Webmail User Guide

Webmail is an online email client which runs in your browser. It allows access to your email, contact list, calendar, and notes from any computer with an Internet connection and a web browser.

Compose

The Compose button enables you to create new emails. Click this button to open up the new email interface.

Mail

The Mail button enables you to read, respond to, and work with existing and newly received emails.

Contacts

The Contacts button enables you to create new addresses in your address book.

Help

The help button takes you to this document.

Email Filter

The Email Filter button will take you to your spam emails. This is the same spam interface (GoSecure\Edgewave) that ITC has used for several years.

Calendar

The Calendar button enables you to create new calendar entries and work with existing ones.

Settings

The Settings button enables you to control how the webmail interface looks.

About

The About button shows some technical details about webmail. Most customers will never need to look at this information.

Logout

Use the Logout button when you are done reading your email to securely close your account. This is especially important when using a shared or public computer.

Getting to Know Webmail

The **black bar** on the left is where you will do most of your navigating. The other options can be found after you select something from the black bar. Sometimes the options on the black bar change, depending on what you have previously clicked. To write a new email click the **Compose** button. It's located under the ITC logo. This will take you to the rich text editor where you can write

an email. Attachment sizes have also been increased with the new software. You can now send multiple pictures up to 55 MB in size. This is about 3 times as much as you could send in the old software.

To read your email, click the **Mail** button. If you click the Mail button, the **Email Filter** button will appear right under it. This is where you can check for any held SPAM emails. The spam filter button is called "Email Filter." First click the Mail button, under the Compose button, and then click Email Filter. This will take you to the same spam filter interface that ITC has used for several years. Another way to get to the filter is by following a link to the Daily Digest which is emailed out to every customer. If you have turned your Daily Digest off, but would like to continue receiving it, just go to the Email Filter and click the Settings tab at the top. Here you can change the delivery frequency to Never, Daily, or Weekly.

To work with your address book, click the **Contacts** button. In your address book you can create, print, delete, search, import, and export contacts. You can also create groups of addresses to send to groups of people you email often.

The **Calendar** button takes you to the calendar feature which enables you to create events and tasks in the webmail interface. These calendars can be shared with other applications using the iCal format.

The **Settings** button takes you to a section where you can control several different aspects of how your mail is displayed. From here, you can change the user interface, control how messages are displayed and several other features.

At the bottom of the black bar is the **Logout** button. If you are using a public computer, we recommend that you click this button and close the web page after you are done using your email.

Frequently Asked Questions

Why do we have a new interface?

The new ITC webmail default interface is designed to provide a seamless transition between desktops, tablets, and phones. One exciting feature is that the layout will change according to your screen size, making it suitable for phones and tablets. It also has security features that you can take advantage of, including Two-Factor Authentication.

How do I change to the other interface?

To change the "skin" of webmail, just click the gear icon ➜ Preferences ➜ Interface Skin. Change from Elastic to Larry for the older look. Click Save. See screenshots below. You may also see the extra columns, depending upon the size of your screen and if you have the window set to full screen. To change the skin: Click Settings (gear icon) ➜ Preferences ➜ User Interface ➜ Interface skin ➜ Save.

How do I change to the other interface? (Continued)

To revert it is the same process. See screenshot below.

Why do the number of columns keep changing?

Elastic adapts to your screen size. Depending on your available space you will see anywhere from 1 to 4 columns. In smaller screens you will see fewer columns, but don't be alarmed by this, you can use the top bar icons to access the parts that are not always displaying. This is simpler and easier than the current approach of zoom and scroll on mobile phones and tablets.

Each column has icons at the top that you can use to work with your mail. For example, what you are reading has the reply and delete options at the top. The Contacts view enables you to create new addresses or remove old ones.

How do I get to the spam interface?

The spam interface is located under the Mail View. First click the Mail button, then click the Email Filter button.

How do I read a message in full screen?

To read an email in full screen, double click on an email that you want to read. The entire screen will be filled with the email. The navigation buttons (arrows) at the top will then allow you to move between emails, reply, forward, delete, and so forth.

To return to the regular view just click/tap the Mail icon in the black bar on the left-hand side of your screen.
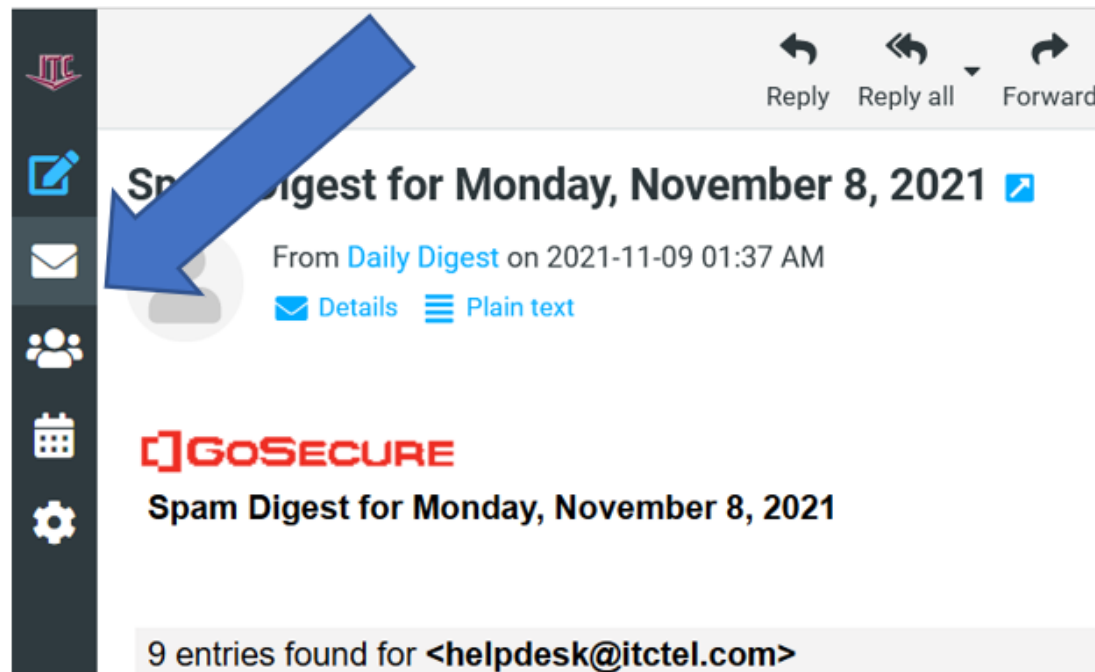
How do I select several emails at once for deletion?

To select several emails at the same time and delete them as a group, in the regular view click on the Select button above your email. Then click the Selection button (blue arrow). This will let you put a checkmark in front of the emails you want to delete. When you are satisfied with your selection choose the Delete (trash can) icon.

How can I always display pictures?

For your protection against spammers images are not displayed by default. To allow images for an email, just click the blue "Allow" button in the yellow bar at the top of the message. Spammers often use images on a far end server to help determine if an email address is live, which then often results in more spam.

   You can also change the pictures to always load if you want. Just click the Settings (Gear) icon. Click preferences. Click Displaying Messages. Change "Allow remote resources (images, styles)" from "never" to "always" or "from known senders"; whichever you prefer. Then click save.
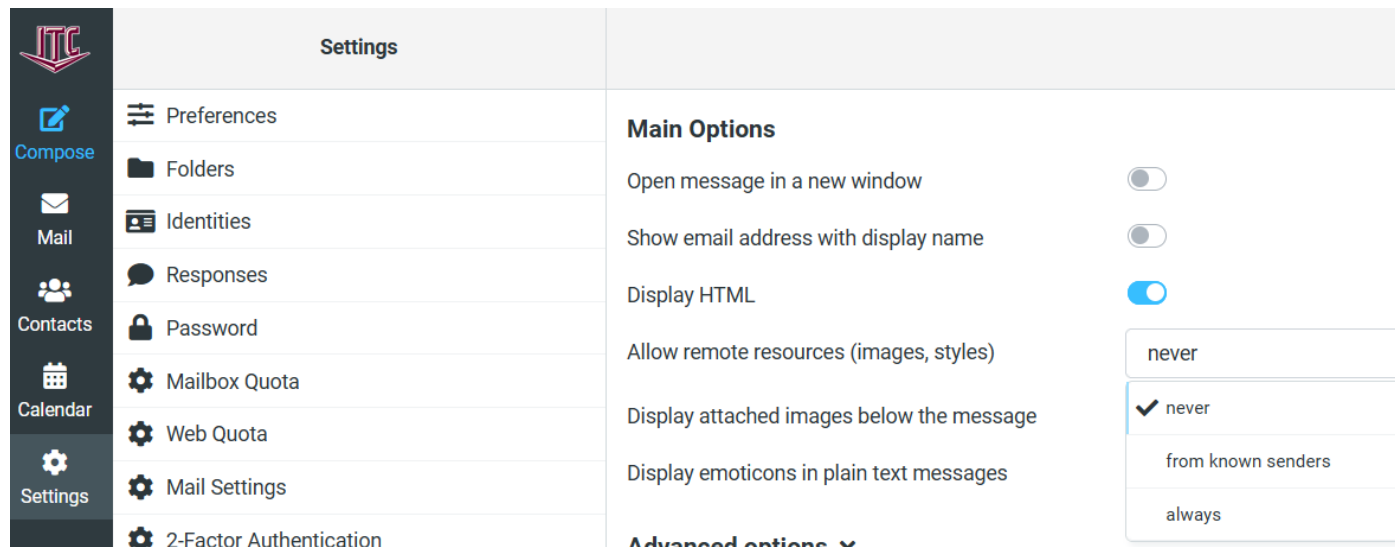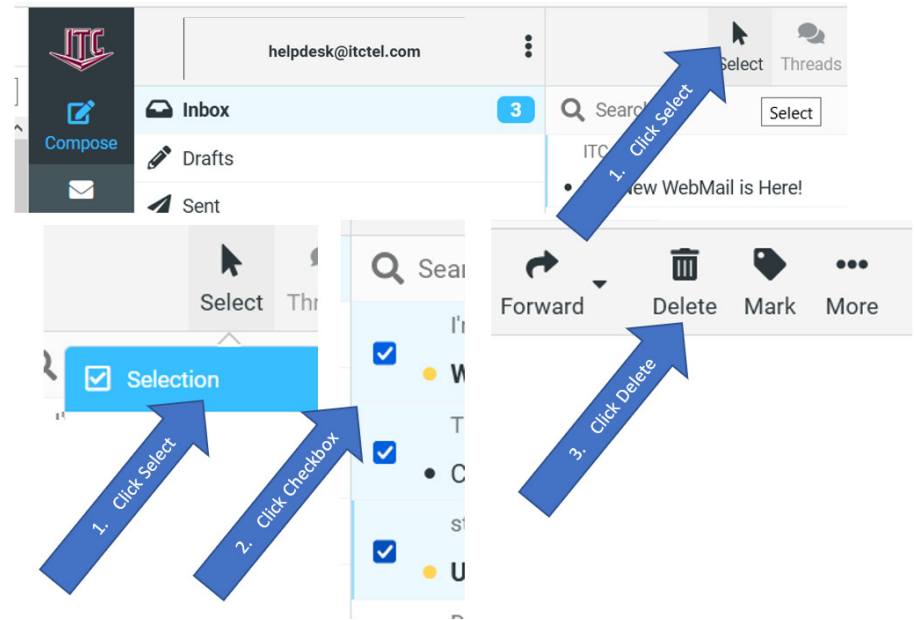
How do I print emails?

Once you have opened the message, you may need to click the 3 dots on the toolbar (...More) and then choose "Print this message." Otherwise, the Print button will be on the toolbar. Either way it will be right above the email that you are reading. This will use your regular windows printer settings. If you are having an issue with printing, check your Windows Printers and Scanners settings.
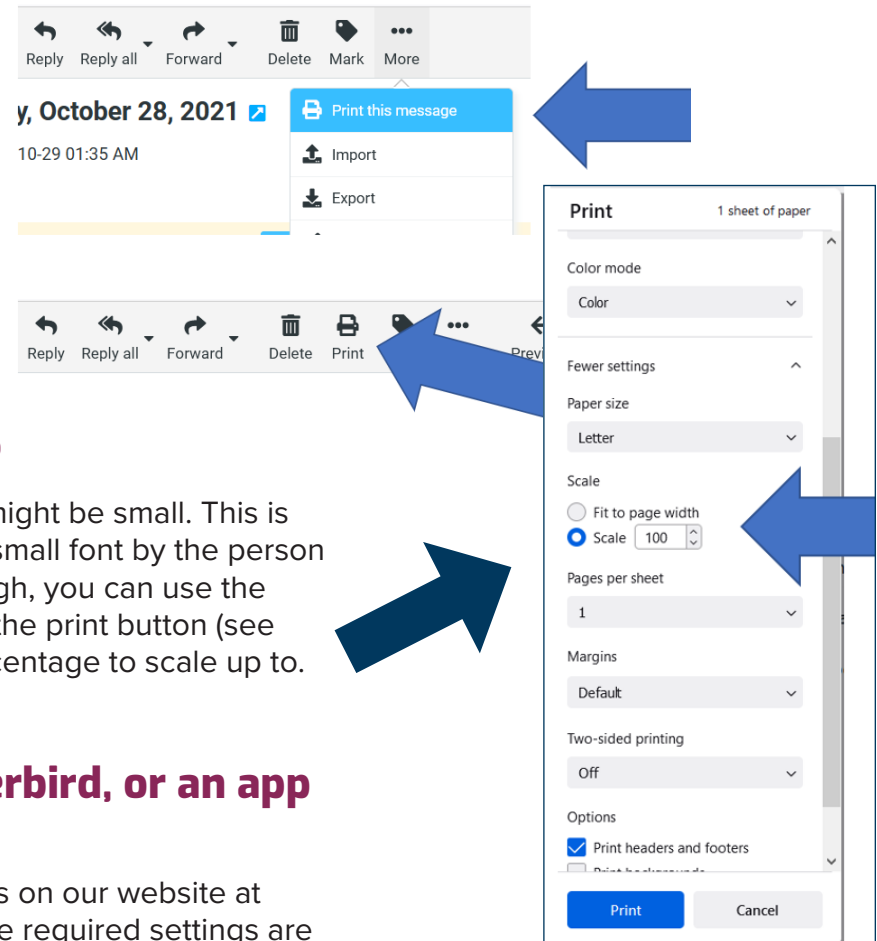
How do I print in a larger size or font?

Sometimes when you go to print a message the text might be small. This is generally because the message was created using a small font by the person who wrote the email. If you want to print it larger though, you can use the scale feature to increase the font size. After you click the print button (see above), then scroll down to scale and choose the percentage to scale up to. Once you are satisfied click the print button.

What if I want to use Outlook, Thunderbird, or an app on my phone?

You can use your own email client; ITC has instructions on our website at **web.itctel.com/email-setup** on how to set this up. The required settings are summarized in the table on the right.

    IMAP: This method will allow you to quickly view emails anywhere and everywhere. IMAP lets you sync folders between your home computer clients, your phone, and on webmail, so that you see the same folders and messages wherever and however you access your email.

    POP3: This method will download your inbox on your computer, and not any other folders. When an email is downloaded using POP3, it is then deleted from the server and only accessible on that computer's client. After you receive it on your computer you won't see it in webmail.

    For authentication use your regular username and password that you use to log into webmail. Your username is the part of the name before the @ symbol. For example, the username for helpdesk@itctel.com is helpdesk.

Incoming Mail Server Settings	Outgoing Mail Server Settings
Server name: imap.itctel.com or pop3.itctel.com	Server name: smtp.itctel.com
Server encryption: SSL	Server encryption: SSL
Server port: imap: 993 or pop3: 995	Server port: 465
Authentication required	Authentication required

How can I create a webmail link on my desktop?

If you want to create a link to webmail on your desktop right click on an open area of your desktop and select New ➜ Shortcut. In the area that says "Type the location of the item" enter **https://webmail.itctel.com** and click the Next button. Enter the name you want to use, such as ITC webmail, and click the Finish button.
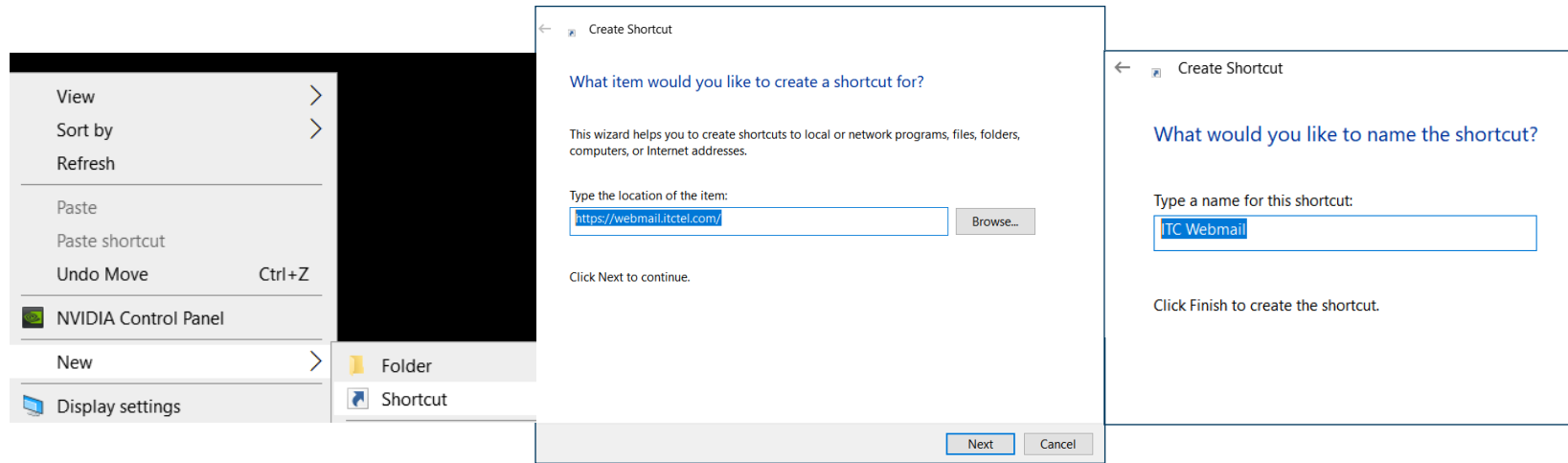
What are the parts of the new interface?

The user interface of the new interface is divided into functional parts which are explained below. The item numbers correspond to the red numbers on the full image on the following page.

1. Application Tasks
The main menu on the left in the Elastic theme provides different main tasks such as Mail, Contacts, Settings, etc. Switching from one task to another will reload the screen with a specific view for the selected task. Task screens can be opened in individual browser windows or tabs if you do not wish to constantly switch between different tasks.

2. Status Display
This area of the screen is dedicated to display status notifications (e.g. confirmations, warnings, errors) about the success or failure of the operations executed in ITC webmail. A notification will also be displayed if ITC webmail is performing an operation or loading data in the background.

3. Toolbar
The top toolbar is always located above the content area allowing you to perform various actions, depending on what is being shown or selected in the content part of the window. If an action is not available for the current selection, the respective button will be grayed out in the toolbar. If a button shows a downward pointing arrow on its right side, you can click on it to see variations of the default action for the respective button.

4. List Operations

The vertical ellipsis symbol (⋮) in the header area of a list in Elastic theme, or the buttons in the footer area of a list in the Larry theme, allow you to perform actions specific for the list. In the Larry theme, the + button allows you to add a new entry to the list, and the gear icon button opens a menu with additional actions.

5. Search Box

If the currently selected task allows searching for data (e.g. for email messages or contacts), a search will be located in the header area of the specific list in the Elastic theme or the upper right corner above the main content area in the Larry theme. Some search options may be hidden in a drop-down menu that will open after you click on the downward pointing arrow in the search box. Some boxes filling the main content area of the screen can be resized by dragging the resize handle between two boxes.

Composing a new message interface (overview)

When you compose a new message, the black bar will change to reflect that you are working on a new email. The compose interface includes a full rich text editor that allows you to bold, indent, create tables, and other features.

1. Click the Compose button. This will open up the interface that enables you to create a new email. Emails are rich text enabled, including bold, lists, and other formatting.

2. Fill out the To: field. You can select individual email addresses or groups of email addresses from your contact book. You can also type in the address.

3. Fill out the Subject that you want.

4. When you are happy with the message, **click the blue send button.**

Maximum allowed file size is 55 MB

🖉 Attach a file

💾	🖉	𝓃	💬	AB✓
Save	Attach	Signature	Responses	Spell

From: helpdesk@itctel.com

To:

Subject:

Examples of the various options available when composing an email.
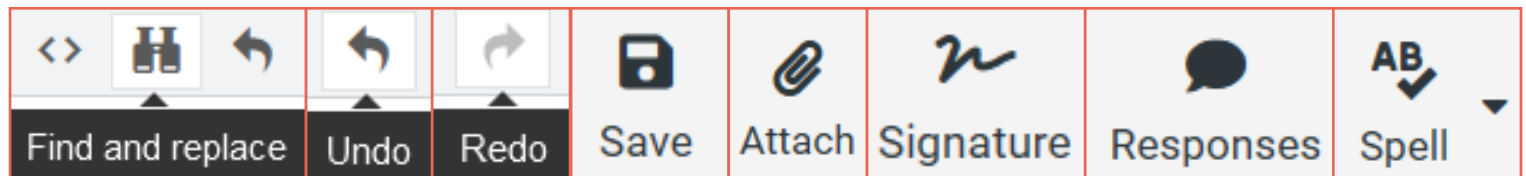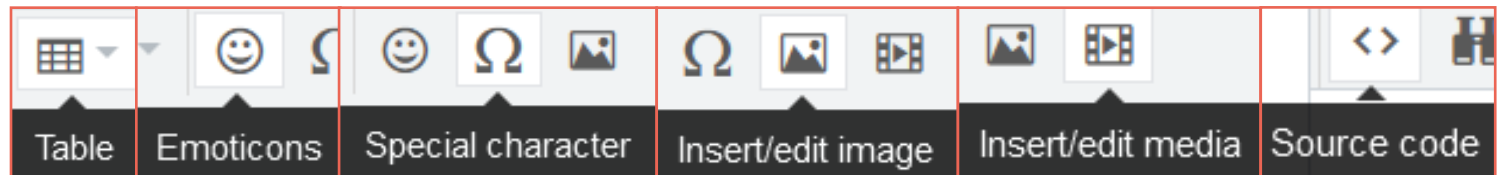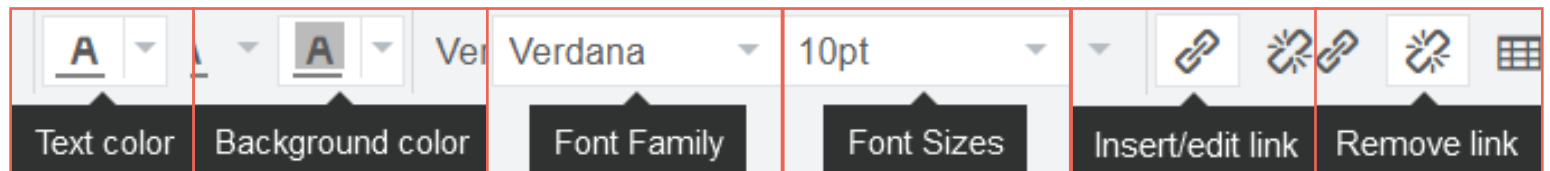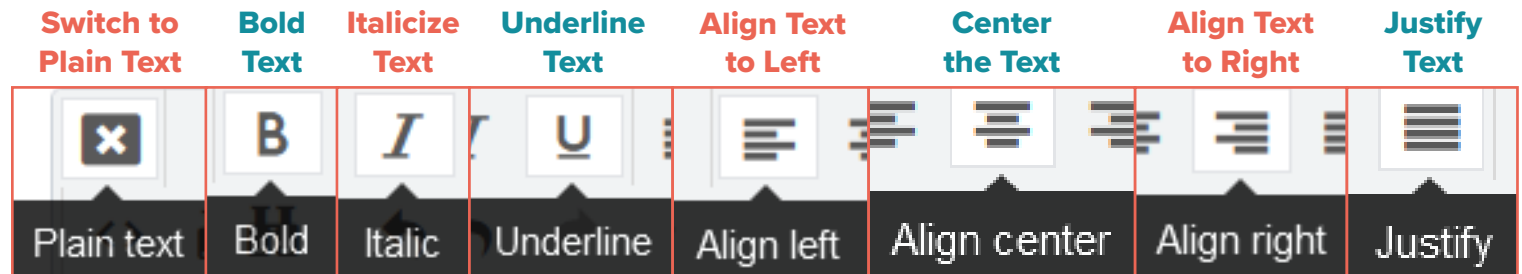
Mail Quota Miniview

When you are logged in and viewing the main Mail View, your email quota is viewable on the bottom left corner. This is a real time value which is updated when mail is received, deleted, and so forth. If you hover your mouse over the graph, your actual disk use will pop up and display.

"Elastic" Display:

Disk usage: 21 MB / 3.8 GB (1%)

1%
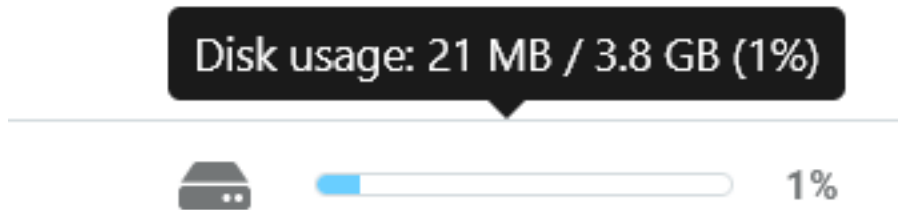
Classic "Larry" Display:

1%

Disk usage: 21 MB / 3.8 GB (1%)
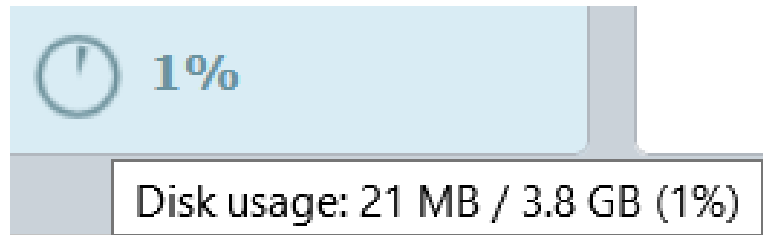
The color of the graph will change depending on the percentage of use. Once the mail quota reaches 85% the text will turn red and the graph yellow. At 90%, both the text and graph will be red.

85%   92%

When you reach 100% quota you will see an error message on the screen. Mail will stop being delivered once the quota is reached.

Contacts Address Book View
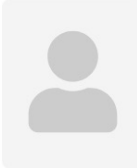
Your contacts can be worked with in a variety of ways. Once you go into the Contacts section you can create, print, delete, search, import, and export contacts. Once you have entered email addresses into your contacts you can select an individual address to send to, or you can send to entire groups.

Creating a New Contact in your Address Book

To create a new contact in your address book, first click the Contacts button. This will take you to your Personal Addresses. There is a second group here called Automatically Collected, which contains addresses that the system gathers for you based on the emails you send.

Once you are in the Address Book, click the Create button in the top toolbar. Fill out the information you want and click save. At a minimum you need a First Name and an Email Address in order to send email using this.
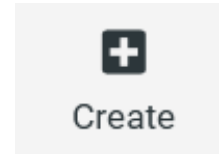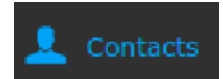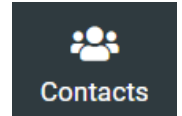
	Address Book	Personal Addresses
	First Name	helpdesk
	Last Name	
	Add field...	

Properties   Personal   Notes

Email

| Home | helpdesk@itctel.com | 🗑 |

Phone

| Home | Phone | 🗑 |

Address

Home	Street	
	City	ZIP Code
	Country	State/Province

Add field...

✔ Save

Working with Groups and Mailing Lists

To create a group, first enter the Contacts section of webmail.
In the Groups column, click the 3 vertical dots and select "Add Group."
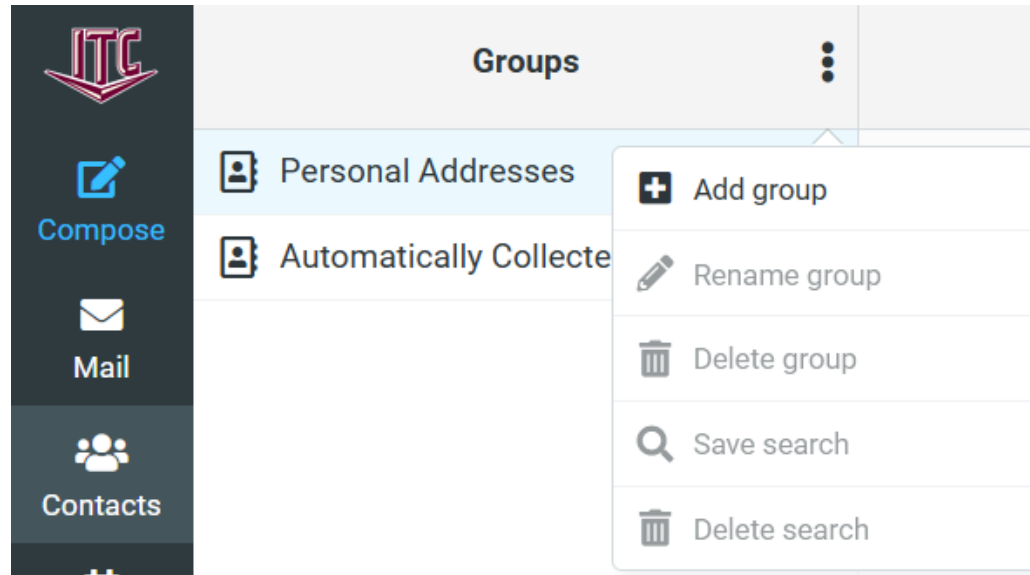
Give the group any name that makes sense to you. Examples might include a newsletter group, a family group, a smaller group of friends, or any other small group that you might send emails to at the same time. This new group will display under your Personal Addresses.
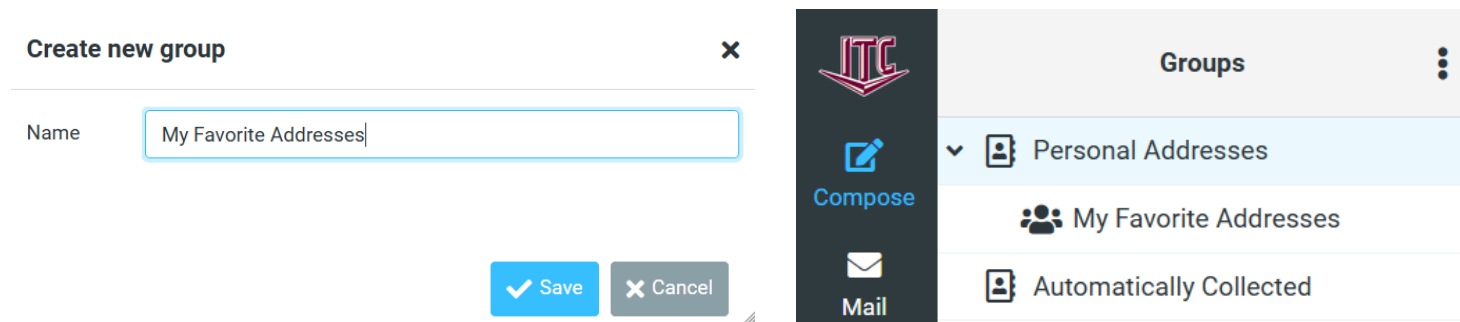
To add an address to the group, first select the address from your Personal Addresses list. Click on the Groups tab. Click the button beside the group you want them to belong to. The same email address can belong to multiple groups.
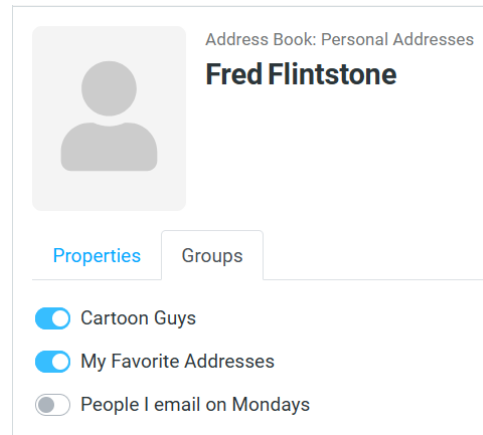
In the above example, the contact is a member of the "Cartoon Guys" and "My Favorite Addresses Groups", but not the "People I email on Mondays" group. To see members of a group, just click on the group name. All of the members will be displayed to you.
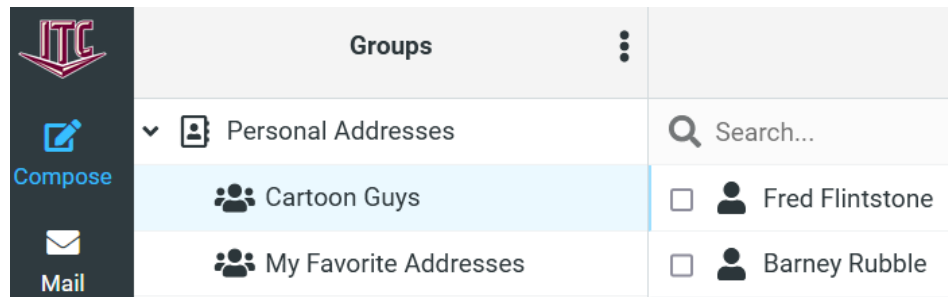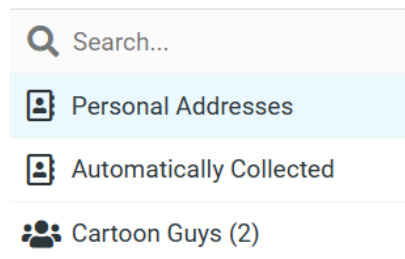
To use this group and send the same email to both Fred and Barney, I just have to select "Cartoon Guys" when I compose an email. On the To: Field click the people button and then select "Cartoon Guys." After that click the Insert button.

All of the members of the group "Cartoon Guys" have been added to my To: field. If somebody is there that I don't want I can click the little X next to their name to remove them. They will still be in the group, but they will no longer get this particular email.

To   Fred Flintstone ✕   Barney Rubble ✕

Calendar View
The calendar enables you to create events and tasks right in the webmail interface. These calendars can even be shared to other applications that support the iCal format.

Show Calendar URL
To use this calendar in another application you will need the URL for your calendar. This can be viewed by clicking the 3 horizontal dots and choosing "Show calendar URL".
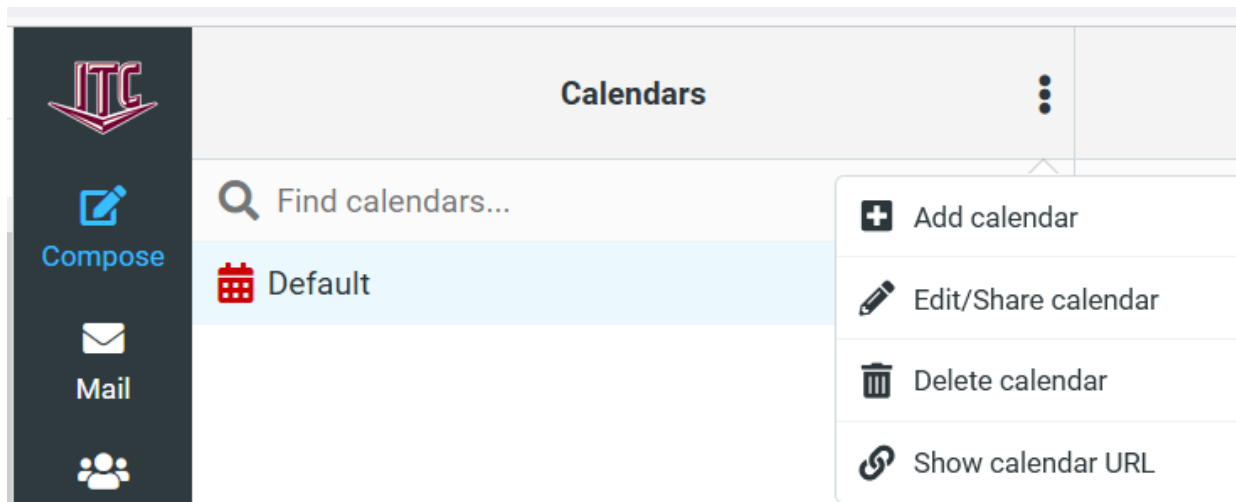
Use the following address to access (read only) your calendar from other applications. You can copy and paste this into any calendar software that supports the iCal format.

https://webmail.itctel.com/?_task=calendar&

You will need the entire URL for your application.

Creating Events

To create an event in the calendar, first click on the calendar button to go to the calendar. Click the Create button at the top of the screen and fill in the details of your event.
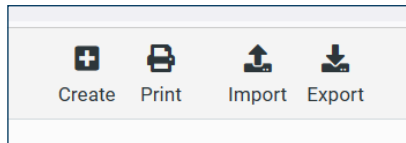
There are several options to check out. Here is a quick breakdown of all of them:

The "Summary" tab:

» **Summary:** This is what will be displayed on the Calendar itself after the event is created; a basic overview of the event. This field is optional; however, it is discouraged to leave this field blank.

» **Location:** Where the event will be. This field is optional.

» **Description:** A short breakdown of what this event entails.

» **Start/End:** The beginning and the end of the event time.

» **Reminder:** Set a reminder that will alert you through a message in webmail.

» **Calendar:** Which calendar this event should go under.

» **Category:** Which type of event this is. The current options are Personal, Work, Family, and Holiday.

» **Status:** Your status with this event. The current options are Confirmed, Cancelled, and Tentative.

» **Show me as:** When the event is in progress. This is how your status will appear. The current options are Free, Busy, and Tentative.

» **Priority:** A basic scale from 1 to 9, to show how important this task is. 1 being the highest, and 9 being the lowest.

» **Privacy:** Set the view mode of this event. The current options are Public, Private, and Confidential.

» **URL:** A website that you may want to link to regarding this type of event.

The "Recurrence" Tab:
  » **Repeat:** This option will allow you to set up recurring events, based on popular repeat frequencies such as daily, weekly, and so on.
  » **Every:** Frequency of specified Repeat option noted above. For example, if "daily" is selected, this option will allow you to specify "every x days".
  » **Until:** Repeat this process, until this conditional date is met.

The "Participants" Tab:
This tab allows you to add participants, assigning them roles, and checking their availability beforehand. The users in this list will also be sent an invitation to the email address listed in the "Participant" column.

Importing/Exporting Events
  » To import events, click the Import button towards the top left of the calendar view. The expected format for importing events will need to be in the ".ics" format. When importing choose which calendar to import to, as well as "event from."
  » To export events, click the export button. When exporting, choose which calendar and which events you want.

Editing Events
To edit an already existing event, click on the event within the main calendar view. This will bring up another window that will give you a short breakdown of the current event. The viewing status will also be in the upper right-hand corner of this window (Private, Confidential, etc.). You may edit this event, which will bring up the original create event window, delete this event, or bring up more options including downloading this event, sending it to a participant, or copying the event.
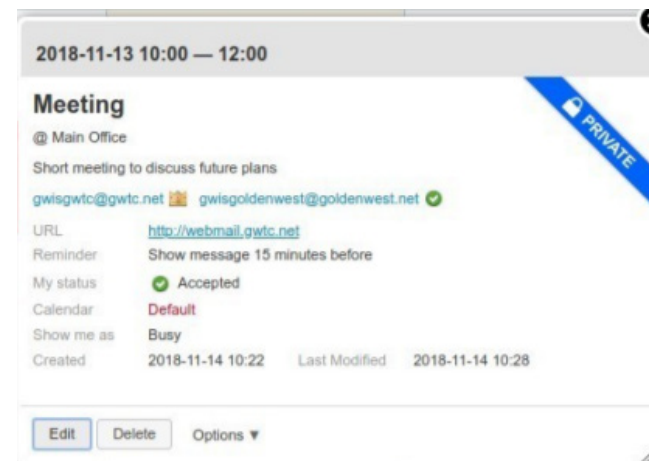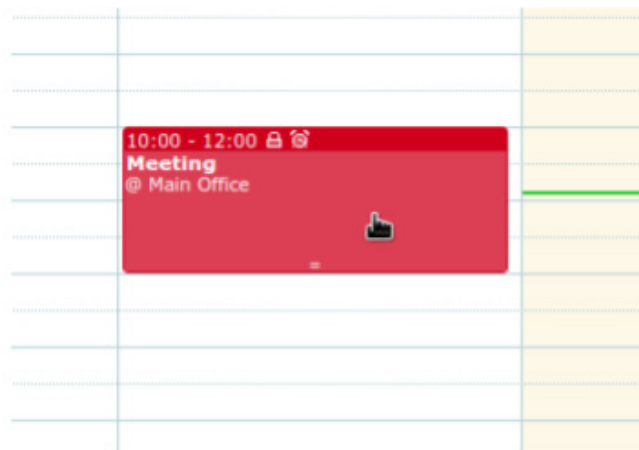
Login Process: Understanding reCAPTCHA

If you are on ITC's network (your home or business), reCAPTCHA will typically not appear. If you are not on ITC's network, reCAPTCHA will likely appear. "reCAPTCHA", or as stated as the acronym, "Completely Automated Public Turing test to tell Computers and Humans Apart" is a tool to deter bots and hackers. Typically, automated bots all around the world crawl web pages for login forms that may appear as if there is no security on them. This could include a form that sends an email out when you submit it, or a username/password form.

   Not only will this tool help greatly to fight against these types of attacks, analytic information is also automatically collected to help us get a better look at what out there is attempting to attack the login form.

   When you visit the login page, the Login button will be disabled. (See the red arrow on page 20.) This behavior is because the reCAPTCHA checkbox has not yet been checked. Once you have checked the box, and the reCAPTCHA verification process passes, the Login button will be enabled.

   Below is an example of what this might look like. The picture will likely be different.
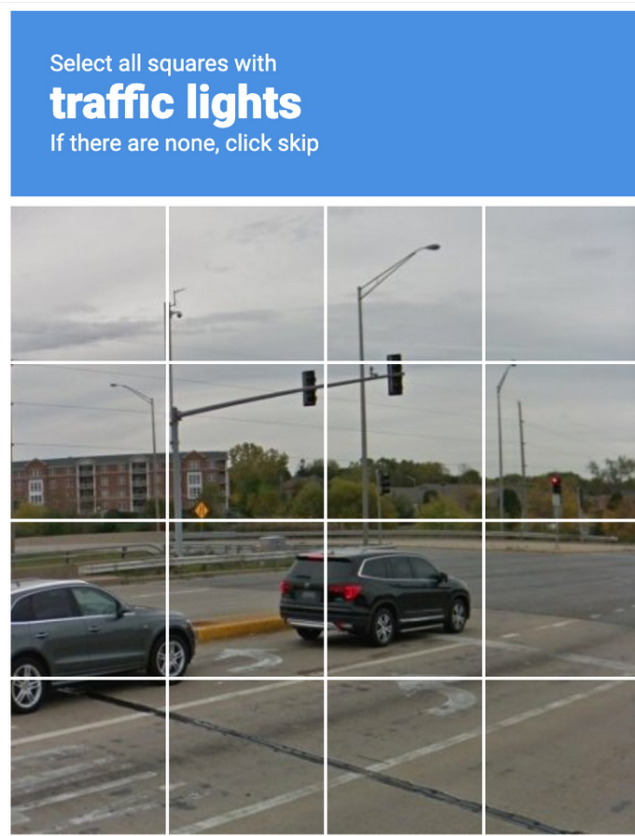
Mail Filter

To access the mail filter, click the "Email Filter" button located in the top left for the skin.

"Larry"

This button is located towards the left on the "Elastic" skin, under "Email Filter".

Settings

Preferences

To change your user preferences, select "Preferences" in the left column. This will expand more sub-options to the right, in the "Section" column.

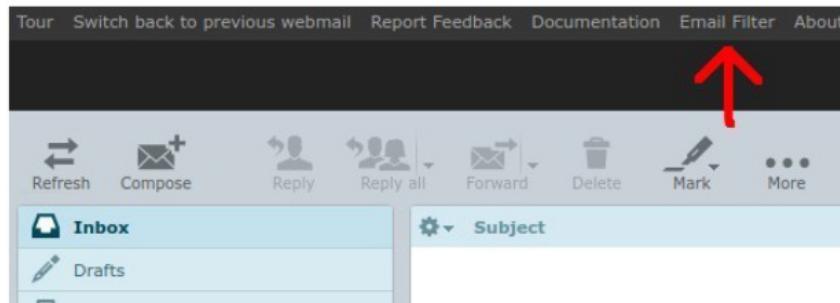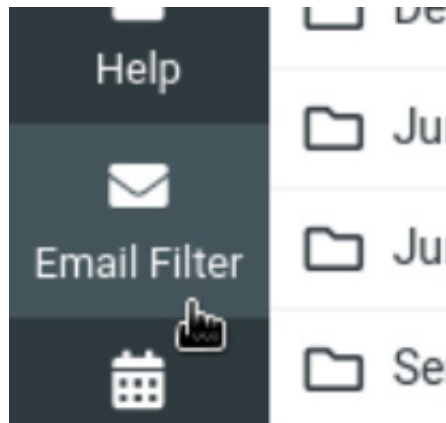### User Interface

This section covers most of the elements contained within the user interface, including date formats, refresh intervals, and interface skins.

» **Language:** Choose between a large list of languages. (Please note, not all features may work correctly if another language is chosen.)

» **Time zone:** If you would like to choose your timezone; otherwise, this will be chosen automatically.

» **Time format:** Different formats to display the time.

» **Date format:** Different formats to display the date.

» **Pretty dates:** With this option checked, dates close to today will be translated into relative terms like "Today", "Yesterday", etc.

» **Refresh:** How often webmail should consult the mail server to check for new messages.

» **Interface Skin:** Choose between "Larry" or "Elastic".

» **Handle popups as standard windows:** When webmail opens messages or the compose form in a new window, this can either be a detached window with a smaller size and without toolbar buttons or, with this option activated, be a regular browser window or even just another tab in your current window. If enabled, all windows opened by the webmail application obey the settings of your browser.

» **Register protocol handler:** You can register this webmail app to be opened whenever you click an email link somewhere on the web.

Mailbox View (all options)

» **Layout:** Choose between "Widescreen", "Desktop", and "List". This will change how your mail view appears.

Main Options

Mark messages as read	immediately
On request for return receipt	ask me
Expand message threads	never
Rows per page	50

New Message

Check all folders for new messages	⚪
Display browser notifications on new message	⚪ Test
Display desktop notifications on new message	⚪ Test
Play the sound on new message	🔵 Test
Close desktop notification	after 10 seconds

✔ Save

» **Mark messages as read:** Apply a delay between viewing the message, and marking it as read.
» **On request for return receipt:** This option controls the behavior when the message you received has a return receipt associated with it.
» **Expand message threads:** When listing messages in threads, this option controls how conversation groups are expanded in the list.
» **Rows per page:** The messages list displays this number of messages at a time (aka a "page"). Increasing this number may result in longer loading times when opening a mailbox folder.
» **Check all folders for new messages:** By default, only the inbox is checked for new messages periodically. If you have server-side filters installed that will move incoming messages to other folders, you should check this option. *Note:* Currently server side filters are not implemented. Once they are, this option will be of more use.
» **Display browser notifications on new message:** When a new message arrives, checking this box will change the icon in your browser to alert you to a new message.
» **Display desktop notifications on new message (SSL only):** This option will not be selectable unless your connection is over SSL. If it is however, this will display a notification directly to your computers desktop.
» **Play the sound on new message:** When a new message arrives, a sound will play.
» **Close desktop notification (SSL only):** How long the desktop notification will stay on screen. If your connection is not over SSL, this option will be hidden.

Displaying Messages

This set of options controls how messages in the mail view should be displayed.

Main Options

Open message in a new window	
Show email address with display name	
Display HTML	
Allow remote resources (images, styles)	never
Display attached images below the message	
Display emoticons in plain text messages	

Advanced options ⌄

✔ Save

» **Open message in a new window:** With this option checked, double-clicking a message in the email view will open it in a new window instead of the current browser window/tab.

» **Show email address with display name:** When checked, the email address will be appended to the sending email address. When not checked, only the display name is shown.

» **Display HTML:** Check this option to display formatted messages as the sender intended it. When disabled, formatted emails will be converted to plain text.

» **Display remote inline images:** Formatted (HTML) messages can contain references to images which have to be loaded from a remote server. That can harm your privacy and reveal to the sender that you opened the message. This technique is often used by spammers to verify that your email address works and you can be sent more spam.

» **Display attached images below the message:** Enable this option if you want image attachments being displayed below the message text.

» **After message delete/move display the next message:** Controls whether the screen should jump to the next message in the list when opening an email message (not in the preview pane) and then move or delete it.

» **Display emoticons in plain text messages:** When a specific pattern of characters are found, such as ":)" or ":(", these will be translated into emoticons.

Composing Messages

These settings control the look and feel of composing a message to someone.

Main Options

Compose in a new window	⚪
Compose HTML messages	always ⇕
Automatically save draft	every 5 minute(s) ⇕
Always request a return receipt	⚪
Always request a delivery status notification	⚪
Place replies in the folder of the message being replied to	⚪
When replying	start new message above the quote ⇕
Messages forwarding	inline ⇕
Default font of HTML message	Verdana ⇕ 10pt ⇕
Default action of [Reply all] button	reply to all ⇕
Enable emoticons	🔵

» **Compose in a new window:** With this option checked, the message compose form will open in a new window instead of the current browser window/tab.

» **Compose HTML messages:** Check this option to enable the rich text (HTML) editor when starting to compose a new message. This is only the default setting for HTML message composing. It can be toggled at any time while composing.

» **Automatically save draft:** While you write a new message, a copy will be saved to the Drafts folder every few minutes. Select the interval or disable the automatic saving here.

» **Always request a return receipt:** Activate the "Return Receipt" sending option by default for new messages.

» **Always request a delivery status notification:** Activate the "Delivery status notification" sending option by default for new messages.

» **Place replies in the folder of the message being replied to:** Choose the current folder for saving the reply message to instead of saving it to the "Sent" folder.

» **When replying:** This option controls whether and where to place the quoted original text when replying to a message.

» **Messages forwarding:** Controls the mode how messages are forwarded by default when clicking the Forward button without choosing a forward mode.

» **Default font of HTML message:** When writing a formatted (HTML) message, this font face and size is used for the default text formatting.

» **Default action of [Reply all] button:** When replying to messages coming from mailing lists, this setting controls how to reply to them.

» **Enable emoticons:** Enables emoticons to be used in the message when it arrives at its destination.

» **Automatically add signature:** Select in which cases the signature text from your sender identity is added to a new message.

» **Place signature below the quoted message:** When replying to a chain, this will enable your signature to be placed underneath it.

» **When replying remove original signature from message:** As the name suggests, this setting removes detected signatures from the original message when citing it in the reply.

» **Force standard separator in signatures:** When checked two dashes ("--") will be added before your signature.

» **Check spelling before sending a message:** Before the message is sent it is put through a spell check; any errors will be underlined. You may click on the word to bring up a menu that allows you to select the proposed correct word.

» **Ignore words with symbols:** Do not spell check words with symbols.

» **Ignore words with numbers:** Do not spell check words with numbers.

» **Ignore words with all letters capitalized:** Do not spell check all capitalized words.

Address Book

These settings will control how contacts are handled and displayed.

Main Options

Default address book	Personal Addresses ⇕
List contacts as	Display Name ⇕
Sorting column	Last Name ⇕
Rows per page	50
Skip alternative email addresses in autocompletion	⚪

Automatically Collected

Use automatic address book	🔵
Use automatically collected addresses for autocompletion	🔵

✔ Save

» **Default address book:** Select the default address book where new contacts are saved to when adding them from the mail view.
» **List contacts as:** Choose how names are displayed in the contacts list.
» **Sorting column:** Select the contact attribute used for sorting the contacts in the list.
» **Rows per page:** The number of contacts displayed at a time (aka a "page") in the contacts list.
» **Skip alternative email addresses in autocompletion:** With this option checked, every contact will only appear once in the autocompletion list that appears when you start typing in the recipient field. The first email address of the selected contact will then be inserted. If disabled, all email addresses of a matching contact are displayed for selection.
» **Use automatic address book:** When sending a message to someone, have the email address be automatically added to your contacts.
» **Use automatically collected addresses for autocompletion:** When composing a message, addresses that have been automatically collected will appear when beginning to fill out the "From" field.

Server Settings

This section provides more advanced settings that control how messages are treated by the email server.

» **Mark the message as read on delete:** With this option enabled, unread messages are also flagged as read when deleting them right away.

» **Do not show deleted messages:** This option suppresses messages flagged as deleted from being listed. If moving messages to trash fails, delete them; moving to trash can fail if the trash folder isn't selected or over quota. With this option enabled, messages are deleted from the current folder when you attempt to move them to trash.

» **Directly delete messages in Junk:** Messages in the Junk folder are also moved to the trash first when deleting them. Skip that step by enabling this option.

» **Clear Trash on Logout:** As the option name says, this will empty the trash folder when you terminate the session.

Message Highlights

Message Highlights will allow you to mark messages a specific color based on a ruleset. The current rulesets that you may define include:

» **From:** When a message has come in and the "From" header (the email address) matches this rule, color the message differently.

» **Subject:** When a message has come in and the "Subject" header matches this rule, color the message differently.

» **To:** When an email is sent, if the "To" header matches this rule, color the message differently. This will mark messages in the "Sent" folder.

» **Cc:** When a message contains a "carbon copy" that matches this rule, color the message differently.
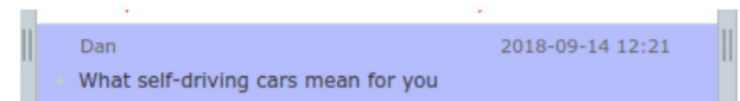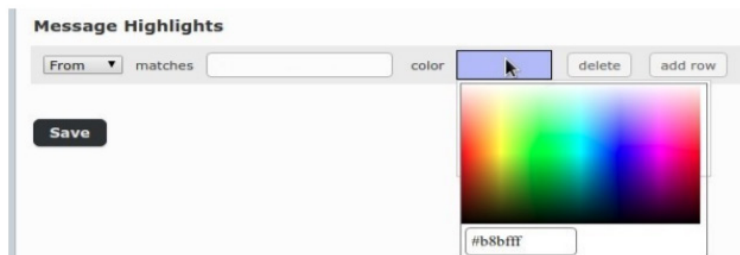
Calendar

The calendar has many options that you may configure to enhance your overall experience.

Main Options

|	
Default view	Week
Time slots per hour	2
First weekday	Monday
First hour to show	06:00 AM
Working hours	06:00 AM — 06:00 PM
Event coloring	According to calendar
Default reminder setting	None 15 minutes before
Create new events in	Default
Display week numbers	in datepicker only

» **Default View:** When first clicking on the calendar tab, display this view first.
» **Time slots per hour:** How many slots to show in either the "Week" or "Day" view.
» **First weekday:** In the mini calendar, as well as some portions of the main calendar view, set this day to be the first weekday.
» **First hour to show:** In the main calendar view, on either "Week" or "Day" view, show this hour at the top of the calendar.
» **Working Hours:** Set this to the time you are typically at work, to automatically detect conflicts when accepting invites.
» **Event coloring:** Color events based on the calendar or the category, including the outline of both.
» **Default reminder setting:** Set your default reminder when creating new events.
» **Create new events in:** Set the default calendar to place events in when creating them.
» **After an invitation or update message is processed:** When an invitation has been updated, do this action to the original email with the invitation.
» **Categories:** Here is where new categories can be created and default colors can be assigned.
» **Display birthdays calendar:** Add a new calendar into the Calendars list that will display birthdays.
» **From these address books:** Choose which address books contain the birthdays.
» **Show reminders:** Set a reminder when a birthday is close. You can choose between minutes before, hours before, and days before.

Folders

This section will allow you to create, remove, and manage viewability of folders in the main mail view. Once clicked, a new window will populate to the right of the Folders column. Provide the folder name, the parent folder, and the default view mode. The default view mode will automatically select the "List" or "Threads" view when viewing mail within this folder. After filling out the options, click save to apply your changes. The current quota usage for all folders combined will be displayed next to the "Add" button at all times. This will also change colors to better alert you when your quota is almost full.

When a folder is selected, you may edit the existing configuration as noted above. However, the current size of only this folder can be viewed by clicking on "Click here to get folder size".

To empty a folder of all emails, select the folder and choose "Empty" under the settings button.
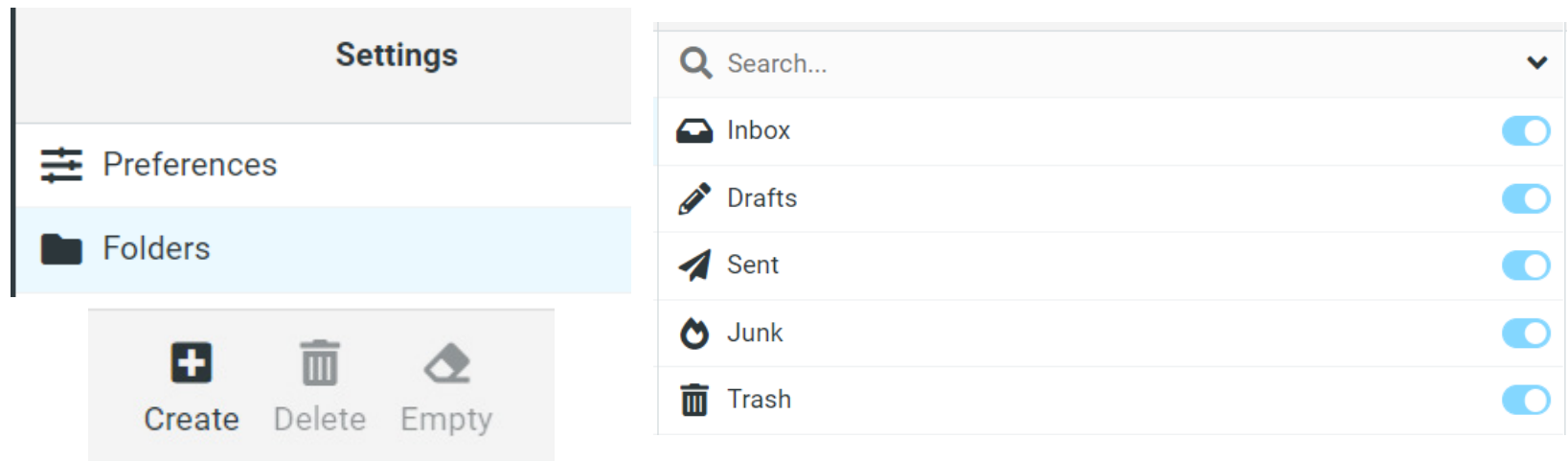
Adding Images to a Signature

HTML formatted signatures also allow to embed images which are sent with outgoing messages. To add an image to your signature, first check the HTML signature box. Then find an image file on your computer and drag & drop it into the signature box. The image can be moved around or resized within the editor box using the mouse.

Responses

This settings section lets you manage your personal boilerplates (aka "canned responses") which are handy when replying to messages with prepared responses. Click the + icon in the response list footer to create a new response. Give it a name, enter the response text and finish with clicking the Save button.
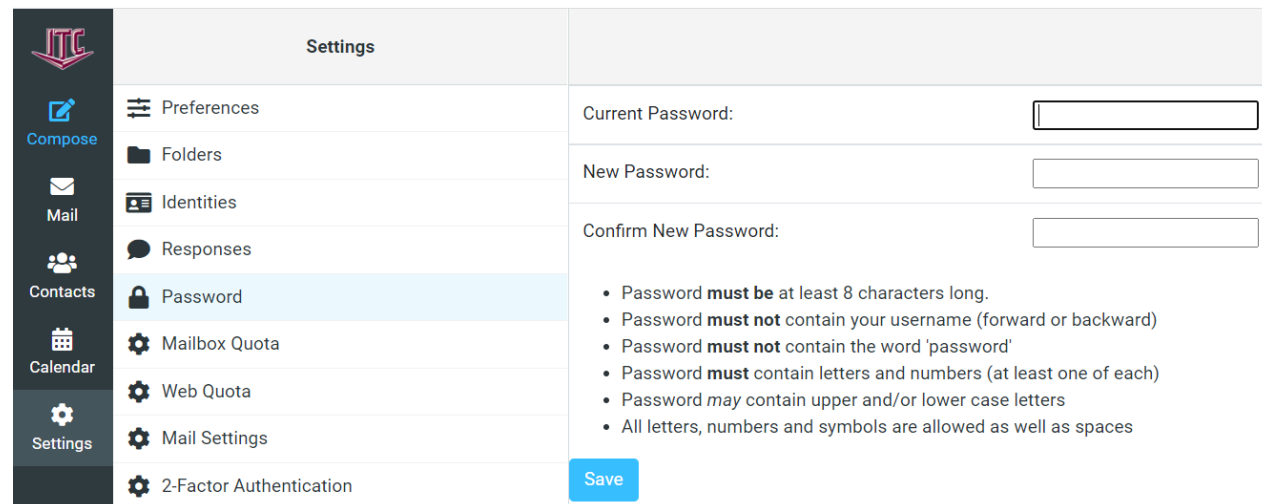
Identities

The settings here control the name(s) and email address(es) stated as sender when you send out email messages.

» **Display name:** The full name displayed in the recipient's email program upon receiving your message.
» **Email:** The email address stated as sender of email messages you send with this identity. Please enter a valid email address that is handled by your email account. Otherwise message sending might fail because of an invalid sender address.
» **Organization:** Some email programs display the organization field when receiving messages from you with this filled out.
» **Reply-To:** Enter an email address that differs from the identity's email address here in order to force recipients to send answers to that address instead of the sender email address.
» **Bcc:** Specify an email address here that will receive blind copies of every message you send with this identity.
» **Set default:** Check this box to make the current identity the default selection when writing new messages. You can still choose another sender identity while composing a message, though.
» **Signature:** Enter the signature text here.
» **HTML signature:** Check this option if you mainly send formatted (HTML) messages and to enable formatting of your signature. The text box above will then show a toolbar to adjust formatting.

Password

This tab will allow you to change the password of the currently logged in account. Here is an example of the password view. To change your password type your current password, then type your desired password twice—once into the New Password field, and again into the Confirm New Password field.

Two-Factor Authentication

Two-Factor Authentication (2FA) helps tremendously with securing your account. The basis behind 2FA is that another form of authentication is required before the initial login is allowed. When this feature is enabled, you will need to provide your email address and password, and then a "rolling code" that is generated every minute by popular 2FA apps such as Google authenticator. *Please note:* When 2FA is enabled, you will need an external app to pair to your account. If something happens to the device that is paired with your account that generates the codes, you will have to use a recovery code or have the 2FA configuration reset. When you first click the tab, you will be presented with the configuration pane.
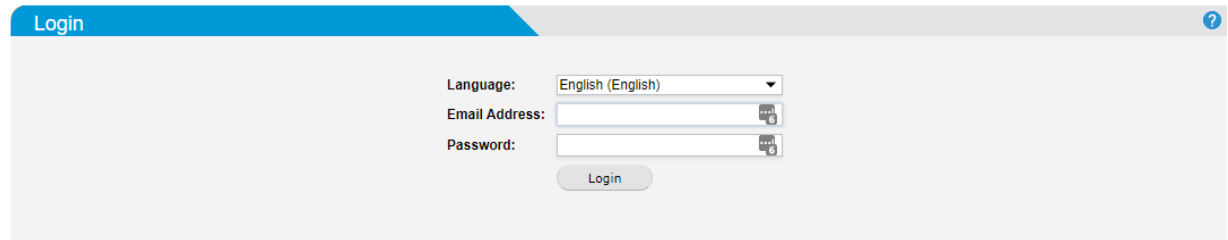
A quick breakdown of the options are as follows:
  » **Secret:** This is the passphrase that will be shared between the client and the server to generate one-time passphrases. This secret will be stored on the device you use 2FA for, for example, your Android or iOS device.
  » **Recovery Codes:** These sets of codes can be used to gain access to your account if something should happen to the device that is handling generating the one-time passcode.
  » **Check Code:** When everything is set up on your device to handle passcode generation, you must enter one of the rolling passphrases into this field. Once you fill the field out and click "Check code", you will be able to save your settings, and your account will use 2FA.

Spam Filter
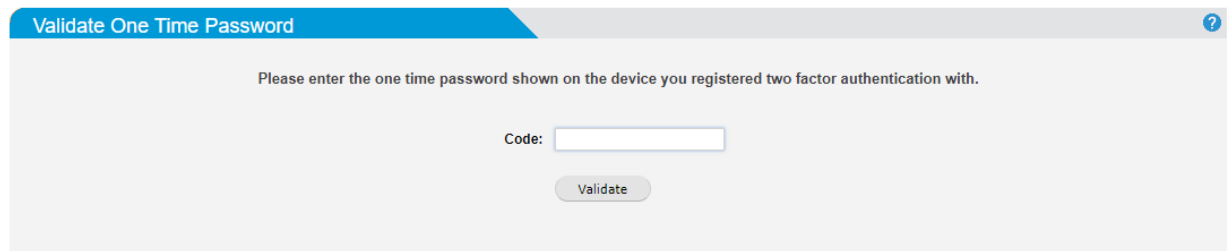
Login

To log in, enter your **full email address** and password and click the Login button.
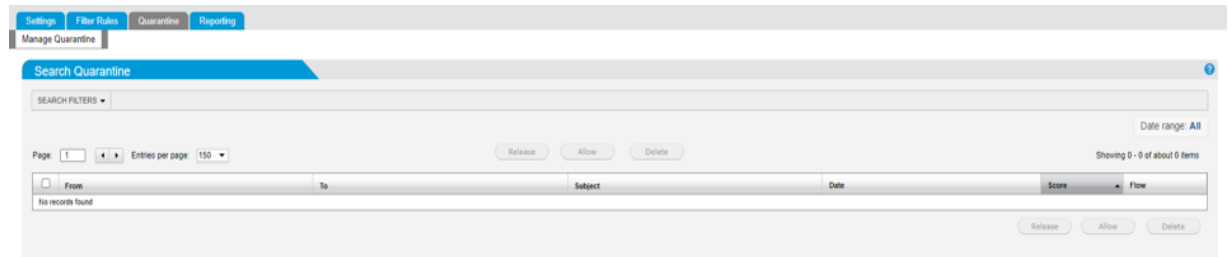
Two-Factor Login

If you have two-factor authentication enabled, it will ask you for your code. *(On first login you will not have this prompt. How to setup two-factor is listed below.)*

Managing Quarantine Email

Go to Quarantine > Manage Quarantine. Use Search Filters and Display Settings to manage the list of emails in quarantine. *Messages will reside in quarantine for 30 days; after that they are deleted from quarantine.*

The following actions can be performed on email in quarantine:
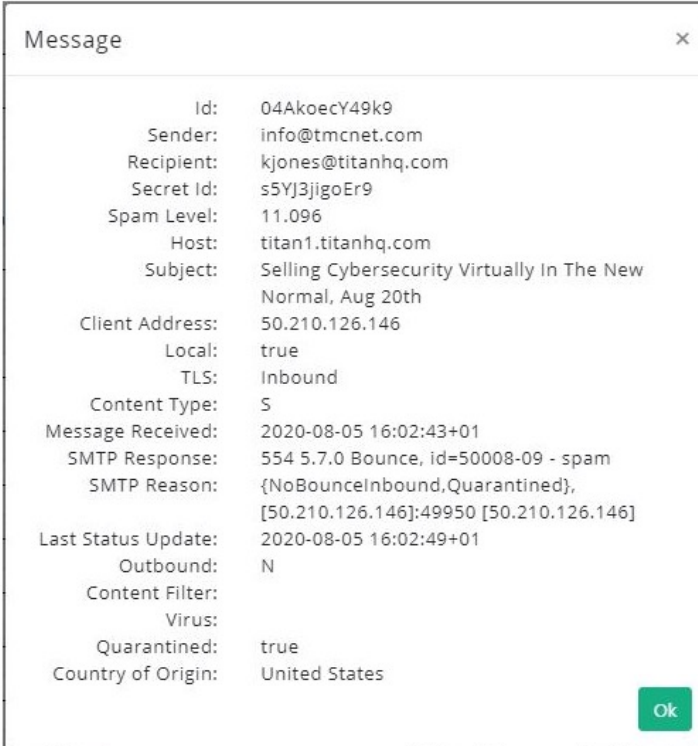
View Message: Click any message in quarantine to view it in a separate window. Click on one of the four tabs to view more information on the quarantined email—Details, View Message, View Source, and Options.

All images are blocked in review to prevent possible inappropriate content. If a message is subsequently released and delivered then the original images will be present.

Release Message: On a rare occasion, an email in quarantine may have been incorrectly identified as spam. This is known as a "false positive". To release a message, click the checkbox to the left of the email address and click the Release button. This will automatically forward the email to the recipient.

Allow a Sender: To add the email address of an email in quarantine to your Allow List, click the checkbox to the left of the email address and click the Allow button. The email address then is added to the email recipients allow list and the email is released from quarantine and delivered to the recipient.

Delete Message: To delete a message, click the checkbox to the left of the email address and click the Delete button. Delete multiple messages at the same time by selecting several email addresses at once before clicking Delete.

Message		×
Id:	04AkoecY49k9	
Sender:	info@tmcnet.com	
Recipient:	kjones@titanhq.com	
Secret Id:	s5YJ3jigoEr9	
Spam Level:	11.096	
Host:	titan1.titanhq.com	
Subject:	Selling Cybersecurity Virtually In The New Normal, Aug 20th	
Client Address:	50.210.126.146	
Local:	true	
TLS:	Inbound	
Content Type:	S	
Message Received:	2020-08-05 16:02:43+01	
SMTP Response:	554 5.7.0 Bounce, id=50008-09 - spam	
SMTP Reason:	{NoBounceInbound,Quarantined}, [50.210.126.146]:49950 [50.210.126.146]	
Last Status Update:	2020-08-05 16:02:49+01	
Outbound:	N	
Content Filter:		
Virus:		
Quarantined:	true	
Country of Origin:	United States	

Ok

Change User Password

Your email credentials are synced with the filter so you will not be able to change your password from the filter.
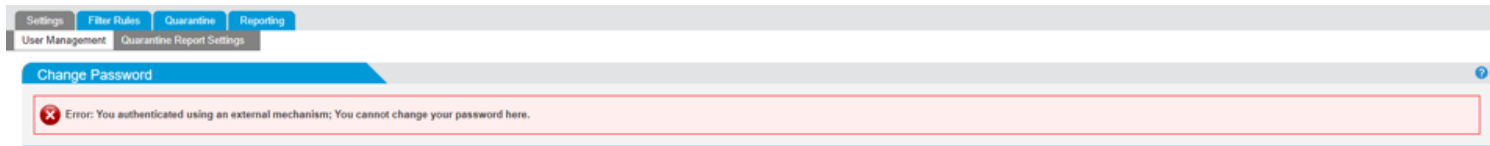
Two-Factor Authentication

Two-factor authentication (2FA) is an additional layer of security used to protect your mail filter account from unauthorized access. If 2FA is enabled, a user provides their username and password on login and then must also provide an additional piece of information known only to them. This additional piece of information is a one-time password, regenerated every thirty seconds.

Go to Settings > User Management > Two-Factor Authentication (2FA) to manage 2FA settings.
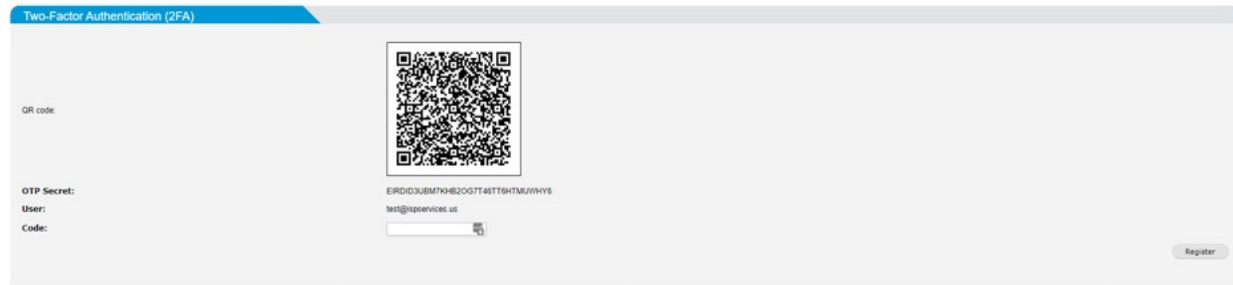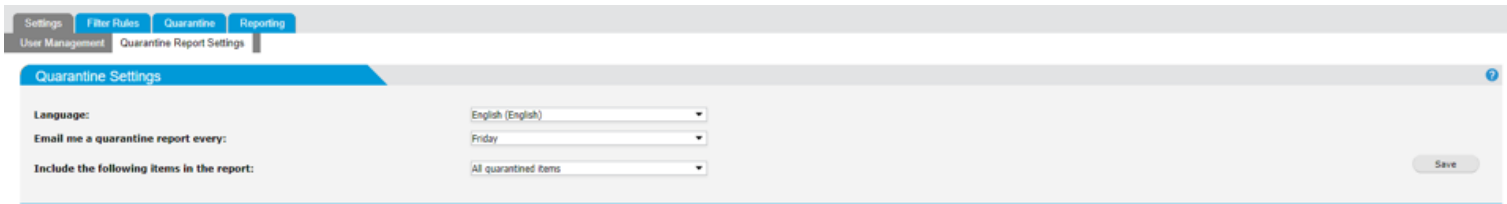
Follow the steps below to set up two-factor authentication:

1. Before continuing, you must download and install an authenticator phone app, such as Google Authenticator or FreeOTP.

2. Scan the QR code using the authenticator app installed in step 1. **If you are unable to scan the QR code, manually enter the OTP (One Time Password) secret provided in the OTP Secret: field.**

3. In the Code: field, enter the code generated from the authenticator phone app.

4. Click Register.

Recovery Codes: A set of recovery codes are generated when 2FA is enabled. Store these codes carefully as they are the only way to access your mail filter account if the device you registered 2FA on is lost. The recovery codes are one-time use, and they must be used in sequential order.

Quarantine Report Settings
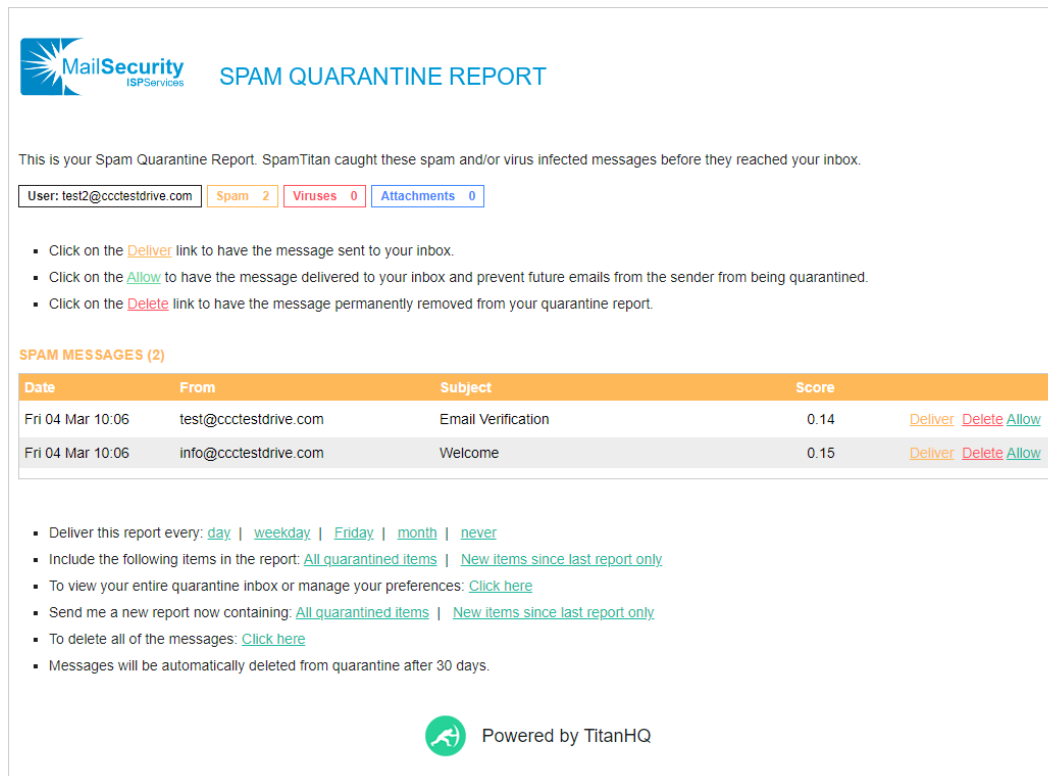
This page allows you to manage the language, frequency, and content of your own Quarantine Report.

Spam Quarantine Report

A quarantine report contains a list of emails that have been caught and quarantined. Users can directly manage their quarantined mail through these reports, which are emailed to them on a periodic basis.

A quarantine report provides links for a user to manage their quarantined emails directly from the report. See a sample quarantine report below.

User Block List

Go to Filter Rules > User Block List to manage block list entries. *If you block an address or domain, then mail from that address or domain to your account will be blocked before it reaches your inbox.*
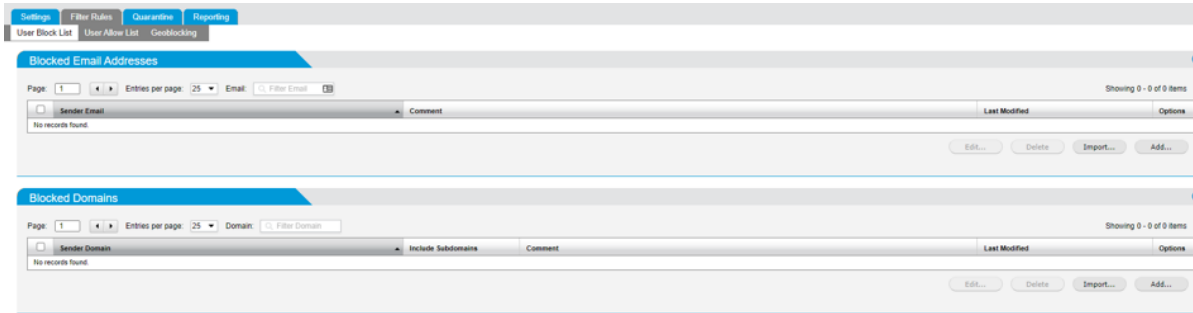
Adding a Block List Entry

1. Go to Filter Rules > Block List > Blocked Email Addresses to add an email address to the block list or go to Filter Rules > Block List > Blocked Domains to add a domain.
2. Click Add... and the Add window displays.
3. Enter the Sender Email: in the form of user@example.com or Sender Domain: in the form of example.com.
4. For a domain entry, check Include Subdomains: for subdomains to also be blocked.
5. Enter any optional comments in the Comments: field.
6. Click Save.

Deleting a Block List Entry

1. To delete an individual email address or domain, click the delete icon ⊗ in the Options column to the right of the listing. To delete multiple entries at once, check the box to the left of the listings you want to delete.
2. Click Delete... under Blocked Email Addresses or Blocked Domains.

Importing Block List Entries

1. Create a single text file containing the entries to import. Both email addresses and domains can be imported together from the same text file. The file must have one email address or domain (preceded by the "@" sign) per line. For example:
   - John@example.com
   - @example.com
2. Click Import... and select the text file to import. Click Open.
3. Email addresses will be imported to the Blocked Email Addresses and domains will be imported to the Blocked Domains.

User Allow List

No spam checking is performed for domains or email addresses that are added to an allow list, they are automatically forwarded to the recipient. Go to Filter Rules > Allow List to manage allow list entries. *If you Allow a particular email address or domain then all mail from that user, or that domain, to your account will be passed through by the Spam Filter with no questions, even if the message were recognized as spam. In effect it will bypass the spam filters.*
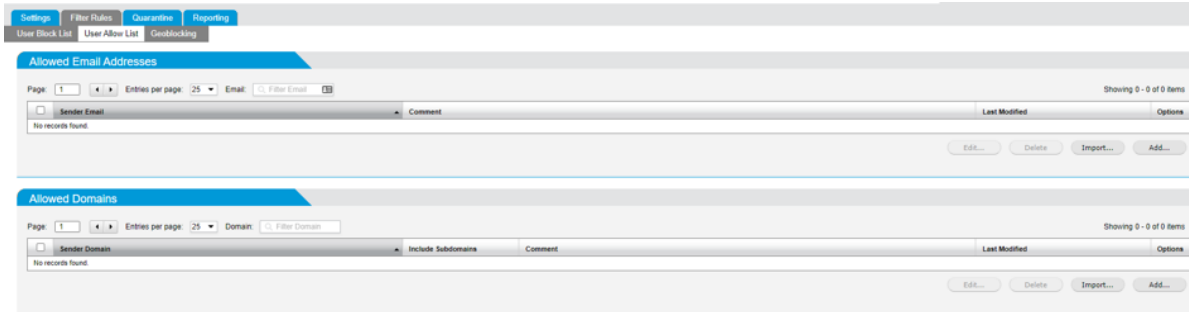
Adding an Allow List Entry

1. Go to Filter Rules > Allow List > Allowed Email Addresses to add an email address to the allow list or go to Filter Rules > Allow List > Allowed Domains to add a domain.
2. Enter the Sender Email: in the form of user@example.com or Sender Domain: in the form of example.com.
3. Enter Comments: as required.
4. Click Save.

Deleting an Allow List Entry

1. To delete an individual email address or domain, click the delete ✖ icon in the Options column to the right of the listing. To delete multiple entries at once, check the box to the left of the listings you want to delete.
2. Click Delete... under Allowed Email Addresses or Allowed Domains.

Importing Allow List Entries

1. Create a single text file containing the entries to import. Both email addresses and domains can be imported together from the same text file. The file must have one email address or domain (preceded by the "@" sign) per line. For example:
   - John@example.com
   - @example.com
2. Click Import... and select the text file to import. Click Open.

Geoblocking

Geoblocking restricts email based on a sender's geographic location, which is identified by the sending server's IP address. **Geoblocking is off by default; to turn it on click "Enable".**
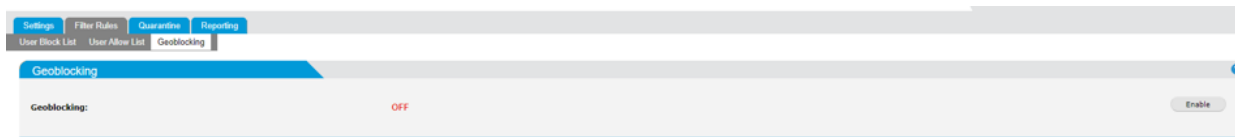
Go to Filter Rules > Geoblocking and follow the steps below to add a geoblocking rule for a country.
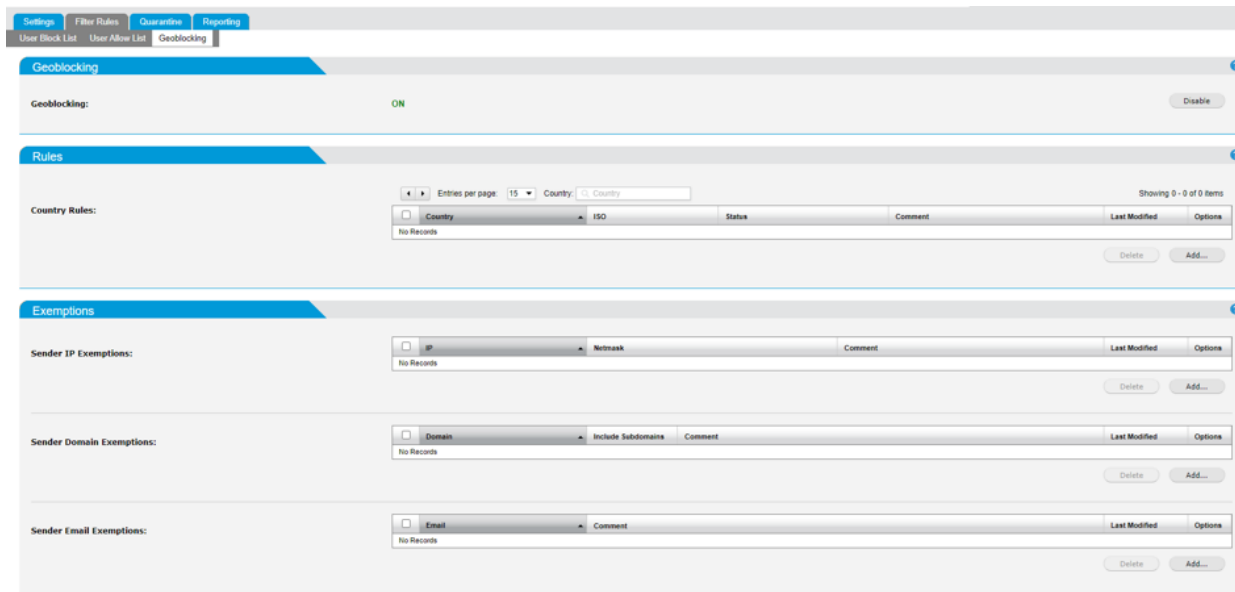
1. Click Enable to turn Policy Based Geoblocking: ON (default: disabled).

2. Click Add… and the Add Geoblocking Rule window displays.
    - Country: Select a country to allow or block. This field auto-populates as you type.
    - Status: Select Allow or Block to allow/block the country you selected.
    - Comment: Enter an optional description of this geoblocking rule.

3. Click Save to save this geoblocking rule or cancel to discard.

Once a geoblocking rule has been added, it can be edited or deleted. Click the edit 🖊 icon to edit a rule or click the delete ✖ icon to delete a rule.

Mail History

The mail filter keeps a record of all mail that it processes. This information is available in Reporting > History.
Click the Refresh button to refresh the history list. To view mail history by date, click the Date Range button and select from the list of available options. Choose Custom Date range... to set your own date range.

History contains the following information about each email. Click an email in the list to show more. **If a message type is clean this mail can be redelivered to the user's mailbox for a period of 30 days. This will allow the user to "restore" an email they have deleted from their inbox.**

Details
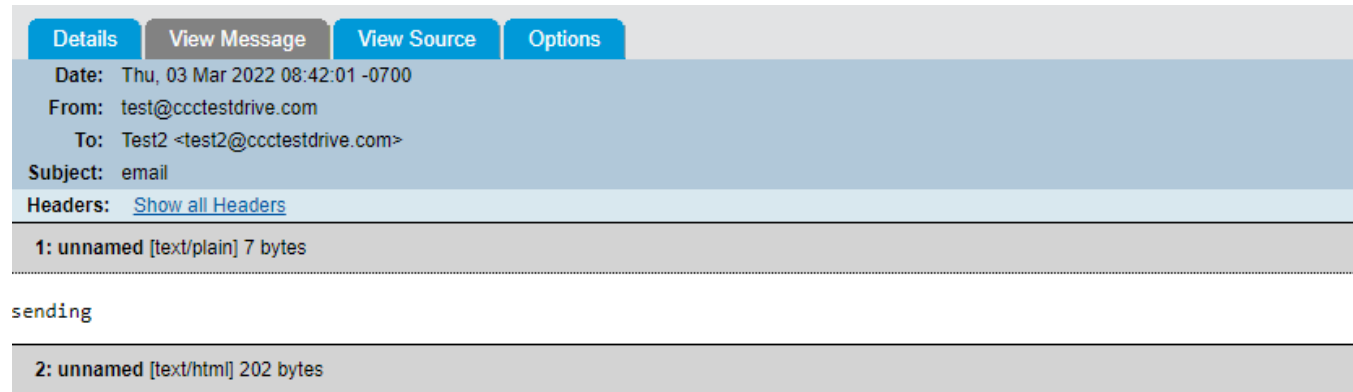
» **Date:** Date and time the email was received.
» **Msg ID:** A unique internal message identification number that the mail filter assigns to each email (also known as SpamTitan ID). Click to view extended details on an email.
» **Client Address:** Source IP address a mail was received from.
» **Type:** Message type as classified by the mail filter, e.g., Clean, Spam, RBL Reject, SPF Reject, etc.
» **From:** Sender email address.
» **To:** Recipient email address.
» **Subject:** Subject header of the received message.
» **Size:** Size of the message.
» **Flow:** The direction of the message (Inbound, Outbound, or Internal).
» **TLS:** Indicates if TLS (Transport Layer Security) was applied to the message.
» **Delivery:** Indicates the delivery status of a message (Sent/Deferred/Bounced).
» **Delivery Response:** This shows the SMTP response from the destination server. This can be useful to indicate, for example, why a remote server rejected a message.

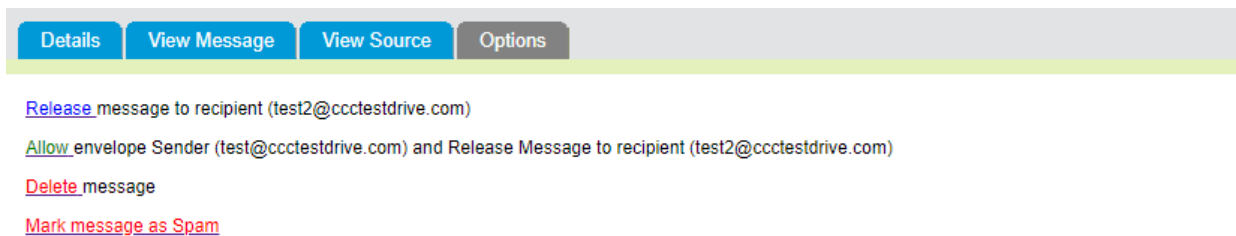## View Message

This will show the contents of the email.

View Source

This shows specific header information for the email. (Useful for troubleshooting mail issues.)

Options

» **Release:** Delivers the mail to the inbox. Mail can be redelivered to the user's mailbox for a period of 30 days.
» **Allow:** Adds the email sender to your allow list and delivers the mail to the inbox.
» **Delete:** Removes the message from the filter.
» **Mark message as spam:** Marks the message in the filter as spam.

Modifying Mail History Display Settings

Go to Reporting > History > Display Settings to control what columns are displayed in your Mail History.

Important: As the mail filter runs over multiple systems, it is recommended to un-check "only show messages from local cluster node". Otherwise, you may only see 30% of your mail reported.

The following Display Settings can be checked or unchecked:

- » **Show Message Subject:** Display the subject of the message.
- » **Show Score for Clean Messages:** If enabled, the score assigned by the mail filter will be displayed in the Type column of the history view for messages classified as Clean.
- » **Show Score for Spam Messages:** If enabled, the score assigned by the mail filter will be displayed in the Type column of the history view for messages classified as Spam.
- » **Show Virus Name for Virus Messages:** If enabled, then the name of the virus that the virus scanner detected will be displayed in the Type column of the history view for virus messages.
- » **Show Scanner that Detected Virus:** If enabled, then the name(s) of teh virus scanner(s) that detected the virus will be displayed in the Type column of the history view for virus messages.
- » **Show Message Flow:** Show in which direction the message is coming from and going to.
- » **Show TLS Encryption Status:** Show the status of the Transport Layer Security (TLS).
- » **Show Delivery Status:** Show delivery status of the message.
- » **Show Delivery Response:** Show SMTP response from destination server.
- » **Show RBL Name:** Show the name of the RBL that blocked the message.
- » **Only Show Messages for Local Cluster Node:** Clicking this option will mean that only messages for the local cluster node are displayed **(see important note above)**.
- » **Show Cluster Node Column:** This will enable the user to see a cluster node column on the table displayed.