

## :: EMAIL

### Compose Email

Click on the "Compose" button to send new message. First, specify the recipient's email address on the "To" field. To send your message to more than one person, just add additional email addresses separated by commas in between. You can either key in the address(es) manually, or click "Quick List" to access your Address Book, or select from the Recent drop-down box for the most recent used address(es).

If you wish to send a "carbon copy" of the message to other recipients, enter the email address(es) in the "Cc" field. If you wish to send a "blind carbon copy" to other recipient(s), enter the email address(es) in the "Bcc" field. The "Bcc" recipients are invisible to each other as well as to "Cc" and "To" recipients.

Enter the subject of the message in the "Subject" field and use the large text box to compose your email message. This will appear in each recipient's email inbox so that he or she can identify the topic of the email message.

You may click on "Dictionary & Thesaurus" to help you with your spelling or choice of words.

#### Send

Once you have completed the new message, click the "Send" button to send the message. Select "Keep mail in "Sent" mailbox" if you wish to keep a copy of your sent message for future reference. Select "HTML " if you would like your message display to the recipient in the HTML format.

Set the priority of the email message by selecting from the Priority drop-down box. This priority will show through to whoever receives your email via Outlook Express.

#### Save Draft

If you need to attend to something else in the middle of composing a message or wish to come back to the message later, click on the "Save Draft" button to save the message in your "Draft" folder. This helps to avoid losing your message in case of connection interruption or accidentally clicking on other links etc.

#### Quick List

Click on it to access your online Address Book

#### Attachment

To attach a file to your message, click on the "Attachments" link and click "Browse" to select a file. When you've selected a file, click the "Upload" button to upload the file and click "Done" to attach the selected files to your message.

Note: To ensure smooth upload and delivery of your attachment, please take note of the rules on the "Attachments" page.

#### Form Mail Format

By default, the Form Mail Format is set as "Standard". You may use the drop down list to select other formats.

1. Standard - to compose email
2. Phone Message - to compose phone message
3. Memo - to compose memo
5. Bookmark - to send URL link

### Read Email

To read a message, click "Inbox" on the left-hand navigation bar. A list of unread messages will be displayed. Next, click on the subject of the message you would like to read. To read a message in a different folder, just click on the name of the folder. Once you have selected a folder, click on the subject of the message you would like to read. In either case, you may use the "Filter" function to search for a desired message.

#### Reading Format

Once you click on the subject title, there are 4 reading formats listed at the bottom of the message.

**Show Images** - Checked this when you wish to display all images that comes with the email.

**Allow HTML** - Checked this to render the email in HTML if available .

**Allow Scripting** - Checked to automatically run application or system program when you read your email.

**CAUTION : It is possible for a script to be harmful. With this function on, your computer will be more vulnerable under the attack of virus and hacking.**

**Allow Reference Resource** - Checked to allow external images to display when you read your email.

**CAUTION : You will run the risk of exposing your browser behavior and other desktop information to the sender.**

### **Forward**

When you wish to forward a message, just click on "Fwd" that appeared on either top or bottom of the email. You may select "Auto", "Text" or "Attachment" from the drop down list.

Auto :

Text :

Attachment :

### **Mailboxes**

#### **Inbox**

This is where you get your new incoming email.

#### **Read**

This is the box for you to retrieve the emails which you have read any yet to move to other folders

#### **Draft**

This is the box for you to temporarily store your incomplete message.

This is where you retrieve the email which you have clicked "Save Draft" earlier.

#### **Sent Items**

This is where you keep a copy of your sent message for future reference.

#### **Deleted**

Once you click on "Delete", those deleted email will be temporarily stored here and will be **permanently** removed when you logout

### **Folders**

By default your email comes with 5 mailboxes; Inbox, Read, Draft, Sent Items, and Deleted. You may create as many mailboxes as you need by clicking on the "Folders" icon.

#### **Create New Mailbox**

1. key in the new mailbox name in the text box found under the "New Mailbox".
2. click the "Create" button, the new mailbox name will appeared in the Mailbox Manager.
3. click Refresh Panel to refresh email menu.

#### **Rename Mailbox**

1. repaced the mailbox name with a new one inside the textbox. This will change the name of the mailbox.
2. click Revert if you want to undo it.
3. then "Save" your changes.
4. click "Refresh Panel!" to refresh the email menu after you have made the changes.

#### **Delete mailbox**

Simply click "Delete" next to the desired name entry box.

Note: Once deleted, all content in the mailbox will be erased permanently.

#### **Subscribe to Mail Group**

1. check the mail group which you would like to subscribe to.
2. if you are not able to subscribe to a desired mail group, please contact your System Admin to verify.
3. should you like to create a mail group, please contact your System Admin.

## **Address**

An online contact manager for you to store all of your personal and company contact information. Since it is online, you can access it with an Internet connection from anywhere in the world.

#### **Add Contact**

1. click on the "Add" button on the top of the opened email next to the sender's email to quickly add the sender's contact to the Address Book, or
2. click the "New Contact" button on the top right corner or bottom of your address book.
3. next, enter the contact information for the person.
4. click "Save" when you are finished.

#### **Edit/Delete Contact**

1. click on the "Edit" icon next to the right of the entry you wish to change.
2. make the necessary changes and click the "Save" .
3. if you need to delete the Contact, just click on the "Trash" icon next to the entry.

## **Options**

This is for you to set your visual and mail reading setting preference

1. Go next unread after delete

If you wish to display the next "unread" email message after you have deleted the current one, you may select this options.

2. Auto Inbox to Read

If you wish to move message from "Inbox" to "Read" mailbox after reading, you may select this option.

3. Message Status

The different options (ie. icon and bold) for you to differential between the NEW and READ email.

## **Rules**

Rules allows you to move your incoming message into the desired mailbox based on the keyword(s) you submitted.

1. Filter actions are only executed when you checked messages online with the browser. It has no effect on using POP3 client application.
2. Keyword only applicable to mail headers, including the Subject, From, To and CC fields.
3. You can specify filter to work on mail subject by using the content from the "Subject" as keyword. You can also filter out all incoming messages from a person by using the content from the "From" field as keyword.
4. Redistribute your email into other mailboxes by selecting from the "Move To" drop down list.

## **Remote POP3**

Use Remote POP3 to download your email from accounts that are out of AfterOffice. If you need to collect email from another AfterOffice account, use the "Redirect" option on that account instead.

1. Mail server : Your ISP POP3 email server, eg: mail.yourISP.com,

- mail.lookafter.com
2. Port : This is the internet port of the remote mail server of which the system is to communicate with. Leave it blank if you are not sure about this. The default value is 110.
  3. Name : This is your POP3 login name. This is usually the front part of your email address; before "@".
  4. Password : Your login password.
  5. Delete : If the "Delete" box is checked, messages will be deleted from the remote POP3 server once downloaded.
  6. Show Progress : Allow you to monitor the email download progress.

## **:: PROFILE**

### **Password**

For security reason, it is advisable for user to change your password once in a while. Always choose a password that you can remember but not easily guessed even by the people who knows you well. Password can be a combination of alphabets, numbers and special characters. It is CASE SENSITIVE, NO SPACE and NOT MORE THAN 26 CHARACTERS.

### **General**

#### **General Info :**

#### **SMS/Pager Email**

Specify your SMS or pager device email address here so you could receive messages through your handphone or other compatible devices. If you are not sure of your device's email address, please contact your local SMS or pager service provider.

Note : Most cellular service provider will provide an email address for the cellular device. And in most cases it will be in the following format:

"cellphone\_no@sms.network\_provider.com"

#### **Alternate Identity**

This feature provides an option for replying or composing email with a different identity.

You may use a different alternative name for each different purpose. Some of the applications, are used on a group basis, such as from the sales group (sales@yourdomainname.com) or support group (support@yourdomainname.com). If an email is sent to a group, ie. sales or support, an individual member of the group can reply to the email, representing the group by just changing the user profile to the respective address while composing the email.

#### **Signature**

An email signature is the text that you see at the bottom of the body of an email message. You can create up to six (6) custom signatures that will be used automatically each time you send out a message. For example, you might want your name, title, email address, and phone number to appear at the end of every message. By creating a signature, you don't need to retype the information every time you send a message. If you're composing a message and decide you don't want to use a signature, you can simply delete it.

To a business person, an email signature is an opportunity to advertise your business to everyone who views your email.

To create a signature:

1. in the signature text box, type a signature that you wish to append to the messages sent from your account. For example, your name and contact information, a URL to a Web site, a favorite quote or your company's slogan.
2. click "Update" to create the signature or "Cancel" to close the window without saving any changes.

### **Automation**

#### **Use Redirect**

If you would like to forward your emails from your AfterOffice account to other mail clients or accounts , just key in the email address(es) in the text box.

#### **Keep Mail**

Checked the box if you want to retain a copy of the incoming email after redirect the mail to another

account

### **Vacation Reply**

When you go on vacation or are out of the office for some reason you can set up your email account to automatically reply to anyone who sends you email. Just checked "Use Vacation Reply" and enter the text of the message you want people to receive when they email you while you are on vacation.

### **Appearance**

You can change the appearance of your AfterOffice virtual office whenever and as often as you wish.

To change your appearance:

1. select the relevant categories and option buttons until you are satisfied with the color scheme, font sizes and others.
2. click "Update" to accept the changes or "Cancel" to close the window without saving any changes.

To change your e-mail appearance:

1. Select and click on the check box under the category Mailbox Display.
2. Click "Save" to accept the changes or "Cancel" to close the window without saving any changes.

### **Menu**

You can customize the Main Menu to suit your preference and select your preferred icon setting here at the bottom of the "Customised Menu". To customize Main Menu:

1. Click on the relevant option radio to choose the kind of appearance that you want.
2. Click Save to save the changes.

### **Meeting**

You may customize different chat features to suit your needs here.

#### **Visibility**

You may select the visible level within AfterOffice platform.

1. "All" - your presence is visible to all AfterOffice users,
2. "Your Domain Name only" - visible to your colleagues only,
3. "Off" - invisible to all.

To change your visibility:

1. click the relevant option button under "Visible".
2. click "Save" to update the changes.

#### **Option**

You may select the relevant box for your preferred option.

1. "Don't show others' icon" - you do not wish others' icon to be display on the meeting room
2. "Don't show online status" - you do not wish to see online status icon on your meeting room.
3. "Don't show date/time" - you do not wish to display date and time of the conversation on your meeting room

To display user icon:

1. check the box to not display user icon in the meeting room.
2. click Update to save the selection.

To show user online status:

1. check the box to not show the user online status.
2. click "Update" to save the selection.

To show date and time:

1. check the box to not show the date and time in the Meeting Room.
2. click "Update" to save the selection.

#### **Instant Message (IM) Alert**

You may select to have your Instant Messages delivered to you via a pop-up window and/or with a sound

alert.

To change your IM delivery:

1. for Instant Message to be delivered via pop-up window, select "Pop-up window" check box.
2. click "Save" to update the changes.

Instant Message Alert:

1. select the various sounds from the IM alert drop-down box. Keep at "None" if you do not wish to have an IM alert.
2. click "Save" to update the changes.

### **Icon**

Chatting in the public lobby where there are many other participants, a chat icon will help you to identify your chat partner. You can change your chat icon at any time. You can also change your icon as often as you would like.

To change your AfterOffice chat icon:

1. click on the Option Button next to the Chat Icon that you like in the Icon List.
2. click "Save" to update the changes.

### **Log**

To view the record of your login history

### **Webmail**

This is for you to set your visual and mail reading setting preference

1. Go next unread after delete

If you wish to display the next "unread" email message after you have deleted the current one, you may select this option.

2. Auto Inbox to Read

If you wish to move message from "Inbox" to "Read" mailbox after reading, you may select this option.

3. Message Status

The different options (ie. icon and bold) for you to differentiate between the NEW and READ email.

Remarks :-

For email client setup as follow :-

SMTP Out-going mail server : mail.domain-name.com

In-coming mail server ( POP3) : mail.domain-name.com

User name : abc@domain-name.com

Password : password

Email : abc@domain-name.com

Website : www.domain-name.com.

Any problems :-

Email : support@esolutions.com.my

info@esolutions.com.my

0122918247@sms.maxis.net.my

Mobile : 012-2918247 / 017-3568984 ( Philip )