

Using Webmail

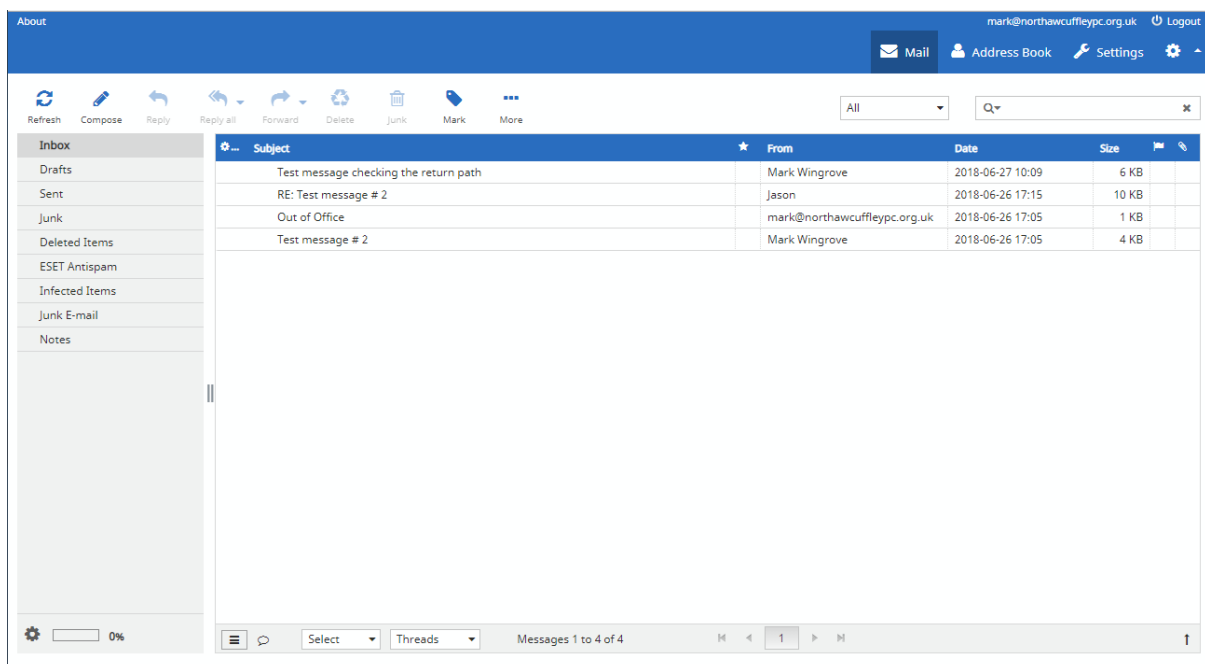
The webmail interface is located at <https://stackmail.com> it loads a web application called RoundCube which is the online mail application used to access your mailbox.

This guide covers the following subject areas:

- Creating Mail Folders to manage your email on the server
- Changing your password
- Setting up an Out of Office Message
- Setting up an Email Signature
- Sending Pretty Emails (with formatting turned on)
- Setting defaults for the mail application
- Cookies
- Which Browser to use.

The Web Interface

After you login the screen looks like this:

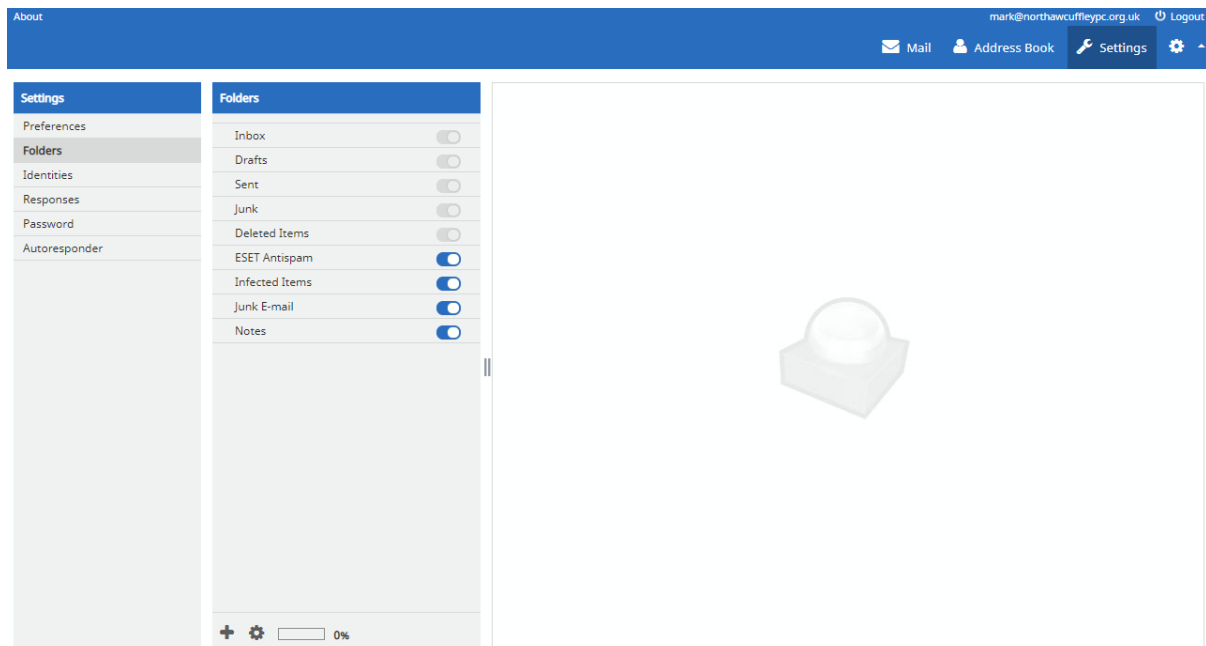


The web application is fairly basic, but there are a lot of things you can do in here. Many are accessed through the Settings Cog icon in the top right of the window.

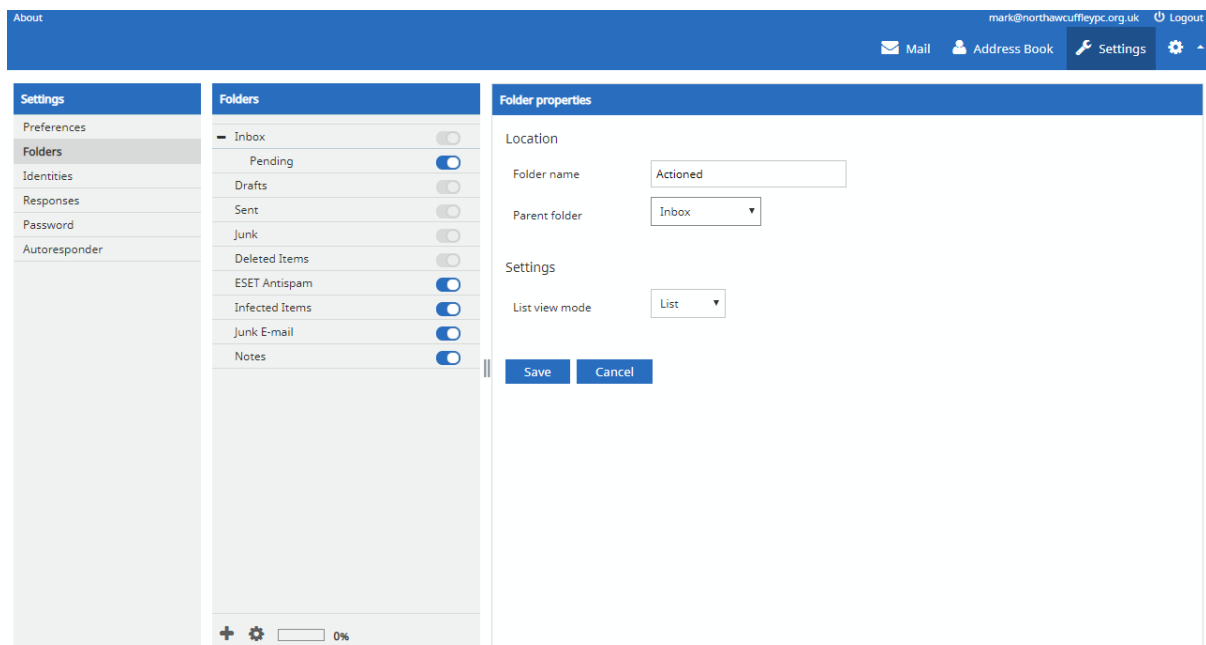
Your mailbox is 10GB in size. The former system we were had a mailbox limited to 1GB. It means you can create folders on the right hand side of the screen and place mail into those folders by dragging them across. For example, Actioned, Pending, or individual subject areas can be created to order your mail by subject. If you also access your mail through Outlook, Thunderbird, Smart Phone Tablet or Mac (any device configured to receive from an IMAP account) then you can see the same folders on that device(s) as well.

How to create folders

Go to Settings (top right of screen), Then choose Folders in the Settings Column.

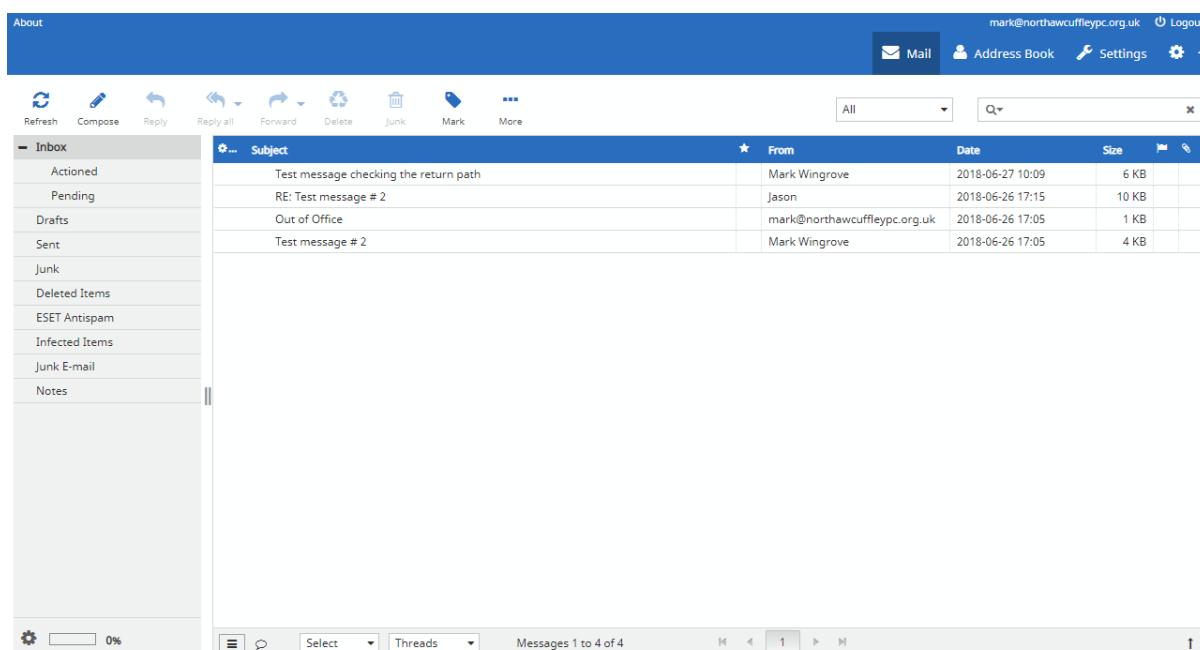


At the bottom of the Folders column is a + symbol. Click on that to create a folder. In the example below I have created a folder called Actioned and made it in the folder Inbox.



Then click on Save

Clicking on the MAIL tab (top right of the window) returns me to the main page in the mail application. You can now see there are two folders under Inbox, Actioned and another one I created using the same process called Pending



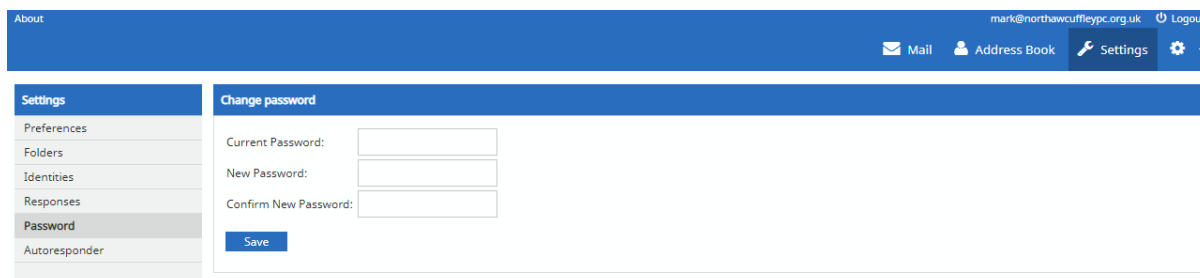
It is now possible to drag mail items from the main page and put them in the folders to keep your email organised.

If you use Outlook or any other program set up to use IMAP it will see the same folder organisation and you can open the folders to review the mail from ANY device you are using to access this email account.

CHANGING A PASSWORD

You can change your password in your email account, or ask your webmaster to help. You can do it yourself by logging into your account and from the home page for email choose SETTINGS (top right), on the next screen choose PASSWORD under the SETTINGS Column heading. You will need to enter your current password to change to a new one. Do note however the weakest link in any system is the password to your email. Always use a strong password. If you fail to do this you may place your mail box, and anything your email address connects to at risk.

Changing Password Screen



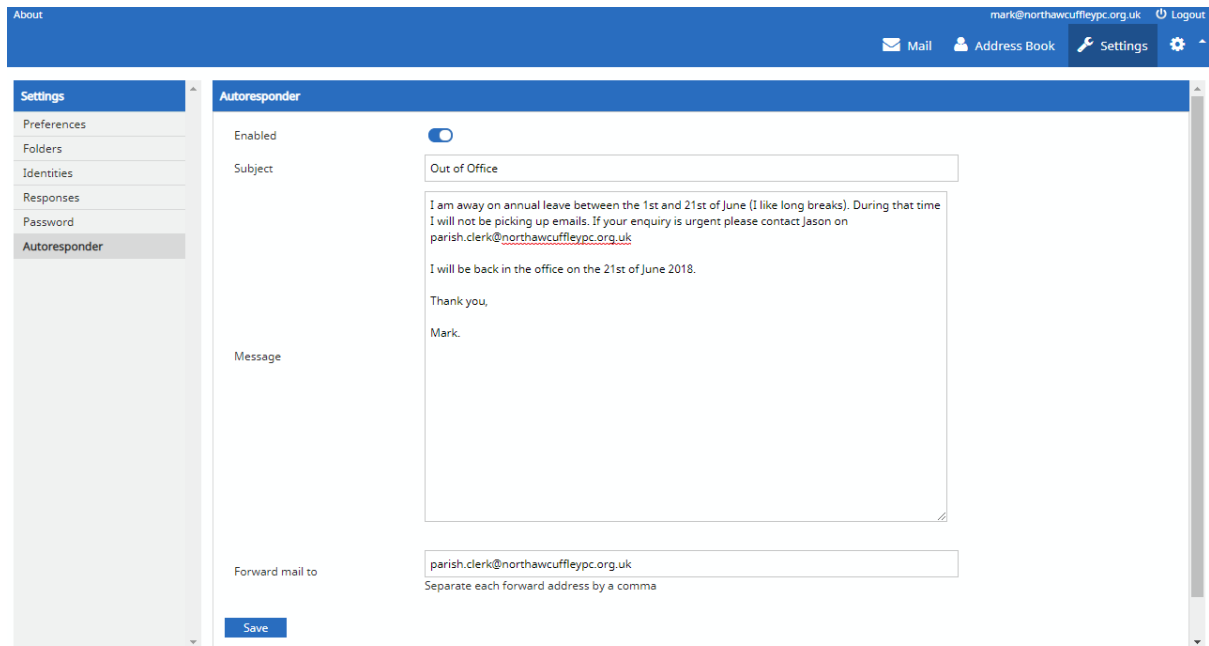
OUT OF OFFICE

You can set up a message so that while you are away from the office, on leave for example, anyone sending you a message will get a reply to advise them you are away. It is easy to set up, you need

three pieces of information. The subject (Out of Office), or a message to indicate someone has left the organisation. The content of the message. It would be normal practice to indicate when they are out (start date and end date, or just end date). You could ask them to contact someone else by leaving their email address in the message body.

Finally you could automatically forward the message to a 3rd party who may be handling things while you are away. For people that have left the organisation, it is a good idea to retain the email account and just forward anything that comes in to an administrator for review or processing.

Example of an Out of Office Message



The screenshot shows the 'Autoresponder' settings page in a webmail interface. The top navigation bar includes 'About', 'mark@northawcuffleyipc.org.uk', and 'Logout'. Below this is a menu with 'Mail', 'Address Book', 'Settings', and a gear icon. On the left, a 'Settings' sidebar lists 'Preferences', 'Folders', 'Identities', 'Responses', 'Password', and 'Autoresponder'. The main area is titled 'Autoresponder' and contains the following fields:

- Enabled:** A toggle switch that is turned ON.
- Subject:** A text box containing 'Out of Office'.
- Message:** A large text area containing the following text:
I am away on annual leave between the 1st and 21st of June (I like long breaks). During that time I will not be picking up emails. If your enquiry is urgent please contact Jason on parish.clerk@northawcuffleyipc.org.uk
I will be back in the office on the 21st of June 2018.
Thank you,
Mark.
- Forward mail to:** A text box containing parish.clerk@northawcuffleyipc.org.uk. Below this box is the text 'Separate each forward address by a comma'.
- Save:** A blue button at the bottom left of the form.

If you use an out of office message remember to turn it ON, and turn it OFF when you return.

EMAIL SIGNATURES

The following is fictitious example. If you go to the home page for email (Click on the Mail Tab, top right of the screen). In the Settings column on the next page choose Choose IDENTITIES and a form will appear. You can populate this form with details you want the public to see when they receive a message from you. See the following example. Also note there is an option HTML Signature which will allow you to apply formatting to the signature. You have to turn it on, otherwise your signature will be in plain text.

5

From: Mark Wingrove <mark@northawcuffleypc.org.uk> [Edit identities](#)

To:

Reply-To: * mark@northawcuffleypc.org.uk,
[Add Cc](#) [Add Bcc](#) [Add Followup-To](#)

Subject:

▲ Editor type: **Plain text** ▼ Priority: **Normal** ▼ ☐ Return receipt ☐ Delivery status notification Save sent message in: **Sent** ▼

Attach a file

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 Mark Wingrove
 Associate Web Editor
 Northaw & Cuffley Council
 Council Offices
 7 Maynard Place
 Cuffley
 Herts.
 EN6 4JA
 www.northawcuffleypc.org.uk
 01707-875825 (Office)
 07511 336046 (Mobile)
 01707-876784 (Fax)

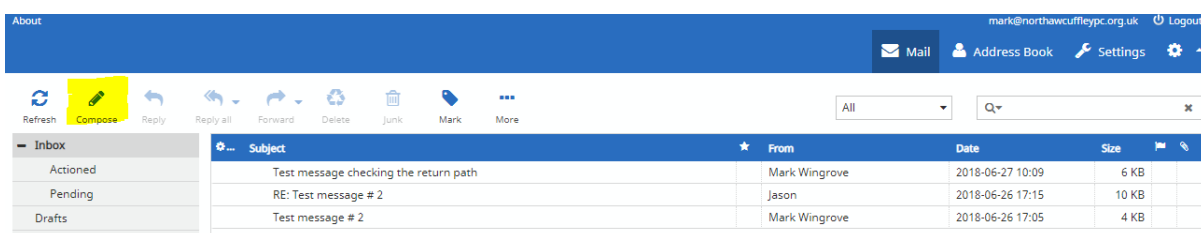
Disclaimer

The content of this email may be legally privileged and is intended only for the recipients specified in the message. It is strictly forbidden to share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please notify the sender, then delete all copies. Northaw and Cuffley Parish Council (NCPC) email security is of the highest priority, therefore, we try to ensure all messages are error & virus-free. Unfortunately, full security cannot always be ensured as, despite our efforts, the data included could be infected, intercepted, or corrupted. The recipient should, therefore, check this email with proprietary AV software. NCPC does not accept liability for any damage inflicted by opening the content of this email. To view our Privacy Policy and Statement please visit our website. We may monitor emails for security and training purposes. Please note that all emails sent and received may be subject to disclosure under the FOI legislation.

SENDING PRETTY EMAILS

By default the system will send emails in plain text. You do not have to send things in plain text, it is possible to use formatting in your emails in the same way you can do so in MS Word and in other applications. You need to change the editor type to do that.

Starting at the mail application home page (click on the MAIL tab in the top right of your screen). Now choose Compose option in the top left of your screen.



Looking at the Compose Screen locate the option for Editor Type and select HTML. This enables the editor to add formatting information to the text in your email. If you leave it on plain text then the message will be just that; Plain Text with no formatting.

From

Mark Wingrove <mark@northawcuffleypc.org.uk> 

To

Reply-To

* mark@northawcuffleypc.org.uk,

Add Cc

Add Bcc

Add Followup-To

Subject

▲ Editor type

HTML

Priority

Normal ▼

☐ Return receipt

☐ Delivery status notification

Save sent message in

Sent ▼

B

I

U



















































































Font Family ▼



Font Sizes ▼



Attach a file

Hello,

I am **BOLD** and I am in *italics*, I am also a **different colour**. I am much **bigger**. Don't ever create an email that looks like this, keep them simple and elegant.

Best wishes

Mark

--

Mark Wingrove
Associate Web Editor
Northaw & Cuffley Council
Council Offices
7 Maynard Place
Cuffley
Herts.
EN6 4JA

www.northawcuffleypc.org.uk

01707-875825 (Office)
07511 336046 (Mobile)
01707-876784 (Fax)

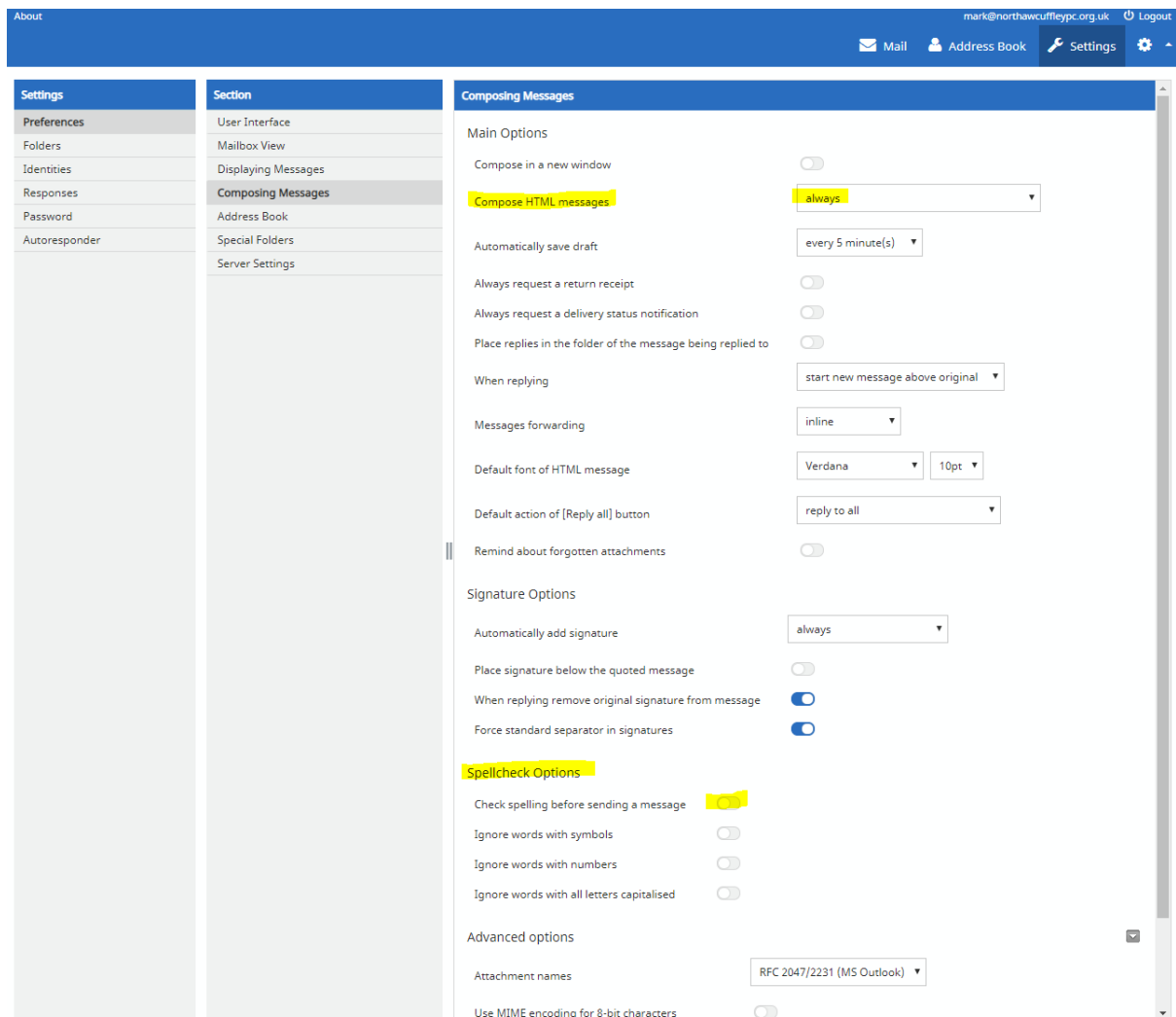
Disclaimer

The content of this email may be legally privileged and is intended only for the recipients specified in the message. It is strictly forbidden to share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please notify the sender, then delete all copies. Northaw and Cuffley Parish Council (NCPC) email security is of the highest priority, therefore, we try to ensure all messages are error & virus-free. Unfortunately, full security cannot always be ensured as, despite our efforts, the data included could be infected, intercepted, or corrupted. The recipient should, therefore, check this email with proprietary AV software. NCPC does not accept liability for any damage inflicted by opening the content of this email. To view our Privacy Policy and Statement please visit our website. We may monitor emails for security and training purposes. Please note that all emails sent and received may be subject to disclosure under the FOI legislation.

SETTING A DEFAULT FOR FORMATING EMAILS

Rather than having to set up each email as an HTML (formatted) email you can set a default on this page. Start by Going to the Mail home page by clicking on the Mail Tab in the top right of the screen.

Click on the SETTINGS tab, then choose Preferences, then choose Composing Messages. This will open a form that looks like the following screen shot.



Settings	Section	Composing Messages
Preferences	User Interface	Main Options
Folders	Mailbox View	Compose in a new window ☐
Identities	Displaying Messages	Compose HTML messages always
Responses	Composing Messages	Automatically save draft every 5 minute(s)
Password	Address Book	Always request a return receipt ☐
Autoresponder	Special Folders	Always request a delivery status notification ☐
	Server Settings	Place replies in the folder of the message being replied to ☐
		When replying start new message above original
		Messages forwarding inline
		Default font of HTML message Verdana 10pt
		Default action of [Reply all] button reply to all
		Remind about forgotten attachments ☐
		Signature Options
		Automatically add signature always
		Place signature below the quoted message ☐
		When replying remove original signature from message ☒
		Force standard separator in signatures ☒
		Spellcheck Options
		Check spelling before sending a message off
		Ignore words with symbols ☐
		Ignore words with numbers ☐
		Ignore words with all letters capitalised ☐
		Advanced options ☒
		Attachment names RFC 2047/2231 (MS Outlook)
		Use MIME encoding for 8-bit characters ☐

To default to use formatting for all emails choose the option always where it says **Compose HTML messages**. If you find the spell checker irritating, turn it off. Personally I found it was more trouble than it was worth. The settings are on this page highlighted below. It may have improved, I think the spell checker is associated with the browser and is external to the application. So if you happen to have by default an American English dictionary associated with your browser, that is what it will check against.

COOKIES

The settings you choose for your version of the mail application are stored in association with a cookie in the browser. If you choose a different browser, then it may have different settings. Try to use the same browser when you are sending messages.

Web Browser Performance

I tend to use this system with Chrome and Firefox, it should work of course will all browsers. I have seen examples where it does not behave in a consistent manner with Microsoft Internet Explorer. This could have been for any number of reasons. To rule them out, I recommend using Chrome or

Firefox (or Safaris for Mac users) for anything to do with web based editing on websites or in web based applications.

Mark Wingrove

17/08/18