

Login Page

What is my username?

Your Username is your Distributel email address

Options Page

How do I customize my Distributel Webmail?

Webmail customization is done through the Options page (left-side menu – options). Once there, you'll notice a drop-down menu in the top-right corner. This is where you would choose the Webmail component that you wish to change. The following components are customizable:

- [Global Options](#)
- [Address Book](#)
- [Calendar](#)
- [Mail](#)
- [Notes](#)
- [Tasks](#)

General Options

The General Options Page is where you can customize things such as your:

- **Personal information** (Change the name and address that people see when they read and reply to your emails, create multiple identities)
- **Authentication credentials** (Set authentication credentials like user names and passwords for external servers)
- **Locale and time** (Set your preferred language, timezone and date options)
- **Categories and Labels** (Manage the list of categories you have to label items with, and colors associated with those categories)
- **Display Options** (Set your startup application, color scheme, page refreshing, and other display options)
- **Login tasks** (Customize tasks to run upon logon)
- **Remote Servers** (Set up remote servers that you want to access from your portal)
- **Rich Text Editor Options** (Which plugins to enable for the Rich Text editor)
- **SyncML** (Configuration for syncing with PDAs, Smartphones and Outlook)

Address Book

This is where you can modify the display options for your Address Books

- **Address Books** (Choose which address books to use)
- **Column Options** (Select which fields to display in the address lists)
- **Display** (Select view to display by default and paging options)
- **Name Format** (Select which format to display names)

Calendar Options

From here you can set the following options for your calendar

- **Display Options**
 - User Interface (Select confirmation options, how to display the different views and choose default view)
- **Calendar Options**
 - Default Calendar (Choose your default calendar)
 - Free/Busy Information (Set your Free/Busy calendars and your own and other users' Free/Busy options)
- **Events Options**
 - Event Defaults (Set default values for new events)
 - Maintenance (Set options for deleting old events)
 - Notifications (Choose how you want to be notified about event changes, event alarms and upcoming events)
- **Other Options**
 - Address Books (Select address book sources for adding and searching for addresses)

Mail Options

This is where you would configure the following options for mail

- **General Options**
 - Personal information (Change the name, address, and signature that people see when they read and reply to your email)
 - Server and Folder Information (Change mail server and folder settings)
 - Login tasks (Customize tasks to run upon logon to Mail)
- **Message Options**
 - Message composition (Customize how you send mail)
 - Message replies/forwards (Customize how you reply to or forward mail)
 - Message drafts (Customize how to deal with message drafts)
 - Message Viewing (Configure how messages are displayed)
 - Deleting and Moving Messages (Set preferences for what happens when you move and delete messages)
 - New Mail (Control when new mail will be checked for, and whether or not to notify you when it arrives)
 - Fetch mail (Customize accounts for fetching mail from other accounts)
- **Other Options**

- Mailbox and Folder Display Options (Change display options such as how many messages you see on each page and how messages are sorted)
- Filters (Create filtering rules to organize your incoming mail, sort it into folders, and delete spam)
- Address Books (Select address book sources for adding and searching for addresses)

Notes Options

You can configure your notes settings from here

- **General Options**
 - Display Options (Change your note sorting and display options)
 - Default Notepad (Choose your default Notepad)
 - Delete Confirmation (Delete button behaviour)

Composing Messages

How do I write a new email message?

Clicking on 'New Message' on the left hand menu will take you to the page where you can create a new email message.

How do I send a new email message that I've written?

Click on the 'Send' button in the upper-left corner of the Message Composition window.

What is a Read Receipt?

You can choose to request a Read Receipt for any message you send. When the recipient opens the message, you will receive a notification that the message has been read.

What does 'Save in Sent' mean?

If you put a check mark in 'Save in Sent' a copy of your message will be saved in the 'Sent' folder. If you do not check this box, your message will be sent, but a copy will not be saved in your 'Sent' folder.

How can I choose recipients from my address book?

If you click on either 'To:', 'Cc:', or 'Bcc:', you will be taken to your address book where you can choose message recipients.

How do I attach a file to a message?

Simply click on the 'Browse' button, below the Subject field, and you'll be able to browse to and select the file you wish to attach. If you would like to save the file, as well as the message in your Sent folder, place a checkmark beside 'Save attachments in sent folder'.

What does the 'HTML Composition' button check box do?

By default, Distributel Webmail uses a standard font for composing messages, and there are no word processing tools (font, font size, bold, indent, underline, indents/spacing, etc.) available. When you check the HTML Composition box, it allows you to use a number of word processing functions. These work the same way they do in a word processing application, and will appear in a row at the top of your main message box.

Retrieving Messages

How do I retrieve new messages?

To retrieve your messages, simply click 'Get Mail' on the left-hand side menu.

Folders

(Inbox, Drafts, Sent, Trash, User-created folders)

Can I change the way messages are sorted in my folders?

Yes, by clicking on the folder column headers (From, Subject, Date, and Size), you can change the way messages are sorted. Clicking on the 'From' header will sort the messages alphabetically by sender. Clicking on the 'Subject' header will sort the messages alphabetically by subject. If you click on the 'Date' header, your messages will be sorted according to the date they arrived. Clicking on the 'Size' header will sort the messages according to message size. Clicking on a header a second time will reverse the order of the messages. For instance, Click on 'From' once, and it will arrange your messages from A to Z. click on 'From' again, and the messages will be rearranged from Z to A.

How do I reply to a message in a folder?

Click on the message you wish to reply to and then click on the 'Reply' button at the top of your folder. By clicking on the drop-down arrow to the right of 'Reply', you can choose to reply to the sender of the message or all recipients.

How do I forward a message in a folder?

Click on the message you wish to forward and then click on the 'Forward' button at the top of the folder. By clicking on the drop-down arrow to the right of 'Forward', you can choose to forward the entire message, the body text only (no attachments) or the attachments only (no body text).

How do I delete a message in my Inbox?

Click on the message you wish to delete and then click on the 'Delete' button at the top of the folder.

What does the 'Other Actions' button at the top of my inbox do?

The 'Other Actions' button allows you to perform the following tasks:

- **Hide Preview** -by default, your inbox is divided into 2 panes: The message list, and the preview pane (the selected message will appear in the preview pane). Choosing 'Hide Preview' will hide the preview pane in the folder, so that you only see the list of messages.
- **Mark as Read** -When you select this option, any selected messages will be marked as having been read.
- **Mark as New** -choosing this option, will highlight any selected messages as if they were newly-arrived
- **Flag Message** - this button will allow you to flag and highlight important messages.
- **Clear Flag** - this button will clear flags from any selected messages. Think of it as the opposite of the 'Flag Message' option.
- **Blacklist** -This will mark a message as unwanted, and any messages from the same sender will not appear in your inbox and will automatically be treated as junk mail.
- **Whitelist** - This will mark the sender of the selected message as an approved sender and their messages will always be delivered to your inbox.
- **Select All** - This will select all the messages in your inbox. Any subsequent actions will be performed on all messages.

Please note: All of the actions described above can also be performed by right-clicking on a message.

What is the Drafts folder?

When composing a message, you have an option at the top of the window to 'Save as Draft'. Clicking on this option will save a copy of the message in your Drafts folder. Unsent messages can be saved in this folder until they're ready to be sent.

What is the Junk folder?

Messages that are identified as junk (spam) will be delivered to the Junk folder instead of your inbox.

What is the Trash folder?

Deleted messages are moved to the Trash folder. When you delete a message from the Trash folder, it is permanently deleted and no longer recoverable.

How do I empty the Trash folder?

To empty your Trash folder, simply right click on the Trash folder on the left-hand side menu, and choose 'Empty Folder'.

Can I create my own Folders?

Yes. If you click on 'New Folder' on the left-hand side menu, you'll be asked to create a folder. Simply type the new folder's name into the field provided and click 'OK'.

Forwards

What does the Forwards feature do?

An email forward lets you redirect your mail to another address (or a comma separated list of addresses if you wish). You can even forward to another address and keep a copy in your local mailbox. This form lets you set (or remove) email forwarding for your account.

How do I set my Distributel email to automatically forward messages to another address?

If you click on 'Forwards' on the right-hand side menu, you'll be brought to the screen where you can set or remove email forwards. From there, you would choose 'Set/install a forward to:' and enter the email address you wish to forward to. You can choose to keep a copy of forwarded messages in your local inbox. This is also the page where you would unset/remove the forward.

Filters

What are filters and how do they work?

Filters are a handy way of organizing and handling your emails automatically as they arrive. With filters, you set conditions and the action to be taken if the condition is met. A simple example of a filter is the Blacklist. The Blacklist is a list of addresses identified as senders of unwanted emails. When a new email arrives, the sender's address is compared to the addresses in the Blacklist. If the sender's address matches an address in the Blacklist (the condition), the message is automatically moved to your Junk folder instead of the Inbox (the action to be taken).

You can create custom filters using the 'New Rule' button in the Filters window. Here are the steps to follow if you were to create a new rule where any emails from John Smith are moved to a special folder we created named "John's emails". First you need to create the condition. In this case, you would start by selecting 'All of the following' under 'for an incoming message that matches'.

You can choose all or any of the following, depending on how many conditions you're creating, and whether or not you want all or only some of conditions to be met. Once that's done, select the 'From' field from the drop-down menu below 'All of the following' and 'Any of the following'. Then choose 'contains' from the drop-down menu to the right of the 'From' field you just selected. Finally, to the right of the 'Contains' field, type 'John Smith'.

You have now created the condition: All emails from John Smith. Now you have to create the action: Under 'Do This', select 'deliver to folder...'. A new drop-down menu will appear to the right saying 'Select Target Folder'. From here you can choose the 'John's emails' folder. You also have the option to have the message flagged as seen, flagged for follow up, answered or deleted.

You have now created a rule where any message that we receive will automatically be moved to the John's emails folder. You can follow the same steps to create all sorts of rules based on a large number of conditions, and you can even create filter rules with several conditions.

What does the 'Stop checking if this rule matches' option do?

If this option is checked, and a message matches this rule, the remaining filters will not be processed.

Calendar

How do I create a new calendar item?

To create a new calendar item, you can either click the 'New Event' button at the top of the calendar screen, or on the plus sign on any date. This will bring you to the screen where you can set up the date and time of the event, choose attendees, and set recurrence.

How do I change the calendar display?

The calendar display options appear right above the calendar itself. You can choose to display by day, work week, week, month and year.

Can I have multiple calendars?

Yes. To create a new calendar, click on the '+Calendars' link in the upper right-hand corner of the screen. When the '+Calendars' window opens, choose 'Manage Calendars'. On the next screen, you would choose 'Create a New Local Calendar'. You'll be asked to name your calendar and have the option to write a brief description. Once that's done, click the 'Create' button, and your new calendar will be created.

Can I share my calendar with others?

Yes. Distributel Webmail allows you to share your calendar. From your calendar screen, click on the '+Calendars' link in the upper right-hand corner. When that expands, you'll see a few options:

- My calendar (select the calendar to display by default)
- Shared Calendar (select a calendar to share)
- External events (outside events to display in your calendar)

Place a checkmark next to the calendar you wish to share under Shared Calendar. Then click on the icon to the right. This will

bring you to the shared calendar options. You will have 3 choices for sharing your calendar with others:

- Subscribe from another calendar program
- Subscribe from a feed reader
- Embed the calendar in another website

Each option comes with a string of code that you can use to access the calendar, depending on how you plan on allowing others to access it. For more information on embedding your calendar, you can click on the in the calendar Sharing Options page.

Can I import an external calendar?

Yes, you can import calendars that are in either a comma separated value (.CSV) format, or vCalendar/iCalendar format. Click on the Import/Export button at the top of your calendar screen. This will bring you to the Import/Export screen. Once there, select the format of the calendar you want to import and then browse to the location where the calendar file is stored. You have the option to replace your existing calendar with the one you're importing. If you do not choose this option, the imported calendar will appear in your calendar list along with any other calendars you have. Click next, and then follow the instructions on the screen.

Can I export my calendar?

Yes, you can export your calendar to a file you can share with others. In the Import/Export screen, go to the Export section in the bottom half of the page. Choose the format you would like the calendar to be exported in (.CSV or iCalendar). Then select the calendar you wish to export and choose whether you wish to export all events, or a specific range of dates. If you choose a range of dates, you will have to select the start and end dates for the range. Once that's done, click on Export and follow the instructions on the screen.

What does the 'go to' button at the top of the calendar page do?

The 'Go to' button allows you to choose a specific date to view in your calendar.

How do I change the details for a calendar item?

Double-click on the event you wish to modify. This will bring you to the event details. Once there, click on the edit button at the top of the screen. This will bring you to the screen where you can modify the event's details. You can also delete and export events from this screen.

Notes

What are Notes?

Notes are simply memos to yourself or others. They can be reminders, task lists, any information you would like to keep handy.

How do I create a note?

Click on Notes on the left-hand menu. This brings you to the Notes screen where you can view and sort your existing notes. From there, click on the 'New Note' button. You can then compose your note and choose a category/colour for it.

Can I create multiple sets of notes?

Yes. From the Notes screen, click on the '+Notepads' link in the upper right-hand corner. In the window that appears, click on 'Manage Notepads'. You will have the option to create a new notepad, and you will also have the opportunity to change the settings for existing notepads.

What settings can I configure for my notepads?

If you click on the 'Options' button at the top of the Notes screen, you'll be taken to the page where you can configure certain settings for your notes. You can adjust the following settings:

- Display options (you can adjust the sorting criteria and direction)
- Default notepad (you can select which notepad to display when you go into the notes section)
- Delete confirmation (do you want a confirmation message to appear before deleting a note)

Tasks

What are Tasks?

The tasks section of Distributel's Webmail service is a "to-do" list manager that supports private and shared tasks lists, integration with the Calendar function, categories, priorities, due-dates, searches, printing and import/export functions.

How do I create a new task?

If you click on the 'New task' button at the top of the tasks window, you'll be taken to the screen where you can create a new task. You'll be asked to name the task, and then there will be a number of optional fields you can fill out:

- **Parent task** (if the new task is related to another one)
- **Category** (you can categorize your tasks)
- **Assignee** (you can assign a task to another person)
- **Private** (whether the task should be visible to others)
- **Due by** (you can choose to set a due date)
- **Delay start until** (you can choose a later start date for the task)
- **Alarm** (you can set an alarm to notify you of the task)
- **Priority** (prioritize your tasks)
- **Estimated time** (the time you think the task will require)
- **Description** (describe the task)

Can you import/export tasks?

Yes. Tasks are imported and exported the same way that calendars are imported/exported.

Which options can be configured for tasks?

The following options can be configured by clicking on 'Options' in the tasks window:

- **Display Options** (change your task sorting and display options)
- **Delete Confirmation** (delete button behaviour)
- **Task defaults** (defaults for new tasks)
- **Default task list** (choose your default task list)
- **Notifications** (choose if you want to be notified of task changes and task alarms)

Address Book

How do I access my address book?

You can get to your address book by clicking on 'Address Book' on the right-hand side menu.

How do I create a new address book contact?

If you click on the 'New Contact' button in the address book screen, you'll be taken to the 'Add Contact' screen where you can enter your new contact's information. You can enter information in the following categories:

- **Personal** (names, birth date, photos)
- **Location** (home and work mailing addresses)
- **Communications** (email, phone, fax, and pager numbers)
- **Organization** (job title, occupation, company)
- **Other** (category, notes, URLs, security info)

How do I search through my contacts?

Clicking on the "Search" button at the top of the address book screen will take you to the screen where you can look for specific contacts within your address book(s).

Can I import/export my contacts?

Yes. Contacts are imported and exported the same way that calendars are imported/exported. Please note that you have several file formats and character sets you can choose from when importing an address book. While you cannot choose a different character set when exporting your address book, there are a number of options with regards to file format.

Which options can I configure for address books?

The following options can be configured by clicking on the 'Options' button at the top of the address books screen:

- **Address Books** (Choose which address books to use)
- **Column Options** (select which fields to display in the address lists)
- **Display** (select view to display by default and paging options)
- **Name format** (select which format to display names)

How do I create a new address book?

If you click on the 'My Address books' button at the top of the address book window, you'll be brought to the "Manage Address Books" screen. If you click on create a new Address Book, you'll be given the opportunity to create a new address book. You'll be asked to provide a name for the address book, and have the option of writing a description of it.

How do I set permissions for my address book?

From the Manage Address Books screen, click on the key icon to the far right of the address book you wish to work with. This will bring you to the screen where you can set the permissions for the address book. You can set permissions for the following:

- **All authenticated users**
- **Guests**
- **Object creator**
- **Individual users**
- **Groups**

You can grant users the following permissions

- **Show**
- **Read**
- **Edit**
- **Delete**

Vacation

How would I configure an auto-reply when I'm away from home?

You can set up an auto-reply by clicking on 'Vacation' on the right-hand side menu. Simply choose 'Set/install vacation notice' and type your message in the message field below. Once you're done, click on 'Submit' and your message will automatically be sent as a reply to any emails you receive. You can also unset/remove the vacation notice from this same screen.