

A quick guide to using the
Manchester Business Resources
Web Mail Facility

1 Introduction

1.1 What is webmail?

Web mail is a way of viewing emails using a web browser such as Internet Explorer rather than using an email program such as Outlook Express or Outlook. The advantages of webmail is that you can view, edit, send or read your emails from any Personal Computer anywhere so long as it has an internet connection and a web browser. This can be extremely valuable if you are away from the office on business, all you have to do is ask your client for access to a PC with Internet access. Also you can use the facility in a Hotel, Internet Café or Airport Lounge

1.2 What is the purpose of this manual

This document gives a guide to getting started with MBR's webmail service. It explains how to login to the service, write, send and delete emails as well as showing you how to manage some of the settings.

Importantly, for those clients who are used to using our existing webmail service, it gives a guide to using the new software – Roundcube. We will advise you shortly when the change takes place.

1.2 Who can use this service?

MBR's webmail is an exclusive service that can only be accessed by the companies and individuals who use MBR to host their website and provide email services. It is not open or available to the general public. If you are not an existing client and would like to know more, then call us on 0161 237 1234 or send an email to info@manchesterbusiness.co.uk

1.3 A few jargon words explained

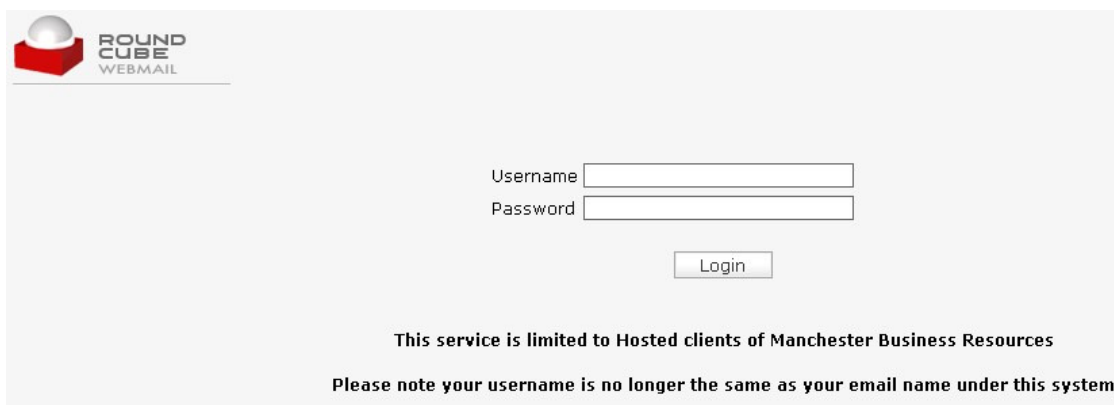
Several jargon words are used in this document. In order to clarify the meaning of these words, they are defined below:

- **Web browser** – Any program you use to access or surf the web with. The usual one is Internet Explorer. Other can be Safari, Netscape, Firefox and Opera.
- **Email client** – Any program you use to manage emails on a computer. Common examples are Outlook, Outlook Express or Eudora.
- **Mailbox** – A place where your emails are stored until you collect them. It is an electronic version of a physical "pigeon hole" . Think of those boxes behind the concierge in a classic hotel reception.

2 Getting started

To get started, use your web browser to go to <http://webmail.manchesterbusiness.net> and you should see a login page similar to that shown below.

NB Previous webmail users would be used to going to webmail.theirdomain.co.uk – This is no longer the case, all webmail users now use the above address



ROUND CUBE WEBMAIL

Username

Password

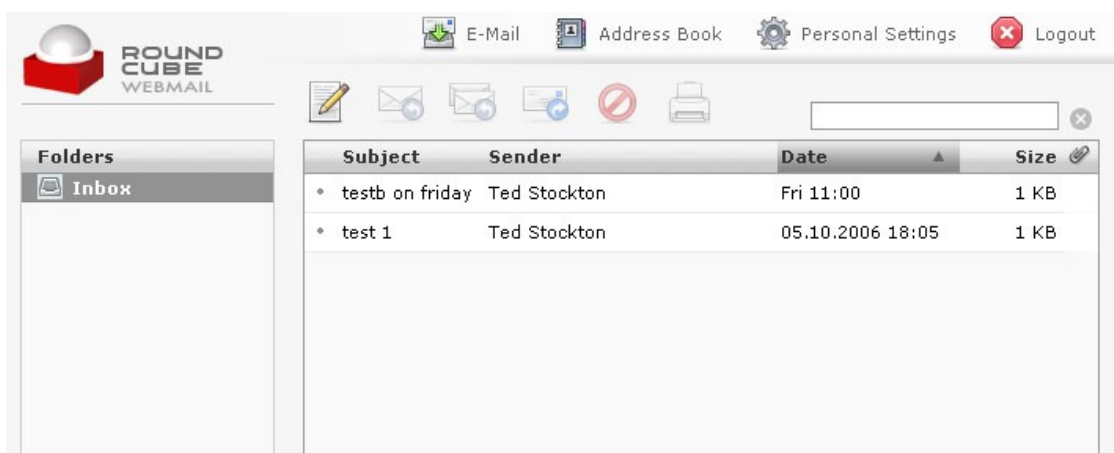
Login

This service is limited to Hosted clients of Manchester Business Resources
Please note your username is no longer the same as your email name under this system

You will need your mailbox **username** and **password** to enter here. We will have already provided these to you when we set up your email accounts.

Note to Existing Users of Webmail – previously you would have entered your email name in the username box, but as we are moving to a new server we will provide you with an additional username to enter here. NB this will not be the same as your email name.

Using the username and password enter them in the boxes shown and press the login button. If all goes well then you should see a screen similar to the example shown below. *NOTE: The username and password are case-sensitive.*



ROUND CUBE WEBMAIL

E-Mail Address Book Personal Settings Logout

Subject Sender Date Size

• testb on friday	Ted Stockton	Fri 11:00	1 KB
• test 1	Ted Stockton	05.10.2006 18:05	1 KB

3 Understanding the screen

The screen is split into two parts. The folder list on the left and the message list on the right. Let us look at both parts

3.1 The folder list

The folder list shows the folders that the system uses.

The **Inbox** contains all the emails that are in the mailbox.

*The folders **2006 Sales**, **Sent Mail** and **Personal** shown on the image are folders set up by a user to file email, they will not be set up as a default.*

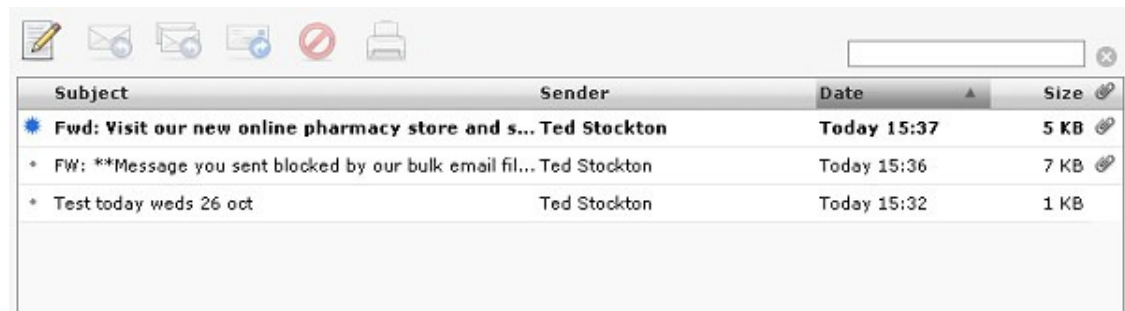
Trash contains emails that have been deleted by you and will need be cleared on a regular basis.

In the example to the left the **INBOX (3)** denotes that there are 3 messages in the inbox folder that you *have not yet read*. It does NOT mean that there are only 3 messages in the inbox.



3.2 The message list

The message list is the main part of the webmail system. It shows all your messages and gives you options to do things with the messages. An example is shown below.



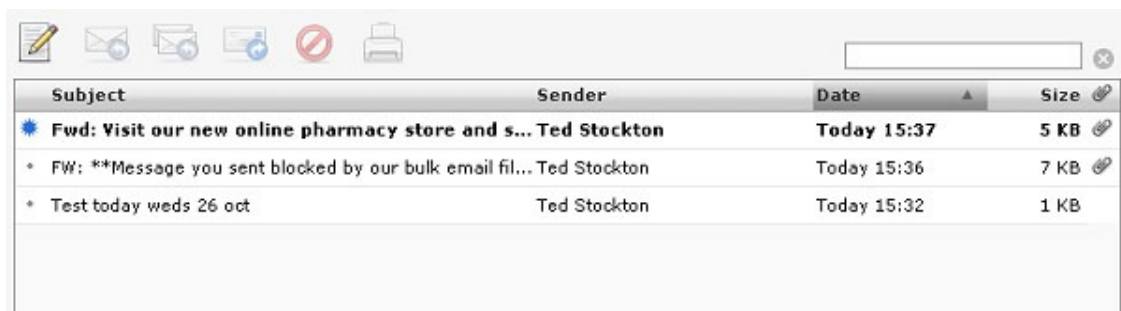
Your emails are shown in the list under the heading **Subject**. Unread emails are shown with a large star to the left. The sender of the email and the date and time is shown to the right. The size is the size of each email and the paperclip indicates an attachment.


4 Managing your emails

The message list lets you manage your emails. It has a lot of options but the most important (for most people) are reading, sending, replying, forwarding and deleting emails.

4.1 Reading the email

An example message list is shown below. The first message is called *Fwd:visit our online pharmacy store and s...* This is an email that has been forwarded by some one to us.



Subject	Sender	Date	Size
 Fwd: Visit our new online pharmacy store and s...	Ted Stockton	Today 15:37	5 KB
• FW: **Message you sent blocked by our bulk email fil...	Ted Stockton	Today 15:36	7 KB
• Test today weds 26 oct	Ted Stockton	Today 15:32	1 KB

You can read this message simply by clicking on the subject text. *Fwd:visit our online pharmacy store and s...*When you do this you will see the main text of the message.

At the top of the message are a number of icons which allow us to do more with this email . These are seen in the picture below.



The main options are (from the left):

- Green Arrow Icon – Returns you to the previous screen of emails
- Paper and Pencil Icon – **Compose** a new email message
- Envelope Icon – **Reply** to this email
- Envelopes Icon – **Reply** to this email message **and send copy** to all recipients
- Stamped envelope Icon – **Forward** a copy of this message to someone else
- No Entry Icon – **Delete** email from trash (when in trash)
- Printer Icon – **Print** a copy of this email
- Page with an S – **View** the source details of this email
- Pull Down Menu – **Move** this email to trash or a folder

4.2 Sending a new email

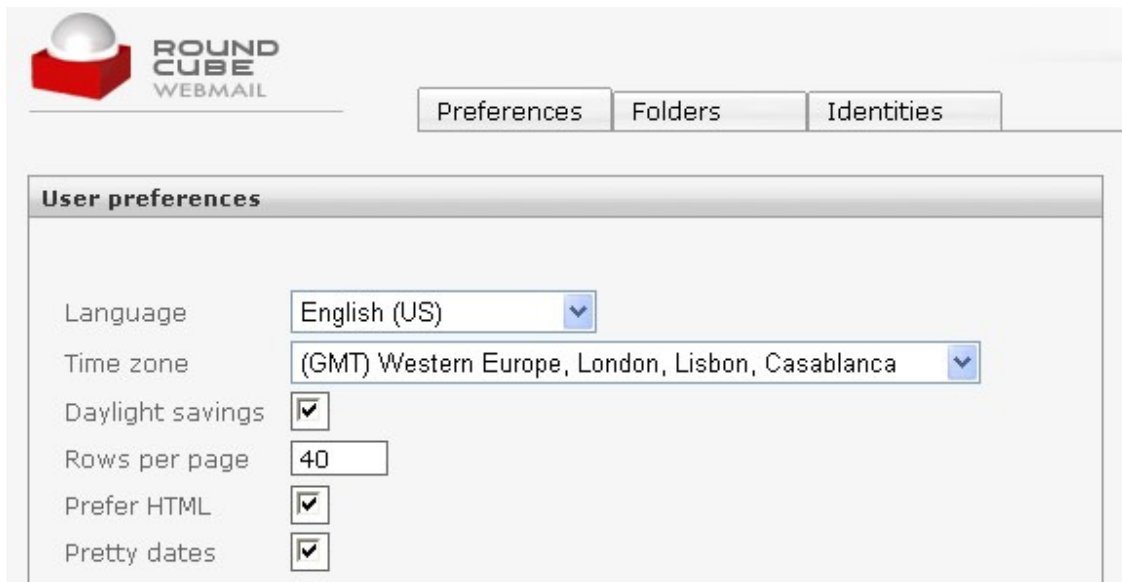
At the top of both the message list and the individual email display is a list of options, they vary slightly depending on whether you are in the message itself or the list of messages. The paper and pencil icon is shown in both and clicking this will allow you to write an email.

The "Compose Email" dialog is very similar to that used in ordinary email client software.

However before you send your first ever email, you need to ensure that the return address is set correctly. Open the "personal settings" by clicking on the icon 3rd from the left.



On the list of options shown, click on the one that says identities:



This will then show a screen like this :



A Guide to Webmail

Click on the line with the display name and email to edit the information, this will then show:

The screenshot shows the Roundcube Webmail interface. At the top, there are navigation icons for E-Mail, Address Book, and Personal Settings. Below these are tabs for Preferences, Folders, and Identities. The Identities tab is active, showing a table with the following data:

Display name	E-Mail	Organization	Reply-To
mbc-ted	mail@www.manchesterbusiness.com		

Below the table is a 'New identity' button. Below that is an 'Edit item' form with the following fields:

- Display name: mbc-ted
- E-Mail: mail@www.manchesterbusiness.com
- Organization: (empty)
- Reply-To: (empty)
- Bcc: (empty)
- Signature: (empty)
- Set default:

At the bottom of the form are 'Delete' and 'Save' buttons.

Next fill in the fields Display name with the actual name you want to see on the email, the **Email Address** and **Reply to** with the address you want people to see when it arrives in their inbox. When you are finished, press **Save**.

Once these fields are filled in, you do NOT need to do this again.

4.3 Deleting emails

Deleting emails is easy enough. If you are in the list of emails, then drag the message to the trash icon in the folder list. If you are in the message itself, then you can use the move menu on the top right to move emails to trash (or any of your other folders)

PLEASE NOTE – ensure you delete unwanted mail from your trash on a regular basis or you may fill your mailbox to capacity and find your incoming mail being rejected.

5 Summary

This completes the overview of the basic functions in the webmail facility. There are other options and facilities available in the software but you can discover those for yourself.

We recommend that the webmail is used as a "backup" method of accessing emails. The best way to send and receive your emails is using a proper email program such as Outlook or Eudora.

We cannot be responsible for mail stored on our servers for long periods of time.

We also recommend you make a note of the following 3 details :

- Internet address to access webmail – <http://webmail.manchesterbusiness.net>
- Your username
- Your password

If you are a **new user** of this system, please print off this guide and take some time familiarizing yourself with the system.

If you are an **experienced user**, using our existing webmail facility (Horde) then the main two points to remember are:

1. The access address has changed from <http://webmail.yourdomainname> to <http://webmail.manchesterbusiness.net> in all cases.
2. We will supply you with a separate username as well as your password, this is different to your email name that you may have been used to entering as a username.

We hope you find this system useful and this guide helpful. If you have any suggestions or problems , please email info@manchesterbusiness.co.uk