

User Manual of Webmail

English Version 2.0



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1 INTRODUCTION

KSC Webmail is quite similar to other web-based E-mail services that are accessible from any standard web browsers, such as Google Chrome or Mozilla Firefox. It's a web-based program working as client-based program and packed with abundant functions.

1.1 How to start

1) Open web browser on your computer.



** Google Chrome or Firefox are recommended.

2) Type URL, for example <u>http://mail.domainname.xx</u> in the address bar on the top left of the page. You can contact Administrator or Postmaster to request for correct URL.



Picture 2 Type URL to go to Webmail service.

3) At Webmail service page, fill in your username (no need to type "@domainname.com") and password. Click "Sign In" button.



Picture 3 Webmail login page

4) You will get into the first page of the service.



Picture 4 First page of Webmail service



1.2 Webmail composition

1) Menu bar: It gives you access to sets of Webmail functions.

M		- Si	≫	R	5
Mail	Compose	Address Book	Settings	Mail Control	Log Out

Picture 5 Menu bar

M	Click to lists all Mailboxes in your account.
	Click to to compose a new message, and send it.
**	Click to to browse your Contact-type (Address Book)
×	Click to setup webmail configuration
\sim	Click to manage rule and auto reply message (Vacation Message)
4	Click to log out



2) Folder Tool



Picture 6 Folder management tools

Section 1 Account Folder



Section 2 Additional Folder

	Global Contacts	0
⊠	Public Folders	0

Picture 7 Folder and sub-folder beneath



3) Sub menu: There are sub-menus of each function. Picture below shows the sub-menu of mailbox.

<u>Section 1</u> You can change status, redirect and forward messages. This sub-menu appears on the top.

		INBOX	X
Display: 20 💌	Q	1-6 of 6	?
🖀 🖂 🗠 🕨 🔭 🔚		🛁 🙀	Ø.

Picture 8 Sub-menus of mailbox on the top

<u>Section 2</u> You can change status, move and copy messages. This sub-menu appears at the bottom.



Picture 9 Sub-menus of mailbox at the bottom

4) Main Function Button: These buttons are shown in every function.

×	Close Window
>	Ok/ Update
×	Cancel
?	Help
X	Save
	Edit



2 FOLDER/ MAILBOX

For Webmail, User can create multi-mailboxes or multi-level mailboxes.

See picture 10 below, the number in the parentheses behind "INBOX" shows the number(s) of unread message(S), and the number(s) on the right shows the total message(s) in this folder.

Folders	? 🖂
🗄 🇊 INBOX (1)	1
Contacts	0
🖓 Drafts	0
	0
🕤 🏐 Sent Items	0
🗑 Trash	0
Global Contacts	0
Public Folders	0

Picture 10 Mailboxes that you can create as you desire

2.1 Account/ additional folder

There are 2 types of folder in Webmail system.

1) Account Folder: Sets of folder that are automatically created. You can't delete, edit or rename, however you can create sub-folders.

Ð	Inbox: Store incoming message. The new E-mail message always comes to this folder.
3 :::	Contacts: Store contact list.
\square	Drafts: Store draft message or message that is saved as draft.
	Junk: Store junk E-mail message or spam message filtered by plug-in spam.
Í	Sent Items: Store sent message. The copy of sent message is stored here.
0	Trash: Store trash message. The deleted message is stored here. Clear this folder by clicking
	"Empty Trash" 🛍

2) Additional Folders: Sets of personal folders that are created by user to classify messages or information.



2.2 Create mailbox/ folder

User can create mailbox/ folder as desires by just follow the steps below.

1) Tools to create mailbox/ folder are in "Folder List Viewer and Management Tool" on the left.

	🚱 Folders	?0	\leq
٩	🗄 🏠 INBOX (1)		1
	Contacts		0
	🖓 Drafts		0
	- 🔂 Junk		0
	🕤 🔂 Sent Items		0
	🐨 🗑 Trash		0
			_
	Global Contacts		0
	Emilie Folders		0
	Filter	11 selected	
		Display	
	1651 used of 200M (0%)		
[Management]
		Create	
	Mailbox	-	

Picture 11 Tools to create new mailbox

- 2) Fill in the name of mailbox/ folder that you would like to create. You are able to create 5 categories of mailboxes.
 - Mailbox: To store E-mails.
 - Address Book: To store contacts.
 - Calendar: To store calendar.
 - Notes: To store notes.
 - Tasks: To store tasks.

asks. Management		Folder's name	
Customer	Cre	ate	
Mailbox			
Mailbox	-		
Address Book Notes		Type of folder	

Picture 12 How to create new folder's name

3) You can create sub-folder by using "/" between the names. For example, Contacts/Friend means "Contacts" is the main folder and "Friend" is the sub-folder, or INBOX/School/Friend means "INBOX" is the main folder, "School" is the sub-folder and "Friend" is the sub-folder under "School". X

Management				
INBOX/School/Friend	Create			
Mailbox	-			

Picture 13 How to use "/" to create sub-folder



2.3 Set mailbox/ folder

You can set each mailbox/ folder by clicking the sign \checkmark "Settings" appeared on the right.

	INBOX 💌						
Displa	ay: 20	•	٩,	1-1 of 1	?		
8		P 🗙	🖂 🏹			Ì	
•	Status	Pty	From	Subject	Size	Received \bigtriangledown	
	🖂 o 🛛		Chanachon Popairoj	Welcome to KSC Mail Service	162K	10:56:58AM	
8	\boxtimes	P 🕅	-Select Folder- 🗸 🖄				



		INBOX Set	ttings						×
√ ×									
Delete All Messages ?									
		Delete All M	essages						
Remove Folder									
Remove Sub-Folder	s 🗸								
		Remove F	Folder						
Rename Folder									
New Folder Nam	e: INBOX								
Rename Sub-Folder	s 🗸								
		Rename F	Folder						
Access Control List									
Identifier	Lookup	Select	Seen	Flags	Insert	Post	Create	Delete	Admin
Visible to Mobile Devices									
	Apply to Sub-Folders: 📃								

Picture 15 How to set permission to access the folders

Delete All Messages	Delete all messages in mailbox
Remove Folder	Delete folder, and delete sub-folder by enabling "Remove Sub-Folders" function
Rename Folder	Raname the folder
Access Control List	Set permission to access each folder; Lookup – Able to see mailbox Select – Able to select and read messages in mailbox Seen – Able to see messages in mailbox Flags – Able to write and flag messages Insert – Able to add messages in mailbox Post – Able to add message in mailbox Create – Able to post message in mailbox (currently not in use) Create – Able to create sub-folder in mailbox Delete – Able to delete message in mailbox Admin – Able to manage mailbox and set permission



3 SEND-RECEIVE E-MAIL

3.1 How to see new E-mail message

Normally after login, the system will redirect to the main page. Click "Unread" to see new E-mail message(s).

Welcomes to KSC Webmail Service				
INBOX				
	Messages : 2 <mark>(2 Unread)</mark>			

Picture 16 Unread messages shown on main page

Or you can access inbox. Click "INBOX" folder in "Folder List Viewer", or click ^M "Mail" button. Both old and new E-mail messages will be shown.

General Point ? ⊠	Mail Compose Ad	kdress Book Settings M	Rail Control Log Out	chanachon@kscdemo.th.com	
Junk 0			INBOX		×
Sent Items 0	Display: 20 👻	٩,	1-2 of 2	?	
Global Contacts 0	8 🖂 🕞 1	۷	लं लं		Ì
Public Folders 0	🖌 Status 🗘	Pty From	Subject	Size Rec	eived $ abla$
Filter 11 selected		Internet KSC	Mail Service	3312	1:10:35PM
Display		Internet KSC	Welcome to KSC Virtual Service	5195	1:05:02PM
8420 used of 200M (0%)		-Select Folder-	1		
Management Create Mailbox					

Picture 17 List of old and new E-mail messages

The status of each E-mail message will be shown, e.g. read, rank, attached or action (reply, forward, etc.) The details are as below.

\boxtimes	New and unread message		
\boxtimes	Read message		
0	Message with attachment		
+	Message has been forwarded		
ŧ	Message is replied		
0	Recently received message		
Þ	Message has been flaged		



3.2 How to read new E-mail message

Click "From" or "Subject" of the message you desire to read.

	Delete: Delete message
Þ	Reply: Reply to senders
Ŋ	Reply to All: Reply to senders including CC list
Å	Forward: Forward message
Å	Redirect: Redirect to
Ð	Previous: Go to previous message
(Delete & Next Unread: Delete message and go to next unread message
ੰ	Next Unread: Go to next unread message
	Print: Show ready to print format
Х	Unread: Set as unread message
2	Flags: Flag the important message
×	Unflag: Unflag the (used to) important message
	Take Address: Add sender's E-mail address to address book
ili	Show message header: Show message header as raw text
18	Show entire message: Show all details of the message
2	Move: Move current message to selected folder
2	Copy: Copy current message to selected folder
Þ	Jump to the bottom: Go to the bottom of the message
$\overline{\mathbf{A}}$	Jump to the top: : Go to the top of the message

There are 2 types of received message;

1) General E-mail message

	Unread Message		×
			?
🖂 Recent Message		🖂 🖪 (My Domain)	-
From:	"Internet KSC" <support@ksc.net></support@ksc.net>		111
Subject:	Welcome to KSC Virtual Service		16
Date:	Thu, 5 Mar 2015 13:04:58 +0700		
To:	<chanachon@kscdemo.th.com></chanachon@kscdemo.th.com>		
Message-ID:	<035f01d0570a\$4f8b40c0\$eea1c240\$@ksc.net>		
Dear valued subscriber, Your registration is approved. Please enjoy free-of-charge Virtual S The Virtual Space Manual (Trial versi We hope you benefit from our servi Should you have any queries or feer Sincerely yours, Customer Service KSC Commercial Internet Co., Lt	<pre>sipace (trial version) at https://cloud.ksc.net/cloud/org/KSC/. on) is available for download at http://www.ksc.net/EN/CustomerService-Download.aspx. ce. iback, please do not hesitate to contact us at trial-virtualspace@ksc.net. d.</pre>		
Select Folder- 🗸 💕 💕			

Picture 18 General E-mail message



- 2) Calendar message: It is sent from whom creates the meeting date, and the receiver is invited to the meeting. Functions in calendar consist of;
 - Accept: Accept to join the meeting
 - Decline: Deline to join the meeting
 - Tentative: Not sure yet

	Unread Message	×
🗃 🖗 🖗 🖼	$\bowtie \Leftarrow \circledast \Rightarrow \blacksquare$?
🖂 Message	🖂 🕨 🚮 (My Domain)	•
From:	"Internet KSC" <support@ksc.net></support@ksc.net>	
Subject:	Mail Service	18
Date:	Thu, 5 Mar 2015 13:10:31 +0700	
To:	<chanachon@kscdemo.th.com></chanachon@kscdemo.th.com>	
Message-ID:	<036601d0570b\$1604bb50\$420e31f0\$@ksc.net>	
Scheduling reque	est	
Description:	Mail Service	18
Organizer:	Internet KSC <support@ksc.net></support@ksc.net>	
Starts:	05 Mar, 15 1:30:00PM	
Ends:	05 Mar, 15 2:00:00PM	
Priority:	Normal	
Where:	SMG	
Attendees:	chanachon@kscdemo.th.com <chanachon@kscdemo.th.com></chanachon@kscdemo.th.com>	
เรียน ผู้ที่เกี่ยวข้อง ขอเชิญเข้าร่วมประชุมเรื่อ	DA Mail Service	
Accept		
	Comment: ยินดีเข้าร่วมการนัดหมายครั้งนี้ Accept Decline Tentative	
-Select Folder-		

Picture 19 Calendar message



3.3 Composing a new E-mail message In order to compose an E-mail message, you will need to create a new message by clicking the icon \searrow on the menu bar. The following functions will be appeared.

R	Save in Drafts: Save message as draft
	Send: Send message (message will be copied to sent items folder)
2::	Address Book: See address book (to select receivers' E-mail addresses)
	LDAP Search: Find information from directory
P	Settings: Set how to send message
	Address Book: See address book (to select receivers' E-mail addresses)

		Compose Message (utf-8)	×			
🖄 浊	x		? 🗉 🧳			
From:	"Chanachon" < chanachon@kscdemo.th.c	om> Text Encoding:	Unicode (UTF8)			
То: 💄	support@ksc.net	Notify when Delivered:	when Read:			
Cc: 🔒		Priority:	Undefined 👻			
Bcc: 💄		Format HTML:	Rich formatting:			
Subject: 🖂	รายละเอียดการใช้งาน	Copy Sent In Sent Items:				
		Attachments:	Browse Application BizMail.pdf			
			Browse No file selected.			
<u>U</u> / B						
เรียน เจ้า	เรียน เจ้าหน้าที่					
ขอเปลี่ย	ขอเปลี่ยน package การใช้งานตามไฟล์แนบครับ					

Picture 20 Example of composing E-mail

From	Sender's name and E-mail address		
То	Receiver's name and E-mail addresss		
Сс	Receiver's name and E-mail addresss (carbon copy)		
Bcc	Receiver's name and E-mail addresss (blind carbon copy)		
Subject	Message topic		
Attachment	Attached files		
Text Encoding	Language for message		
Notify when Delivered	Notice the sender when message is received		
Notify when Read	Notice the sender when message is opened		
Priority	Show priority of message consisting of Low, Medium, High and Undefined		
Rich formatting	Show text functions consisting of bold, dark and italic		
Copy Sent In Sent Items	Copy sent message to sent items folder		



4 ADDRESS BOOK

Click $\widehat{\ensuremath{\mathfrak{V}}}$ button on menu bar to get into address book function.

		Contacts	×	
Display: 20 🗸	٩,	1-2 of 2	?	
🗃 🚨 🗶			Contact Information has been stored 🧳	
Status	Name /		Email	
🗌 🙆 🍳 🛛 Mi	arketing			
🗌 🙆 🔍 🛛 Sa	ales			
🗃 🥈 🖑 -Sel	Select Folder- V 🖄 🖄 Contact Information has been stored			

Picture 21 Contacts address

4.1 Create new contact

Click $\overset{\&}{=}$ button on sub-menu of "Contacts". Fill in new contact information. Click \checkmark button to confirm.

	New Contact	×
√ _ ×		
Contact Details		
File As:	Apple	
E-mail:	apple@xxxxx.com	
Web Site:		
Full Name		
Title:		
First Name:	Apple	
Middle Name:		
Last Name:		
Suffix:		
Telephone		
Work:	6628614600	
Home:		
Cell:	0880220991	
Fax:		
Assistant		
Address		
P.O. Box:	328/3	
Street.	Latya	
Suite:		
City:	Klongsan	
State/Province:	Bannkok	
Poetal Code:	10600	
Counter	Theiland	
Postal Label:		
Organization		
organization.		
Job little:		
Profession:		
Photo:	Choose File No file chosen	
Note:		

Picture 22 Create new contact



4.2 Create contact group

Click *s* button on sub-menu of *Contacts*. Fill in group's name behind *File* As. Fill in new contact(s) behind *E-mail* or click *s* button to find contacts from address book.

Click "Add Contact" to add new contacts to the group. Click \checkmark button to confirm.

	New Contact Group	×
√ 🖕 ×		
Contact Group		
File As: Members:	support apple <apple@ksc.net> boom <boom@ksc.net></boom@ksc.net></apple@ksc.net>	
E-mail: Note:	"Real Name" <email.name@company> Add Contact III</email.name@company>	

Picture 23 Create contact group



5 RULES AND PERSONAL SETTING

5.1 Create vacation message

In case user is on vacation or can't reply to incoming message, user can creat auto-reply message by

clicking $^{\circ}$ "Mail Control" button on menu bar, after that click "Rules". Fill in auto-reply messages behind "Vacation Message". Use special text " $^{F'}$ in stead of sender's name, then click "Enable" to active the function. When user needs to cancel auto-reply message, simply delete right sign from the square behind "Enable" then click \checkmark button to confirm.

Rules	
√ ×	
Mail Redirection ?	
Enable:	
Redirect All Mail to:	example@ksc.th.com
Preserve To/Cc fields:	
Do not Redirect Automatic Messages:	
Кеер а Сору:	
Vacation Message	
Enable Ends: I Mar V2015 Vacation Message: I'm vacation now, Please conta	act me by phone.
Contirm	

Picture 24 How to create auto-reply message



5.2 Create rules

Rules are created to manage and control incoming messages.

Start from add rule's name behind "Add New" then click "Create" button. Click "Edit" button to set rules and conditions.

Rules			
Rule Created			
Mail Redirection ?			
	Enable:		
	Redirect All Mail to:		
Pre	serve To/Cc fields:		
Do not Redirect Au	tomatic Messages: 📃		
	Кеер а Сору: 📃		
Vacation Message			
Enable Ends: 1 • Vacation Message:	an v 2015 v	h.	
Junk Mail Control			
High probability:	Medium probability:	-	Low probability:
Rules			
Priority Name			3 Delete
5 v Block			Edit
Add New 1 2			Delete Marked

Picture 25 Create rules' name

		Rule "Block" , Priority=5	×
√ ×			
	C	mment:	
Data	Operation	Parameter	
Subject 💌	is 💌	viagra	
Action	Parameter		
Discard			

Picture 26 Create rules' condition



Rules consist of 2 main parts.

1) Data: Set the rules of information appeared in any message.

From	From (sender)
Sender	Sender
Return-Path	E-mail address to be replied
То	To (receiver)
Сс	Carbon copy to (receiver)
Any To or Cc	To or carbon copy to anyone (receiver)
Each To or Cc	To or carbon copy to a person (receiver)
Reply-To	Reply to (receiver)
'From' Name	From (sender) name
Subject	Subject
Message-id	Message-id
Message size	Message size
Time of Day	Time of message received
Current Date	Current date (Monday, Tuesday, Wednesday, etc.)
Current Day	Current day
Human Generated	Generated by human (not computer)
Header Filed	Message's header
Any Recipient	One recipient
Each Recipient	Every recipient
Existing Mailbox	Mailbox that was created
Source	Information source

2) Action: Set the rules that system must follow under some conditions

If data is [] Then Action []; follow the rules if following conditions appear

		Parameter
Store in	Store data in	Mailbox's name
Store Encrypted in	Store encrypted data in	Mailbox's name
Mark	Mark	
Add Header	Add Header	Header's message
Tag Subject	Add specific message in subject	message
Reject with	Reject with	message
Discard	Discard any action	
Stop Processing	Stop processing	
Remember 'Form' in	Save sender in	Address book's name
Accept Request	Accept request	



Example of how to create rules

Ex1- Discard (don't receive) invalid E-mail format Data: Message-Id is not *@* Action: Discard

Ex2- - Discard (don't receive) E-mail message that requests receiver to reply to info@xxx.com Data: Return-Path is <info@xxx.com> Action: Discard

Ex3- Mark flagged E-mail messages come after 8:15 a.m. Data: Time Of Day is greater 8:15 a.m. Action: Mark Flagged

Ex4- If E-mail header includes "X-Spam", add "X-Color" Header Field and add subject as [SPAM] Remark: X-Color is the color command, here is set as red Data: Header Field is X-Spam: * Action: Header X-Color: red Action: Tag Subject [SPAM]

Ex5- If E-mail subject includes *list*, mark flagged this E-mail as important message Data: Sender is *list* Action: Mark Flagged

Ex6- If E-mail message comes from abcdef.com, move to "ABCDEF" mailbox which is the sub-folder of "INBOX" Data: From is *@abcdef.com Action: Store in INBOX/ABCDEF

Ex7- If E-mail message comes from <u>veerachart@xxx.com</u> who are boss, mark flagged this E-mail as important message

Data: From is veerachart@xxx.com Action: Mark Flagged

5.3 Change password

Click Setting button, choose "Password" tab in sub-menu

General	Password	Folders	Compose	Calendar	Contacts	
Modify						
Password Mod	dification ?					
	Current	Password:				
	New	Password:				
	Reenter	Password:				
Forgotten Pas	sword Recovery					
	E-mail Pa	ssword to: reco	very@ksc.net			

Picture 27 Change password



5.4 How to use foreign folder

Foreign Folder means other person's folder which has access setting (Lookup, Select, Seen, Flags, etc.)

If you aer permitted to access other person's folder, you can use mentioned folder by clicking "Management" button appeared in tools bar on the left. In Folder Aliases page, fill the reference name of folder in "Alias Name", fill the name of foreign folder in "Folder Name" by using the format "~username/folder_path"

In below example, Global Contacts is "Alias Name", ~service/Contacts is "Folder Name", to access Contacts folder of the user named "service". Reference the mention folder with the name "Global Contact".

Folders ?	3				P) <	> 🕺				27		
. INBOX (1)	4					/ /	» (~~\>			34		
1 Calendar	8	Mail Compose /	Address Book (Calendar Ma	ain Tasks Notes	Folder Setting	s Call Control	Mail Control	Buddies	Log Out		
····· 🖅 Contacts	4	/ <u>v</u>										
🎯 Drafts	0	V X										
- 🗑 Junk	0 F	older Aliases ?										
Notes	A	Alias Name				Folder Nar	ne (~usernan	ne/mailbox)				
Sent Items	6	Plubic Folders				~ hot /Pub	lic Folders					
Tasks	2	Pluble Folders				000_/F00	iic i oldera					
🐨 🗑 Trash (3) 🥥 🛍	9 F	-older Subscripti	on ?									
	- 11					Folder Nar	ne (~usernan	ne/mailbox)				
History	0											
Filter 10 selected	A	Access Control Li	st									
Display 270K uppd						Identifier			Del	egate Cal	, Ad	min Create
270K used										- Cor	troi	
Management												
Create	C	Open Folder ?										
Mailbox 💌						Folder Nar	ne (~usernan	ne/mailbox)				
									0)pen		

Picture 30 แสดงการใช้งาน Foreign Folder

5.5 Create signature format

To create E-mail signature, click \checkmark "Setting" button on menu bar. Choose "Compose" tap in submenu. New window will be appeared. Add data and signature in the space behind "Signature", then click \checkmark button to save.

General	Password	Folders	Compose	Calendar	Contacts	
√ X						
Message Compo	ser					
		Auto Wrap def	ault(Flowed)			
	Т	ext columns def	ault(72)			
	MIME-enco	de Headers det	ault(Yes) 💌			
	R	eply Header (@) () ^T=t eply Quoting (@) ()	default(On ^T^N ^F w ime, ^F=sender, ^N default(>)	vrote:) I=new line		
Folders	[Be Signature	st Regards, nana		h]
	Save Sent N	lessages in def	ault(Sent Items) 💌			
	St	ore Drafts in def	ault(Drafts) 💌			
	N	lotes Folder det	ault(Notes) 👻			
Calendar						
	Compos	e Time Step def	ault(30 min) 💌			

Picture 31 Creat signature format for E-mail message