













Webmail User Guide

General Information


1.800.417.8667 • info@itccoop.com

Internet Help

1.888.217.5718 • helpdesk@itccoop.com


	Webmail is an online email client which runs in your browser. It allows access to your email, contact list, calendar, and notes from any computer with an Internet connection and a web browser.
 Compose	The Compose button enables you to create new emails. Click this button to open up the new email interface.
 Mail	The Mail button enables you to read, respond to, and work with existing and newly received emails.
 Contacts	The Contacts button enables you to create new addresses in your address book.
 Help	The help button takes you to this document.
 Email Filter	The Email Filter button will take you to your spam emails. This is the same spam interface (GoSecure\Edgewave) that ITC has used for several years.
 Calendar	The Calendar button enables you to create new calendar entries and work with existing ones.
 Settings	The Settings button enables you to control how the webmail interface looks.
 About	The About button shows some technical details about webmail. Most customers will never need to look at this information.
 Logout	Use the Logout button when you are done reading your email to securely close your account. This is especially important when using a shared or public computer.


Getting to Know Webmail


The **black bar** on the left is where you will do most of your navigating. The other options can be found after you select something from the black bar. Sometimes the options on the black bar change, depending on what you have previously clicked. To write a new email click the **Compose**  button. It's located under the ITC logo. This will take you to the rich text editor where you can write


an email. Attachment sizes have also been increased with the new software. You can now send multiple pictures up to 55 MB in size. This is about 3 times as much as you could send in the old software.

To read your email, click the **Mail**  button. If you click the Mail button, the **Email Filter** button will appear right under it. This is where you can check for any held SPAM emails. The spam filter button is called "Email Filter." First click the Mail button, under the Compose button, and then click Email Filter. This will take you to the same spam filter interface that ITC has used for several years. Another way to get to the filter is by following a link to the Daily Digest which is emailed out to every customer. If you have turned your Daily Digest off, but would like to continue receiving it, just go to the Email Filter and click the Settings tab at the top. Here you can change the delivery frequency to Never, Daily, or Weekly.

To work with your address book, click the **Contacts**  button. In your address book you can create, print, delete, search, import, and export contacts. You can also create groups of addresses to send to groups of people you email often.

The **Calendar**  button takes you to the calendar feature which enables you to create events and tasks in the webmail interface. These calendars can be shared with other applications using the iCal format.

The **Settings**  button takes you to a section where you can control several different aspects of how your mail is displayed. From here, you can change the user interface, control how messages are displayed and several other features.

At the bottom of the black bar is the **Logout**  button. If you are using a public computer, we recommend that you click this button and close the web page after you are done using your email.

Frequently Asked Questions

Why do we have a new interface?

The new ITC webmail default interface is designed to provide a seamless transition between desktops, tablets, and phones. One exciting feature is that the layout will change according to your screen size, making it suitable for phones and tablets. It also has security features that you can take advantage of, including Two-Factor Authentication.

How do I change to the other interface?

To change the “skin” of webmail, just click the gear icon → Preferences → Interface Skin. Change from Elastic to Larry for the older look. Click Save. See screenshots below. You may also see the extra columns, depending upon the size of your screen and if you have the window set to full screen. To change the skin: Click Settings (gear icon) → Preferences → User Interface → Interface skin → Save.

The screenshot shows the ITC webmail settings interface. The left sidebar contains a vertical menu with icons for Compose, Mail, Contacts, Calendar, and Settings. The Settings icon is circled in red and labeled with a red '1'. The main content area is divided into three columns. The first column, labeled 'Settings' at the top, contains a list of settings categories. The 'Preferences' category is circled in red and labeled with a red '2'. The second column, labeled 'User Interface' at the top, contains a list of interface options. The 'User Interface' category is circled in red and labeled with a red '3'. The third column contains the settings for the selected category. The 'Interface skin' section shows two options: 'Elastic' (selected) and 'Larry'. The 'Larry' option is circled in red and labeled with a red '4'. The 'Save' button at the bottom is circled in red and labeled with a red '5'.

Settings	User Interface	Main Options
Preferences	User Interface	Language: English (US)
Folders	Mailbox View	Time zone: Auto
Identities	Displaying Messages	Time format: 07:30 AM
Responses	Composing Messages	Date format: 2021-07-24
Password	Address Book	Pretty dates: <input checked="" type="checkbox"/>
Mailbox Quota	Special Folders	Display next list entry after delete/move: <input checked="" type="checkbox"/>
Web Quota	Server Settings	Refresh (check for new messages, etc.): every 1 minute(s)
Mail Settings	Message Highlights	
2-Factor Authentication	Calendar	

Interface skin

- ☒ Elastic by Aleksander Machniak License: Creative Commons Attribution-ShareAlike
- ☐ Larry by FLINT / Büro für Gestaltung, Switzerland License: Creative Commons Attribution-ShareAlike

Browser Options

Handle popups as standard windows ☐

Register protocol handler for mailto: links

Save

How do I change to the other interface? (Continued)

To revert it is the same process. See screenshot below.

The screenshot shows the webmail.itctel.com settings page. The browser address bar displays `https://webmail.itctel.com/?_task=settings`. The top navigation bar includes links for Mail, Contacts, Calendar, and Settings (highlighted with a blue arrow). The left sidebar contains a 'Settings' menu with options like Preferences, Folders, Identities, Responses, Password, Mail Settings, Mailbox Quota, Web Quota, and 2-Factor Authentication. A blue arrow points to the 'Preferences' option. The main content area is divided into two columns: 'Section' and 'User Interface'. The 'Section' column lists options like User Interface, Mailbox View, Displaying Messages, Composing Messages, Address Book, Special Folders, Server Settings, Message Highlights, and Calendar. A blue arrow points to the 'User Interface' option. The 'User Interface' section contains 'Main Options' (Language, Time zone, Time format, Date format, Pretty dates, Display next list entry after delete/move, Refresh) and 'Interface skin' (Elastic, Larry). A blue arrow points to the 'Larry' skin option.

Settings

- Preferences
- Folders
- Identities
- Responses
- Password
- Mail Settings
- Mailbox Quota
- Web Quota
- 2-Factor Authentication

Section

- User Interface
- Mailbox View
- Displaying Messages
- Composing Messages
- Address Book
- Special Folders
- Server Settings
- Message Highlights
- Calendar

User Interface

Main Options

- Language: English (US)
- Time zone: Auto
- Time format: 07:30 AM
- Date format: 2021-07-24
- Pretty dates: ☒
- Display next list entry after delete/move: ☒
- Refresh (check for new messages, etc.): every 1 minute(s)

Interface skin

- ☐ Elastic by Aleksander Machniak License: Creative Commons Attribution-ShareAlike
- ☒ Larry by FLINT / Büro für Gestaltung, Switzerland License: Creative Commons Attribution-ShareAlike

Why do the number of columns keep changing?

Elastic adapts to your screen size. Depending on your available space you will see anywhere from 1 to 4 columns. In smaller screens you will see fewer columns, but don't be alarmed by this, you can use the top bar icons to access the parts that are not always displaying. This is simpler and easier than the current approach of zoom and scroll on mobile phones and tablets.

Each column has icons at the top that you can use to work with your mail. For example, what you are reading has the reply and delete options at the top. The Contacts view enables you to create new addresses or remove old ones.

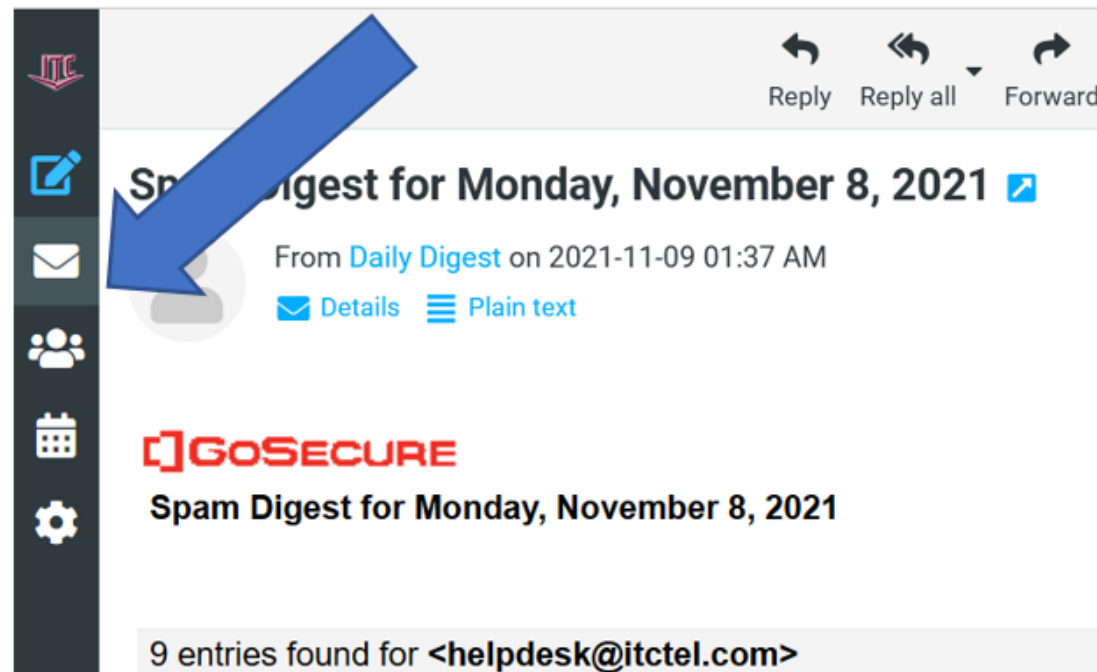
How do I get to the spam interface?

The spam interface is located under the Mail View. First click the Mail button, then click the Email Filter button.

How do I read a message in full screen?

To read an email in full screen, double click on an email that you want to read. The entire screen will be filled with the email. The navigation buttons (arrows) at the top will then allow you to move between emails, reply, forward, delete, and so forth.

To return to the regular view just click/tap the Mail icon in the black bar on the left-hand side of your screen.



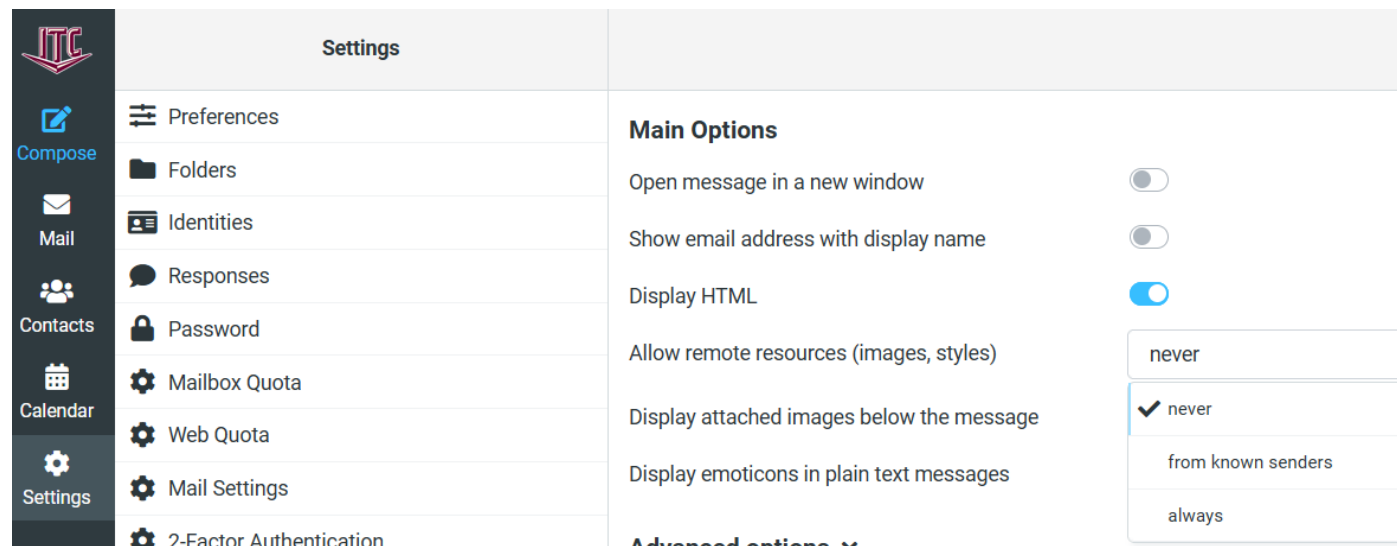
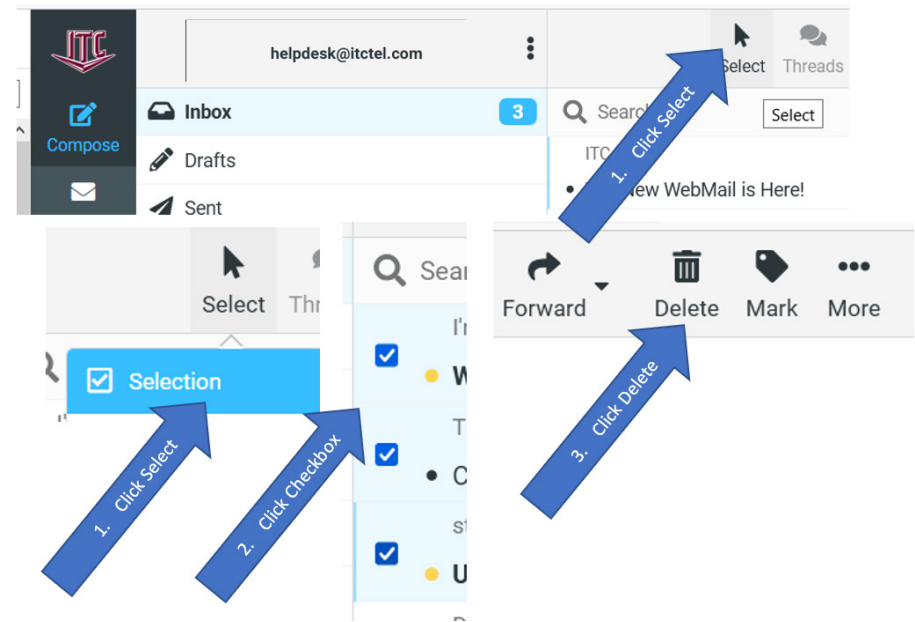
How do I select several emails at once for deletion?

To select several emails at the same time and delete them as a group, in the regular view click on the Select button above your email. Then click the Selection button (blue arrow). This will let you put a checkmark in front of the emails you want to delete. When you are satisfied with your selection choose the Delete (trash can) icon.

How can I always display pictures?

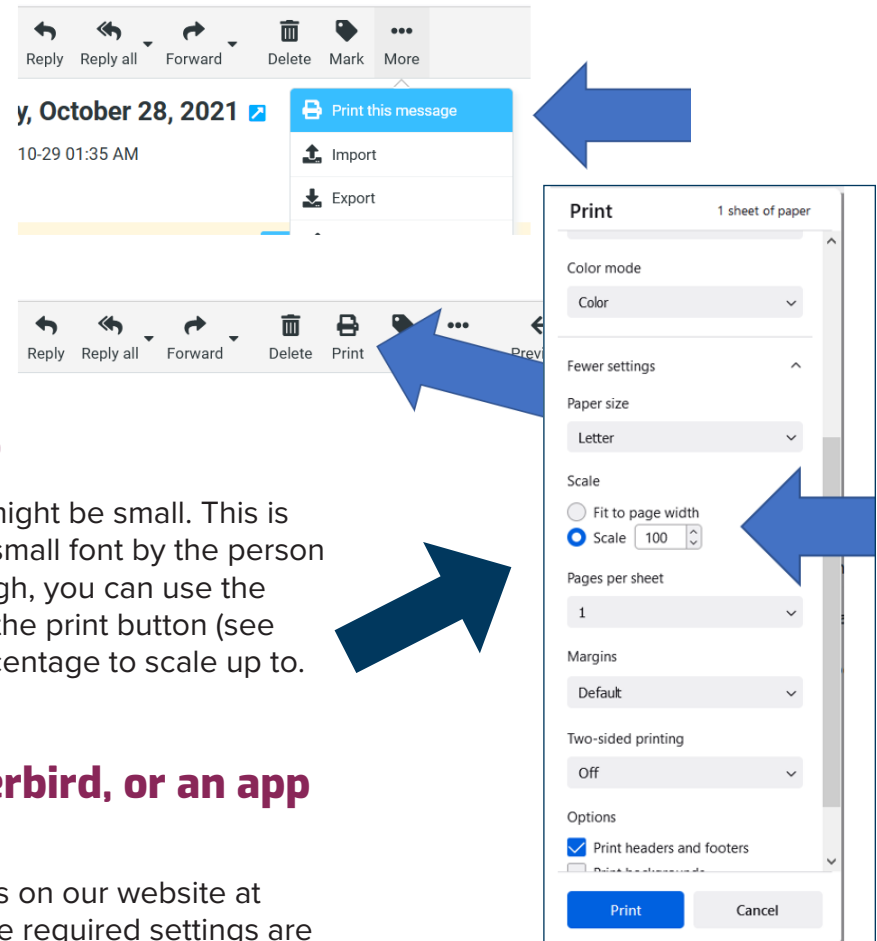
For your protection against spammers images are not displayed by default. To allow images for an email, just click the blue “Allow” button in the yellow bar at the top of the message. Spammers often use images on a far end server to help determine if an email address is live, which then often results in more spam.

You can also change the pictures to always load if you want. Just click the Settings (Gear) icon. Click preferences. Click Displaying Messages. Change “Allow remote resources (images, styles)” from “never” to “always” or “from known senders”; whichever you prefer. Then click save.



How do I print emails?

Once you have opened the message, you may need to click the 3 dots on the toolbar (...More) and then choose "Print this message." Otherwise, the Print button will be on the toolbar. Either way it will be right above the email that you are reading. This will use your regular windows printer settings. If you are having an issue with printing, check your Windows Printers and Scanners settings.



How do I print in a larger size or font?

Sometimes when you go to print a message the text might be small. This is generally because the message was created using a small font by the person who wrote the email. If you want to print it larger though, you can use the scale feature to increase the font size. After you click the print button (see above), then scroll down to scale and choose the percentage to scale up to. Once you are satisfied click the print button.

What if I want to use Outlook, Thunderbird, or an app on my phone?

You can use your own email client; ITC has instructions on our website at web.itctel.com/email-setup on how to set this up. The required settings are summarized in the table on the right.

IMAP: This method will allow you to quickly view emails anywhere and everywhere. IMAP lets you sync folders between your home computer clients, your phone, and on webmail, so that you see the same folders and messages wherever and however you access your email.

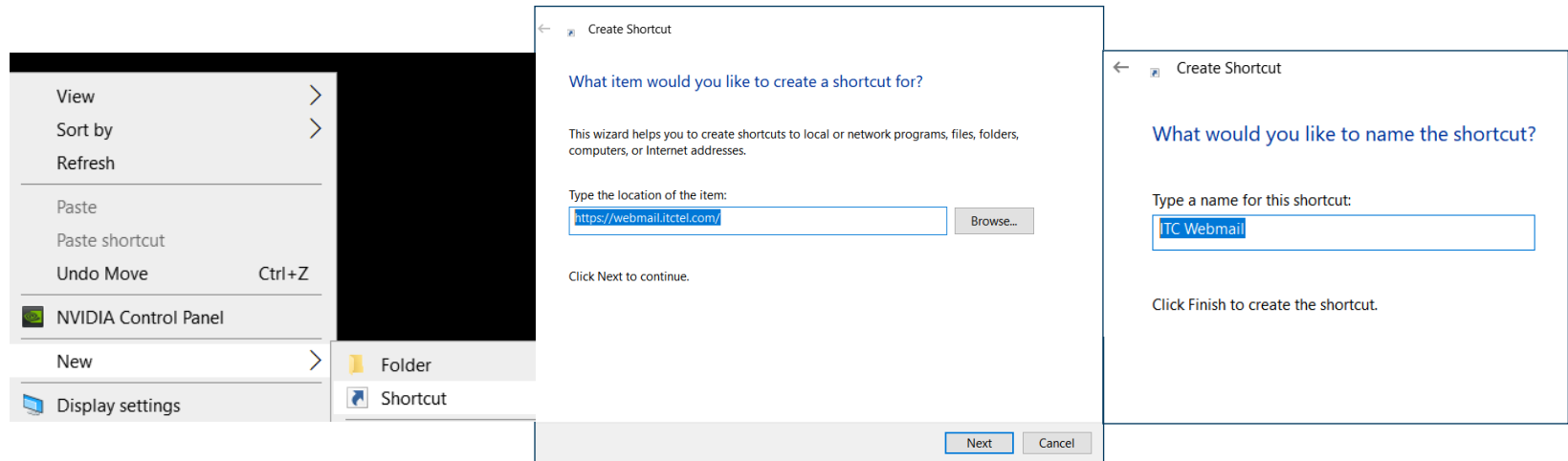
POP3: This method will download your inbox on your computer, and not any other folders. When an email is downloaded using POP3, it is then deleted from the server and only accessible on that computer's client. After you receive it on your computer you won't see it in webmail.

For authentication use your regular username and password that you use to log into webmail. Your username is the part of the name before the @ symbol. For example, the username for helpdesk@itctel.com is helpdesk.

Incoming Mail Server Settings	Outgoing Mail Server Settings
Server name: imap.itctel.com or pop3.itctel.com	Server name: smtp.itctel.com
Server encryption: SSL	Server encryption: SSL
Server port: imap: 993 or pop3: 995	Server port: 465
Authentication required	Authentication required

How can I create a webmail link on my desktop?

If you want to create a link to webmail on your desktop right click on an open area of your desktop and select New → Shortcut. In the area that says “Type the location of the item” enter <https://webmail.itctel.com> and click the Next button. Enter the name you want to use, such as ITC webmail, and click the Finish button.



What are the parts of the new interface?

The user interface of the new interface is divided into functional parts which are explained below. The item numbers correspond to the red numbers on the full image on the following page.

1. Application Tasks

The main menu on the left in the Elastic theme provides different main tasks such as Mail, Contacts, Settings, etc. Switching from one task to another will reload the screen with a specific view for the selected task. Task screens can be opened in individual browser windows or tabs if you do not wish to constantly switch between different tasks.

2. Status Display

This area of the screen is dedicated to display status notifications (e.g. confirmations, warnings, errors) about the success or failure of the operations executed in ITC webmail. A notification will also be displayed if ITC webmail is performing an operation or loading data in the background.

3. Toolbar

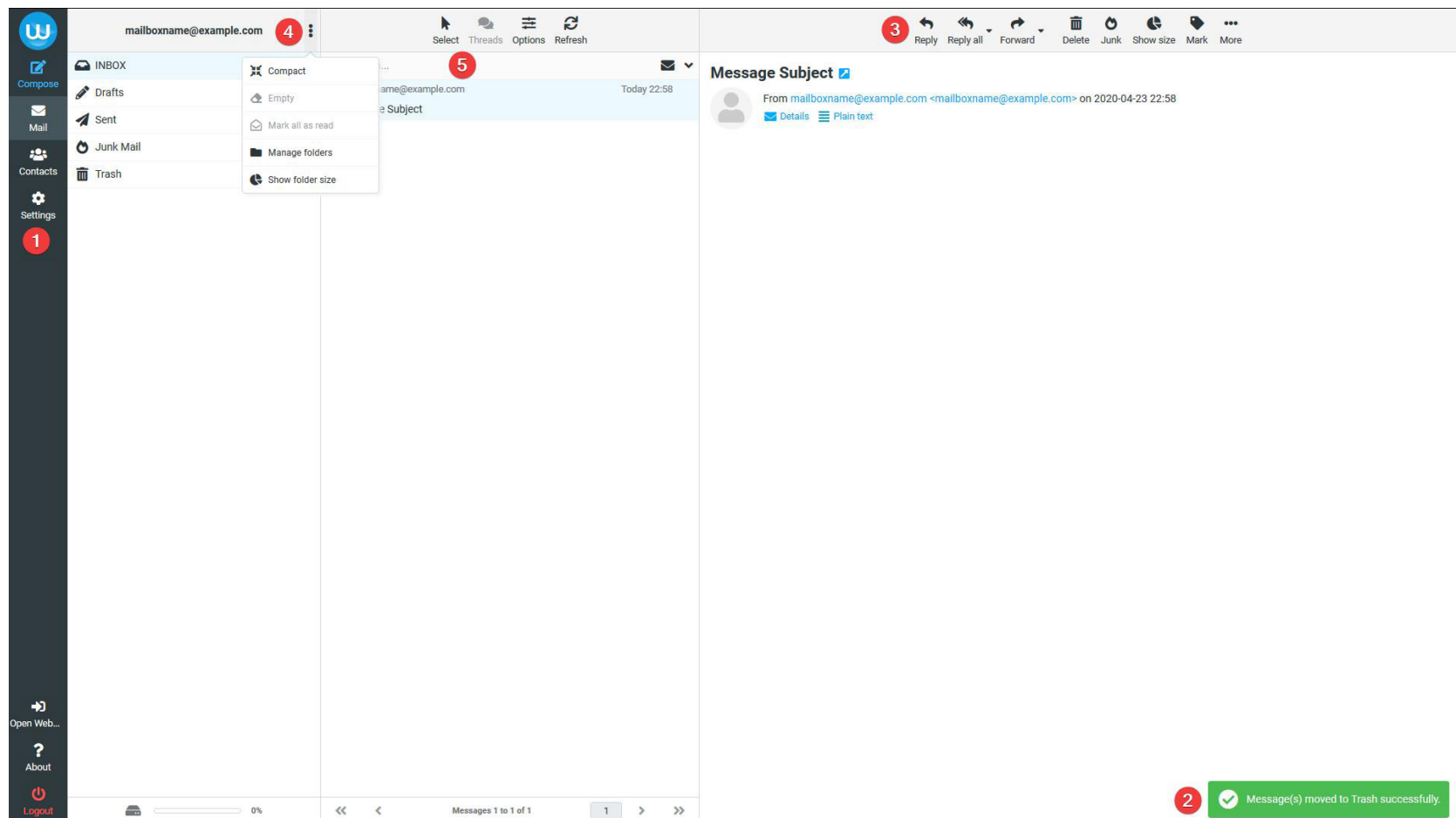
The top toolbar is always located above the content area allowing you to perform various actions, depending on what is being shown or selected in the content part of the window. If an action is not available for the current selection, the respective button will be grayed out in the toolbar. If a button shows a downward pointing arrow on its right side, you can click on it to see variations of the default action for the respective button.

4. List Operations

The vertical ellipsis symbol (⋮) in the header area of a list in Elastic theme, or the buttons in the footer area of a list in the Larry theme, allow you to perform actions specific for the list. In the Larry theme, the + button allows you to add a new entry to the list, and the gear icon button opens a menu with additional actions.

5. Search Box

If the currently selected task allows searching for data (e.g. for email messages or contacts), a search will be located in the header area of the specific list in the Elastic theme or the upper right corner above the main content area in the Larry theme. Some search options may be hidden in a drop-down menu that will open after you click on the downward pointing arrow in the search box. Some boxes filling the main content area of the screen can be resized by dragging the resize handle between two boxes.








Composing a new message interface (overview)

When you compose a new message, the black bar will change to reflect that you are working on a new email. The compose interface includes a full rich text editor that allows you to bold, indent, create tables, and other features.

- 1. Click the Compose button.** This will open up the interface that enables you to create a new email. Emails are rich text enabled, including bold, lists, and other formatting.
- 2. Fill out the To: field.** You can select individual email addresses or groups of email addresses from your contact book. You can also type in the address.
- 3. Fill out the Subject** that you want.
- 4.** When you are happy with the message, **click the blue send button.**

Maximum allowed file size is 55 MB



 Attach a file

 Save  Attach  Signature  Responses  Spell



































From

helpdesk@itctel.com

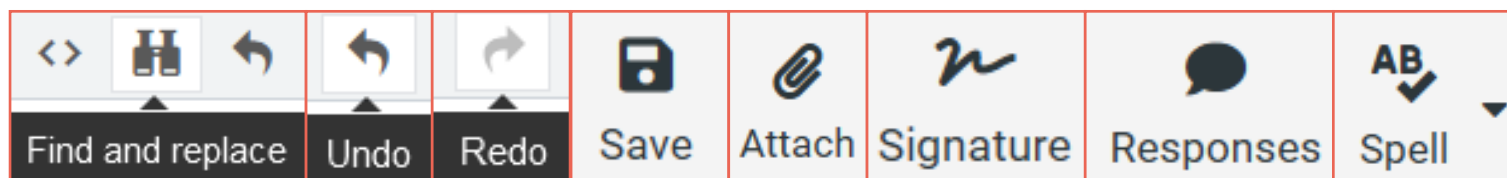
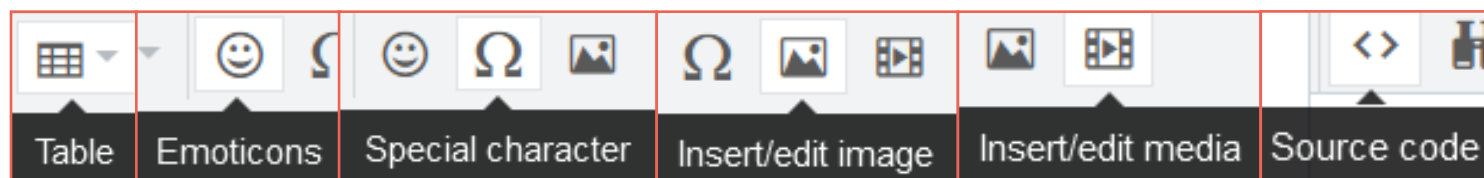
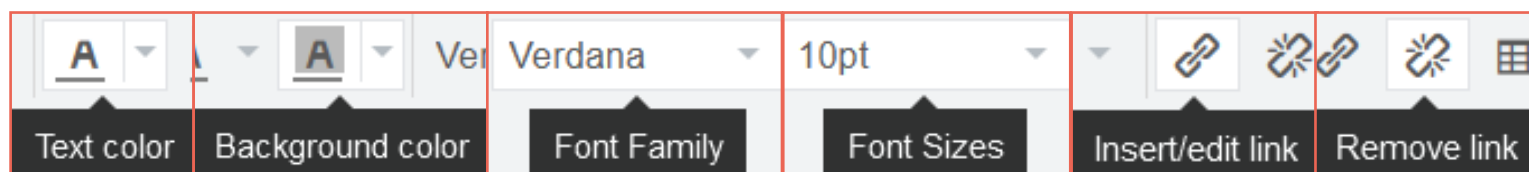
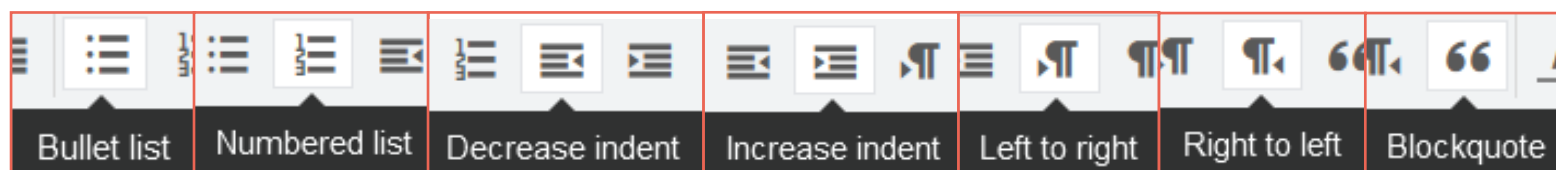
To

Subject

 **B** *I* U                                 

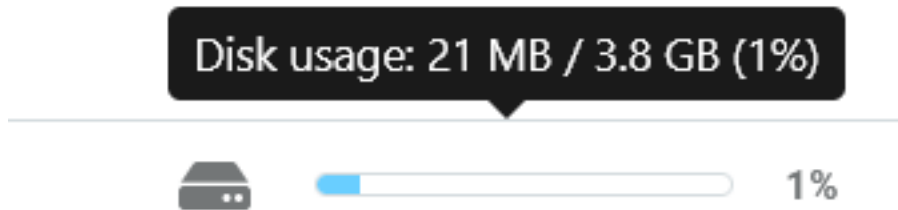
Examples of the various options available when composing an email.



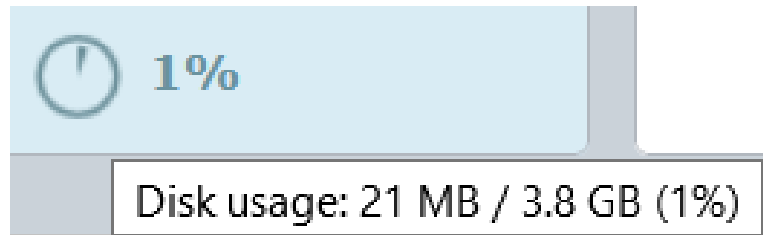
Mail Quota Miniview

When you are logged in and viewing the main Mail View, your email quota is viewable on the bottom left corner. This is a real time value which is updated when mail is received, deleted, and so forth. If you hover your mouse over the graph, your actual disk use will pop up and display.

“Elastic” Display:



Classic “Larry” Display:



The color of the graph will change depending on the percentage of use. Once the mail quota reaches 85% the text will turn red and the graph yellow. At 90%, both the text and graph will be red.



When you reach 100% quota you will see an error message on the screen. Mail will stop being delivered once the quota is reached.

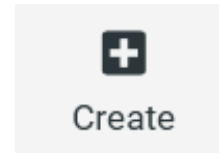
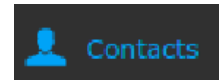
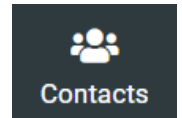
Contacts Address Book View

Your contacts can be worked with in a variety of ways. Once you go into the Contacts section you can create, print, delete, search, import, and export contacts. Once you have entered email addresses into your contacts you can select an individual address to send to, or you can send to entire groups.

Creating a New Contact in your Address Book

To create a new contact in your address book, first click the Contacts button. This will take you to your Personal Addresses. There is a second group here called Automatically Collected, which contains addresses that the system gathers for you based on the emails you send.

Once you are in the Address Book, click the Create button in the top toolbar. Fill out the information you want and click save. At a minimum you need a First Name and an Email Address in order to send email using this.



Address Book

First Name

Last Name

Add field... ▾

Personal Addresses ▾

helpdesk

Properties

Personal

Notes

Email

Home ▾

helpdesk@itctel.com

🗑

Phone

Home ▾

Phone

🗑

Address

Home ▾

Street

City

Country

ZIP Code

State/Province

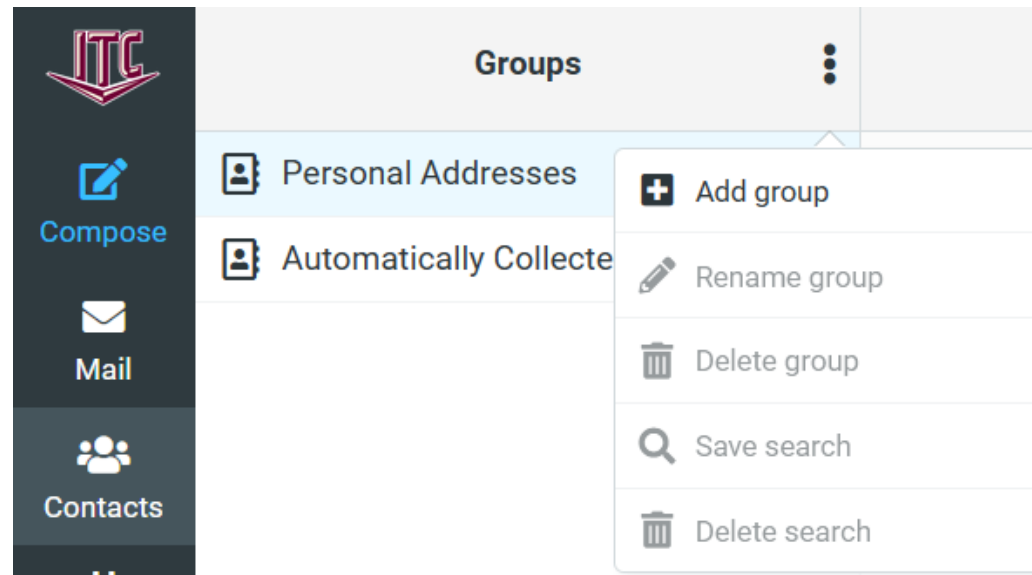
🗑

Add field... ▾

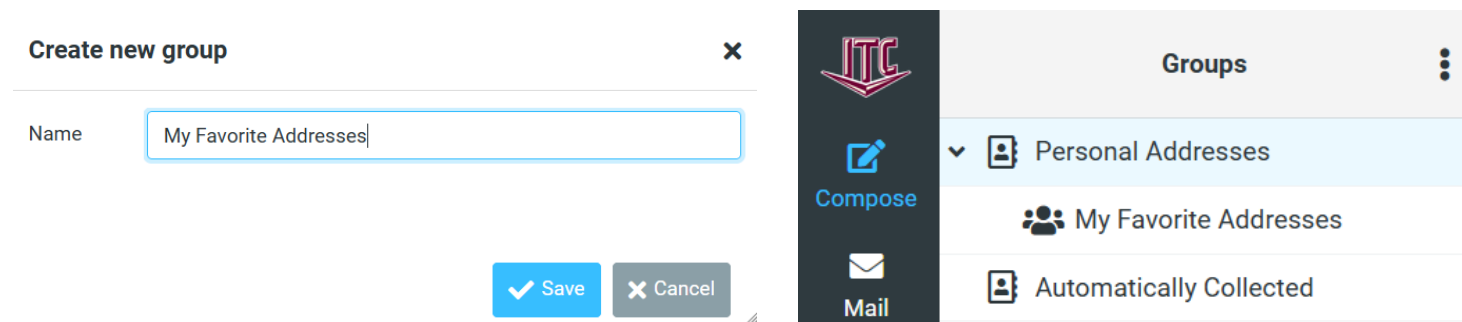
✓ Save

Working with Groups and Mailing Lists


To create a group, first enter the Contacts section of webmail.
In the Groups column, click the 3 vertical dots and select “Add Group.”



Give the group any name that makes sense to you. Examples might include a newsletter group, a family group, a smaller group of friends, or any other small group that you might send emails to at the same time. This new group will display under your Personal Addresses.



To add an address to the group, first select the address from your Personal Addresses list. Click on the Groups tab. Click the button beside the group you want them to belong to. The same email address can belong to multiple groups.



Address Book: Personal Addresses
Fred Flintstone

Properties










Groups

☒ Cartoon Guys


☒ My Favorite Addresses


☐ People I email on Mondays


In the above example, the contact is a member of the “Cartoon Guys” and “My Favorite Addresses Groups”, but not the “People I email on Mondays” group. To see members of a group, just click on the group name. All of the members will be displayed to you.


  Compose  Mail	Groups	
	<div> <div>▼</div> <div>  Personal Addresses </div> </div>	<div>  Search... </div>
	<div>  Cartoon Guys </div>	<div> <input type="checkbox"/>  Fred Flintstone </div>
	<div>  My Favorite Addresses </div>	<div> <input type="checkbox"/>  Barney Rubble </div>

Insert contact(s)

 Search...

 Personal Addresses

 Automatically Collected

 Cartoon Guys (2)

To use this group and send the same email to both Fred and Barney, I just have to select “Cartoon Guys” when I compose an email. On the To: Field click the people button and then select “Cartoon Guys.” After that click the Insert button.



All of the members of the group “Cartoon Guys” have been added to my To: field. If somebody is there that I don’t want I can click the little X next to their name to remove them. They will still be in the group, but they will no longer get this particular email.

To

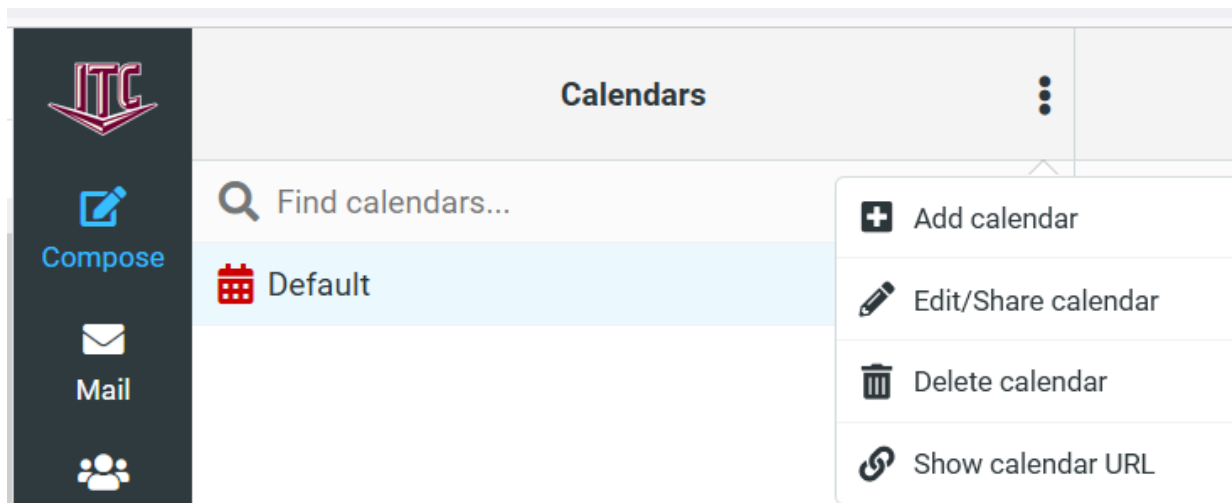
Fred Flintstone X Barney Rubble X

Calendar View

The calendar enables you to create events and tasks right in the webmail interface. These calendars can even be shared to other applications that support the iCal format.

Show Calendar URL

To use this calendar in another application you will need the URL for your calendar. This can be viewed by clicking the 3 horizontal dots and choosing “Show calendar URL”.



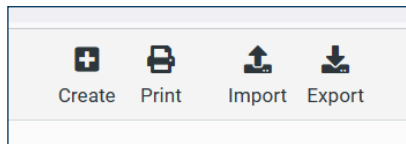
Use the following address to access (read only) your calendar from other applications. You can copy and paste this into any calendar software that supports the iCal format.

https://webmail.itctel.com/?_task=calendar&

You will need the entire URL for your application.

Creating Events

To create an event in the calendar, first click on the calendar button to go to the calendar. Click the Create button at the top of the screen and fill in the details of your event.



There are several options to check out. Here is a quick breakdown of all of them:

The “Summary” tab:

- » **Summary:** This is what will be displayed on the Calendar itself after the event is created; a basic overview of the event. This field is optional; however, it is discouraged to leave this field blank.
- » **Location:** Where the event will be. This field is optional.
- » **Description:** A short breakdown of what this event entails.
- » **Start/End:** The beginning and the end of the event time.
- » **Reminder:** Set a reminder that will alert you through a message in webmail.
- » **Calendar:** Which calendar this event should go under.
- » **Category:** Which type of event this is. The current options are Personal, Work, Family, and Holiday.
- » **Status:** Your status with this event. The current options are Confirmed, Cancelled, and Tentative.
- » **Show me as:** When the event is in progress. This is how your status will appear. The current options are Free, Busy, and Tentative.
- » **Priority:** A basic scale from 1 to 9, to show how important this task is. 1 being the highest, and 9 being the lowest.
- » **Privacy:** Set the view mode of this event. The current options are Public, Private, and Confidential.
- » **URL:** A website that you may want to link to regarding this type of event.

Summary

Recurrence

Participants

Attachments

Summary

Meeting with Fred

Location

Quarry

Description

Meet with Fred and discuss his rock quota and dinosaur warranty.

Start

2021-10-19

03:00 PM

☐ all-day

End

2021-10-19

04:00 PM

Reminder

Message

15

minutes before

start

+

Calendar

Default

Category

Work

Status

Confirmed

Show me as

Busy

Priority

2 High

Privacy

public

URL

The “Recurrence” Tab:

- » **Repeat:** This option will allow you to set up recurring events, based on popular repeat frequencies such as daily, weekly, and so on.
- » **Every:** Frequency of specified Repeat option noted above. For example, if “daily” is selected, this option will allow you to specify “every x days”.
- » **Until:** Repeat this process, until this conditional date is met.

The “Participants” Tab:

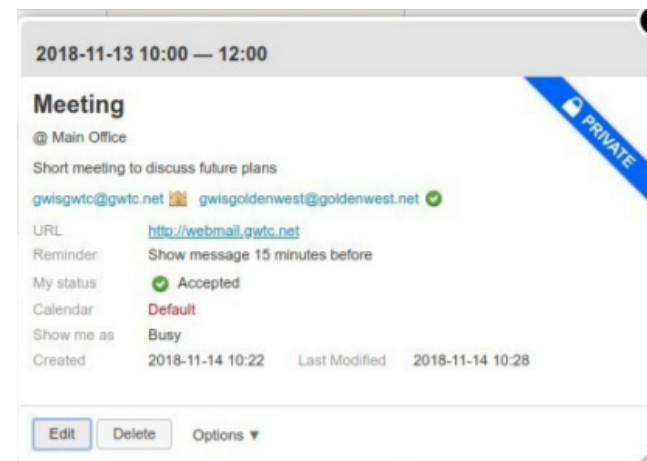
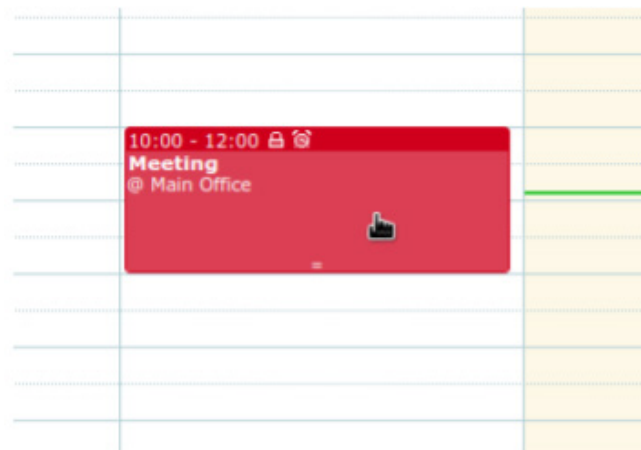
This tab allows you to add participants, assigning them roles, and checking their availability beforehand. The users in this list will also be sent an invitation to the email address listed in the “Participant” column.

Importing/Exporting Events

- » To import events, click the Import button towards the top left of the calendar view. The expected format for importing events will need to be in the “.ics” format. When importing choose which calendar to import to, as well as “event from.”
- » To export events, click the export button. When exporting, choose which calendar and which events you want.

Editing Events

To edit an already existing event, click on the event within the main calendar view. This will bring up another window that will give you a short breakdown of the current event. The viewing status will also be in the upper right-hand corner of this window (Private, Confidential, etc.). You may edit this event, which will bring up the original create event window, delete this event, or bring up more options including downloading this event, sending it to a participant, or copying the event.



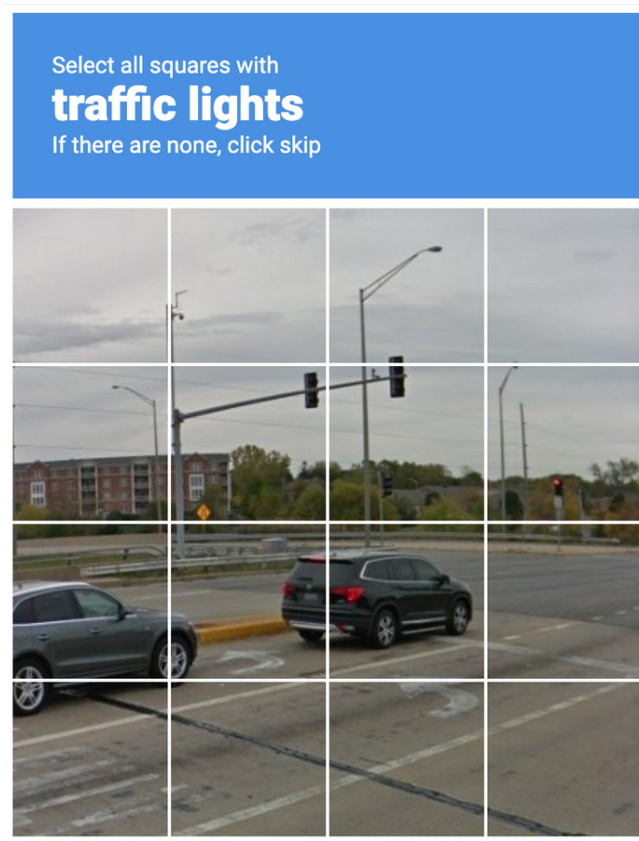
Login Process: Understanding reCAPTCHA

If you are on ITC's network (your home or business), reCAPTCHA will typically not appear. If you are not on ITC's network, reCAPTCHA will likely appear. "reCAPTCHA", or as stated as the acronym, "Completely Automated Public Turing test to tell Computers and Humans Apart" is a tool to deter bots and hackers. Typically, automated bots all around the world crawl web pages for login forms that may appear as if there is no security on them. This could include a form that sends an email out when you submit it, or a username/password form.

Not only will this tool help greatly to fight against these types of attacks, analytic information is also automatically collected to help us get a better look at what out there is attempting to attack the login form.

When you visit the login page, the Login button will be disabled. (See the red arrow on page 20.) This behavior is because the reCAPTCHA checkbox has not yet been checked. Once you have checked the box, and the reCAPTCHA verification process passes, the Login button will be enabled.

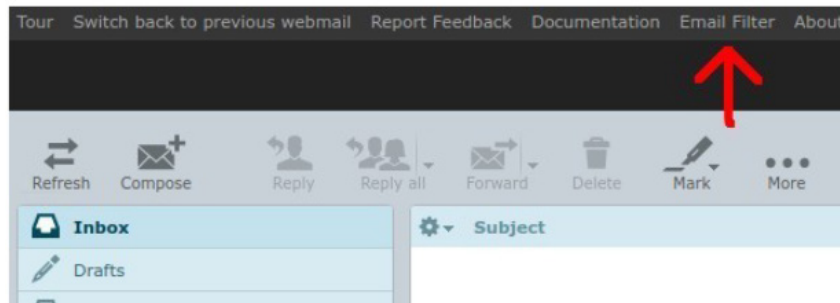
Below is an example of what this might look like. The picture will likely be different.



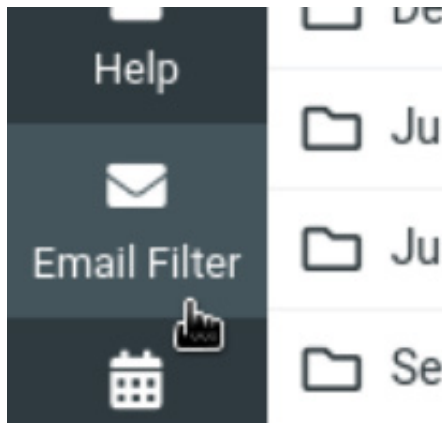
Mail Filter

To access the mail filter, click the “Email Filter” button located in the top left for the skin.

“Larry”



This button is located towards the left on the “Elastic” skin, under “Email Filter”.



Settings

Preferences

To change your user preferences, select “Preferences” in the left column. This will expand more sub-options to the right, in the “Section” column.

Settings	
Preferences	User Interface
Folders	Mailbox View
Identities	Displaying Messages
Responses	Composing Messages
Password	Address Book
Mailbox Quota	Special Folders
Web Quota	Server Settings
Mail Settings	Message Highlights
2-Factor Authentication	Calendar

Main Options

Language: English (US)

Time zone: Auto

Time format: 07:30 AM

Date format: 2021-07-24

Pretty dates: ☒

Display next list entry after delete/move: ☒

Refresh (check for new messages, etc.): every 1 minute(s)

Interface skin

☒ Elastic by Aleksander Machniak
License: [Creative Commons Attribution-ShareAlike](#)

☐ Larry by FLINT / Büro für Gestaltung, Switzerland
License: [Creative Commons Attribution-ShareAlike](#)

Browser Options

Handle popups as standard windows: ☐

[Register protocol handler for mailto: links](#)

User Interface

This section covers most of the elements contained within the user interface, including date formats, refresh intervals, and interface skins.

- » **Language:** Choose between a large list of languages. (Please note, not all features may work correctly if another language is chosen.)
- » **Time zone:** If you would like to choose your timezone; otherwise, this will be chosen automatically.
- » **Time format:** Different formats to display the time.
- » **Date format:** Different formats to display the date.
- » **Pretty dates:** With this option checked, dates close to today will be translated into relative terms like “Today”, “Yesterday”, etc.
- » **Refresh:** How often webmail should consult the mail server to check for new messages.
- » **Interface Skin:** Choose between “Larry” or “Elastic”.
- » **Handle popups as standard windows:** When webmail opens messages or the compose form in a new window, this can either be a detached window with a smaller size and without toolbar buttons or, with this option activated, be a regular browser window or even just another tab in your current window. If enabled, all windows opened by the webmail application obey the settings of your browser.
- » **Register protocol handler:** You can register this webmail app to be opened whenever you click an email link somewhere on the web.

Mailbox View (all options)

» **Layout:** Choose between “Widescreen”, “Desktop”, and “List”. This will change how your mail view appears.

Main Options

Mark messages as read

immediately

On request for return receipt

ask me

Expand message threads

never

Rows per page

50

New Message

Check all folders for new messages

☐

Display browser notifications on new message

☐ Test

Display desktop notifications on new message

☐ Test

Play the sound on new message

☒ Test

Close desktop notification

after 10 seconds

☒ Save

- » **Mark messages as read:** Apply a delay between viewing the message, and marking it as read.
- » **On request for return receipt:** This option controls the behavior when the message you received has a return receipt associated with it.
- » **Expand message threads:** When listing messages in threads, this option controls how conversation groups are expanded in the list.
- » **Rows per page:** The messages list displays this number of messages at a time (aka a “page”). Increasing this number may result in longer loading times when opening a mailbox folder.
- » **Check all folders for new messages:** By default, only the inbox is checked for new messages periodically. If you have server-side filters installed that will move incoming messages to other folders, you should check this option.
Note: Currently server side filters are not implemented. Once they are, this option will be of more use.
- » **Display browser notifications on new message:** When a new message arrives, checking this box will change the icon in your browser to alert you to a new message.
- » **Display desktop notifications on new message (SSL only):** This option will not be selectable unless your connection is over SSL. If it is however, this will display a notification directly to your computers desktop.
- » **Play the sound on new message:** When a new message arrives, a sound will play.
- » **Close desktop notification (SSL only):** How long the desktop notification will stay on screen. If your connection is not over SSL, this option will be hidden.

Displaying Messages

This set of options controls how messages in the mail view should be displayed.

Main Options

Open message in a new window

☒

Show email address with display name

☐

Display HTML

☒

Allow remote resources (images, styles)

never

⌵

Display attached images below the message

☒

Display emoticons in plain text messages

☐

Advanced options ▾

✓ Save

- » **Open message in a new window:** With this option checked, double-clicking a message in the email view will open it in a new window instead of the current browser window/tab.
- » **Show email address with display name:** When checked, the email address will be appended to the sending email address. When not checked, only the display name is shown.
- » **Display HTML:** Check this option to display formatted messages as the sender intended it. When disabled, formatted emails will be converted to plain text.
- » **Display remote inline images:** Formatted (HTML) messages can contain references to images which have to be loaded from a remote server. That can harm your privacy and reveal to the sender that you opened the message. This technique is often used by spammers to verify that your email address works and you can be sent more spam.
- » **Display attached images below the message:** Enable this option if you want image attachments being displayed below the message text.
- » **After message delete/move display the next message:** Controls whether the screen should jump to the next message in the list when opening an email message (not in the preview pane) and then move or delete it.
- » **Display emoticons in plain text messages:** When a specific pattern of characters are found, such as “:)” or “:(”, these will be translated into emoticons.

Composing Messages

These settings control the look and feel of composing a message to someone.

Main Options	
Compose in a new window	<input checked="" type="checkbox"/>
Compose HTML messages	always
Automatically save draft	every 5 minute(s)
Always request a return receipt	<input type="checkbox"/>
Always request a delivery status notification	<input type="checkbox"/>
Place replies in the folder of the message being replied to	<input type="checkbox"/>
When replying	start new message above the quote
Messages forwarding	inline
Default font of HTML message	Verdana 10pt
Default action of [Reply all] button	reply to all
Enable emoticons	<input checked="" type="checkbox"/>

- » **Compose in a new window:** With this option checked, the message compose form will open in a new window instead of the current browser window/tab.
- » **Compose HTML messages:** Check this option to enable the rich text (HTML) editor when starting to compose a new message. This is only the default setting for HTML message composing. It can be toggled at any time while composing.
- » **Automatically save draft:** While you write a new message, a copy will be saved to the Drafts folder every few minutes. Select the interval or disable the automatic saving here.
- » **Always request a return receipt:** Activate the “Return Receipt” sending option by default for new messages.
- » **Always request a delivery status notification:** Activate the “Delivery status notification” sending option by default for new messages.

- » **Place replies in the folder of the message being replied to:** Choose the current folder for saving the reply message to instead of saving it to the “Sent” folder.
- » **When replying:** This option controls whether and where to place the quoted original text when replying to a message.
- » **Messages forwarding:** Controls the mode how messages are forwarded by default when clicking the Forward button without choosing a forward mode.
- » **Default font of HTML message:** When writing a formatted (HTML) message, this font face and size is used for the default text formatting.
- » **Default action of [Reply all] button:** When replying to messages coming from mailing lists, this setting controls how to reply to them.
- » **Enable emoticons:** Enables emoticons to be used in the message when it arrives at its destination.
- » **Automatically add signature:** Select in which cases the signature text from your sender identity is added to a new message.
- » **Place signature below the quoted message:** When replying to a chain, this will enable your signature to be placed underneath it.
- » **When replying remove original signature from message:** As the name suggests, this setting removes detected signatures from the original message when citing it in the reply.
- » **Force standard separator in signatures:** When checked two dashes (“--”) will be added before your signature.
- » **Check spelling before sending a message:** Before the message is sent it is put through a spell check; any errors will be underlined. You may click on the word to bring up a menu that allows you to select the proposed correct word.
- » **Ignore words with symbols:** Do not spell check words with symbols.
- » **Ignore words with numbers:** Do not spell check words with numbers.
- » **Ignore words with all letters capitalized:** Do not spell check all capitalized words.

Address Book

These settings will control how contacts are handled and displayed.

Main Options

Default address book

Personal Addresses

List contacts as

Display Name

Sorting column

Last Name

Rows per page

50

Skip alternative email addresses in autocompletion

☐

Automatically Collected

Use automatic address book

☒

Use automatically collected addresses for autocompletion

☒

☒ Save

- » **Default address book:** Select the default address book where new contacts are saved to when adding them from the mail view.
- » **List contacts as:** Choose how names are displayed in the contacts list.
- » **Sorting column:** Select the contact attribute used for sorting the contacts in the list.
- » **Rows per page:** The number of contacts displayed at a time (aka a “page”) in the contacts list.
- » **Skip alternative email addresses in autocompletion:** With this option checked, every contact will only appear once in the autocompletion list that appears when you start typing in the recipient field. The first email address of the selected contact will then be inserted. If disabled, all email addresses of a matching contact are displayed for selection.
- » **Use automatic address book:** When sending a message to someone, have the email address be automatically added to your contacts.
- » **Use automatically collected addresses for autocompletion:** When composing a message, addresses that have been automatically collected will appear when beginning to fill out the “From” field.

Server Settings

This section provides more advanced settings that control how messages are treated by the email server.

Main Options

Mark the message as read on delete ☒

Do not show deleted messages ☐

Directly delete messages in Junk ☐

Maintenance

Clear Trash on logout ☐

- » **Mark the message as read on delete:** With this option enabled, unread messages are also flagged as read when deleting them right away.
- » **Do not show deleted messages:** This option suppresses messages flagged as deleted from being listed. If moving messages to trash fails, delete them; moving to trash can fail if the trash folder isn't selected or over quota. With this option enabled, messages are deleted from the current folder when you attempt to move them to trash.
- » **Directly delete messages in Junk:** Messages in the Junk folder are also moved to the trash first when deleting them. Skip that step by enabling this option.
- » **Clear Trash on Logout:** As the option name says, this will empty the trash folder when you terminate the session.

Message Highlights

Message Highlights will allow you to mark messages a specific color based on a ruleset. The current rulesets that you may define include:

- » **From:** When a message has come in and the “From” header (the email address) matches this rule, color the message differently.
- » **Subject:** When a message has come in and the “Subject” header matches this rule, color the message differently.
- » **To:** When an email is sent, if the “To” header matches this rule, color the message differently. This will mark messages in the “Sent” folder.
- » **Cc:** When a message contains a “carbon copy” that matches this rule, color the message differently.

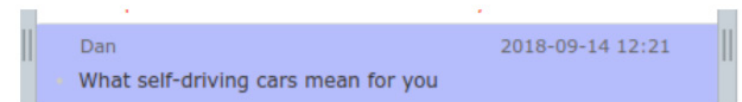
Message Highlights

Message Highlights

From matches color delete add row

Save

Below is an example of what an email will appear as when a rule is matched.



The color can be changed by clicking on the “color” box:

Message Highlights

From matches color delete add row

Save

Calendar

The calendar has many options that you may configure to enhance your overall experience.

Main Options	
Default view	Week
Time slots per hour	2
First weekday	Monday
First hour to show	06:00 AM
Working hours	06:00 AM — 06:00 PM
Event coloring	According to calendar
Default reminder setting	None 15 minutes before
Create new events in	Default
Display week numbers	in datepicker only

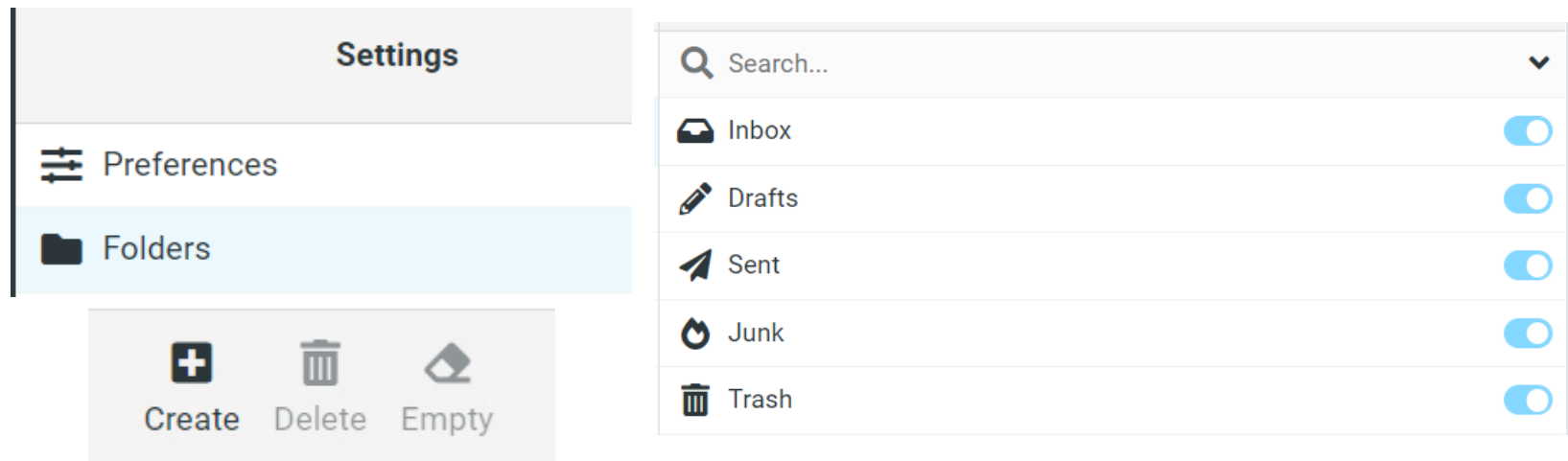
- » **Default View:** When first clicking on the calendar tab, display this view first.
- » **Time slots per hour:** How many slots to show in either the “Week” or “Day” view.
- » **First weekday:** In the mini calendar, as well as some portions of the main calendar view, set this day to be the first weekday.
- » **First hour to show:** In the main calendar view, on either “Week” or “Day” view, show this hour at the top of the calendar.
- » **Working Hours:** Set this to the time you are typically at work, to automatically detect conflicts when accepting invites.
- » **Event coloring:** Color events based on the calendar or the category, including the outline of both.
- » **Default reminder setting:** Set your default reminder when creating new events.
- » **Create new events in:** Set the default calendar to place events in when creating them.
- » **After an invitation or update message is processed:** When an invitation has been updated, do this action to the original email with the invitation.
- » **Categories:** Here is where new categories can be created and default colors can be assigned.
- » **Display birthdays calendar:** Add a new calendar into the Calendars list that will display birthdays.
- » **From these address books:** Choose which address books contain the birthdays.
- » **Show reminders:** Set a reminder when a birthday is close. You can choose between minutes before, hours before, and days before.

Folders

This section will allow you to create, remove, and manage viewability of folders in the main mail view. Once clicked, a new window will populate to the right of the Folders column. Provide the folder name, the parent folder, and the default view mode. The default view mode will automatically select the “List” or “Threads” view when viewing mail within this folder. After filling out the options, click save to apply your changes. The current quota usage for all folders combined will be displayed next to the “Add” button at all times. This will also change colors to better alert you when your quota is almost full.

When a folder is selected, you may edit the existing configuration as noted above. However, the current size of only this folder can be viewed by clicking on “Click here to get folder size”.

To empty a folder of all emails, select the folder and choose “Empty” under the settings button.



Adding Images to a Signature

HTML formatted signatures also allow to embed images which are sent with outgoing messages. To add an image to your signature, first check the HTML signature box. Then find an image file on your computer and drag & drop it into the signature box. The image can be moved around or resized within the editor box using the mouse.

Responses

This settings section lets you manage your personal boilerplates (aka “canned responses”) which are handy when replying to messages with prepared responses. Click the + icon in the response list footer to create a new response. Give it a name, enter the response text and finish with clicking the Save button.
















Identities

The settings here control the name(s) and email address(es) stated as sender when you send out email messages.

- » **Display name:** The full name displayed in the recipient's email program upon receiving your message.
- » **Email:** The email address stated as sender of email messages you send with this identity. Please enter a valid email address that is handled by your email account. Otherwise message sending might fail because of an invalid sender address.
- » **Organization:** Some email programs display the organization field when receiving messages from you with this filled out.
- » **Reply-To:** Enter an email address that differs from the identity's email address here in order to force recipients to send answers to that address instead of the sender email address.
- » **Bcc:** Specify an email address here that will receive blind copies of every message you send with this identity.
- » **Set default:** Check this box to make the current identity the default selection when writing new messages. You can still choose another sender identity while composing a message, though.
- » **Signature:** Enter the signature text here.
- » **HTML signature:** Check this option if you mainly send formatted (HTML) messages and to enable formatting of your signature. The text box above will then show a toolbar to adjust formatting.

Password

This tab will allow you to change the password of the currently logged in account. Here is an example of the password view. To change your password type your current password, then type your desired password twice—once into the New Password field, and again into the Confirm New Password field.

	Settings	
  Compose  Mail  Contacts  Calendar  Settings	 Preferences	Current Password: <input type="password"/>
	 Folders	New Password: <input type="password"/>
	 Identities	Confirm New Password: <input type="password"/>
	 Responses	<ul style="list-style-type: none">• Password must be at least 8 characters long.• Password must not contain your username (forward or backward)• Password must not contain the word 'password'• Password must contain letters and numbers (at least one of each)• Password <i>may</i> contain upper and/or lower case letters• All letters, numbers and symbols are allowed as well as spaces
	 Password	<input type="button" value="Save"/>
	 Mailbox Quota	
	 Web Quota	
 Mail Settings		
 2-Factor Authentication		

Two-Factor Authentication

2-Factor Authentication - helpdesk@itctel.com

Activate ☐

Secret

Create secret

Recovery codes

Show recovery codes

You can scan this QR code containing the 2-Factor settings using a TOTP compatible app such as [google-authenticator](#)

Save Fill all fields

Check code

Two-Factor Authentication (2FA) helps tremendously with securing your account. The basis behind 2FA is that another form of authentication is required before the initial login is allowed. When this feature is enabled, you will need to provide your email address and password, and then a “rolling code” that is generated every minute by popular 2FA apps such as Google authenticator. **Please note:** When 2FA is enabled, you will need an external app to pair to your account. If something happens to the device that is paired with your account that generates the codes, you will have to use a recovery code or have the 2FA configuration reset. When you first click the tab, you will be presented with the configuration pane.

A quick breakdown of the options are as follows:

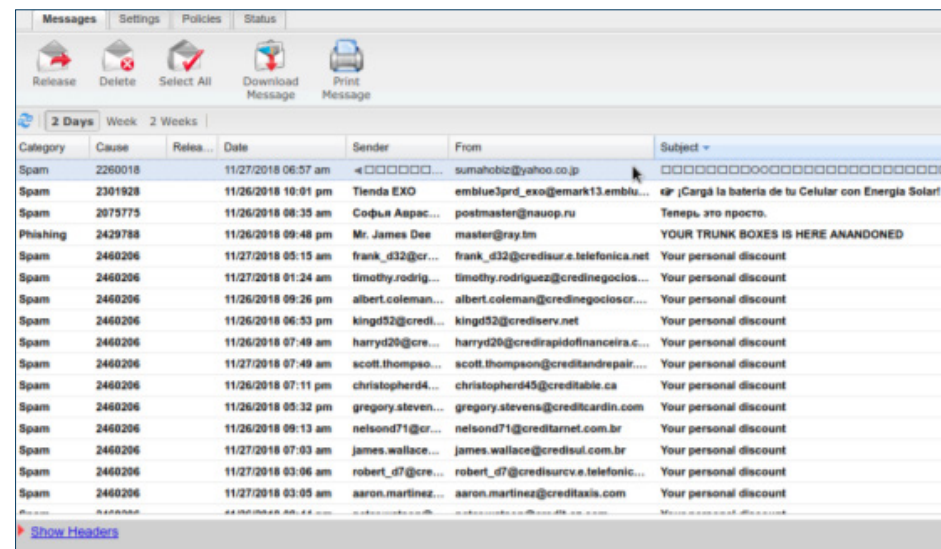
- » **Secret:** This is the passphrase that will be shared between the client and the server to generate one-time passphrases. This secret will be stored on the device you use 2FA for, for example, your Android or iOS device.
- » **Recovery Codes:** These sets of codes can be used to gain access to your account if something should happen to the device that is handling generating the one-time passcode.
- » **Check Code:** When everything is set up on your device to handle passcode generation, you must enter one of the rolling passphrases into this field. Once you fill the field out and click “Check code”, you will be able to save your settings, and your account will use 2FA.

Mail Filter (Spam, GoSecure, Edgewave)

Main Mail View

The mail filter button will take you directly into your spam dashboard. This will open a new tab, and may get blocked by some browsers. Double check that your browser is not blocking pop ups if you are having issues opening the filter.

Once the mail filter dashboard has opened, you will be presented the main “Messages” view, where quarantined messages (if any) will be listed. Clicking on a message will open the message in the pane shown on the right. Messages listed here may be displayed by age, viewing the last 2 days, week, and up to 2 weeks. The options listed below the “Messages” tab control individual messages.



- » **Release:** Send the message to the original inbox. This will also open another window that allows you to submit a copy to the spam control vendor for classification (this helps aid spam detection in the future), as well as the option to open another window to modify your friends, enemies, or other filter settings after submitting the message.
- » **Delete:** Removes the message from your quarantine.
- » **Select All:** Select every message that is viewable in the current time sort (2 days, week, 2 weeks).
- » **Download Message:** Receive a local copy of the message in “.eml” format.
- » **Print Message:** Opens the print screen to physically print a copy of the email.

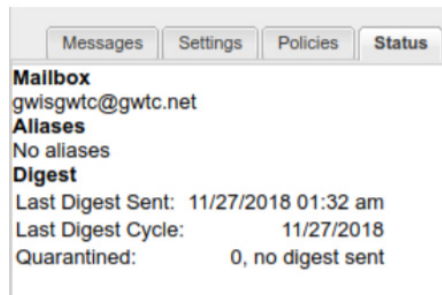
Settings

The “Settings” tab allows you to control the “Digest” settings, as well as set your time zone if not set correctly already.

The Spam Digest is a message that will get sent to your inbox, giving you a breakdown of how much spam has been blocked, and other information.

Status

The status tab will include the currently selected mailbox name, aliases that may be associated with the account, as well as some digest information such as when the last digest was sent.



The screenshot shows the 'Status' tab selected in a navigation bar. Below the tabs, the following information is displayed:

- Mailbox:** gwisgwtc@gwtc.net
- Aliases:** No aliases
- Digest:**
 - Last Digest Sent: 11/27/2018 01:32 am
 - Last Digest Cycle: 11/27/2018
 - Quarantined: 0, no digest sent

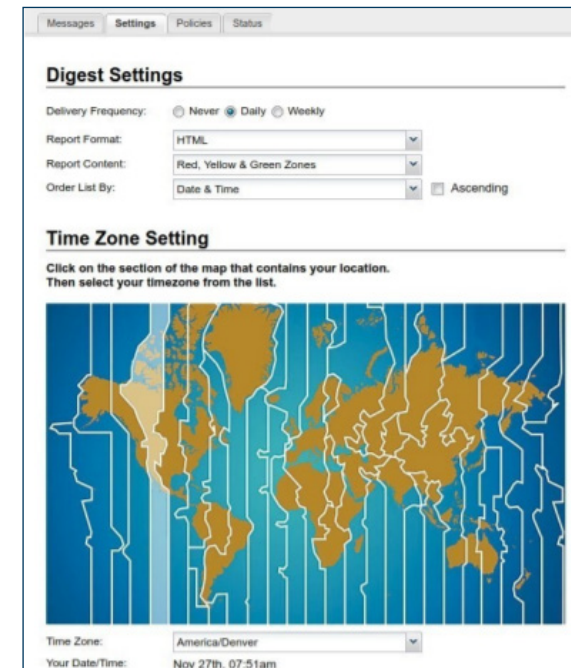
Policies

Here is where you may control how mail is handled when it is received by the spam filter. There are 3 zones, each with different capabilities and actions defined.

Red Zone: This includes email that could harm your computer. These categories include Spam, Viruses, Phishing, Adult Spam, and BOTs.

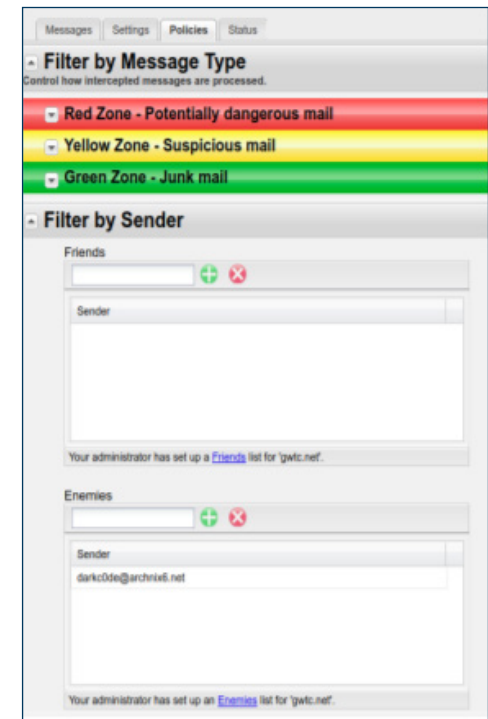
Yellow Zone: This includes mail that could potentially be suspicious due to the email body not being in English, or attachments that are rather dangerous, such as “.cab”, or “.bat”. You may add and remove languages and extensions, as well as the desired action when a message is received by clicking the drop down menus, or filling out an extension, and clicking the green cross icon.

Green Zone: This includes mail that does not have attachments, and would otherwise be classified as spam. There is one option and action defined for this zone. You may also modify your friends and enemies list under the “Filter by Sender” section. To add an entry, insert an email address into the field below “Friends” or “Enemies” and click the green cross button.



The screenshot shows the 'Settings' tab selected. It contains two main sections:

- Digest Settings:**
 - Delivery Frequency: ☒ Never ☐ Daily ☐ Weekly
 - Report Format: HTML
 - Report Content: Red, Yellow & Green Zones
 - Order List By: Date & Time ☐ Ascending
- Time Zone Setting:**
 - Click on the section of the map that contains your location. Then select your timezone from the list.
 - A world map is shown with vertical lines representing time zones.
 - Time Zone: America/Denver
 - Your Date/Time: Nov 27th, 07:51am



The screenshot shows the 'Policies' tab selected. It contains two main sections:

- Filter by Message Type:**
 - Control how intercepted messages are processed.
 - Red Zone - Potentially dangerous mail
 - Yellow Zone - Suspicious mail
 - Green Zone - Junk mail
- Filter by Sender:**
 - Friends:** A list to add trusted senders. It includes a text input field, a green cross icon, and a red X icon. Below it, a message states: "Your administrator has set up a Friends list for 'gwtc.net'."
 - Enemies:** A list to add senders to be blocked. It includes a text input field, a green cross icon, and a red X icon. Below it, a message states: "Your administrator has set up an Enemies list for 'gwtc.net'."