

# Getting your email

User guide

*power to you*



# Welcome.

**This guide will show you how to get your email, now that it is hosted by Vodafone Hosted Services.**

**Once you've set it up, you will be able to pick up and send email through online webmail, or your desktop mail application.**

**And if you're signed up as a Professional user, you will also be able to access email from your mobile, and share your calendar, address book, task manager and documents.**

**This guide assumes that you are already set up as a user through Vodafone Hosted Services by your email administrator, and that they have given you a username and password.**

webmail	2
address book	7
calendar	8
professional users	9
documents	10
briefcase	11
desktop mail	12
mobile email	16
dealing with spam email	18

# Webmail

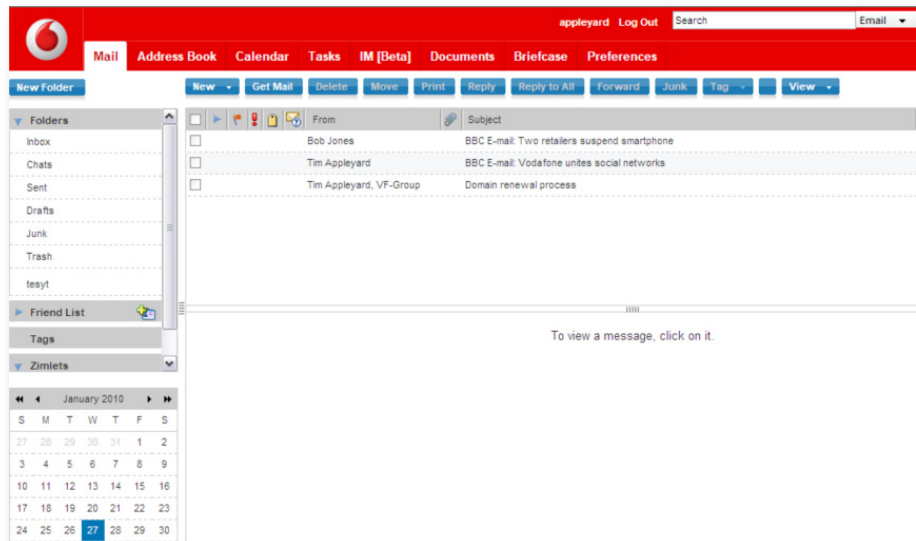
Being able to access your email online using webmail means that you can pick up your mail regardless of your location, as long as you have an internet connection.

## Open the webmail main page

- open your browser on your PC or Mac, and go to <https://webmail.vhsmail.vodafone.com>
- save this page as a bookmark, so that you can get to it quickly in the future
- log in using your username and password
- if your browser supports it, save the login details (don't do this if you're using an unsecure computer, such as one in an internet café).

The webmail portal is where all your email folders can be found.

You will also be able to see tabs for Address Book, Calendar, Documents and Briefcase.



<sup>1</sup> When you first login you'll be asked if you want to view emails using AJAX or HTML.

Using AJAX provides a much richer experience than HTML, and because it stays connected with the server your email updates will appear without needing to refresh the page.

However, this also uses up more bandwidth, and some features may not be supported by your browser. If you want to keep your data use under control, or are using an older browser, select the HTML option.

You can change this at any time by clicking on the Preferences tab.

# view your mail

The Mail tab is where you view, create and manage your email.

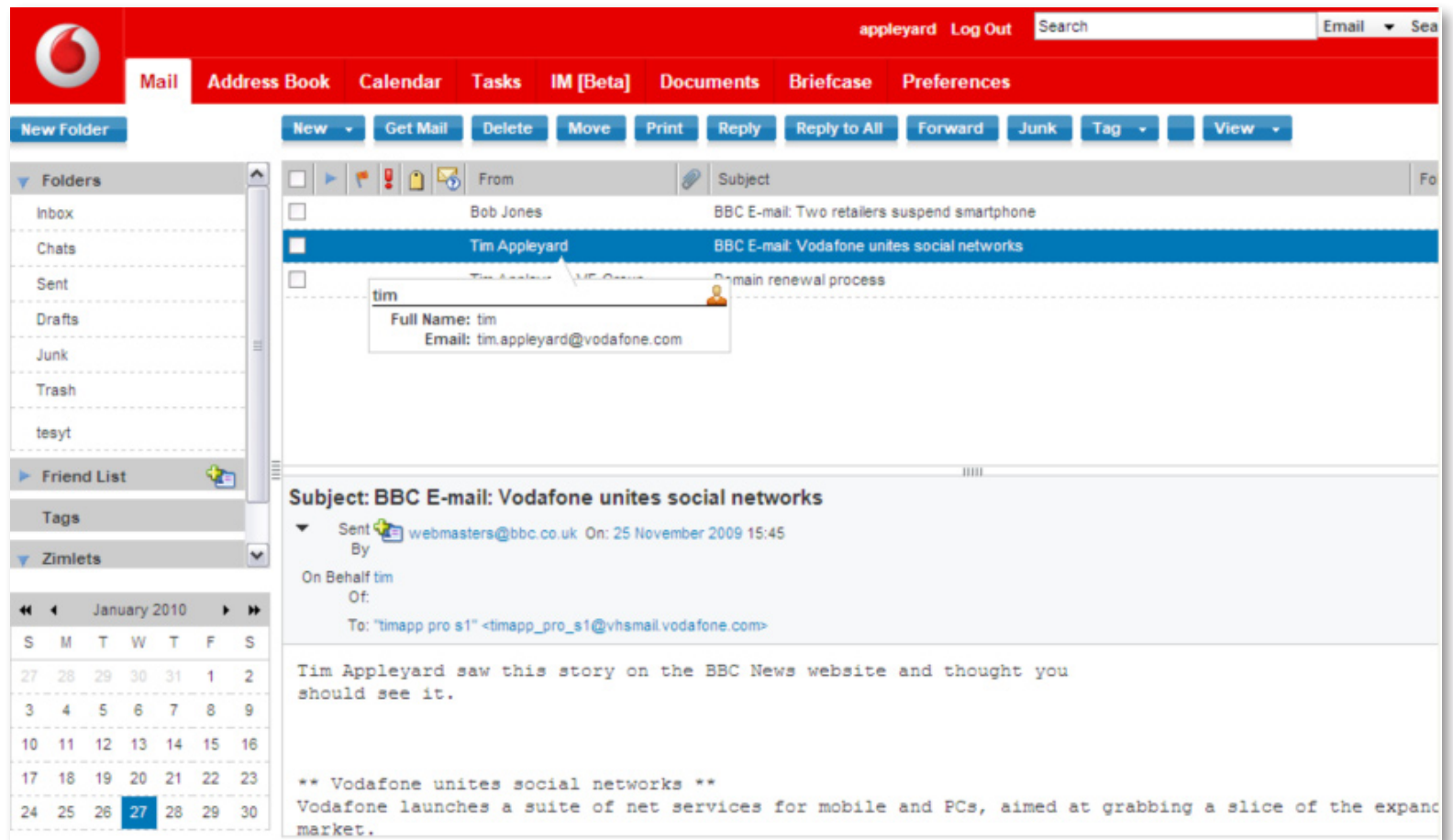
It works in very much the same way as a desktop email program, so once you have selected a message (or messages) you can use the blue buttons to:

- delete it<sup>1</sup>
- move it to another folder
- print it
- reply to it
- forward it
- label it as junk
- tag it

Clicking on the name of the sender will show their email address.

## Syncing your email

Because your email is kept in sync, any changes you make to your email in the Webmail portal will also be made when you view your desktop and mobile mail.



<sup>1</sup> If you delete an email, it will not be lost – you can find deleted emails in the Trash folder.

If you delete the emails in the Trash folder then you won't be able to restore them.

# write a new email

The screenshot shows the Vodafone Hosted Services webmail interface. At the top, there's a red header bar with the Vodafone logo on the left and 'appleyard Log Out' on the right. Below the header is a navigation bar with tabs: Mail, Address Book, Calendar, Tasks, IM [Beta], Documents, Briefcase, and Preferences. The 'Mail' tab is selected. Below the navigation bar is a toolbar with buttons: New Folder, Send, Cancel, New IM, Save Draft, Add Attachment, Spell Check, and Options. On the left side, there's a sidebar with a 'Folders' list: Inbox, Chats, Sent, Drafts (highlighted), Junk, Trash, tesyt, Friend List, Tags, and Zimlets. Below the folders is a calendar for January 2010, with the 27th highlighted. The main area is for composing a new email. It has fields for 'To:' (filled with 'tim' <tim.appleyard@vodafone.com>), 'Cc:', and 'Subject:' (filled with 'Hosted Services Meeting'). Below these fields is the email body, which contains the text: 'Hi Tim, Hosted Services Meeting is now a conference call. Kind regards Mary'.

To write a new email, just click on the New Mail blue button.

- enter the email address to send it to. If it's in your address book it will autocomplete.
- before you add another address, put a semi-colon ; after the first address
- use the blue buttons to add attachments, spell check or save it as a draft
- then click on the Send blue button to send it.

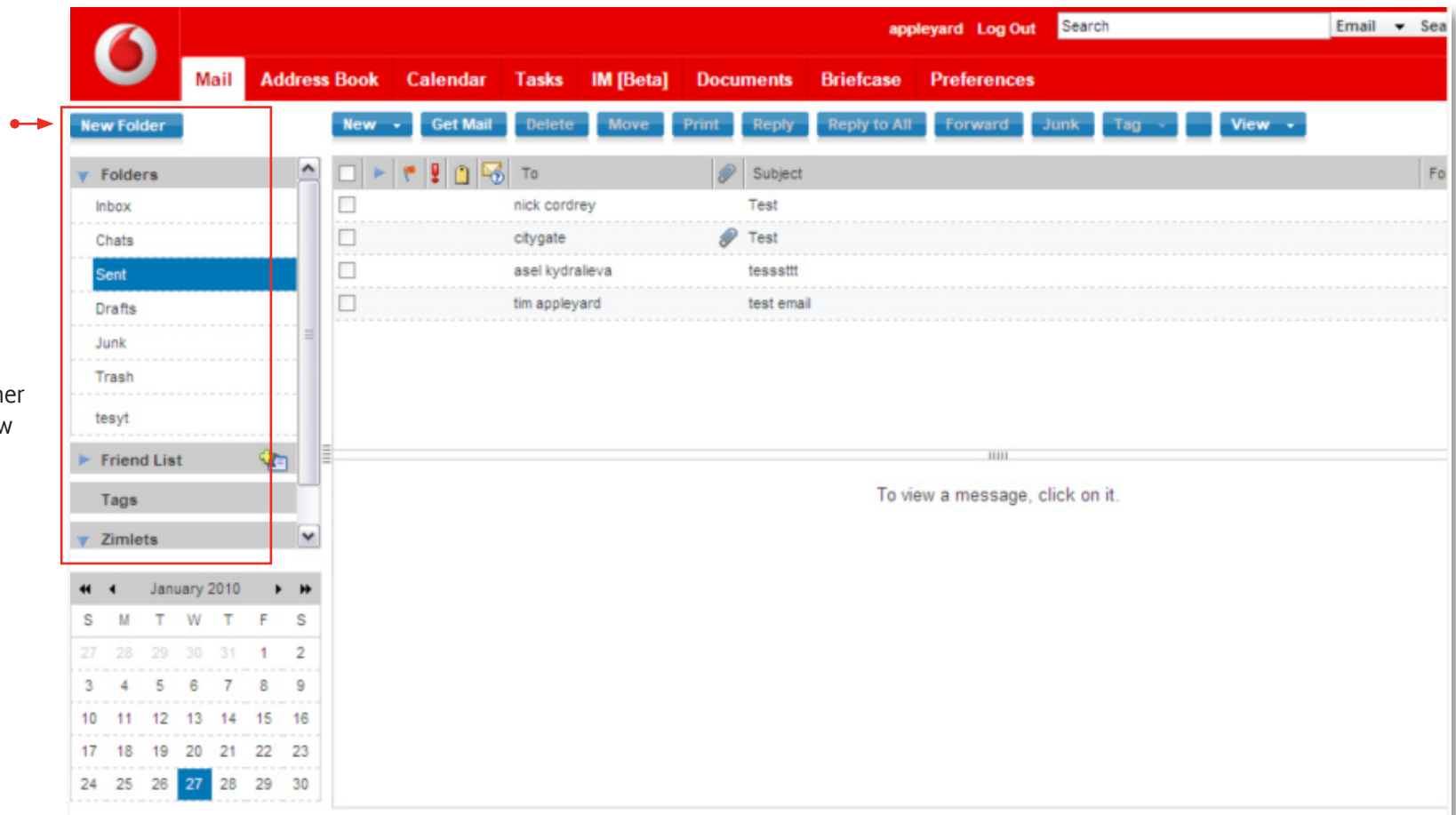
# webmail folders

In the folders column you can view your Inbox, sent mail, drafts and other email collections.

You can make new folders to hold emails related to specific projects or people:

- click on the New Folder blue button
- enter the name of the new folder
- move related emails into that folder using the Move blue button.

The Folders column can also contain other collections, such as Tags (which will show you emails that have been tagged).



# webmail search

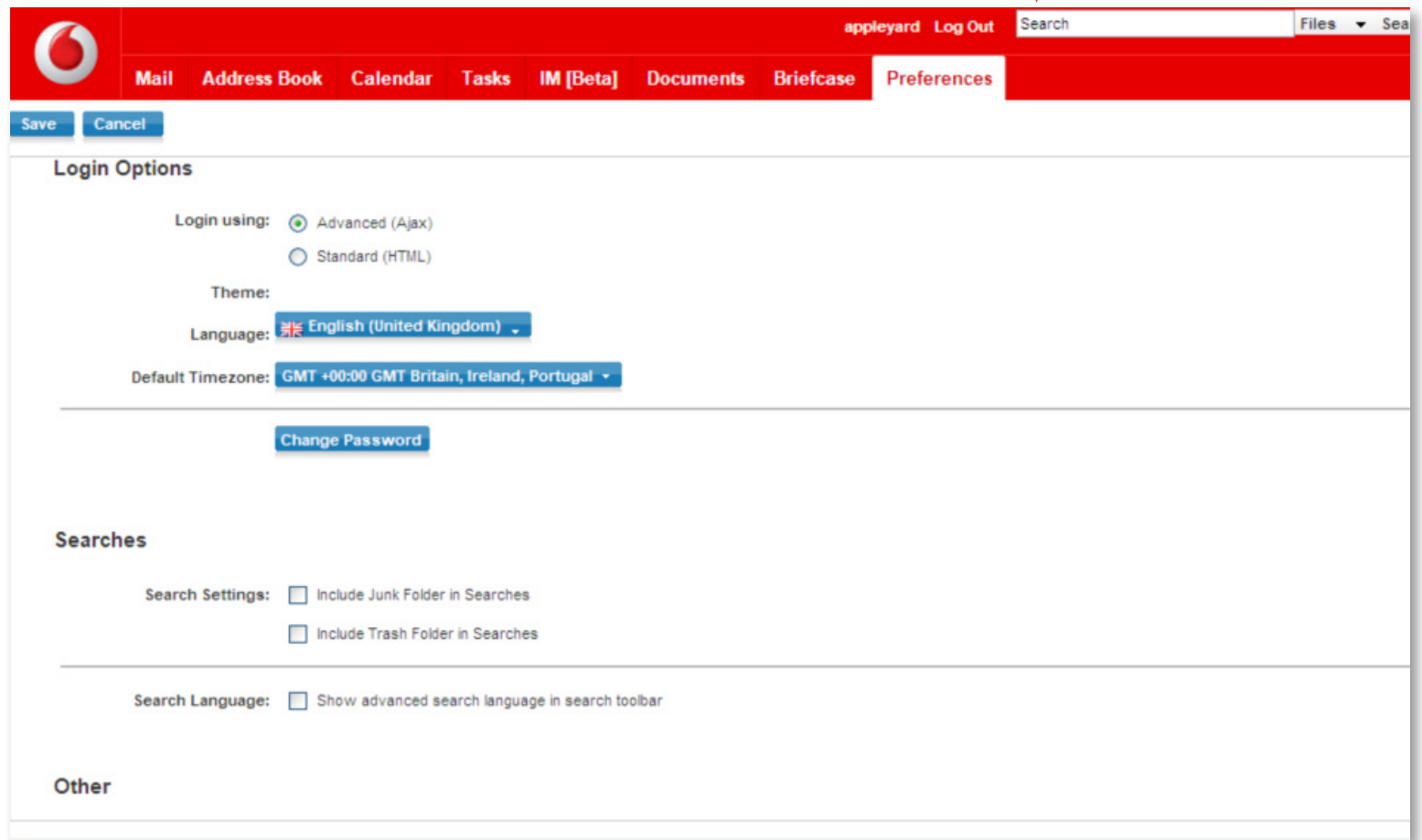
You can search through your email folders just as you can in your desktop email.

Simple searches can be carried out by entering a word, name or email address into the Search field. This will look through all your email messages looking for that content.

More advanced searches can be carried out by specifying a search operator – this is a special keyword followed by a colon, e.g. 'in:inbox' returns messages which are in the inbox folder, whereas 'from:someone' returns messages which have the word "someone" in their email address.

If multiple search terms are entered, separated by spaces, they are combined together by default, e.g. 'in:inbox house' returns messages which are in the inbox and which have the word 'house' in them.

If you delete an email, it will not be lost – you can find deleted emails in the Trash folder. Click on the Preferences tab to change the Search settings to include the Trash folder.



The screenshot shows the Vodafone webmail interface. At the top, there is a red header bar with the Vodafone logo on the left and the user's name 'appleyard' and 'Log Out' link on the right. A search bar is located in the top right corner, with a red arrow pointing to it from the text 'webmail search' above. Below the header bar, there is a navigation menu with tabs for 'Mail', 'Address Book', 'Calendar', 'Tasks', 'IM [Beta]', 'Documents', 'Briefcase', and 'Preferences'. The 'Preferences' tab is currently selected. Below the navigation menu, there are 'Save' and 'Cancel' buttons. The main content area is divided into sections: 'Login Options', 'Searches', and 'Other'. The 'Login Options' section includes 'Login using:' with radio buttons for 'Advanced (Ajax)' (selected) and 'Standard (HTML)', a 'Theme:' dropdown, a 'Language:' dropdown set to 'English (United Kingdom)', and a 'Default Timezone:' dropdown set to 'GMT +00:00 GMT Britain, Ireland, Portugal'. There is a 'Change Password' button below these options. The 'Searches' section includes 'Search Settings:' with checkboxes for 'Include Junk Folder in Searches' and 'Include Trash Folder in Searches', both of which are currently unchecked. Below this is a 'Search Language:' section with a checkbox for 'Show advanced search language in search toolbar', which is also unchecked. The 'Other' section is currently empty.

# address book

The screenshot shows the Vodafone Hosted Services webmail interface. The top navigation bar includes 'Mail', 'Address Book', 'Calendar', 'Tasks', 'IM [Beta]', 'Documents', 'Briefcase', and 'Preferences'. The 'Address Book' tab is selected. On the left, there is a sidebar with 'New Address Book', 'Address Books', 'Contacts', 'Emailed Contacts', 'Trash', 'Friend List', 'Tags', 'Zimlets', and 'Local'. The main content area displays the contact 'Smith, Mary' with tabs for 'Personal', 'Work', 'Home', 'Other', and 'Notes'. The 'Personal' tab is active, showing fields for Last, First, Middle, Job Title, Company, and Address Book. Below this is the 'Email and Instant Messaging' section with fields for Email, IM Address, and IM Address 2. A calendar for January 2010 is visible on the left, and a 'New Address Book' button is at the top left.

Click on the Address Book tab to open your address book.

This address book is synchronised with your desktop and mobile Mail programs, so be careful not to delete contacts you may need in other situations.

You can enter a name in the top right Search bar to find a contact or email correspondent, or just click on the folder you want to view in the Address Books column.

## Add a new contact

- to enter a new contact, click on the [New] blue button, and add the details.

## Emailed contacts

- this shows the email addresses of the people who have emailed you.



# calendar

Click on the Calendar tab to open your calendar.

This calendar will be synchronised with your desktop and some mobile Mail programs, so any entries you make will appear there as well.

## Calendar views

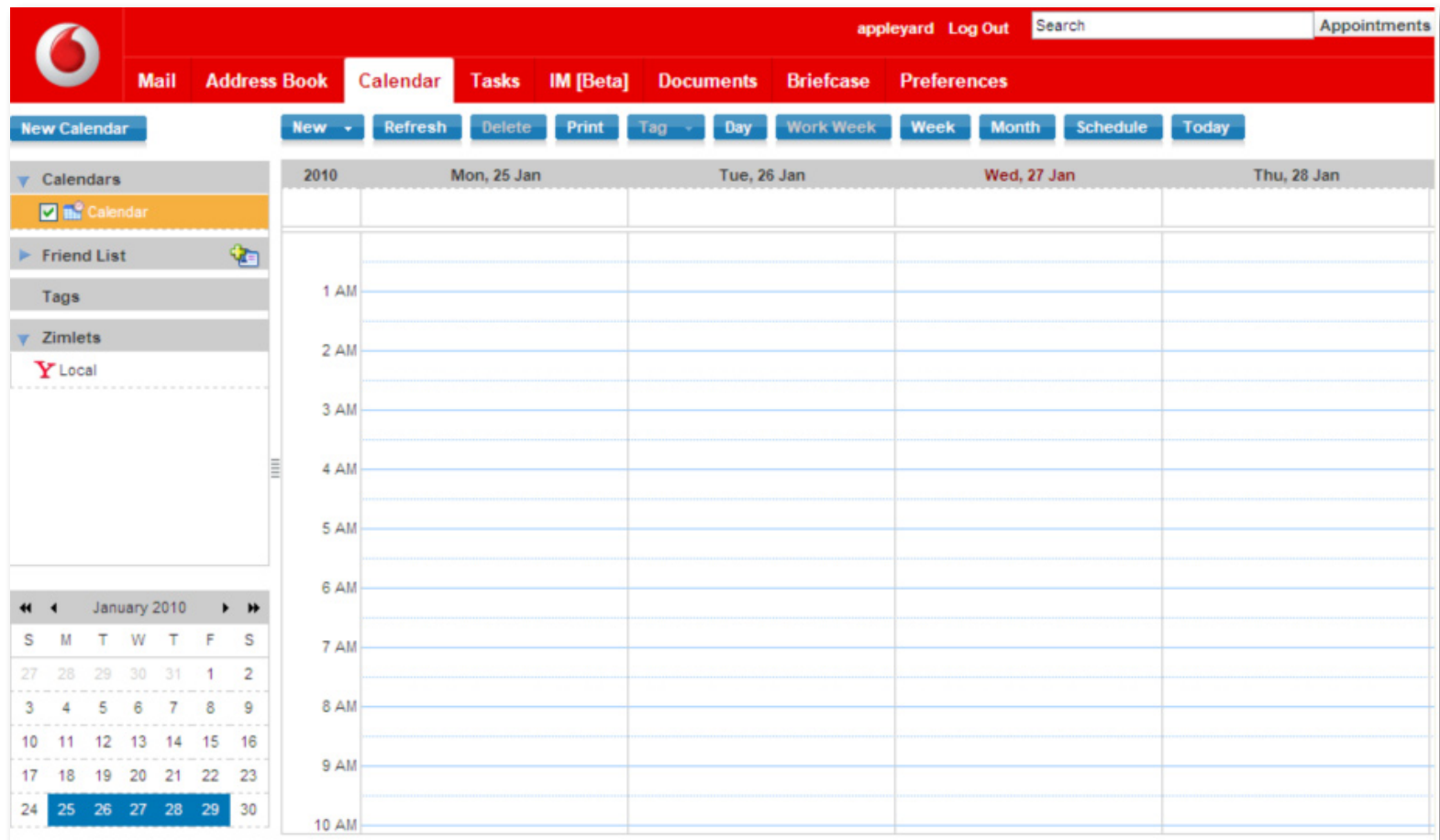
- click the Day, Work Week, Week, Month, or Schedule (appointment list) blue buttons to change the way you view your calendar entries
- click on the Today button to be taken to today's appointments, no matter which view you're in.

## New entry

- click on the New blue button to choose a type of new entry, and enter the details
- you can set alarms, repeats and other options.

## New calendar

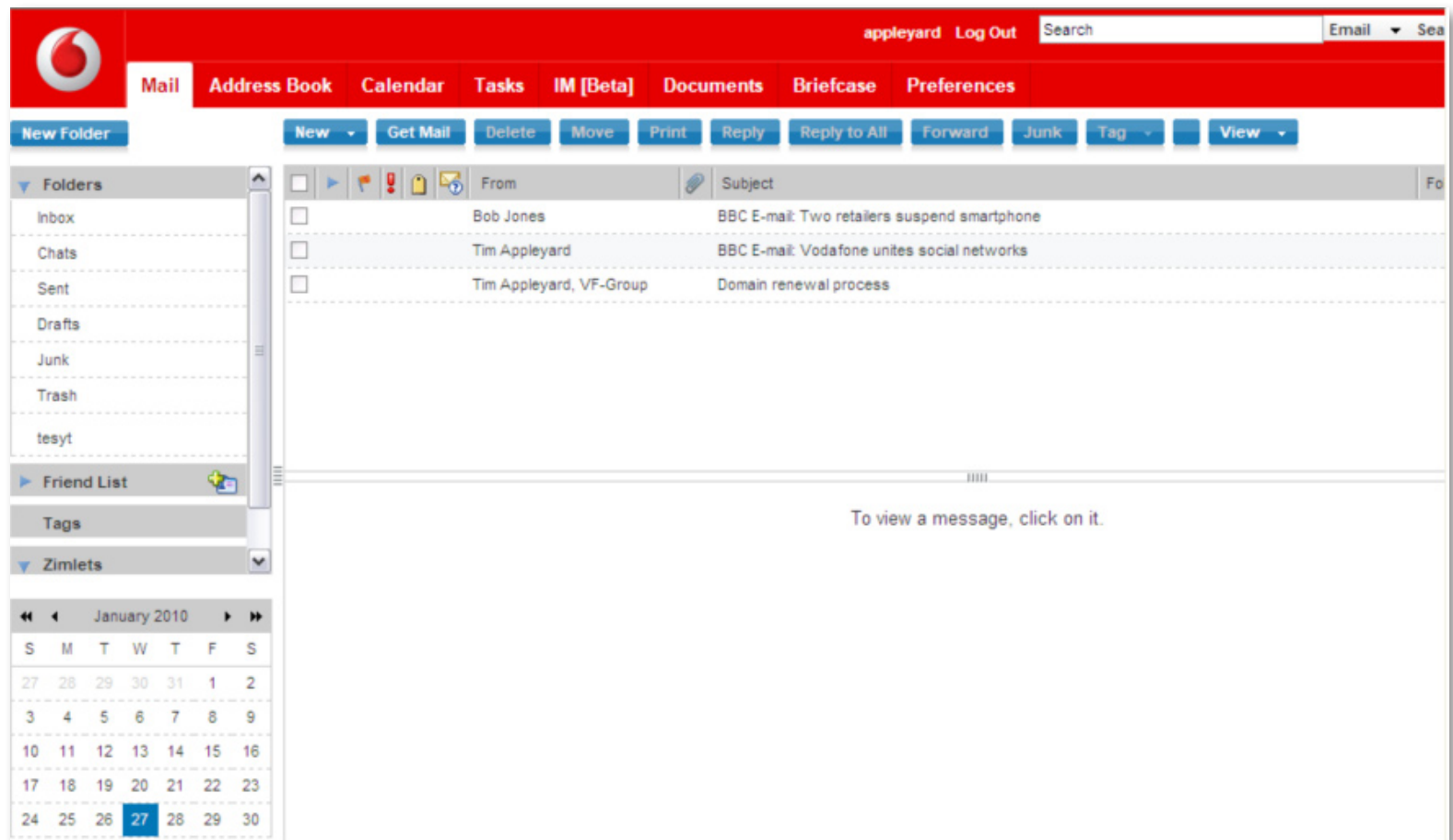
- to set up a new calendar – such as one for personal appointments – click on the New Calendar blue button.



# professional users

If your email administrator has signed up to the Professional Email service, you may be able to see tabs for Documents and Briefcase, as well as Address Book and Calendar.

- if your email administrator has signed up for the Professional Email service, they may still have given you only Basic privileges. Please check with them if you want to find out if you can access the Professional features.



# documents

The screenshot shows the Vodafone Hosted Services webmail interface. The top navigation bar is red and contains the Vodafone logo, the user name 'appleyard', a 'Log Out' link, a search bar, and a 'Pages' dropdown. Below this is a secondary navigation bar with tabs for Mail, Address Book, Calendar, Tasks, IM [Beta], Documents (which is highlighted), Briefcase, and Preferences. The main content area is titled 'Notebook' and is by 'timapp\_pro\_s1@vhsmail.vodafone.com'. It features a 'Table of Contents' with columns for Document name, Actions, Modified by, and Modified on. On the left side, there is a sidebar with links to Notebooks, Friend List, Tags, and Zimlets. At the bottom left, there is a calendar for January 2010.

Clicking on the Documents tab lets you create simple documents that will synchronise with your desktop email program.

The Documents application is a document sharing and collaboration application that gives you a central place to develop and organise information. Images, spreadsheets, and other rich web content objects that can be embedded into Document pages. External documents can also be uploaded. The pages display in your browser.

Documents is made up of notebooks with individual pages that are organized in a table of contents. By default, every account includes one notebook. You can create as many additional notebooks as you need.

# briefcase

Clicking on the Briefcase tab lets you copy files from your computer to your account. You can access these files whenever you log into your account from any computer and you can share these files with other colleagues.

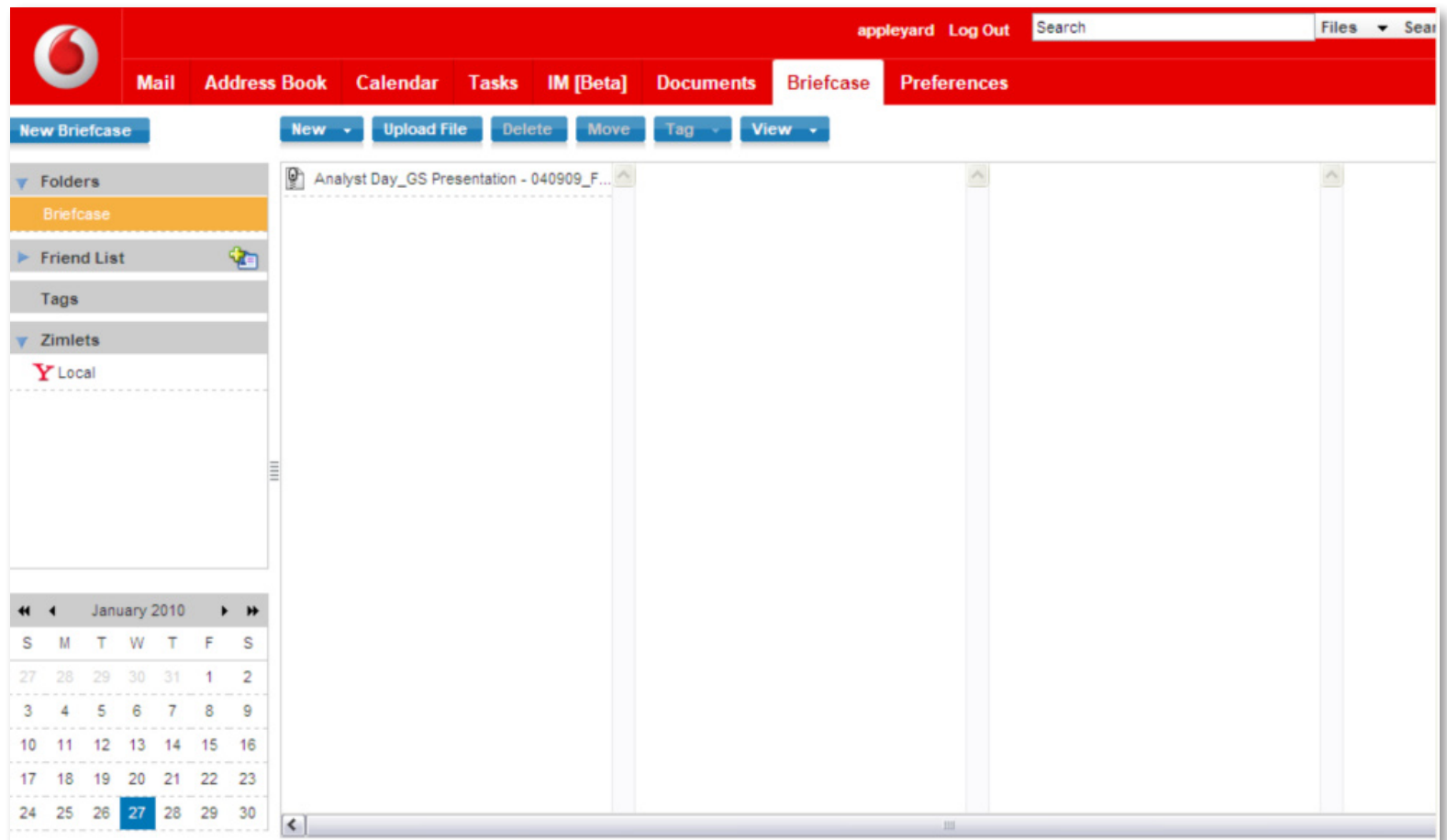
Like your own personal hard drive, Briefcase is a complete solution for storing, sharing and managing your important files in one place.

## Upload a file

- click on the Upload File blue button, then select the file you want to upload
- if it is a folder, it will automatically be zipped (compressed into one file, that can be uncompressed when downloaded).

## View a file

- select the file you want to view, and then click on the View blue button and choose how you want to view it.



# desktop mail

You can also send and receive your emails from your usual PC or Mac mail program.

Setting this up may be slightly more complicated than for the webmail, but we will go through the process for the main email programs you're likely to have (Microsoft® Outlook Express®, Microsoft Outlook 2007®, and Mac OS X Mail). If you need help, then please contact the person who sets up your company email.

Once set up, you can just use it like any other email account.



## What is the difference between POP3 and IMAP?

Everyone using your account has a mailbox which can receive and store mail. Employees in your company or members of your family can have separate mailboxes.

You can connect to your mailbox using POP3 or IMAP:

- POP3 – downloads and stores your messages on your computer
- IMAP – stores your mail folders (inbox, sent items, etc) on the server and this means you can view them from any location (home, office, etc).

Webmail uses IMAP to connect to the mailbox. If your email client connects using POP3, you can still use webmail to view new messages in the inbox (you won't be able to see the messages in any other folders which are stored on your computer). However, you will only be able to view the messages whilst your normal email client is off and not downloading mail.

# set up Outlook Express

If you or your users are running Microsoft® Outlook Express®, you can set it up using the following steps:

## Using IMAP

- 1 start up Outlook Express. This can be found in your computer's "Start" menu.
- 2 from the menu, click "Tools", then "Accounts"
- 3 a pop-up window will appear, with four tabs - "All", "Mail", "News" and "Directory Service". Click the "Add" button.
- 4 click the "Mail" option
- 5 the display name is the name that will appear in the "From" field every time you send an email. Type in your name, then click the "Next" button.
- 6 type the email address you are configuring (e.g. me@mydomain.co.uk) then click the "Next" button
- 7 your incoming mail server type is IMAP
- 8 your incoming mail server is: imap.vhsmail.vodafone.com
- 9 your outgoing mail server is mail.vhsmail.vodafone.com
- 10 select 'Outgoing server requires authentication', then choose 'Use same details as my incoming server'
- 11 Configure the server ports:  
Incoming server (IMAP): Port 993  
Outgoing server (IMAP): Port 465  
Set both to 'Encryption using SSL'
- 12 click the "Next" button
- 13 your "Account Name" is your mailbox username
- 14 your "Password" is the mailbox password
- 15 click the "Next" button
- 16 click "Finish".

## Using POP3

Follow steps 1 to 6 above, then:

- 7 your incoming mail server type is POP3
- 8 your incoming mail server is: pop.vhsmail.vodafone.com
- 9 your outgoing mail server is mail.vhsmail.vodafone.com
- 10 select 'Outgoing server requires authentication', then choose 'Use same details as my incoming server'
- 11 Configure the server ports:  
Incoming server (IMAP): Port 995  
Outgoing server (IMAP): Port 465  
Set both to 'Encryption using SSL'
- 12 click the "Next" button
- 13 your "Account Name" is your mailbox username
- 14 your "Password" is the mailbox password
- 15 click the "Next" button
- 16 click "Finish".



# set up Outlook 2007

If you or your users are running Microsoft® Outlook 2007®, you can set it up using the following steps:

## Using IMAP

- 1 start up Outlook 2007. This can be found in your computer's "Start" menu.
- 2 from the menu, click "Tools", then "Email Accounts" to start the setup process
- 3 select "IMAP", then click "Next"
- 4 enter your user information
- 5 Your Name: this is the name that will appear in the "From" field every time you send an email. Type in your name, then click the "Next" button.
- 6 type the email address you are configuring (e.g. me@mydomain.co.uk) then click the "Next" button
- 7 your incoming mail server is: imap.vhsmail.vodafone.com
- 8 your outgoing mail server is mail.vhsmail.vodafone.com
- 9 select 'Outgoing server requires authentication', then choose 'Use same details as my incoming server'
- 10 Configure the server ports:  
Incoming server (IMAP): Port 993  
Outgoing server (IMAP): Port 465  
Set both to 'Encryption using SSL'
- 11 click the "Next" button
- 12 for logging on, your "User Name" is your mailbox username
- 13 your "Password" is the mailbox password
- 14 click the "Next" button
- 15 click "Finish"
- 16 close and restart Outlook 2007.

## Using POP3

- 1 start up Outlook 2007. This can be found in your computer's "Start" menu.
- 2 from the menu, click "Tools", then "Email Accounts" to start the setup process
- 3 select "POP3", then click "Next"
- 4 enter your user information
- 5 Your Name: this is the name that will appear in the "From" field every time you send an email. Type in your name, then click the "Next" button.
- 6 type the email address you are configuring (e.g. me@mydomain.co.uk) then click the "Next" button
- 7 your incoming mail server type is POP3
- 8 your incoming mail server is: pop.vhsmail.vodafone.com
- 9 your outgoing mail server is mail.vhsmail.vodafone.com
- 10 select 'Outgoing server requires authentication', then choose 'Use same details as my incoming server'
- 11 Configure the server ports:  
Incoming server (IMAP): Port 995  
Outgoing server (IMAP): Port 465
- Set both to 'Encryption using SSL'
- 12 click the "Next" button
- 13 for logging on, your "User Name" is your mailbox username
- 14 your "Password" is the mailbox password
- 15 click the "Next" button
- 16 click "Finish"
- 17 close and restart Outlook 2007.

# set up Mac OS X Mail

If you or your users are working on an Apple Macintosh, using OS X Mail, you can set it up using the following steps:

## Using IMAP

- 1 open Mail from the Applications folder
- 2 from the menu, click "Mail", then "Preferences"
- 3 click on the "Accounts" tab, then click on the + box under the list of accounts – this starts the Add Account helper
- 4 enter your name, full email address, and password, then click Continue
- 5 set the account type to IMAP
- 6 your incoming mail server is: imap.vhsmail.vodafone.com
- 7 your user name is the first part of your email address, up to the @ sign
- 8 your password is the same as the one you entered earlier
- 9 click Continue
- 10 the helper will then verify that your settings are correct – if not, please contact your administrator
- 11 your outgoing mail server is mail.vhsmail.vodafone.com
- 12 if asked, tick Use Secure Sockets Layer (SSL), and choose Password authentication – add your full username and password

- 13 click Continue – the helper will then verify that your settings are correct – if not, please contact your administrator
- 14 click Finish to end the set up process.

## Using POP3

Follow steps 1 to 4 above, then:

- 5 set the account type to POP
- 6 your incoming mail server is: pop.vhsmail.vodafone.com
- 7 your user name is the first part of your email address, up to the @ sign
- 8 your password is the same as the one you entered earlier
- 9 click Continue
- 10 the helper will then verify that your settings are correct – if not, please contact your administrator
- 11 your outgoing mail server is mail.vhsmail.vodafone.com
- 12 if asked, tick Use Secure Sockets Layer (SSL), and choose Password authentication – add your full username and password
- 13 click Continue – the helper will then verify that your settings are correct – if not, please contact your administrator
- 14 click Finish to end the set up process.



# mobile email

Now you can also send and receive your emails on most modern models of mobile phone – they don't have to be Vodafone ones.

Setting this up will be slightly different for each phone operating system, but we will show the process for the Nokia Series 60 and Apple iPhone. If your phone isn't mentioned, you should be able to see the common information you need to put in.

Once set up, you may need to refer to your phone's documentation in order to receive and send emails.



# access your email via a mobile browser

Use the following URL to access your email via a mobile browser:

<http://web.mail.vhsmail.vodafone.com/m>

To access your email from a mobile client using POP/IMAP, use the similar configuration details to a standard desktop email client:

- 1 IMAP hostname: imap.vhsmail.vodafone.com with SSL enabled
- 2 POP hostname : pop.vhsmail.vodafone.com with SSL enabled
- 3 SMTP hostname : mail.vhsmail.vodafone.com with SSL enabled.



# dealing with spam email

Your email administrator will decide the overall anti-spam settings for your company. However, if you find you are still getting more spam than you're happy with, or important emails are being blocked, you can make additional changes to your account.

This allows you to add further filters to the anti-spam, adjust how aggressive the spam filtering is, and set their own whitelist and blacklist.

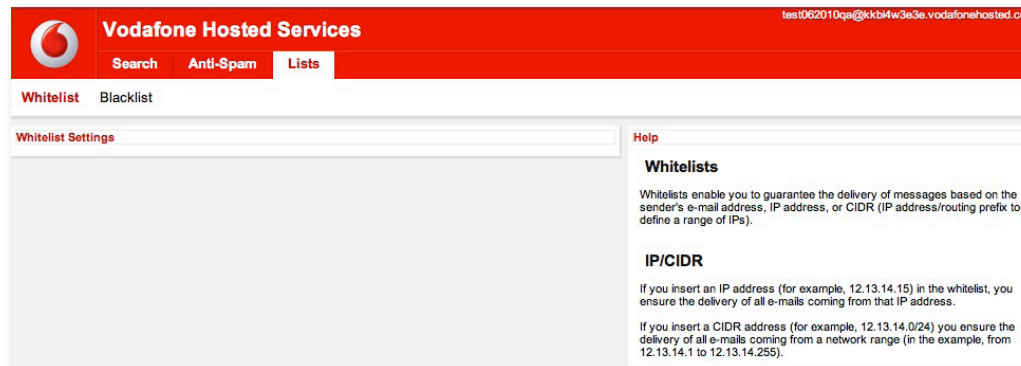
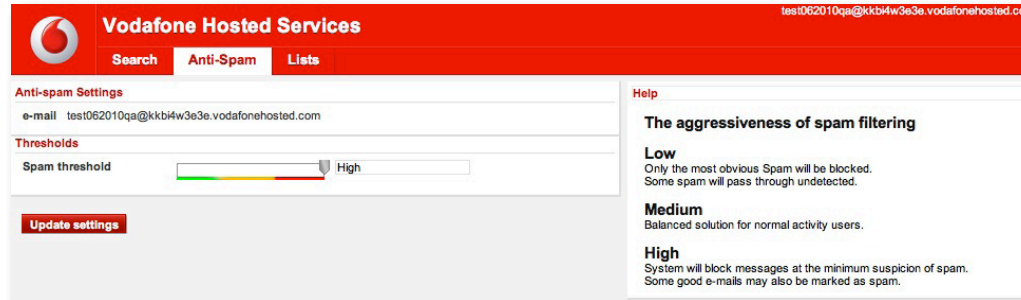
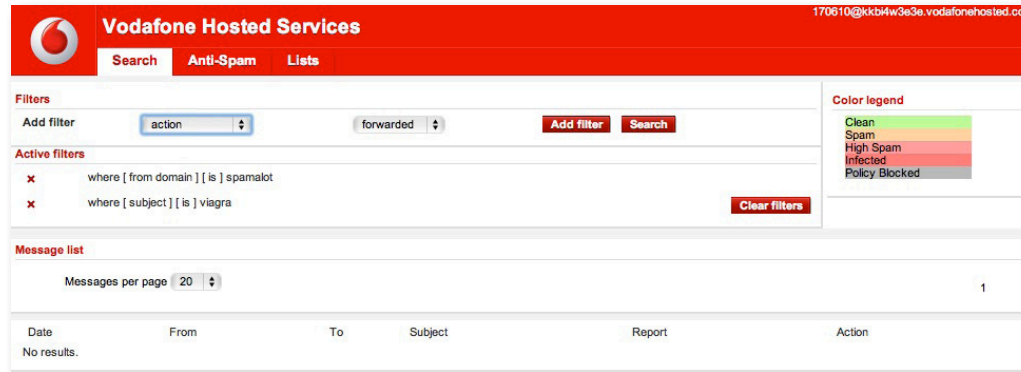
## Go to the user anti-spam settings

- Log in to the main Vodafone Hosted Services portal with your user login, and click on the Anti-spam tab.

## Add new filters

Filters allow you to define what email gets stopped, using many of different attributes – what domain they are sent from, what the subject is, etc.

- click on the Search tab, which will show you all the emails that are being caught by your anti-spam
- click on the Add filter menu bar, and choose an option from the drop-down menu, then click on Add filter



- as you add filters, new emails will be added to the Search list as they are caught by the filters.

## Adjust the anti-spam aggressiveness

You can change the overall aggressiveness which the anti-spam software applies to your email. See [Anti-spam settings](#) for more information on this.

- click on the Anti-Spam tab, adjust the Spam threshold slider, then click Update settings.

## Add to your whitelist and blacklist

You can add email addresses and other identifiers to a whitelist (which will guarantee that email from there will get through to your inbox) or a blacklist (which makes sure that you never see mail from there in your inbox).

For more information, see [Blacklists and whitelists](#).

- click on the Lists tab, which will show you your existing whitelist and blacklist settings
- add the email or IP addresses you want.

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