

## **RM EasyMail Plus Standard and Advanced Template**

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## Introducing EasyMail Plus

When you login to your EasyMail Plus account you will see your mail Inbox - listing all of the email that you have received. The buttons displayed at the top of the inbox panel allow you to perform several actions on your mail:

Button	Action
Create	Create a new message
Reply/Reply all	Create a reply to one or more people
Forward	Send mail you have received to another email address
Check Mail	Check for new mail messages
Move/Copy	Move or copy email to other mail folders
Choose an action	Mark email as read or unread
Search	Search for email
Folders	Manage your email folders
Delete & Empty Deleted	Delete email from your system

## Viewing your email

When you login your email is listed in the Inbox folder. This table displays the following information:

**From**

Who the mail is from.

**Subject**

The subject of the email.

**Date**

The date and time the email was sent.

**Size**

The size (in KB) of the email.

**To view the contents of an email:**

Locate the email in the Inbox (or other mail folder).

Click the text in any of the columns: From, Subject, Date or Size.

The email you have selected opens, by default, in a new browser window. You can choose to view email in the same window using your [mail options](#).

## Replying to email

### Replying to email:

Select the check box of the email to which you want to reply.  
Click the **Reply** button to send your reply to the person who sent the email to you. If there are several recipients in the **To:** or **CC:** fields of the mail and you want all of them to read your reply click the **Reply All** button.

The Create Message window opens with the addresses of the recipients in the **To:** field and with the text of the mail message to which you want to reply.

Compose your reply and click the **Send** button.

## Forwarding email

### To forward email to another email address:

Select the check box of the email you want to forward.  
Click the **Forward** button.

The Create Message window opens with the text of the email message you want to forward.

Enter the address to which you want to send the message.

You can click **To** to add addresses from your address book.

Click the **Send** button.

### To forward multiple messages to another email address:

Select the messages (as above) that you want to forward.  
Click the **Forward** button.

The Create Message window opens.

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**Note:** When forwarding several messages at once they are added to your forward email as attachments. Also note that the subject line is displayed as FW: Multiple messages.

Enter the address to which you want to send the messages

Enter any text to the body of the message.

Click **Send**.

You can also activate the **auto-forward** feature - useful for sending your mail to another address if you will be unable to check your EasyMail Plus account. This feature, is set up using the [Mail Options](#) section of your EasyMail Plus system

### **Checking for new email**

When you first log in to your mail service, your list of new messages is updated. If you want to check for messages you received while logged in, click the **Check Mail** button. This updates your list of messages.

## Moving and copying messages

To keep your email organised, you can move or copy your messages into mail folders.

### To move or copy messages:

In your Inbox window select the check box of the email that you want to move or copy.  
Click the **Move/Copy** button to open the list of possible destinations within your email account.  
Select the destination folder.  
Click the **Move** button to move the email or folder, or the **Copy** button to make a copy of the email or folder in the new location.

## Marking email as Read or Unread

When viewing your Inbox (or other folders) your email is marked with an icon to show, at a glance, whether you have read them. A closed envelope indicates that they have not yet been read, an open envelope that you have read them. You can change this flag as follows:

Click the checkbox to select a mail whose flag you wish to change.

Select either 'Mark as Read' or 'Mark as Unread' from the **Choose Action** drop down list.

the screen is refreshed and the flag updated.

## **Deleting email**

Deleting email transfers mail from your Inbox to your **Deleted** folder. You can permanently delete mail by emptying the Deleted folder.

### **To delete mail:**

Select the check box of the email you want to delete.  
Click **Delete** and click **OK** to confirm the deletion.

Your email is transferred to the Deleted folder.

### **To permanently delete all email in the Deleted folder:**

Click **Empty Deleted** button.

### **To automatically empty the Deleted folder**

As an alternative you can use your Mail Options to set an expiration period for mail in the Deleted folder. If you do this any mail in the Deleted folder that has been in the folder for the set amount of time, will be automatically deleted permanently. For more information see [Changing your email display](#).

## Printing email

### To print an email:

Open the email from your Inbox or other folder.  
In the top right of the message click the **Print View** link.

The email is shown in a new, 'print friendly' window.

Click the **Print** button.

## **Saving attachments**

You can save email attachments as follows:

### **To save attachments:**

Open the appropriate email from you Inbox or other folder.

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**Note:** Email with attachments display the paperclip icon to the left of the From column.

From the message header, click the name of the attachment you wish to save.

In the Save Download window click the **Save** button.

Use the **Save As** dialog to find a suitable location for the file.

Click the **Save** button.

When the file has been downloaded you can view it immediately by clicking the **Open** button, or closing the dialog and viewing at a later time.

## **Adding contacts from your email**

When you receive email from someone you can add their details, and those of any other recipients, to your address book. This way you can easily store their details for future use.

### **To add a single contact to add address book:**

Click the email to open the message.

Click the **Add Contacts** link shown in the top right of the message window.

Another window, **Add to Contacts**, opens listing the email address and any other information for all recipients of the mail.

By default all contacts are selected for inclusion - clear the checkbox on the left for any you do not wish to add to your contacts list.

Add any additional contact information in the relevant fields.

Click **OK** to add the contacts or **Cancel** to cancel the process.

Close the email message.

---

**Note** If there are attached Vcards, the contact information is filled in automatically with the information in the vCard.

## **Creating messages**

The following topics present details about creating email messages.

[Creating a message](#)

[Adding attachments](#)

[Changing the format of a message](#)

[Performing a spell check](#)

[Attaching vCards to email](#)

[Setting the email priority](#)

[Requesting delivery receipts](#)

## Creating a message

There are three ways in which to create a message:

Create a new message:

Click the **Create** button.

Reply to a message you have received:

In your mail folder, select the check box next to an email to which you wish to reply and click the **Reply** button. You can reply to all recipients of the message by clicking the **Reply All** button.

Forward a message you have received:

In your mail folder select the check box next to a mail to which you wish to forward and click the **Forward** button.

In each case the **Create Message** window is the same but when replying and forwarding messages the original message is included. You can set the appearance of this text using your [mail options](#).

### To create a new message:

In the main **Mail** view (opened by clicking the **Email** button) click the **Create** button.

The Create Message window provides options while you compose your message; see [Create Message window options](#) for a descriptions of the buttons and options available.

Either type the recipients email address in the **To** field or click the **To** button to open the address book and select contacts.

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**Note** When mailing someone in your own school or organisation you may enter an incomplete email address. The system automatically appends the primary email accounts domain to the name. For example if the sender has an address, *sender@myschool.sch.uk* and you type *bob* in the To field, then the mail would be sent to *bob@myschool.sch.uk*.

Repeat this process for the **CC** and **BCC** fields, should you want to include other recipients on your email.

Addresses in the BCC (Blind Carbon Copy) field cannot be seen by other recipients.

Type a short line of text in the **Subject** box. This will be seen by the recipient in their Inbox and can be used to tell them what your message is about.

Type the text of your message in the main panel of the New Message Window.

If the option **HTML** checkbox is selected - enabling HTML formatting in your mail - you can use any of the text formatting options available in the window. Otherwise your mail will be sent using plain text formatting only.

Some other options you can choose before sending your mail are:

[Save a draft](#) of the mail to your Drafts folder. When you do this you only save the message itself: signatures, attachments, read receipt flags and vCards are not saved and must be set when you send the message.

Add a file, document, or image as an [attachment](#).

[Spell check](#) your mail.

[High Priority](#) : Flags the mail as important when the recipients receives the mail.

[Read Receipt](#) : Creates a 'Mail Received' message to return to you when the recipient receives the mail. The recipient may choose to cancel this.

Choose a [signature](#) to add to the end of your mail - used to provide a consistent *sign off* for your mail.

[Attach a vCard](#)

[Select formatting for your mail](#) (HTML or plain text)..

Cancel the mail and return to your inbox.

Click the **Send** button.

The mail is sent and the Create Message window closed. A copy of the mail is stored in your Outbox folder (you can switch this off using your mail [Options](#)).



## Create Message options

When composing mail, the Create Message window provides the following options:

- Send** Send your completed email to the selected recipients.
- Address Book** Opens the Address Book
- Save Draft** Save a copy of your email into your **Drafts** folder. When you do this you only save the message itself: signatures, attachments, read receipt flags and vCards are not saved and must be set when you send the message.
- Attachments** For adding attachments (files) to your mail. When you click this button the Attach Files window opens. This displays a number of fields, each with a corresponding **Browse** button. Use this button to search for the file or files you wish to attach and then click the **Attach Files** button.
- Spelling** Check for any spelling errors in your mail messages. See [Performing a Spell Check](#).
- Cancel** Closes the Create Message window without saving the draft or sending the mail.
- TO:** Enter addresses for recipients. You can also open the address book, by clicking **TO**.
- CC:** Enter addresses for recipients to whom you want to send a copy of the message. You can also open the address book, by clicking **CC**.
- BCC:** Enter addresses for recipients to whom you want to send a copy of the message without having their name display to specified recipient. You can also open the the address book, by clicking **BCC**.
- Subject** Provide a brief description of the message.
- Signature** Select the signatures that you want to add to the message.
- High Priority** Set the the mail to be flagged as High importance. This will alert the recipient when they see the mail in their Inbox.
- HTML** Format your mail in HTML. If this selection is not chosen then the mail wil be sent using plain tecxt formatting.
- Read Receipt** Select this check box to request that the recipient send you a delivery receipt upon receiving your mail.

## Adding attachments

If you want to send files with your mail, you can add them as **attachments**.

### To add attachments from your local drive:

In the Create Message window, click the **Attachments** button.

The Attachments window opens displaying a number of fields and Browse buttons.

Click **Browse...** and locate a file you want to attach.

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**Note** You can set the number of Browse buttons in your [mail options](#).

2. Select the file you wish to attach and click the **Open** button.
3. Repeat this step to attach any other files you want to send.
4. When you have selected all of the files you wish to attach click the **Attach Files** button.  
The file or files are uploaded, a coloured bar indicating the progress of the operation.
5. When you have attached all of the files you want click **Done** to close the Attachments window and return to the Compose Message window

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**Note** If you change your mind you can delete attachments you have uploaded by clicking the **Remove** button. If you change your mind before uploading attachments you can click the **Clear** button.

6. Compose your message and click the **Send** button.

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**Note:** Attachments are only added when you Send mail. If you save an email to your Drafts folder you will need to select attachments again before sending the mail.

## Changing the format of a message

You can send your email as plain text or with formatting. The formatting used is **HTML** (this is the code that is used to format web pages). You do not have to know how HTML works as a number of formatting options similar to those used in word processors are included in the Create Message window.

### Selecting the type of formatting

The [Create Message](#) window includes a checkbox labelled **HTML**. This allows you to choose whether or not to allow HTML formatting. If this is cleared then the mail will use plain text. If selected, the text options appear and you can [format the text accordingly](#) . When you select to use HTML a [formatting toolbar](#) is displayed. Place your mouse cursor over the icons to show a tooltip displaying the button's function.

### Formatting text

There are three ways in which you can format your text:  
Add formatting to plain text.

You can type your text first and then add formatting using the formatting icons shown in the toolbar. Simply highlight text and then click the icon for the format you wish to apply.

Format as you go

Click an icon to start formatting and type your text. Click the icon again to turn off the formatting.

Edit HTML directly

If you are familiar with using HTML code you can edit this directly by selecting the **Edit Source** checkbox at the bottom of the Create Message window.

When you reply to a message, or forward a message to another email account the mail will retain the formatting of the original. You can change this by selecting or clearing the HTML option as appropriate.

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**Note:** If your recipient is using an email client that does not allow HTML formatting then they will receive your mail as plain text.































### Default Formatting

You can set the default formatting in your [mail options](#).

## The text format toolbar

When creating a mail, using HTML formatting, you can use the toolbar buttons to apply styles to your text.

### Text formatting toolbar definitions

	Select paragraph style
	Select font
	Font size. This is the relative size, not a <i>point size</i> .
	Insert a text box. The text box can be dragged to position in the email.
	Cut selection to clipboard
	Copy to clipboard
	paste from clipboard
	Paste from MS Word
	Clear formatting
	Bold
	Italic
	Underline
	Strikethrough
	Superscript
	Subscript
	Left align text
	Right align text
	Justify text
	Numbered list
	Bulleted list
	Hanging indent
	Remove hanging indent
	Insert horizontal line
	Insert table
	Create hyperlink
	Remove Hyperlink
	Foreground colour
	Background colour
	Insert symbol 

## Performing a spell check

The spell checker scans your email and compares each word with spellings in your EasyMail dictionary. If words do not match you will be given alternative suggestions. If none of these are correct then you can enter the correct word yourself. Alternatively you can add a word that is flagged to your EasyMail dictionary.

From the Create Message window, click the **Spelling** button.

The Spell Checker window opens.

Either select an option from the **Choose suggestion** list or enter the correct spelling in the **Enter new spelling** box.

Click the **Replace** button to replace this instance or click **Replace All** to correct all such instances of the incorrect spelling.

If you wish to allow the current spelling of the selected word there are a number of options available:

**Ignore**

Simply leaves the word alone and continues scanning for incorrect spellings. If the spell checker finds another instance of this mis-spelling then it will be flagged for correction and appear in this window again.

**Ignore All**

Leaves all such instances of the incorrectly spelt word and does not show them in the spell check window again for this email. This is useful if you have a very unusual or technical word that appears several times in the email.

**Add**

Adds the current spelling to your EasyMail Plus dictionary. This is useful if there is an unusual or technical word that you use quite often.

**Delete**

Deletes the currently highlighted word from the email.

4. After you have corrected or ignored each flagged word the spell checker continues scanning the email until another is found.

When the spell checker has completed its task, or you wish to stop the process click the **OK** button.

## Attaching vCards to mail

### To attach vCards to mail:

From the Create Message window, select a vCard from the **Attach vCards** drop down list. Compose your message and click **Send**.

## Setting mail priority

You can set a flag to indicate the level of importance of your email. You can choose Normal (the default priority), or High.

### To set email as normal priority:

Ensure that the **High Priority** check box is not selected.  
Compose your message and click the **Send** button.

### To set email as high priority:

From the Create Message window, select the **High Priority** check box.  
Compose your message and click the **Send** button.

## **Requesting delivery receipts**

You can request delivery receipts for email that you send. Delivery receipts provide a notification that confirms the mail delivery.

### **To request delivery receipts:**

From the Create Message window, select the **Read Receipt** check box. Compose your message and click **Send**.

## Managing your mail folders

You can organise your emails by creating separate folders in which to store them. For example you could place email from certain contacts in one folder and mail relating to a particular subject in another. You can further organise your email by using sub-folders. Once you have created folders you can manage them by only moving or copying email from one to another, and by moving, deleting and renaming folders.

### Default folders

EasyMail Plus provides you with four default folders - these can be seen on the left hand side of the EasyMail Plus screen under the heading **Accounts**. These are:

#### **Inbox**

Stores you incoming email.

#### **Drafts**

Stores draft messages before you send them. You can save incomplete messages to the draft folder. See [Create message options](#).

#### **Outbox**

Stores copies of messages you have already sent. See [Changing your email display](#)

#### **Deleted**

When you select a message and click the Delete button they are initially stored here. You can permanently delete messages by clicking the **Empty Deleted** button.

## Viewing folders

### Accessing the Folders view

When you first access your mailbox you will see any current folders in the left hand column. You can see any sub-folders by clicking the small triangle to the left of the mail main folder. Click the folder to view any email inside that folder. In order to manage your folders you need to access the folders view:

In the main Mail view click the **Folders** button.

The folders view shows the same list of folders in the left hand column with details of folders on the right. In this panel you can also view sub-folders by clicking the triangle to the left of the folder. The columns in the Folders table are as follows:

#### **Select Check Box**

Selecting this check box selects the folder for further manipulation. Selecting the check box in the title row selects all folders.

#### **Name**

Displays the name of the folder.

#### **Total Messages**

Displays the number of messages stored in that folder

#### **Unread**

Displays the number of unread messages in the folder.

## Creating folders

### To create a new folder

In the Email window click the **Folders** button.

Click the **Add Folder** button.

When the **Add Folder** window opens type the name of the new folder in the **Name** box

Click the **OK** button.

### To create a new sub-folder

In the Email window click the **Folders** button.

Select a folder in which you wish to create a sub-folder (click the checkbox to the left of the folder).

Click the **Add Folder** button

When the **Add Folder** window opens type the name of the new folder in the **Name** box

Click the **OK** button.

## **Editing folders**

You can change the name of any folders with the exception of the Inbox, Outbox, deleted and Draft folders.

### **To edit the name folder:**

In the Email window click the **Folders** button.  
Click the name of the folder you want to edit.  
Enter a new name in the Edit Folders window.  
Click **OK** when finished.

## **Moving and copying folders**

You can move or copy your mail folders into other mail folders.

### **To move or copy a folder:**

Select the check box of the folder that you want to move.

Click the **Copy/Move** button to open the list of possible destinations within your mail accounts.

Select the destination folder.

Click **Move** to move the mail or folder or **Copy** to make a copy of the mail of folder in the new location.

## Deleting folders

### To delete a folder

In the Email window click the **Folders** button.

Select the folder you wish to delete (click the checkbox to the left of the folder).

Click the **Delete** button.

Confirm that you want to delete the folder by clicking the **OK** button in the pop-up.

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**Note:** You cannot delete any of the default folders; Inbox, Outbox, Draft and Deleted.

## Searching for email

Use the Search Mail window to find email stored in any of your folders. The search engine looks through your mail headers for the keyword or keywords that you specify.

### To search for mail:

In the Email window click the **Search** button.  
Enter a term on which to search.

The following options are available:

**Account**-This will be your default **My Email** account.

**Search Text** -Specifies any keywords or phrases in mail headers for which you want to search.

**Search Field** -Select the email fields that may contain the keywords or phrases you specify.

**Folder** -Lists your mail folders. Select a mail folder to narrow your search criteria.

**Date Range** - Select either:

Search all dates

Selected date range only

When you choose **Selected date range only** two text boxes are displayed, **From:** and **To:** Enter the beginning and end dates in the format DD/MM/YYYY, for example 10/06/2005. Alternatively click the small Calendar icon and use the Calendar Tool window to select a date.

Click **Search**.

The results of the search are shown in the Mailbox window. You can now select individual mail to view or perform any other mail management tasks.

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**Note:** To return to a normal view and display all email, click the relevant folder in your Inbox.

## **Customising your email**

The Mail Options screen is useful for changing the way EasyMail Plus looks and works for you. You can also add signatures to provide a consistent look to your email messages, create rules to move email to other folders, set an automatic forwarding email address and an out-of-office reply message.

[Accessing mail options](#)

[Changing your email display](#)

[Setting your signatures](#)

[Mailbox rules](#)

[Auto-forward email](#)

[Out-of-office reply](#)

[General options](#)

[Contacts options](#)

## Accessing mail options

### To access mail options:

In the main EasyMail Plus window click the **Options** button .  
In the left hand column of the main pane click **Mail**.

## Changing your email display

The Mail Options screen allows you to customise the way in which EasyMail Plus manages your email.

### To change your email display:

Open the mail options window (see [Accessing mail options](#) for more information).

The Mail options screen is divided into a number of sections, all functions associated with how your email looks are in the first section labeled **Mail Display**.

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**Note:** Each section, Mail Display, Signatures, Auto-Forward, and so on, has its own **Save Changes** button. To ensure that changes are not lost you should click this button to save any changes to options in one section before making changes in another.

In the Mail Display section, make the necessary changes; see below for a list of field descriptions.

In the Mail Display section click **Save Changes**.

### Email display options

The Email Display section provides you with the following options:

<b>Preview</b>	Select the check box to view your email in the preview pane rather than in a separate window.
<b>Attachments Fields</b>	Set the number of attachment fields from which you can browse in the Create Message window. You can browse for attachments in the Create Message window; for more information, see <a href="#">Creating messages</a> .
<b>Text Wrap Length</b>	Set the text wrap number for <b>plain text</b> email. Text wrap refers to the maximum number of characters before the cursor wraps to the next line (72 is the default value). You will not see the effect of this setting when creating email as formatting is only applied as it leaves the system. Email formatted as HTML is not affected by this setting.
<b>Deleted Folder Expiry Time</b>	Set the number of days in which email is held in the Deleted folder before being purged automatically.
<b>Empty Deleted</b>	Select the check box to have EasyMail Plus automatically empty your Deleted folder when you log out.
<b>Save Sent Mail</b>	Select the check box to save copies of all outgoing email. This is useful when you want to review deleted email or re-send email to recipients.
<b>Send Confirmation</b>	Select this option to display a confirmation message when a message has been sent successfully.
<b>Auto-Save</b>	Select the check box to have EasyMail Plus automatically save incomplete messages in the Drafts folder.
<b>Interval</b>	Part of the Auto-Save function. Select the check box to specify the frequency (in minutes) you want the mail service to save your messages.
<b>Default Format.</b>	Select the check box to format email in HTML instead of plain text.

---

**Note** When you reply to an email, or forward an email to another account, messages take the formatting of the original email.

<b>Reply</b>	Select the check box to include the original mail message in your reply.
<b>Reply Prefix</b>	Select the prefix you want in front of the text strings in your reply

messages. **This setting only applies to email formatted as plain text.** Email replies formatted as HTML will show the original text indented but not the reply prefix defined here.

- Forward** Select the check box to forward email as attachments instead of quoted text within the body of your forwarded message. When you forward several messages together, they are forwarded as attachments.
- List Size** Specify the maximum number of messages to be displayed in the mail pane.
- Signatures** Use this feature to add and manage your email signatures. See [Setting Signatures](#).
- Mailbox Rules** Use this feature to create rules filters for the automatic handling of your mail. See [Mailbox Rules](#)
- Auto-Forward** Use this feature to add an email address for the automatic forwarding of your mail. See [Setting up auto-forward](#).
- Out-of-Office reply**

## **Setting your signatures**

A signature is a block of text that you can insert in every message that you send - often used to give contact information in a consistent way. Set signatures from your [mail options](#) screen.

[Adding signatures](#)

[Editing signatures](#)

[Deleting signatures](#)

## Adding signatures

You can create a signature from the mail options page.

### To add a signature:

Open the Mail Options window; see [Accessing mail options](#) .

In the Signatures section, click **Add**.

In the Add Signature window select a format for your signature. You can select **HTML** or **Plain Text**.

In the **Name** field, enter a name that will identify the signature.

In the **Signature** window, compose a signature - this might include your name and contact details or if you are representing an organisation, information about the organisation.

Click **OK** when finished.

You will see the name of the signature in the Signatures section of the Mail Options screen. If you have more than one signature you can choose one as the default signature by selecting it in the **Set Default** drop down list. When you create an email message you will be able to select this or another of your signatures from the **Signature** drop down list. See [Creating a message](#).

## **Editing signatures**

Make changes to an existing signature.

### **To make changes to an existing signature:**

Open the Mail Options window; see [Accessing mail options](#).

In the Signatures section, select a signature and click the **Edit** button.

Make the necessary changes.

Click the **OK** button when finished.

## **Deleting signatures**

Deleting a signature removes it from the Signature list when composing mail.

### **To delete a signature:**

Open the Mail Options window; see [Accessing mail options](#) .

In the Signatures section, select the signature you want to delete.

Click the **Delete** button and click **OK** when prompted to confirm the deletion.

## **Mailbox Rules**

Mailbox Rules save you time by automatically handling email you receive.

When using rules you create *filters* that work by searching certain fields in a message (To, CC, From, Subject and Priority). Any messages that contain a match are sent directly to a specified folder. For example you could send all email from your colleague, John Smith into a dedicated John Smith folder, or you could send all high priority messages to a folder called *High Priority*.

[Mailbox rules: Search criteria](#)

[Mailbox rules: Adding more search criteria](#)

[Mailbox rule options](#)

[Mailbox rule actions](#)

[Changing the status of mailbox rules](#)

[Changing mailbox rule sequences](#)

[Editing mailbox rules](#)

[Deleting mailbox rules](#)

## Adding mailbox rules

Mailbox rules save you time by automatically handling email you receive. You create a **filter** comprising one or more rules by defining search criteria and actions that determine how the filter behaves.

### To add a rule:

Open Mail Options window; see [Accessing mail options](#) .

In the Mailbox Rules section, click **Add**. The Add Filter window opens.

To make this filter active, select the **Status** check box. Only Active filters will be processed when email is received.

In the **Filter Name** field, enter a name for the filter.

Provide a description for this filter in the **Description** field. This should be a short amount of text that will remind what the filter does.

Using the **Search Field** list, select an email field that the filter will search against.

For example you might want to look for email from a particular person and so you would enter a search including that person's email address in the **From** field. Another common search is to look for particular words or phrases in the **Subject** field.

For more information on the available search criteria, see [Mailbox rules: search criteria](#) and [Mailbox rules: adding more search criteria](#).

Specify keywords or phrases in the **Keywords** field. For example, if you enter *John.Smith* and have selected the From field, the system will select mail from a person who has *John.Smith* as part of their email address.

From the **Options** list, indicate how the search should consider the keyword - these include *starts with*, *ends with*, *contains* and *does not contain* .

For more information on options, see [Mailbox rule options](#).

You can add more search criteria in order to create more specific sorting. To add another search criteria set for the filter, click **Add Criteria** and proceed as before.

Use the **Action** list to choose what you want to do e.g., Forward mail or move it to a different folder.

For more information on the available actions, see [Mailbox rule actions](#).

To add another action for the filter, click **Add Action**.

Click **OK** when finished.

The name of the filter appears in the **Active** or **Inactive** sections depending upon the selection you made when adding the rule for the filter.

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**Note:** Mail filters affect only mail received by your default account.

## Mailbox rules: search criteria

When adding or editing mailbox rules, you can select a field that the filter can search against. Rules can be configured for the following conditions:

### Any recipient

Filters mail from any recipient. Specify the email addresses in the **Keywords** field, and select parameters from the **Options** list.

### To/CC

Filters mail from an email address located in the **To** or **CC** fields. Specify the email address in the **Keywords** field, and select parameters from the **Options** list.

### From or Sender

Filters mail sent from a specified email address located in these fields. Specify the email address in the **Keywords** field, and select parameters from the **Options** list.

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**Note** The From or Sender condition searches for the email address and not the senders name.

### Subject

Filters mail with a specified subject. Specify keywords for the subject, and select parameters from the **Options** list.

### Priority

Filters mail with a marked priority. Select a priority from the **Options** list.

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**Note** EasyMail Plus supports two priority settings when sending a message, but you can filter incoming mail for five different priority settings.

For more information on the choices available to you in the **Options** list, see [Mailbox rule options](#).

## Mailbox rules: Adding more search criteria

When using Mailbox Rules you can let EasyMail Plus handle your mail in several ways. For example you could move all mail from a certain person, or a number of contacts to a specific folder. You can automatically delete mail from people or reject their mail and send a note saying why you have rejected the mail. You can even fine tune which mail to filter off by using extra search criteria.

When you add more than one search criteria, in the **Add Filters** page you are making more and more specific requests about how mail is handled.

### Filtering mail from a number of people

Suppose you expect mail from three members of the History department, Mr Smith, Mrs Jones and Miss James, you might want to put all of their mail in a folder called History. To do this, in the **Criteria** section of the **Add Filter** panel you would

Select **From** in the **Search** field.

Enter *Smith* in the keywords field.

Choose **From contains** in **Options** .

Click the **Add Criteria** button and choose **Or** from the drop down list on the left.

Repeat as above but putting Jones in the keyword field.

Click the **Add Criteria** button and choose **Or** again.

Repeat again but adding James in the Keyword field

In the **Actions** panel choose **Move to** and select your History folder

Click **OK**

This would ensure that any mail from these teachers would be filtered to your History folder.

### Filtering subjects from the same person

Now suppose Mr Smith, in the example above also runs the Music Club and so you want to ensure that any mail about this is filtered to your Music Club folder.

As above enter From as the first Search field and **Smith** as the first keyword to look for.

Click **Add Criteria** and select **And** from the drop down list.

Choose **Subject** as the search field and enter **Music Club** in the Keyword field, and **Contains** as the search option.

Complete the Add Filter page and click **OK**.

This time mail from Mr Jones with Music Club in the subject field would go to your Music Club folder. Other mail from him would go to the History folder.

### More Complex decision making

To complicate matters further Miss James often deputises for Mr Smith with the Music Club. So you really want to ensure that all this mail is filtered properly - that mail from Smith with Music Club as the subject, AND mail from James with Music Club in the subject all goes to the Music Club folder. Any other mail about Music Club will go to your inbox.

For the first criteria use Smith as the keyword to look for in the From field.

Click **Add Criteria** and select **Or** from the drop-down list.

Repeat the previous step using James as the keyword to look for in the **From** field.

Click **Add Criteria** again and this time choose **AND** from the drop-down list.

Enter Music Club as the keyword to look for in the **Subject** field.

Complete the Add Filter page and click OK.

This time the use of **AND** ensures that the Music Club option has to be true for the filter to work. Other mail from these people would either go to the Inbox or the History folder if you also implemented the History filter described above.

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**Note:** When using several filters like this you also have to take into account the order in which they are processed. This is decided by the order in which they appear in the Mailbox Rules list in the [Mail Options](#) page. For details on how this affects your mail see [Changing rule sequences](#).

## Mailbox rule options

When adding or editing mailbox rules, a number of options are available to specify how the keywords should be considered::

### **Begins with**

The selected field begins with the specified value.

### **Ends with**

The selected field ends with the specified value.

### **Contains**

The specified value appears somewhere in the selected field. For example a search for sales would find sales conference, sales meeting, and sales team. If you want to specify a wild card, use the **Matches** and **Does not match** options.

### **Does not contain**

The specified value does not exist anywhere in the selected field.

is

The specified value matches EXACTLY the entirety of the contents of the selected field.

is not

The specified value does not match AT ALL the entirety of the contents of the selected field.

### **Matches**

The specified value appears somewhere in the selected field, allowing for wildcard characters. Use the Matches option if you want to use a wildcard to search. There are two wildcard characters allowed for Matches: an asterisk (\*) substitutes for any amount of characters, and a question mark (?) substitutes for one character at a time. For example, run\* would match runt, running and runny. Run? would match runt but not running or runny.

### **Does not match**

The specified value does not appear anywhere in the selected field, allowing for wildcard characters. There are two wildcard characters allowed Does Not Match: an asterisk (\*) substitutes for any amount of characters, and a question mark (?) substitutes for one character at a time. For example, run\* would match runt, running and runny. Run? would match runt but not running or runny.

## **Mailbox rule actions**

Actions determine the behavior of a rule when it finds email that matches the selected criteria.

Filters can perform the following actions:

### **Move to**

Moves email to a selected destination folder. Select the destination folder from the available drop-down list.

### **Forward to**

Forwards email to a specified email address. Enter the email address in the available text box.

### **Send Notification to**

Sends a notification to an email address. Enter the email address in the available text box.

### **Delete**

Prevents email from reaching your Inbox and Trash folders.

### **Reject**

Rejects email that include certain words or phrases in the message. Specify these in the available **Message** text box.

## Changing mailbox rule status

You can choose to activate or deactivate an existing rule. Deactivating a rule means that it will not be used when mail arrives in your Inbox.

### To deactivate a rule:

Open the Mail Options window for your mail service; see [Accessing mail options](#) .  
In the Mailbox Rules section, select a rule from the **Active Filters** list and click **Edit**.  
Clear the **Status** check box to deactivate the rule for this filter and click **OK**.  
The rule then appears in the **Inactive Filters** section of the list.

### To activate a rule:

In the Mailbox Rules section, select a filter from the **Inactive Filters** list, and click **Edit**.  
Select the **Status** check box and click **OK**.  
The filter appears in the **Active Filters** section of the list.

## Changing mailbox rule sequences

Rules are all processed in the order in which they appear in the **Active Filters** list. In some cases this order may be important or you may find that the filter does not work as you expected. Also remember that in the Add Filter window there is an option called **If a message matches this filter, do not use the remaining filters**. As this suggests, once a match is found for this filter, no more will be processed. In this case the order is even more important because some filters may not be processed at all.

For example you may have two filters:

The first filter looks in the **Subject** line of a message for the word Computer. It is set up to forward that message to a coworker. In the **Add Filter** window the **If a message matches this filter, do not use the remaining filters** option is selected.

The second filter in the list is set up to move messages from john.smith@school.co.uk to your personal folder, and the **If a message matches this filter, do not use the remaining filters** option is selected.

If john.smith@school.co.uk sent you a message with the subject Computers, the email would be forwarded to your coworker and not moved to your personal folder because the *If a message.....* option stops any further processing once it has detected the word *Computers* after passing it through Rule 1.

If, in the first, Subject, filter, you did not select **If a message matches this filter, do not use the remaining filters**, the message would be forwarded to your coworker and saved to your personal folder.

In order to make sure that mail from [john.smith@school.co.uk](mailto:john.smith@school.co.uk) goes to your personal folder only, you must reverse the order of the filters in the **Active Filters** list.

### To change mailbox rule sequences:

Open Mail options window ; see [Accessing mail options](#) .

In the Mailbox Rules section, select a rule from the **Active Filters** list.

Click **Move Up** or click **Move Down**.

## Editing mailbox rules

When editing an existing rule you can change the search criteria and actions.

### To edit a mailbox rule:

Open Mail Options window ; see [Accessing mail options](#) .

From the Mailbox Rules section, select a rule and click **Edit**.

Make the necessary changes.

You can edit search criteria, parameter options, and actions of an existing rule.

For more information on search criteria, see [Mailbox rules: search criteria](#).

For more information on parameter options, see [Mailbox rule options](#).

For more information on actions, see [Mailbox rule actions](#) .

Click **OK** when finished.

## Deleting mailbox rules

### To delete a mailbox rule:

Open the Mail Options window; see [Accessing mail options](#) .  
From the Mailbox Rules section, select a rule you want to delete.  
Click **Delete** and click **OK** to confirm the deletion.

## Auto-forward email

EasyMail Plus can automatically forward your email to another account.

### To set auto-forward:

Open the Mail Options window ; see [Accessing mail options](#) .

In the Auto-Forward section, select the **Forward incoming mail** check box.

In the **Destination** field, enter the email address to which you want to forward mail.

To keep a copy of forwarded email, select the **Keep a copy of forwarded messages** check box.

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**Note** Forwarded email are not affected by your [out-of-office reply](#) or [mailbox rule](#) settings.

Click the **Save Changes** button.

## Out-of-Office Reply

This feature lets you create automatic replies for all incoming messages. It is useful when you know you will be unable to reply to incoming messages for extended periods of time.

### To set out-of-office reply:

Open the Mail Options window; see [Accessing mail options](#) .

In the Out-of-Office Reply section, select the **Activate Out-of-Office Reply** check box.

To terminate Out-of-Office Reply functionality on a specific date, select the **Out-of-Office Reply Until** check box and enter a date for the termination of the current auto-reply setting.

In the **Message** field, enter the message you wish to send.

To have original mail returned with the out-of-office reply, select the **Original** check box.

To send only one out-of-office reply per sender within a specified time interval, select the **Reply only once** check box.

This activates the Interval option.

To specify a frequency, in the **Recurring every** field, specify the interval in days.

This option ensures that people who send you mail in your absence do not receive numerous automatic reply messages.

Click **Save Changes**.

