

LiveOffice Web Mail 3.5 User Guide
July 2006

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LiveOffice Webmail 3.5

LiveOffice Webmail Exclusive Features

LiveOffice Webmail offers many standard and several exclusive features as part of the application. LiveOffice Webmail users can send and receive emails, manage contacts, create appointments, meeting requests and tasks. In addition LiveOffice Webmail offers industry leading spam and virus protection that prevents attacks from hackers or “phishing” as well as all the latest worms and viruses. Additionally LiveOffice Webmail provides users their own web space for uploading and storing files. This mitigates the need to send large files to recipients when a secure link can be sent instead.

Spam and Virus Protection

There are people who use email to send spam and to gather private information about email accounts. Emails can also be used to spread viruses. This activity can reduce the performance of your email service. It can also be harmful to your computer. LiveOffice Webmail includes extremely robust SPAM and virus filtering mechanisms to minimize the harmful affect these activities can have on you and your business.

Some of the features include:

- Fully integrated IronMail® appliance that provides industry leading SPAM and virus detection.
- Providing a Suspect Folder where suspected SPAM e-mails are stored and available for you to view prior to be placed in your inbox.
- Message blocking from senders who are not on a users allowed senders list.
- Allowing users to adjust their SPAM filter settings and facilitating the use of allowed and blocked sender’s lists.

Checking your Suspect folder frequently will ensure that important mail is not being filtered as SPAM. If you find a message that you don’t consider SPAM, simply open the message and view its contents. This action trains the SPAM filter over a period of time to not mark email from this sender as SPAM.

In addition to the Suspect Folder the following additional protections are included:

- Files containing a virus will not be attached to a message preventing the spread of harmful and damaging content.
- Files containing a virus that CipherTrust can’t fix cannot be opened or sent to another user.

Web Space

LiveOffice Webmail includes a function for you to upload files and create links to files in your own Web Space. This feature will assist you in communicating with clients and associates when you have documents to share rather than having to email the documents. Your Web Space allows you to create links to uploaded documents and you can share those links giving the recipients simple web access to the documents. This helps prevent your email from being rejected because of an attachment or because the users mail box is full.

Email and Calendar Templates

Many of the activities that are performed throughout the business day follow a similar pattern, i.e. meeting set up, sale confirmations, order confirmations. You can streamline your business by using the email and calendar templates. These templates will provide consistency in your business communication and ensure that important steps in a process are not inadvertently forgotten.

Standard Features

In addition to the exclusive features, LiveOffice Webmail comes with the same standard features as most Webmail applications. You can send and receive mail, forward mail and organize your mail in folders. You can make appointments, schedule meetings, create tasks and set reminders for all those activities via your calendar. You also have the ability to load, manage and maintain your contacts. These can be grouped for convenience and added to a Favorites listing for those frequently used contacts.

Mailbox Storage Capacity

- Your LiveOffice Webmail account allows you up to 25 megabytes (MB) of storage space.
- Incoming messages that will put your account over your limit are returned to the sender. If your account size reaches its limit, you cannot send or receive messages.
- Messages in your Suspect E-Mail folder are automatically deleted after 10 days.

Account activity

- Messages are stored in the Sent Messages folder for 30 days.

Sending messages

- You can send up to 250 messages per hour.
- You can send a message to up to 100 e-mail addresses at the same time. These addresses can be distributed among the To, Cc, and Bcc lines, or they can all be on one line.
- You can send messages up to 15 MB each, including attachments.

Security

LiveOffice Webmail supports SSL encryption. To view your email securely access LiveOffice Webmail through the following URL: <https://webmail.liveoffice.com>

Getting Started

Login Page

1. Go to webmail.liveoffice.com in Internet Explorer.
2. Type in your email address, john.smith@liveoffice.com
3. Type in your password
4. Click Enter

Sign Me In Automatically

You can set webmail to log you into automatically when you open your browser. This allows you to quickly access your email. You should only set this option if you are the only person to use your computer. This option should not be set in a shared computer environment.

1. Go to webmail.liveoffice.com in Internet Explorer.
2. Type in your email address, i.e. john.smith@liveoffice.com
3. Type in your password
4. Check the box labeled Sign Me in Automatically
5. Click Enter

Secure Webmail Login

1. Go to webmail.liveoffice.com in Internet Explorer.
2. Click the Secure Email link. This redirects your browser to the secure webmail site.
3. Type in your email address, i.e. john.smith@liveoffice.com
4. Type in your password
5. Click Enter

AOL Webmail Login

1. Go to webmail.liveoffice.com in Internet Explorer.
2. Click the AOL Users link. This redirects your browser to the AOL webmail site.
3. Type in your email address, i.e. john.smith@liveoffice.com
4. Type in your password
5. Click Enter

Logout

Click the Logout link on the right side of the page to end your LiveOffice Webmail session. You will be returned to the login screen. Using the Logout function disable the Sign Me in Automatically option if it was previously enabled.

Navigating LiveOffice Webmail

LiveOffice Webmail is a web based application making it available 24/7 from any internet enabled computer. The user interface uses standard web browser navigation and clearly labeled buttons to facilitate its use. There are three main areas of the user interface, the main navigation bar, the specific function tool bars and the left hand navigation bar. The tools bars will dynamically change depending on what task you have selected in the main navigation bar. The left navigation bar provides additional functionality that is again dependent on the task you have selected.

Main Navigation bar

The Main Navigation bar allows you to select from the main areas of LiveOffice Webmail. The Main Navigation bar is first horizontal bar near the top of the page when you first login.








- **Today** – The Today page gives you a global view of the information in your LiveOffice Webmail account. Your most current emails, your appointments for today and your current tasks are all displayed on one page. This gives you a quick snapshot of who has sent you an email and what is on your schedule for today.
- **Mail** – The Mail page is your inbound and outbound email. You can review, reply, forward, move, delete and create new emails.
- **Calendar** – The Calendar page provides different views of your calendar as well as adding, editing or deleting appointments, meetings tasks and notes.
- **Contacts** – The Contacts page displays a list of your contacts and different views of your contacts including groups and favorites. You can add, edit and remove contacts as well as categorize your contacts to facilitate your workflow.
- **Files** – The Files page allows you to upload files and create links to those files to send to clients, associates and friends. This unique functionality mitigates the problems associated with attaching files to an email.

The default page when you login is your Mail page.














Tool Bars

Each major function within LiveOffice Webmail has a set of actions that can be performed via the tool bar.












Today Page Tool Bar

 Mail Message	Create a new email message
 Contact	Create a new Contact
 Group	Create a new Group
 Task	Create a new Task
 Appointment	Create a new Appointment
 Meeting Request	Create a new Meeting Request
 Note	Create a new Note














Mail Page Tool Bar

 Mail Message	Create a new email message
 Contact	Create a new Contact
 Group	Create a new Group
 Task	Create a new Task
 Appointment	Create a new Appointment
 Meeting Request	Create a new Meeting Request
 Note	Create a new Note
 Get Mail	Get Mail from the server
 Find	Find an email
 IsSpam	IsSpam – Mark an email as Spam
 Delete	Delete and email
 Reply ▾	Reply to an email
Mark item ▾	Mark Item as Read, Unread, Flagged or Unflagged
 Move to Folder ▾	Move to Folder


















Calendar Page Tool Bar

 Task	Create a new Task
 Appointment	Create a new Appointment
 Meeting Request	Create a new Meeting Request
 Note	Create a new Note
 Mail Message	Create a new email message
 Contact	Create a new Contact
 Group	Create a new Group
 1 Day	Display the One Day Calendar view
 7 Week	Display the Seven Day Calendar view
 31 Month	Display the Monthly Calendar view
 365 Year	Display the Annual Calendar view

Contacts Page Tool Bar

 Contact	Create a new Contact
 Group	Create a new Group
 Mail Message	Create a new email message
 Task	Create a new Task
 Appointment	Create a new Appointment
 Meeting Request	Create a new Meeting Request
 Note	Create a new Note
 Edit	Edit Contact
 Delete	Delete Contact
 Put in Group	Put a Contact in a Group
 Send Mail	Send an email to a contact
 Card View	Change the view to the Card view
 Print View	Change the view to the Print view

Files Page Tool Bar

 Upload File	Upload a file to your Webspace
 Mail Message	Create a new email message
 Contact	Create a new Contact
 Group	Create a new Group
 Task	Create a new Task
 Appointment	Create a new Appointment
 Meeting Request	Create a new Meeting Request
 Note	Create a new Note
 Move up	Move a file up in the order listed
 New Folder	Create a New Folder
 Copy	Copy a file
 Cut	Cut a file
 Paste	Paste a file that was copied or cut
 Rename	Rename a selected file
 Delete	Delete a selected file
 Get Link	Get a link for a selected file
 Permissions	Set the permissions for a selected file

Email





















Creating a New Email Message

1. Click New Mail Message
2. The new mail message screen is displayed.
3. Type in the email address in the To: field
4. Type in the Subject of your message
5. Write your message in the main message area
6. Click Send

Formatting an Email Message

LiveOffice Webmail allows you to format your message using similar features to popular word processing programs such as Microsoft Word.

1. Click New Mail Message from the Mail toolbar
2. Click Switch to Advanced Mode under the text body in the New Mail Message page
3. Use the different features listed below to format your message.

Click	To
	Remove, or cut, the selected text. Use the Paste command to insert the text in a different place.
	Copy the selected text. Use the Paste command to insert the text in a different place.
	Paste the cut or copied text at the insertion point.
	Make your text bold.
	Italicize your text.
	Underline the selected text.
	Strikethrough the selected text
	Subscript
	Superscript
	Align your text to the left.
	Center your text.
	Align your text to the right.
	Create a bulleted list.
	Create a numbered list.
	Move text to the left.
	Move text to the right.
	Insert a line.
	Spell check
	Apply a background color to your message.
	Change the color of your text.

Including an attachment on your New Email Message

1. Create a new message
2. Click Browse at the bottom of the screen to select the file to attach to your message. The standard dialog box is displayed allowing you to browse your file system to select the file to attach.
3. Click Attach
4. Click Send

Saving a Draft message

If you need to save a message to be sent at a later time, click Save Message in the tool bar at the top of the message window. The message will be saved and placed in your Drafts folder.

Getting your Mail from Server

1. Click Mail on the Main navigation bar
2. Click Get Mail on the Mail tool bar
3. Any messages that have been received since the last time you got your mail will be downloaded from the server.

Finding an Email

1. Click Mail on the Main navigation bar
2. Click Find on the Mail tool bar. The find email page will be displayed.
3. In the Look for: textbox, type in the keyword to search for
4. Select the folders to apply the search from the Search in: drop down list
5. Select the type of search
6. Click Search
7. All emails matching the search criteria will be displayed at the bottom of the page
8. To view the matching emails click on the subject of the email. The message will be displayed.
9. Click Find on the Mail tool bar to clear your search and start another search

Marking a Message as SPAM from the Folder View

1. Click Mail on the Main navigation bar
2. Click on the Folder from which you mark a message as SPAM
3. Click the check box to the left of the message you wish to delete
4. Click IsSpam on the Mail toolbar
5. A message is displayed asking if you are sure you want to mark the message as Spam.
6. Click OK to mark the message as Spam. The message will be removed from your mail box
7. Click Cancel to discard your request. The message remains checked in the folder view.

Deleting Messages from the Folder View

1. Click Mail on the Main navigation bar

2. Click on the Folder from which you want to delete messages
3. Click the check box to the left of the message you wish to delete
4. Click Delete on the Mail toolbar.
5. A message is displayed asking if you are sure you want to delete the message.
6. Click OK to delete the message and it will be moved to your Trash Can
7. Click Cancel to discard your request. The message remains checked in the folder view.

Replying to an Email message from the Folder View

1. Click Mail on the Main navigation bar
2. Click on the Folder from which you want to reply to a message
3. Click the check box to the left of the message to which you wish to reply
4. Click Reply on the Mail toolbar
5. The Message View page is displayed. From here you can type in your response and send your replay.

Reply Options from the Folder View

1. Reply All – Use this option when there is more than one recipient on the email and you want to include all of those addresses on your reply
2. Forward – Use this option to forward the email to another address
3. Redirect – Use this option when you want to send an email without the reply or forward marks in the email. This is especially useful when you want to send someone a HTML formatted message such as a newsletter.

Marking an Email

1. Click Mail on the Main navigation bar
2. Click on the Folder that includes the message you wish to mark
3. Click the check box to the left of the message to which to mark
4. Click the marking option on the Mark menu item on the Mail toolbar
5. The message is updated with your selection

Marking Options from the Folder View

- Mark as Read – Use this option to change the status of an email to read even though you have not opened the email
- Mark as Unread – Use this option to change the status of an email to unread even though you have previously opened the email.
- Flag – This option sets a flag next to the email in the folder view. Use this option if you want to easily find this email via the flag
- Unflag – This marking option undoes a flag that was previously set.

Moving an Email to another Folder from the Folder View

1. Click Mail on the Main navigation bar
2. Click on the Folder that includes the message you wish to move
3. Click the check box to the left of the message
4. Click the folder from the Move to Folder menu item on the Mail toolbar
5. The message is moved to the selected folder

Adding a New Folder

1. Click Mail on the Main navigation bar
2. Click the Manage Folders link below the list of your folders on the left side of the page.
3. Click New Folder
4. Type in the name of the New Folder
5. Click OK to add the new folder
6. Click Cancel to discard your changes

Renaming a Folder

1. Click Mail on the Main navigation bar
2. Click the Manage Folders link below the list of your folders on the left side of the page.
3. Select the folder you wish to rename by clicking the check box to the left of the folder. System folders cannot be renamed.
4. Click Rename Folder
5. Type in the new name
6. Click OK to rename the folder
7. Click Cancel to discard your changes

Deleting a Folder

1. Click Mail on the Main navigation bar
2. Click the Manage Folders link below the list of your folders on the left side of the page.
3. Select the folder you wish to delete by clicking the check box to the left of the folder. System folders cannot be deleted.
4. Click Delete Folder
5. A message is displayed asking if you are sure you want to delete the folder
6. Click OK to delete the folder
7. Click Cancel to discard your request. The folder remains checked in the Manage Folders view.

Suspect Folder

The Suspect folder is a holding place for email that may be Spam. Sometimes legitimate email can be identified as “Spam-like” and the system will put it into the Suspect folder. You can review the list of emails and quickly to identify those that may not be Spam. There are several functions within the Suspect folder that assist you in managing your email.

- Release – Forwards a copy of the original email from the Suspect folder in to the Inbox for review
- Delete – Deletes selected emails from the Suspect folder
- Empty Suspect – Deletes all of the emails in the Suspect folder
- Is Spam – Deletes the email from the Suspect folder and submits the Spam message to LiveOffice to train the Spam filter. Additionally, the email address is added to your personal black list so you will not receive email messages from that address in the future.
- Not Spam – Moves the email from the Suspect folder into the Inbox and adds the email address to your white list preventing mail from that address from being identified as Suspect in the future

Today

The LiveOffice Webmail Today provides a quick view of all of the elements in Webmail. It is a one page view of your most recent emails, your calendar and your tasks. From this page you can click through any of the items displayed to view the detailed information.

From the Today page you can create messages, contacts, groups, tasks, appointments, meeting requests and notes.

Calendar

The LiveOffice Webmail Calendar allows you to schedule one time and recurring appointments, send out meeting requests, add tasks and create notes. You can also set reminders to be sent for appointments, meetings and tasks. You can easily track your meeting requests with the attendee responses, categorize the meeting and block the time on your calendar to assist you in managing your busy schedule.

Task View



Within the main Calendar View you can select the Task view to add, update and change the status of your tasks.

1. Click Calendar on the Main navigation bar
2. Click Tasks in the left hand navigation menu. Your tasks are listed in the main part of the page.
3. Click on the High Priority icon, Subject, Due Date or Status to sort the tasks in ascending order. Clicking the same item will sort the tasks in descending order.
4. Use the Group by: drop down list to categorize your tasks by the assigned groups.

Adding a Task

1. Click Calendar on the Main navigation bar
2. Click New in the Calendar Tool Bar
3. Select Task from the drop down list. The New Task page is displayed
4. Enter the Subject, Start and End date, Status, Notes and select a Category
5. Click Save to add the task
6. Click Cancel to discard your changes

Setting the Priority on a Task

1. Click Calendar on the Main navigation bar
2. Click Tasks in the left navigation bar to get a list of all your tasks
3. Click the task to change the priority
4. Click the High  icon to make the task a high priority. Click the Low  icon to make the task a low priority
5. Click Save to change the priority of the task
6. Click Cancel to discard your changes.

Setting a Reminder for a Task

1. Click Calendar on the Main navigation bar
2. Click Tasks in the left navigation bar to get a list of all your tasks
3. Click the task to set the reminder
4. On the right side of the page click the check box under the Reminder header, type in the email address to where the reminder will be sent and select when the reminder will be sent from the drop down list
5. Click Save to set the reminder for the task
6. Click Cancel to discard your changes

Calendar View

The Calendar view gives you quick access to view your meetings and appointments for today, this week, this month as well as a view of the whole year. From the Calendar view you can open up a specific appointment or meeting to review the details.

Adding an Appointment

1. Click Calendar on the Main navigation bar
2. Click Appointment from the New dropdown list on the Calendar tool bar. The New Appointment page is displayed
3. Add the Subject, Location, Start and End data and time, any notes you may have, select a category and how you want the time to be shown on your calendar
4. Click Save to add the appointment to your calendar
5. Click Cancel to discard your changes

Setting a Reminder for an Appointment

1. Click Calendar on the Main navigation bar
2. Select the appointment for which you want to set a reminder by clicking on the description in the calendar view

3. On the right side of the page click the check box under the reminder section, type in the email address to where the reminder would be sent and the time prior to the appointment when the reminder would be sent
4. Click Save to add the reminder for the appointment
5. Click Cancel to discard your changes

Adding a Recurring Appointment

1. Click Calendar on the Main navigation bar
2. Select the appointment for which you want to set as recurring by clicking on the description in the calendar view
3. On the right side of the page select the recurrence frequency from the drop down list under the Recurrence. Select the parameters of the frequency from the options displayed
4. Click Save to add the recurring appointment to your calendar
5. Click Cancel to discard your changes

Adding a Meeting Request

1. Click Calendar on the Main navigation bar
2. Click Meeting Request from the New dropdown list on the Calendar tool bar. The New Meeting Request page is displayed
3. Add the Attendees, Subject, Location, Start and Stop date and time, meeting notes, category and Show Time As.
4. Click Save to send the meeting request and add to your calendar
5. Click Cancel to discard your changes

Adding a Note

1. Click Calendar on the Main navigation bar
2. Click Note from the New drop down list on the Calendar tool bar.
3. Add the Subject, Category and Content for your note.
4. Click Save to add your note to your work space
5. Click Cancel to discard your changes

Contacts

Contacts are primarily the people you communicate with via email. LiveOffice Webmail contacts can be managed from this part of the application and can also imported from or exported to other applications such as Microsoft Outlook or Outlook Express. For ease of use you can group your contacts and use those groups for email. With one click you can ensure that all members of that group are selected for your email. For frequently used contacts add them to your favorites folder for quick access.

Contacts View

The Contacts view includes several different methods to find and group your contacts. From the contacts view you can use the Favorites, Groups or Tools options on the left hand navigation menu. Additionally you can click the column headings

Adding a New Contact

1. Click Contacts on the Main navigation bar
2. Click Contact from the New drop down list on the Contact tool bar. The New Contact page is displayed
3. Add the First Name, Last Name, Quick Name, Company Name, Job Title, Department and Office for this contact.
4. Check the Mark this contact as a favorite checkbox to add this contact to your Favorites list
5. Check the Use Friendly Name if you want the First and Last Name and the email address to be displayed on emails
6. Type in a Password for this contact to use to access files in your Web Space (optional)
7. Type in the email address in the Online Addresses section, the phone numbers in the Phone Numbers section, the physical address in the Street Addresses section and the birthday and any other notes for this contact in the Other section.
8. Click Save to add the new contact
9. Click Cancel to discard your changes

Adding a New Group

1. Click Contacts on the Main navigation bar
2. Click Group from the New drop down list on the Contact tool bar. The New Group page is displayed
3. Add the Group Name and Group Password (optional). Using the Add and Remove buttons select the contacts to be included in this group.
4. Click Save to add the group to your Contacts list
5. Click Cancel to discard your changes

Edit a Contact

1. Click Contacts on the Main navigation bar
2. Select a contact by checking the box to the left of the contact you wish to edit
3. Click Edit on the Contact toolbar. The Edit Contact page is displayed

Delete a Contact

1. Click Contacts on the Main navigation bar
2. Select a contact by checking the box to the left of the contact you wish to delete
3. Click Delete on the Contact toolbar.
4. A message is displayed asking if you are sure you want to delete the contact
5. Click OK to delete the contact
6. Click Cancel to discard your changes

Put a Contact in a (New) Group

1. Click Contacts on the Main navigation bar
2. Select a contact or multiple contacts by checking the box to the left of the contact you wish to add to a new group
3. Click Put in Group on the Contact toolbar. The New Group page will be displayed.
4. Add the Group Name and Group Password (optional)
5. You may Add or Remove additional contacts from the group by using the Add and Remove buttons
6. Click Save to create the group and add those contacts to the new group
7. Click Cancel to discard your request

Send Mail to a Contact

1. Click Contacts on the Main navigation bar
2. Select a contact or multiple contacts by checking the box to the left of the contact you wish to send an email
3. Click Send Mail on the Contact toolbar. The New Message page is displayed.
4. Create your message
5. Click Send to deliver your message

Contact Card View

1. Click Contacts on the Main navigation bar
2. Click Card View on the Contacts toolbar to display your contacts in a “business card” type presentation
3. Click List View on the Contacts toolbar to return to the default view

Contact Print View

1. Click Contacts on the Main navigation bar
2. Click Print View on the Contacts toolbar to display your contacts in a format that can be printed
3. Click List View on the Contacts toolbar to return to the default view

Importing your Contacts

You must first create a CSV file of your contacts before you can import them into LiveOffice Webmail. See your system documentation on how to create this file.

1. Click Contacts on the Main navigation bar
1. Click Import Contacts from the Tools menu on the left side of the page
2. Select the format type of the imported contact file
3. Select the contact file using the Browse button
4. Click Finish to import the contact file
5. Click Cancel to abort the import and return to the Contacts page

Exporting your Contacts

1. Click Contacts on the Main navigation bar
2. Click Export Contacts from the Tools menu on the left side of the page
3. Select the format type of the exported contact file
4. Click Save and then select Save from the File Download dialog box.
5. Click Back to cancel the export and return to the Contacts page

Files

One of the exclusive features of LiveOffice Webmail is the Files function. You can upload files to your Web Space and create links to those files. This allows you to email a link to a file rather than having to email it to a recipient.

Upload a File

1. Click Files on the Main navigation bar
2. Click Upload File on the Files toolbar
3. Use the Browse button to locate the file you wish to upload
4. Add a brief description of the file in the Description field
5. Click Upload and your file will be uploaded to your web space
6. Click Back to Folder View to cancel the upload


Delete a File (or Folder)

1. Click Files on the Main navigation bar
2. Select a file to delete by checking the box to the left of the file name or folder
3. Click Delete
4. A message is displayed asking if you are sure you want to delete the file or folder
5. Click OK to delete the file or folder
6. Click Cancel to discard your request

Get a Link for the File

1. Click Files on the Main navigation bar
2. Select a file to create a link for by checking the box to the left of the file name or folder
3. Click Get Link
4. A window with a link is displayed. From this window, you can highlight the link and paste it into an email.
5. Click Close Window and you are returned to the Files page

Download a File


1. Click Files on the Main navigation bar
2. Click on the Download icon  to the right of the file
3. Select a location to save the file

Rename a File

1. Click Files on the Main navigation bar
2. Select a file by checking the box to the left of the file you wish to rename
3. Click Rename. The Rename page is displayed
4. Type in the new file name and description
5. Click Save to rename the file and its description
6. Click Back to Folder View to Cancel your request

Set Permissions on a File

For security purposes you must set the permissions on a file by recipient.

1. Click Files on the Main navigation bar
2. Click the Permissions icon  on the file you want to change
3. Select the contact from the Available Groups or Contacts and add to the Permissions are set for list by using the Add >> button
4. Click Save to add those contacts
5. Click Back to Folder View to Cancel your request

Settings

The Settings function contains several different sections that allow you to set the defaults for many of the actions including the viewing and sending of email, SPAM options, out of office setup, calendar view, importing/exporting of contacts and the creating and editing of templates.

Common Settings

- Messages per page – Enter a number between 1 and 99
- Contacts per page – Enter a number between 1 and 99
- Skin – Select from the options to change the look and feel of your LiveOffice Webmail
- Default Charset – Select from the available language character sets
- Default Time Offset – Select your time zone
- Default Language – Select the language display for your LiveOffice Webmail

Mail Settings

Email Account Properties

- Your Name – Type in your name as you want it displayed to your recipients
- Password – Type in your password. This is where you can change your password
- Use Friendly Name in “From:” field – Check this option if you would like to have your name as defined at the top of this page included in the From field when you send an email
- Get new mails at login – Check this option if you want LiveOffice Webmail to check for new emails immediately when you login
- Get new mails routinely – Check this option if you want LiveOffice Webmail to check for new emails after you have logged in. You can select an interval between 2 and 999 minutes
- Delete received messages from the server – Select this option when you want your messages to be immediately deleted from the server once they’ve been downloaded to your LiveOffice Webmail
- Leave messages on server – Select this option when you want to store a copy of your messages both on the server and in your LiveOffice Webmail space. To avoid hitting your allocated disk space limit it is recommended that you keep messages on the server for no more than seven days.

AntiSpam options

- Hold – Hold means the message is kept for 2 weeks, in which time you can view the message(s) and choose to receive specific messages.
- Bounce – Bounce means send a message back to the sender, letting them know you didn't get it.
- Vanish – Vanish means throw the message away. The sender doesn't know you didn't get it.

Exceptions and Filters

Exceptions allow you to setup filters to tell the mail server what to do with specific messages. This allows you to forward to other email addresses, bypassing the spam blocking features spam hold, bounce, and vanish for messages you are expecting.

You can choose to Accept, Vanish or Bounce a message.

- Accept means receive the message.
- Bounce means send a message back to the sender.
- Vanish means throw the message away.

Exceptions are processed in the order in which they are listed so the lower the ID the earlier the exception can be applied.

Exceptions try to match a specified email header to a value you specify, if the header contains the 'Contains' text then the action is carried out.

The 'Contains' field may contain wildcards such as * and ?. If it does then the header contents must match the contains field exactly (using wild card matching where * means any number of any characters, and ? means any one character).

A 'Contains' field with consecutive * characters is treated literally. eg. **** matches a string with 4 stars in it.

There may be one or more global or domain exceptions configured, these are displayed with a 'g' or 'd' prefix to the id.

Signature

Webmail allows you to create a signature that automatically appears in all of your outgoing messages.

1. Click Settings on the right side of the page.
2. Click Mail in the left hand navigation menu
3. Click Signature
4. Type in the signature that you want to have added to all of your outgoing emails.
5. Click Save.

Autoresponder

Webmail allows you to set up an automatic response to any e-mail messages you receive. You can use this option when you know you are going to be away from your email for a period of time.

1. Click Settings on the right side of the page.
2. Click Mail in the left hand navigation menu
3. Click Autoresponder
4. Type in the message that you want to be sent to all emails.
5. Click Save.

Reply/Forward Message appending

- Text for message replies – Type in the text that you wish to have appended to every reply email you send
- Text for message forwards – Type in the text that you wish to have appended to every forwarded email you send

Calendar Settings

- Default Calendar View – Use this setting to select the default view when you first select the Calendar View.
- First Day of Week in Calendar – Use this setting to define what day of the week will be displayed as the first day of the week in the Week view of the calendar.
- Length of Day in Calendar- Use this setting to display the number of hours in the calendar in the one day view.

Contacts Settings

Import Contacts

LiveOffice Webmail allows you to import your current contact list from either Outlook Express or Outlook. This allows you to have access to your contacts from both Outlook/Outlook Express and LiveOffice Webmail.

You must export your contact list first and create a CSV file prior to running the import process in LiveOffice Webmail. See your user documentation for Outlook/Outlook Express on how to do this.

1. Click Settings on the right side of the page.
2. Click Calendar in the left hand navigation menu
3. Click Import Contacts
4. Select the source type, Microsoft Outlook 2000/XP/2003 or Microsoft Outlook Express 6. Click Next
5. Use the browse button to select the file you previously created. Click Finish and your contacts file will be imported into LiveOffice
6. Click Cancel to abort the import process

Favorite Contacts List

1. Click Settings on the right side of the page
2. Click Calendar in the left hand navigation menu
3. Click Favorite Contacts List. The Add/Remove window is displayed.
4. Use the Add and Remove buttons to update your Favorite contacts
5. Click OK to save your changes
6. Click Cancel to discard any changes

Templates Settings

Templates can be set up for both email and calendar functions. Create templates for items that are common to your daily business processes. This can help you save time by having standard emails, tasks and meeting requests defined allowing you to add or change the specific information for that item.

The template names will be displayed in the New toolbar icon with the unique name that you have defined so you can easily select the correct template for your needs.

Create Mail Template

1. Click Settings on the right side of the page
2. Click Templates in the left hand navigation menu
3. Click Create Mail Template
4. Type in the data you want to have in your template including a descriptive Template Name.
5. Click Save to add the new template
6. Click Back to discard your changes

Create Calendar Template

1. Click Settings on the right side of the page
2. Click Templates in the left hand navigation menu
3. Click Create Calendar Template
4. Select the type of Calendar Template you want to create from the drop down list.
5. Type in the data you want to have in your template including a descriptive Template Name
6. Click Save to add the new template
7. Click Back to discard your changes