Accessing the webmail

Customers can get to their email account initially via a login page that we maintain. This login is at http://www.50below.com/login. Dealers should also be able to access their mail through the login page based on their domain name. For example, if your email address is "info@mydomain.com", their login address is going to be at "http://mail.mydomain.com".

Your username will be your full email address – if the email is "info@mydomain.com", the username will be "info@mydomain.com". The password will be the same password you have always used.

The initial mail screen

While there are a few changes that can be done to the look of the inbox screen, here is what it will look like to start with:
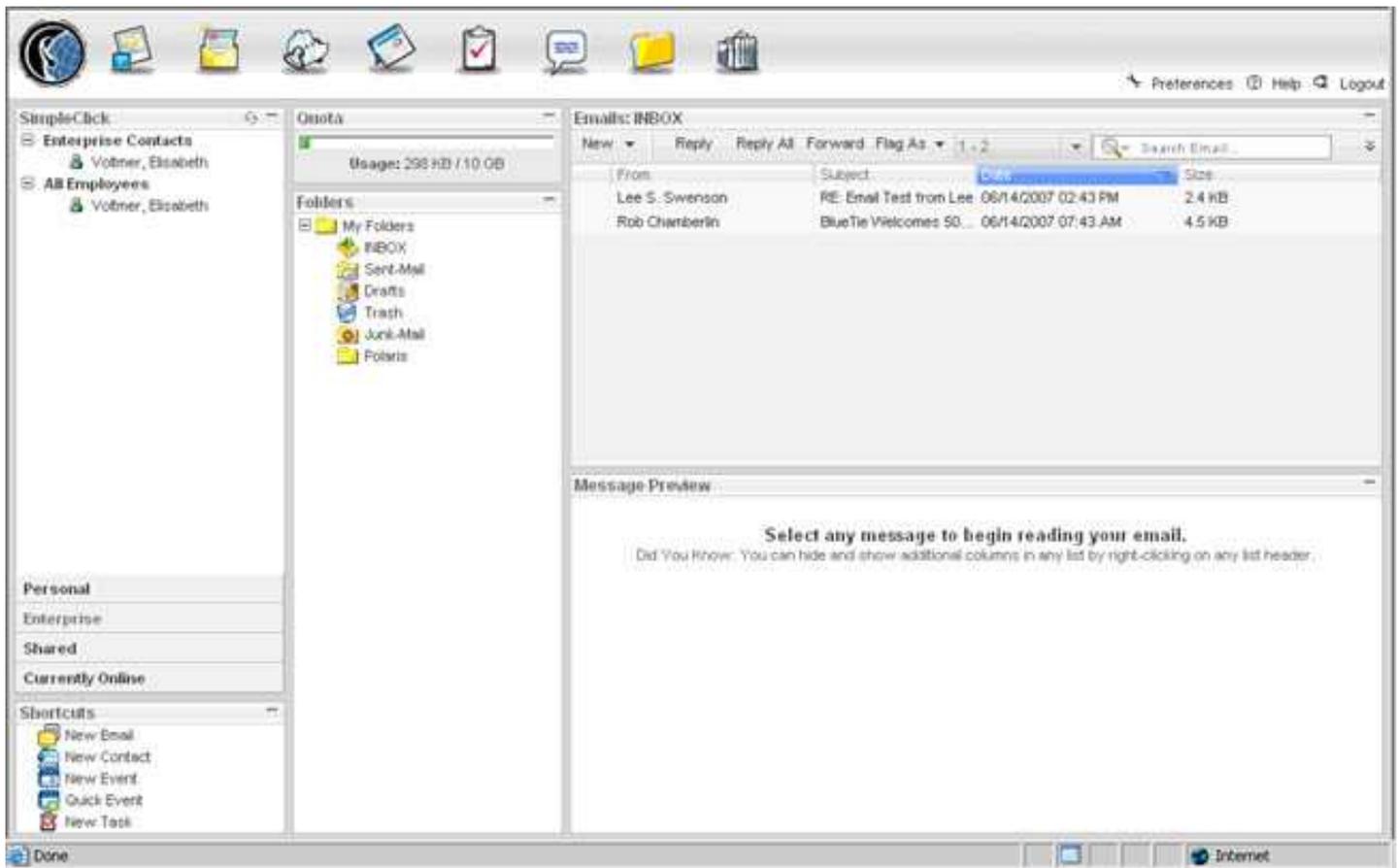
From this screen, there are a number of things an email user can do. We won't cover EVERYTHING here, but will touch on the important things. More information can be found using the Help documentation in the email program.

- **Checking and reading email** – to check for new email, click the Mail icon at the top edge of the screen (see illustration below).
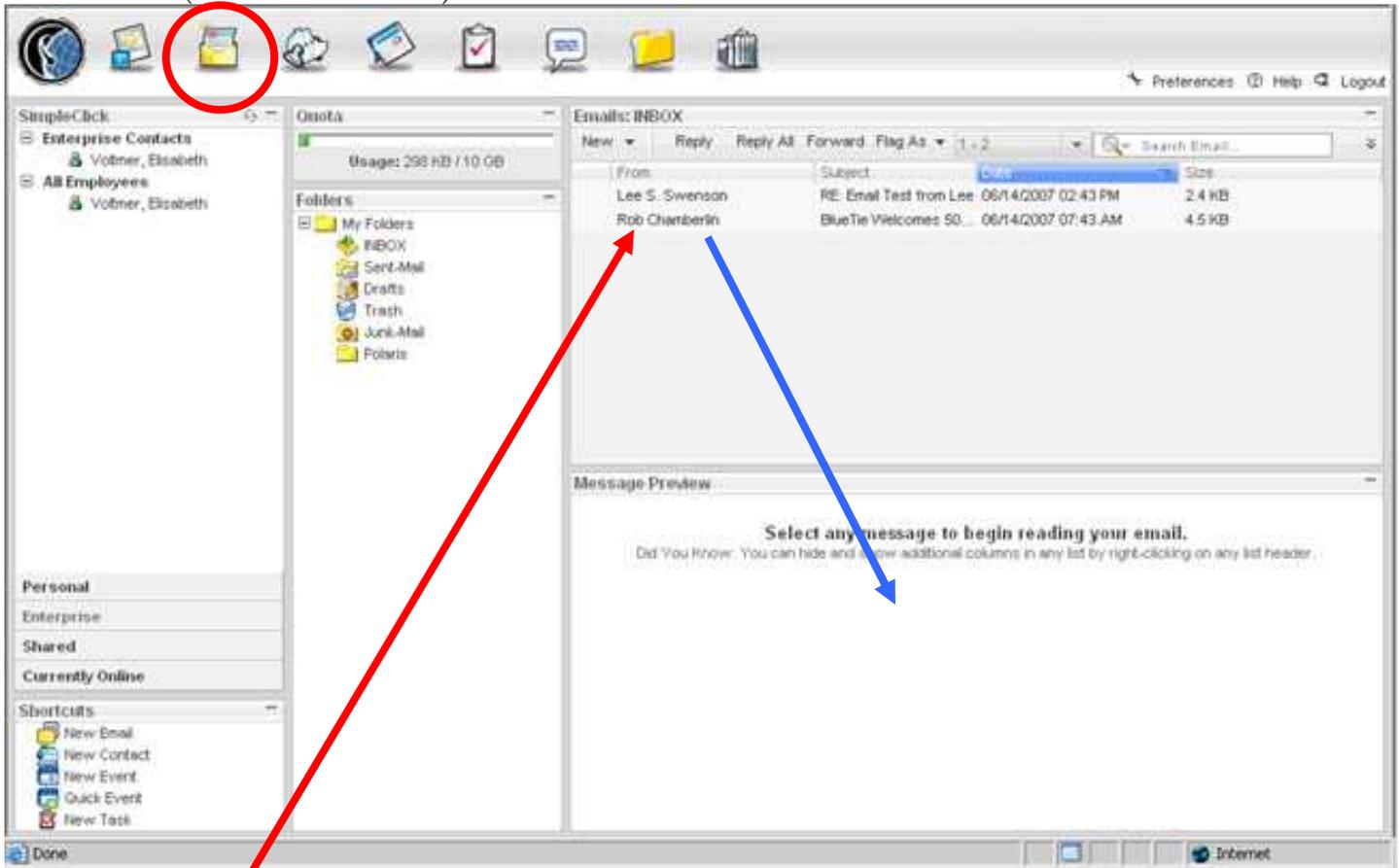

To read email, click on the row of information for the email in question. If you click once, the email will appear in the preview panel below the list of emails. If you click twice, it will appear in a new window – it will depend in part on the preferences the customer has enabled (more on that later).

- **Forwarding and Replying to email** – when viewing an email, you will have toolbar buttons above the email itself that allow you to "Reply", "Reply All", "Forward", or Flag email as read, unread, or junk.

!	Since this tool sometimes relies on a new window to pop up, make sure you do not have a pop-up blocker enabled that will block this. In Internet Explorer, you can go to Tools > Pop Up Blocker to turn it off. Google and Yahoo also furnish toolbars with their own blockers that need to be turned off using their specified procedures.

- **Deleting Email** – To delete email, use the red "X" icon on the toolbar above the email. If you are on the main mail screen and do not see the icon right away, click on the " ⯆ " icon in the upper right corner of the mail interface, then choose the delete icon from the list that comes up (see next page)
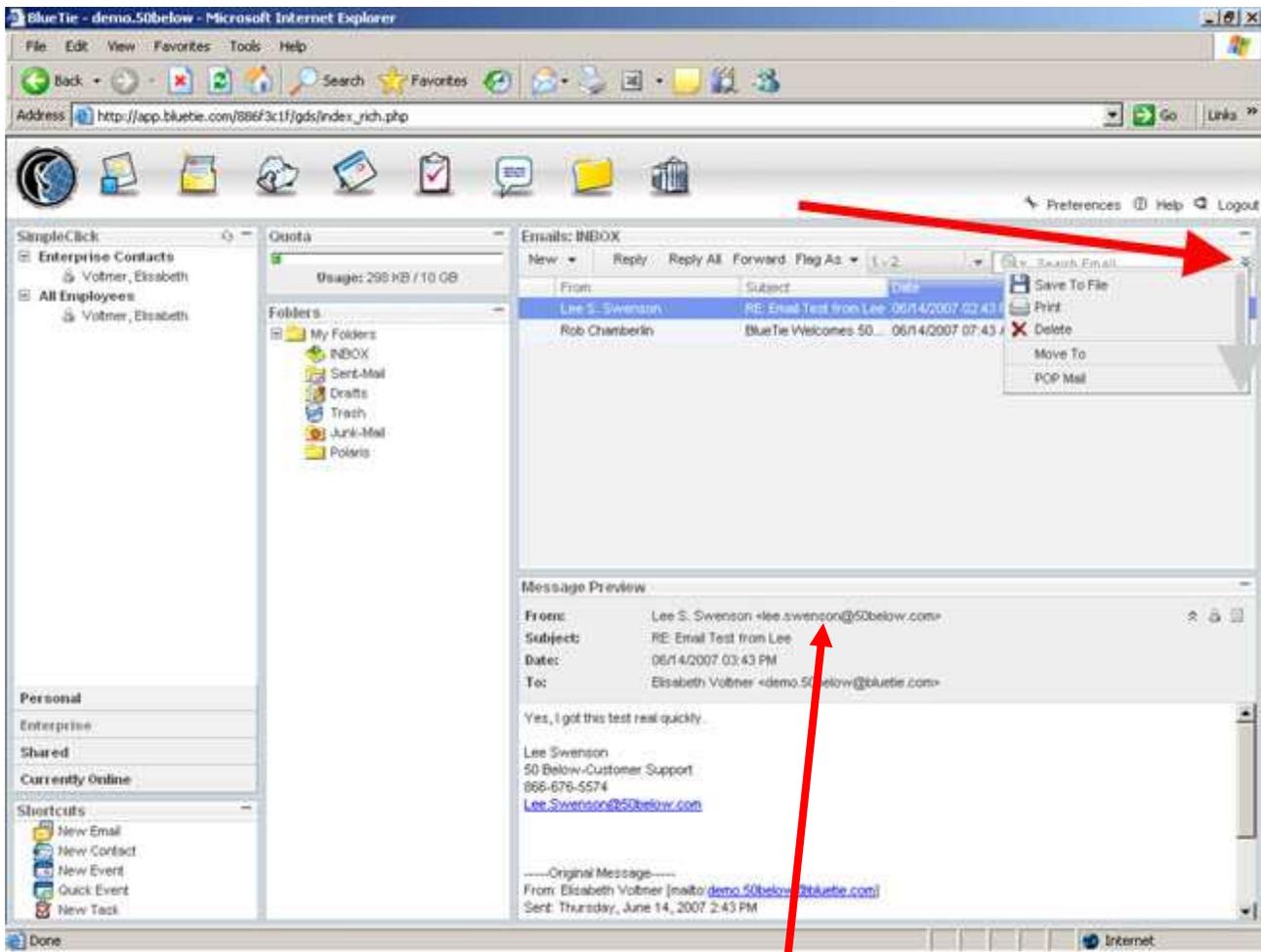
- **<u>Adding email sender to contact list</u>** – In the email preview pane, you will see the email address that your message came from, often with a name. You can right-click on the name or email address and you will get a prompt to add that person to your Contacts.
- **<u>Composing new email</u>** – by clicking the "New" button, then selecting "Email", a customer can create a new email message. Most of this is pretty straight-forward. There will be a couple of things to bear in mind though. On the next page is a screenshot of the email composition screen:
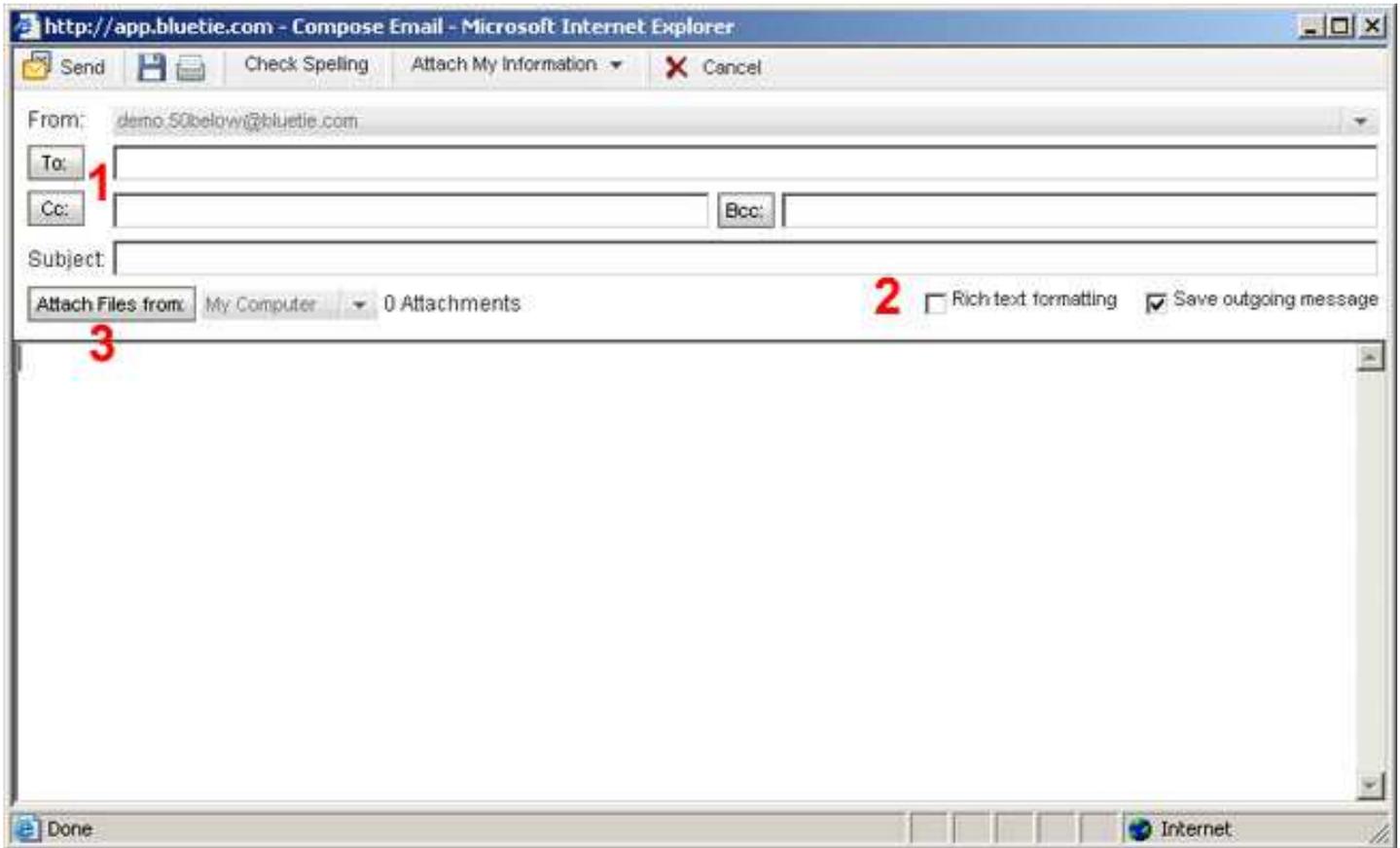
- o **1. Standard email entry fields –** To, CC:, BCC:, and Subject all work in typical ways. Clicking on the To, CC and BCC buttons pulls up the contacts list, where you can select contact recipients for the email.
- o **2. Format** – allows you to do your email in plain text or Rich text (which allows for text formatting, addition of links, tables, and so on). If a customer wants to do font changes or any kind of formatting, they will want to set the Rich text format option.
- o **3. Attachments –** pulls up a new window allowing you to Browse and attach files. Browse for the file(s), then click "Attach" when you have selected them all. They will be listed in the bottom of the header area of the email composition screen.
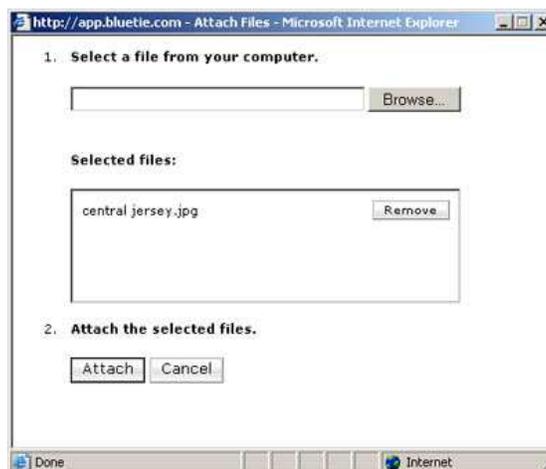
Other major account functions

Aside from email, the Blue Tie accounts also have a couple other areas of functionality, including the following:

Calendar

Customers can keep track of appointments and events using the fully functional Calendar tool. If they have the email program up during the course of the day, calendar reminders will come up in response to entries they make here.

Tasks

Customers can set single or repeating tasks, assign priorities, set task reminders, and change task statuses.

Contacts

Customers can maintain address books here. They can add information over and above the email address for a particular contact, to the point that they can categorize their contacts, add them to groups, and set reminders pertaining to them, among other things.

Account Preferences

To access the account preferences, you will need to click on the wrench icon in the right-hand side of the header. There are several things here that will be important to be aware of. We'll go through each important Preference section in turn. When you first choose the Preferences option in the webmail system, you will get several choices.

When changing any of the preferences, each section will have it's own "Save Changes" button – make sure to use it!

General Preferences

In order from top to bottom, here are things a customer can change. Items of importance will be bolded
- Viewing Emails
  - Number of messages per page – can select how many to see at once

- o ***Turn the preview pane on and off**
- ***New Message Notifications – can have the system notify you every 5,10, etc. minutes when new email comes in**
- Composing emails
  - o Automatically save outgoing messages (default is on)
  - o Choose which default email composer to use (plain text or rich text)
  - o Attachment forwarding options for HTML messages
  - o Auto-saving email during composition
  - o Automatically attaching contact info
- Cleanup – automatically deleting Trash contents

Name and Signature

- Name as you would like to see it in outgoing mail
- Signature and whether it appends to all emails
- Sender address, and whether it is always used to reply

Message Filters

- Can add filters based on sender, subject, etc.. Allows for deletion, reply, or moving of email to folders.

Forwarding

- Turn forwarding on and off
- Set the delivery address and whether to leave a local copy

Email access via Outlook, etc.

While there are many different kinds of email programs, there are going to be things in common with just about all of them. Rather than go over lists of steps and screenshots, we'll go over some general principles in this section. Somewhere in the email program that you use, it will ask for the following information:

Inbound Mail Server (POP3)

This is the name of the computer or group of computers that processes email that is coming into the email account. Think of it as the "fetching" computer. For Blue Tie email, the POP3 server is…

pop.(domain name).com/net/etc.

If the email address is info@yourdomain.com, then the POP3 server is pop.yourdomain.com

ALSO, the server pop.bluetie.com will work as well.

Outbound Mail Server (SMTP)

This is the name of the computer or group of computers that processes email that is leaving the email account. Think of it as the "sending" computer. For Blue Tie email, the SMTP server is…

smtp.(domainname).com/net/etc.

If the email address is info@yourdomain.com, then the SMTP server is smtp.yourdomain.com

ALSO, the server smtp.bluetie.com will work as well.

!	Some internet service providers (ISPs) don't allow customers to use outbound email servers not controlled by the ISP. If you get errors just sending your email, but can receive it just fine, you will probably need to get your SMTP server information from the ISP.

Account name/Username

For Blue Tie email, the username or account name is different when people are using an email program to check their email. The username or account name for this purpose is their FULL email address from start to finish.

Password

At last, something that is self explanatory.

"My outbound server requires authentication"

Many email programs will have settings you can change that deal with properly identifying the account to the email host computers, proving that the account is entitled to access. This is something that makes is more difficult for anonymous computers to simply grab any outbound server they want when they are sending spam.

As a default, most email programs will have the account "identify" itself to the server when collecting inbound email. The TuCows system also requires identification, or "authentication" when sending email outbound. Not all programs automatically have the account identify itself when doing this, so there will be a setting to turn this on and off.

| **!** | If a customer is using their ISP for outbound mail service, they likely won't need to turn this setting on in their email program. |