 147.
- ◆ **Email delivery schedule:** Many email systems are set to poll or check for mail on a fixed schedule. If you only receive new email every 30 minutes, reminders set for less than 30 minutes before an event may arrive late.



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## Getting Calendar Summaries

You can receive an email or mobile device summary of your calendar events summarized **Daily**, **Weekly**, and/or **Monthly**.



The email address and/or phone number you enter in the **E-mail** and **Mobile Device** text boxes (respectively) at the top of the **Options > Calendar > Reminders** page is used for summaries as well as event reminders. To set the default email address or mobile device number, see [Setting Default Event Reminders](#) on page 147.

To do this, follow these steps.

1. On the **Options > Calendar > Reminders** page in the **Summary Reminders** area specify the following for email and a mobile device, if applicable.
  - ❖ **Daily E-mail** (disabled by default): Select from the drop-down list a time at which you want the summary to be sent; additionally, specify **Send present day's events** (default) or **Send following day's events**.
  - ❖ **Daily Mobile Device** (disabled by default): Select from the drop-down list a time at which you want the summary to be sent; additionally, specify **Send present day's events** (default) or **Send following day's events**.
  - ❖ **Weekly E-mail** (disabled by default): Select from the drop-down list a time at which you want the summary to be sent; additionally, specify **Sunday** (default) or select a day from the drop-down list. All values produce a summary for the current week.
  - ❖ **Monthly E-mail** (disabled by default): Select from the drop-down list a time at which you want the summary to be sent; additionally, specify **First day of the month** (default) or select a day from the drop-down list. The default value, **First day**, produces a summary for the current month's scheduled events; all other values produce a summary for the following month's events.
2. Click  **Apply**.  
Your event summaries are sent as specified.  
Click  **Close** to dismiss the **Options** window.



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## Sharing and Subscribing to Calendars

Click **Options** in the upper right corner, and then click one of the following links in the left navigation pane:

- ◆ **Sharing Controls:** Set your calendar access permissions. Your calendar access permissions allow you to control which users can:
  - ❖ Manage your calendar on your behalf (**Write**).  
This means a user can add, delete, and edit your calendar items (events and meetings) and tasks, as well as provide responses (accept, decline, tentative) for meetings already on your calendar.
  - ❖ Manage your calendar on your behalf and receive copies of your meeting invitations and related messages (**Delegate**). Your delegate will receive a copy of your meeting invitations and can respond to them directly from the email messages.
  - ❖ View your calendar (**Read**).
  - ❖ Check your schedule availability when scheduling meetings (**Free/Busy**)
  - ❖ View private events on your calendar (**Private**).
- ◆ **Publish:** Make your calendar available so that others can subscribe to it.
- ◆ **Subscriptions:** Manage your calendar subscriptions.

Your **Subscribed** calendars are those shared or public calendars to which you have subscribed, making them accessible to you through your calendar. Your **Shared Calendars** are those calendars whose owners have granted you **Read, Write, or Delegate** permission.

This section provides information on the following topics:

- ◆ How to access shared calendars, see [Viewing Shared Calendars](#) on page 152.
- ◆ How to make your calendar available for sharing, see [Sharing Your Calendar](#) on page 153.
- ◆ How to have others manage your calendar for you and vice versa, see [Managing Someone Else's Calendar](#) on page 155.
- ◆ How to subscribe to calendars, see [Subscribing to Calendars](#) on page 158.
- ◆ How to set up your calendar so that others can subscribe to it, see [Publishing Your Calendar](#) on page 159.

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 Questions
 

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 Can I let someone else edit my calendar?
 

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 What's the difference between sharing my calendar and setting the Read permission for another user?
 

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 What is the difference between "Private," "Public," and "Show as Busy" events?
 

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## Viewing Shared Calendars

Use the **Shared Calendars** page to add users to your shared calendars list. Depending on the permissions that a calendar owner grants, you can:

- ◆ View the owner's calendar and tasks only.  
This requires the owner to set the **Read** permission for you.
- ◆ Manage (view, add, delete, and edit) the owner's calendar items and tasks, as well as provide responses (accept, decline, tentative) for meetings already on the owner's calendar.  
This requires the owner to set the **Write** permission for you.
- ◆ Manage the owner's items and tasks, as well as receive copies of the owner's meeting invitations and related messages. As a delegate you can respond to the owner's meeting invitations directly from the email messages.  
This requires the owner to set the **Delegate** permission for you. See [About Delegation](#) on page 156 if necessary.

Shared calendars are accessible through the **Shared Calendars** tree view in your calendar navigation pane. This feature is particularly useful for a group calendar where one person maintains the group's calendar and all the members of the group access that shared calendar. In that manner, all the data entered in the group calendar is easily available and accessible to the group members.



To add other users' calendars to your Shared Calendars list, they must have enabled the **Read** or **Write** permission for you or the "anyone" user. They can grant these permissions on the **Options > Calendar > Sharing Controls** page. For more information on the required access permissions for calendar sharing, see [Setting Access Controls for Your Calendar and Tasks](#) on page 207.

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 Questions
 

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 Can I let someone else edit my calendar?
 

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 What's the difference between sharing my calendar and setting the Read permission for another user?
 

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 What is the difference between "Private," "Public," and "Show as Busy" events?
 


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To view shared calendars, follow these steps.

1. Click **Shared Calendars** in the calendar navigation pane.  
The **Shared Calendars** page displays.
2. Do one of the following:
  - ❖ If you know that the particular person whose calendar you want to view is on the system, enter his/her name in the text box and click **Add**.
  - ❖ Click **Find** and use the **Find Users** window; for details, see [Using the Find Users Window](#) on page 165.

The user displays in your shared calendar list in the navigation pane.


3. To view the user's calendar, click his/her link in your **Shared Calendars** tree view in the navigation pane.  
If person has granted you access permissions, her calendar displays in your contents pane. If you have not been granted access, a denied-access message displays.
4. To remove users from your Shared Calendars list, go to the **Shared Calendars** page and click the **Delete** icon  for that user.

## Sharing Your Calendar

You can change the permissions on your calendar to allow selected users or the “anyone” user (all users on your system) to share your calendar. Sharing your calendar means that you want other people to be able to view and possibly edit your calendar. Once you make your calendar available for sharing, other users must click the **Shared Calendars** link in their navigation pane and add your calendar to their shared calendars list. (See [Viewing Shared Calendars](#) on page 152).

Sharing puts a link to your calendar in the other users' navigation pane. If they click the link, your calendar displays in their main Calendar display pane and, if the **Write** permission is also set, they can edit items in your calendar. For details on calendar permissions, see [Setting Access Controls for Your Calendar and Tasks](#) on page 207.

To make your calendar available for sharing:

1. Click **Options** in the upper right corner and then click **Sharing Controls** in the navigation pane.  
The **Sharing Controls** page displays.
2. Identify specific users with whom you want to share your calendar by doing one of the following:
  - ❖ Enter a person's user name in the **User** text box and click **Add**.
  - ❖ Click **Find** and use the **Find Users** window. For details on using the window, see [Using the Find Users Window](#) on page 165.  
The person displays in the **User** list.
3. Click  **Apply**.  
Your access permissions are saved.



Don't identify individual users if you want all users on the system to share your calendar in some capacity. Instead, set the appropriate permissions for the "anyone" user. If you want a scenario where you allow everyone to view your events but allow only a select few to modify them, you'll need to set the **Read** permission for "anyone," and then grants specific users **Write** access.

For more information on the required access permissions for calendar sharing, see [Setting Access Controls for Your Calendar and Tasks](#) on page 207.

### Can I let someone else edit my calendar?

You can set access control permissions for another user on your system so that he can edit your calendar. To do this, use the **Options > Calendar > Sharing Controls** page, add the user to your access control list, and grant them the **Write** or **Delegate** permission. For details on calendar permissions, see [Sharing Controls](#) on page 207.

### What's the difference between sharing my calendar and setting the Read permission for another user?

When you select a user and grant them (or the special "anyone" user) the **Read** permission for your calendar, you have then made your calendar available for sharing. To complete the sharing process, users must go to their **Options > Calendar > Subscriptions** page and subscribe to your calendar.

### What is the difference between "Private," "Public," and "Show as Busy" events?

When you add a calendar item, you can choose whether the event/meeting registers you as **Busy** when other users do check your availability; this option is selected by default. De-select the **Show as Busy** option if you do not want this event/meeting to conflict with other meeting invitations.

Selecting **Private** for a calendar items makes it so the event/meeting only shows in your calendar and not in any calendars which subscribe to yours. This option is de-selected by default, making all events **Public** so that others subscribed to your Calendar can view them.

## Managing Someone Else's Calendar

In WebCal, you can manage other users' calendars and tasks on their behalf. Conversely, you can have others' manage your calendar and tasks for you. This topic covers:

- ◆ [About Delegation](#), which provides a general explanation of delegation and the parties involved.
- ◆ [Allowing Another to Manage Your Calendar](#), which provides instructions for giving someone delegate access to your calendar and tasks.

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## About Delegation

In WebCal, you can grant another person (a delegate) full access to your calendar. This arrangement enables the delegate to manage your calendar on your behalf. In this scenario, you are considered a *grantor*. A common scenario involving a delegate is an administrative assistant who has been granted access to his manager's calendar and handles meeting requests on her behalf.

### About the Grantor

As a grantor, you give the delegate write, read, and free-busy access to your calendar. Additionally, you can decide to:

- ◆ Re-route meeting-related emails sent to your delegate instead of you. With this feature enabled, meeting invitations will be sent to your delegate and you will never see them.
- ◆ Allow delegates to manage your private calendar items.



Your delegate will never receive meeting-related emails for private meetings. This is true whether you grant the delegate access to your private calendar items.

See [Setting Access Controls for Your Calendar and Tasks](#) on page 207 for details about all the permissions you can grant to others.

### About the Delegate

As a delegate, you must add the grantor to your list of shared calendars in order for you to manage the grantor's calendar. See [Viewing Shared Calendars](#) on page 152 for details on adding the grantor to your list of shared calendars. The grantor must have already given you Delegate access to his/calendar. (See [Allowing Another to Manage Your Calendar](#) on page 157.)

Once you have delegate access and can view the grantor's calendar, you can manage his calendar and tasks much like you can for yourself. Common delegate procedures include:

- ◆ Viewing events on the grantor's calendar.
- ◆ Modifying events on the grantor's calendar.
- ◆ Schedule events/meetings on behalf of the grantor.
- ◆ Receive meeting invitations on behalf of the grantor and be able to respond to them.
- ◆ Adding and deleting tasks to the grantor's calendar.
- ◆ Making events/meetings on the grantor's calendar private.



If the grantor gives you the proper permission, you will be able to view and modify his private calendar items. The grantor must click (select) the corresponding **Private** checkbox on the Sharing Controls page to give you access to his private events/meetings. See [Setting Access Controls for Your Calendar and Tasks](#) on page 207 for an explanation of the sharing options.

Essentially a delegate can accomplish the calendar- and task-related procedures in this help system on behalf of a grantor. The key thing is the delegate needs to ensure that he/she is working in the correct calendar (grantor A, grantor B, delegate's own, and so on).

## Allowing Another to Manage Your Calendar

You must grant another person Delegate access if you want him/her to manage your calendar on your behalf. See [About Delegation](#) on page 156.

To grant delegate access to another person:

4. The Sharing Controls page displays. (Optional) Click the **Private** checkbox to enable the delegate to view and edit your private events/meetings.

## Subscribing to Calendars

Use the **Options > Subscriptions** page to subscribe to other calendars. When you subscribe to another calendar, all its events automatically appear in your calendar. Subscribed-to events are indicated with a green meeting flag.

You do not need to subscribe to other calendars in order to see a person's availability when planning meetings. As long as the attendees have the **Free/Busy** permission set for you or the "anyone" user, you'll be able to see non-private items scheduled in their calendars.



The owner of the other calendar must have selected the **Publish my calendar** option on their **Options > Calendar > Publish Calendar** page in order for you to subscribe to their calendar. Public calendars are automatically subscribe-able.



The subscribed calendar feature is intended for general, published information such as company holidays, sporting-event schedules, and TV schedules, rather than other user's schedules. Because all of the events in a calendar to which you subscribe display in your own calendar, you may clutter your calendar and make it difficult to use. Viewing and modifying events on another person's calendar can be accomplished through the shared calendars feature, see [Viewing Shared Calendars](#) on page 152, which won't add items to your own calendar.


You can access the **Subscriptions** page in two ways:

- ◆ By clicking **Subscribed** in the **Calendar** navigation pane.
- ◆ By clicking **Options** in the upper right corner to display the **Options** window, and then clicking **Calendar > Subscriptions**.

You can find lots of interesting public calendars that you might want to subscribe to at <http://www.icalshare.com/>.

On the **Subscriptions** page, you can subscribe to a calendar in three ways:



- 
- ◆ **URL:** Enter the URL of a public, Internet calendar and click **Add**.  
Sometimes clicking the **Subscribe** link at another site does not work; in that case, copy the Download URL and paste it into the **URL** text box.
  - ◆ **User:** Enter the user name of a calendar that has subscribe permissions set and click **Add**.
  - ◆ Leave the **User** text blank and use the **Find** engine. For details, see [Using the Find Users Window](#) on page 165.  
The URL or user name displays in a Subscriptions list below with a Status message. Use the **Delete** icon  to remove them from the list.




WebCal does not verify that you entered the calendar data correctly.

## Publishing Your Calendar

Publishing your calendar allows other users on your system to subscribe to it; you do this on the **Options > Publish Calendar** page. However, you may never need to do so. This feature is intended for a system administrator who wants to set up a calendar that's useful for all employees (for example, a calendar that lists corporate holidays or pay dates). In this scenario, your system administrator must publish the calendar, and you must subscribe to it if you want the holidays or pay dates to display in your calendar.

Preferably, instead of publishing, you would use the shared calendar feature to allow others to view or manage. See [Sharing and Subscribing to Calendars](#) on page 151.


To publish your calendar:

1. Click **Options** in the upper right corner to display the **Options** window.
2. In the **Options** window's navigation pane, click **Publish**.
3. On the **Options > Publish Calendar** page, click the **Yes** radio button for the **Publish my calendar** option.
4. Click  **Apply**.  
Your calendar becomes available for other users to subscribe to.
5. Inform other users that your calendar may now be subscribed to. Once another user subscribes to yours (from their **Options > Calendar > Subscriptions** page), all your events automatically appear in that user's calendar.



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## Managing Your Contacts List

Click  **Contacts** in the left hand navigation pane to access your address book. Use it to store all your contact information for individuals, groups, or companies. Because it's online, you can access this information anytime you connect to the Internet.

This section provides information on the following topics:

- ◆ How to best use the **Contacts** navigation and command options, see [Using Contacts](#) on page 161.
- ◆ How to use the different functions available in your contacts list, see [Using the View Contacts List](#) on page 163.
- ◆ How to best use the **Find Users** popup that is available in many places, see [Using the Find Users Window](#) on page 165.
- ◆ How to search for contacts, see [Finding Contacts and Groups](#) on page 166.
- ◆ What you should know about directory services (address books), see [Using Directory Services](#) on page 168.
- ◆ How to import or export your contacts list, see [Importing or Exporting Contacts](#) on page 171.

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### Questions

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Can I compose an email or send an event invitation from my Contacts list?

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How can I print my Contacts list?

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## Using Contacts









The **Contacts** tab toolbar, the row of command icons and menus running horizontally along the top; and navigation pane to the left, below the application tabs, offer many ease-of-use features. Read this section to get the most out of each.

### Using the Contacts Toolbar

Throughout WebMail Corporate Edition, clicking a command icon (shown below) in a toolbar gives you the default behavior, clicking the menu icon  opens a



shortcut menu. Mousing over a command button displays a “tooltip” with information on using the button.

The **Contacts** toolbar command menus are as follows:

- ◆ Click  **New** to open the **Add/Edit Contact** window; click  for this menu:
  - ❖ **Contact**: Opens the **Add/Edit Contact** window; for details, see [Creating Contacts and Groups](#) on page 175.
  - ❖ **Group**: Opens the **Add/Edit Groups** page; for details, see [Creating and Viewing Groups](#) on page 181.
  - ❖ **Category**: Opens the **Add/Edit Category** page; for details, see [Adding and Editing Categories](#) on page 183.
  - ❖ **Directory Service**: Opens the **Add/Edit Directory Service** page; for details, see [Using Directory Services](#) on page 168.
- ◆ Click  **Delete** to remove contacts; click  for this menu:
  - ❖ **Delete**: Removes selected contacts from your list.
  - ❖ **Delete All**: Removes multiple contacts from your list; you do not have to select any checkboxes. A confirmation page displays once you click this option and you can de-select contacts you want to keep.
- ◆ Click  **Tools**  for this menu:
  - ❖ **Find Contact**: Opens the **Find Contact** page; for details, see [Finding Contacts and Groups](#) on page 166.
  - ❖ **Find Groups**: Opens the **Find Groups** page; for details, see [Creating and Viewing Groups](#) on page 181
  - ❖ **Find Directory Service Contacts**: Opens the **Find Directory Service Contacts** page; for details, see [Using Directory Services](#) on page 168.
  - ❖ **Import/Export**: Opens the **Contacts Import/Export** page; for details, see [Importing Contact Information](#) on page 171 and [Exporting Contact Information](#) on page 173.
- ◆ Click  (tooltip: **Print Preview**) to preview your contacts list in preparation for printing. The list contains first names, last names, and phone numbers. In the preview window, click  **Print** to display your browser’s print dialog box; then click **Print** in the dialog box. If your list spans more than one page, the currently displayed page is printed.

## Using the Contacts Navigation Pane

The **Contacts** navigation pane begins with the **My Contacts** link; further down is the **Directory Services** link, which works in a similar manner.

- ◆ Click **My Contacts** to open your contacts list in the main display. Your **Contacts Categories** display under the **My Contacts** link, in tree view. Click a **Collapse** icon  to close the branches of a tree view; click an **Expand** icon  to open the branch.
- ◆ Click **Categories** to open that page where you can add a contacts category. Click a category name to open in the main display only contacts added in that category (see [Adding and Editing Categories](#) on page 183 for details).

- ◆ Click **Groups** to open that page, where you can add a contacts group (see [Creating and Viewing Groups](#) on page 181 for details).
- ◆ Click **Directory Services** to open that page, where you can add a directory service (a contacts database). Click a directory service name to open in the main display only contacts entered in that service (see [Using Directory Services](#) on page 168 for details).

## Using the View Contacts List

Use the **View Contacts** list (click  **Contacts**) to find and take action on your contacts. There are several ways to add contacts, see [Creating Contacts and Groups](#) on page 175.

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### Questions

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Can I compose an email or send an event invitation from my Contacts list?

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How can I print my Contacts list?

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Your contacts list provides a quick and easy way to do the following:

- ◆ Navigate through your contacts list:
  - ❖ Use the Alphabet links at the top to jump to the **Contacts** page that you want.
  - ❖ Use the **First | Prev | Next | Last** links at the top right to move through the pages.
  - ❖ Use the **Go to page** links at the bottom to jump to a particular page of your contacts list.
- ◆ Take action on contacts in your list:
  - ❖ **Delete:** Select a contact's checkbox and click  **Delete** in the toolbar. You can delete all your contacts by clicking the  **Delete** menu icon  and then **Delete All**.
  - ❖ **View:** Click a contact's **View** icon  to open the **View Contact** window. Information about your contact is provided on five tabs: **General**, **Address**, **Company**, **Phone Numbers**, and **Description**. Click  **Close** to dismiss the window.
  - ❖ **Edit:** Click a contact's **Edit** icon  to open the **Add/Edit Contact** page; for details, see [Editing and Deleting Contacts](#) on page 178.
  - ❖ **Compose and/or Invite to Meetings:** Click the menu icon  next to any contact's name to open a shortcut menu allowing you to **Compose To**, **Compose Cc**, **Compose Bcc** that contact. **Note:** To compose a message to all contacts in your list, begin with one contact and then use the address links ([To](#), [Cc](#), [Bcc](#)) within the composition window to open the **Find Users** window. From there, you can add as many contacts as you want to your composition. for details, see [Using the Find Users Window](#) on page 165.

## Can I compose an email from my Contacts list?

Once you find a contact, simply click the menu icon  next to their name to open a shortcut menu allowing you to **Compose To**, **Compose Cc**, **Compose Bcc**.

## How can I print my Contacts list?

To initiate printing of your Contacts list, click  (tooltip: **Print Preview**) on the Contacts toolbar. To export your Contacts list, see [Exporting Contact Information](#) on page 173.

# Using the Find Users Window

The **Find Users** window opens when you click:

- ◆ A blue **Address** link (**To**, **Cc**, or **Bcc**) in the **Compose** window.
- ◆ The **Find** button or blue **User** link on various pages and pop-up windows throughout WebMail.



To use the **Find Users** window, follow these steps.

1. Specify the address book for your search by clicking the **Source** drop-down list. You can select from the following:
  - ❖ **Contacts**: Your contacts database.
  - ❖ **Groups**: Your contact groups database.
  - ❖ **User Search**: Users on your WebMail system.

Other search Sources can be added through the Directory Services page, see [Using Directory Services](#) on page 168.

2. Enter a name in the **Name** text box; you can leave this text box blank if you want your search results to list all the users in the source database you specified (in Step 1). Click **Find**.

A list of names that match your search criteria display in the window. If necessary, navigate through your results with the Alphabet links at top or the **First/Prev/Next/Last** links at top right.

3. If you want to act on more than one contact, click **Add >>** for each person. If you want to act on a single contact, click their blue name link instead. If you click a name link, the **Find Users** window goes away and that person is displayed in the right place in your Compose window. If you click **Add >>** for multiple contacts, those people display in the **Selected Users** list in the window's right pane.
4. Continue adding additional people the same way. Once you are satisfied with your list, click  **OK**. Click a person's  **Delete** icon to remove them from the list.




The **Find Users** window closes and your selections are displayed in the text boxes, lists, or fields in which the **Find** engine was originally invoked. For example, if you used the **Find Users** window to fill in the **To** text box while composing a message, the full addresses of your selections display on the **Compose** tab of the **Compose** window.

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## Finding Contacts and Groups

Contacts is fully searchable, whether you're looking for an individual, a group, or a user on your system. You can easily find a contact using the **Find Contacts**, **Find Groups**, or **Find Directory Service Contacts** page, respectively

To search for a contact, follow these steps.





1. Click  **Contacts** in the left navigation pane. The **View Contacts** page displays.
2. Click the  **Tools** menu icon  and then **Find Contacts**, **Find Groups**, or **Find Directory Service Contacts**. A search page opens with appropriate options.  
**Note:** Contacts is the default directory service. But you can add and use other directory services, see [Using Directory Services](#) on page 168.
3. Enter the data for your search as follows:
  - ❖ For a **Contacts** search:
    - **Name:** First, last, or nickname name.
    - **E-mail:** An email address, or portion of an email address.
    - **Category:** From the drop-down list, select a specific category. **All** is the default.
    - **Phone:** Phone number, or portion of a phone number.
    - **Address:** Street address, or portion of a street address.
    - **Other:** Enter an alphanumeric string for which to search, such as birth date, anniversary date, and so on.
  - ❖ For a **Groups** search:
    - **Group Name:** The name, or partial name, of the group.
    - **Member Name:** First, last, or nickname name.
    - **Member E-mail:** The email address, or partial address.
  - ❖ For a **Directory Service Contact** search:
    - **Name:** First, last, or nickname name.
    - **E-mail:** An email address, or portion of an email address.
    - **Directory Service:** Select from the drop-down list.

For all searches, you may also specify:



  - **Maximum Results:** How many search results should display on a page; the maximum you can set is the number of contacts in your list.
  - **Case sensitive:** Whether the search engine should consider case.
4. Click **Find**. To clear the data entered, click **Reset**. For **Directory Service Contact** searches, you can also click the **Edit** button. If you clicked **Find**, contacts containing one or more of your search criteria appear in a list. If you clicked **Reset**, the text boxes are cleared; you must reenter data to perform a search. If you clicked **Edit**, the **Add/Edit Directory Service** window opens for the selected directory service.

## Using Directory Services

Directory services are another name for address books besides your own. You use directory services to find contacts in those address books.

On the **View Contacts** page (which you access by clicking  **Contacts** in the left navigation pane), click the  **New** menu icon  and then  **Directory Service** to add other address books. The default directory service for **Contacts** is added by your system administrator and cannot be removed.





Once you have added a directory service, you can click its name link in the navigation pane to open the **Find Directory Service Contacts** page and search for those contacts, see [Finding Contacts and Groups](#) on page 166 for details. When searching for contacts, you can use directory services you have added by doing one of the following:

- ◆ From the **Find Directory Service Contacts** page, select a service from the **Directory Service** drop-down menu.
- ◆ From the **View Contacts** page, click the  **Tools** menu icon  and then **Find Directory Service Contacts**.
- ◆ From the **Find Users** window, select the directory service you want in the **Source** option's drop-down list.



### Adding a Directory Service

You may need to see your system administrator for information required to add a directory service.

To add a directory service, follow these steps.

1. Click  **Contacts** in the left navigation pane. The **View Contacts** page displays.
2. Click the  **New** menu icon  and then  **Directory Service**. The **Add/Edit Directory Service** window opens.
3. Enter the appropriate information in the following text boxes:
  - ❖ **Description:** The name of the directory service.
  - ❖ **Server:** The Internet address of the server. For example: ldap.example.com
  - ❖ **Search Root:** A code that restricts searching to a specific area.
  - ❖ **Port Number:** The port number on which the LDAP server allows connections. Default is 389.
  - ❖ **Scope:** From the drop-down list, select **Subtree** (default), **One Level**, or **Base**.
  - ❖ **Maximum Results:** The maximum number of search results to be returned.
4. If you want to access the directory service over a secure connection (https), select the **Yes** radio button for the **Secure Connection** option.






- 
5. If you want to require login verification to the directory service, select the **Yes** radio button for the **Login Required** option and enter information in the following text boxes:
    - ❖ **Login Name**
    - ❖ **Login Password**  
Typically, these are your WebMail login and password, unless your system administrator has indicated otherwise.
  6. Click  **OK** or  **Cancel**.  
If you click **OK**, the window closes and the system is set with the necessary information to access and use the specified directory server, and the new service is added and available for use. The service is now listed on the **View Directory Services** page and in the navigation pane. If you click **Cancel**, the add operation is terminated and the window closes.



When you add a directory service (or when your administrator adds one for the system), a **Maximum Results** limit is entered to prevent overload of search results. If a service contains more contacts that match the entered search criteria than the **Maximum Results** limit allows it to display, a **More Results** button appears. Click the **More Results** button to download another group of search results, again, up to the **Maximum Results** allowed.

## Viewing, Editing, or Deleting a Directory Service

To view, edit, or delete a directory service; follow these steps.

1. Click **Directory Services** in the tree view.  
The **View Directories Services** page displays.
2. Take any of these actions by clicking the appropriate icon:
  - ❖ **View** : Opens the **View Directory Service** window. Click **OK** to dismiss the window.
  - ❖ **Edit** : Opens the **Add/Edit Directory Services** page.
  - ❖ **Delete** : First a confirmation message displays; click **OK** to continue deleting the service, or click **Cancel** to stop the deletion and return to the **View Directory Services** page.




## Printing Directory Service Contacts

You have two options for printing contact information:

- ◆ **Printing a List of Your Directory Service Contacts**
- ◆ **Printing Details for a Directory Service Contact**


### Printing a List of Your Directory Service Contacts

To print a list of your contacts:




1. In the navigation pane, click  **Contacts** and then the name of a specific directory service.  
The Find Directory Service Contacts page displays.
2. If necessary, display the desired list of contacts by clicking the appropriate character links (A-Z, 0-9, or Others) at the top of the page or the numbers at the bottom of the page.
3. In the Find Directory Service Contacts toolbar, click  (tooltip: **Print Preview**).  
A preview window opens with the list of contacts. The list comprises contact names, their email addresses, and their phone numbers.
4. In the preview window, click  **Print** to display your browser's print dialog box.

## Printing Details for a Directory Service Contact

To print details for a single contact:

1. In the navigation pane, click  **Contacts** and then the name of a specific directory service.  
The Find Directory Service Contacts page displays.
2. Find your contact by using the search fields at the top of the page, by entering any of the following criteria:
  - ❖ **Name:** First, last, or nickname name.
  - ❖ **E-mail:** An email address, or portion of an email address.
  - ❖ **Directory Service:** Select from the drop-down list.

Additionally, you can also specify:

- ❖ **Maximum Results:** How many search results should display on a page; the maximum you can set is the number of contacts in your list.
3. In your search results, click the **View** icon () for the specific contact.  
The View Directory Service Contact window opens.
  4. Click  **Print**.  
A preview window opens and displays the contact details.
  5. In the preview window, click  **Print** to display your browser's print dialog box.

## Importing or Exporting Contacts

The Contacts tab allows you to import contact information from any contacts or address book application using the .cvs or .ldif extension.



These procedures were written using Internet Explorer. Actual steps for your browser may differ slightly.

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## Importing Contact Information





Use the **Import/Export** page of Contacts to import or export contact information. Contacts has the ability to compare an imported file against your existing contacts for duplicate entries. Individual contact information is checked for duplicates during the import process.

Group contacts cannot be checked for duplicates so duplicates are ignored (not imported). Checking for duplicate entries takes more time to process and you must specifically request this, as described in the procedure below. When importing, it is a good idea to resolve conflicts on identical nicknames, since a nickname can be used in the **Compose** page and should uniquely reference a contact in the address book.



If your Contacts list exceeds the amount of allowable contacts, you receive an error message.


To import contacts, follow these steps.

1. Click  **Contacts** in the left navigation pane. The **View Contacts** page displays.
2. Click the  **Tools** menu icon  and then  **Import/Export**. The **Import/Export** page displays.
3. Specify the name of the file you to import in one of the following ways:
  - ❖ Enter the name of the file in the **File Name** text box.
  - ❖ Click **Browse**, navigate to the file you want to import, select it, and click **Open**. The selected file name and path display in the **File Name** text box.
4. In the **File Type** drop-down list, select one:
  - ❖ **CSV**: Comma-separated values (CSV) format; uses commas to separate data fields. Microsoft Outlook/Outlook Express uses this format.
  - ❖ **LDIF**: LDAP Data Interchange format (LDIF); the standard export format for contact information for use with an LDAP system.
5. (Optional) Choose or enter a **Category** for the imported information. You can choose from the **Existing Category** shortcut menu (**Unfiled** is the default category); or you can click the **New Category** option and enter a category name in the text box. All the contacts in the imported file are placed in the specified category.
6. (Optional) Select a **Language** for the import from the shortcut menu. The system associates the imported data with the selected language; only applies to CSV files.
7. (Optional) Select a **Charset** (character set) for the import from the shortcut menu. The default value is the character set normally associated with the selected language, which should be fine for most cases. The system associates the imported data with the selected character set.
8. Choose whether to have the system ignore duplicates by de-selecting or selecting (default) the **Ignore duplicates contacts** checkbox selected, as it is by

default.

A checkmark appears when the **Ignore duplicates contacts** checkbox is selected; duplicate entries are imported but you can delete them later. When the checkbox is deselected, the checkmark goes away and duplicate entries must be resolved as indicated in the next step.

9. Click **Import Now**.

If the **Ignore duplicates contacts** checkbox is selected, all entries in the file, including duplicates, are imported. If the checkbox is deselected, the items imported are checked for duplicates. If a duplicate is encountered during the import, the **Duplicate Contacts** page displays and you may choose the particular contact you want to keep (by clicking his/her **Keep** checkbox), or you can click the **Edit** icon  and modify the contacts as you go. Click **OK** to resume the import process. (The **Duplicate Contacts** page displays for each duplicate.) Additionally, you can click the **Continue but ignore duplicate contacts** to proceed with the import without checking for duplicates. Once the import has concluded, the imported individual and group information appears in your Contacts list. The **Contacts** page re-displays.



Contacts does not support proprietary LDIF features some products might use in their address book information. Contacts does support comments in LDIF, and base64-encoded field values. The **Category** field does not import, though you can choose a **Category** for the entire contact file you are importing.





## Exporting Contact Information

Contacts allows you to export individual and group contact information, including contacts from a particular category.



The **Category** and **Primary Phone** individual contact fields do not export. The **Birthday**, and **Anniversary** individual contact fields export in several fields (day, month, year); if there is no date set, anniversary month or birth month is set to 0. The **Language** and **Charset** options only work with a **File Type** of **.CSV** export.

**Important!** If you included quotes when adding contact information, other applications might not be able to read the exported file. Remove any quotes before exporting the file. For more information, see [Creating Contacts and Groups](#) on page 175.


1. Click  **Contacts** in the left navigation pane. The **View Contacts** page displays.
2. Click the  **Tools** menu icon  and then  **Import/Export**. The **Import/Export** page displays.
3. In the **File Type** drop-down list, select one of the following:
  - ❖ **CSV:** Comma-separated values (CSV) format; uses commas to separate data fields. Outlook/Outlook Express uses this format.
  - ❖ **LDIF:** LDAP Data Interchange format (LDIF); the standard export format for address book information for use with an LDAP system.



The selected file type displays in the text box, the system expects to export that type of file.

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4. Choose a **Category** from which to export from the **Export from Category** drop-down list. **All** is the default category. If you do not specify a category, all the categories are exported.  
All the contacts in the specified category are selected for export; contacts not in the specified category are not exported.
  5. Select a **Language** for the export from the drop-down list. **Note:** Applies only to CSV export.  
The system associates the exported data with the selected language, which causes the CSV file to be suitable for import into a version of Microsoft Outlook/Outlook Express of that language.
  6. Select a **Charset** (character set) for the export from the drop-down list. **Note:** Applies only to .CSV export.  
The system converts the CSV file to the specified character set. The default value is the character set normally associated with the selected language and typically should not be changed.
  7. Click **Export Now**.  
A **File Download** dialog box displays.
  8. Click **Save**.  
A **Save As** dialog box appears.
  9. Navigate to the directory where you want to save the file. You can enter a name for the file, or use the default name: **addrbook.csv** or **addrbook.ldif** (depending on your export selection). Click **Save**.  
The contacts information is exported to the specified file name and format, and saved in the selected directory.  
A **Download complete** dialog box displays.
  10. Click **Close** in the dialog box. Click **Done** on the **Import/Export** page.  
The **Contacts** page re-displays.



## Creating Contacts and Groups

Click  **New** in the Contacts toolbar to open the **Add/Edit Contact** window.

You can also add contacts directly through email by clicking a menu icon  next to an address in an open message and clicking  **Add to Contacts**.

This section provides information on the following topics:

- ◆ How to add contacts and access them, see [Creating and Viewing Contacts](#) on page 175.
- ◆ How to edit or delete existing contacts, see [Editing and Deleting Contacts](#) on page 178.
- ◆ How to print contact information, see [Printing Contacts](#) on page 180.
- ◆ How to add contact groups and access them, see [Creating and Viewing Groups](#) on page 181.
- ◆ How to edit or delete existing contact groups, see [Editing and Deleting Group Contacts](#) on page 182.
- ◆ How to use contact categories, see [Adding and Editing Categories](#) on page 183.

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### Questions

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How do I add a contact?

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How do I edit contact information?

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How do I view contacts in my address book?

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## Creating and Viewing Contacts

You can create contacts in several different, simple ways; including importing existing contacts from another source.



The default maximum number of contacts you can create is 1000. Your system administrator may change this.

There are three ways to add contacts to your list:


- ◆ Import a list from another source; for details, see [Importing Contact Information](#) on page 171.
- ◆ Click the  **New** menu icon  and then **Contact** to open the Add/Edit Contact window..
- ◆ Click the menu icon  in the **From**, **To**, and **Cc** lines in an open message and then click **Add to Contacts**.


These last two methods use the **Add/Edit Contact** window, see below for details.









Do not use quotes when entering information in the **Add/Edit Contact** text boxes. Using quotes causes problems when exporting Contacts information; other applications can not read the file.

To create a contact, follow these steps.

1. In the **Add/Edit Contact** window,  **General** tab, fill in at least one name field and the email address; the options are:
  - ❖ **Nickname:** You can use a nickname or group name in the **To**, **Cc**, and **Bcc** fields in place of an email address. Click **Expand** to show the full email address. This is the third sort factor.
  - ❖ **First Name:** This is the second sort factor.
  - ❖ **Last Name:** This is the first sort factor.
  - ❖ **Display Name:** The default name display is First | Last. For contacts with the Japanese Locale, the default order is Last | First.
  - ❖ **E-mail Address:** This is the fourth sort factor.
  - ❖ **Category:** You can add and edit categories using the **Add/Edit Categories** window. The default category is **Unfiled**. For information on using contact categories, see [Adding and Editing Categories](#) on page 183.

You can click  **OK** if this is all the information you need for this contact. The system creates your contact with at least one of the above options; the **Add/Edit Contact** window closes.

2. Additionally, you can add more details:
  - ❖  **Address** tab: Enter **Street Address**, **City**, **State/Province**, **Zip/Postal**, **Country**.
  - ❖  **Company** tab: Enter **Company**, **Department**, **Job Title**, **Website**.
  - ❖  **Phone Numbers** tab: Enter **Work Phone**, **Home Phone**, **Cell Phone**, **Pager**, and **Fax**. Select the number to be used as the **Primary Phone** from the drop-down list.
  - ❖  **Description** tab: Enter **Notes**, **Birthday**, and **Anniversary**. For the latter two, you specify the month and date using the respective drop-down lists. Text boxes are provided for you to enter the years.
3. Click  **OK** or  **Cancel**.  
If you clicked **OK**, the contact is added to your Contacts address book. If you



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clicked **Cancel**, the add operation is stopped. You are returned to the **Contacts** list page.




If your **Contacts** list exceeds the amount of allowable contacts, you are notified with an error message.

## Viewing Contact Profiles



**Contacts** allows you to store a variety of information for each contact. You can look for a specific contact alphabetically (by first letter of last name), by category, or by searching. For more information, see [Finding Contacts and Groups](#) on page 166.



Special characters are listed before **A** in the alphabet. Non-Latin characters are listed after **Z** in the alphabet. Contact names with accented characters are classified under the corresponding letter without the accent. Contacts whose names start with a non-ASCII character are accessible by clicking the **Others** link; Japanese contacts appear under this link.

1. From your **Contacts** list, click the **View** icon  for the contact whose profile you want to view. Use the following navigation tools to filter the contacts list:
  - ❖ Select **Prev** and **Next** to page through the filtered list.
  - ❖ Select **First** to go directly to the first page of the list, or **Last** to go directly to the last page.
  - ❖ From the **Categories** tree view in the navigation pane, choose the contact's category. The default is set to **Unfiled**.
  - ❖ Select the first letter of the contact's last name from the **Character List** at the top of the page. The contacts are filtered to show those whose last name begins with the selected letter and belong to the selected category.
  - ❖ Select a **Go to page** link at the bottom of the list.

A **View Contact** window for your contact displays. Information is provided on five tabs: **General**, **Address**, **Company**, **Phone Numbers**, and **Description**.




2. To take action, click the menu icon  on the **General** tab to open a drop-down command menu where you can elect to compose to the contact.
3. To dismiss the **View Contact** window, click  **Close**.  
The window goes away.

## Editing and Deleting Contacts

Once contact information is in your **Contacts** list, you can easily update or delete it. If you delete a contact, it is automatically removed from any groups to which it belonged. Likewise, if you change the name of a contact, the name is automatically changed in any groups to which it belonged. See also [Editing and Deleting Group Contacts](#) on page 182.





## Editing Contact Information

To edit contact information, follow these steps.



1. From your **Contacts** list, click the **Edit** icon  for the contact whose information you want to change.  
The **Add/Edit Contact** window opens.
2. Change the contact information as necessary. Click  **OK** or  **Cancel**.  
If you clicked **OK**, the new information is saved to the Contacts database. If you clicked **Cancel**, the operation is terminated and the contact information remains unchanged. The **Add/Edit Contact** window closes.

## Deleting Contacts

To delete contacts, follow these steps.



1. From your **Contacts** list, do one of the following:
  - ❖ Select the checkbox for the contact who you want to delete, and then click the  **Delete** menu icon  and then **Delete**.
  - ❖ Click the  **Delete** menu icon  and then **Delete All** to delete all of your contacts.

The **Delete Contacts** confirmation page displays.


2. From the confirmation page, click  **OK** or  **Cancel**.  
If you clicked **OK**, the contact is removed from the Contacts database. If you clicked **Cancel**, the operation is terminated and the contact is not removed. You are returned to the **Contacts** list.

## Composing to Contacts

You can quickly send a message to a contact or multiple contacts; follow these steps.


1. In the left hand navigation pane, click  **Contacts**.  
The **View Contacts** page displays with your contacts listed.
2. Click the menu icon  next to a contact and choose either **Compose To**, **Cc**, or **Bcc**.  
The composition window opens with the contact address in the specified line.
3. To select multiple contacts for a message, use the **Find Users** window. See [Using the Find Users Window](#) on page 165.

### How do I add a contact?


There are a few different ways to add a contact; the easiest is to simply click the menu icon  in an address line within an open message and then click **Add to Contacts** in the shortcut menu. For more details, see [Creating Contacts and Groups](#) on page 175.

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## How do I edit contact information?

Once you have entered a contact, you can change his information by clicking the appropriate **Edit** icon  on the **View Contacts** page. For details, see [Editing and Deleting Contacts](#) on page 178.

## How do I view contacts in my address book?

To view information on a particular contact, click the **View** icon  for that contact on the **View Contacts** page. To view all your contacts, click the **[All]** link.




## Printing Contacts

You have two options for printing contact information:

- ◆ Printing a List of Your Contacts
- ◆ Printing Details for a Contact



### Printing a List of Your Contacts



To print a list of your contacts:

1. In the navigation pane, click  **Contacts**.  
The **View Contacts** page displays.  
**Note:** If necessary, click the appropriate **Categories**, **Groups**, or **Directory Services** link in the **Contacts** section of the left navigation pane.
2. If necessary, display the desired list of contacts by clicking the appropriate character links (**A-Z**, **0-9**, or **Others**) at the top of the page or the numbers at the bottom of the page.
3. In the **Contacts** toolbar, click  (tooltip: **Print Preview**).  
A preview window opens with the list of contacts. The list comprises contact names, their email addresses, and their phone numbers.
4. In the preview window, click  **Print** to display your browser's print dialog box.
5. Click **Print** in the browser's Print dialog box.


### Printing Details for a Contact

To print details for a single contact:

1. In the navigation pane, click  **Contacts**.  
The **View Contacts** page displays.  
**Note:** If necessary, click the appropriate **Categories**, **Groups**, or **Directory Services** link in the **Contacts** section of the left navigation pane.
2. Click the **View** icon () for the specific contact.  
The **View Contact** window opens.

3. Click  **Print**.  
A preview window opens and displays the contact details.
4. Click  **Print** to display your browser's print dialog box.
5. Click **Print** in the browser's Print dialog box.

## Creating and Viewing Groups

A group contact or mailing list lets you send a single email to a lot of people at once. Each group must have its own unique name within your address book. Messages addressed to a group name are distributed to all members of the group. Click  next to a group name to **Compose To**, **Compose Cc**, or **Compose Bcc**, to that group.









The default maximum number of groups you can create is 100; this is set by your system administrator.

## Creating Group Contacts

Click **New > Group** to open the **Add/Edit Group** window.


To create a contact group, follow these steps.



1. Click the  **New** menu icon  and then **Group**.  
The **Add/Edit Group** window opens with a list of all your contacts. You can filter the **Contacts** list by selecting a character of the alphabet above the list or using the **First | Prev | Next | Last** links at upper right. You can also filter the **View Contacts** list by selecting a category in the **Category** drop-down list so only those contacts belonging to the selected category display.
2. Enter a unique name in the **Group** text box at the top of the window. You can use the group name in place of an email address in the WebMail compose window.
  - ❖ Add contacts to the group by selecting checkboxes in the **Available Contacts** area and clicking  **Add Members** at top to move the name to the **Group Members** area.
  - ❖ Remove contacts from the group by selecting checkboxes in the **Group Members** area and clicking  **Remove Members** at top to move the names back to the **Available Contacts** area.
3. Click  **OK** or  **Cancel** when you are done adding contacts.  
If you clicked **OK**, the group is added and the window closes, or an error message displays if there is some problem. If you clicked **Cancel**, the add operation is canceled and the window closes.

For information on how to edit a group once it has been created, see [Editing and Deleting Group Contacts](#) on page 182.

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## Viewing Group Contacts

Contacts allows you to store a variety of information for each group. You can get a quick look at pertinent information using the **View** icon .




1. In the **Contacts** navigation pane, click **Groups**.  
The **View Groups** page displays with your groups listed. If you have many groups, the number of groups displayed on the current page is listed in relation to the total number of groups. Use the **First | Prev | Next | Last** links at top to navigate through the list.
2. Click the **View** icon  for the group you want to view.  
The **View Group** window opens with the following information; fields that you did not specify are blank:
  - ❖ Group Name
  - ❖ Member Names
3. To dismiss the **View Group** window,  **Close**.  
The window goes away.

## Editing and Deleting Group Contacts

Once you've created a group, you can easily update its members or delete the group entirely. If you delete a contact, it is automatically removed from the groups to which it belonged. Likewise, if you change the name of a contact, it is automatically changed in the groups to which it belongs.




### Editing Group Contacts

To edit a group contact, follow these steps.

1. In the **Contacts** navigation pane, click **Groups** and then click the **Edit** icon  of the group whose information you want to change.  
The **Add/Edit Group** window opens.
2. Change the group information as necessary. You can change a group name by simply entering into the **Group** text box a new name for the group and clicking **OK**. See [Creating and Viewing Groups](#) on page 181 for details.
3. Click  **OK** or  **Cancel** when you are done making changes.  
If you clicked **OK**, the group is added and the window closes, or an error message displays if there is some problem. If you clicked **Cancel**, the add operation is canceled and the window closes.



## Deleting Group Contacts

To delete contacts, follow these steps.

1. In the navigation pane, click **Groups** and then click the **Delete** icon  for the group that you want to delete. The **Delete Groups** confirmation page displays.
2. Click  **OK** or  **Cancel** on the confirmation page. If you clicked **OK**, the group is removed. If you clicked **Cancel**, the operation is terminated and the group is not removed. You are returned to the **Groups** list.

## Composing to Groups

You can quickly send a message to an entire group; follow these steps.

1. In the **Contacts** navigation pane, click  **Contacts** and, in the left hand tree view, click **Groups**. The **View Groups** page displays with your groups listed. Use the **First | Prev | Next | Last** links at top to navigate through the list.
2. Click the menu icon  next to a group and choose from the shortcut menu **Compose To**, **Cc**, or **Bcc**. The composition window opens with the group address in the specified line.



You cannot compose to a group that does not have at least one member with an email address.

## Adding and Editing Categories

Categories allow you to organize your contacts in the way most useful to you. For example, you may have a **Work** category for those contacts you work with, a **Personal** category for family and friends contacts, and an **Associates** category for business people outside of your company. Assigning contacts to categories makes it easier to search for a particular contact's information.


Use categories to organize your contacts. Categories can be helpful when defining groups as they allow you to filter the **Contacts** list on the **Add/Edit Category** page. In the navigation pane **Contacts** tree view, you can click on a category to view only your contacts or groups in that category. You can add a category in these two ways:

- ◆ **Contacts Category Quick Add**
- ◆ **Adding Contacts Categories**

### Contacts Category Quick Add

To quickly add a contacts category name but populate it later, use the **View Categories** page.





To add a category name, follow these steps.

- 
1. Click **Categories** in the tree view.  
The **View Categories** page displays.
  2. Enter a unique name in the **New Category** text box. Click **Add**.  
The new category is added, the window closes, and the new category displays in the navigation pane and in the **Category** list. If you try to add a category that already exists with only a case change in the name (for example, all lower case to all upper case), a warning message appears; you cannot add that category name.
  3. Add contacts to the new category by clicking the **Edit** icon  for the category and following the steps described in [Adding Contacts Categories](#) on page 184.

## Adding Contacts Categories




To add a contacts category and populate it, use the **Add/Edit Category** page.

To add a detailed contacts category, follow these steps.

1. Click the  **New** menu icon  and then **Category**.  
The **Add/Edit Category** window opens with a list of all your contacts. You can filter the **Contacts** list by selecting a character of the alphabet above the list or using the **First | Prev | Next | Last** links at upper right.
2. Enter a unique name in the **Category** text box at the top of the window.  
  
Add contacts to the category by selecting checkboxes in the **Available Contacts** area and clicking **Add Members** at top to move the name to the **Category Members** area.  
  
Remove contacts from the group by selecting checkboxes in the **Group Members** area and clicking **Remove Members** at top to move the names back to the **Available Contacts** area.
3. Click  **OK** or  **Cancel** when you have added all the contacts you want.  
If you clicked **OK**, the window closes, and the new category displays in the **Contacts** navigation pane and in your **Category** list. An error message displays if there is some problem. If you clicked **Cancel**, the add operation is canceled and the window closes.




## Renaming Contacts Categories

To rename a contacts category, follow these steps.

1. Click **Categories** in the tree view.  
The **View Categories** page displays.
2. Click the **Edit** icon  for the category that you want to rename.  
The **Add/Edit Category** window opens.
3. Enter the new name for the category and click  **OK** or  **Cancel**.  
If you click **OK**, the new category name displays in the navigation pane and on the **View Categories** page. If you click **Cancel**, the edit operation is terminated.

## Deleting Contacts Categories

To delete a contacts category, follow these steps.



1. Click **Categories** in the tree view.  
The **View Categories** page displays.
2. Click the **Delete** icon  for the category that you want to remove.  
A confirmation page displays.
3. Click  **OK** or  **Cancel**.  
If you click **OK**, the category is deleted and removed from the list and navigation pane. If you click **Cancel**, the delete operation is terminated. If you have contacts in the category, a warning message displays that those contacts will be moved to the **Unfiled** category. Click **OK** to continue with the delete, or click **Cancel** to terminate the delete operation.



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## Managing Your Tasks List

Click **Tasks** in the left hand navigation pane to access your tasks list.

Click an **Edit** icon  to change a task's profile, or a **Complete** icon  to remove the task.

This section provides information on the following topics:

- ◆ Background information on how Tasks and Calendar inter-operate, see [What You Should Know About Tasks](#) on page 187.
- ◆ How to best use the **Tasks** navigation and command options, see [Using Tasks](#) on page 188.
- ◆ How to set up categories for your tasks, see [Using Tasks Categories](#) on page 189.
- ◆ How to add tasks, see [Adding Tasks](#) on page 191.
- ◆ How to modify existing tasks, see [Editing Tasks](#) on page 192.
- ◆ How to record a task as being completed, see [Completing Tasks](#) on page 193.
- ◆ How to print a list of your tasks or task details, see [Printing Tasks](#) on page 194.

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### Questions

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What happens to my completed tasks?

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## What You Should Know About Tasks

Tasks is a function of the Calendar tool that allows WebCal users with a computer and Internet access to communicate and track tasks from anywhere in the world.

**Tasks** provides you with the many functions, including the following:

- ◆ An online list of tasks that you create for yourself or Shared Tasks that you can create with any WebCal user for whose calendar you have **Write** permissions.
- ◆ The ability to create Categories for different tasks to help search for them.

## About Shared Tasks

Any calendar user whose calendar you have been allowed to share, see [Subscribing to Calendars](#) on page 158 for details, also shows under your **Shared Tasks** link in the **Tasks** navigation pane.


Clicking the **Shared Tasks** link opens the page where you can add a **User**. You can only successfully add users who have set their calendar Access Controls (**Options > Calendar > Sharing Controls**) to allow you to **Read** events, or **Read** events and **Modify** events. If those permissions are not set, their name link displays greyed-out and cannot be used.

Clicking a shared task's name link opens in the main display the task list for that person.






## Using Tasks

The **Tasks** tab toolbar, the row of command icons and menus running horizontally along the top; and navigation pane to the left, below the application tabs, offer many ease-of-use features. Read this section to get the most out of each.

### Using the Tasks Toolbar



Throughout WebCal Corporate Edition, clicking a command icon (shown below) in a toolbar gives you the default behavior, clicking the menu icon  opens a shortcut menu. Mousing over a command button displays a “tooltip” with information on using the button.

The **Tasks** toolbar command menus are as follows:

- ◆ Click **New** to open the **Add/Edit Task** window; click  for this menu:
  - ❖ **Task**: Opens the **Add/Edit Task** window; for details, see [Adding Tasks](#) on page 191.
  - ❖  **Category**: Displays the **Categories** page; for details, see [Using Tasks Categories](#) on page 189.
- ◆ Click  **Tools**  for this menu:
  - ❖ **Categories**: Displays the **Categories** page; for details, see [Using Tasks Categories](#) on page 189.
  - ❖ **Search**: Displays a search section; for details, see [Finding Dates, Events, Meetings, or Tasks](#) on page 128.
- ◆ Click  (tooltip: **Print**) to open your browser's **Print** dialog box and print a list of your tasks. If your list spans more than one page, the currently displayed page is printed.

### Using the Tasks Navigation Pane

The **Tasks** navigation pane begins with the **My Tasks** link; further down is the **Shared Tasks** link, which works in a similar way.

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- ◆ Click **My Tasks** to open your task list in the main display. Your task **Categories** display under the **My Tasks** link, in tree view. Click a **Collapse** icon  to close the branches of a tree view; click an **Expand** icon  to open the branch.
  - ◆ Click **Categories** to open that page where you can add a task category (remember: your calendar categories are also your task categories and vice versa). Click a category name to open in the main display only tasks created in that category (see [Using Tasks Categories](#) on page 189 for details).
  - ◆ Click **All Tasks** to open a list of all your tasks, including those that have been completed.
  - ◆ Click **Shared Tasks** to open the **Shared Tasks** page where you can add another user calendar (remember, Tasks is a function of Calendar). Either type in a name or click the underlined User link to open the Find User window; see [Using the Find Users Window](#) on page 165 for details) Those calendars which you have already added display under the **Shared Tasks** link; see [About Shared Tasks](#) on page 188 for details. If you add a calendar that does not have the permissions set properly, its name displays greyed-out in the navigation pane.



## Using Tasks Categories

Task categories allow you to organize your tasks in the way most useful to you; select the category in the navigation pane and only those tasks assigned to that category display. For example, you may have a **Work** category for those tasks having to do with work, a **Personal** category for tasks with family and friends, and a **School** category for school tasks.



**Tasks and Calendar categories are shared.**

To create a category, follow these steps.

1. You can add a category in these two ways:
  - ◆ By clicking the **New** menu icon  and then  **Category**.
  - ◆ By clicking **Categories** in the tree view.




The **Categories** page displays.

2. Enter the **Category** name in the text box and click **Add**. You can also modify the access permissions for that category; for details on access permissions, see [Viewing Shared Calendars](#) on page 152.

The category name appears in the **navigation** pane. If you try to add a category that already exists with only a case change in the name (for example, all lower case to all upper case), a warning message appears; you cannot add that category name.




## Renaming Task Categories

To rename a task category, follow these steps.

1. Click **Categories** in the tasks navigation pane.  
The **Categories** page displays.
2. Click the **Edit** icon  for the category that you want to rename.  
The **Add/Edit Category** window opens.
3. Enter the new name for the category. You can also choose one of the following access permissions options:
  - ❖ **Use calendar permissions:** Whatever are the default Calendar access permissions that you have set, they are used for this category. For details on setting Calendar access permissions defaults, see [Sharing Controls](#) on page 207.
  - ❖ **Override:** Selecting this opens the Access Control List grid and you can set special access permissions for this category. For example, to allow a co-worker to modify events in this category, enter that person's name and select **Read Event** and **Modify Event**.
4. Click  **OK** or  **Cancel**.  
If you click **OK**, the category name changes. If you click **Cancel**, the edit operation is terminated.

## Deleting Task Categories

To delete a task category, follow these steps.

1. Click **Categories** in the tasks navigation pane.  
The **Categories** page displays.
2. Click the **Delete** icon  for the category that you want to remove.  
A confirmation page displays.
3. Click  **OK** or  **Cancel**.  
If you click **OK**, the category is deleted and removed from the list. If you have events in the category, a warning message displays that those events will be moved to the **Unfiled** category if you continue with the delete. If you click **Cancel** the delete operation is terminated.

## Adding Tasks

This section describes how to add a task to your task list using the **Add/Edit Task** window.

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Questions



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What happens to my completed tasks?

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To quickly post a reference for a task, follow these steps.

1. Click **New**.  
The **Add/Edit Task** window opens. The default date displayed is the current date.
2. Enter the following data:
  - ❖ **Subject:** A name for the task; this name is used in the **Task Information** window.
  - ❖ (Optional) **Priority:** You can mark your event with a priority, **Highest**, **High**, **Normal** (default), **Low**, or **Lowest**. Your event emails display the appropriate icon for the priority you select in the drop-down list.
  - ❖ (Optional) **Due:** When the task should be done.
  - ❖ **Description:** Details about the task.
  - ❖ (Optional) **Categories and More>>:** Select a task category from the drop-down list. To characterize the task with more than one category, click **More>>** and select additional categories. For details on categories, see [Using Tasks Categories](#) on page 189.
3. Click  **OK** or  **Cancel**.  
If you click **OK** the task is added to your task list and the window closes. If you click **Cancel**, the add operation is terminated and the window closes.

To edit or delete an task, see [Editing Tasks](#) on page 192.



### What happens to my completed tasks?

They remain available to view for one calendar year. Click **Tasks > All Tasks** in the navigation pane to see your tasks—past, current, and future—that you have created.

## Editing Tasks


Once you've created a task, you can modify it using the **Tasks List View** page.

To edit a task, follow these steps.

1. In the navigation pane, click the **Tasks** tab.  
The **Tasks: List View** page displays.
2. Click the title of the task in your task list.  
The **Add/Edit Task** window opens.
3. Make your changes. Note that you can enter a **Completed** date—today or a future date. If you click **Today**, the task goes away from your task list. If you enter a date, the task stays in your task list until that date. For details on task options, see [Adding Tasks](#) on page 191.
4. Click  **OK**.  
If you click **OK**, the task is updated and the window closes. If you click  **Cancel**, the edit operation is terminated and the window closes.



## Deleting Tasks

To delete a task, follow these steps.

1. In the navigation pane, click the **Tasks** tab.  
The **Tasks: List View** page displays.
2. Click the title of the task in your task list.  
The **Add/Edit Task** window opens.
3. Click  **Delete**.  
The task is deleted from your list; the window closes.

## Completing Tasks

There are two ways of marking a task as complete:

- ◆ Individually: Click the **Complete** icon  for a task in your task list.
- ◆ Click the task title in the task list, and then enter a current (today) or past **Completed** date in the **Add/Edit Task** window that displays. Once you enter your date, click  **OK** to dismiss the window.



To display the task list, click **Tasks** in the navigation pane.



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## Printing Tasks



With tasks, you have two options for printing:

- ◆ Printing a List of All Your Tasks
- ◆ Printing Details of a Task

### Printing a List of All Your Tasks

1. In the navigation pane, click the **Tasks** tab.  
The **Tasks: List View** page displays.
2. On the **Tasks** toolbar, click  (tooltip: **Print Preview**).  
A preview window opens, displaying a list of all your tasks. If your list spans more than one page, the currently displayed page displays.
3. In the preview window, click  **Print** to display your browser's print dialog box.
4. Click **Print** in your browser's Print dialog box.

### Printing Details of a Task

1. In the navigation pane, click the **Tasks** tab.  
The **Tasks: List View** page displays.
2. On the **Tasks: List View** page, click the title of the task.  
The **Add/Edit Task** window opens.
3. Click  **Print**.  
A preview window opens and displays the task details.
4. In the preview window, click  **Print** to display your browser's print dialog box.
5. Click **Print** in the browser's Print dialog box.





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## Using the Options

Click **Options** in the banner to open the **Options** window that allows you to personalize many aspects of **Mail** and set defaults. Additionally, this window is where you set access permissions and filters to control junkmail. Each page within the **Options** window is explained in the following sections.

This section provides information on the following topics:

- ◆ How to set your name, time zone, and character set; change your password, and change the color theme of WebMail, see [General Preferences](#) on page 195.
- ◆ How to set many default message and mail options, see [Mail Options](#) on page 197.

### General Preferences

Using the General option pages, you can do the following:

- ◆ Set your full name, time zone and message character set, see [Personal \(Name, Time Zone, Character Set\)](#) on page 196.
- ◆ Change your password, see [Change Password](#) on page 196.
- ◆ Change the color of your WebMail display, see [Color Theme](#) on page 196.
- ◆ Find out what version of WebMail Corporate Edition you are using, see [Determining Your Software Version](#) on page 196.

The opening page of the **Options** window is the **General > Personal** page.

### Personal (Name, Time Zone, Character Set)


Use the **Personal** page to set the following:

- ◆ **Full Name:** This is what appears on the **From** line of messages that you send out.
- ◆ **Time Zone:** Set your time zone. Choose the **region | place** option closest to your geographic location. This selection should match your local offset in hours from Greenwich Mean Time (GMT). **Note:** If you do not specify a time zone, the system time is automatically used.
- ◆ **Message Charset:** Set the character set that you want your outgoing messages to use.

Once you are done, click  **Apply**. Click  **Close** to dismiss the **Options** window.

## Change Password


Use the **Change Password** page to change the password you use in conjunction with your User ID to log onto the system. See [Changing Your Password](#) on page 27 for details on using this page.

Click  **Close** to dismiss the **Options** window.

## Color Theme

Use the **Color Theme** page to change the look of WebMail Corporate Edition.


Select a theme from the shortcut menu and preview it in the screenshot that displays. If you like how it looks, Click  **Apply**.

Click  **Close** to dismiss the **Options** window.

## Determining Your Software Version

The **About** page shows the version of WebMail Corporate Edition that you are currently using.

At any time, you can view this page to check your version number. To do so, complete these steps:

1. Click the **Options** link.  
The **Options** window displays.
2. In the window's left navigation pane, click **About**.  
The **About** page displays, showing the WebMail version number and copyright information.
3. Click  **Close** to dismiss the **Options** window.

## Mail Options

The **Options > Mail** pages allow you to set defaults, auto-reply (vacation mail) and message forwarding, manage your Junk Mail filter, and create custom content filters. The pages are:

- ◆ [Settings \(Mail Defaults\)](#) on page 197
- ◆ [Composing \(Composition Defaults\)](#) on page 199
- ◆ [Auto-reply \(Vacation Mail\)](#) on page 202
- ◆ [Forwarding Mail \(to Another Address\)](#) on page 202
- ◆ [Signature \(Personal Mail Signature\)](#) on page 203
- ◆ [External Mail \(POP Accounts\)](#) on page 204
- ◆ [Allowed Senders \(Safe List\)](#) on page 204




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- ◆ [Blocked Senders \(Block List\)](#) on page 204
  - ◆ [Allowed Mailing Lists \(Recipient Safe List\)](#) on page 204
  - ◆ [Message Filters \(Content Filters\)](#) on page 204

## Settings (Mail Defaults)

Use the **Options > Mail > Settings** page to determine how your mail is displayed, rename certain folders, and set default actions.

To customize your email settings or to set defaults, follow these steps.

1. Click the **Options** link, and then click **Settings**.  
The **Settings** page displays.
2. Select from the following **Display** options to determine how your messages are displayed in WebMail:
  - ❖ **Messages Per Page:** Enter the number of messages to be shown on one page of the message list, the default is 20. This value is also used by **Contacts** for list views. **Note:** For slow Internet connections, 10 messages per page is recommended; faster connections may use up to 50 messages per page.
  - ❖ **Most Recently Received:** This sets how your message list is compiled, choose one:
    - **First** (default): Display the messages in the folders in descending order with the top of the first page displaying the most recently arrived messages.
    - **Last:** Display the messages in ascending order with the bottom of the last page displaying the most recently arrived messages.
  - ❖ **Message Pane:** Determines whether the message pane is displayed. Choose one:
    - **Show:** Displays the message pane.
    - **Hide:** Hides the message pane.
  - ❖ **HTML Messages:** This option lets you control whether potentially harmful content in received messages are downloaded. Such content includes pictures, background images, and sounds, among other file types. (See [Take Advantage of the Content-Blocking Feature](#) on page 16.)  
Choose one:
    - **Block external content until requested:** (Default) Potentially harmful content is not downloaded when you view messages. Depending on your browser, placeholders or empty space are displayed instead of the blocked content. At the top of each message that contains content that has not been downloaded, WebMail displays a notification line, informing you that parts of the message have been blocked. If the message is from someone you trust, you can click **Show Content** in the notification line to unblock the content.
    - **Show external content immediately:** All parts of a message (text, images, and so on) are downloaded as soon as the message is viewed.
3. Rename the names of four mail folders. To do so, enter a different folder name in the following fields within the **Rename Folders** section:

- ❖ **Sent Folder**
  - ❖ **Draft Folder**
  - ❖ **Junk Mail Folder**
  - ❖ **Trash Folder**
4. In the **Message Actions** section, specify the kind of action you want WebMail to take:
- ❖ **Save Sent Messages:** Select **No** or **Yes** (default). Determines whether or not the system saves a copy of each message that you send; saved sent messages are saved to your **Sent** folder (even if you rename the **Sent** folder). See [About the System Folders: Sent, Junk Mail, and Trash](#) on page 201 for more information.
  - ❖ **Delete to Trash:** Select **No** or **Yes** (default). Determines how the system handles deleted or moved messages, also enables the **Empty Trash** menu item in the **Delete** menu. If set to **Yes**, messages you select for deletion are moved to your **Trash** folder and automatically deleted after a period of time set by your administrator; messages you select to move are directly moved to the selected folder. If you choose **No**, the **Empty Trash** menu item in the **Delete** menu is replaced with a **Compact** menu item. Messages you delete, or select and move, are marked with the **Deleted** icon , moved messages are temporarily copied to the selected folder). The **Compact** menu item in the **Delete** menu must be selected before they are irrevocably deleted or removed from their current folder. For more information about deleting messages, see [Deleting Messages](#) on page 81.
  - ❖ **Read receipt:** Specify one of the following receipt options for when you send a message.
    - **Never send a read receipt:** By default, this feature is turned on, which means the confirmation receipt won't appear to the recipient and the read receipt won't generate.
    - **Ask me before sending a read receipt:** If this feature is turned on, the sender receives a confirmation receipt page with **Yes** and **No** options: Select the **Yes** button to trigger a read receipt to the specified address. Select **No** to display the message in the usual way.See [What is a delivery receipt? What is a read receipt?](#) on page 62 for more information.
5. Once you are done, click  **Apply**. Click  **Close** to dismiss the **Options** window.



## Composing (Composition Defaults)

Use the **Options > Mail > Composing** page to set defaults for the following regarding your mail compositions: format, header information, receipts, auto-complete feature usage.

To customize your composing settings or to set defaults, follow these steps.

- 
1. Click the **Options** link, and then click **Composing**.  
The **Composing** page displays.
  2. Select from the following **Format** options to determine how your Compose page will appear:
    - ❖ **Compose Width:** Enter a number to set the width of the compose window (in characters). The default is 62 characters.
    - ❖ **Compose Height:** Enter a number to set the height of the window (in rows of text). The default is 15 rows.
    - ❖ **Compose:** This sets the default composition mode, choose one:
      - **Plain Text** (default): Your composition is created in plain text. Use this option to send mail without special fonts, backgrounds, and so forth. You may also select this option on a by-composition basis.
      - **HTML:** Your composition is created in HTML and displayed so. With this option, you can view the HTML source and compose directly in HTML if you want. Use this option to send more stylized mail. You may also select this option on a by-composition basis. This option is only usable with these browsers, with JavaScript enabled: Microsoft Internet Explorer version 6.0 or greater, Netscape 7.2 or greater, and Mozilla Firefox.
    - ❖ **Reply:** This determines how your reply messages handle the original message, choose one:
      - **Do not include original:** The original message is not included.
      - **Include original inline:** The original message is included in the body of your reply so you can edit it or disperse comments throughout.
      - **Include original as an attachment:** The original message is included as an attachment. If possible, WebMail also displays the message and the attachment name, data and Open link display below.
  3. Specify your message **Header Information:**
    - ❖ **E-mail Address:** Your email address as it appears in the **From** header field of all your messages.
    - ❖ **Reply-to:** The address to which replies to messages of yours are to be directed.
  4. In the **Receipts** section, specify whether you want a message confirmation from the recipient when you send a message and/or when the recipient reads it.
    - ❖ **Request Delivery Receipt:** By default, the **Delivery Receipt** feature is turned off (deselected). Select **Yes** to turn on this feature and confirm that the message has been delivered.
    - ❖ **Request Read Receipt:** By default, the **Read Receipt** feature is turned off (deselected). Select **Yes** to turn this feature on and confirm the message has been read.

See [What is a delivery receipt?](#) [What is a read receipt?](#) on page 62 for more information.
  5. For the **Auto-Complete Address Fields** option, click **Remove** whenever you want to clear the cache of addresses that you used address auto-complete to retrieve.

6. Once you are done, click  **Apply**. Click  **Close** to dismiss the **Options** window.

## About the System Folders: Sent, Junk Mail, and Trash



By default the **Sent**, **Junk Mail**, and **Trash** folders are shipped with the system and cannot be deleted; however their names can be changed. If you change a name for any of these folders, the older folder name, along with its contents, appears below the set of system folders in your folder list, and the new folder name appears in place as a system folder and operates in the same manner as the original folder. For example: if your default **Junk Mail** folder contains 112 messages and you rename the folder to **Bulk Mail**, your **Junk Mail** folder, and its contents, moves to the list below the system folders and “**Bulk Mail**” takes its place in the list of system folders. If you are using the Junk Mail filter to move junkmail messages to the **Junk Mail** folder; those messages now are moved to the **Bulk Mail** folder.

Change the name of these folder on the **Options > Mail > Settings** page. For details, see [Settings \(Mail Defaults\)](#) on page 197.

## Auto-reply (Vacation Mail)

Use the **Options > Auto-reply** page to create a message that will be automatically sent out for you in response to incoming mail. Also referred to as "vacation" mail, Auto-reply can be configured to respond to your incoming mail for a specified period or indefinitely.

For details on using the Auto-reply feature, see [Replying to Messages Automatically](#) on page 48.



The customized reply is sent only to messages addressed directly to you on either the **To** or **Cc** lines; messages sent through distribution lists or sent to you on the **Bcc** line are not replied to. You can only use automatic reply if this feature is enabled on your email server. If the **Auto-reply** link does not display, your email server is not enabled with this feature.

## Forwarding Mail (to Another Address)

Use the **Options > Forwarding** page to set an address where mail coming into you should be redirected. You can specify one or more valid email addresses as destinations for your forwarded messages. You can only set message forwarding if this feature is enabled on your email server. If the **Forwarding** link does not display, your email server is not enabled with this feature.



Automatic Forwarding does not save a copy of the message to your **Inbox**.




For details, see [Starting/Stopping Forwarding](#) on page 49.

---

## Signature (Personal Mail Signature)

Use the **Signature** page to create a personal signature to be appended to your compositions.

To create a personal email signature, follow these steps.

1. Click the **Options** link, and then click **Signature**.  
The **Signature** page displays.
2. Select **Yes** for the **Include Signature** option and enter into the **Signature** text box the text that you want. Click  **Apply**.  
The next time you display the **Compose** pop-up window to compose, reply to, or forward a message, the specified text will automatically display in the large text box. (Automatic insertion of a signature will not occur when you restore a draft message.) There will be one blank line above your signature for you to start entering your message content.  
**Note:** If you want to save your created signature but not have it appended to your compositions automatically, click **No** for the **Include Signature** option and then click **Apply**. In the **Compose** pop-up window, you can use the **Insert Signature** button to add your add signature whenever you want.
3. To stop the signature mechanism, select **No** for the **Include Signature** option and click  **Apply**.  
A confirmation message displays, the auto-insertion mechanism is stopped.  
Click  **Close** to dismiss the **Options** window.

## External Mail (POP Accounts)

Use the **Options > Mail > External Mail** page to add POP accounts that you have with other services so you can check that mail from WebMail. See [Receiving External Account Messages](#) on page 107 for details.

## Allowed Senders (Safe List)

Use the **Options > Allowed Senders** page to create a list of senders who are protected from any antispam scanning or junkmail filtering. Messages from Allowed Senders are always sent to your **Inbox**. **Note:** Allowed Senders list entries override Blocked Senders list entries. See [Creating Your Allowed Senders List](#) on page 100 for details.

## Blocked Senders (Block List)

Use the **Options > Blocked Senders** page to create a list of senders who are always subject to junkmail filtering. Messages from senders on your Blocked Senders list are always treated as junkmail and subject to the Junk Mail filter action. **Note:** Allowed Senders list entries override Blocked Senders list entries. See [Creating Your Blocked Senders List](#) on page 101 for details.

## Allowed Mailing Lists (Recipient Safe List)

Use the **Options > Allowed Mailing Lists** page to ensure that mail addressed to certain recipients never receives your set Junk Mail filter action; this is primarily used to “safe list” mailing lists that you are on or that you want to receive mail you send without antispam filtering delays. See [Adding Allowed Mailing Lists Entries](#) on page 103 for details.

## Message Filters (Content Filters)

Use the **Options > Mail > Message Filters** page to set up custom filters to act on your incoming mail. You can have certain mail delivered directly to subfolders, bounced back to the sender, or discarded completely. Also, this is where you can modify your Junk Mail filter. These topics are discussed in detail in [Controlling Spam](#) on page 85.

[see Figure 82 for an example](#)

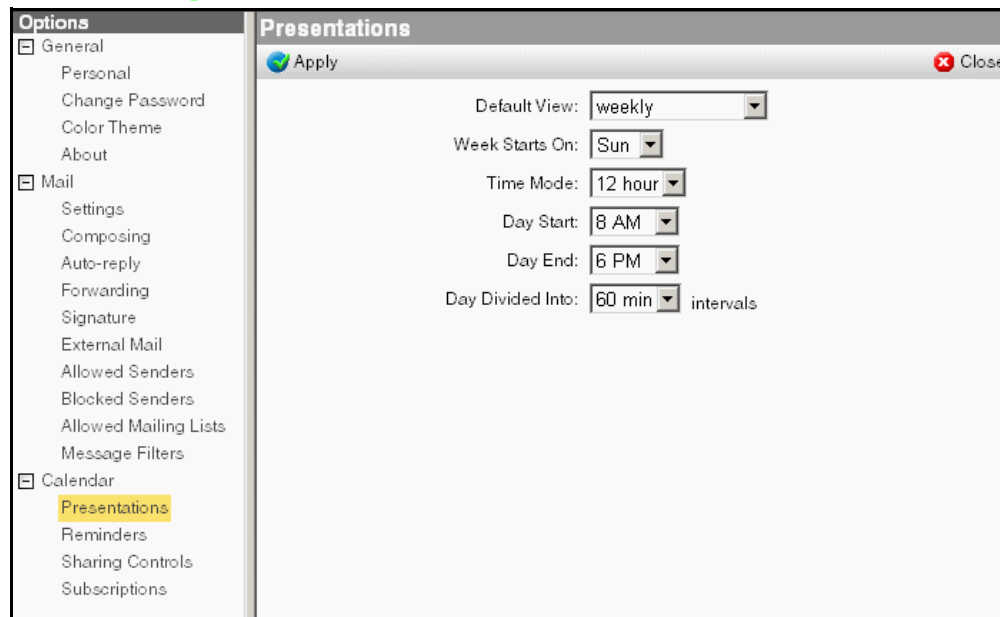


Figure 78 [Options > Calendar > Presentations Page](#)



(see Figure 82)

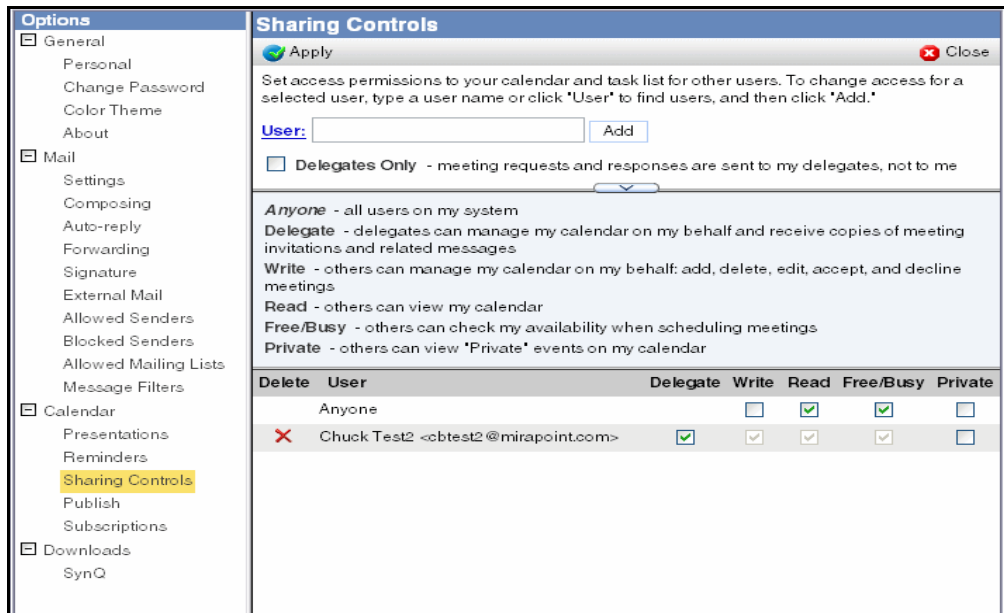


Figure 79 Options > Calendar > Sharing Controls Page

See Figure 83 for an example. (see Figure 83); see Figure 84 for an example

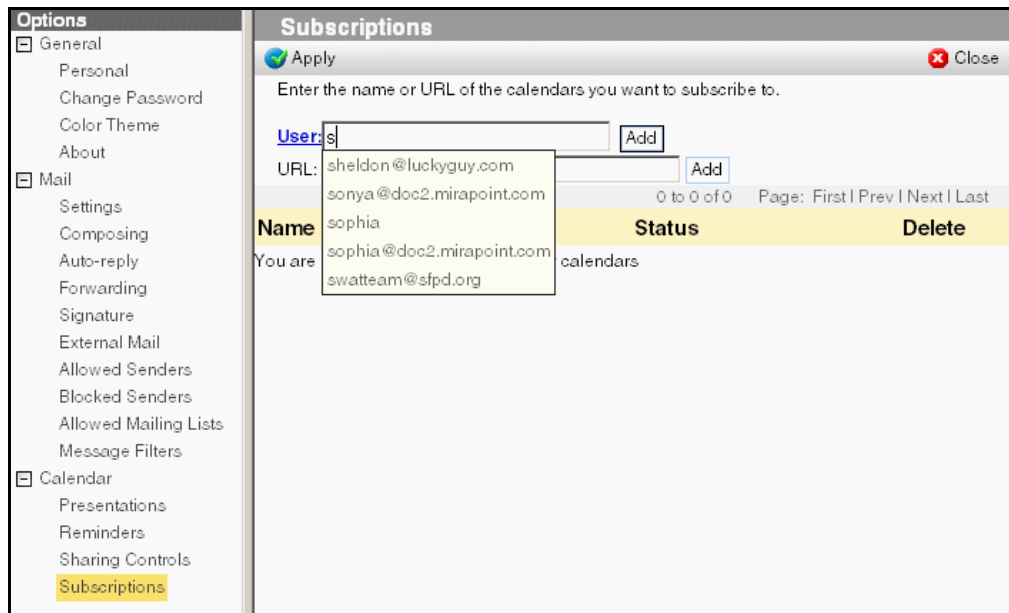


Figure 80 Options > Calendar > Subscriptions Page





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