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WebMail Preferences

What is the “Options” section?

The “Options” section allows you to configure your WebMail preferences. In short, these options will affect the display name that will show when you send messages, the look and feel of WebMail, and the settings that will effect where your email will reside in the interface.

What are the defaults when I log into WebMail for the first time?

The defaults that are set for new WebMail users are as follows:

- Language - English
- Real Name - No Default
- From - the main email alias of your mailbox
- Reply To – No Default
- Style – DeskControl
- Image Set – DeskControl
- Background Image URL – No Default
- Default Sort - ?
- Message Per Page - ?
- Default Headers – Simple Headers
- Default Destination – Saved
- Size For Mail Edit Area – Width?/Height?
- Limit For Repeated Messages - ?
- Filter Messages With Faked SMTP – ?
- Disable JavaScript Inside Message - ?
- Hide Folder Internal Data - ?
- New Mail Sound Notification - ?
- Auto Fetch POP3 At Login - ?
- Check Mail Every N Minutes - ?
- Trash Mail Reserved Day(s) –
- Signature - ?

What is the “Real Name” option for?

Whatever is entered into the “Real Name” field appears on the messages that are sent from this account.

Why do I have a “From” field and a “Reply-to” field?

The “From” field stamps any messages that you send with this address, and the “Reply-to” field allows you to enter an alternate field for users to reply to.

What do the “Style” and “Image Set” options control?

The “Style” field controls the look and feel of WebMail in general, and the “Image Set” option controls the look and feel of the WebMail icons in particular. The “Style” and “Image Set” options can be changed independently.

What is the “Background Image URL” option for?

The “Background Image URL” option allows you to insert an image that will appear behind each of the WebMail pages.

What does the "Default Sort" option do?

The "Default Sort" option allows you to select the order that the messages in each of your folders will appear. You can select to sort your messages by Date, Sender, Size, Subject and Status.

What does the "Messages Per Page" option do?

The "Messages Per Page" option allows you to display a certain number of messages to a page in each of your folders.

What are the "Default Headers"?

The "Default Headers" option allows you to display either the 'Simple Headers' (basic information) for all messages, such as Date, From, To and Subject, or the 'All Headers' (basic and additional information) for all messages, such as Return-Path, Delivered-To and S-Mailer.

What does the "Limit For Repeated Messages" preference in the Options section do?

If multiple messages with the same subject line are detected, they are automatically moved to the Trash folder immediately.

What does the "Disable JavaScript Inside Message" preference in the Options section do?

This option disables JavaScript embedded in mail messages, this is to allow users to minimize security problems.

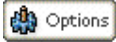
What does the "Hide Folder Internal Data" preference in the Options section do?

Some mailstores contain special messages for internal use; this option prevents those messages from showing up as normal mail.

Can I alter the size of the message box?

Yes. The display size of the message box which is used when you Compose a new Message can be altered through the WebMail Preferences.

Size for mail edit area: Width Height

All User Preferences can be accessed either via the "My Profile" tab, then select the WebMail Preferences, or from within WebMail by selecting the  Options Button.

What happens when I change the "Default Destination" for my mail?

By default, the destination for mail is the saved folder. If you wish to change this to one of your other folders, you can do this from the options menu. Use the default destination drop down box to choose which folder you wish the mail to go and click save. You may need to create additional folders from the default ones that are available.

Default destination:

What is "Filter Messages with fake SMTP"?

SPAM frequently has forged headers; this option detects some of the more obvious Spam messages and moves the mail to Trash. By default this setting is unticked. If you wish to enable "filter messages with fake SMTP", click in the tick box, and then click save.

Filter messages with faked SMTP:


All this option does is check if the users email address is in the "To:" field; if not, the mail is assumed to be junk and sent to the Trash folder. This option is handy for users who receive a lot of SPAM Mail.

Why does the "DeskControl, Professional Business Intranet Services" signature appear at the bottom of each message that I compose? Can I remove this signature?

This is simply a "Footer" that has been added for the initial release. When sending an email, users can delete it, every time they send a message.

Due to popular demand, we have now changed this as a default, and this signature will no longer appear.

Signature (500 characters or less)

A rectangular text input field with a vertical scrollbar on the right side. The field is currently empty and contains two dashes "--" at the top left corner. A mouse cursor is pointing at the bottom right corner of the field.

How do I change the length of time that mail is stored in my trash file?

Under the options setting, go to the "Trash Mail reserved day(s)", and choose the length of time that you wish to have stored in the trash file from the drop down box, and then click save.

Trash mail reserved day(s):

Read Receipts

I want to receive a read receipt each time my recipients read my messages - where can I set this up?

A read receipt can be added to each new messages being composed by checking the box marked "Confirm Reading".

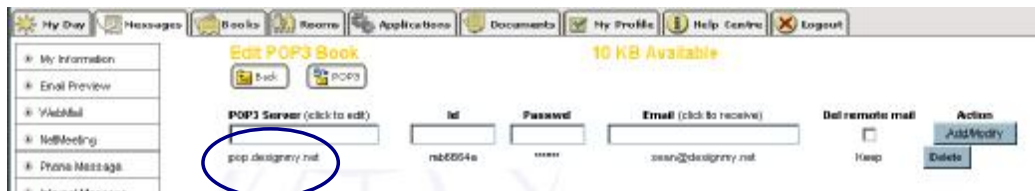
Confirm Reading This option is available from the Compose Message screen.

Is WebMail sent as encrypted text and is it secure? What security does WebMail use?

The connection between the users browser and WebMail is encrypted using RC4 with a 128 bit key, and is considered secure by today's standards.

Mail Servers, Mailstores and Options

How do I change the options for deleting or keeping my mail on my mail server?
Click on the highlighted POP 3 mail server address. This will then take you into "edit mode" for this account, with the information shown in the text boxes as displayed below.



This will then load the options above.



Under the "Del remote mail" heading there is a tick box. Changing this toggles between Keep and Delete, choose the option to Keep.



Once this is done, click the "Add/Modify". This will keep your mail on the mail server.



I don't want to manually collect my new mail - can I set up my WebMail account so that it automatically Sends & Receives messages instead?

Please refer to the sections above.

I don't want to view my mail using only WebMail, but when I read my messages using WebMail, they don't appear in my email account as well. How can I stop my messages from being deleted from the mail server?

Please refer to the sections above, as these settings are what control the options to keep or delete remote mail from other mail servers.

Can I stop messages in my Trash folder from getting permanently deleted?

Yes, you can set the option in your preferences to be:



WebMail

Frequently Asked Questions

This was not set as the default as this can easily fill up the mail servers storage capacity.

My new messages are automatically moved to the Trash folder - how can I stop this from happening?

This option was set as the default setting in the original release of DeskControl that had the new WebMail included. This default option has since been changed, but if you were an early user then you may need to change the preference from this.


This option is shown on the screen below, check to see what your settings are currently set for and change accordingly if required.



How does WebMail check for new mail? What's the difference between the POP3 and Refresh buttons?

There's probably a little confusion about how WebMail checks mail. Its primary purpose is to work with a mailstore already on the server, the POP3 accounts are secondary.



The  Refresh button means "check to see if any mail has been delivered to the local mailstore".


The  POP3 button means "check to see if any mail has been delivered to the remote POP accounts, and download the mail to the local mailstore".

Inlike the old WebMail, this program doesn't support periodic checking, so the customer needs to hit "Retrieve POP3 Mail" every so often to get it to show up in their Inbox. We've change the "Auto Retrieve POP3 mail at login" to a "check mail every n minutes" option, so that at the designated interval all POP3 accounts are checked, the Inbox is updated, and browser window is refreshed with the new state. This is denoted by the following preference:

Auto fetch POP3 at login:

Address Books

How do I Import my Address Book from either Outlook Express 5 or Netscape Mail?

Under the Messages Tab, WebMail menu option, select the Address Book,  Address Button. You will be presented with the following Icons:

Edit Address Book



Select the Import Button, which takes you to the Import screen as follows...

Import Address Book

10 KB Available

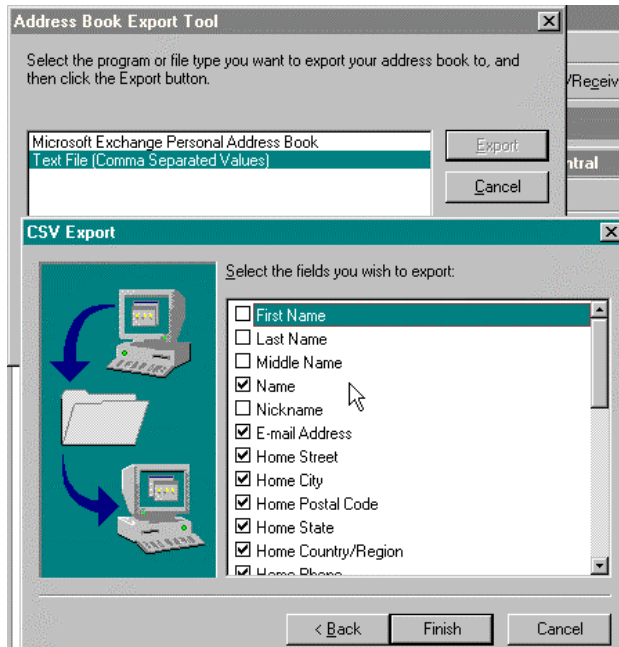
Outlook Express 5 and Netscape Mail can export their address books in a format known as CSV, or Comma Separated Values. Open WebMail can import these files into your personal Address Book to save you hours of tediously typing them in by hand.

- In Netscape, open your address book, and select File->Export, then under "Save as type:" choose "Comma Separated (*.csv)."
- For Outlook Express, in the main Outlook Express window, choose File->Export->Address Book, and select the export type "Text file." Make sure that the Name and E-mail fields come first, which is the default setting.

Outlook Express 5 Netscape Mail 4.x

For Netscape importing, ensure you have exported the information you require and save it as a CSV file.

For Outlook Express, select File > Export > Address Book, and choose the file type of Text, the following options are then available:



Name and E-mail address on this screen must have nothing selected above these options. They must be the first two selected options. If these 2 options are not the first two, then the Import will not work correctly in WebMail, or you may experience unexpected results.

Is there a function that allows me to add all of the addresses from a group email to my address book?

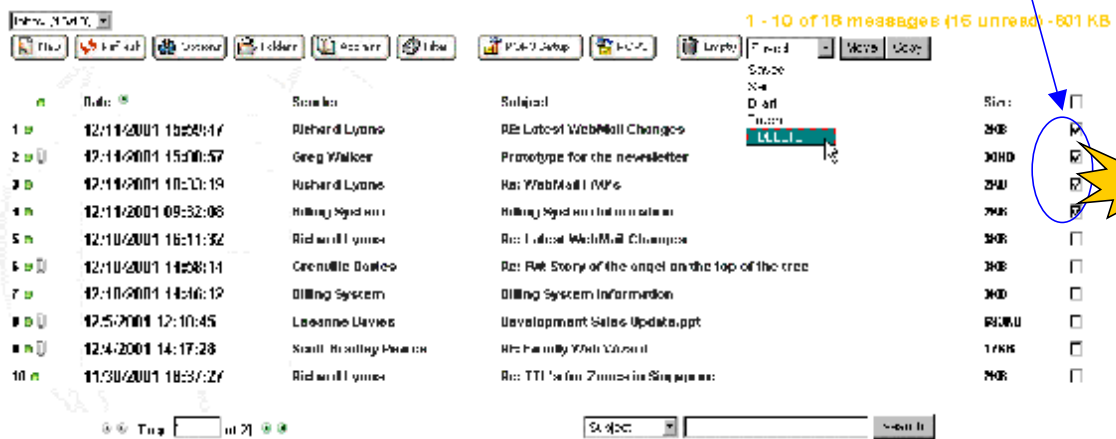
This is not currently a feature of WebMail. However, you can highlight an email address and copy and paste it into your address book. You can also define groups and add email addresses to the groups.

Moving, Copying & Deleting Messages

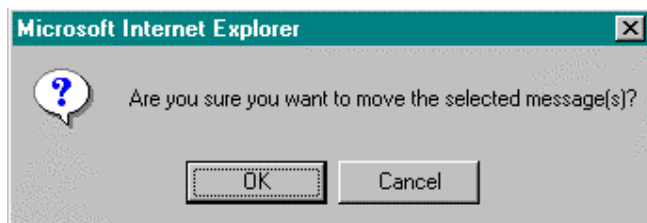
How do I move or copy my messages from one folder to another? How do I delete messages from my Inbox?

Select the message(s) you want to either Move, Copy or Delete by ticking the checkbox next to the message(s). Then you select the Folder into which the message(s) are to be placed, then select the operation to be performed with either the Move or Copy button.

For example, if I wanted to Move message(s) to the Delete Folder (delete items from my In Box), I'd select the message(s), then choose Delete from the drop-down list of folders, then press the Move button, to move these to the Delete Folder. A reminder to empty the Trash folder on a regular basis is a good idea to assist in freeing up space. Clicking on the top checkbox selects all messages.



You will be prompted with the following message:



Other options for Moving or Copying work in a similar fashion, by selecting the message(s), choosing the folder, then selecting the operation:

Attachments

How do I add more than one attachment to a message?

- Click the **Browse** button while composing your message.
- Browse through your files.

When you locate the file, **double-click** to select it. If you need to attach several files, click the **Add** button. Repeat the above Browse process (or type the path and filename in the Attachment text box).



The **Add** button makes sure that when you have selected the file(s) to be attached, they are added to the email message being composed. This is often a forgotten step in the process.

- Filenames of the attachments are listed in the compose screen just above the message box, as in the screen below:

Compose Message



From: "Leeanne Davies" <leeanned@webcentral.com.au>

To:

CC:

BCC:

Reply-To:

Attachment: *Dedicated Build Procedure2[1].1_ACF1D.doc* 87 KB [Delete]
Change Management1.doc 75 KB [Delete]
Intrusion Detection.doc 47 KB [Delete]

Browse... **Add** 209KB of 50 MB

Subject: **Confirm Reading**

Navigating WebMail

When I use my browser back or forward buttons I get messages that say the page has expired - is there another way to navigate through WebMail?

In WebMail you must use the navigation buttons provided, rather than the browser Back and Forward buttons.



From within WebMail the **Back** button is available in all screens requiring this functionality.



Another navigation aid provided is the use of the arrows, such as in the Inbox Area that will scroll through pages of messages in your Inbox as in the following graphic.

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