MIRAPOINT

WebMail and WebCal User Guide

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Using WebCal Direct 101

1

Using WebMail Direct

Welcome to WebMail Direct, a web-based messaging tool that allows you to access and manage e-mail across the Internet. You can use WebMail Direct with most browsers and an Internet connection to your account.

The major topics covered in this chapter are:

About WebMail Direct

WebMail Direct allows you to perform a variety of tasks, including the following:

- Access messages
- Compose messages
- Check spelling
- Store contact addresses and information, including groups
- Control access by creating access control lists (ACLs)
- Create message filters, customize the system Junk Mail filter, and create lists of allowed senders, blocked senders, and allowed mailing lists
- Set automatic reply or forwarding for messages
- Import and export contact information

Starting and Ending WebMail

To start a WebMail session, log in from the WebMail Direct login page or click **Mail** from your WebCal Direct window. From the WebMail **Preferences** page, you can specify the character set in which your messages will be displayed. As an added feature, incoming messages that are not RFC 822 compliant automatically have their headers converted to the character set specified in your preferences.

Note: If you login to WebMail as a **Quarantine Administrator**, there are special tasks that you can perform. See "Acting on Quarantined Messages" on page 56.

To end a WebMail session, click **Logout**; the session is terminated, and you are returned to the WebMail Direct login page. Alternatively, if WebCal Direct is also licensed, you can click the **Calendar** link to move between WebMail and WebCal. The session for either is not terminated until you click **Logout**.

Note: Once you've logged in to your WebMail Direct account, the connection remains active for a specific length of time after your last action. This length of time can be set by your system administrator, and therefore may vary. 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 log in again. Regardless of the length of time that passes before an automated connection timeout occurs, you should be aware that closing the browser window (clicking the **Close** icon in the upper right corner) does not close the connection to the mail server and log you out. It is important to close the connection to your account when you are finished by logging out to prevent unnecessary process loads and possible security risks.

Figure 1 WebMail Direct Login Page

Changing Your Password

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

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite) click **Change Password.**
   Result: The **Change Password** page displays.
2. In the **Old Password** text box, enter your current password. In the **New Password** text box, enter your new password. In the **Confirm Password** text box, enter the new password again. Click **Change Password**.
   Result: The system accepts the change. A message displays indicating the password change.

WebMail Primary Links

This section describes the primary links that you see in WebMail along the left side of each page or, when in the **No Frames** mode, across the top of each page. **Note:** The step-by-step instructions in this manual reference the links on the left side of the page. If you have the No Frames setting configured, you'll find the appropriate links at the top of the page.

- **Check Mail** - Retrieve mail if you are in a folder. If you click this link while you are not in a folder, WebMail displays the message list for the folder you were last in. See "Opening and Reading a Message" on page 45.
- **Inbox** - Open your Inbox folder, check your quota status, and retrieve mail. See "Opening and Reading a Message" on page 45.
- **Compose** - Open a compose window to send messages. See "About Composing" on page 25.
- **Folder** - Add or delete folders. See "Working with Folders" on page 56.
- **Search** - Find messages. See "Working with Message Search" on page 41.
- **Address Book** - Manage your personal database of contacts. See "Using Address Book" on page 149.
- **Preferences** - Specify default settings for WebMail. See "Setting WebMail Preferences" on page 21.
- **Options** - Access the following secondary links:

- ❖ **Access Control** - Specify who can see and use your folders. See “Adding Users to Access Control Lists” on page 69.
- ❖ **Message Filters** - Create filters for messages you receive. See “Editing and Deleting Message Filters” on page 89.
- ❖ **Junk Mail Control** - Access the following links:
  - – **Allowed Senders**- Create a safe list of specific senders. See “Using the Allowed Senders List” on page 91.
  - – **Blocked Senders**- Create a list of senders you want to block. See “Using the Blocked Senders List” on page 92.
  - – **Allowed Mailing Lists**- Choose junk mail filters and actions. See “Adding Allowed Mailing Lists Entries” on page 93.
  - – **Junk Mail Filter** - Manage your Junk Mail Filter and customize filter criteria. See “Using the Junk Mail Filter” on page 90.
- ❖ **Change Password** - Change your WebMail password. See “Changing Your Password” on page 13.
- ❖ **Forwarding** - Setup automatic forwarding of messages you receive. See “Using Automatic Forwarding” on page 95.
- ❖ **Automatic Reply** - Setup an automatic reply to messages you receive. See “Using Automatic Reply” on page 96.

◆ **Trash [Empty]** or **Compact -** If you have the Preferences option **Delete To Trash** set to **Yes**, the **Trash [Empty]** link appears; click **Trash** to access your Trash folder, click **Empty** to delete all mail in your Trash folder.
If you have the Preferences option **Delete To Trash** set to **No**, the **Compact** link appears; click **Compact** to delete all messages that you have marked as **Delete**.
See “Deleting Messages” on page 51.

◆ **External Mail** - Access the following secondary links:
- ❖ **Get External Mail** - Retrieve all mail from any external POP accounts that you have configured. The mail is delivered to the folders that you specified when you created the accounts. See “Checking for External POP Account Messages” on page 99.
- ❖ **Add POP Server** - Configure new external POP accounts, or edit accounts that you have already configured. See “Adding an External POP Mail Server” on page 97.

- **Help** - Open this online help system.
- **Logout** - Log out of WebMail. See "Starting and Ending WebMail" on page 12.

WebMail Legend

Table 1 describes the icons used by WebMail.

Table 1 WebMail Icons

Icon	Name	Indicates that...
	Deleted	The message has been marked as **Deleted**; this option is available when your preferences **Delete to Trash** option is deselected (off)
	Unread	You have not yet read the message
	Read	You have read the message
	Answered	You sent a response to the message
	Attachment	The message includes a file attachment
	Subscribed	This is a shared folder to which you are subscribed. This icon displays on the **Shared Folders** page.
	Highest	The highest available priority has been assigned to the message
	High	A high priority has been assigned to the message
	Low	A low priority has been assigned to the message
	Lowest	The lowest available priority has been assigned to the message

About Address Book and WebMail

Address Book is an integral part of WebMail Direct, use it to create and maintain a customized database of contact information for use with e-mail. If you have WebCal Direct licensed on your system, you automatically access the same Address Book from both programs. Address Book is covered in Chapter 3, "Using Address Book."

WebMail Helpful Hints

The following list of hints can help you with specific problems that may be affecting WebMail Direct performance:

- If you have a slow Internet connection, set the **Message Count** 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 "Setting WebMail Preferences" on page 21.
- If you have a fast Internet connection, you can set the **Message Count** to a higher number, such as 50, and not affect your system performance.
- If your Address Book exceeds the amount of allowable contacts or groups, you will receive an error message. These values are configurable. Contact your system administrator to have the allowance increased for your system.
- Keep an eye on your **quota** status bar at the top of your Inbox and delete messages when you get close to your quota limit.
- If you are using a Netscape 4.7 browser on a Mac OS system, garbage characters may be inserted into the body text of messages you send using WebMail. This problem is caused by a limitation in Netscape Communicator on the Mac OS platform.
  Workaround: Use a different browser for WebMail messaging.

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 18
- "Make Yourself Less of a Target for Spammers" on page 18
- "Take Advantage of the Content-Blocking Feature" on page 19
- "Know Your Junkmail Control Options" on page 19
- "Monitor Your Junkmail Folder" on page 20

- "Consider Using Content Filters" on page 21

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 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 38.

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 “Using the Allowed Senders List” on page 91. 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, 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 **This is Spam** link next to the address in the mail and then choose **Add sender to Blocked Senders List**. In that way, you never receive mail from that address again. For more information, see “Using the Blocked Senders List” on page 92.
- 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. See “Adding Allowed Mailing Lists Entries” on page 93.
- 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 “Using the Junk Mail Filter” on page 90. For information on content filters, see “Consider Using Content Filters” on page 21.

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.

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 56), 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 77.

Setting WebMail Preferences

1. Click **Preferences**.
   Result: The **Preferences** page displays.
2. Enter the following message composition data:
   - **Full Name**: Your name as you would like it to appear in the **From** header field of all your messages.
   - **E-mail Address**: Your e-mail address as you would like it to appear in the **From** header field of all your messages.
   - **Reply-To**: An address to which replies to messages of yours are to be directed.
   - **Message Count**: The number of message summaries to be shown on one page, the default is 20. **Note:** For slow Internet connections, 10 messages per page is recommended; faster connections may use up to 40 messages per page.
   - **Display Most Recent Arrival**: Select **First** to display the messages in the folders in descending order with the top of the first page displaying the most recent arrival messages. Select **Last** to display the messages in the ascending order with the bottom of the last page displaying the most recent arrival

messages. When clicking the **Msg** link from a sorted view, WebMail will reset the sort results and display messages in the order based on the current value in Preferences.

- **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 19.) 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.
- **Compose Width**: A number to set the width of the compose window (in characters). The default is 62 characters.
- **Compose Height**: A number to set the height of the window (in rows of text). The default is 15 rows.
- **Sent Folder**: A folder name, default is **Sent**. By default, the **Save sent messages** feature is turned on (selected); messages you send are saved to your sent folder. Select **No** to turn this feature off. **Important!** By default this folder, and the next three folders described (**Draft**, **Junk Mail**, and **Trash**), 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 **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 junk mail messages to the junk mail folder; those messages now are moved to the **Bulk Mail** folder.

- **Draft Folder**: A folder name, default is **Draft**. The folder is created automatically.
- **Junk Mail Folder**: Enter a folder name (optional), default is **Junk Mail**.
- **Trash Folder**: Enter a folder name (optional), default is **Trash**.
- **Delete to Trash**: By default, the **Delete to Trash** feature is turned On (selected). Messages you want to delete must be selected and you must click the [**Empty**] link to explicitly empty the Trash Folder. Select the No button to turn this feature off and use **Compact** mode. See “Deleting Messages” on page 51 for details on both modes.

- Choose a **Compose** style (see “About Composing” on page 25 for details), either:

  – **Plain Text**: 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 Text (MSIE 4.0 and greater)**: Your composition is created in HTML and displayed as it will be rendered; this option is only usable with Microsoft Internet Explorer version 4.0 or greater with JavaScript enabled. 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.

- Request Receipt: When sending a message, choose one of the following to request message confirmation from the recipient:
  - **Delivery Receipt:** By default, the **Delivery Receipt** feature is turned off (deselected). Select Yes to turn this feature on and confirm the message has been delivered.
  - **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.
- **Read Receipt:** When sending a message, choose one of the following:
  - **Never send a read receipt**: By default, the Never Send a Read Receipt feature is turned on (selected). If the Never send a read receipt option is set, the confirmation receipt won't appear to the recipient and the read receipt won't generate.
  - **Ask me before sending a read receipt:** If the Ask me before sending a read receipt option is set, 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.
- For your reply messages, select one of the following:
  - **Don't include original**: A copy of the original message is not included in a reply.
  - **Include original inline**: A copy of the original message is included in the body of a reply.
  - **Include original as attachment**: A copy of the original message is included as an attachment in a reply.
- **Include signature:** At the end of sent messages, text you enter in the **Signature** text box is included if you click **Yes**. To turn this feature off, click **No**.

3. Select a WebMail display **Mode**:

- **No Frames:** This option greatly changes the appearance of WebMail; it is useful with older browsers that do not support frames. Notably, the links menu displays at top.
- **Frames** (default). This allows the links menu to display at left.
- **Frames with JavaScript:** Your messages in WebMail display in the two pane mode, the message list in the top pane and the message content in the bottom frame.

  Note: The WebMail setting you make here also applies to your WebCal display (if your system is configured for both applications).

4. Set your local **Time Zone:** by choosing 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.
   Result: Sent messages reflect the specified time zone.
5. From the **Message Charset** menu, select the character set used for the body of your messages. The default is your locale character set. The following are some common character set options:
   - Unicode (UTF-8): Universal alphabet, default selection.
     Note: If you paste text from Microsoft Word into a WebMail composition with UTF-8 encoding, the sent message may not display correctly in Eudora mail clients.
   - **Japanese (ISO-2022-JP):** Japanese character set.

   Note: Incoming messages that are not RFC compliant automatically have their headers converted to the character set specified on the **Preferences** page.
6. Click **OK** or **Cancel**. If you click **OK**, the changes are accepted. If you click **Cancel**, no changes are made.

About Composing

Composing and sending messages is accomplished from WebMail's **Compose** page. You can choose to compose a message in the following formats:

- **HTML—**See “Composing Messages in HTML” on page 28.
- **Plain Text—**See “Composing Messages in Plain Text” on page 33.

From the **Compose** page, you can also do the following:

- Save a draft of your message
- Spell check your message
- Include an electronic signature
- Save a copy of the message
- Add an attachment, described fully in “Adding/Deleting Attachments” on page 53.
- Set a priority

For information on how to use Address Book to find an e-mail address, see “About Address Book and WebMail” on page 16. For information on how to set the width of your compose window, see “Setting WebMail Preferences” on page 21.

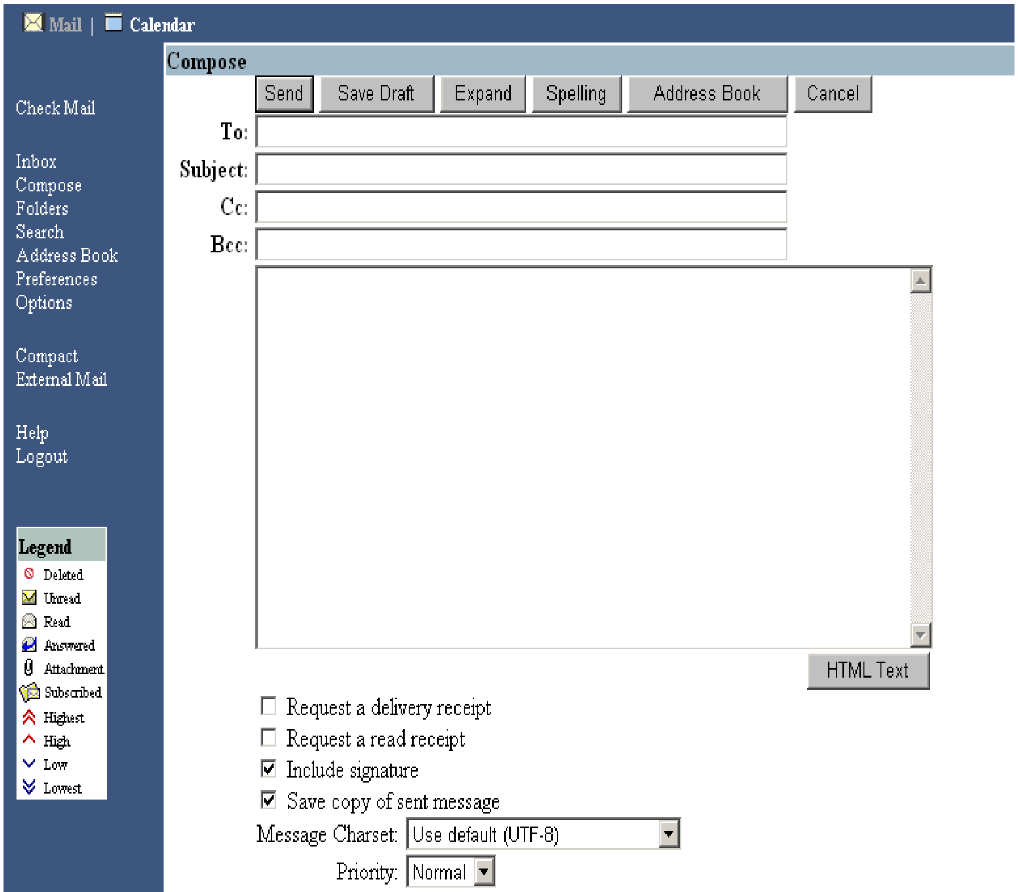

Figure 2 WebMail Compose Page

Important Notes

- To quickly send a message, open Address Book to the contact that you want to receive the message and click on their e-mail address link.
- To open the **Compose** page in a new window, right-click the **Compose** link and choose **Open in New Window.** The composition

window only (without the links or command menus) opens. Close the window after you click **Send**.

- Use a nickname that is listed in your Address Book instead of a fully qualified e-mail address in the **To**, and other address fields, of your message.
- Separate saddresses with commas. Your message is not sent if you use semicolons (;) to separate addresses instead of commas (,).
- In order to use the **HTML Text** compose feature you must have an Internet Explorer™ browser more recent than 4.x with JavaScript enabled.

Composing Messages in HTML

To use this feature, your browser must be Internet Explorer 4.x or greater.

To compose a message in HTML:

1. From the links on the left, click **Compose**.
   Result: The **Compose** page displays.
2. If necessary, click **HTML Text**.
   If WebMail is already set to compose in HTML, the **HTML Text** button will be unavailable. Instead, you'll have a **Plain Text** button and an **Edit HTML** checkbox at the bottom of the **Compose** window. See “Setting WebMail Preferences” on page 21 for details on configuring your default composition style.
   Result: The page refreshes with two rows of HTML composing tools above the composition window. For IE 4.x and greater browsers only, if you have enabled the **HTML Compose** feature on your **Preferences**
3. Enter the following data:
   - **To**: Enter the e-mail address or the nickname of the person to which you are sending the message; if you enter the nickname of the person, click the **Expand** button to see the entire name and address. To enter multiple addresses, separate them with a comma. **Note**: You can click **Address Book**, select e-mail addresses and specify **To**, **CC**, or **Bcc**; click **Back to Compose**;

and **Back to Compose** again in the confirmation page; and you are returned to the **Compose** page with all of the addresses in the fields you specified. Remember to click **Save Selection** if you want to select addresses on multiple pages.

- **Subject**: Enter a summary line. Be as concise as possible; some browsers only display a limited number of characters.
- **Cc**: Enter an e-mail address to send a copy to someone else.
- **Bcc**: Enter an e-mail address to send a copy without the other addressees seeing the entered address. You can use this line to save copies of your message to specific subfolders of your account.

Result: The message is fully addressed. Your e-mail address is automatically inserted in the **From** field of the message when it is sent.

4. To save a copy of the message for your files when it is sent, leave the **Save copy of sent message** checkbox selected (as it is by default). For more information on this option, see "Setting WebMail Preferences" on page 21.
Result: A copy of the sent message is saved.

5. Compose your message, using the following HTML editing tools as appropriate:

   - **Paragraph**: First click within the paragraph; click the **Paragraph** link to display a popup that shows the standard HTML paragraph styles; then click the desired style.
   - **Font**: First select your text; click the **Font** link to display a popup that shows standard HTML font style options, including Arial, *Lucida Handwriting*, `Courier New`, and so forth; then click the desired font.
   - **Size**: First select your text; click the **Size** link to display a popup that shows different font sizes; then click the desired font size.

These are relative to the default size specified in your browser **View > Text Size** options.

- **Text Color:** First select your text; click the **Text Color** icon to display a popup that shows several color grids; then click the desired color.

  - **Background Color:** Click the **Background Color** icon to display a popup that shows several color grids; then click the desired color.
  - **Insert Link:** First select the text that you want to convert to a hyperlink; click the **Insert Link** icon to open a dialog box

for you to enter the link URL or path; enter the appropriate URL or path; then click **OK**.

- **Cut**: Select the text you want to delete, and then click the **Cut** icon .
- **Copy**: Select the text that you want to copy to the clipboard, and then click the **Copy** icon .
- **Paste**: Position your cursor where you want to insert the text and/or image that's currently stored in your clipboard, and then click the **Paste** icon .
- **Undo**: Click the **Undo** icon to undo your last action (insertion, deletion, and so on).
- Set **Bold**: Select the text you want to display in boldface, and then click the **Bold** icon **B** .
- **Set Italic**: Select the text you want to display in italics, and then click the **Set Italic** icon *I* .
- **Set Underline**: Select the text you want to underline, and then click the **Set Underline** icon **U** .
- **Set Strike-through**: Select the text you want to display in strike-through text, and then click the **Set Strike-through** icon ~~ABC~~ .
- **Add Superscript**: Select the text that you want to display in superscript, and then click the **Superscript** icon x^2 .
- **Add Subscript**: Select the text that you want to display in subscript, and then click the **Subscript** icon x_2 .
- **Justify Left**: Position your cursor in the paragraph, and then click the **Justify Left** icon .
- **Center**: Position your cursor in the paragraph, and then click

the **Center** icon .

- **Justify Right**: Position your cursor in the paragraph, and then click the **Justify Right** icon .
- **Insert Ordered List**: Click the **Insert Ordered List** icon to display the selected text in a numbered list.
- **Insert Unordered List**: Click the **Insert Unordered List** icon 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 the **Decrease Indent** icon as many times as necessary.
- **Increase Indent**: Position your cursor anywhere in the paragraph whose indent you want to increase, and then click the **Increase Indent** icon as many times as necessary.
- **Insert Horizontal Rule: Position** your cursor where you want to insert the line, and then click the **Insert Horizontal Rule** icon .

Also, these options are available at the bottom of the composition window:

- **Edit HTML**: Use this option to compose your message by working directly on the HTML source of your composition.
- **Plain Text**: Use this option to compose in plain text.

6. Optionally, check for spelling errors in your message by clicking **Spelling**; for details see “Checking for Spelling Errors” on page 38.
7. Optionally, add your personal signature to your message. Your means for doing this depends on your current browser and WebMail settings. See “Adding Your Signature to a Composition” on page 35. For details on creating a signature, see “Setting WebMail Preferences” on page 21.
8. Additionally, you can use the following options:

- **Message Charset**: A character set for the body of the message that will override the character set specified in your preferences. The character set for your locale is selected by default. For more information, see “Setting WebMail Preferences” on page 21
- **Priority**, available options depend on your particular system configuration. **Note**: Messages can be sorted by **Priority**. You can choose from:
  - **Highest**, **High**, **Normal** (default), **Low**, and **Lowest**.

    Or
  - **High**, **Normal**, and **Low**.
- **Attachment**: Specify a file and click **Add**. For details see “Adding/Deleting Attachments” on page 53.

9. Click Send or Save Draft.
   Result: 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. Note: If you use another mail client as well as WebMail, you may also have a Drafts folder. WebMail uses the Draft folder, not the Drafts folder. If necessary, see “Sending, Saving, or Canceling a Message” on page 40.

Composing Messages in Plain Text

1. From the links on the left, click **Compose**.
   Result: The **Compose** page displays.
2. If necessary, click **Plain Text**. If WebMail is already set to compose in plain text, the **Plain Text** button will be unavailable. Instead, you'll have an **HTML Text** button at the bottom of the Compose window. See “Setting WebMail Preferences” on page 21 for details on configuring your default composition style.
   Result: The page refreshes and the two rows of HTML composing tools are not displayed above the composition window.
3. Enter the following data:
   - **To**: Enter the e-mail address or the nickname of the person to which you are sending the message; if you enter the nickname

of the person, click the **Expand** button to see the entire name and address. To enter multiple addresses, separate them with a comma. **Note**: You can click **Address Book**, select e-mail addresses and specify **To**, **CC**, or **Bcc**; click **Back to Compose**; and **Back to Compose** again in the confirmation page; and you are returned to the **Compose** page with all of the addresses in the fields you specified. Remember to click **Save Selection** if you want to select addresses across pages.

- **Subject**: Enter a summary line. Be as concise as possible; some browsers only display a limited number of characters.
- **Cc**: Enter an e-mail address to send a copy to someone else.
- **Bcc**: Enter an e-mail address to send a copy without the other addressees seeing the entered address. You can use this line to save copies of your message to specific subfolders of your account.

Result: The message is fully addressed. Your e-mail address is automatically inserted in the **From** field of the message when it is sent.

4. To save a copy of the message for your files when it is sent, leave the **Save copy of sent message** checkbox selected (as it is by default). For more information on this option, see "Setting WebMail Preferences" on page 21.
   Result: A copy of the sent message is saved.
5. Enter your text in the composition window.
6. Optionally, add your personal signature to your message. Your means for doing this depends on your current browser and WebMail settings. See "Adding Your Signature to a Composition" on page 35." For details on creating a signature, see "Setting WebMail Preferences" on page 21."
7. Optionally, check for spelling errors in your message by clicking **Spelling**; for details see "Checking for Spelling Errors" on page 38.
8. If you'd like, use the following options:
   - **Message Charset**: A character set for the body of the message that will override the character set specified in your preferences.

The character set for your locale is selected by default. For more information, see “Setting WebMail Preferences” on page 21.

- **Priority**, available options depend on your particular system configuration. **Note**: Messages can be sorted by **Priority.** You can choose from:
  - **Highest**, **High**, **Normal** (default), **Low**, and **Lowest**. OR
  - **High**, **Normal**, and **Low.**
- **Attachment**: Specify a file and click **Add.** For details see “Adding/Deleting Attachments” on page 53.

9. Click **Send** or **Save Draft**.
   Result: 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. **Note:** If you use another mail client as well as WebMail, you may also have a **Drafts** folder. WebMail uses the **Draft** folder, not the **Drafts** folder.

   If necessary, see “Sending, Saving, or Canceling a Message” on page 40.

Adding Your Signature to a Composition

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 Setting Preferences.) If your browser is not configured for JavaScript, the **Include Signature** button will not appear. Instead, the **Include signature** checkbox option will be available below the text box. (For details on composing, see “Composing Messages in HTML” on page 28” or “Composing Messages in HTML” on page 28)

Using the Insert Signature Button

In the text box on the **Compose** page, position your cursor where you want your signature to appear—usually at the end of the message—and click **Insert Signature**.
Result: Your signature is inserted immediately into the text box one line below where your cursor is currently positioned.

Note: If the **Include signature** option is enabled on the **Preferences** page, your signature will be already be visible whenever you open the **Compose** page to compose, reply to, or forward a message. If this is the case, clicking the button will insert another instance of your signature.

Additional Information

- 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.
- Automatic insertion of a signature will not occur when you restore a draft message

Using the "Include signature" Option

On the **Compose** page, click the **Include signature** checkbox—if the option is not already selected. (If the **Include signature** option is enabled on the **Preferences** page, this checkbox will be selected already.)
Result: Your signature will be inserted at the end of your composition once you send the message. However, it will not be visible while you are composing the message.

Working with Message Drafts

You can save a message in WebMail and edit and send it out later.

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

To restore your draft, open your **Draft** folder, and click the link in the **Subject** column for the message that you want to work with. The message displays with two options:

- **Restore Draft**: Click this link to open the saved message in an editable state.
- **Restore Copy**: Click this link to open a copy of the saved message. You can edit the copy and retain the original in your **Draft** folder.

When you are ready to send the message, click **Send**.

For information on composing messages, see "About Composing" on page 25.

Adding Contacts to Compositions Using Address Book

Address Book allows you to store and retrieve contact information from your own customized database. You can also access outside directory services through Address Book for use with WebMail. For more information, see Using Directory Services.

1. In the **Compose** page, click the **Address Book** button.
   Important! Once you begin a composition, use the **Address Book** button but NOT the **Address Book** link to add contacts and groups; using the link may result in a loss of data.
   Result: The Address Book **Contacts** page displays.
2. Select contacts.
   Important! If you are selecting contacts on different pages, you must click **Save Selection** before changing pages. Also, you must use the **Find Contacts** link but NOT the **Search** link to look for contacts; clicking the **Search** link may result in a loss of data.
3. When all the contacts to whom you want to send e-mail are selected in the correct columns (**To**, **Cc**, or **Bcc**), click **Back to Compose**.
   Result: The **E-mail To/Cc/Bcc: contacts** page displays with the selected recipients as specified.
   Note: To remove selected contacts or groups, deselect the checkbox next to their names and click **Save Selection**.
4. When you have just the contacts and groups you want on the **E-mail To/Cc/Bcc: contacts** or **groups** page, click **Back to Compose** again.
   Result: The **Compose** page redisplays with the selected contacts and/or groups in the specified recipient lines.

For more information, see “About Composing” on page 25.

Checking for Spelling Errors

After composing an e-mail message, you can check the text for spelling errors. **Spelling** allows you to complete this process quickly and return to the Compose window.

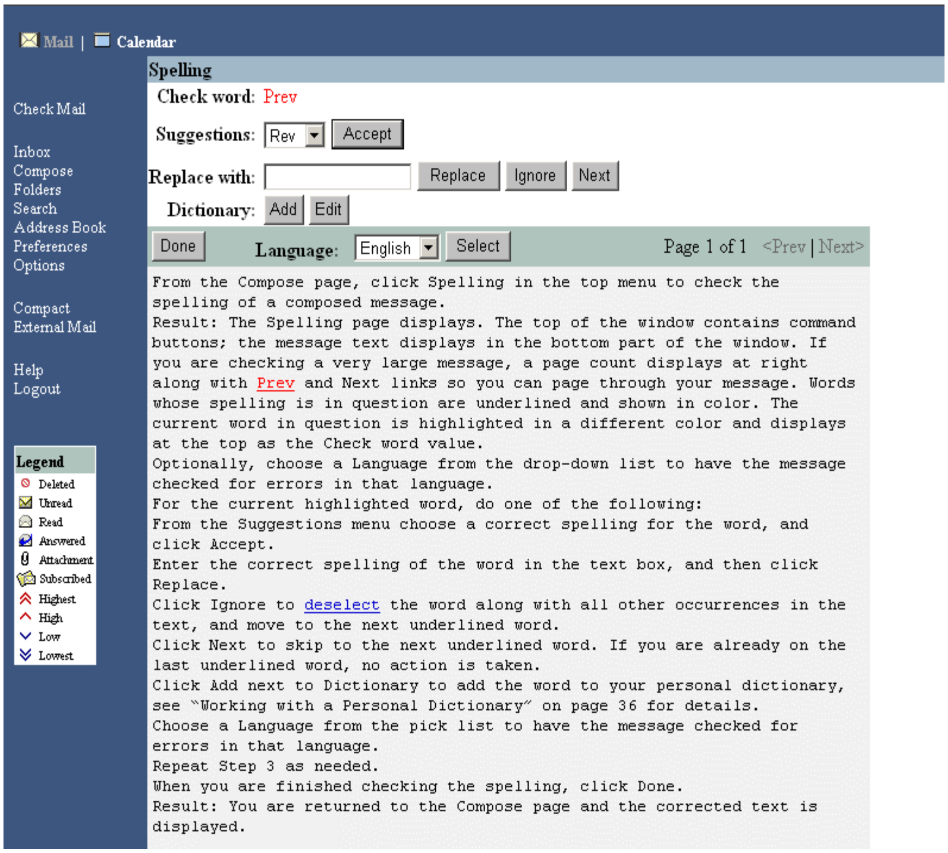

Figure 3 WebMail Spelling Page

To check a composition for spelling errors, follow these steps:

1. From the **Compose** page, click **Spelling** in the top menu to check the spelling of a composed message.
   Result: The **Spelling** page displays. The top of the window contains command buttons; the message text displays in the bottom part of

the window. If you are checking a very large message, a page count displays at right along with **Prev** and **Next** links so you can page through your message. Words whose spelling is in question are underlined and shown in color. The current word in question is highlighted in a different color and displays at the top as the **Check word** value.

2. Optionally, choose a **Language** from the drop-down list to have the message checked for errors in that language.

3. For the current highlighted word, do one of the following:

   - From the **Suggestions** menu choose a correct spelling for the word, and click **Accept**.
   - Enter the correct spelling of the word in the 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 **Next** to skip to the next underlined word. If you are already on the last underlined word, no action is taken.
   - Click **Add** next to **Dictionary** to add the word to your personal dictionary, see "Working with a Personal Dictionary" on page 39 for details.
   - Choose a **Language** from the pick list to have the message checked for errors in that language.

4. Repeat Step 3 as needed.

5. When you are finished checking the spelling, click **Done**.
   Result: You are returned to the **Compose** page and the corrected text is displayed.

Working with a Personal Dictionary

The **Spelling** function allows you to create a personal dictionary of terms. This allows you to amass a collection of frequently used special terms and names that are recognized by **Spelling** as correct spellings.

To create a personal dictionary, do this:

- For a red, underlined word in the **Spelling** page, click **Add**.
  Result: A personal dictionary is created with that word. Repeat

with any red, underlined word that you want added to your dictionary.

To edit your personal dictionary, follow these steps:

1. In the **Spelling** page for a composition, click **Edit**.
   Result: The **Dictionary** page displays.
2. Select a word in the dictionary list, and click **Delete**.
   Result: The word is removed from the list.
3. Click **Done**.
   Result: You are returned to the **Spelling** page.

Sending, Saving, or Canceling a Message

Follow these simple guidelines to ensure that your message is delivered correctly:

- In the address fields of your message, use a fully qualified e-mail address (e.g. myname@example.com), or a nickname as listed in your Address Book for a contact.
- Separate multiple addresses with commas. Your message will not be sent if you use semi-colons (;) to separate addresses.

Upon completing a composition, you can send the message off directly, save it as a draft so you can review the contents at a later time, or you can erase the message and start over again.

To send or save your message, do one of the following:

- Click **Send** to send the message.
- Click **Save Draft** to save the message so you can review it and send it later. To send the saved draft, go to your **Draft** folder, open the message and click the **Restore Draft** link to open the message; when you are ready, click **Send** to send the message.

To start over:

- Click **Cancel**. The Compose window closes and the information you entered is neither saved nor sent. Click the **Compose** link to open the Compose window again.

For information on specifying a width for the compose window, see "Setting WebMail Preferences" on page 21.

Working with Messages

You can check your inbox or the current folder for new messages, page through the list of messages, or go directly to a specific message number.

To check for new messages, do one of the following:

- From the current folder, click **Check Mail**.
- From any WebMail page, click **Inbox**.
  Result: Your Inbox or selected folder opens with a list of the just retrieved messages.

Working with Message Search

You can search for specific items that pertain to a message, or messages, and then display the search results that match the specified parameters.

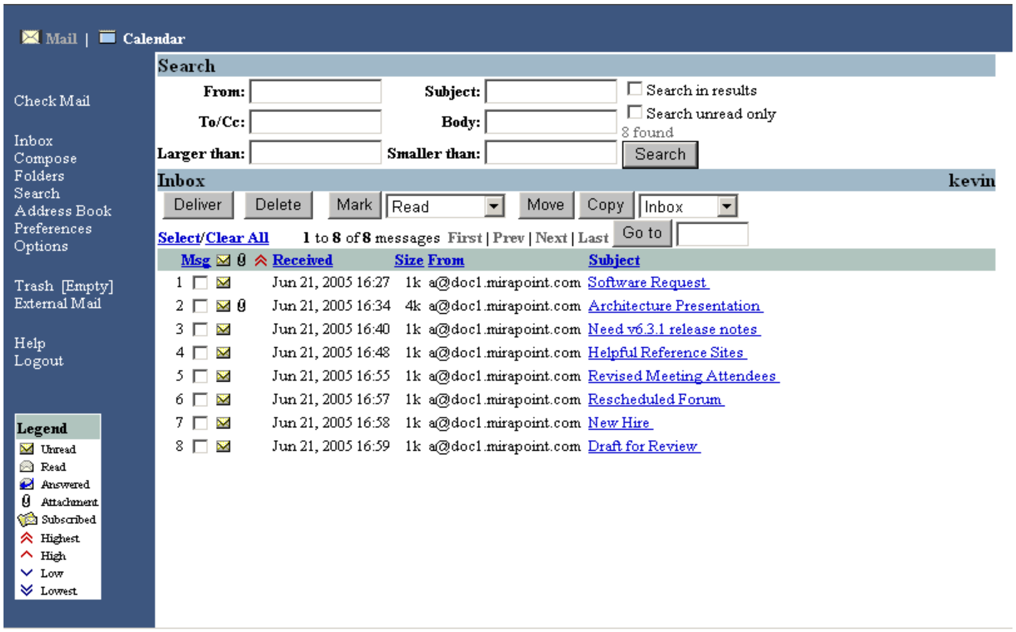

Figure 4 WebMail Search Page

You can search for the following:

- Who sent a message.
- Who the message was addressed to, or who received a copy of the message.
- How large or small the message is (in kb).
- The text in the Subject line.
- A text string in the body of the message.

You can refine the focus of the search by specifying either of the following:

- To search only the unread messages in the current folder.
- To search only the messages that were the results of a previous search.

Note: 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 will search 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**.

To search for a message, follow these steps.

1. Click **Search**.
   Result: The **Search** page displays. The WebMail command options are at bottom.
2. Define the parameters for your search in any of the following ways:

   - Enter a name in the **From** text box. You can use Boolean operators to search for a combination of names.
   - Enter a name in the **To/Cc** text box. You can use the following Boolean operators to search for a combination of names: AND, OR, NOT.
   - Enter a number for message size (kb) in the **Larger than:** and/or **Smaller than:** text boxes.
   - Enter a text string in the **Subject** text box. You can use the following Boolean operators to expand the effectiveness of your search: AND, OR, NOT.
   - Enter a text string in the **Body** text box. You can use the following Boolean operators to expand the effectiveness of your search: AND, OR, NOT.

   Optional:

   - Select the **Search in results** check box 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.
   - elect the **Search in unread only** check box to only search in 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.**
   Result: The results are shown below the search parameter options.

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 the new set of parameters.

Sorting Messages

You can sort the message list by any of the named column headings or the **Read/Unread** column. When you click on a column heading, your messages are sorted by that factor first in ascending order. Click again and the messages are sorted by that factor in descending order. **Date** is always the secondary sort factor. The default sort factor is arrival time, which is slightly different from **Date**, as it reflects different system time settings and inserted messages.

The sort icons are:

- **Up arrow** (does not appear until you do a sort): Ascending order
  - **Unread** / **Read** : Read messages are listed last.
  - **Attachments** : Messages with attachments are listed last.
  - **Priority** flags: Messages are sorted in this order: **Highest** , **High** , **Normal, Low** , **Lowest** . (Depending on how

your system is configured, the **Highest** and **Lowest** priority flags might not be available.)

    - **Date**: Latest messages are listed last.
    - **Size**: Largest messages are listed last.
    - **From**: Messages are listed alphabetically by the **From** line, A to Z.
    - **Subject**: Messages are listed alphabetically by the **Subject** line, by thread (prefixes such as RE, and FWD are ignored), A to Z.

- **Down arrow** (does not appear until you do a sort): Descending order
    - **Unread / Read** : Read messages are listed first.
    - **Attachments** : Messages with attachments are listed first.
    - **Priority** flags: Messages are sorted in this order: **Lowest** , **Low** , **Normal, High** , **Highest** .
    - **Date**: Latest messages are listed first.
    - **Size**: Largest messages are listed first.
    - **From**: Messages are listed reverse alphabetically by the **From** line Z to A.
    - **Subject**: Messages are listed reverse alphabetically by the **Subject** line, by thread (prefixes such as RE, and FWD are ignored), Z to A.

Opening and Reading a Message

This topic provides information concerning the opening and reading of messages. Specifically, it covers the following:

- Opening a message. (page 46)
- Viewing blocked content (page 46)

- Using the **Open** link. (page 47)
- About message contents. (page 48)
- Using the **This is Spam** link. (page 49)
- About UUencoded attachments. (page 50)
- Tips. (page 50)

Opening a Message

You can open a WebMail Direct message in any of the following ways:

- In a message list, click the **Subject** link to display the message header and contents.
- At the top of the current message, click **Prev** to read the message before the currently selected one.
- At the top of the current message, click **Next** to read the message after the currently selected one.

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 19.) 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 **Preferences** link.
   Result: The **Preferences** page displays.
2. For the HTML Messages option, click the **Show external content immediately** radio button.
3. Click **OK**.

Using the Open link

When you are viewing a message in WebMail you can use the **Open** link 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.

About message contents

- The **header** of a message contains 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** the message was sent to you.
  - **From**: The text entered on the From line.
  - **Subject**: The text entered on the Subject line; in general, 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 “About MIME and Filtering Attachments” on page 87.
  - **Encoding**: The different types of encoding that the message, including attachments, uses.

  Internet RFC 2822 defines the format of e-mail headers. 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 “About the Antispam Scanning Rules and Threshold” on page 88.

- **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 what action the anti-virus scanner took. For more information on the X-Mirapoint-Virus header, see “Filtering Out "Virus Deleted" Messages” on page 86.

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.

Using the This is Spam Link

From an open message in any folder except your junk mail folder, you can click the **This is Spam** link at the top of the message, which opens a page that allows you to do the following:

- Have the sender automatically added to your Blocked Senders list.
- Move the message to your junk mail folder.
- Send a copy of the spam to your system's support organization for aid in refining anti-spam filtering.

From an open message in your junk mail folder, you can click the **This is not Spam** link at the top of the message, which opens a page that allows you to do the following:

- Have the sender added to your Allowed Senders list.
- Move the message to your Inbox.
- Send a copy of the false spam to your system's support organization for aid in refining anti-spam filtering.

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** link, as described above.

Tips

- For information on how to set your WebMail display to optimize your ability to read and reply to messages, see “Setting WebMail Preferences” on page 21.
- Once your message opens, you can use the **Add To Address Book** link to open the **Add/Edit Contact** page of Address Book with the sender's information populated in the fields. Just click **Done** at the bottom of the page to add the contact and redisplay your message.
- Right-click to open a message in a new window.

Replying to a Message

WebMail Direct provides an easy response mechanism for replying to messages, automatically bringing up a composition window with the address fields filled in. You can set your WebMail preferences to include the original message inline, or to add it as a file attachment. For more information, see “Setting WebMail Preferences” on page 21.

For information on opening and reading e-mail messages, see “Opening and Reading a Message” on page 45.

To reply to a message:

1. While viewing a message, click one of the following links:
   - **Reply**: Only the sender of the message appears on the To line.
   - **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.

   Result: 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.
2. Make any other desired recipient specifications, enter the text for your reply, and select other message options. If necessary, see "Composing Messages in Plain Text" on page 33 or "Composing Messages in HTML" on page 28.
3. Click **Send.**
   Result: The message is sent, you are returned to your Inbox. The **Answered** icon appears next to the message.

Deleting Messages

Each WebMail Direct account is allocated a certain amount of disk space; you can see how close you are to reaching your limit with the **quota** status bar at the top of your Inbox. Once it reaches maximum capacity, messages are returned to their senders. For this reason, it is good practice to clean out your folders on a regular basis, deleting messages that are outdated or have otherwise served their purpose. **Note**: 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.

For more information on the quota status bar, see "Working with Mailbox Storage" on page 63.

Important! Before you begin deleting messages, go to the **Preferences** page and decide whether you want to use the **Delete to Trash** feature, which is turned on by default. With this feature, messages are deleted from your message list and moved to the **Trash** folder. They remain there until you click the [**Empty**] link, which permanently removes them from the system. If the **Delete To Trash** is disabled, messages are marked for deletion and remain in your message list. They're permanently deleted once you click the **Compact** link. Once you turn off the **Delete To Trash** feature, the **Trash** link in WebMail goes away and is replaced by the **Compact** link (also, the Legend changes and the **Deleted** icon displays). For more information, see “Setting WebMail Preferences” on page 21.

Deleting messages using the Delete to Trash feature (in Trash mode)

1. In a message list, select the checkboxes for the messages you want to delete.
   Result: A checkmark appears in the checkbox next to each selected message.
2. Click **Delete.**
   Result: The messages are moved to your **Trash** folder. To retrieve messages you deleted, click **Folders** and then **Trash** and find the message(s) you want to keep and move it (them) to a different folder.
3. Click [**Empty**] next to the **Trash** link.
   Result: The messages in your **Trash** folder are permanently deleted.

Deleting messages using the Compact feature (in Compact mode)

Note: The **Compact** feature is disabled by default.

1. In a message list, select the checkboxes for the messages you want to delete.
   Result: A checkmark appears in the checkbox next to each selected message.
2. In the **Mark** drop-down list, select **Deleted.**
3. Click **Mark.**

   Result: 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, and then click **Mark**; the **Deleted** icon goes away from those messages.

4. Click **Compact.**
   Result: The marked messages are permanently deleted.

Adding/Deleting Attachments

WebMail Direct supports Multipurpose Internet Mail Extensions (MIME) so you can send and receive various file types as attachments to e-mail messages, including image, sound, movie, HTML, and other file types.

When you receive messages with attachments, they appear in one of the following ways: displayed inside the message, or as a link or button directly below the body text. Selecting the attachment link or button opens a separate window, displaying the attachment contents.

When you include an attachment to a composition, a link for the attachment displays at the bottom of the browser window.

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

To add an attachment to a message, follow these steps:

1. Enter the header and body information for your message as described in "Composing Messages in HTML" on page 28 or "Composing Messages in Plain Text" on page 33.
   Result: Your message is ready to send without the attachment.
2. In the **Attachment** area, specify the file you want to add as an attachment in one of the following ways:
   - In the **File** text box, enter the path and file name.
     For example: C:\Documents and Settings\john_doe\My Documents\attachment.doc
   - Click **Browse**, go to the location of the file in the navigation window, select it, and click **Open**.

   Result: The attachment name appears in the **File** text box, along with its full directory path.

3. Click **Add.**
   Result: A link for the attachment displays at the bottom of the window with a **Trash can** icon next to it. Click the link to view the attachment. Click the **Trash can** icon to delete it.
4. Click **Send** to send the message.
   Result: The message is sent with the attachment. If the system can interpret the attachment it displays in the message window, otherwise, a link to the attachment displays. Clicking the link opens the attachment in the appropriate application or an application prompt dialog box displays so you can select an application for the attachment.

To delete an attachment from a message, follow these steps:

From a composed message with an attachment already added, click the **Trash Can** icon next to the attachment name. You can delete each attachment individually in this way.
Result: the attachment is removed from the message.

Forwarding Messages

WebMail Direct provides options for you when forwarding messages.

Note: Clicking **Forward** in a message window opens the **Compose** page with the original message and attachment displayed below the composition window; you cannot edit the original message. Clicking **Inline** opens the **Compose** page with the original message in the composition window; you can edit the original message, but you cannot forward attachments using the **Inline** command. In order to forward an attachment and edit the original message, you must first save the attachment to a directory, then click **Inline** from the message window, make your edits and re-add the attachment to the message. For details on adding attachments, see “Adding/Deleting Attachments” on page 53.

To forward a message:

1. Open the message and click **Forward** or **Inline**.
   Result: If you clicked **Forward**, the **Compose** page opens with the original message below the composition window; you cannot edit

the original message. If you clicked **Inline**, the **Compose** page opens with the original message editable within the composition window; however, you lose the attachment (see note above). In both cases, the **Subject** field is appended with **Fwd** and filled in with the original message's subject.

2. Enter the following data:

- Addresses of the recipients of the message in the **To**, **Cc**, and **Bcc** text boxes.
- Any text you want to include in the composition window.
- Any other message options, as described in "Composing Messages in HTML" on page 28 and "Composing Messages in Plain Text" on page 33.

3. Click **Send.**
Result: The message is sent, and the message window redisplays.

Visually Marking Messages

1. Select the messages you want to mark.
Result: A check mark appears next in the check box of the selected messages. To deselect a message, select it a second time. From the **Mark** menu, choose one of the following:

    - **Deleted:** Marks a selected message with the **Deleted** icon. When you log out of WebMail or click **Compact**, these messages are deleted from your account.
    - **Undeleted:** Removes the **Deleted** icon. There is no icon for Undeleted.
    - **Read:** Marks a message with the **Read** icon to show that it has been read.
    - **Unread:** Marks a message with the **Unread** icon.
    - **Answered**: Marks a message with the **Answered** icon.
    - **Unanswered**: Removes the **Answered** icon. There is no icon for Unanswered.

Click **Mark**.
Result: The selected messages are marked and acted on as specified.

Acting on Quarantined Messages

If you log in as a **Quarantine Administrator**, you might have additional buttons displayed above a folder's message list, as well as at the top of a view message. The availability of these buttons depends on how your particular system is configured.

Additional buttons can include the following:

- **Deliver—**If you have been given the **Quarantine Administrator** role, you have the privilege of examining and acting on messages that receive the **Send to Quarantine folder** content filter action with your address. Only system or domain administrators can set up filters using that action. If practical, your administrator could set up the filter action to quarantine messages to one of your sub-folders; you should arrange these details with your administrator.

  The **Deliver** button only works on messages that have received the **Send to Quarantine folder** filter action. Messages that receive that filter action can be released back to the mail queue without any indicators that they were in quarantine. Use the **Deliver** button to do this.

- **Virus Scan—**Use the **Virus Scan** button to return RAPID Anti-Virus quarantined messages to the mail stream to be scanned by one of the other Anti-Virus engines. Use this button only on messages that appear to not contain live viruses and have been quarantined for a minimum of 6-8 hours.

Working with Folders

WebMail allows you to create folders for your e-mail messages. You can create folders and file messages according to project, mail group, date, company, and so forth. When a folder is no longer needed, you can delete it. Once you've created a set of folders, you can use filters to sort incoming messages and put them in specified folders.

This section provides procedures and information for the following:

- Viewing a subfolder or the contents of a folder (page 57.
- Adding a folder (page 58)
- Deleting a folder. (page 58)
- Editing folders, adding subfolders, and changing folder Access Control Lists. (page 59)
- Folder naming conventions. (page 60)
- Using alternate addresses to send mail directly to a folder/subfolder. (page 61)
- Viewing folder contents (page 62)
- Working with mailbox storage (page 63)

Note: You cannot delete system-created folders such as **Inbox**, **Sent**, or **Draft**; non-deletable folders do not have a clickable **Delete** icon. By default, the system-created **Sent** folder is configured to save a copy of each message you send. By default, the system-created **Trash** folder is not configured to save deleted messages to it; instead, messages you select and delete stay in your **Inbox** marked **Deleted**. To change either of these settings, see "Setting WebMail Preferences" on page 21.

Using the Folders Page

To view a subfolder or the contents of a folder:

Note: You can also view the contents of a folder or subfolder while viewing any folder's message list, including the Inbox. See "Viewing Folder Contents" on page 62.

1. Select **Folders** from the links menu.
   Result: The **Folders** page opens; all top-level folders are displayed in a tree view. A plus sign (+) next to any folder indicates that it has subfolders. The following data is available per folder:
   - **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.

2. Click a folder's plus sign (+) to open the subfolder view.
   Result: 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 on any displayed folder name.
   Result: A page displaying the message list for that folder opens. Use the navigation arrows (**<<** and **>>**) to page backward and forward through the messages in the current folder. For more information, see, "Opening and Reading a Message" on page 45.

To add a folder

To add a folder to the tree, enter a name in the **Folder** text box, and click **Add**.
Result: The new name appears in the tree as a link to the new folder.

To delete a folder

1. Click the **Delete** icon ✕ for that folder.
   Result: The **Confirm Folder Delete** page opens.
2. Click **Delete** or **Cancel**.
   Result: If you clicked **Delete**, the name is removed from the folder tree. If you clicked **Cancel**, the delete operation is terminated; you are returned to the **Folders** page.

Note: You cannot delete system-created folders such as **Inbox**, **Sent**, or **Draft**; non-deletable folders do not have a clickable **Delete** icon. By default, the system-created **Sent** folder is configured to save a copy of each message you send. By default, the system-created **Trash** folder is not configured to save deleted messages to it; instead, messages you select and delete stay in your **Inbox** marked **Deleted**. To change either of these settings, see "Setting WebMail Preferences" on page 21.

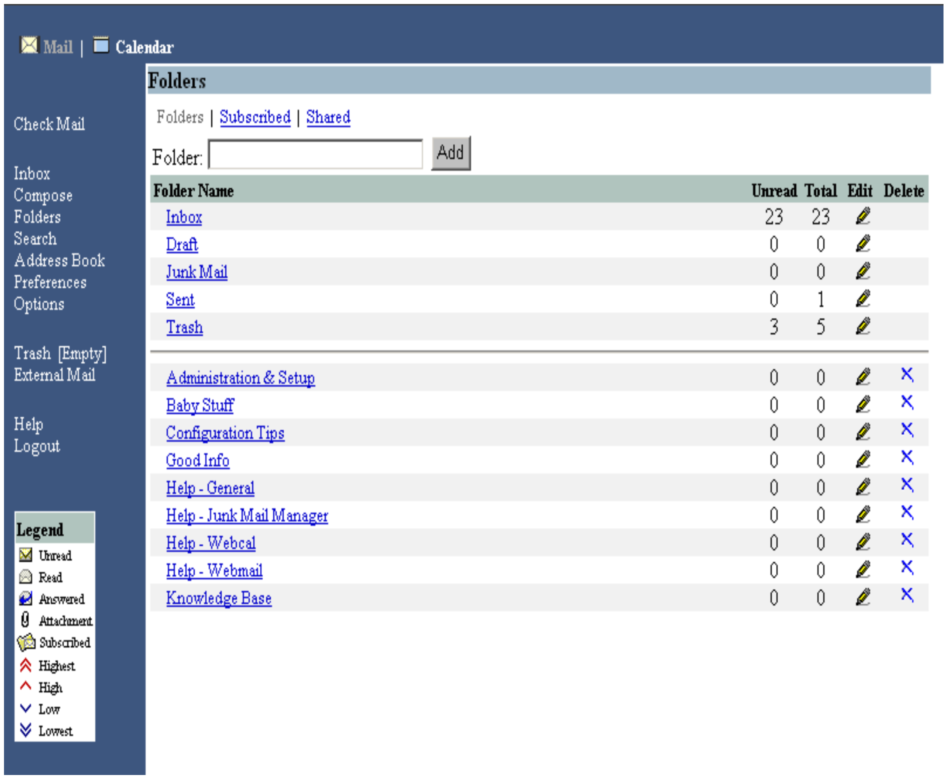

Figure 5 WebMail Folders Page

Using the Folder Edit Page

To edit folders, add subfolders, or change folder ACLs:

1. To edit a folder, click its **Edit** icon on the **Folders** page. Result: The **Folder Edit <folder name>** page displays with options for adding subfolders and setting access permissions (ACLs) on existing folders. The **User** list reflects the users that have access

permissions for that folder. For details on using folder access permissions see “About Access Control Lists” on page 68.

2. To add a subfolder, enter a name in the **Subfolder** text box and click **Add**.
Result: The new name appears in the tree as a link to the new folder and a confirmation message displays.
3. To rename the folder, enter the new name in the **Folder** text box and click **Rename.**
Result: The new name displays in the page title (**Folder Edit: <folder name>**) and on the **Folders** page list.
4. To change a folder’s Access Control List (ACL), enter into the text option box in the **User** column the name of the user to whom you want to grant access permission (to enable a subfolder to receive mail directly, enter **anyone**) and select only the check boxes for the permissions you want to grant, by default **Read** and **Mail** are selected. Then click **Apply.**
Result: The specified user and permissions appears in the **User** list; the text option is cleared.
5. To remove a user from a folder ACL, do the following:
   a. Select the folder for whose access control list you are removing a user.
   Result: The **User** list changes to reflect the users that have access permissions for that folder.
   b. Deselect all the check marked boxes for the user you want to remove. Then click **Apply.**
   Result: The specified user and permissions go away from the **User** list; the text option is cleared.
6. When you are finished with the page, click **OK**.
Result: You are returned to the **Folders** page.

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 user 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.

Using Alternate Addresses to Send Mail Directly to a Folder

By using access control lists (ACLs) and the plus sign (+) you can have an alternate e-mail address direct mail into a folder. For example, If you have a folder named **carstuff**, mail can be sent to **you+carstuff@wherever.com** and it will arrive 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 information on modifying folder ACLs, see “About Access Control Lists” on page 68.

Another option provides for delivery to a subfolder. In this example you create a folder below **carstuff** named **digest**. The e-mail 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—you wouldn't need to 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 the 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 **Save Sent Messages** 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 Address Book 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**.

Note: If the "anyone" **Mail** permission ACL on the folder is not set, the mail will be put in the your **Inbox** instead of the folder or subfolder.

Viewing Folder Contents

In WebMail there are two ways of viewing the contents of a folder and any of its subfolders:

- Viewing a folder's contents from the **Folders** page. For details, see “Using the Folders Page” on page 57.
- Viewing a folder's contents from any message list—With this method, you can easily "open" any folder (including subfolders) while viewing the message list for a different folder. For example, you can easily display the message list for your Draft folder from your Inbox.
  For details on doing this, see the following procedure.

Viewing a folder's contents from another folder's message list

1. From the drop-down list to the left of the **Open Folder** button, select the folder or subfolder whose contents you want to view. **Note:** The convention for subfolder names is **<parent folder name>.<subfolder name>**, where the period separates the folder names (for example, **sports.major league baseball**). Ellipses will

appear in the drop-down list if the entire folder-subfolder combination cannot be displayed. For example, if your entire folder-subfolder name combination is **major league baseball.san francisco giants**, the entry in the drop-down list would be **...baseball.san francisco giants**.

2. Click the **Open Folder** button.
   Result: The message list for the folder you selected in Step 1 displays.

Working with Mailbox Storage

WebMail provides a certain amount of storage space for your account. The amount of storage is set by an administrator and depends on your class of service, or account type.

To monitor how much storage space the account is using, simply check the status bar at the top of any folder page.

Note: If there is no quota set on your mailbox, no status bar displays.

Here's what each color indicates:

- **White** means Empty
- **Green** means OK
- **Yellow** means Warning
- **Red** means Full

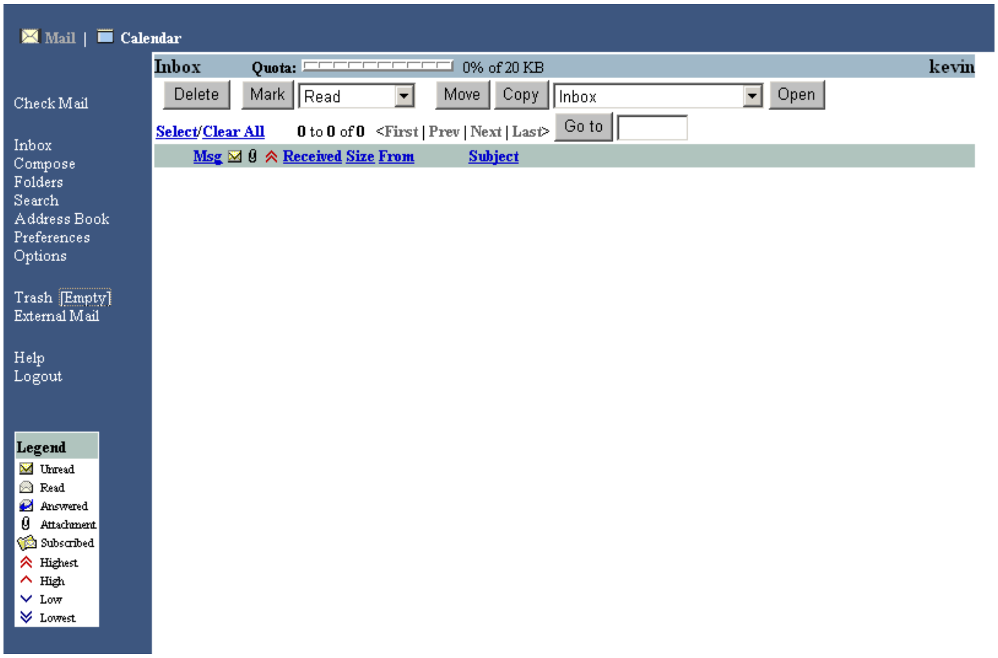

Figure 6 WebMail Folder Page > White Status Bar

A message to the right of the status bar tells you the percentage of space being used. For example, the message may read, **50% of 2MB**.

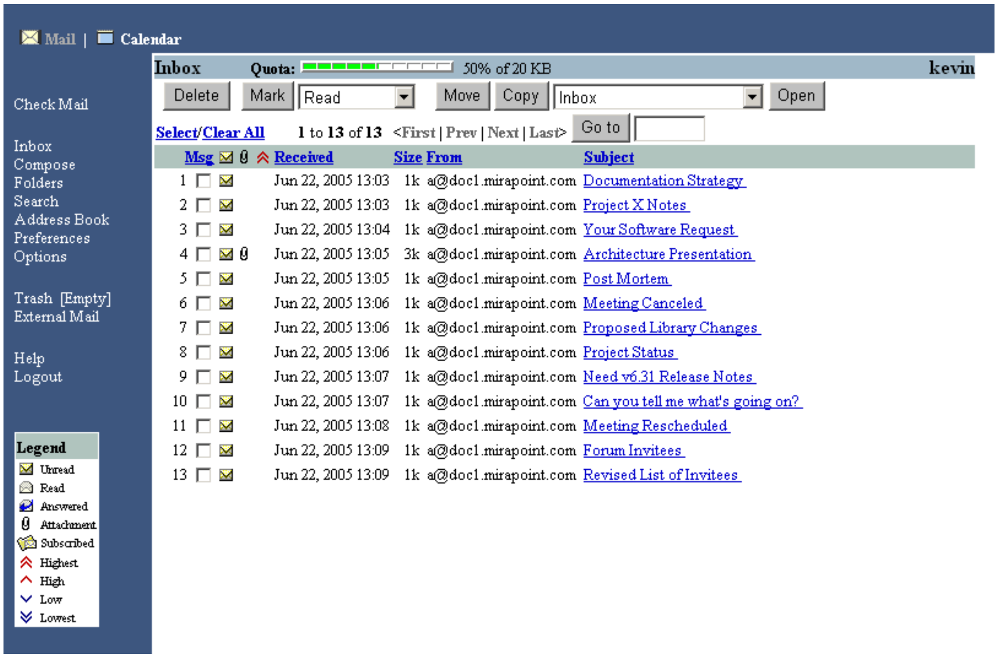

Figure 7 WebMail Folder Page > Green Status Bar

As you near your quota limit, the status bar changes from green to yellow. A **Warning** message displays that tells you what percentage of space is available.

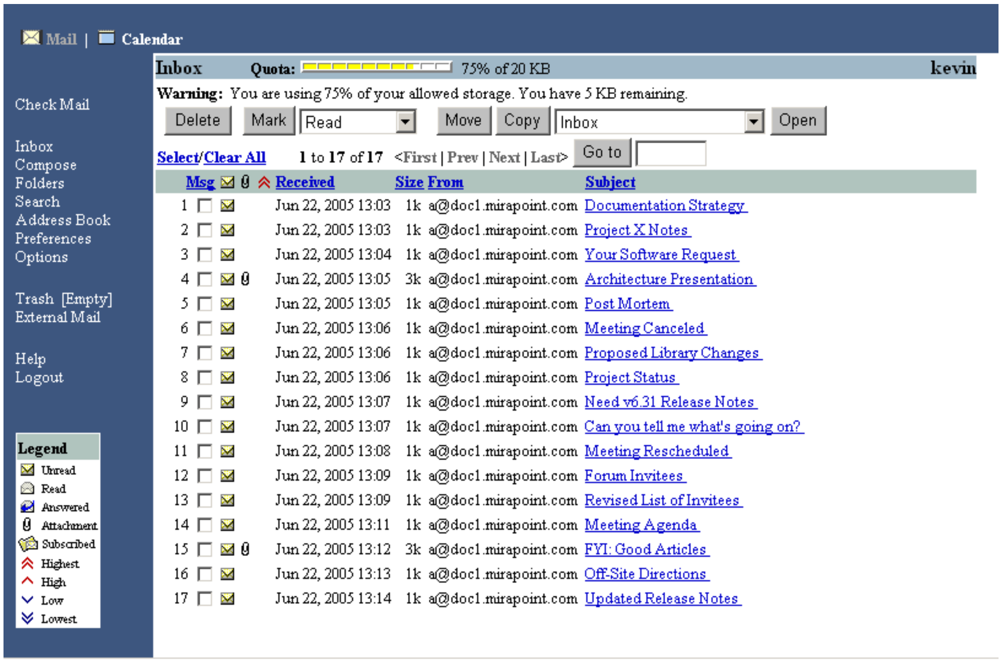

Figure 8 WebMail Folder Page > Yellow Status Bar

When you use up all your storage space, two things occur:

- The status bar turns solid red and the following message displays: **Error: You are using all of your allowed storage. Please delete some messages.**
- An email notification is sent to your inbox with the subject line: **Over-Quota!**

Figure 9 WebMail Folder Page > Red Status Bar

The red status bar and error message remain as long as the mailbox is over the storage limit.

To increase available space, it's important to delete unwanted messages. Once your account reaches maximum capacity, messages are returned to their senders. For this reason, it's a good practice to clean out your folders on a regular basis. See "Deleting Messages" on page 51.

Note: Messages with attachments usually take up the most space.

Copying or Moving Messages Between Folders

1. With the contents of the folder displayed, select the checkboxes of the messages you want to move to another folder.
   Note: If there are some messages you do not want included, you can select the check boxes for those messages to remove the check marks.

Result: A checkmark appears to show that the message has been selected. To deselect a message, select the check box a second time; the checkmark goes away.

2. From the drop-down list to the right of the **Copy** button, choose the name of the folder into which you are placing the messages.
3. Click **Copy** or **Move**.
   Result: If you click **Copy**, copies of the selected messages are transferred to the specified folder. This process leaves the original messages in place, resulting in two copies of the messages: one in the selected folder and one in the original folder.
   If you click **Move**, all the selected messages are transferred to the target folder. If the **Delete to Trash** feature is disabled, the selected messages are marked for deletion in the original folder; you must click **Compact** to remove these messages from this folder.

About Access Control Lists

An access control list (ACL) allows you to specify who can see and use your folders. An ACL is a list of users you create along with the access permissions you're allowing for each. This enables you to protect the privacy of your folders, while at the same time allowing accessibility to others. You must assign access permissions for anyone you want to see the contents of, or send mail to, a folder. You do this by adding their user name to the ACL and specifying them as a user for the folder they will be able to access.

Note: The special "anyone" user must be given the **Mail** ACL permission on subfolders to which you want mail to be delivered (your Inbox folder has the **Mail** permission granted to you by default so you can receive mail to it). For example, if you want mail to be able to be delivered directly to a sub-folder of your Inbox, you grant the "anyone" user **Mail** permissions on that folder.

Someone with administrator privileges can change the access control on any folder on your system, if needed. As a user, you have permission to change access control lists for your own folders. An explanation of the permissions is given in Table 2, "Folder Access Permissions," on page 71.

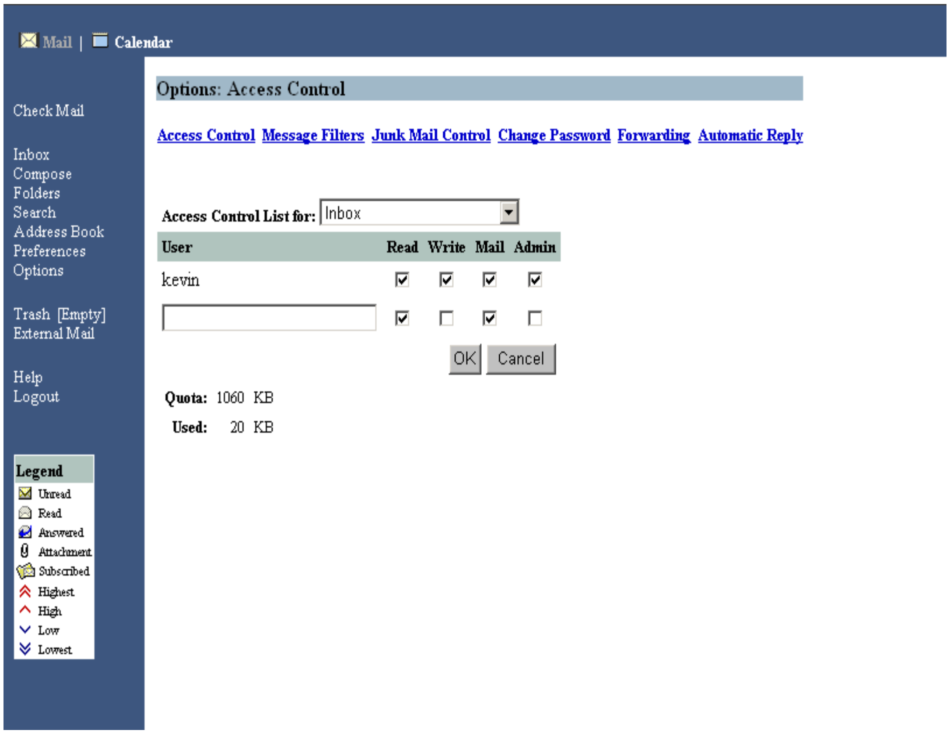

Figure 10 WebMail Options > Access Control Page

For details on adding someone to an ACL, see “Adding Users to Access Control Lists” on page 69. See for details on removing a user, see “Removing Users from Access Control Lists” on page 70.

Adding Users to Access Control Lists

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite), click **Access Control.**
   Result: The **Options: Access Control List** page displays.
2. From the **Access Control List for** menu, select the folder for whose access control list you are adding a user.
   Result: The **User** list changes to reflect the users that have access permissions for that folder.

3. In the empty text field at the bottom of the **User** list, enter the login name for the user you are adding and select the permissions for that user that you want to grant. Click **OK**.
   Result: The user is added to the **User** list with the granted permissions.

You can remove someone from an access control list, no longer allowing them the ability to access your folders. You can change the Access Control permissions at any time to discontinue privileges you previously set.

Removing Users from Access Control Lists

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite), click **Access Control**.
   Result: The **Options: Access Control List** page displays.
2. From the **Access Control List for** menu, select the folder for whose access control list you are removing a user.
   Result: The **User** list changes to reflect the users that have access permissions for that folder.
3. In the **User** list, select all the check-marked boxes for the permissions of the user you want to remove.
   Result: The check marks disappear and the respective permissions are set to off.
4. Click **OK**.
   Result: The system receives the changes and the selected user is removed.

Changing Access Permissions on a Folder

You can change the access permissions for a folder to alter who can read its contents and use it for sending and storing messages. The table following this procedure shows a list of the permissions you can set for a folder, followed by a description of each.

Complete the following steps to change access permissions on a folder:

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite) click **Access Control**.
   Result: The **Access Control List** page displays.
2. From the **Access Control List for** menu, select the folder for which you want to change the access permissions.
   Result: The **User** list changes to reflect the users that have access permissions for that folder.
3. Select the checkbox for the permission you want to change in the corresponding row of the **User** list. (See Table 2, "Folder Access Permissions" below for details about each permission.) When selected, a checkmark appears showing the permission is activated. Select an activated checkbox to turn the permission off. Click **OK**.
   Result: The user permissions are changed.

Table 2 Folder Access Permissions

Permission	Meaning
Read	The user can see that the folder exists, open the folder, read messages in the folder, copy messages from the folder, and see which messages were read. (Equivalent to the `l`, `r`, and `s` IMAP permissions.)
Write	The user can copy messages into the folder and modify state information for the folder, such as `\Flagged`, `\Answered`, and `\Draft` flags for each message. This permission allows the user to modify the `\Deleted` state for any message. (Equivalent to `w`, `i`, and `d` IMAP permissions.)
Mail	The user can submit messages to the SMTP service for delivery to the folder. (Equivalent to the `p` IMAP permission.)
Admin	The user can change the ACL on the folder and create subfolders and ACLs. (Equivalent to `c` and `a` IMAP permissions.)

Working with Shared Folders

In WebMail, you and your system administrator can set up folders that can be shared by other users.

The process of sharing folders entails two primary tasks:

1. Creating a shared folder—This task involves the following:
   - Creating the folder with the name and location that you want. Only system administrators can create system-wide shared folders.
   - Setting the access permissions for the users with whom you want to share the folder.

   See "Creating Shared Folders" on page 73 for step-by-step instructions.
2. Subscribing to a shared folder—This task must be completed by users who will share the folder you or your system administrator created. Also, you must complete this task to access a shared folder set up by another user or your system administrator.

   See "Subscribing to Shared Folders" on page 74 for step-by-step instructions.

About Shared Folders

The following are key facts about shared folders:

- Responding to messages—If you respond to a message that you are reading from a shared folder, the **Reply to:** address will be your own email address. A copy of your response will go into your **Sent** folder if you have the **Save Sent Messages** preference setting enabled.
- **Delete to Trash** vs. **Compact** mode: User preferences settings determine what each user can see. For example:

  User A has the **Delete to Trash** feature enabled, while User B has the feature disabled (and is therefore using **Compact** mode). If User A deletes a message in a shared folder, a copy of the message is put in his **Trash** folder and the message no longer appears in the shared folder's message list. Once User B accesses the same shared folder, she will be able to see the message in the message list, but it will be marked for deletion.

  If necessary, see "Setting WebMail Preferences" on page 21 for details about enabling the **Delete to Trash** feature or "Deleting Messages" on page 51 for details about deleting messages with either mode.

Creating Shared Folders

This procedure covers the first of two primary tasks that comprise the folder-sharing process. See “Working with Shared Folders” on page 71.

To create a shared folder, complete the following steps:

1. In the links on the left, click **Folders**.
   Result: The **Folders** page displays.
2. In the **Folder** text box, enter the name of shared folder and then click **Add.**
   Result: The new folder displays in your list of custom (non-system) folders.
3. Click the **Edit** icon for your new folder.
   Result: The **Folder Edit** page displays.

   Note: On this page, you can create a subfolder by entering a name in the Subfolder text box and clicking **Add**.
4. In the text box within the **User** area, enter the user name of the person with whom you want to share the folder.
5. Select the checkboxes for the access permissions you want to grant.
   - **Read**: The user can see that the folder exists, open the folder, read messages in the folder, copy messages from the folder, and see which messages were read.
   - **Write**: The user can copy messages into the folder and modify state information for the folder, such as Flagged, Answered, and Draft flags for each message. This permission allows the user to modify the Deleted state for any message.
   - **Mail**: The user can submit messages to the SMTP service for delivery to the folder
   - **Admin**: The user can change the access control list (ACL) on the folder and create subfolders and ACLs.

   Full details on using the **Folder Edit** page and information about access control lists are provided in “Using the Folder Edit Page” on page 59 page.
6. Optional) Add another user by clicking **Apply.**
   Result: The person is added to your user list and the **Folder Edit**

page remains open.
Repeat steps 4 - 6 as necessary.

7. Click **OK**.
   Result: The **Folders** page re-displays with the new folder in the list.
8. Notify the other users of the shared folder and tell them the following:
   - The name of the shared folder.
   - The access permissions you granted to them.
   - They must subscribe to folder in order to use it. They do this on the **Folders > Subscriptions** page (see “Subscribing to Shared Folders” on page 74.)

Subscribing to Shared Folders

This procedure covers the second of two primary tasks that comprise the folder-sharing process. See “Working with Shared Folders” on page 71.

To subscribe to a shared folder, follow these steps:

1. From the links on the left, click **Folders**.
   Result: The **Folders** page displays.
2. Click the **Shared** link.
   Result: The **Shared** page displays with a list of the folders to which you have been granted permission to share.
3. Click the plus (+) signs to expand folder tree views. Folders set up by other users are contained in the **user** folder. For example, the full path name of a shared user's folder might be **user.bob.sports**. Folders set up by the system administrator are top-level folders that are not associated with a particular user. Consequently, their full path names do not include the **user. prefix**.
4. Optionally, refine the list of shared folders by entering a search string in the **Folder** search box and clicking **Search**. Key points about this search feature:
   - You can enter partial names—with or without wildcard characters: * or **%**. The system automatically adds wildcards to

the beginning and end of your search string prior to running your search. If you include wildcards, the system will not add additional ones.

- Your search results will consist of folder names that contain your search string anywhere in their full folder name. For example, a search string of **ke** might include the following folders in the search results: **earthquake_info**, **build.makefile**, **user.kevin.sports**, and **user.bill.kernel**.
- Once your initial results are displayed, you can further refine your search by entering a new criterion in the **Folder** search box and clicking **Search**. You can do this as many times as necessary.
- To return to your initial list of search results, click **Reset**. Result: The **Folders** search box is cleared of any search strings and the first page of your initial set of results displays.

5. Select the checkbox for the folder(s) to which you want to subscribe. Click **Subscribe**.

   Result: The page refreshes and the **Selected** icon  displays next to the names of the folders to which you have subscribed. Also, the shared folder is listed on your **Subscriptions** page, and it displays in the folder drop-down list at the top of your message list for your Inbox and other folders.
   In these drop-down lists, user folders display in the **<owner name>.<folder name>** format (for example, **james.minutes**). If subfolders exist, their names will be included in the full folder name (for example, **james.minutes.team**). Examples of administrator-owned folders are **archive**, **dl-archive**, and **archive.july**.

   Note: The convention for subfolder names is **<parent folder name>.<subfolder name>**, where the period separates the folder names (for example, **sports.gymastics**). Ellipses will appear in the drop-down list if the entire folder-subfolder combination cannot be displayed. For example, if your entire folder-subfolder name combination is **major league baseball.san francisco giants**, the entry in the drop-down list would be **...baseball.san francisco giants**.

If necessary, see “Accessing Shared Folders” on page 76 and “Unsubscribing from Shared Folders” on page 76.

Accessing Shared Folders

Once you subscribe to a shared folder (see “Subscribing to Shared Folders” on page 74), you can access its messages by completing the following steps.

1. From the links on the left, click **Folders**.
   Result: The **Folders** page displays.
2. Click the **Subscribed** link.
   Result: The **Subscribed Folders** page displays a list of the folders to which you are currently subscribed, categorized by user (folder owner). Click the plus (+) signs to expand folder tree views. Folders set up by your system administrator are not associated with a user in the list.
3. Click the **Folder Name** link for the desired folder.
   Result: The message list for that folder displays. Keep in mind that the access permissions set by the folder owner determine what you can do with the messages.

   Note: If you reply to a message that they are reading from a shared folder, the **Reply to** address in the resulting Compose window will be your own email address. A copy of the message will go into your **Sent Items** folder if you have that option enabled.

Unsubscribing from Shared Folders

Complete this procedure to unsubscribe from a shared folder. Unsubscribing means you will no longer be able to access that folder and it will not display on your **Subscribed Folders** page.

1. From the links on the left, click **Folders**.
   Result: The **Folders** page displays.
2. Click the **Subscribed** link.
   Result: The **Subscribed Folders** page displays.
3. In the folder list, click the checkbox for the folder to which you no longer want to subscribe. Click **Unsubscribe**.
   Result: The folder disappears from your list.

Mail Control Options

With the WebMail Options pages, you can tailor how WebMail handles your mail. Key options covered in this section are as follows:

About Message Filters

A **filter** is a set of conditions, or rules, associated with an action. These rules are then applied to incoming e-mail 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, pre-configured message filter, for information on using it see "Using the Junk Mail Filter" on page 90. For information on using a custom Allowed Senders list, see "Using the Allowed Senders List" on page 91.

You can set multiple filters for your Inbox, see "Creating Message Filters" on page 80; once the filter is created you can edit it, see "Editing and Deleting Message Filters" on page 89. 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 88. 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 e-mail server to use this feature. If filtering is not enabled on your e-mail server, the **Message**

Filters link does not appear. You can only create message filters for your Inbox; you cannot apply message filters to your other folders.

You can select the flag(s) for filtered messages being moved to a destination folder. Each flag marks a message with a different visual display. Choose from:

- Deleted
- Read
- Draft (no icon)
- Flagged (no icon)
- Answered

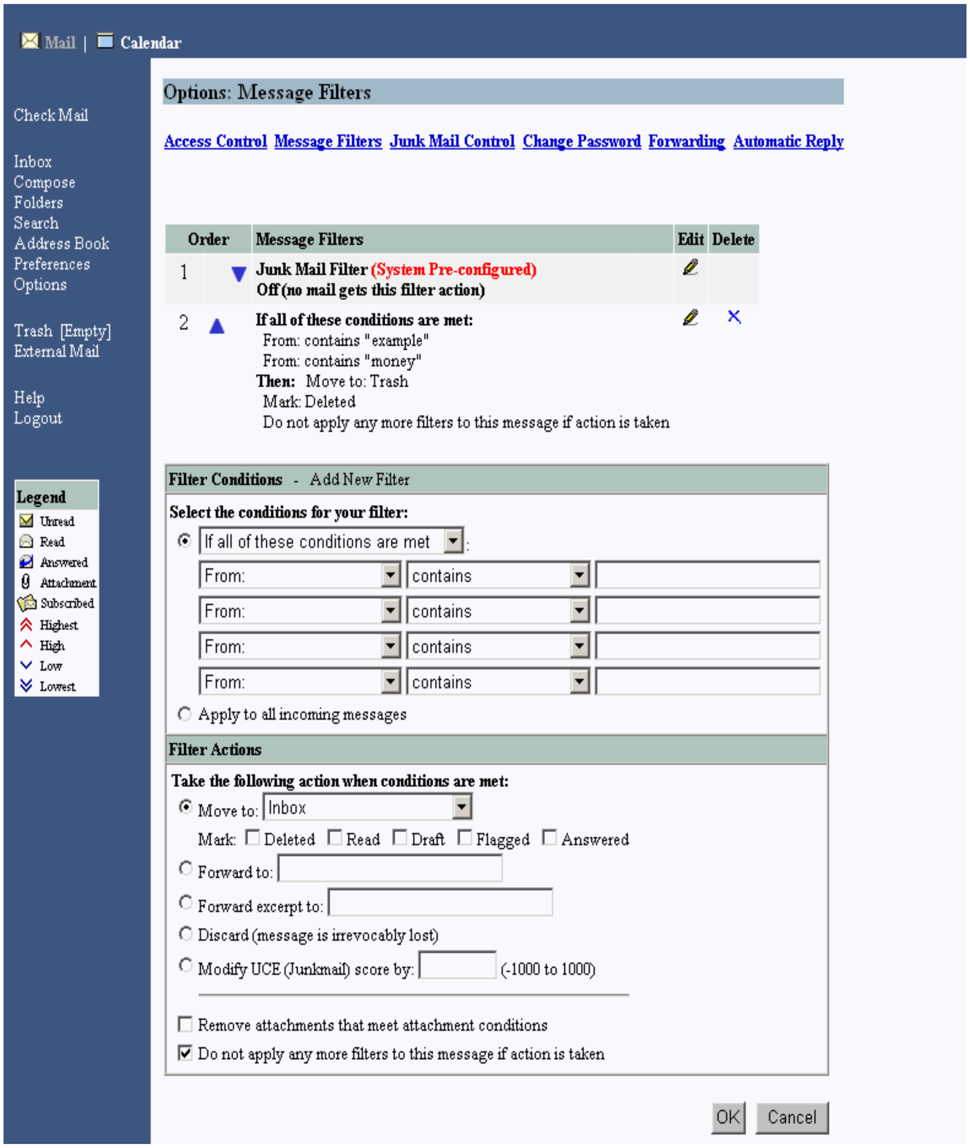

Figure 11 WebMail Options > Message Filters Page

Creating Message Filters

You create custom message filters using the WebMail **Options** pages. To edit a filter after you've created it, see "Editing and Deleting Message Filters" on page 89; to change the order in which your message filters act, see "Reordering Message Filters" on page 88. To use an allowed senders list or the Junk Mail filter, see "Using the Allowed Senders List" on page 91 and "Using the Junk Mail Filter" on page 90. When creating a filter, be aware of the following:

- The **Forward to** action sends the message directly to the specified e-mail address but does not save a copy on your system.
- You can mark the status of a message (**Deleted, Read, Draft, Flagged, Answered**) only when the **Move to** option is being applied by the filter.

About the Junk Mail Filter:

The **Junk Mail Filter** is automatically created and pre-configured 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.

To create a message filter:

1. From the links on the left, click **Options**.
   Result: The **Options: Access Control** page displays.
2. Click **Message Filters**.
   Result: The **Options: Message Filters** page displays. If you have existing filters, their order and profile displays at the top; you may have to scroll down to reach the **Filter Conditions - Add New Filter** area.
3. In the **Filter Conditions - Add New Filter** area, specify the following:

- The first radio button sets an initial parameter for the conditions you must specify; choose either:
  - **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.

Or you can select the other radio button:

- **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.
  Note: If you choose this option, proceed with Step 7.

4. If you chose the first radio button in Step 3, choose a filter object:
   - **From**: The sender field.
   - **To/CC**: The recipient's (does not include **Bcc** recipients) address lines.
   - **Subject**: The subject line.
   - **Body**: The text of the message and text attachments including Plain text, HTML text, and Rich Text. This is the same as choosing bodydecoded (the decoded form of all MIME parts of the message) in the CLI. 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 can be performed.
     Important! Because whitespace is removed, this filter configured 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. This is the same as choosing **body** (the raw RFC822 text) in the CLI. 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. This is the same as choosing **bodydecodedbinary** (unrolls all the MIME parts and allows binary searches) in the CLI. 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 parameter to have all system-identified junkmail filtered.
- **X-Junkmail-Whitelist:** The header "X-Junkmail-Whitelist"; you can use this parameter to filter all messages in which the system identified the sender as being on your allowed senders list.
- **X-Mirapoint-Virus**: The header "X-Mirapoint-Virus"; you can use this parameter to filter messages in which the antivirus scanner found a virus and took action (VIRUSDELETED, VIRUSCLEANED, or VIRUSIGNORED).
- **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 “About MIME and Filtering Attachments” on page 87.

- **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 “About the Antispam Scanning Rules and Threshold” on page 88.
- **Message size (bytes)**: The message size can be kb, mb, or gb.

5. If you chose the first radio button in Step 3, choose a content condition for the filter object:

   - **contains**: The specified parameter must contain the text you enter. Wildcards are not honored; for example, the filter condition: "**contains**" "**doc**" would be met with any of these words: "doc", "document", "undocumented", "doctor", and so forth.
   - **does not contain**: The specified parameter must not contain the text you enter. Wildcards are not honored.
   - **matches**: The specified parameter 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 parameter 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 “Using regex Filters to Modify the UCE Scoring” on page 86.
   - **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 “Using regex Filters to Modify the UCE Scoring” on page 86.

- **is less than**: The object value must be less than the integer you enter. Wildcards may be useful.
- **is more than:** The object value must be more than the integer you enter. Wildcards may be useful.

6. If you chose the first radio button in Step 3, you can enter a value for the filter object. Enter the text, integers, MIME type, or file name you want searched for and acted on in the appropriate box. 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. Example: to find all messages from "Maria" or "Marie", use these filter conditions: **From: matches** "**Mari?**"
7. In the **Filter Actions** area, specify a response by selecting one of the following:
   - **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** , **Read** , **Draft** (no icon), **Flagged** (no icon), **Answered** : Flags the messages as specified.

- **Forward to:** Matching messages are sent to the specified e-mail address(es) and removed from your system.
- **Forward excerpt to:** 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:** Matching messages are given the specified UCE score in addition to any other UCE score the antispam scanner awards; and acted on accordingly by the **Junk Mail** filter. This selection automatically deselects the **Remove attachments that meet attachment conditions** and **Do not apply any more filters to this message if action is taken** options (described below) and places the new filter rule above the **Junk Mail** filter rule in order. **Note:** Without JavaScript enabled, these adjustments may have to be done manually.

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. This option is deselected (disabled) by default. To enable this feature, select the checkbox.
- **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. This option is selected (enabled) by default. To disable this feature, clear the checkbox.

8. Once you have created your filter, click **OK**.
Result: 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.

Using regex Filters to Modify the UCE Scoring

You can use regex-matches in a filter to modify the UCE (spam) score that the anti-spam 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.

Filtering Out "Virus Deleted" Messages

There are many new 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-configured 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 `VIRUSDELETED`, `VIRUSCLEANED`, or `VIRUSIGNORED`.

To create a filter to discard the antivirus-action-taken 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.

About MIME and Filtering Attachments

"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** parameter is specified. If the message is not MIME, it's 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 will have a Content-Type specified such as text/plain, text/HTML, multipart/related, multipart/alternative, image/gif, and so on.

Common Virus Attachment Names:

The following is a list of file extensions that often have viruses in them. "File extension" refers to the last three letters after the period in the file name (i. e., the file word.doc 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

About 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 or pattern that a scanned message matches or contains, the message is awarded a score. The score is identified in the **X-Junkmail-Status** or **X-Junkmail-SDRaw** header (for more information on headers, see "About message contents" on page 48). 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. Using the **Modify UCE** (**Junkmail**) **score by** filter option to adjust the **Threshold** to below 50 causes more messages to trigger the **Junk Mail** filter because fewer matches are needed; more false positives—messages wrongly identified as spam—will be delivered. Modifying the **Threshold** to above 50 causes fewer messages to trigger the **Junk Mail** filter because more matches are needed; more false negatives—missed spam—will be delivered.

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 e-mail 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.

To change the order in which message filters are evaluated:

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite) click **Message Filters**.
   Result: The **Options: Message Filters** page displays.

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.
   Result: The order in which the filters are applied to incoming messages is changed.

Editing and Deleting Message Filters

The **Message Filters** page allows you to change the filters that are automatically applied to incoming mail for your e-mail account. Message filters offer a way of screening and categorizing incoming mail messages. This includes redirecting incoming messages to other folders, as defined by the parameters of the specific filters. For more information on filters, see “Editing and Deleting Message Filters” on page 89.

Editing a Message Filter

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite) click **Message Filters**.
   Result: The **Options: Message Filters** page displays.

2. Select the **Edit** icon to the right of the filter you want to change.
   Result: The **Filter Conditions - Editing Filter** page displays.
3. Change the filter using the methods described in “Editing and Deleting Message Filters” on page 89. Click **OK**.
   Result: The system applies the changes.

Deleting a Message Filter

1. Click **Message Filters**.
   Result: The **Options: Message Filters** page displays.

2. Click the **Delete** icon for the filter you want to delete.
   Result: The message filter is deleted. The page re-displays showing the remaining filters, or a message that you do not currently have any message filters.ss

Using the Junk Mail Filter

Use the **Junk Mail Filter** view on the **Options: Junk Mail Control** page to customize the system pre-configured Junk Mail filter. The Junk Mail filter may be **Off** by default. 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 use the Junk Mail filter:

1. From the links on the left, click **Options**.
   The **Options: Access Control** page displays.
2. Click **Junk Mail Control**.
   Result: The **Options: Junk Mail Control** page displays.

3. Click the **Junk Mail Filter** link.
   Result: The **Junk Mail Filter** view on the **Options: Junk Mail Control** page displays.
4. In the **Select a Filter Condition** area, turn on the filter by selecting one of the following:
   - **Normal (only Junk Mail gets this filter action)**: Only system-identified Junk Mail is subject to your specified filter action.
   - **Exclusive (all mail not from Allowed Senders gets this filter action)**: All of your mail from senders not on your Allowed Senders list is subject to your specified filter action

   Result: The filter is directed to act as specified on only Junk Mail or on all your mail. Choosing **Exclusive** causes all mail coming to you from senders not on your Allowed Senders list to be acted on.
5. In the **Select a Filter Action** area, select one 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 **Preferences** page; for details see "Setting WebMail Preferences" on page 21.
   - **Discard (message is irrevocably lost)**: Matching messages are deleted.

   Additionally, you may specify:
   - **Do not apply any more filters to this message if action is taken**: If the message qualified for action by the Junk Mail filter, any filters in order below the Junk Mail filter are not applied. This option is selected (enabled) by default. To disable this feature, clear the checkbox.
6. Once you are done configuring your filter, click **OK**.
   Result: The system accepts the settings for the Junk Mail filter. Incoming messages are filtered and acted upon as directed.

Using the Allowed Senders List

Use the Allowed Senders list to create a list of senders who are protected from any antispam scanning or Junk Mail filtering. Messages from senders on your Allowed Senders list are always sent to your

Inbox. **Note**: Allowed Senders list entries override Blocked Senders list entries.

To create an Allowed Senders list:

1. From the links on the left, click **Options**.
   Result: The **Options: Access Control** page displays.
2. Click **Junk Mail Control**.
   Result: The **Allowed Senders** view on the **Options: Junk Mail Control** page displays.
3. In the **E-mail address or Domain Name** text box, enter senders who you want on your Allowed Senders and click **Add**.
   Result: The names are added to the **Allowed Senders** list box, and 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.
4. To remove senders from your Allowed Senders list, highlight the sender's e-mail address or domain name and click **Remove**.
   Result: That sender disappears from your Allowed Senders list 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 the Allowed Senders List.
- **@example.com**: Adds any address at **example.com** to your Allowed Senders list.
- **@*.example.com**: Adds any address at any host within the **example.com** domain to the Allowed Senders list.

Using the Blocked Senders List

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

To create a Blocked Senders list:

1. From the links on the left, click **Options**.
   Result: The **Options: Access Control** page displays.
2. Click **Junk Mail Control**.
   Result: The **Options: Junk Mail Control** page displays.
3. Click **Blocked Senders**.
   Result: The **Blocked Senders** view on the **Options: Junk Mail Control** page displays.
4. In the **E-mail address or Domain Name** text box, enter senders who you want on your Blocked Senders list and click **Add**.
   Result: The names are added to the Blocked Senders list box, and 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 configure a message to be automatically added.
5. To remove senders from your Blocked Senders list, highlight the sender's e-mail address or domain name and click **Remove**.
   Result: That sender disappears from your Blocked Senders list and is now subject treated as regular mail.

Example valid Blocked Senders list entries

- **allan@example.com**: Specifically adds the user **allan** from **example.com** to your Blocked Senders list.
- **@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 **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 and subject to delays caused by antispam filtering.

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

To add entries to your Allowed Mailing Lists:

1. From the links on the left, click **Options**.
   Result: The **Options: Access Control** page displays.
2. Click the **Junk Mail Control** link.
   Result: The **Options: Junk Mail Control** page displays.
3. Click the **Allowed Mailing Lists** link.
   Result: The page refreshes with different fields.
4. In the **Mailing List Address** box, enter a mailing list e-mail address. (If necessary, see “Example valid Allowed Mailing Lists entries” on page 95.)
5. Click **Add.**
   Result: The address appears in the Allowed Mailing Lists box and the list status updates to reflect the new number of entries.
   Mail sent to recipients on your list of Allowed Mailing Lists is forwarded to the specified recipients with a header, X-Junkmail-Whitelist: YES (by domain whitelist at hostname), added; such mail is not scanned by the Anti-Spam scanning utility. The header is added whether the exempting was at the primary (box) level or at the delegated domain level. The sender is derived from the From header of the message.
6. If you need to remove a mailing list from your list box, do the following:
   a. Select one or more entries in the list box.
   b. Click **Remove.**
      Result: The selections disappear from the Allowed Mailing Lists box and the list 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.

Using Automatic Forwarding

When you set up forwarding for your mail account, messages addressed to your account are automatically sent (forwarded) to another e-mail address. You can specify one or more valid e-mail addresses as destinations for your forwarded messages. You can easily stop forwarding and revert back to receiving your messages at your original e-mail address.

You can only set message forwarding if this feature is enabled on your e-mail server. If the **Forwarding** link does not display, your e-mail server is not enabled with this feature.

Starting automatic forwarding of messages

To start automatic forwarding, follow these steps:

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite), click **Forwarding.**
   Result: The **Options: Forwarding** page displays.
2. In the **Forward to** text box, enter the destination e-mail addresses to which you want your mail to be automatically forwarded. If you enter multiple addresses, separate them with commas; for example,
   `user@hostname, user@hostname, user@hostname`

   To have a copy of forwarded messages delivered to your inbox, select the **Keep a copy of each forwarded message** checkbox. Click **Start** or **Reset**.
   Result: If you clicked **Start,** messages addressed to your account are

automatically forwarded to the specified destination address. If you clicked **Reset**, the text box is cleared of any changes you made to it.

Stopping automatic forwarding

To stop automatic forwarding, follow these steps.

1. Click **Forwarding.**
   Result: The **Options: Forwarding** page displays.
2. Click **Stop**.
   Result: Your mail delivery automatically reverts to your Inbox e-mail address.

Using Automatic Reply

Also referred to as "vacation" mail**, Automatic Reply** responds to all incoming messages coming (to your Inbox) with a customized message. Automatic Reply continues to respond to your incoming mail until you specifically turn it off.

A reply is sent only to messages addressed directly to you; messages sent through distribution lists are not replied to. You can only use automatic reply if this feature is enabled on your e-mail server. If the **Automatic Reply** link does not display, your e-mail server is not enabled with this feature.

Note: An automatic reply message is only sent once to an e-mail address during the specified reply interval. The default interval is seven days. See your system administrator for information on the interval specified for your system.

Starting Automatic Reply

To start automatic message reply, follow these steps:

1. From the **Options** pages (WebMail) or the **Account** pages (Administration Suite), click **Automatic Reply**.
   Result: The **Options: Automatic Reply** page displays.
2. Enter the data for the following options:

- **Subject:** Text for the **Subject** line of your reply; for example, **Away from my mail until March 5**.
- **Message:** Text for the message body of the reply; for example, **Please direct urgent issues to Joe User**.
- **Message Charset**: The character set for your reply. This selection overrides the character set specified by your preferences, if different.

3. Click **Start**.
   Result: Automatic reply is enabled and your custom reply is sent in response to incoming mail, until you stop it (see below). All messages sent to you directly on the **To** or **Cc** lines receive your reply.
   Click **Reset** to clear the message fields and start over.

Stopping Automatic Reply

To stop automatic message reply, follow these steps.

1. Click **Automatic Reply**.
   Result: The **Options: Automatic Reply** page displays.
2. Click **Stop**.
   Result: Your custom automatic reply message is canceled.

Getting External Mail

You can use WebMail Direct to access other Post Office Protocol (POP) mail servers.

Adding an External POP Mail Server

1. To add an external POP mail server to WebMail, click **External Mail**.
   Result: The **External Mail** page displays. If there are no configured external POP servers, a message displays indicating that you must create one. If you have already added POP servers, profile data on

each configured external mail account displays. To add a POP server.

2. Click **Add POP Server.**
   Result: The **Add/Edit POP Server** page.

3. Enter the following data.

   ❖ Mail server data:

     – **Description**: A name for the account, for example "Personal".
     – **POP Server Name**: The name of the POP server for the account that you are adding.
     – **User Name**: Your user name for the account that you are adding.
     – **User Password**: Your user password for the account that you are adding.
     – **Confirm Password:** Reenter your password for confirmation.
     – **Port Number** (default 110): The default port for POP connections.

   ❖ 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.

   ❖ 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 configured.
     – **<folder> without using filters** (use the pull-down list to select a folder): All downloaded external mail messages

display in the selected folder and are not subjected to any configured filters.

  - **Mail color** (green is default color): The downloaded messages display in the rows of the selected color. You can configure up to ten (10) external mail accounts and assign each a different color. You can also use the same color for all external mail accounts.

4. Click **Done**.
   Result: You are returned to the **External Mail** page and the additional POP mail account profile displays. Click the **Edit** icon to re-display the **Add/Edit POP Server** page for that account and make changes. Click the **Delete** icon to display a delete confirmation page where you can confirm or cancel the delete operation.

Checking for External POP Account Messages

1. From the links on the left, click **External Mail**.
   Result: The **External Mail** page displays.
2. Click **Check External Mail**.
   Result: The system requests mail delivery from each of your configured POP accounts and displays a status line for each.
3. Click the link in the **Download Folder** column for the POP account whose delivered message you want to read.
   Result: The folder where your messages for the selected POP account were delivered opens. The external messages display in rows with the background color you configured.

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 described in the Legend. To sort messages click on a column heading, for more information see "Sorting Messages" on page 44.

Note: 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.

For information on how to search for a particular message, see "Working with Message Search" on page 41.

2

Using WebCal Direct

WebCal Direct is a web-based calendaring tool that allows you to access and maintain your personal calendar, and available group calendars, across the Internet. The group calendar features require a Groupcal Direct license. If Groupcal Direct is licensed for you, additional options display on certain pages. If only WebCal Direct is licensed, you only get personal calendar features; you do not get any group calendar features. You can use WebCal Direct and Groupcal Direct with most web browsers over the Internet.

Important: WebCal only supports dates between midnight January 1, 1970 and December 31, 2035. Although WebCal Direct does not allow you to enter a date outside this range, some calendaring clients (such as Microsoft Outlook) do not have this restriction. Please be aware that importing a calendar file that includes an event with an out-of-range date is likely to cause problems with your Mirapoint calendar.

See "WebCal Primary Links" on page 103 for information on the main links you'll use in WebCal; see WebCal Legend "WebCal Legend" on page 106 for a legend of the Calendar icons.

The topics covered in this chapter are:

About WebCal Direct Calendar

WebCal Direct allows you to perform the following tasks:

- Access a personal calendar with a weekly, daily, or monthly view
- Create events and automatic event notifications
- Create a to-do list
- Store contact addresses and information
- Import and export contact information
- Print a calendar view

Starting WebCal

Log in from WebCal login page or, if WebMail Direct is also licensed, log in to WebMail and click **Calendar** from your WebMail window. It is best to access WebCal through WebMail, if you can, because then you can move between the two tools without logging in or out.

Note: When you start WebCal for the first time, the **Preferences** page displays with the prompt: "Please check your calendar configuration." Enter your **Full Name** and **Time Zone**, and click **OK**. The **Preferences** page closes and your **Calendar** page opens; now you can use WebCal Direct. For information on calendar options, see “Setting WebCal Preferences” on page 107. For information on setting the display, see “Changing Your Calendar Display” on page 118.

Ending WebCal

Click **Logout**; the session is terminated, and you are returned to the WebCal Direct login page. Alternatively, if WebMail Direct is also licensed, and you accessed WebCal through WebMail, you can click the **Mail** link to move between WebCal and WebMail. The session for either is not terminated until you click **Logout**.

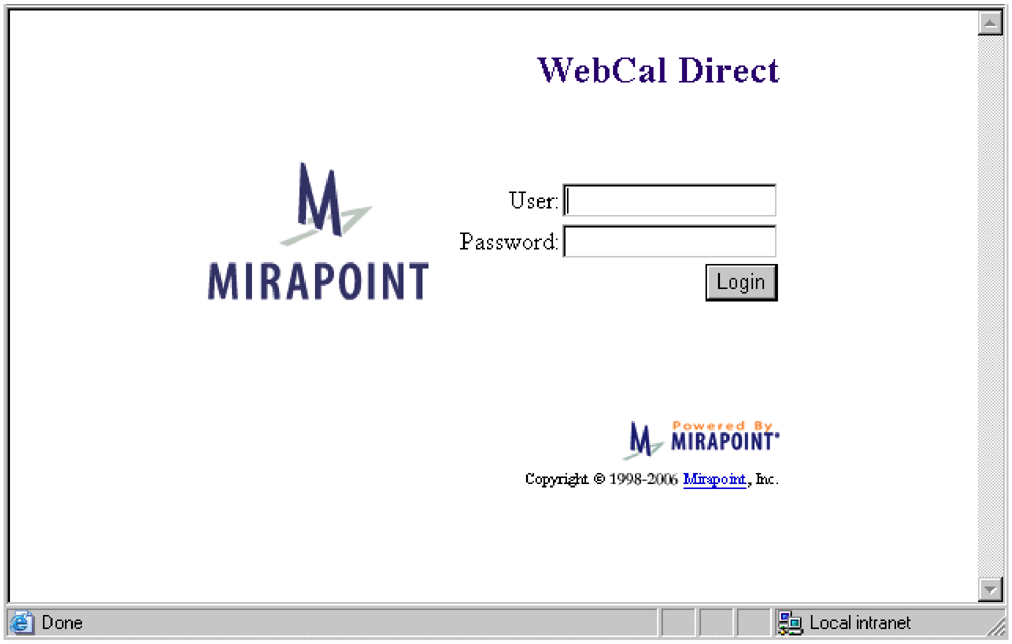

Figure 12 WebCal Login Page

WebCal Primary Links

This section describes the primary links that you see in WebCal along the left side of each page or, when in the **No Frames** mode, across the top of each page.

- **Calendar**—View your calendar, search for events, and add events/items. See “Working with Calendars” on page 134.
  - Thumbnail calendars—View different formations of your calendar. “Changing Your Calendar Display” on page 118.
  - **Day** links—View your calendar for a particular day. See “Using a Daily Calendar” on page 134.
  - [**new**] links—Create new events and meetings. See “Adding Detailed Events or Configuring a Meeting” on page 122.
  - **Event title** (non-repeating events)—View the event profile for an event. See “Editing Events/Viewing Event Profiles” on page 131.

- **Event title** (repeating events)—Access the following links:
  - **This instance—**View the event profile for a single occurrence of a repeating event.
  - **Whole series—**View the original configuration for a repeating event.
  - **List all instances—**View the entire list of scheduled events for a repeating event.
  - **List exceptions—**View the list of submitted changes for a repeating event.

  See “Viewing Repeating Event Profiles” on page 134.

- **Today—**View your Calendar for the current day. See “Using a Daily Calendar” on page 134.
- **New Event—**Create new events and meetings. See “Adding Detailed Events or Configuring a Meeting” on page 122.
- **New To-do—**Create new to-do items. See “Working with To-do Lists” on page 144.
- **View Schedules—**Check free/busy times for people you want to invite to meetings. See “Viewing Other Calendars” on page 120. In addition, the following type of link is available:
  - [**new**]—Create new events and meetings.
- **Delete Events—**Delete all events on a certain day or in a certain time range. See “Deleting Events” on page 132.
- **Import/Export—**Import or export your Calendar. See “Importing or Exporting Your Calendar” on page 142.
- **Address Book—**Manage your personal bank of contacts. See Chapter 3, “Using Address Book.
- **Preferences—**Access the following links:
  - **User Information—**Specify default settings for your Calendar. See “Setting User Information Preferences” on page 108.
  - **Access Permissions—**Set permissions on your Calendar. See “Setting Access Permissions Preferences” on page 112.

- **Subscriptions—**Subscribe to other calendars so you can see their scheduled events in your Calendar. See “Setting Subscription Preferences” on page 115.

- **Downloads—**(Depending on how your WebCal system is configured, this link might not be available) Displays a page from which you can download utilities such as the Outlook SynQ add-in, a tool that lets you synchronize your Microsoft Outlook calendar with the Mirapoint calendar server.
- **Help—**Open this online help system.
- **Logout—**Log out of WebCal. See “Starting WebCal” on page 102.

WebCal Legend

Table 3 describes the icons used by WebCal.

Table 3 WebCal Icons

Icon	Name	Indicates that...
	Repeating	The calendar event repeats at least once
	Reminder	A reminder has been configured for the event
	Highest	The highest available priority has been assigned to the event or to-do item
	High	A high priority has been assigned to the event or to-do item
	Low	A low priority has been assigned to the event or to-do item
	Lowest	The lowest available priority has been assigned to the event or to-do item
	Attachment	The event or to-do item includes a file attachment
	Overdue	The to-do item due date has passed
	Meeting	People were invited to the event, making it a "meeting"
	Unconfirmed	You have not yet responded to an invitation
	Canceled	The event has been canceled
	Declined	You have declined the invitation
	Resource	The event configuration includes a resource commitment
	Subscribed	The event you are viewing originates in another's calendar

About Address Book and WebCal

Address Book is an integral part of WebCal Direct, use it to create and maintain a customized database of contact information for use with automatic e-mail notifications. If you have WebMail Direct licensed on your system, you automatically access the same Address Book from both programs. For more information, see Chapter 3, “Using Address Book.”

WebCal Direct provides direct access to Address Book, where you can create and utilize a personalized database of contact information. Specifically pertinent to WebCal Direct, is the ability to quickly access e-mail addresses for contacts to which notification reminders will be sent for scheduled meetings and events.

Setting WebCal Preferences

You customize your calendar using the **Preferences** page links at top as follows:

- **User Information** (default): Use this page to customize your calendar presentation and set defaults for reminders and summaries. The preferences you enter here show up as the default values in your calendar pages. Information on this page is provided below.
- **Access Permissions**: Use this page to determine who can use your calendar and how. See “Setting Access Permissions Preferences” on page 112 for details.
- **Subscriptions**: Use this page to subscribe to the calendar of another WebCal user on your system who has set allowed you access to do so. When you subscribe to another's calendar, all of their events automatically appear in your calendar. See “Setting Subscription Preferences” on page 115 for details.

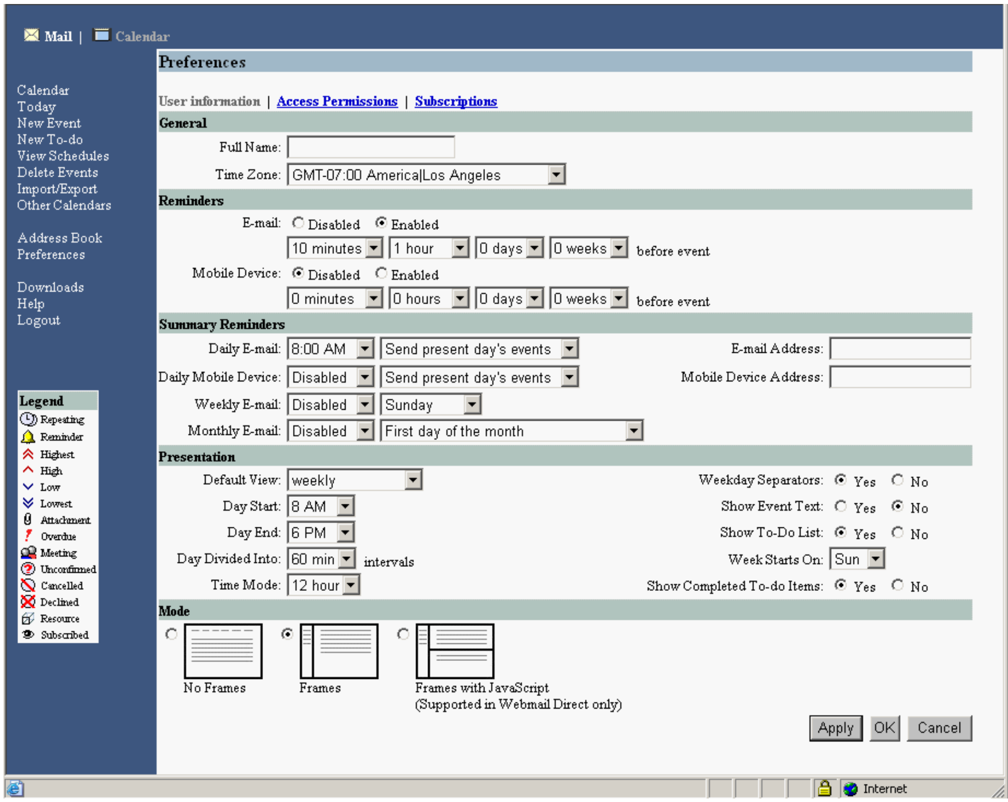

Figure 13 WebCal Preferences > User Information Page

Setting User Information Preferences

When you log in to WebCal for the first time, the **Preferences: User Information** page displays; you must enter at least your **Full Name** and click **OK** in order to view your calendar data. Subsequent logins take you to the main **Calendar** page.

To set your **User Information** preferences for WebCal Direct, follow these steps.

1. Click **Preferences**.
   Result: The **Preferences: User Information** page displays.
2. Enter the following data:
   - **General** area:
     - Your **Full Name**
     - Select the correct **Time Zone** for your area
       Note: If you change your time-zone setting again, 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.
   - **Reminders** area: Enable or disable **E-mail** and **Mobile device** reminders and choose a time increment from the pull-down menus to select **minutes** (in multiples of 5), **hours**, **days** and/or **weeks** (up to 6 weeks). The default value for **E-mail** is **5 mins**. The default value for **Mobile device** is **Disabled**, no reminders are sent.
   - **Summary Reminders** area: Specify the following for e-mail and mobile device, if applicable:
     - **Daily E-mail**, choose a time of day when the summary reminder is to be sent or leave **Disabled** (default); specify **Send present day's events** (default) or **Send following day's events**; and enter an **E-mail** address.
     - **Daily Mobile Device**, choose a time of day when the summary reminder is to be sent or leave **Disabled** (default); specify **Send present day's events** (default) or **Following day's events**; and enter an **E-mail** address.
     - **Weekly E-mail**, choose a time of day when the summary reminder is to be sent or leave **Disabled** (default); specify **Sunday** (default) or select a day from the drop-down list. **Note**: All values produce a summary for the current week.
     - **Monthly E-mail**, choose a time of day when the summary reminder is to be sent or leave **Disabled** (default); specify

First day of the month (default) or select a day from the drop-down list. **Note**: 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.

- **Presentation** area: Specify the following:
  - **Default view** (for the **Calendar** page), choose one:
    - **daily**: Each hour of the current day is presented in a row; click a **Hour** link to open the **New Event** page for that day and hour
    - **weekly** (default): Each day of the current week is presented in a row. Click a **Day** link or a **Date** link in the thumbnail calendar to view the calendar for that day; click the **new** link to open the **New Event** page for that day
    - **horizontal weekly**: Each day of the current week is presented in a column, the hours of the day in rows. Click the **new** link to open the **New Event** page for that day and hour
    - **monthly**: Each week of the current month is presented in a row; click a **Date** link to view the calendar for that

day; click the **new** link to open the **New Event** page for that day

- **Day Start: 8 AM** (default*): When WebCal should consider the start of each day
- **Day End: 6 PM** (default*): When WebCal should consider the end of each day
- **Day Divided Into: 60 min** (default) intervals: The **daily** view time grid; the default option causes the **daily** view to display in one hour increments
- **Time Mode: 12 hour** (default): The format of the time display; the default option causes the time to display with am and pm.
- **Weekday Separators**: **Yes** (default) or **No**, whether or not horizontal lines should be inserted between events
- **Show Event Text**: **Yes** or **No** (default), whether or not your event **Description** text displays in your **Calendar**
- **Show To-do List**: **Yes** (default) or **No**, whether or not the **To-do Items** area displays
- **Week Starts On**: **Sun** (Sunday) (default), what day WebCal should consider the start of each week
- **Show Completed To-do Items: Yes** or **No** (default), whether or not to-do items that have been completed display

❖ **Mode** area. Specify the following:

- **No frames**: This option greatly changes the appearance of WebCal; it is useful with older browsers that do not support frames. Notably, the links menu displays at top.
- **Frames** (default): This option allows the links menu to display at left.
- **Frames with JavaScript** (supported in WebMail Direct only): This option allows your messages in WebMail display in the two pane mode, the message list in the top pane and the message content in the bottom frame. **Note:**

To use this mode, you must enable JavaScript for your browser.

Note: The WebCal setting you make here also applies to your WebMail display (if your system is configured for both applications).

3. Click **Apply** or **OK** or **Cancel**.
   Result: If you clicked **Apply** your specifications are accepted and you remain on the Preferences page. If you clicked **OK** your specifications are accepted and you are returned to the Calendar page. If you clicked **Cancel**, your specifications are cleared, the display of WebCal does not change; you are returned to the Calendar page.

Note: These defaults can be changed by the system administrator.

Setting Access Permissions Preferences

WebCal Direct allows you to set access permissions so others on your WebCal system can see and/or modify events you create. You also can make your calendar data inaccessible to others, or allow all of your data to be included in other's calendars. These access permissions can be overridden in the **New Event** page **Access Permissions** area on a by-event basis.

Note: The **Anyone** user has default access to the **Free/busy Lookup** and **Request Meetings** options; this is so other WebCal users on your system can access your schedule data when creating events. **Anyone** refers to all other users of WebCal on your system. To configure access permissions for individuals on your system, first you must select them; how to do this is described in steps 3 and 4 below.

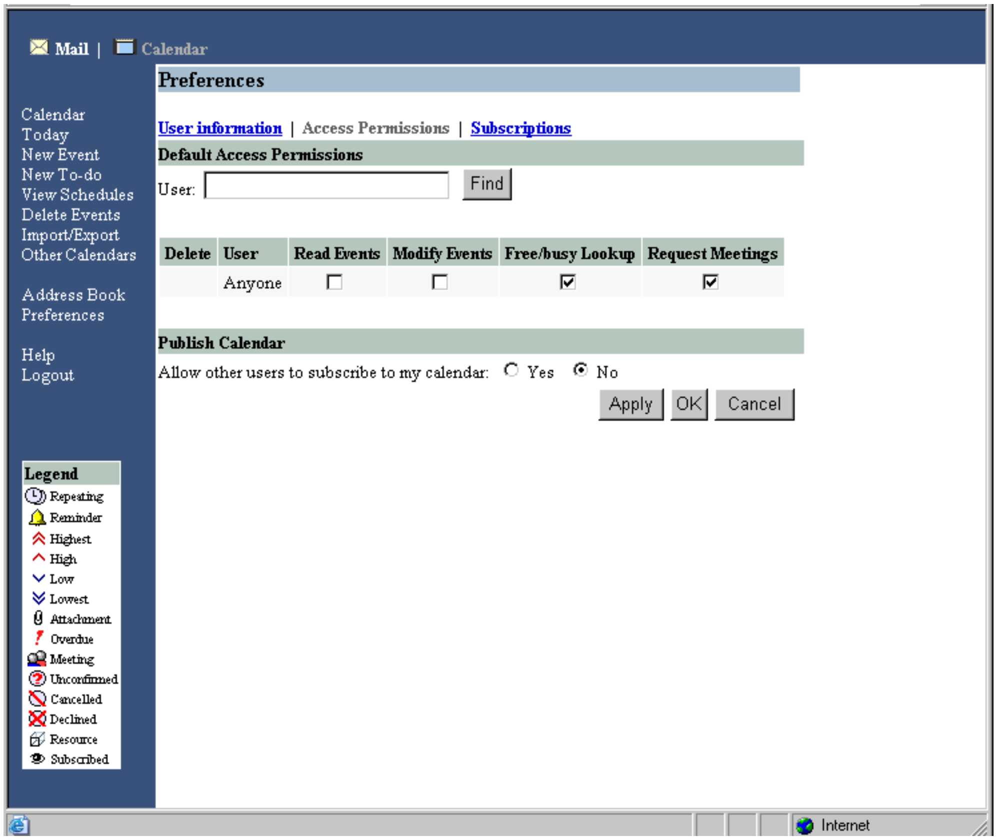

Figure 14 WebCal Preferences > Access Permissions Page

To set your WebCal access permissions, follow these steps.

1. Click **Preferences**.
   Result: The **Preferences: User Information** page displays.
2. Click **Access Permissions**.
   Result: The **Preferences: Access Permissions** page displays.
3. In the **Default Access Permissions** area, you can do the following:

- To modify your default access permissions for **Anyone**, proceed to step 5.
- To customize your default access permissions for an individual, enter a name in the option box at top and click **Find**.

Result: A **History/Search results** list box appears with the results. The last results displayed also appear in the **New Event** page **Access Permissions** area.

4. Select the user(s) that you want and click **Add Selected**.
Result: The selected users each display a row with options that you can modify and an **Update Users** button appears. The permissions granted **Anyone** are grayed out.

5. Select a checkbox to add that permission; deselect a checkbox to remove it:

   - **Read Events**: Determines who can read your event data; deselected by default. If you select this option other's are able to look at your calendar using the **Other Calendars** page.
   - **Modify Events**: Determines who can modify or delete your event data; deselected by default. If you select this option other's are able to look at and modify your calendar using the **Other Calendars** page.
   - **Free/busy Lookup**: Determines who can access your schedule data; selected by default. This allows the system to use your schedule data when **Check Conflicts** on the **New Event** page is clicked, or you are selected on the **View Schedules** page.
   - **Request Meetings**: Determines who can add you to their meetings; selected by default. This allows others on your WebCal system to add you to meetings on the **New Event** page.

6. If necessary, use the **Update Users** button as follows:

- If you have a set of selected users and you change the permissions for **Anyone**, click **Update Users** to reset the permissions for your displayed user set.
- If you want to remove a user from your user set, select the **Delete** checkbox for that user and click **Update Users**; the selected user disappears from the user set.

7. In the **Publish calendar** area, select **Yes** or **No** (default) for the **Allow other users to subscribe to my calendar** option.
   If you select **Yes**, your calendar becomes available to all users on the system and all your events automatically appear in other user's calendar once they have subscribed to yours on their **Preferences: Subscriptions** page. This feature is designed to be used for public calendars containing lists of holidays, soccer schedules, and so forth.
8. Click **OK** or **Cancel**
   Result: If you click **OK**, access permissions are set as specified; if you keep the defaults, other user's on your Groupcal system are able to view your schedule and event data, and include you in meetings. If you click **Cancel**, the defaults are reset. You are returned to your main calendar.

Setting Subscription Preferences

WebCal Direct allows you to subscribe to other WebCal users on your system. As long as their **Preferences > Access Permissions > Publish Calendar** option is selected (it is deselected by default), you can subscribe to another's calendar. **Note**: You do not need to subscribe to other calendars in order to have access to their schedule data when planning meetings.

Important! If you subscribe to another's calendar, all of their events automatically appear in your calendar. This feature is designed to be used for public calendars containing lists of holidays, soccer schedules, and so forth.

For instructions on subscribing to and unsubscribing from another user's calendar, see "Subscribing to Other Calendars" on page 116 and "Unsubscribing from Other Calendars" on page 117.

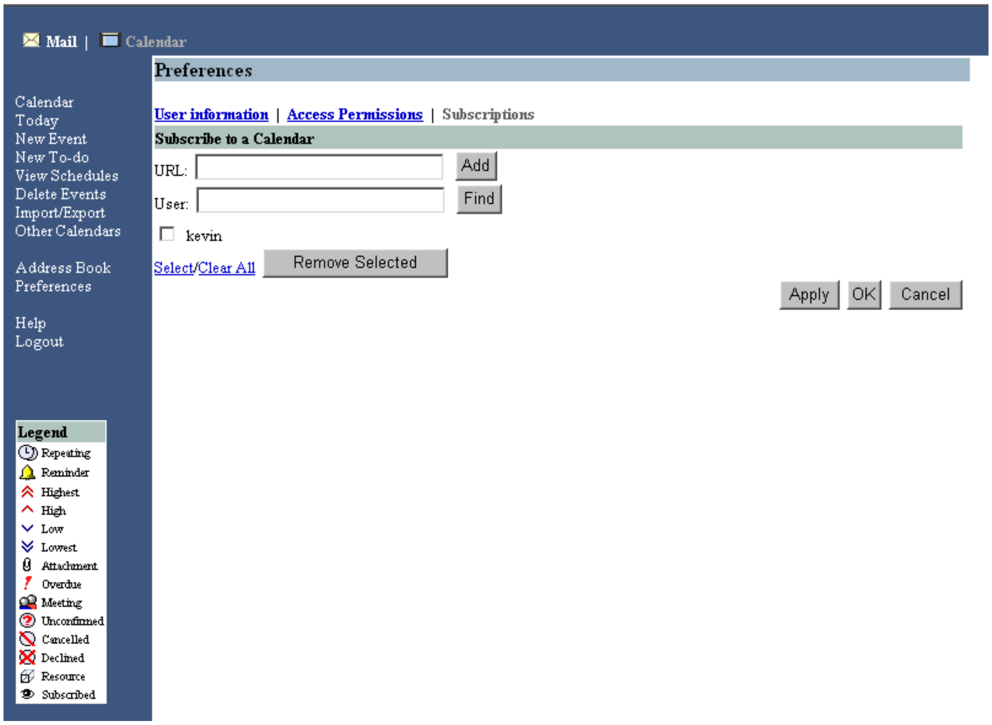

Figure 15 WebCal Preferences > Subscriptions Page

Subscribing to Other Calendars

To subscribe to other calendars, follow these steps:

1. Click **Preferences**.
   Result: The **Preferences: User Information** page displays.
2. Click **Subscriptions**.
   Result: The **Preferences: Subscriptions** page displays. Users whose calendars to which you are already subscribed display. A status of **Empty** indicates that you are not subscribed to any other user's calendars.
3. To subscribe to a public calendar (such as one for holidays), do the following:

a. Enter the URL of a public, Internet calendar.
   Important! Sometimes clicking the **Subscribe** link at another site will not work; in that case, copy the Download URL and paste it into the **URL** text box.
b. Click **Add.**
   Result: The URL and an accompanying checkbox display on the page.

4. To subscribe to another user's calendar, do the following:
   a. Enter the name of a user on your Groupcal system whose calendar you want to be able to view and click **Find**.
      Result: A **History/Search Results** list box displays a list of matches to your search. Exact matches appear below the box with a checkbox and a **Remove Selected** button. Users who have not selected the Groupcal **Preferences > Access Permissions > Publish Calendar** option, or have not initialized their Calendars (by logging in), are indicated by an error message at the top of the page: "Some calendars don't exist or are not published by their owner."
   b. Select users in the list box and click **Add Selected.**
      Result: The selected users appear below the list box with a checkbox and a **Remove Selected** button.
5. When all of the users whose calendars you want to subscribe to are displayed with checkboxes, click **OK**.
   Result: Your **Calendar** page displays; the calendar data for the selected users/URLs appears in your Calendar display.

Unsubscribing from Other Calendars

To unsubscribe from another user's calendar, follow these steps:

1. From the links on the left, click **Preferences**.
   Result: The **Preferences: User Information** page displays.
2. Click **Subscriptions**.
   Result: The **Preferences: Subscriptions** page displays.
3. Select the checkbox next to a user name or URL and click **Remove Selected.**
   Result: The name or URL goes away from the subscription list.

4. Click **OK**.
   Result: Your **Calendar** page displays; the calendar data for the removed subscription no longer appears in your calendar.

Changing Your Calendar Display

WebCal Direct allows you to view your personal calendar in a Daily, Weekly vertical, Weekly horizontal, or Monthly format. Use the icons in the thumbnail calendar at top right to change the display format. You can specify the default format, see "Setting User Information Preferences" on page 108.

To change your main calendar display, follow these steps.

1. Select one of the following options from the thumbnail calendar in the top right of the WebCal calendar page:

   - **Daily** : Displays the current or selected day in hourly increments, morning to evening.
   - **Weekly vertical** : Displays the current or selected week in daily increments, Sunday through Saturday.
   - **Weekly horizontal** : Displays the current or selected week in daily increments, Sunday through Saturday, with each day showing.
   - **Monthly** : Displays the current or selected month in daily increments, with weekly displays shown Sunday through Saturday.

   OR, move incrementally through the display by clicking the following in the thumbnail calendar:

   - To view the next day/week/month click the **Next** icon in the thumbnail calendar.
   - To view the previous day/week/month, click the **Previous** icon in the thumbnail calendar.
   - Select a daily or weekly link to see that day's calendar.

- Select a monthly link to see that month's calendar.

Working with Events

Use Calendar to find scheduled meetings or create events or meetings. Use the **View Schedules** link to help pick a meeting time for a group.

About Calendar Search

With WebCal Direct, you can search your calendar database for a specific date, event, or meeting. You can utilize the AND OR operators when performing a text string search. See below for examples.

Note: Calendar provides a **Find** engine for contacts in the **New Event** page **Meeting Attendees** and **Access Permissions** areas, as well as on the **View Schedules** and **Other Calendars** pages.

See the following procedures:

- "Searching for a Date" on page 119
- "Searching for an Event or Meeting" on page 119

Searching for a Date

1. In the links on the left, click **Calendar.**
   Result: Your Calendar view page displays.
2. In the **Date** text box at top left, enter a date (mm-dd-yyyy).
3. Click **Go**.
   Result: The date is shown in your thumbnail calendar and in the **Quick Add** date box; also it is instantiated on the **Add/Edit Event** page.

Searching for an Event or Meeting

1. Enter a text string in the right-hand text box at top, under the user title line. **Note**: The **Title** and **Description** fields of configured

events/meetings are searched; you may use partial words with any of these searches. Choose from the following, type:

- A single word, or part of a word, to search only for that word; all events containing that word or word parts in their title or description are returned. Example: Type **test**, **tes**, or **te** to search for all events/meetings with the letter combinations "test", "tes" or "te" in their title or description.
- 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. Example: Type **test search time** to search for all events/meetings with the words "test" OR "search" OR "time" in their title or description.
- A combination of words, using the AND operator in between. This syntax automatically returns all events containing all the specified words. 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.

2. Click **Search**.
   Result: Only the matches display in your calendar. Click **Calendar** or **Today** to return to your main calendar view. Click a **Date** link to open the **Today** calendar for that date; click a **Title** link to open the **Add/Edit Event** page for that event.

Viewing Other Calendars

Use the Groupcal only **Other Calendars** page to view the calendar of another user on the system. This feature is particularly useful for a group calendar where one person maintains the group's calendar and all the members of the group subscribe to the group calendar. In that manner, all of the data entered into the group calendar automatically displays in each subscribed member's calendar. If you have only WebCal licensed and not Groupcal, you do not have a link to this page.

Note: The owner of the other calendar must have granted you, or **Anyone**, the **Read Events** and/or **Modify Events** permission in order for you to be able to access their calendar.

To view other's schedules and select a meeting time, follow these steps.

1. From the links on the left, click **Other Calendars**.
   Result: The **Other Calendars** page displays.
2. To find another user on the system, enter his/her user name, or part of the name, in the text option box and click **Find**.
   Result: The list box displays all users on the system whose name matches the search. If the search returned only one match, that user's name appears below with a checkbox alongside it. If the search returned multiple matches, you must select the user(s) individually.
3. Select the user(s) individually from the search results list box whose calendars you want to view, and click **Add Selected**.
   Result: Their names appear below with a checkbox next to each.
4. To view another's calendar, click the appropriate **Name** link.
   Result: The person's calendar opens in a new window if he/she has granted you access permissions, and a **Go back to my calendar** link displays in the links on the left. If they have not granted you access permissions a message displays denying you access.

To remove users from the list, select their corresponding checkboxes and click **Remove Selected**.

Adding an Event or Meeting

WebCal Direct allows you to quickly post a reference for an event on your calendar, or add detailed event or meeting information with customized reminders. (**Note**: If you manually type in a location, the system can't do a free-busy look-up.)

Please be aware that private events are not supported in WebCal. Consequently, if you grant others permission to view your calendar (by giving them **Read Events** permission on the Preferences page), they will be able to see all your scheduled events once they subscribe to your calendar (see "Subscribing to Other Calendars" on page 116).

Adding an Event Using Quick Add

To quickly post a reference for an event on your calendar, do the following:

1. In the **Quick Add** area of the **Calendar** page, enter a brief description for the event in the **Title** box. Use the **When** pull-down menus, to select the following:
    - month
    - day
    - hour
    - minutes (in 15 minute increments)
    - a.m. or p.m.
2. Click **Add.**
   Result: The event appears on your WebCal calendar at the scheduled day and time.

Adding Detailed Events or Configuring a Meeting

The **Add/Edit Event** page allows you to make more detailed specifications than the **Quick Add** on your calendar, including the ability to do the following:

- Invite others, including people outside of your system; use the **Meeting Attendees** and/or **External Meeting Attendees** areas. When an event includes other attendees, it displays the **Meeting** icon .

This is a Groupcal only feature. With WebCal only, you can e-mail others, but "meeting" options do not display.

- Reserve resources such as conference rooms; use the **Location and resources** area. This is a Groupcal only feature.
- Include file attachments in the event notification; use the **Attachments** area.
- Send e-mail about the event to non-invited parties; use the **E-mail Others** area if Groupcal is not licensed; use the **External Meeting Attendees** area if Groupcal is licensed.
- Set custom access permissions for the event; use the **Access permissions** area. This is a Groupcal only feature.
- Configure a repeating event; use the **Repeat options** area.

Note: To use the special event features, you must click the plus sign (+) next to the area name to open the area. When open, the plus sign (+) turns into a minus sign (-) so you can close the area. The **External Meeting Attendees** area only displays if Group Calendar is licensed; if Group Calendar is not licensed, the **E-mail Others** area displays.

1. Click **New Event**.
   Result: The **Add/Edit Event** page displays. The default date displayed is either the current date or the last date that you viewed in your calendar.
2. In the **General** area, enter:
   - A name for the event in the **Title** text box.
   - A **Priority** level from the pull-down menu. The default is **Normal**.

   Result: The event is configured with the specified title and priority.
3. In the **Event Time** area, enter details on when you want the event to take place. Enter:
   - **When**: A year, month and day.
   - **Time**: The hour, minutes (5 minute increments), and am or pm.

     Click the **Choose Start** icon  to open a small calendar window from which you can select a different calendar day for your new event.

- **Duration**: The length of the event in hours, minutes (5 minute increments), and days.
- **All day**: Whether or not the event is an all-day event, such as a holiday; select **Yes** or **No**. The default is **No**.

Schedule conflicts for all invited attendees, including yourself, are displayed when you click **Add Event** or **Check Conflicts**. Attendees' schedules checked in this area must have **Free/busy Lookup** permissions selected; this permission is selected by default.
Click **Suggest Times** for a list box of known free time ranges in the upcoming week. Click **Use Selected Time** to select a time and remove the list box.
Result: The event is configured with the specified time.

4. **Meeting Attendees** area (GroupCal only): Add people on your system to your meeting. Attendees invited in this area must have **Request Meetings** permissions selected; this permission is selected by default. You can:

- Find people on your system by entering a name, or part of a name, in the text box and clicking **Find**; this opens a **History/ Search Results** list box that displays matches, and automatically adds exact matches to the **Attendee [Status]** list box.
- Add additional search matches by selecting them in the **History/ Search Results** list box and clicking **Add Selected**; this adds them to the **Attendee [Status]** list box.
- Remove attendees from the **Attendee [Status]** list box by clicking **Remove**.

Note: If you add a group to your **Meeting Attendees**, all of the individual group member names display in the list box unless it is a large group. A large group, the default is 100+ members (this can be adjusted by your system administrator), only displays the group name and all of the member schedules of that group are not subjected to the free/busy lookup.
Result: The schedules and calendars of the specified attendees are updated with the meeting. If you left the **Send E-mail** option selected, the specified attendees receive an e-mail at the times specified in the **Reminders** area (below).

5. **External Meeting Attendees** area (GroupCal only): Add people not on your system to your meeting. You can:

   - Directly enter the e-mail address of the person you want to add in the **New Attendee** text box.
   - Click **Address Book** to open your **Contacts** page and select people, see “About Address Book and WebCal” on page 106.
   - Remove attendees from the **Attendee** [**Status**] list box by clicking **Remove**.

   Click **Add** once you have entered all of your selections in the **New Attendee** text box. Your selections show in the **Attendee** [**Status**] list box
   Result: The specified attendees receive an e-mail.

6. **Description** area: Enter a description of your event/meeting.
   Result: The event/meeting is configured with the specified description; an excerpt of the description shows in the calendar display.

7. **Location and Resources** area: Add items to your meeting by selecting them in the **Available Resources** list box and moving them to the **Meeting Resources** list box by clicking **Add Selected.** Remove items from the **Meeting Resources** list box by selecting them and clicking **Remove Selected.** The items available are entered by your system administrator.
   Result: The specified resources are entered into the system as reserved for your event.

8. **Attachment** area: Add a file attachment such as an agenda to your meeting e-mail notifications by entering into the text box the path and file name of an attachment, or click **Browse** to navigate to the attachment and click **Open** to add it. Once the attachment displays in the text box, click **Add.**
   Result: The attachment is sent with the e-mails for your meeting.

9. **Reminders** area: Choose a time increment from the pull-down menus for **E-mail** and **Mobile Device**. The default value for **E-mail** is **5 mins**, e-mail reminders are sent five minutes before the event/meeting. The default value for **Mobile Device** is **Disabled**, no reminders are sent. For information on setting account defaults for reminders, see “Setting User Information Preferences” on page 108.

Result: Reminders for the configured event/meeting are sent as specified.

10. **E-mail others** area: Enter the e-mail addresses of the people outside of your system whom you wish to notify. You can click **Address Book** to open the **Contacts** page and select contacts, see “About Address Book and WebCal” on page 106. **Note**: This feature is only enabled for personal calendar, not for group calendar.
Result: E-mails are sent as specified.

11. **Access Permissions** area: Change your default access permissions for the event/meeting; see “Setting Access Permissions Preferences” on page 112 for details on setting defaults. You can:

    - Modify permissions for **Anyone** OR enter individual user names in the text option and click **Find**; a **History/Search Results** list box appears with matches. Select user names in the list box and click **Add Selected**; the selected users each display a row with options that you can modify and an **Update Users** button appears. Select a checkbox to add that permission; deselect a checkbox to remove it:

        - **Read Event**: Determines who can read view your calendar and event data using the **Other Calendars** page. By default this permission is deselected; in order to grant this permission, it must first be granted on your **Preferences > Access Permissions** page.
        - **Modify Event**: Determines who can modify or delete your event data using the **Other Calendars** page. By default this permission is deselected; in order to grant this permission, it must first be granted on your **Preferences > Access Permissions** page.

    - Use the **Update Users** button as follows:

        - If you have a set of selected users and you change the permissions for **Anyone**, click **Update Users** to reset the permissions for your displayed user set.

        - If you want to remove a user from your user set, select the **Delete** button for that user and click **Update Users**; the selected user disappears from the user set.

    Result: Only those specified people, or **Anyone**, can view or change the event.

12. **Repeat options** area: Make your event a repeating event. 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 in **Event time**.
    - **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 drop-down menu (default is **Sunday**) 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: From the drop-down list, choose a year, month, and day. The event repeats as specified, but only until the chosen date.

    - **Repeat forever**: The event repeats as specified, indefinitely.

13. Click **Add Event**, **OK**, or **Cancel**.
    Result: If you clicked **Add Event**, the event is added to your calendar. If you clicked **OK**, the event is modified. If you clicked **Cancel**, the event add or edit operation is terminated. You are returned to the **Calendar** page.

About Accepting/Declining Events

When someone on your Calendar system (Group Calendar must be licensed) adds an event/meeting and you are invited to it, that event displays in your Calendar. You can respond to the invitation in two ways:

- By clicking the event title link in your particular Calendar view. For details, see "Accepting or Declining a Meeting Invitation" on page 128.
- From the **Unconfirmed Meetings** area of your Calendar. For details, see "Responding to Unconfirmed Meetings" on page 129.

Accepting or Declining a Meeting Invitation

To accept or decline an event or meeting, do the following:

1. In your Calendar, click the event title link.
   Result: The **Accept/Decline Event** page displays with details setup by the event owner.
   Note: If it is a repeating event, view options display at the top.
2. Choose whether you want to notify the event owner of your decision via a system-generated e-mail message. Leave the **Send E-mail** checkbox selected (which is the default) to send the message; deselect (clear) the checkbox if you don't want the message sent.
3. Click either **Accept** or **Decline**.
   Note: If this is a repeating event and you want to accept or decline all instances, click the **Whole series** link at the top of the page. Then click **Accept all instances** or **Decline all instances** as appropriate.
   Result: The **Accept/Decline Event** page closes and your Calendar displays. If you left the **Send email** option selected, e-mail of your response, **Decline** or **Accept**, is sent to the owner of the meeting. If you deselected the **Send email** option, e-mail of your response is not sent but your calendar, and the calendars of the meeting owner and other invited attendees, is updated anyway.

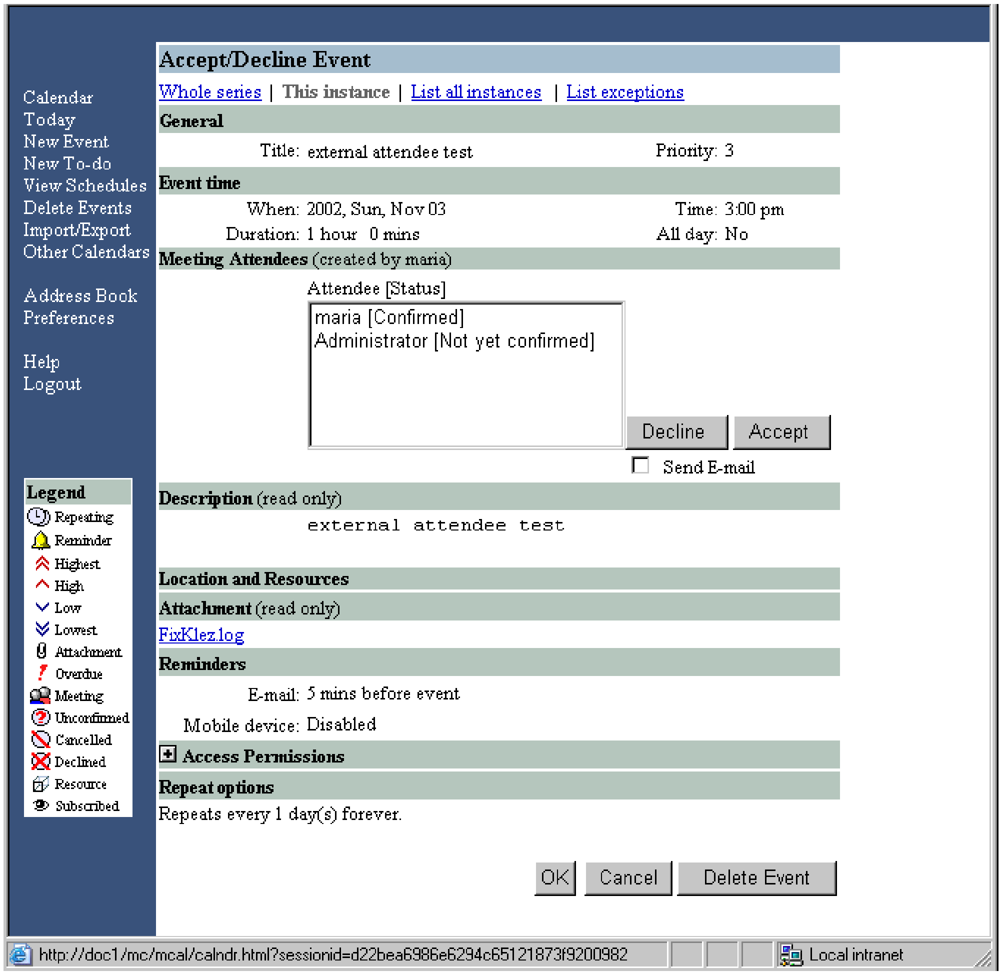

Figure 16 WebCal Accept/Decline Event Page

Responding to Unconfirmed Meetings

Use the **Unconfirmed Meetings** area of the **Calendar** page to view meetings scheduled by others to which you have not responded. This is a Groupcal only option; if you do not have Groupcal licensed this option does not display. You must click the **Unconfirmed Meetings** plus sign (+) in order to open the area and see your list; close the area by clicking the minus sign (-).

To view and/or act on an unconfirmed meeting:

1. In the **Calendar** page, click the **Unconfirmed Meetings** area plus sign (+).
   Result: The area opens with a list of meetings to which you have been invited but have not responded.
2. Click the **Title** link of a meeting to which you want to respond.
   Result: The **Accept/Decline Event** page for that meeting displays.
3. In the **Meeting Attendees** area, click **Decline** or **Accept**. Leave the **Send email** option selected, or deselect it by clicking on it.
   Note: If this is a repeating event and you want to accept or decline all instances, click the **Whole series** link at the top of the page. Then click **Accept all instances** or **Decline all instances** as appropriate.
   Result: The meeting goes away from your list of **Unconfirmed Meetings**. If you left the **Send email** option selected, e-mail of your response, **Decline** or **Accept**, is sent to the owner of the meeting. If you deselected the **Send email** option, e-mail of your response is not sent but your calendar, and the calendars of the meeting owner and other invited attendees, is updated anyway.

Note: If you do not respond to meetings, the **Unconfirmed Meetings** area grows to contain all meetings to which you are invited and have not responded. Meetings in the past automatically go away.

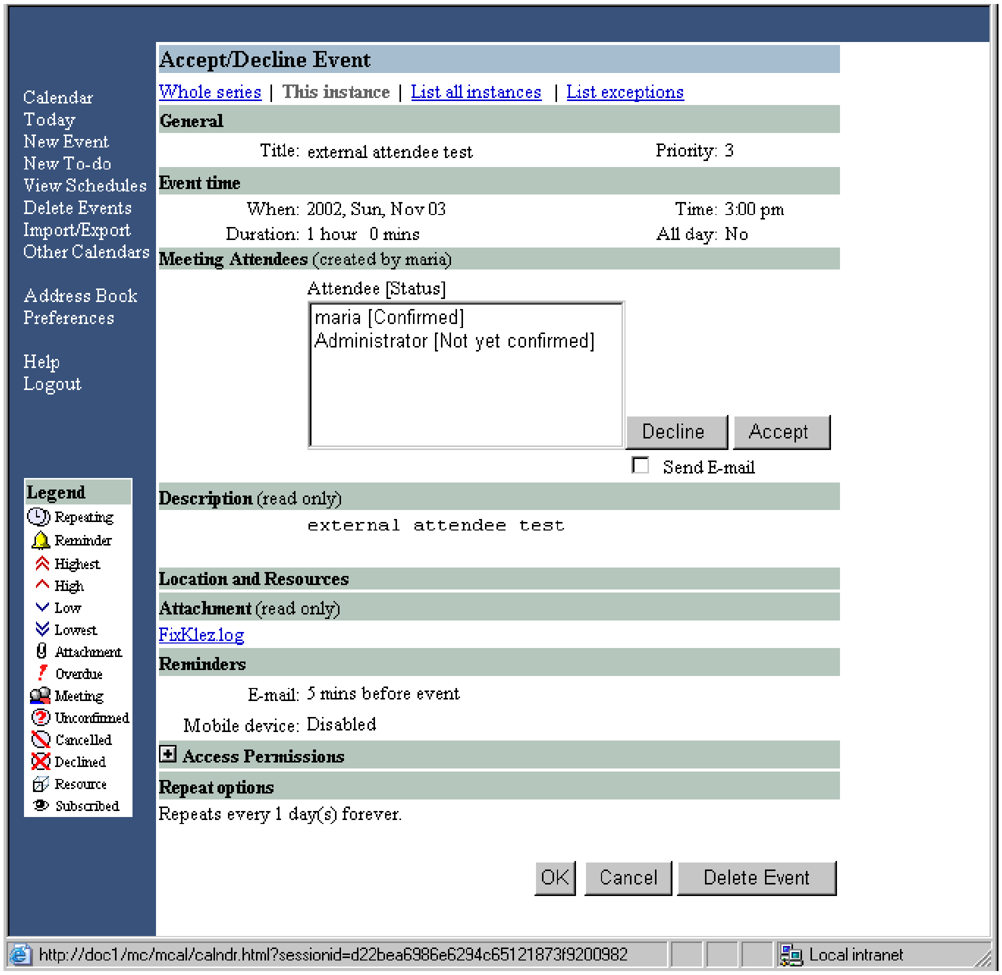

Figure 17 WebCal Accept/Decline Event Page

Editing Events/Viewing Event Profiles

1. In the **Calendar** page, click on the event that you want to edit.
   Result: The **Add/Edit Event** page displays with the default **This**

Instance view for repeating events; no view options display for non-repeating events.

2. Make any modifications to the data that is there. See "Working with Events" on page 119 for details. If you want to change the **Repeat options** for a repeating event, click **Whole Series**; the profile page re-displays with the **Repeat options** available for editing.
3. Once you are satisfied with your modifications, click **OK**.
Result: An e-mail message is sent to you that the event has been modified. Reminders sent reflect the changes you made to the **E-mail others** option. You are returned to the **Calendar** page.

Deleting Events

You can delete events in the following ways:

- Individually: Use the **Delete Event** button on the Calendar **Add/Edit Event** page
- By date: Use the **Delete Events** page

To delete an event individually

1. In the **Calendar** page, click on the event that you want to edit.
Result: The **Add/Edit Event** page displays with the default **This Instance** view.
2. Click **Delete Event**.
Result: The event is deleted. You are returned to the **Calendar** page.

To delete events by date

1. In the **Calendar** page, click **Delete Events**.
Result: The **Delete Events** page displays.
2. Use the options to specify a time range.
Choose a starting point, either:
    - **Start of Calendar**: all events from the first configured event in your calendar.
    - **Date**: a Year, Month, and Day.

Choose an ending point, either:

- **End of Calendar**: all events to the last configured event in your calendar.
- **Date**: a Year, Month, and Day.

3. Click **Delete**.
   Result: The events are deleted. You are returned to the **Calendar** page.

Adding Contacts to Events Using Address Book

You can access Address Book from the **Add/Edit Event** page's **External Meeting Attendees** area if Group Calendar is licensed; or the **E-mail Others** area if Group Calendar is not licensed. Additionally, you can access Address Book from the Calendar primary links on the left.

1. Click **Address Book** next to the text box in the **External meeting attendees** or **E-mail others** areas.
   Result: The Address Book **Contacts** page displays.
2. Select your contacts. Remember to click **Save Selection** before changing pages if you are selecting contacts on different pages. When you have selected all of the contacts you want to add to the meeting or send e-mail to about the meeting, click **Back to Event**.
   Result: The **Event Notification To: contacts** page displays with the selected contacts listed below.
   Note: To remove selected contacts or groups, deselect the checkbox next to their name and click **Save Selection**.
3. When you have just the contacts and groups you want listed on the **Event Notification To: contacts** page or the **Event Notification To: groups** page, click **Back to Event** at the top.
   Result: The **Add/Edit Event** page redisplays with the selected contacts and/or groups in either the **External Meeting Attendees** or **E-mail Others** list box.

Viewing Repeating Event Profiles

Access repeating event profiles by clicking on them in your Calendar. There are four views for repeating events:

- **Whole series**: The profile of the repeating event that you selected, includes **Repeat options** data.
- **This instance** (default): The particular instance of the event that you selected, does not include **Repeat options** data.
- **List all instances**: A list of all of the configured times this event repeats. Click a **Day** link to open the **Daily** view calendar for that day. Click a **Title** link to open the **This instance** profile page.
- **List exceptions**: A list of all of the times that the event was modified. Click on the event title to view the **This Instance** profile for the event.

Working with Calendars

You can view your Calendar display in a daily, weekly, or monthly mode. Import or export your calendar data. Use your Calendar to respond to meeting invitations. Additionally, you can subscribe to other calendars and view their calendar data in your Calendar display.

Using a Daily Calendar

The WebCal Direct Daily calendar provides a detailed view of the current, or selected date. Each day is divided into hourly increments, and listed in order from morning to evening. You can specify the start and end times for your Daily view, as well as the default view for your Calendar, see “Setting WebCal Preferences” on page 107.

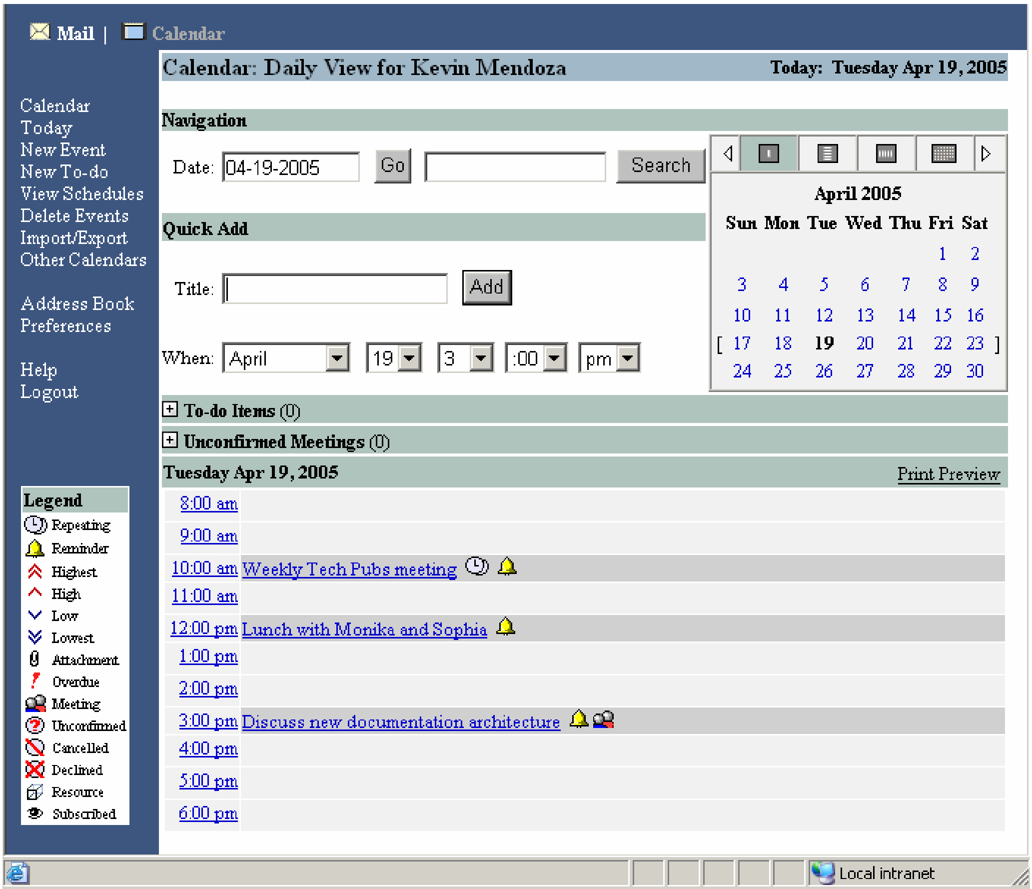

Figure 18 WebCal Calendar Daily View

To use a daily calendar display, follow these steps.

1. Click **Today**, or click the **Daily View** icon in the thumbnail calendar, or click a **Day** link.
   Result: Your calendar view is set to the current day. The icon is highlighted in the thumbnail calendar.
2. To view a different day, do one of the following:

- To view the next day click the **Next** icon in the thumbnail calendar.
- To view the previous day, click the **Previous** icon in the thumbnail calendar.
- Click the **Date** link in the thumbnail calendar for the day you want to view.
  Result: Calendar shows the selected day, and that date is highlighted black in the thumbnail calendar.

3. To add event information for a specific time, click the **Hour** link.
   Result: The **Add/Edit Event** page displays; for more information, see "Working with Events" on page 119. To return to the Daily view, click **Calendar**.
4. To view existing event information, click the event **Title** link.
   Result: The event profile for that event displays. To return to the Daily view, click **Calendar**.

To print a Daily view, see "Printing Your Calendar" on page 143.

Using a Monthly Calendar

The WebCal Direct Monthly calendar provides an overview of the selected month. Each month is divided into weekly and daily increments. You can specify a monthly view as your default. For more information see “Setting WebCal Preferences” on page 107.

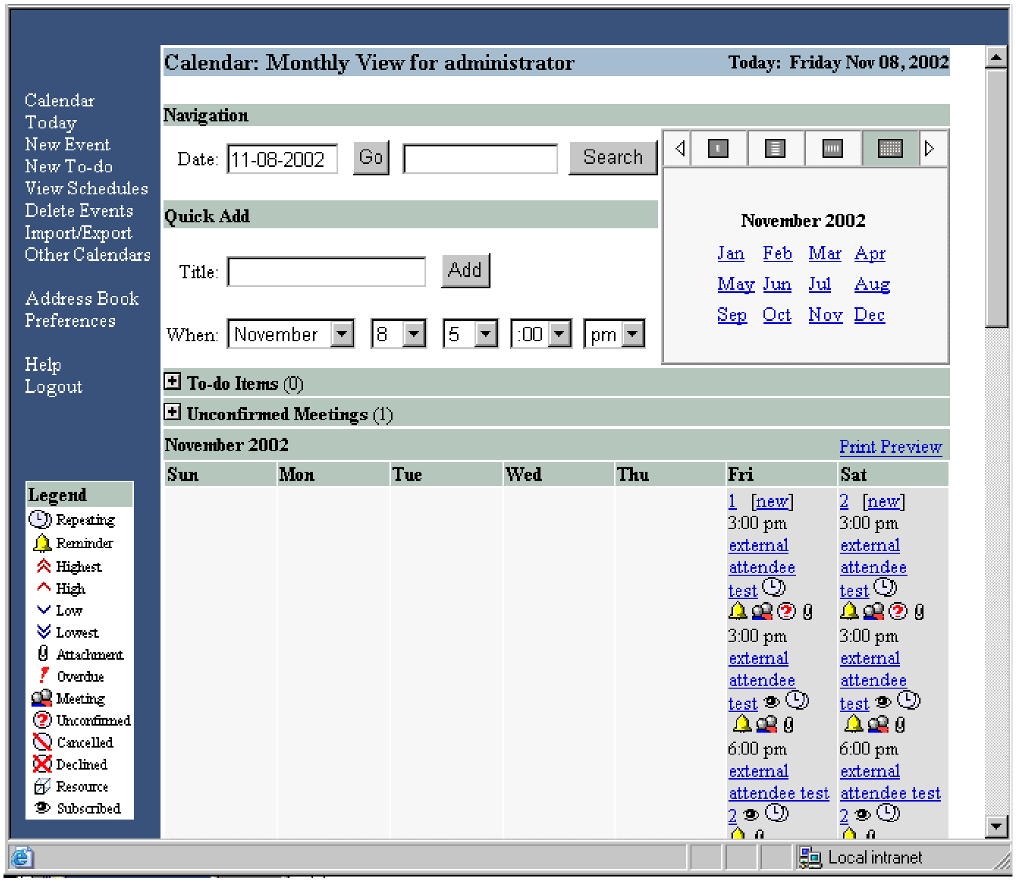

Figure 19 WebCal Calendar Monthly View

To use a monthly calendar display, follow these steps.

1. Click the **Month** icon  in the thumbnail calendar.
   Result: Your calendar view is set to Monthly, the current month displays by default. The **Month** icon is highlighted, the selected

month is highlighted black, and **Month** links display in the thumbnail calendar.

2. To view another month, do one of the following:
   - To view the next month click the **Next** icon in the thumbnail calendar.
   - To view the previous month, click the **Previous** icon in the thumbnail calendar.
   - Click the **Month** link in the thumbnail calendar for the month you want to view.

   Result: Calendar shows the selected month at bottom and in the thumbnail calendar.
3. To go to a Daily view, click the **Date** link for the day you want to see.
   Result: The display changes to the Daily view for that day, and that date is highlighted black in the thumbnail calendar. To return to the Monthly view, click the **Month** icon in the thumbnail calendar.
4. To view existing event information, select the event link.
   Result: The event profile for that event displays. To return to the Monthly view, click **Calendar**.
5. To add event information, click the **new** link for that day.
   Result: The **Add/Edit Event** page displays, for more information, see “Working with Events” on page 119. To return to the Monthly view, click **Calendar**.

To print a Monthly view, see “Printing Your Calendar” on page 143.

Using a Weekly Calendar

WebCal Direct provides two weekly calendar views:

- Weekly vertical : Days of the selected week display in rows, click on a **Day** link to see the Daily calendar for that day.

- Weekly horizontal : Days of the selected week display in columns, the hours of the days display in rows.

Each calendar provides a detailed view of the current, or selected week. In the thumbnail calendar, each week is divided into daily increments, listed in order Sunday through Saturday by default. You can specify a Weekly view, and its parameters, as the default view for your calendar; for more information, see "Setting WebCal Preferences" on page 107.

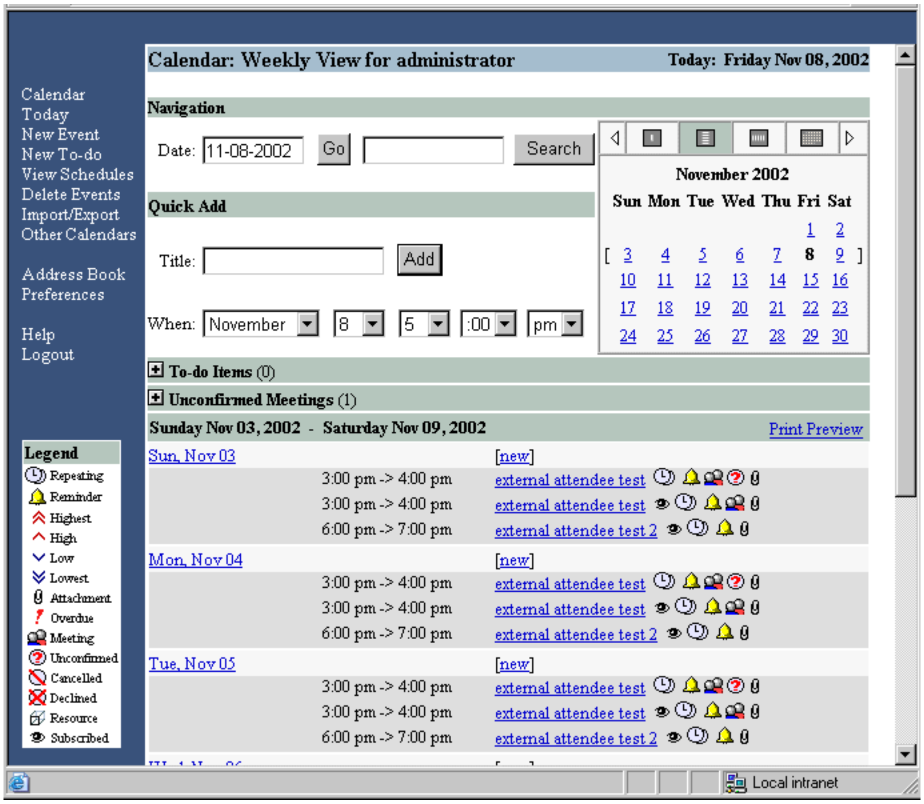

Figure 20 WebCal Weekly Vertical View

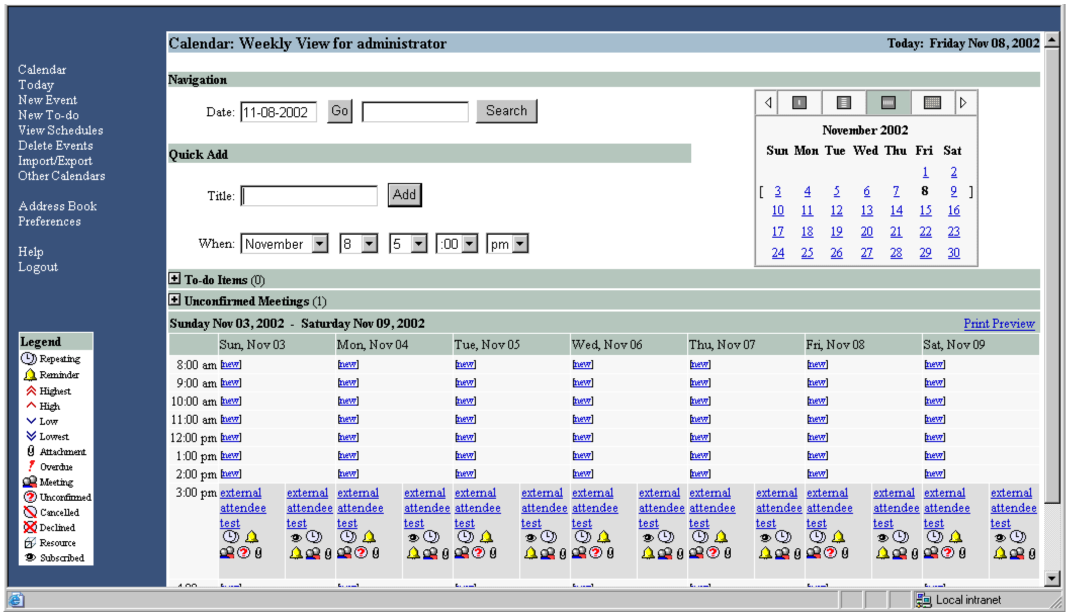

Figure 21 WebCal Weekly Horizontal View

Using a Weekly vertical display

To use a Weekly vertical display, follow these steps.

1. Click the **Weekly Vertical** icon in the thumbnail calendar.
Result: Your calendar view is set to Weekly vertical, the current week displays by default. The **Weekly Vertical** icon is highlighted, and the selected week is indicated with brackets, in the thumbnail calendar.

2. To view the next week, click the **Next** icon in the thumbnail calendar. To view the previous week, click the **Previous** icon in the thumbnail calendar.
Result: Calendar shows the selected week, and the selected week is indicated with brackets in the thumbnail calendar.

3. To go to a daily view, click the **Day** link in the bottom calendar, or click the **Date** link in the thumbnail calendar, for the day you want to see.
   Result: The display changes to the Daily view for that day, and that date is highlighted black in the thumbnail calendar. To return to the Weekly vertical view, click the **Weekly Vertical** icon in the thumbnail calendar.
4. To view existing event information, click the event **Title** link.
   Result: The event profile for that event displays. To return to the Weekly vertical view, click **Calendar**.
5. To add event information, click the **new** link for that day.
   Result: The **Add/Edit Event** page displays; for more information, see "Working with Events" on page 119. To return to the Weekly vertical view, click **Calendar**.

Using a Weekly horizontal display

To use a Weekly horizontal display, follow these steps.

1. Click the **Weekly Horizontal** icon in the thumbnail calendar.
   Result: Your calendar view is set to Weekly horizontal, the current week displays by default. The **Weekly Horizontal** icon is highlighted, and the selected week is indicated with brackets, in the thumbnail calendar.
2. To view the next week, click the **Next** icon ▷ in the thumbnail calendar. To view the previous week, click the **Previous** icon ◁ in the thumbnail calendar.
   Result: Calendar shows the selected week, and the selected week is indicated with brackets in the thumbnail calendar.
3. To go to a daily view, click the **Date** link in the thumbnail calendar for the day you want to see.
   Result: The display changes to the Daily view for that day, and that date is highlighted black in the thumbnail calendar. To return to the Weekly horizontal view, click the **Weekly Horizontal** icon in the thumbnail calendar.

4. To view existing event information, click the event **Title** link.
   Result: The event profile for that event displays. To return to the Weekly horizontal view, click **Calendar**.
5. To add event information, click the **new** link for that day.
   Result: The **Add/Edit Event** page displays; for more information, see "Working with Events" on page 119. To return to the Weekly horizontal view, click **Calendar**.

To print a Weekly view, see "Printing Your Calendar" on page 143.

Importing or Exporting Your Calendar

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

Note: These procedures were written using Internet Explorer, your browser may differ slightly.

Importing a Calendar

To import a calendar file, follow these steps:

1. From the links on the left, click **Import/Export**.
   Result: The **Import/Export** page displays.
2. Click **Browse.**
   Result: A **Choose file** dialog box opens.
3. Navigate to the calendar file (VCS) you want to import, and click **Open**.
   Result: The selected file name appears in the Import/Export text box.
4. Click **Import**.
   Result: The file is imported

Exporting a Calendar

To export a calendar file, follow these steps:

1. From the links on the left, click **Import/Export**.
   Result: The **Import/Export** page displays.
2. Click **Export**, and navigate to the WebCal file (VCS) you want to export.
   Result: A **File Download** dialog box displays.
3. Click **Save this file to disk**.
   Result: 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**.
   Result: The Calendar information is exported to the specified file name and format, and saved in the selected directory.

Printing Your Calendar

WebCal Direct allows you to print the current view of your calendar, no matter what format.

To print a calendar view, follow these steps.

1. Display the desired calendar view, as described in “Changing Your Calendar Display” on page 118.
   Result: Your calendar display is set as specified.
2. Select **Print Preview** in the view title line.
   Result: A new browser window appears, showing the print display.
3. Use your browser's **Print** command.
   Result: The view is printed as specified in your browser's print options.

Working with To-do Lists

Use the Calendar To-do options to quickly add to-do items to a list and send your self reminders for them.

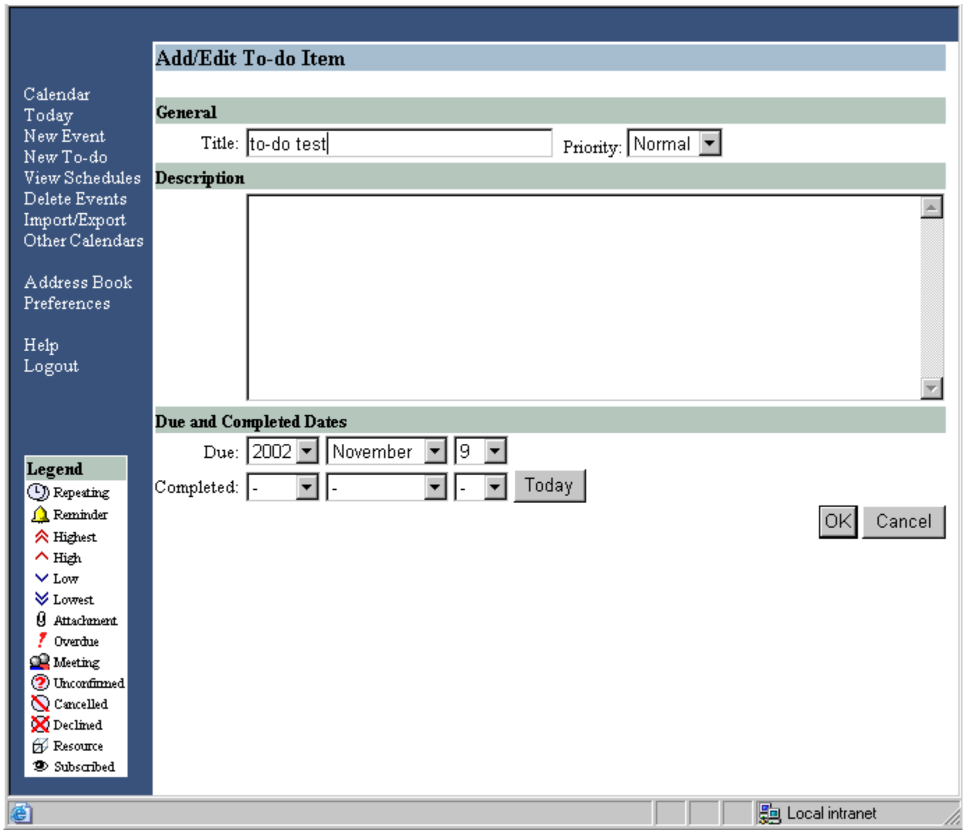

Figure 22 WebCal Add/Edit To-Do Item Page

Adding a To-do List Item with Quick Add

WebCal Direct allows you to create a list of To-do items. You must click the **To-do Items** plus sign (+) in order to open the area and see your list. Close the **To-do Items** area by clicking the minus sign (-).

1. In the **Calendar** page, click the **To-do Items** plus sign (+).
   Result: The area opens to display a **Title** option box, a **Priority** options drop down box, an **Add** button, and a list of existing To-do items.
2. Enter your data for the new To-do item and click **Add.**
   Result: The **Calendar** page re-displays, the new To-do item title displays in the **To-do Items** list.

Adding a Detailed New To-do Item

1. In the links on the left, click **New To-do.**
   Result: The **Add/Edit To-do Item** page displays.
2. In the **General** area, enter:
   - A name for the event in the **Title** text box.
   - A **Priority** level from the drop-down list. The default is **Normal.**
3. In the **Description** area, enter information about the To-do.
   Result: The first several words of the description displays on the **Calendar** page in the expanded **To-do Items** area.
4. In the **Dates** area, use the drop-down lists to select a year, month, and day for the **Due** date when the item should be completed. If an item is "overdue" (the current date is beyond the Due date), it gets the **Overdue** icon ().
5. Click **OK.**
   Result: The **Calendar** page redisplays, and the new To-do item title automatically appears on your To-do list along with other specified data.
6. Once you've completed the task, do the following:

a. In the **Calendar** page's **To-do Items** area, click the **Title** link of the To-do item.
Result: The Edit To-do Item page for that task displays.

b. In the Dates area, use the drop-down lists to select a year, month, and day for the **Completed** date. When you reach this date, the item is no longer displayed (unless your preferences **Show Completed To-do Items** is set to **Yes**). If you completed the task on the current date, simply click **Today.**

a. Click **OK.**
Result: The **Calendar** page redisplays.

Deleting a Completed Item from the To-do List

1. In the **Calendar** page **To-do Items** area, select a **Title** link from the To-do list.
   Result: The **Edit To-do Item** page displays with the profile for that item.
2. Click **Delete.**
   Result: The **Calendar** page re-displays, the deleted To-do item is removed form the list.

Viewing To-do List Item Descriptions

In the **Calendar** page **To-do Items** area. Select a **Title** link from the To-do list.
Result: The **Edit To-do Item** page displays with the profile for that item. You submit changes by clicking **OK.**

Deleting Your To-do Items in Bulk

1. In the **Calendar** page's **To-do Items** area, click the Select link from the Select/Clear All list.
   Result: All the **To-do Items** in the list are selected. You can click the **Clear All** link to deselect the list.
2. Click **Delete.**
   Result: The **Calendar** page redisplays, the selected To-do Items are removed from the list.

Deleting Specific To-do items in Bulk

1. In the **Calendar** page **To-do Items** area, select the checkboxes in the **Select/Clear All** column for the specific To-do items that you want to delete. (A checkmark means the item will be deleted.)
   Result: Specific **To-do Items** in the list are selected. You can click the Clear All link to deselect the list.
2. Click **Delete**.
   Result: The **Calendar** page redisplays, the selected To-do Items are removed from the list.

3

Using Address Book

Address Book is a component of Webmail Direct and Webcal Direct that allows you to create, maintain, and use a customized database of contact information. If you have Webmail and Webcal licensed on your system, both tools access the same Address Book database file, for an integrated information solution.

The topics covered in this chapter are:

About Address Book

See "Adding Contacts to Address Book" on page 156 to get started in creating your personal database of contacts. You can use the alphabet letters at the top of the Contacts page to jump to a page with only contacts whose last names begin with that letter. First name applies if no last name was configured for the contact.

Click the contact's **Name** link or **Edit** icon to edit his/her profile. (See "Editing Contact Information" on page 159.")

Opening Address Book

The first page of Address Book, shown in“Address Book Contacts Page” on page 151, is the Contacts page. If you have no contacts you must add some; otherwise, your list of entered contacts display when you open Address Book.

You can open Webmail's Address Book in the following ways:

- Click the **Address Book** link in the links menu
- Click the **Add to Address Book** link that displays next to the **From** field in a message window
- Click the **Address Book** button on the **Compose** page

You can open Calendar's Address Book in the following ways:

- From the links on the left, click **Address Book**
- Click the **Address Book** button in the **External Meeting Attendees** area of the **Add/Edit Event** page; you must have Group Calendar licensed
- Click the **Address Book** button in the **E-mail Others** area of the **Add/Edit Event** page; if Group Calendar is not licensed

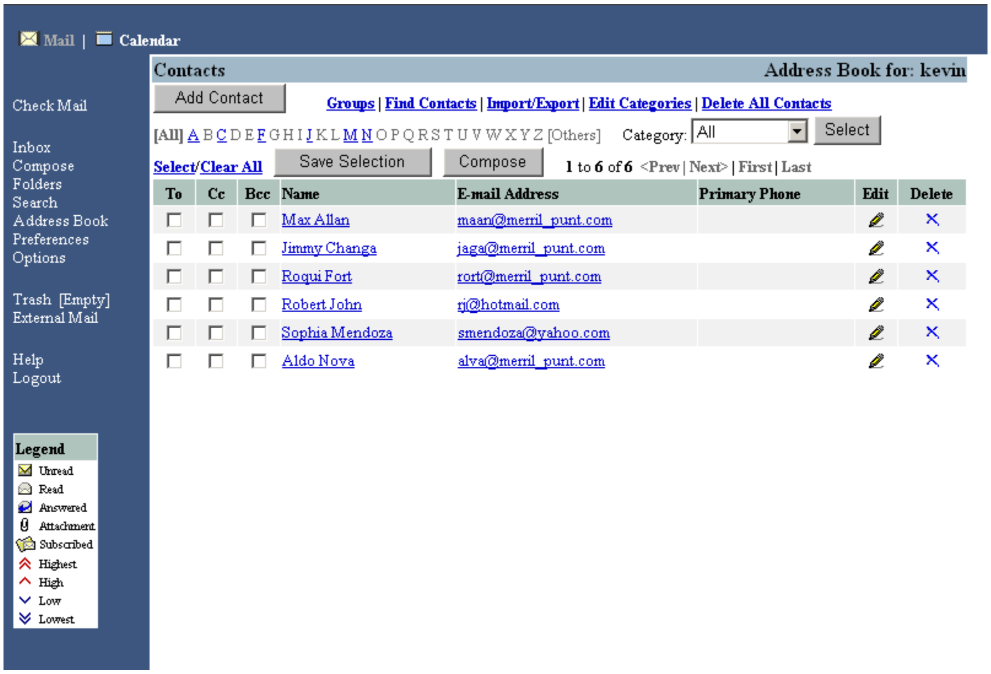

Figure 23 Address Book Contacts Page

Address Book Primary Links

This section describes the primary links that you see in Address Book across the top of each page.

- **Groups**—Create a personal bank of group contacts. See page 163. Also, you can access the following:
  - **Name** link or **Edit** icon —Edit group profiles.
- **Find Contacts**—Find contacts or groups. See page 168. Also, you can access the following:
  - **Directory Services**—Choose or configure a directory service to help you find contacts.
- **Import/Export**—Import or export your address book data. See page 173.

- **Edit Categories—**Add or edit contact categories. See page 152.
- **Delete All Contact** or **Delete All Groups—**Add or delete contacts (from the **Contacts** page), or add or delete groups (from the **Groups** page). See page 154.

Working with Categories

You can use categories to organize your address book contacts. Categories can be helpful when defining groups as they allow you to filter the **Contacts** list on the **Add/Edit Group** page by category. On the Address Book **Contacts** page, you can pick a category in the list box at top and click **Select** to view only your contacts or groups assigned to that category. If you are using the **Frames with JavaScript** mode, the **Select** button does not appear; as soon as you pick a category in the list the page re-displays to reflect your selection.

Use the **Edit Categories** link at the top of the Address Book **Contacts** page to make changes to defined categories, add or rename categories, and delete categories.

Once you have finished editing your categories, click the **Done** button to return to the **Address Book** page.

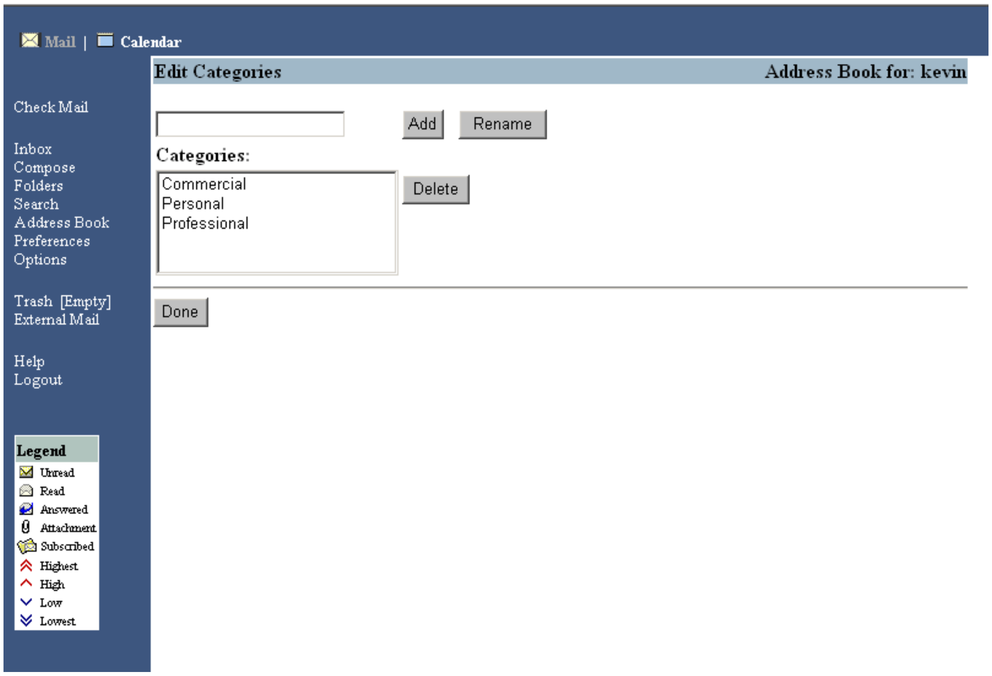

Figure 24 Address Book Edit Categories Page

Adding a Category

1. From the Address Book **Contacts** page, click **Edit Categories** at the top.
   Result: The **Edit Categories** page displays.
2. Enter the name of the category that you want to add in the option box and click **Add.**
   Result: The category name appears in the list box of categories below.
   Note: 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 a Category

1. Click **Edit Categories** at the top of the Address Book **Contacts** page.
   Result: The **Edit Categories** page displays.
2. Select the category that you want to rename in the list box.
   Result: That category becomes available for modification.
3. Enter the new name for the category and click **Rename.**
   Result: The category name changes in the list box of categories below.

Deleting a Category

1. Click **Edit Categories** at the top of the Address Book **Contacts** page.
   Result: The **Edit Categories** page displays.
2. Select the category that you want to delete in the list box and click **Delete.**
   Result: The **Confirm Delete** page displays.
3. Click **Delete.**
   Result: The category is deleted and is removed from the list box of categories.
   Note: If you have contacts in the category, a warning message displays that those contacts will be moved to the "Unfiled" category if you continue with the delete. You have the option to click **Delete** and continue the delete or click **Cancel** and cancel the delete.

Once you have finished editing your categories, click the **Done** button to return to the Address Book **Contacts** page.

Using the Delete All Function

You can delete all contacts or groups in a selected category or letter, or to delete all contact or group information in Address Book.

Important! If you choose **All** from the **Category** menu and **All** from the character menu, you will delete all the contacts information in your Address Book.

To delete all contacts or groups from a category, follow these steps:

1. From the Address Book **Contacts** page, specify a category or letter by doing one of the following:

- Choose a category from the pull-down menu. If your display is set to a non-JavaScript version, click **Select**. If your display is set to the JavaScript version, the contacts for the category display automatically. For information on how to specify the display for Webmail, see "Setting WebMail Preferences" on page 21.
- Select a letter from the alphabet at the top of the page. All the contacts within the selected category are shown. Contacts are filed according to the name fields that are filled in, using the following order of precedence:
  - First letter of last name. If not available, then ...
  - First letter of first name. If not available, then ...
  - First letter of nickname. If not available, then ...
  - First character of e-mail address.

2. Click **Delete All Contacts**.
   Result: The **Confirm Delete** page displays.
3. From the **Confirm Delete** page, deselect any contacts you do not want to delete: Contacts in the list without a check mark in their checkbox are preserved. Click **Delete** or **Cancel**.
   Result: If you clicked **Delete**, the contacts with selected checkboxes are removed from the Address Book database. If you clicked **Cancel**, the operation is terminated and no contacts are removed. You are returned to the Address Book **Contacts** page.

Working with Contacts

Address Book allows you to store a variety of information for all contacts, for use with all types of messaging.

When you first access your address book there are no contacts, you have to create some contacts or import them.

Important! Do not use quotes when entering information in **Add/Edit Contact** text boxes. Using quotes causes problems when exporting

Address Book information; other applications will not be able to read the file.

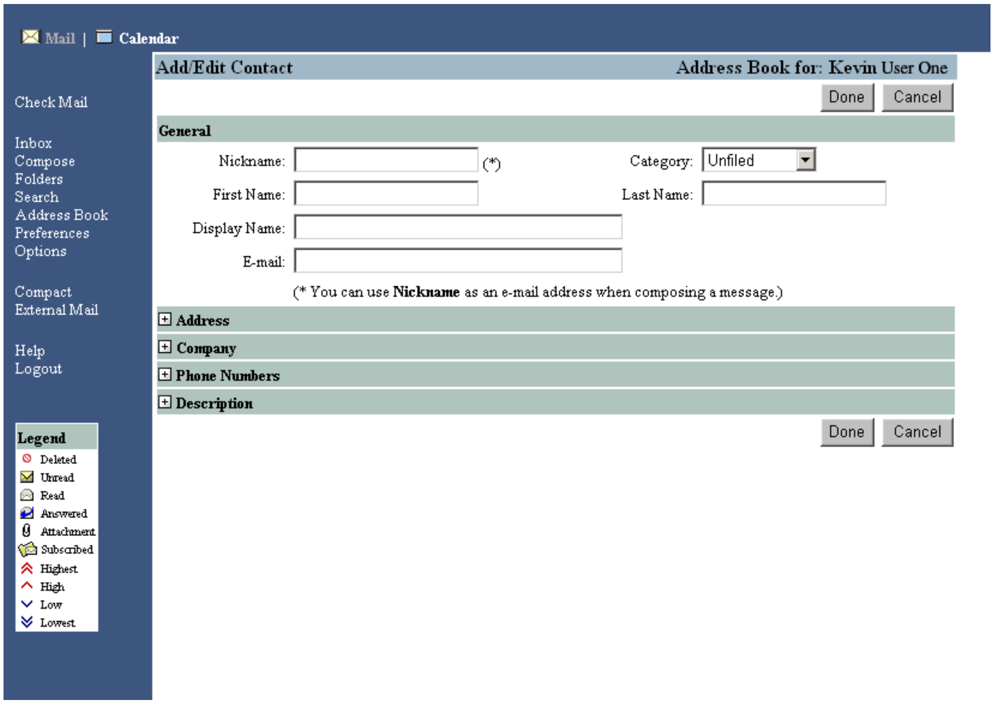

Figure 25 Address Book Add/Edit Contact Page

Adding Contacts to Address Book

To add a contact to your Address Book:

1. From the Address Book **Contacts** page, click **Add Contact**. Result: The **Add/Edit Contact** page displays.
2. Fill in at least one of the following fields pertaining to the contact's name:
    - **Nickname**: This is a name that you can enter in the To, Cc and Bcc fields on the **Compose** page instead of the contact's e-mail

address. All the nicknames you use in an address book should be unique—since they each represent specific e-mail addresses.

- **First Name**
- **Last Name**
- **Display Name**

3. In the **E-mail** field, enter the contact's e-mail address.
4. Optionally, enter a **Category**. You can add and edit categories using the **Contacts > Edit Categories** page. The default category is **Unfiled**.
5. Additionally, you can add more details. Click the plus sign (+) next to a section name to display the fields for that section. When the section is open, the plus sign (+) turns into a minus sign (-) that you can click to close the section.
   - **Address** section: **Street Address**, **City**, **State/Province**, **Zip/Postal**, **Country**.
   - **Company** section: **Company**, **Department**, **Job Title**, **Website**.
   - **Phone Numbers** section: **Home Phone**, **Work Phone**, **Cellular**, **Pager**, **Fax**. Use the drop-down list to select a **Primary Phone**.
   - **Description** section: **Notes**, **Birthday**, **Anniversary.** To enter a birthday and anniversary date, use the drop-down list to specify the month and then enter the date and year in the next two fields, respectively.
6. Click **Done** or **Cancel**.
   Result: If you clicked **Done**, the contact is added to the Address Book database. If you clicked **Cancel**, the add operation is terminated. You are returned to the Address Book Contact page.

Note: If you are in Webmail, you can quickly and easily add a contact to your address book from an open message. In an open message, use the **Add To Address Book** link to open the **Add/Edit Contact** page of Address Book with the sender's information populated in the fields. You can add additional information or just click **Done** at the bottom of the page to add the contact and redisplay your message.

About Contact Profiles

You can look for specific contacts alphabetically (by first letter of last name), by category, or searching with set parameters. For more information, see “Searching for Contacts” on page 168.

Note: Special characters are listed before A in the alphabet. Non-Latin characters are listed after Z in the alphabet. Contact's letters with accent are classified under the corresponding letter without the accent. Contacts whose name start with a non-ASCII character display under the heading **Others**; Japanese contacts appear under this link.

Viewing Contact Profiles

1. From the Address Book **Contacts** page, select the contact whose profile you want to view. Use the following navigation tools to filter the 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 **Category** menu, choose the contact's category. The default is set to **All**. If your display is set to a non-JavaScript version, click **Select**. If your display is set to the JavaScript version, the contacts for the category display automatically. For information on how to specify the display for Webmail, see “Setting WebMail Preferences” on page 21. For information on how to specify the display for Webcal, see “Setting WebCal Preferences” on page 107.
    - 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 the **Name** of the contact.
    Result: The **Contact Profile** page displays the following information, fields that you did not specify are blank:

- Nickname
- Name (Display Name)
- Category
- E-mail
- Home Phone
- Work Phone

2. To leave the **Contact Profile** page, click **Done.**
   Result: You are returned to the **Contacts** page.

Note: If you are in Webmail, select the contact's **E-mail** address to automatically bring up the compose window. Compose and send your message, or cancel and return to Address Book. For details, see “About Composing” on page 25.

Editing Contact Information

Once contact information is in your Address Book, you can easily edit it. If you change the name of an individual contact, the name is automatically changed in any groups to which it belonged.

1. From the Address Book **Contacts** page, do one of the following:
   - Click the **Edit** icon for the contact whose information you want to change.
   - Click the name of the contact whose information you want to change; their **Contact Profile** page opens; then click **Edit**.

   Result: The **Add/Edit Contact** page displays.

2. Change the contact information as necessary. Click **Done** or **Cancel**.
   Result: If you clicked **Done**, the new information is saved to the Address Book database. If you clicked **Cancel**, the operation is terminated and the contact information remains unchanged. You are returned to the Address Book **Contacts** page.

Deleting Contacts

If you delete a contact from Address Book, it is automatically removed from any groups to which it belonged.

1. From the Address Book **Contacts** page, do one of the following:

   - Click the **Delete** icon ✕ for the contact who you want to delete.
   - Click the name of the contact who you want to delete; their **Contact Profile** page opens, then click **Delete**.

   Result: The **Confirm Delete** page displays.

2. From the **Confirm Delete** page, click **Delete** or **Cancel**.
   Result: If you clicked **Delete**, the contact is removed from the Address Book database. If you clicked **Cancel**, the operation is terminated and the contact is not removed. You are returned to the Address Book **Contacts** page.

Making Selections on Multiple Pages

Address Book allows you to select contacts or groups across several Address Book pages, and then send an e-mail message addressed to them all. The association of a multiple selection dissolves once the message is sent. The association is not automatically retained, as it is with a group definition.

Important! To select contacts groups across several Address Book pages and apply them as one selection, you must click **Save Selection** before moving from one page to the next. HTML requires registering selections on a per-page basis.

Depending on whether you're accessing Address Book from Webmail or Calendar, the procedure differs slightly.

From Webmail

To select contacts on multiple pages from within Webmail, do the following:

1. From the Address Book **Contacts** page or **Groups** page, select one of the following for each contact or group:
   - **To:** The contact or group is the intended direct recipient of the message.
   - **Cc:** The contact or group is intended to receive a copy of the message for information purposes. The direct recipients of the message are listed in the **To** field.
   - **Bcc:** The contact or group is intended to receive a "blind copy" of the message that only you and that contact or group know about.
   - To select all contacts or groups on a page, click **Select All**; to deselect all of the selections on a page, click **Clear All.**
2. Click **Save Selection**.
   Result: Selections on the current page are entered to the system and retained; you can now move to the next page and make additional selections.
3. Continue this process, clicking **Save Selection** before continuing to each subsequent page. Once you have completed your selections, click **Compose**. To clear all selections and start again, click **Address Book**.
   Result: If you clicked **Compose**, the **E-mail To/Cc/Bcc: contacts** page displays with a list of your selections. You can change the delivery status of any of the contacts in the list by selecting another checkbox: **To**, **Cc**, or **Bcc**, click **Save Selection** to apply the changes. You can click **Back to Address Book** to add more selections; you then need to repeat this step. If you clicked **Address Book**, the **Contacts** page reopens with all selections deselected.
4. On the **E-mail To/Cc/Bcc: contacts** page, click **Compose**.
   Result: A message compose window appears with the address fields showing the appropriate selections.
5. Compose your message and click **Send**. Compose and send your message and click Send. For more information, see "About Composing" on page 25 and "Sending, Saving, or Canceling a Message" on page 40.
   Result: The message is sent to the selected contacts as specified.

Note: Cc is an abbreviation for "carbon copy." This term has carried over from the time when typists (using mechanical typewriters) used carbon paper to make copies of documents. **Bcc** is an abbreviation for "blind carbon copy", meaning that those to which the document was addressed, and those receiving carbon copies would not be aware of the blind carbon copy. Only the sender and the person receiving the blind carbon copy were aware of the correspondence.

From Calendar

1. From the Address Book **Contacts** page or **Groups** page, select a checkbox in the **Event Notification To** column for each contact or group. To select all contacts or groups on a page, click **Select All**.
2. Click **Save Selection**.
   Result: Selections on the current page is entered to the system and retained; you can now move to the next page and make additional selections.
3. Continue this process, clicking **Save Selection** before continuing to each subsequent page. **Note:** To clear all selections and start again, click **Address Book** in the links menu. Click **New Event** or **Back to Event**.
   Result: The **Event Notification To: contacts** page displays with a list of your selections. You can remove one or more contacts in the list by deselecting their checkbox and clicking **Save Selection** to apply the changes.
4. Click **New Event** or **Back to Event**, again.
   Result: The **Add/Edit Event** page displays with the selected e-mail addresses in the **External Meeting Attendees** list box if you have Group Calendar licensed; the addresses display in the **E-mail Others** area if you do not have Group Calendar licensed.
5. Compose your event and click **Add Event**.
   Result: The event is added to your calendar.

Changing the Display Name

Address Book allows you to customize the order in which a contact's first and last name are displayed. You can change the display name (default format is First | Last) when you initially enter contact information or edit it later. For more information, see "Adding Contacts to Address Book" on page 156.

Note: Different locales may have different display name formats.

To change the order in which names are displayed:

1. From the Address Book **Contacts** page, do one of the following:

   - Click the **Edit** icon in the **Edit** column of the contact whose display name you want to change.
   - Click the name of the contact whose display name you want to change to display the **Contact Profile** page for that contact. Then click **Edit**.

   Result: The **Add/Edit Contact** page displays.

2. In the **Display Name** text box, enter the contact display name that you want, for example: Smith, Fred D. Click **Done** or **Cancel**. Result: If you clicked **Done**, the new display name is saved to the Address Book database. If you clicked **Cancel**, the operation is terminated and the display name remains unchanged. You are returned to the Address Book **Contacts** page.

Working with Groups

You can create group mailing lists so you can send a message to all members simultaneously. Each group must have its own unique name within your Address book. Messages addressed to a group name are distributed to all contacts listed as members of the group.

Note: If your Address Book exceeds the number of allowable groups, you are notified with an error message. This allowance is set by your system administrator. The default maximum number of groups you can create is 100.

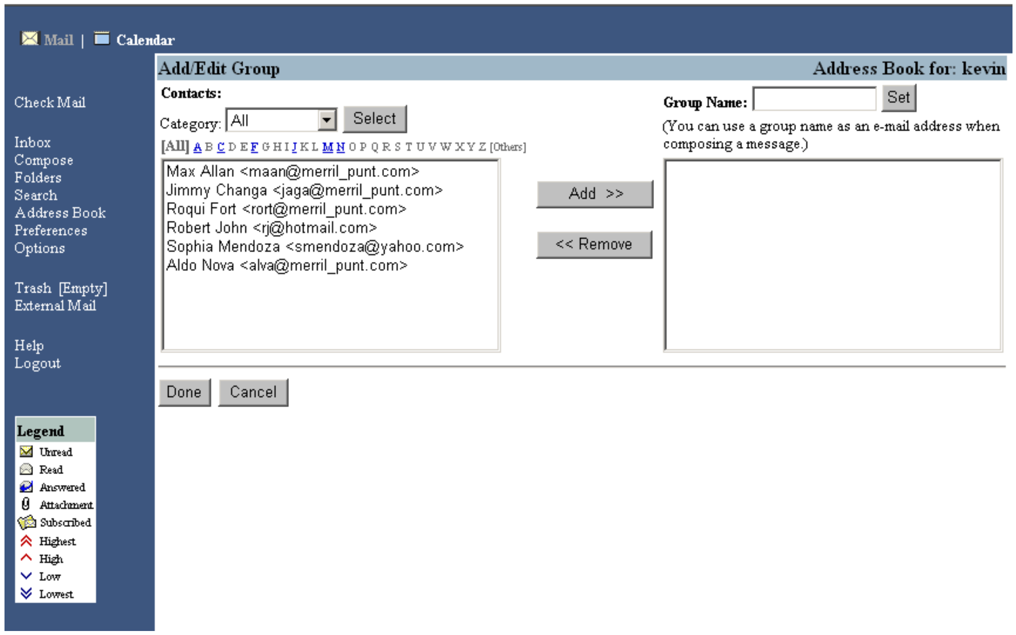

Figure 26 Address Book Add/Edit Group Page

Creating a Group

1. From the Address Book **Contacts** page, click **Groups** at the top.
   Result: The **Groups** page displays.
2. Click **Add Group**.
   Result: The **Add/Edit Group** page displays with a list box of all configured contacts. You can filter the **Contacts** list by selecting a character of the alphabet above the list box: only contacts whose last names begin with that letter display. You can also filter the **Contacts** list by selecting a category in the **Category** drop down list and clicking **Select**: only those contacts belonging to the selected category display.
3. Enter the following data:

- A unique **Group Name** in the text box at the top right of the page. You can use the group name in place of an e-mail address in the Webmail compose window.
- Add contacts for the group by selecting a name in the **Contacts** list box and clicking **Add** to move the name to the **Group Name** list box. You can select multiple names by holding down the **Ctrl** key. Click **Remove** to move names from the **Group Name** list box back to the **Contacts** list box.

4. When you have added all the contacts you want to the group, click **Done**, or **Cancel**.
   Result: If you clicked **Done**, the group is added; if you clicked **Cancel**, the add operation is canceled. The **Groups** page re-displays.

Viewing Groups

Address Book allows you to store a variety of information for each group.

To view groups or group profiles:

1. From the Address Book **Contacts** page, click **Groups** at the top.
   Result: The **Groups** page displays with a list of your groups. If you have many groups, the number of groups displayed on the current page is listed in relation to the total number of groups in your Address Book. Select **Next** to move to the next page of group names, or **Prev** to move the previous page. Click **First** to go directly to the first page of group names or **Last** to go directly to the last page of your groups list.
2. In the **Group Name** column, click the name of a group.
   Result: The **Group Profile** page for that group displays with the names and e-mail addresses of all its members. Selecting the e-mail address of one of the members brings up a composition window with the contact's address in the **To** field. Selecting the **Edit** icon in the **Edit** column displays the **Add/Edit Groups** page with that group selected, you can add or remove contacts from that group.
3. Click **Done** to return to the Address Book **Groups** page, click **Contacts** at the top to return to the Address Book **Contacts** page

Editing Groups

Once you've created a group from the contacts in your Address Book, you can easily update the members of the group, or delete the group entirely. If you delete a contact from your Address Book, 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.

Note: By default, Address Book allows you to create a maximum of 100 groups. This amount can be customized. See your system administrator for the allowances for your domain.

1. From the Address Book **Contacts** page, click **Groups** at the top.
   Result: The **Groups** page displays.
2. From the **Groups** page, do one of the following:
   - Click the **Edit** icon in the **Edit** column of the group whose information you want to change.
   - Click the name of the group whose information you want to change to display the **Group Profile** page for that group. Then click **Edit**.

   Result: The **Add/Edit Group** page displays.
3. Change the group information as necessary. You can change a group name by simply entering into the **Group Name** option box a new name for the group and clicking **Select** and then **Done**. Click **Done** or **Cancel**.
   Result: If you clicked **Done**, the new information is saved to the Address Book database. If you clicked **Cancel**, the operation is terminated and the group information remains unchanged. You are returned to the **Groups** page.

Deleting Groups

1. From the Address Book **Groups** page, do one of the following:

   - Click the **Delete** icon in the **Delete** column of the group that you want to delete.
   - Click the name of the group that you want to delete to display the **Group Profile** page for that group. Then click **Delete.**

   Result: The **Confirm Delete** page displays.

2. From the **Confirm Delete** page, click **Delete** or **Cancel**.
   Result: If you clicked **Delete,** the group is removed from the Address Book database. If you clicked **Cancel,** the operation is terminated and the group is not removed. You are returned to the **Groups** page.

Deleting All Groups

1. From the Address Book **Contacts** page, select **Groups**.
   Result: The **Groups** page displays.

2. Click **Delete All Groups**.
   Result: The **Confirm Delete** page displays.

3. From the **Confirm Delete** page, deselect any groups you want to keep: Groups in the list without a check mark in their checkbox are preserved. Click **Delete** or **Cancel**.
   Result: if you clicked **Delete**, the groups with selected checkboxes are removed from the Address Book database. If you clicked **Cancel**, the operation is terminated and no groups are removed. You are returned to the Address Book **Groups** page.

Working with Address Book Search

Address Book allows you to search for contacts or groups when composing a message (Webmail) or creating a meeting (Webcal). You can use the default Address Book directory service or you can specify other available directory services.

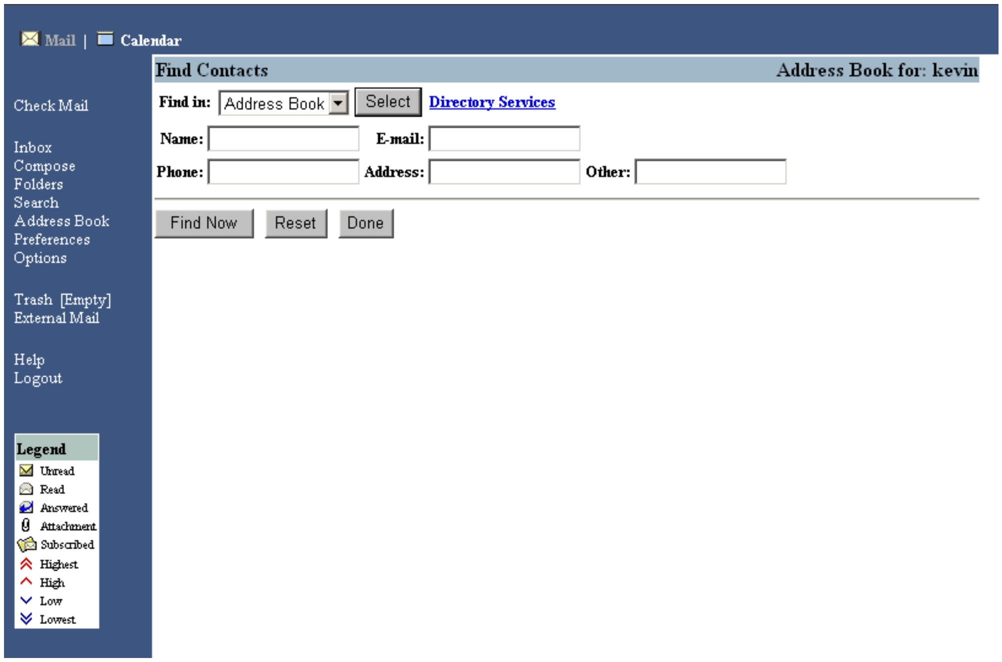

Figure 27 Address Book Find Contacts Page

Searching for Contacts

You can easily find a contact by specifying a set of parameters, and then performing a search. Address Book allows you to search by name, address, e-mail address, phone, or a global alphanumeric string.

Click on a letter in the Alphabet Letters links to jump to a page with contacts whose last name begins with that letter. If no last name was entered, the first name is used. If names were entered in non-US ASCII characters, they appear under the **Other** link.

To perform a contact search:

1. From the Address Book **Contacts** page, click **Find Contacts** at the top.
   Result: The **Find Contacts** page displays.
2. From the **Find In** drop-down list, choose a directory service. If your display is set to a non-JavaScript version, click **Select**. If your display is set to the JavaScript version, the contacts in the category display automatically. For information on how to specify the display for Webmail, see “Setting WebMail Preferences” on page 21. For information on how to specify the display for Webcal, see “Setting WebCal Preferences” on page 107.
   Note: Address Book is the default directory service. For information on how to add other directory services, see “Adding a Directory Service” on page 171.
3. Enter the parameters for your search in one or more of the following text boxes:
   - **Name:** First, last, or nickname name.
   - **E-mail:** E-mail address, or portion of an e-mail address.
   - **Address:** Street address, or portion of a street address.
   - **Phone:** Phone number, or portion of a phone number.
   - **Other:** Enter an alphanumeric string for which to search, such as birth date, anniversary date.
4. Click **Find Now** or **Reset**.
   Note: The **Address**, **Phone**, and **Other** fields are only available when searching the address book.
   Result: If you clicked **Find Now**, contacts containing one or more of these parameters appear in a list. If you clicked **Reset**, the text boxes are cleared; you must reenter data to perform a search.
5. Click **Done**.
   Result: The Address Book **Contacts** page displays.

If necessary, see “Searching for Groups” on page 169.

Searching for Groups

You can easily find a group in your local address book by specifying the name of the group and (or) the name and (or) email address of its members.

To perform a group search:

1. From the Address Book **Contacts** page, click **Groups** at the top.
   Result: The **Groups** page displays.
2. From the Groups page, click Find Groups at the top.
   Result: The **Find Groups** page displays.
3. Enter the parameters for your search in one or more of the following text boxes:
   - **Name:** First, last, or nickname.
   - **Member Name:** Member name or portion of a member name.
   - **Member E-mail:** E-mail address, or portion of an e-mail address.
4. Click **Find Now** or **Reset**.
   Result: If you clicked **Find Now**, groups containing one or more of these parameters appear in a list. If you clicked **Reset**, the text boxes are cleared; you must reenter data to perform a search.
5. Click **Done**.
   Result: The Address Book Groups page displays.

If necessary, see "Searching for Contacts" on page 168.

About Directory Services

Use the Directory Services feature in Address Book to link to contact lists outside of Address Book. You can add and remove directory services from a list you access in Address Book. Default, pre-configured directory services are added by your system administrator and cannot be removed.

Once you have finished using Directory Services, click **Done** on the **Directory Services** page, and then click **Done** on the **Find Contacts** page to return to the Address Book **Contacts** page.

Choosing a Directory Service

1. From the **Address Book** page, click **Find Contacts** at the top.
   Result: The **Find Contacts** page displays.
2. Click **Directory Services**.
   Result: The **Directory Services** page displays.
3. From the **Services** list, select the service you want to use. If there is default service, you can add one using the procedure below. Click **Done**.
   Result: The selected service becomes the active service for Address Book.

Adding a Directory Service

Note: See your system administrator for the information specific to the directory service you are adding.

1. From the Address Book **Contacts** page, click **Find Contacts** at the top.
   Result: The **Find Contacts** page displays.
2. Click **Directory Services**.
   Result: The **Directory Services** page displays.
3. Click **Add Service**.
   Result: The **Directory Services Properties** pages displays.
4. In the **Directory Services Properties** page, enter the appropriate information in the following text boxes:
   - **Description:** the name of the directory service.
   - **LDAP Server:** the Internet address of the LDAP 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.
   - **Maximum Results:** the maximum number of search results returned.

   Result: The system is configured with the necessary information to access and use the specified directory server.

5. If you want the server to utilize a secure connection, select the **Secure Connection** checkbox.
   Result: A checkmark appears when the service is activated. To turn the service off, select the checkbox a second time.
6. If you want to require login verification, select the **Login Required** checkbox and enter information in the following text boxes:
   - **Login Name:** verify login name.
   - **Login Password:** verify login password.

   Result: A checkmark appears when the service is activated. To turn the service off, select the checkbox a second time.
7. Click **Done.**
   Result: the new service is added and available for use, and the **Directory Services** page displays.

Removing a Directory Service

1. From the Address Book **Contacts** page, click **Find Contacts** at the top of the page.
   Result: The **Find Contacts** page displays.
2. Click **Directory Services**.
   Result: The **Directory Services** page displays.
3. From the **Services:** list, select the service you want to remove. You cannot remove a pre-configured directory service.
   Result: The selected services becomes available for modifications
4. Click **Remove**.
   Result: An action confirmation page displays.
5. Click **Delete** to delete the service, or **Cancel** to abort the action.
   Result: If you clicked **Delete**, the service is deleted; if you clicked **Cancel**, the delete operation is canceled. The **Directory Services** page re-displays.

Click **Done** on the **Directory Services** page, and then click **Done** on the **Find People** page to return to the **Address Book** page.

Viewing and Editing Directory Service Properties

1. From the Address Book **Contacts** page, click **Find Contacts** at the top.
   Result: The **Find Contacts** page displays.
2. Click **Directory Services**.
   Result: The **Directory Services** page displays.
3. From the **Services:** list, select the service whose properties you want to view or modify and click **Properties**.
   Result: The **Directory Services Properties** page for the selected service displays.
4. Change the information in the text boxes, as appropriate. A system pre-configured service only allows you to change the value in the **Maximum Results** text box. When you are finished making changes, click **Done**.
   Result: The **Directory Services** page displays.

Click **Done** on the **Directory Services** page, and then click **Done** on the **Find People** page to return to the Address Book **Contacts** page.

Working with Export/Import

Address Book allows you to export individual and group contact information, including contacts from a particular category.

Note: The **Category**, and **Primary Phone** individual contact fields do not export. Administrators can use the administration protocol to export more data fields than are available using Address Book (see the Administration Protocol Reference on the support website). 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.

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.

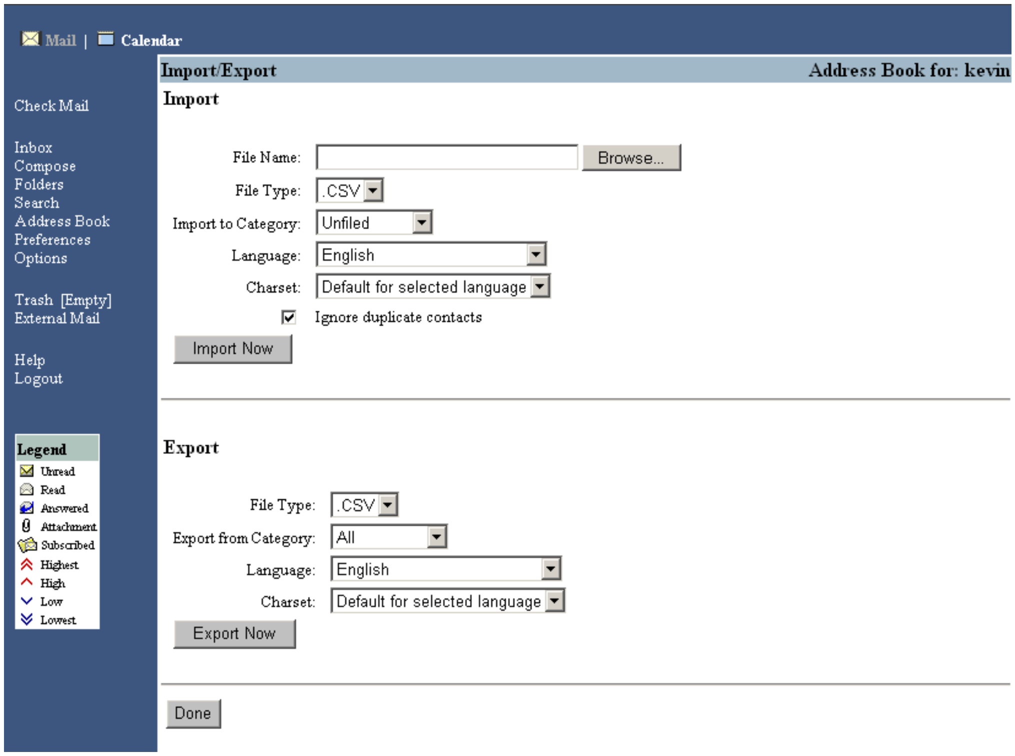

Figure 28 Address Book Import/Export Page

Exporting Address Book

1. From the Address Book **Contacts** page, select **Import/Export**. Result: The **Import/Export** page displays.
2. Select a file type to export; choose one:
   - **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.

   Result: The selected file type displays in the option box, the system will expect to export that type of file.

3. Choose a **Category** from which to export from the pull-down menu. **All** is the default category. If you do not specify a category, all the categories are exported.
   Result: All the contacts in the specified category are selected for export; contacts not in the specified category are not exported.
4. Select a **Language** for the export, applies only to CSV export.
   Result: The system associates the exported data with the selected language, which causes the CSV file to be suitable for import into a version of Outlook/Outlook Express of that language.
5. Select a **Charset** (character set) for the export, applies only to CSV export.
   Result: 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.
6. Click **Export Now**.
   Result: A **File Download** dialog box displays.
7. Click **Save this file to disk**.
   Result: A **Save As** dialog box appears.
8. 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**.
   Result: The Address Book information is exported to the specified file name and format, and saved in the selected directory.
9. Dismiss the **Download Complete** dialog box by clicking **Close**.
10. Click **Done.**
    Result: The Address Book **Contacts** page re-displays.

Importing Contact Information from a File

Use the **Import/Export** page of the Address Book to import or export contact information via a specially formatted file—either LDIF or CSV. (For details on importing contacts from a different directory service, see "Importing Contacts from a Directory Service" on page 178.)

Address Book has the ability to compare an imported file against your Address Book contacts for duplicate entries. Individual contact information is checked for duplicates during the import process, Group contacts cannot be checked for duplicates and duplicate Groups are ignored (not imported). Checking for duplicate entries takes more time to process and you must specifically request this step, 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.

Note: Address Book does not support proprietary LDIF features some products might use in their address book information. Also, the **Category** field does not import, though you can choose a **Category** for the entire contact file you are importing.

If the number of your Address Book contacts exceeds the system limit (which is determined by your system administrator), you will receive an error message.

1. From the Address Book **Contacts** page, select **Import/Export**. Result: The **Import/Export** page displays.
2. Select a file type to import; choose one:
   - **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.

   Result: The selected file type displays in the option box, the system will expect to import that type of file.
3. Specify the file name in one of the following ways:
   - Enter the full directory path and name of the file in the text box.
   - Click **Browse**, navigate to the file you want to import, select it, and click **Open**.

   Result: The selected file name and path display in the **Specify the file to import** text box.
4. Choose a **Category** for the imported information from the pull-down menu. **Unfiled** is the default category.

Result: All the contacts in the imported file are placed in the specified category.

5. Select a **Language** for the import.
Result: The system associates the imported data with the selected language; only applies to CSV files.
6. Select a **Charset** (character set) for the import. The default value is the character set normally associated with the selected language, which should be fine for most cases.
Result: The system associates the imported data with the selected character set.
7. Choose to have the system ignore duplicates or not as follows:
    - Leave the **Ignore duplicate contacts** checkbox selected, as it is by default.
    - Click the checkbox to toggle it to off. This causes the system to check for duplicate contacts and the import process takes longer.

    Result: A checkmark appears when the **Ignore duplicate contacts** checkbox is selected and duplicate entries are imported, 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.
8. Click **Import Now**.
Result: If the **Ignore duplicate 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 to **Keep new contact** or **Keep old contact(s)** to resolve the duplications. Make your choice and click **Continue** or **Continue (without checking duplicates)** to resume the import process. Once the import has concluded, the imported individual and group information appears in your Address Book. The Address Book **Contacts** page redisplays.

Importing Contacts from a Directory Service

Use this procedure to import contacts to your Address Book from a different directory service. (For details on importing contacts from a CSV (comma-separated values) or LDIP (LDAP Data Interchange) format file, see “Importing Contact Information from a File” on page 175.)

1. From the Address Book **Contacts** page, click **Find Contacts**.
   Result: The **Find Contacts** page displays.
2. In the **Find in** drop-down list, select a directory service other than Address Book.
3. Click **Select**.
   The **Find Contacts** page refreshes with at least the **Name** and **E-mail** fields displayed.
4. Enter your search criteria in the **Name** and/or **E-mail** fields. You can enter full or partial names/addresses and use the asterisk (*) wildcard.
   Note: To display all the contacts in the directory service, simply enter * (asterisk) in the **Name** field.
5. Click **Find Now.**
   Results: The page refreshes with a list of contacts that match your search criteria.
6. Click the checkbox in the **Import** column for each contact that you want to import to your Address Book. If your results span multiple pages, be sure to click **Save Selection** before navigating to another page of results.
   Note: If you want to search for more contacts, click **Save Selection** and then repeat steps 4-6.
   If you accessed Address Book from Webmail, you can select **To**, **Cc**, and/or **Bcc** checkboxes as appropriate to compose a message once the contacts are imported. If you accessed Address Book from Calendar, you can select the **Event Notification To** checkboxes as appropriate to invite them to an event.
7. When you've clicked the **Import** checkboxes for all the contacts that you want to import, click **Import**.

Result: The **Import to Address Book** page displays with a list of the contacts that you've selected for import.

8. Optionally, select a different category from the **Import to Category** drop-down list. The default is **Unfiled**.

9. Click **Import**.
Result: If no duplicates are encountered, the contacts are imported to your Address Book and the Address Book **Contacts** page displays.
If a duplicate is encountered during the import, the **Duplicate Contacts** page displays and you may choose to Keep new contact or Keep old contact(s) to resolve the duplications. Make your choice and click **Continue** or **Continue** (**without checking duplicates**) to resume the import process. Once the duplicates have been resolved, the Address Book **Contacts** page displays.

Once you've imported your contacts into your Address Book, you can add to their contact information to suit your needs. For example, you can provide a nicknames for the contacts, which would eliminate the need to enter their full e-mail addresses while composing messages—you would simply enter their nicknames instead.

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