

Getting Started

FAQs

What is Webmail?

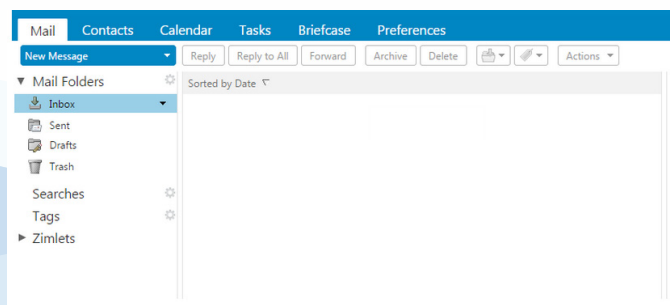
Webmail is accessed through a web browser like Microsoft Edge or Google Chrome. It always looks the same no matter which computer or device you're using, and all your settings will be the same too.

What browsers can I use to access my Webmail?

We recommend using the latest version of Google Chrome, Microsoft Edge, Safari, or Mozilla Firefox to ensure the best performance.

Tell me about Zimbra! How do I orient myself to the webmail changes?

Please note that Zimbra displays a navigation bar across the top, which allows you to select the module you wish to work within (Mail, Contacts, Calendar, etc). For your convenience, it opens in email mode, with the **Mail** tab selected. From here you can compose an email by clicking on the words **New Message**. If you click on the down arrow next to New Message, it will drop-down a list of options. From here you can choose to jump to other tasks such as Contact (to create a new Contact in the window that appears).



How much storage does my email account include

Your email accounts likely has 15GB of storage (a select few accounts have more or less for varying reasons). That's enough to hold about 3 million emails. You can also use your email account to store and share files through the Briefcase section. You can store about 5,000 photos in your Briefcase, but keep in mind the file storage space is shared with your email!

What is the largest size file I can send as an attachment via webmail?

You can send files as large as 25MB in size (may be slightly lower for some formats due to the encoding process requiring some storage space). If you need to send larger files, you can upload them to your Briefcase and share them from there.

How are my messages grouped up?

'Conversation View' is the default setting. If you would prefer to display each message individually, simply click the **View** button (on the top right) and click **by message**.

How do I create a signature block?

- » Click **Preferences** (located in the top navigation bar)
- » Select **Signatures** from the column on the left
- » Click **New Signature**
- » You can change the font or add symbols with the navigation bar

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FAQs (cont.)

What is the briefcase for?

The briefcase is used for storing documents and pictures

How do I add a contact?

- » From the main screen, click on **Contacts**
- » Look directly below, click **New Contact**
- » Complete the appropriate fields
- » Once you are done, click **Save** in the upper left

What is the Preferences function for on the navigation bar?

Preferences is where a lot of the administration functions are located. For example, you would use the **Preferences** function if you would like to import or export your contacts or calendar, set up filters, or create an 'away' message.

What is a Zimlet?

Zimlets are add-on applications that enhance the functionality of your webmail program. Your package may or may not include this functionality.

What are tags?

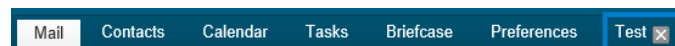
Tags are a personal classification system for webmail messages, contacts, tasks and appointments. You can tag as many messages as you want and you can apply multiple tags to the same message and contacts.

How do I send an attachment?

Compose a message. Then click on the word **Attach** (under Subject) or click the small triangle symbol next to the word **Attach** to locate the attachment.

Where did my draft go?

If you composed a message but did not save it as a draft, it will auto-save and link to your navigation bar. Simply click the **title** (in the below example it's listed as "test") or click the **x symbol** to delete it.



How does Spam Filtering work?

Your spam filter is constantly updated with information to help it recognize the latest cybersecurity threats and phishing emails. It also learns from you as you mark emails as Spam, flagging those messages for in-depth analysis to see if the sender should be blocked in the future. If you'd like to review your Spam messages, simply click on the email folder labeled **Junk**.

Why use the Unsubscribe button instead of the link in the email?

Some cybercriminals may direct the "Unsubscribe" link to a malicious website, where ransomware or spy programs will be downloaded to your device. The **Unsubscribe** button sends an unsubscribe request to the sender without exposing you to cyber threats.

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How often are my Deleted Items permanently removed?

Deleted items are removed after 30 days to free up storage space for incoming email and files.

Easier-to-use-Spam Filtering (*only available on Synacor platform*)

If you've been using our email for a while, you may be used to logging into a separate "GreyMail" site to access and manage your spam mail. If you have been migrated over to Synacor, you can simply click on the "Junk" folder right in your email to manage spam. If you see any spam in your Inbox, simply select it and click the **Spam** button in Webmail. The message will be placed in the Junk folder and flagged for in-depth analysis to determine if future messages from the sender should be blocked. If you want to remove something from Junk, select it and click **Not Spam** for the process to be reversed!

Note that, unfortunately, settings from the old GreyMail system could not be automatically transferred to the new spam system. We realize that may be inconvenient for many of you, but as you mark messages spam in the new system, it will continue to learn and get better! If you have messages you want to "whitelist" to ensure they get through, click **Preferences**, then click **Trusted Addresses** and add the email address or domain you'd like to whitelist.

Unsubscribe Button (*only available on Synacor platform*)

Did you sign up for a newsletter, restaurant coupons, or some other subscription that you'd like to cancel? Simply select the message click the **Unsubscribe** button! Not only is this easier than trying to find those hard-to-see "Unsubscribe" links within the emails, but it also protects you since many cybercriminals will trick you by making the "Unsubscribe" link go to a malicious website.