I. WEBMAIL

About WebMail

How do I use the Mail option tabs to manage my email in Webmail?

WebMail Option Tabs	How to Use Them
Inbox Tab or Folder tab, for the folder where you are working	Use this tab to view and work with groups of messages.
Sent Tab	Use this tab to view a copy of the individual messages sent to people from your account.
Deleted Item Tab	Use this tab to view all deleted messages and folders. You can recover deleted messages and folders from the Deleted Item contents.
Drafts Tab	Use this tab to save drafts of long messages before you send them to ensure that your work is not lost if you encounter an interruption before you send the message.

How do I use toolbar options to manage my email?

Toolbar Options	Icons	Purpose
Compose		To create a message.
Get Mail		To receive new messages.
Collect External Mail		To collect mail from another account.
Search Messages		To find messages matching your search criteria.
New Folder		To create folders and file messages in them.
Subscribe		To subscribe to folders.
Refresh		To update the list of folders and email messages displayed in the Folders page.

What do the status icons mean?

Icon	Description
	Read message
	Unread message
	Read and deleted message
	Read, replied and deleted message

	Flagged for follow-up message

Receiving Messages

<u>How do I obtain new mail?</u>

To retrieve new messages that are not yet listed in your Inbox or mail folders, click Get Mail.

Your messages are listed with the following information:

- The sender's name, subject, date of receipt and message size.
- A closed envelope indicates unread messages are shown. An open envelope indicates read messages. A flag indicates which messages to follow up.
- An S/MIME message has a special icon at the end of the Subject line denoting whether it is signed or encrypted.
- The Quota bar indicates the storage space available. The Quota bar is displayed in green if available storage space is more than 60%, in yellow if it is between 60% and 90%, and in red it is more than 90% of your total quota.

<u>How do I read a message?</u>

1. In the left pane of the Mail page, click the name of the email folder you want to read. Options are:
    - The Inbox for messages you receive from others
    - The Sent tab for messages you send to others
    - The Drafts tab for drafts of your messages
    - The Deleted Items tab for messages you delete
2. From the View drop-down menu, select an option to filter the type of messages to list in the folder. Options are All, Unread, Flagged, and Deleted.
3. To open a specific message, click its subject.
4. When you finish reading the message, click the Close icon to return to the message list of the current folder.
5. (Optional) Click Next or Previous to view other messages in the folder.

<u>How do I view messages from another account?</u>

If you have a Post Office Protocol (POP) user ID on another email account, you can use Communications Express software to collect and view your messages from that account.

1. Click a mail folder.
2. Click Collect External Mail to display the Collect External Mail page.
3. Enter the following details:
    - **POP Server:** Enter the name of the server from which you want the mails to be collected.
    - **POP User ID:** Enter the user ID of the mail account from which you want the mails to be collected.
    - **Password:** Enter the password for the mail account from which you want the mails to be collected.
    - **Delete messages from server:** Select this check box to delete the mail you are collecting from the server from which they are being collected.
    - **Save to Folder:** From the drop-down menu, select a folder to which you want the mails copied.
4. Click Collect.

How do I acknowledge receipt of a message?

When you click a message sent to you by someone who has requested notification when you view the message, the Return Receipt pop-up appears. Click Cancel if you do not want to acknowledge receipt. Click Send to respond with a message to the sender. The acknowledgement message confirms that you received the message, but not that you read the message.

How do I flag a message?

1. Click the name of the email folder that contains the messages you want to mark for further action.
2. Select the message or messages you want to flag.
   - To select a single message, click its check box.
   - To deselect a selected message, click its selected check box.
   - To select all messages, click the Select All, , icon. Click this icon again to unselect all messages.
3. From the Actions drop-down menu, select Flag for Followup. The flag icon appears at the each selected message.

To remove the flag from a message, select the message, and from the drop-down menu, select Clear Flag.

Sending Messages

How do I compose a new message?

1. Click the Compose icon on the toolbar to display the New Message page.
2. Enter the email addresses of people who should receive your message. Use a comma to separate multiple addresses. The fields available include:
   - **To**. Enter a recipient's email address to send the message to the recipient.
   - **Cc.** Enter a recipient's email address to send a copy of a message to the recipient.
   - **Bcc.** Enter a recipient's email address in this field to send a blind copy of a message to that recipient. These addresses are not listed with the message when it is delivered.
3. Click the Subject field and type the subject of your message.
4. Click in the message text box, and type the text of the message.
5. From the drop-down menu, select the Priority. Options are Normal, Urgent, and Non-Urgent.
6. From the Request Receipt drop-down menu, select an option. Options are None, When delivered, When Viewed, and Both.
7. Under select the Security options, set Signed Message and Encrypted Message check boxes as desired. Default options are set in the Options - Mail page. If the New Message page does not have these check boxes, you do not have permission to sign or encrypt a message.
8. Click Send.

How do I reply to a message?

You can respond to the sender of a message, or to the sender and all recipients listed in the To, From, Cc fields of the original message.

1. Click Reply to reply to the sender, or Reply All to reply to the sender and all the other recipients.
2. A New Message page appears with the name of the recipient or recipients. The subject of the original message is prefaced with Re:, and the original message appears inline in the New Message page.
3. (Optional) Enter the email addresses of additional people who should receive your message. Use a comma to separate multiple addresses. The fields available include:
   - **To**. Enter a recipient's email address to send the message to the recipient.
   - **Cc.** Enter a recipient's email address to send a copy of a message to the recipient.
   - **Bcc.** Enter a recipient's email address in this field to send a blind copy of a message to that recipient. These addresses are not listed with the message when it is delivered.
4. Click in the message box and type the message text.

5. Verify that the S/MIME features are set as desired in the Options - Mail page before you send the message. If the New Message page does not have these check boxes, you do not have permission to sign or encrypt a message.
6. Click Send.

<u>How do I compose a draft?</u>

1. In the New Message page, enter a subject for your message and type the text of the message.
2. At the bottom of the page, set the Sign and Encrypt check boxes. An S/MIME message is stored in the Drafts folder as encrypted if you select that feature.
3. Verify that the S/MIME features are set as desired before you send the message. Default options are set in the Options - Mail page. If the New Message page does not have these check boxes, you do not have permission to sign or encrypt a message.
4. Click the Save Draft icon in the New Message page to save the message in the Drafts folder.
5. Close the New Message page.

<u>How do I retrieve and send a draft?</u>

1. Click the Drafts folder.
2. Click the Subject of the draft you want to retrieve. The New Message page appears with your draft. Revise the message, if desired.
3. Enter more recipient names in the To: field, if desired.
4. Verify that the Sign and Encrypt check boxes at the bottom of the page are set as desired. The default options are set in the Options - Mail page. If the New Message page does not have these check boxes, you do not have permission to sign or encrypt a message.
5. Click Send.

<u>How do I check spelling?</u>

Select one of the following methods:

- Click the Spell Check link or the spell check icon in the New Message page, to check spelling of an unsent message.
- Select the “Check spelling before sending message” option to invoke the spell-checking process when you click Send.
- Select the spell checker option for all messages in the Settings page of the Mail Options tab to check all messages automatically as you compose them.

<u>How do I correct spelling?</u>

1. In the display of highlighted words that the spell checker does not recognize, find the word to change.
2. Click the word to select it.
3. Select the correct spelling of the word from the suggested list (if suggestions are available), or type the word correctly in the Replace the word with: field. The word appears in green when you spell it correctly.

<u>How do I format message text?</u>

You can format messages if your Web browser is Internet Explorer 5.5 or later.

1. In the New Message page, click the Rich Text (HTML) link.
2. Click the location where you want new formatting to start. To change the format of text, select the text to change.
3. Click the formatting tool you want to use, or select the option you want from one of the drop-down menus. These tool are available:
   - **Format.** Sets text of a paragraph to a preset format (drop-down menu).
   - **Font.** Sets text style (drop-down menu).
   - **Size.** Sets text size, based on HTML font sizes (drop-down menu).

 Cuts text from your message

 Copies test from your message

 Pastes the most recently cut or copied text to the location of the cursor.

 Makes the text bold.

 Italicizes text.

 Underlines text.

 Sets the text color.

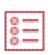
 Sets the background color for the text.

 Aligns text to the left.

 Aligns text at the center.

 Aligns text to the right.

 Organizes paragraphs in a numbered list

 Organizes paragraphs in a bulleted list.

 Increases the text indent.

 Decreases the text indent.

 Inserts an emote icon.

 Creates a link in your message with HTTP or another protocol.

Note The emoticon appears only if your service provider provided this facility.

<u>How do I forward a message?</u>

To forward an opened message, and any files attached to it as an attachment, or quoted text:

1. In the left pane of the Mail page, click the name of the email folder with the message you want to forward.
2. Click the subject of the message to open the message.
3. Determine whether to forward the message as an attachment or as part of your new outgoing message, and complete one of the following:
   - To forward the message as an attachment, click Forward. The forwarded message appears as an attachment in the Attachments field of your outgoing message.
   - Click Forward Inline to quote the original message and forward the attachments. The original attachments are listed in the Attachments field of your outgoing message. HTML messages appear as attachments in the New Message page even if you selected Forward Inline. In the Subject field, a Fwd: label is added to the subject of the original message.
4. Enter the email addresses of people who should receive your message. Use a comma to separate multiple addresses. The fields available include:
   - **To**. Enter a recipient's email address to send the message to the recipient.

- **Cc.** Enter a recipient's email address to send a copy of a message to the recipient.
- **Bcc.** Enter a recipient's email address in this field to send a blind copy of a message to that recipient. These addresses are not listed with the message when it is delivered.

5. (Optional) Attach new files to your outgoing message. They appear in the Attachments field.
6. Verify that the S/MIME features are set as desired. Default options are set in the Options - Mail page. If the New Message page does not have these check boxes, you do not have permission to sign or encrypt a message.
7. Click Send.

How do I send a signed and encrypted message?

The Sign all outgoing Messages field and the Encrypt all outgoing Messages are enabled if you selected them in the Settings option of the Options tab. You can choose not to send signed and encrypted messages by deselecting the options within the New Message page. Encryption significantly increases message size.

1. Click the Send icon in the upper left corner of the New Message page, or click the Send button in the lower right corner of the New Message page. An error message appears if a problem occurs during the signing and encryption process, and the message is not sent.
2. (Optional) If you receive a message indicating that message size exceeds the system limits, reduce the size of your message or attachments and send it again.

What is S/MIME?

Mail supports the Secure/Multipurpose Internet Mail Extension (S/MIME) specification. To use the S/MIME features to sign or encrypt a message:

- You must have permission to use S/MIME.
- You must have a smart card containing your private and public keys, or you must import your keys to a local key store on your computer. Your private key is used to sign your S/MIME messages and to decrypt incoming encrypted messages. Your public key is used by other mail users to encrypt messages intended for you.
- If you use a smart card, your computer must have a card reader attached to it.
- Your system administrator must publish your public key so that other mail users can access it.

Keys and Certificates

Keys contain information to identify them as only belonging to their owner. This information is referred to as a *certificate*. Keys and their certificates are issued from within your organization or purchased from a third-party vendor. The issuing organization is referred to as a *certificate authority*. You typically have only one private-public key pair, but multiple pairs are permitted.

Before Mail uses your private or public key, it checks its expiration date in the certificate against the current date. If your key has expired, you receive a message in a pop-up page, and no further S/MIME messages are created with that key. Your certificate is also checked against a certificate revocation list. If your certificate matches a certificate on the list, Mail may or may not use your key, depending on how your system is configured.

Once validated, the key is used when you send, read, forward, or reply to messages. A message can be signed, encrypted, or signed and encrypted.

Keys and their certificates are stored in one of two ways:

- **On a smart card.** To use your private key, insert the card into a reader attached to your computer. Mail can access your private key and certificate as long as the card remains in the reader. A personal identification number might be requested and verified before the content of your card is released to Mail.
- **In a local key store.** You obtain keys and certificates electronically, and use the importing function of your browser to import them to a local key store on your computer. The importing

process is required only once for each key pair. See your browser's online help for information about importing keys and certificates.

Understanding S/MIME Settings

Your system administrator sets your initial S/MIME settings for Mail. The settings control whether your outgoing messages are signed, encrypted, or signed and encrypted.

The settings also control whether S/MIME check boxes are displayed as checked (feature selected) or unchecked (feature deselected). The check boxes are:

- **Sign Message.** Available at the bottom of the page. Select to sign the current message.
- **Encrypt Message.** Available at the bottom of the page. Select to encode the current message.
- **Sign all outgoing Messages.** Available in the Options - Settings page under the Secure Messaging option. Select to attach a signature to all your messages you send. To override the Sign all outgoing Messages setting on a message-by-message basis, use the Sign Message check box.
- **Encrypt all outgoing Messages.** Available in the Options - Settings page under the Secure Messaging option. Select to encode all messages automatically. To override the Encrypt all outgoing Messages setting on a message-by-message basis, use the Encrypt Message check box.

Review these examples of using S/MIME settings:

- Your initial S/MIME settings cause all your messages to be encrypted automatically, but not signed automatically. To sign all your messages also, complete the following steps:
    a. Click the Options tab.
    b. Click Settings.
    c. Under the Secure Messaging option, select the Sign all outgoing Messages check box.
    d. Click Save.
- Your initial S/MIME settings cause all of your messages to be signed and encrypted automatically. To send a new message as signed but not encrypted, complete the following steps:
    a. Click the Compose icon on the toolbar to display the New Message page.
    b. Compose a message.
    c. At the bottom of the page, unselect the Encrypt Message check box.
    d. Click Send to send the message as signed but not encrypted.

  Your subsequent outgoing messages are signed and encrypted, because you changed the encryption setting for only one message.

S/MIME Functions

S/MIME mail actions described below.

Mail Action	Description
Send a signed message with or without attachments	A signature at the end of the message ensures that you sent the message. Your private key is used to create the signature.
Send an encrypted message with or without attachments	The recipient's public key encodes your message. The message arrives at its destination with an S/MIME icon to indicate that no tampering occurred during transmission.
Read a signed or encrypted message with or without attachments	A signed or encrypted message carries an S/MIME icon at the end of the message's Subject line. You can read a signed or encrypted message from any folder for your account.

Forward a signed or encrypted message with or without attachments	When you forward an S/MIME message, it is transmitted with S/MIME features in effect for your outgoing messages, not with S/MIME features it might have arrived with. You must ensure that a forwarded message is properly signed or encrypted.
Reply to a signed or encrypted message with or without attachments	When you reply to an S/MIME message, it is transmitted with S/MIME features currently in effect for your outgoing messages. The message you are replying to is part of your response but is not automatically sent with the S/MIME features it arrived with. You must ensure that your response and the original message are properly signed or encrypted.
Save a draft message	Drafts of a new S/MIME messages are stored in the Drafts folder as encrypted, if you selected that option.

S/MIME Icons

S/MIME messages, whether signed or encrypted or both, appear in your Inbox folder with a small icon at the end of the Subject line. The icons are:

- **Pen over a sheet of paper.** The message is signed with a valid private key.
- **Broken pen over a sheet of paper.** Something is wrong with the private key used to sign the message. Do not trust the signature.
- **Key over a lock.** The message is encrypted with a valid public key.
- **Broken key over a lock.** Something is wrong with the public key used to encrypt the message. Do not trust the contents of the encrypted message.

Java Console

If your system administrator enables the Java Console for you, the S/MIME applet writers a variety of operating messages to the Java Console as your signed and encrypted messages are processed.

1. Navigate to the page's Control Panel.
2. Double click the Java Plug-in 1.4 icon.
3. Click the Basic tab.
4. Click the radio button for Show Console.
5. Click Apply.

Managing Messages

How do I display next and previous messages?

1. Click the name of the email folder that contains the messages you want to view.
2. Select the Next or Previous links to read the messages.

How do I mark a message for deletion?

1. Select the messages you want to delete.
    - To select a single message, click its check box.
    - To unselect a message, click its selected check box.
    - To select all messages, click the Select All, , icon. Click this icon again to unselect all messages.
2. Click Delete.

    The setting of the Delete option in your preferences determines what happens when you click Delete. If you set the Delete option to "Move Deleted Messages to Deleted Items," the deleted message is moved from the current folder to the Deleted Items folder when you click Delete. If you set the Delete option to "Mark Messages Deleted," each selected message is marked for removal when you click Delete. When you select Expunge from the Message Actions drop-down menu, each selected message is permanently removed and a backup copy is not made.

How do I delete messages from the deleted items folder?

The Empty Trash button is visible when the Deleted Items folder contains deleted messages.

1. Click on your email address in the left pane of the Mail tab to view the list of your folders.
2. Select the messages to remove:
    - To select all messages in the Deleted Items folder, Click Empty Trash.
    - To select a single message, click its check box.
    - To select all messages, click the Select All, , icon. Click this icon again to unselect all messages.
    - To unselect a selected message, click its selected check box.
3. Click Delete to remove the messages from the Deleted Items folder. Backup copies of the messages are not saved.

How do I undelete a message?

The Delete settings in the Options tab determines whether you are set up to expunge messages marked for deletion.

1. Click the name of the email folder that contains the messages you want to restore.
2. Find the messages marked for deletion and select the messages to undelete.
    - To select a single message, click its check box.
    - To deselect a selected message, click its selected check box.
    - To select all messages, click the Select All, , icon. Click this icon again to unselect all messages.
3. From the Actions drop-down menu, select Undelete. The X marks next to the messages are removed.

How do I delete a message permanently?

1. Click the name of the email folder that contains the messages you want to remove.
2. Select the message or messages you want to erase permanently.
    - To select a single message, click its check box.
    - To deselect a selected message, click its selected check box.
    - To select all messages, click the Select All, , icon. Click this icon again to unselect all messages.
3. From the Actions drop-down menu, select Expunge. The selected messages permanently removed from the email folder.

How do I print a message?

1. Click the name of the email folder that contains the message you want to print.
2. Click the subject of the message you want to print.
3. Click the Printable icon. A printable view of the message appears.
4. Select File -> Print from the menu bar to print the message.
5. Close to exit the printable view.
6. Click Close to exit the message and return to the list of messages in the folder.

Attaching Files to Messages

How do I attach a file to a message?

1. Click Browse... to locate the file you want to attach.
2. Click Open to select the file you want to attach.
3. Click Add to attach the file to your email. To delete a file selected for attachment, click Remove.
4. Click Attach in the Attach File dialog box. The Attach File dialog box closes, and the names of the files you attached appear in the Attachments field in the New Message page.

How do I view a file attached to a message?

Attachments in .gif and .jpg file formats sent from Communications Express are displayed as part of your email messages. Attachments from other mail systems sometimes appear as icons or links. Other file formats, such as voice or fax attachments, appear as icons or links.

1. In the message, click the attached file name next to Attachments in the message's header section. A dialog box appears.
2. View the file from its current location, or save the attachment in a selected folder on your machine.

How do I save a file attached to a message?

You can save attached files, such as those in .gif and .jpg file formats, to your local disk.

1. Use the Save As function of your browser, or use mouse button 3 to click the attachment's file name in the message header next to Attachments. A menu appears.
2. From the menu, choose Save Link As. The Save As dialog box appears.
3. In the File Name field, enter the name of the attachment.
4. Click Save.

How do I send an attachment?

1. Click Browse... to locate the file you want to attach.
2. Click Open to select the file you want to attach.
3. Click Add to attach the file to your email. To delete a file selected for attachment, click Remove.
4. Click Attach in the Attach File dialog box. The Attach File dialog box closes, and the names of the files you attached appear in the Attachments field in the New Message page.

Searching Messages

How do I search for a message?

1. Click the name of the folder that contains the message you want to find.
2. In the Quick Search field, enter the text to search for.
3. Click Search. Messages that match the search criteria are listed in a table.

How do I refine a search?

1. Click the Search Messages icon to display the Search messages page.
2. From the Search drop-down menu, click the name of the folder that contains the message you want to find.
3. From each drop-down menu, select a criteria to specify your search conditions, and enter a word or phrase in the blank text field. For example:
   - From the left drop-down menu, select the part of the message that you want to search in. For example: Sender, Subject, Body or Recipient.
   - From the middle drop-down menu, select "contains" to search for something that is part of the message segment you selected, or select "does not contain" to search for something that is not in the message segment you selected.
   - In the right text field, type the word or words you want to find.
4. Click Search. Messages that match the search criteria are listed in a table.
5. Click Close to exit the Search Messages page.

Using Mail Folders

How do I view messages in a folder?

1. Click on your email address in the left pane of the Mail tab.

2. Click the name of the folder you want to view. The list of messages within the folder appears. The Subject, date Sent or Received, From or To, and Size information is provided for each message.
3. Click the subject of a message to view the text of the message.

How do I create a new folder?

A folder inherits the permissions of its parent folder. Once you create a folder created, it is independent of the structural hierarchy. If access permissions for a parent or child folder change, the change does not affect access permissions previously assigned to the parent or child folder.

1. Click on your email address in the left pane of the Mail tab to access the Folders page.
2. Select the radio button of the message folder that is the parent for your new folder.
3. Click the New icon.
4. In the dialog box, type a name for the new folder.
5. Click OK to create the folder.

How do I delete a folder?

1. Click on your email address in the left pane of the Mail tab to access the Folders page.
2. Click the radio button left of the folder name to select the folder to delete.
3. Click Delete.
4. Click OK to confirm the delete.

How do I rename a folder?

1. Click on your email address in the left pane of the Mail tab to access the Folders page.
2. Click the radio button left of the folder name to select the folder you want to rename.
3. From the Folder Actions drop-down menu, click Rename Folder.
4. In the Rename folder to dialog box, type a new folder name.
5. Click OK.

How do I move a message from one folder to another?

1. Click the name of the email folder that contains the messages you want to move.
2. Select the message or messages that you want to file.
    - To select a single message, click its check box.
    - To deselect a selected message, click its selected check box.
    - To select all messages, click the Select All, , icon. Click this icon again to unselect all messages.
3. From the Move to Folder drop-down menu, select the new folder for your messages. Your messages are moved to the selected folder.

How do I set folder permissions?

You can share your folders with other users. Once you specify who has permission to access a folder, the user who was granted access permission must subscribe to the folder. In the Folders page, shared folders appear in hierarchical order. The name of the folder's owner appears on one line, and names of the owner's shared and subscribed folders appear on subsequent lines.

1. Click on your email address in the left pane of the Mail tab to display the Folders page.
2. Click the Manage Folders.
3. Select the radio button left of the folder name to identify the folder you want to share.
4. From the Folder Actions drop-down menu, select Share Folder to display the Share Folder page.
5. Select the Enable direct delivery of email to folder check box to deliver mail directly to the user's shared folder.
6. Enter the user ID of the person to identity who can share the folder.
7. From the Permissions drop-down menu, select the appropriate permission for the user:

    Read Only: Allows users to view only messages in the shared folder.

Read and Write: Allows users to read and modify contents of a shared folder and to delete subfolders.

Read, Write and Manage Access: Allows users to read and modify the contents of a shared folder, create subfolders under a shared folder, delete a subfolder, and share a folder with others.

To remove permissions assigned to a user, click Remove.

<u>How do I subscribe to a shared folder?</u>

You can subscribe to folders of other users in your corporate directory when they give you access to them.

1. Click the folder name to view the files saved in the folder.
2. (Optional) Verify that the shared folder is available to you. To display in a tool tip the access permissions granted to you for a folder, point the mouse at the folder icon for the shared folder. Access levels are Read, Write, and Manage Access.
3. Click your email address in the left pane of the Mail tab to display the Folders page.
4. Click the Subscribe icon to display the Subscribe to Folders page.
5. From the drop-down menu, select All Shared Folders and click Go to display a list of all private folders shared by other users in the organization.
6. Select a Folder to subscribe to it and click Subscribe to add the folder to your list of shared folders.

<u>How do I subscribe to an individual's shared folder?</u>

1. Click on your email address in the left pane of the Mail tab to display the Folders page.
2. Click the Subscribe icon to display the Subscribe to Folders window.
3. From the drop-down menu, select Search Shared Folders by User and Click Go to display the Select User ID window.
4. Complete the following steps to define your search criteria:
    a. From the Full name drop-down menu, select the element you want to find. Options are Full name, First name, Last Name, Email, User ID, and Phone #.
    b. From the Contains drop-down menu, select the type of search you want. Options are contains, is, sounds like, and begins with or ends with.
    c. In the text field, enter the keyword or keywords you want to find.
5. Click Search. Users that match your search criteria are listed.
6. Select a User ID to subscribe to that user's shared folder, and click OK to display a list of folders and owners of those folders.
7. Select the folders you want to subscribe to, and click Subscribe.

To close the page without subscribing to a shared folder, click Cancel.

<u>How do I subscribe to all shared folders?</u>

1. Click on your email address in the left pane of the Mail tab to display the Folders page.
2. Click the Subscribe icon to display the Subscribe to Folders window.
3. From the drop-down menu, select All Shared Folders and click Go to display a list of all private folders shared by other users in the organization.
4. Select the folders you want to subscribe to, and click Subscribe. The subscribed folder is listed as a shared folder in the Folders page.

<u>How do I unsubscribe from a shared folder?</u>

1. Click on your email address in the left pane of the Mail tab to display the Folders page.
2. Select the folder you no longer want, and from the Folder Actions drop-down menu, select Unsubscribe Folder.
3. When the alert message appears, click OK to remove the folder from your list of shared folders.

II. Address Book

What is the Address Book used for?

You can use the Address Book to do the following:

- Create individual contacts and groups of contacts that share the same profile, activity, or organization
- Add, sort, edit, delete and organize individual contacts and groups.
- Send email.
- Search personal, corporate, and remote address books.
- Print an address book.
- Import or export contact information between Sun Java System Communications Express, Microsoft Outlook and Netscape address books.

When you select the Address Book tab in the Communications Express page, contacts and groups in your personal address book are displayed. Notice the following:

- The Current Address Book drop-down menu displays your personal address book, your remote address books, and your organization's corporate directory. To view contacts and groups in one of these address books, select the address book from the Current Address Book drop-down menu.
- If you select view a remote directory from the Current Address Book drop-down menu, the Select action drop-down menu and the Delete and Add to Personal Address Book buttons are disabled.
- If you select view the corporate directory from the Current Address Book drop-down menu, the Delete and Add to Personal Address Book buttons are disabled.
- The Select action drop-down menu and the Add to Personal Address Book button are enabled after you search for contacts or groups in the corporate directory.
- The Select Action drop-down menu and the Delete button are enabled after you view the Personal Address Book from the Current Address Book drop-down menu.
- Address Book toolbar options are disabled when you view contacts from the corporate or a remote directory.
- Settings available in the Options tab allow you to customize the layout settings for Address Book.

To manage your repository of contact information, use the Address Book toolbar options listed below.

Toolbar Option	Icons	Purpose
New Contact		Use this option to store a new contact's personal details, including Name, Company, Phone, Email, Home Address, Work Address, Online Information, and Important Dates.
New Group		Use this option to assign web addresses and members to a group.
Printable		Use this option to print the address book.
Import / Export		Use this option to import or export an address book from Microsoft Outlook or Netscape Address Book.

Accessibility Features

In Communications Express, keyboard alternatives to controlling a mouse are available. Many features and commands are available directly from the keyboard and are available to everyone. To use the shortcuts, additional accessibility aids are not needed.

Keyboard shortcuts and their purposes are listed below.

Keyboard Shortcuts	Purpose
Alt+c	To go to the New Contact pop-up page.
Alt+g	To go to the New Group pop-up page.
Alt+p	To go to the Printable page.
Alt+i	To go to the Import/Export pop-up page.
Tab to the contact and then click Enter	To open the selected contact.
Del	To delete the selected contact.

Note To use shortcut keys from Internet Explorer, type the shortcut key and press Enter. For example, to access the New Contact page from Internet Explorer, type Alt+c then Enter.

Managing Contacts

<u>How do I edit Contact details?</u>

1. Click the Edit link to display the Edit Contact page.
2. You may change any of the following contact details:
3. **Name and Company**

   First Name. Enter the contact's first name.

   Middle Name. Enter the contact's middle name.

   Last Name. Enter the contact's last name

   Display Name. (Required) Enter the contact name to appear in the address book.

   Company. Enter the name of the company where the contact is employed.

   Job Title. Enter the contact's job title.

4. **Phone**

   Primary Phone. Choose a Primary Phone type from the drop-down menu and enter the phone number. The types available are `Work`, `Home`, `Mobile`, `Pager`, `Fax`, `Other`.

   Phone 2 - Phone 5. Choose an alternate phone type from the drop-down menu and enter the phone number. The types available are `Work`, `Home`, `Mobile`, `Pager`, `Fax`, `Other`.

5. **Email**

Primary email. Choose an email type from the drop-down menu and enter the primary email address. The types available are `Work`, `Home`, `Other`, `Pager`, `SMS`.

Email 2 - Email 3. Choose an email type from the drop-down menu and enter the alternative email address. The options available are `Work`, `Home`, `Other`, `Pager`, `SMS`.

6. **Addresses**

   Work Street. Enter the street name and number.

   Work City. Enter the name of the city.

   Work State. Enter the state of the work place.

   Work Zip/Postal Code. Enter the postal or ZIP code of the work place.

   Work Country. Enter the country of the work place.

   Enter the contact's home address in the following fields:

   Home Street. Enter the street number and name of the contact's home.

   Home City. Enter the city of the contact's home.

   Home State. Enter the state of the contact's home.

   Home Zip /Postal Code. Enter the postal or zip code of the contact's home.

   Home Country. Enter the country of the contact's home.

7. **Online**

   Web Address (1). Enter the primary web address.

   Web Address(2). Enter an alternate web address.

   Availability Address. Enter the contact's availability address. An Availability address, such as john.varrius.com, is used to check whether the contact is available for a meeting.

   Instant Messaging (IM) Nickname and Service.

   Nickname(1) and **(2)**. Select the instant messaging service and enter the contact's nickname for the primary instant messenger service. In the subsequent field, enter the contact's nickname for another instant messenger service.

8. **Dates**

   Birthday. Choose a day and month from the drop-down menu. When you click Save, the date is added to the contact details.

   Anniversary. Choose a day and month from the drop-down menu. When you click Save, the anniversary date is added to the contact details.

9. **Notes**. Enter a note about the contact's qualification or area of specialty
10. Click Save to save the contact information. Or click Save and Add Another to save the contact details, refresh the page and enter information for another contact. Or click Cancel to exit the page without saving the contact information.

How do I view contact information?

In the View Contact page, you can view the following information:

- **Name and Company**

  Display Name. Displays the contact's name as it appears in the current address book.

  Company. Displays the name of the company where the contact works.

  Job Title. Displays the contact's job title.

- **Phone**

  Displays the contact's primary phone number and alternate phone numbers, such as Home, Mobile, Pager, and Fax numbers.

- **Email**

  Displays the contact's primary email address and any alternative email addresses, such as home, mobile, and SMS email addresses.

- **Addresses**
  - Displays the contact's work address details, such as street, city, state, postal or ZIP code, and country.
  - Displays the contact's home address details, such as street, city, state, postal or zip code, and country.
- **Online**

  Displays the contact's web addresses, availability address, and nickname on primary and alternative instant messenger services**.**

- **Dates**.

  Displays the two important dates bookmarked in your address book for this contact. These dates could remind you of the birthday and the wedding anniversary of the contact.

- **Notes**. Displays your note on the contact, such as the contact's qualifications or area of specialty.

Click Close to exit the View Contact page.

How do I search for existing contacts?

You can search for contacts by contact name or by letters of the alphabet and view the contact details in the address book.

To Search for Contacts by Name:

1. Choose the address book from the Search panel drop-down menu.
2. Enter the full or partial display name of the contact. The display name can include alphabetic, numeric, and wildcard characters.
3. Click Search. All contacts in the address book satisfying the search criteria are displayed in the Search Results page.
4. Select contacts from the list displayed.
5. Click Next or Previous to look at another set of contacts. The contacts you previously selected are added to the Selected Cards list.

From the Search Results page, you can do the following:

- Select the contacts from the Selected Cards list to Add Contacts to Personal Address Book and Send Emails to Contacts or Groups.
- Remove the contacts from the Selected Cards list. To remove contacts from the Selected Cards list, select individual contacts and click Deselect Cards.

  Once an action such as delete (in Personal Address Book), add to personal address book, or send emails is performed for all contacts listed in the Select Cards section, the Selected Card section is no longer displayed.

To Search for Contacts by a Letter of the Alphabet:

1. Choose the address book from the Current Address Book drop-down menu.
2. Click the linked character that represents the first letter of the contact's display name, or click All to view all contacts in the address book. Contacts satisfying the query are displayed.
3. Click Next or Previous to look at another set of contacts.

<u>How do I add contacts?</u>

1. Enter the following contact information in the fields provided:

   First. Enter the contact's first name.

   Last. Enter the contact's last name.

   Primary Email. Enter the contact's primary email address.

   Phone (primary). Enter the contact's primary phone number.

2. Click Add Contact to add the contact.

<u>How do I delete contacts?</u>

You can remove a contact from the View Contact page or select multiple contacts from the Address Book page and delete them.

To Delete a Contact from the View Contact Page:

1. Click the contact's Name. The View Contact page appears.
2. Click Delete Contact.
3. When a message confirming which contacts to delete is displayed, click OK to remove the selected contact.

To Delete Contacts from the Address Book Page:

1. Select the contacts from the list displayed.
2. Click Delete.
3. When a message confirming which contacts to delete is displayed, click OK to remove the selected contacts.

<u>How do I import and export an Address Book?</u>

Using the Import/Export feature you can transfer your entire address book to or from Microsoft Outlook's or Netscape's address book.

To Import Personal Address Book

To import contact information from Netscape, Microsoft Outlook, or vCard address books:

1. Export the Address Book file from your email client.
2. Click the Import/Export option from the Address Book page. The Import/Export page is displayed.
3. **Import From File**. (Required) Click Browse... to select the file created while exporting the address book from Netscape, Microsoft Outlook, or vCard.
4. Choose the Import Format from the drop-down menu. Available import formats are Netscape Communication Address Book (LDIF), Outlook CSV, Sun ONE Address Book CSV, and vCard.
5. Click Done.

To Export an Address Book

To export the Current Address Book from Communications Express:

1. Choose the Export Format from the drop-down menu. Available export formats are Netscape Communication Address Book (LDIF), Outlook CSV, Sun ONE Address Book CSV, and vCard.
2. Click Done.
3. In the Save As dialog box, select the location for the address book.
4. Click OK to save the address book.

<u>How do I print an Address Book?</u>

1. Click the Printable link or icon to display the print view of your contact and group entries.
2. Select Print from the menu bar to print the address book.

<u>How do I look up Mail Recipients from an Address Book?</u>

You can look up email addresses using the Add from Address Book page.

To Search for Addresses:

1. In the text field, enter the name or the keywords you want to find.
2. Select an address book from the drop-down menu.
3. Click Search. When entries that match the search criteria are listed, select.
4. When entries that match the search criteria are listed, select one of the three addressing options for the address you want to send your message to.

   To: Click this checkbox to send the message to this recipient.

   Cc: Click this checkbox to send a copy of the message to this recipient.

   Bcc: Click this checkbox to send a blind copy of the message to this recipient.

5. Click Add Addresses.

III. OPTIONS

About Options

What do I use the Options tab for?

You can Set Address Book Preferences, Set Mail Preferences, Use Mail Filters, and Define Global Settings in the Option tab.

What do I use the Global Settings page for?

In the Options - Global Settings page, you can define global settings that determine the appearance of Communications Express software. These settings include the language for mail and address book, date and time format, time zone settings, password settings, and the default view after you log in.

How do I Customize Default Global Settings?

1. Click the Settings link.
2. Specify your preferences in the Options - Global Settings page:
   - **Default View after Login**: From the drop-down menu, select the default page to display after you log in. The options available are Email and Address Book.

     Default Email Client: Select the default email client from the drop-down menu. The options available are Communications Express and Browser Default. The default email client sends email messages from the Address Book.

   - **Language**: From the drop-down menu, select the language you want for your interface elements. The administrator for your domain determines which languages are available.
   - **Date and Time Format:**

     Date Format. Select the display date, month, and year. Options available are Month, Date, Year; Date, Month, Year; and Year, Month, Date.

     Date Delimiter. Select a character to separate the date, month, and year in the date. Options available are slash (/), hyphen (-), and period (.).

     Time Format. Select a radio button to choose how to display time. Options available are 12 hour clock and 24 hour clock.

3. Click Save to save the global settings.

How do I Change My Password?

If you use LDAP Schema 2, you must use the administration console for Sun™ Java System Access Manager to change passwords.

1. Click Change Password link.
2. In the Options - Change Password page, enter your Current Password and New Password.
3. Click Save to save your new password.

How do I set Address Book Preferences?

You can define preferred settings that are specific to your address book.

To Customize Address Book Settings

1. Click the Address Book link.

2. In the Options - Change Password page, specify the following preferences:
    - **Name**. Enter a name for the default address book.
    - **Description**. Enter a short description of the contacts in your address book.
    - **Address Book List Display Settings: Cards per Page**. Select the maximum number of address book entries to display on a page. The options available are 25, 50, and 75.
    - **Columns to Display.**

      Column 1. This column shows the display name of contacts or groups. You cannot change this column.

      Column 2 to **Column 6**. Select a value from the drop-down menu in these fields to customize the layout and column settings of your address book. You can choose not to display a column by selecting "- Don't Display This Column-" option from the drop-down menu.

      The options available are Display Name, Company, Title, Phone (Primary Phone, Work Phone, Home Phone, FAX Phone, Pager Phone), Email (Primary Email, Work Email, Home Email), Address (Home Address, Work Address), Web Page Address 1, Web Page Address 2, Availability Address, Dates (Birthday, Anniversary Date), Organizational Unit, Contact Actions (Edit Link).

3. Click Save to save your preferences.

<u>How do I set Mail Preferences?</u>

In the Options - Mail page you can specify default mail settings and information about your account. This page allows you to Change Personal Information, Change Mail Settings, Specify Mail Layout, Set Vacation Messages, and Add a New Mail Filter.

<u>How do I Change Personal Information?</u>

1. Click the Personal Information link.
2. In the Options - Mail page, specify the following preferences:

   You can change the following:

    - **Reply to Address.** To change your reply to address to an alternative address, complete this field.
    - **Signature.** To customize the signature included at the end of each message you send, enter your text, and select the Add signature to each message you compose check box.
    - **vCard.** To include your name, postal address, email address, phone number, and other information in your messages, enter your text, and select the Attach this vCard to each message you compose check box.
3. Click Save to save the new personal information.

<u>How do I Change Mail Settings?</u>

1. Click the Settings option.
2. Specify your preferences in the Settings page:
    - **Deleting Mail.** You can choose to move deleted messages to Trash or to a specific folder, or mark messages as deleted.

      Move deleted messages to folder. To move deleted messages to a particular folder, select the radio button next to "Move deleted messages to folder" and select the name of the folder from the drop-down box.

      Select the Empty messages from this folder on logout check box. If this option is not set, you must periodically empty your Trash to maintain maximum performance for your mail.

- **Mark messages deleted**. If you select Mark messages deleted, deleted messages are marked with an X and continue to appear in the current folder. When you click Expunge, the messages that are marked for deletion are permanently removed. Backup copies are not saved.

  To remove marked messages when you log out, select the check box next to “Remove deleted messages from Inbox on logout.” If this option is not selected, deleted messages are listed in your Inbox with an X beside them the next time you log in.

- **Sent Messages.** This option lets you save a copy of every message you send in a specific folder. Select the name of the folder from the drop-down box.
- **Message Draft.** This option lets you choose a folder in which drafts are to be saved. Select the folder name from the drop-down box.
- **Reply Quoting.** This option lets you automatically include the text of a message to which you are replying. Select this option to include the original message in the reply.
- **Mail Forwarding**. Use this option to send a copy of every message you receive to a specific email address.
  - **Email Address.** Enter the email address. Enter as many email addresses as you want in the text field, one line at time.

    To remove an email address from the Mail Forwarding list, select the email address and click Remove.

  - **Enable Forwarding.** Select this option to automatically send a copy of every message you receive to the email addresses mentioned in the Mail Forwarding list. When you choose this option, the server maintains a copy of the mail in your inbox.
  - **Do not leave copy on server**. When you choose this option, the server does not maintain a copy of forwarded mail in your inbox.
- **Secure Messaging.** Use the secure messaging options to set the Secure/Multipurpose Internet Mail Extension (S/MIME) features for your outgoing messages and to choose a private key certificate when requesting an S/MIME signature.

  Your administrator sets initial S/MIME settings for Mail. The settings control whether all outgoing messages are automatically signed, automatically encrypted, or automatically signed and encrypted. They also control whether the S/MIME check boxes located at the bottom of a New Message page and in the Mail Options - Settings page are displayed as checked (feature turned on) or unchecked (feature turned off).

  To send signed and encrypted messages, enable the following Secure Messaging options:

  - **Sign all outgoing Messages**. Check this option to automatically sign all outgoing messages. Uncheck the box to prevent signing all messages automatically. To use this option, you must obtain your own private key certificate from a registered third-party company.
  - **Encrypt all outgoing Messages**. Check this option to automatically send encrypted messages using the public key certificate of the recipient. Uncheck the box to prevent encrypting all messages automatically.
  - **Select a Signing Certificate**. After your certificate or certificates are imported to a local key store, or after you have a smart card, you must select the certificate that Mail uses to sign the messages. Click the signing certificate you want to use from the list of available private keys. The selected certificate is used until you choose a different one.

3. Click Save to save the new mail settings.

<u>How do I Specify Mail Layout?</u>

1. Specify the following:

    - **Messages per Page**. You can set the number of messages that can be displayed on a page. Select the number from the drop-down menu. The options available are 10, 25, and 50.
    - **Sort Order**. Select the sort order to sort messages in ascending (oldest first), or descending order (newest first).
    - **Columns to Display**. Use this field to customize the appearance of Inbox, Drafts, Trash and Personal Folders.
        - Select a value in Columns 1 to 6 from the drop-down menu. The options available are Priority, Attachment, Seen, Not Seen, Sender, Subject, Received Date, Size.
2. Click Save to save the new layout settings.

<u>How do I Set Vacation Messages?</u>

1. To activate or deactivate the sending of vacation messages and to write the message you want sent in response to email messages while you are away.
    - **Enable Vacation Message for the time period**. Select the check box to send your automatic vacation reply.
    - **Select the Start Time and End Time for your vacation message**. The start time is either the current date or any later date before the end date. The end time is the date to stop sending your automatic vacation response.
    - **Send automatic vacation message every.** Enter the number of days after which another automatic reply should be sent to a repeat mail sender. During the number of days you specify, a sender receives one vacation reply from you, no matter how many messages are sent to you.
    - **Subject**. Type a subject for the message or leave it blank. If you leave this field blank, the subject of the message sent to you is the subject of your reply.
    - **Message**. In the text boxes, type your internal and external vacation messages. Internal messages are sent to users in the same domain. External messages are sent to all other users. These messages are sent when you select the “Enable Vacation Messages for the time period” check box.
2. Click Save to save the vacation message.

<u>How Do I Use Mail Filters?</u>

You can use mail filters to organize your incoming messages. You can add, edit, and remove mail filters, and you can disable or enable mail filters.

To Add a New Mail Filter:

1. Click New in the Options - Mail Filters page to display the New Mail Filter page.
2. Enter the filter rule for your incoming email messages.
3. Click Save to create the new mail filter, or click Cancel to exit the New Mail Filter page without creating a new mail filter.

To Edit a Mail Filter:

1. Select a mail filter from the list displayed in the Options - Mail Filters page and click Edit to display the Edit Mail Filter page.
2. Edit the desired filter criteria in the Edit Mail Filter page.
3. Click Save to save the changes or click Cancel to exit the Edit Mail Filter page without saving the updates.

To Use the Mail Filter Form:

1. Enter details about the mail filter:
    - **Filter Name**. Specify a name for the filter.
    - **Enabled**. By default, the status of the filter is enabled. To disable the filter, deselect the check box.

For Incoming Messages

- **Match all incoming messages**. Select this option to apply the mail filter to all incoming messages.
- **Match any of the following conditions**. From the drop-down menu, select this option to specify these conditions:
  - **Sender**. Specify the filter criteria for names that can send you emails and enter the sender's name. The filter criteria options are contains, does not contain, is, is not, begins with, and ends with.
  - **Subject**. Specify the filter criteria for the subject contained in the email message. The filter criteria options are contains, does not contain, is, is not, begins with, and ends with.
  - **To or cc**. Specify the filter criteria for names you can send or copy emails to. The filter criteria options are contains, does not contain, is, is not, begins with, and ends with.
  - **To**. Specify the filter criteria for names that you can send emails to. The filter criteria options are contains, does not contain, is, is not, begins with, and ends with.
  - **cc**. Specify the filter criteria for names that you can copy emails to. The filter criteria options are contains, does not contain, is, is not, begins with, and ends with.
- **Message Size**. From the drop-down menu, select the message size as less than or greater, and enter the maximum message size.
- **Match all of the following conditions**. From the drop-down menu, specify the filter conditions to match all of the conditions explained above.
- **Add Condition** Click Add Condition to add any number of filter conditions. Click **Delete** to delete any of these conditions.
- **Do not include messages received before.** Select this check box to specify the date up to when messages should not be included.
- **Do not include messages received after.** Select this check box to specify the date after when messages should not be included.

To Apply Message Actions:

- **Move message to folder**. Select this option to specify the name of the folder in which the message will be stored.
- **Forward to email address**. Select this option to specify where to forward messages. By default, a copy of the forwarded message is stored in your inbox.
  - **Don't deliver the message to inbox.** Select this option if you do not want to store a copy of the forwarded message in your inbox.
- **Discard the message (overrides other actions)**. Select this option if you want to discard the message. If you select this option, other options that you may have selected are deselected automatically.

2. Select Save to save the mail filters.

How do I Delete Mail Filters?

1. Select a mail filter from the list displayed in the Option - Mail Filters page, and click Delete.
2. A pop-up message appears to confirm the delete.
3. Click OK to delete the selected mail filter.