



Webmail Upgrade User Guide

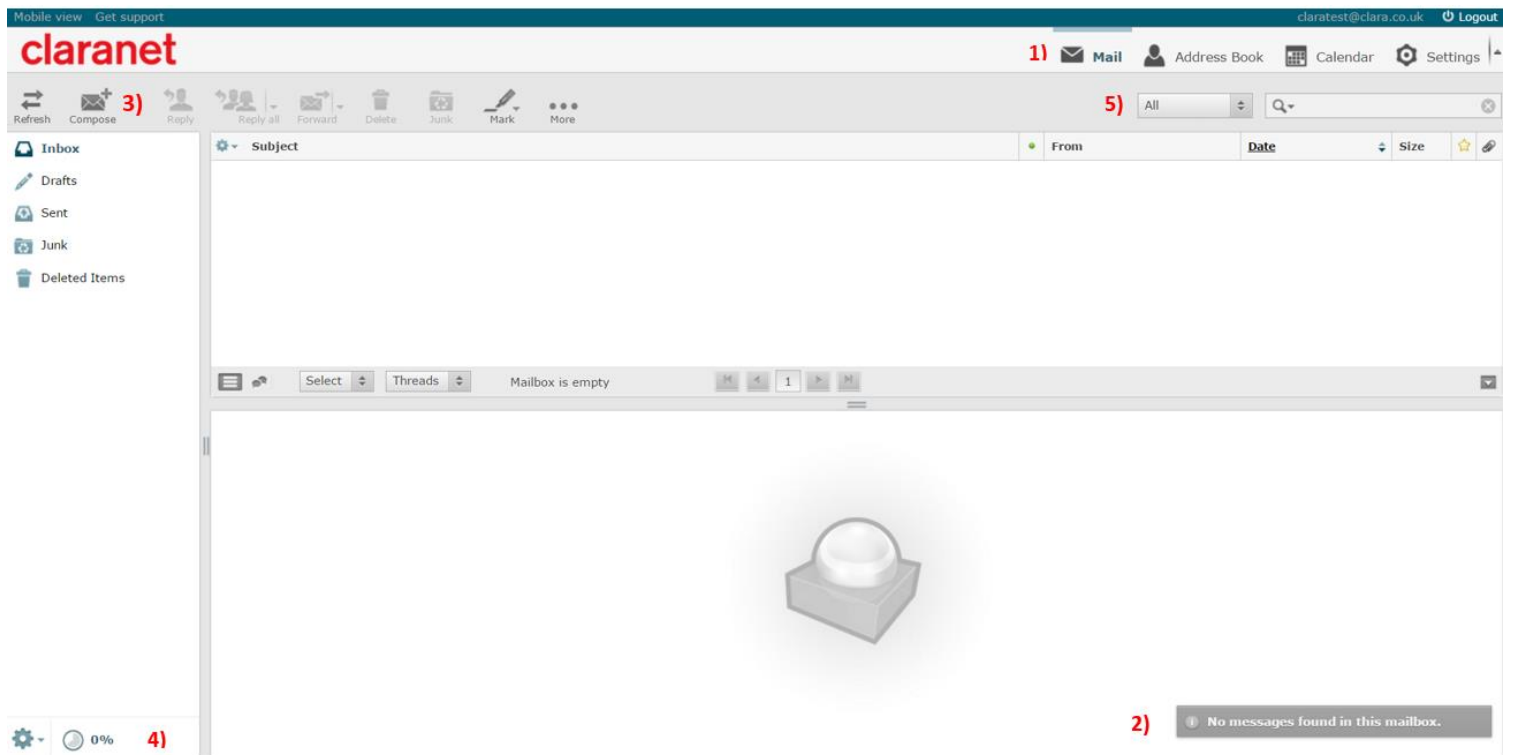
Login to the webmail

Open the URL: <https://webmail.clara.net> - The site shows the Login screen, which is used to authenticate a user. Type in your email account username (usually your email address) and password into the according fields. Hit the **Login** button or press <Enter> on your keyboard to authenticate.

Getting started

General overview of the user interface

Once authenticated, the screen of Roundcube webmail is divided into functional parts which are explained here:



(1) Application tasks

The webmail application provides different main tasks such as Email, Address Book, Settings, etc. Use this list to switch from one task to another. That will reload the screen with a specific view for the selected task. Instead of switching back and forth, task screens can be opened in individual browser windows or tabs. Right-click on a task icon in the list and then choose “Open Link in New Tab/Window” from the browser’s context menu to do so.

Beside the main tasks, the button to terminate the current session (**Logout**) is also located here.

(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 you just executed in the application. While the app is working, or loading data, a notification is displayed here as well.

(3) Toolbar

The main toolbar is always located above the content area and allow you to perform different actions, depending on what is being shown or selected in the content part of the window. If buttons are greyed out, the according action is not available for the current selection. If a toolbar icon shows a small arrow on its right side, clicking that arrow will present you variations of the action to be executed.

Additional actions can be found by clicking the **More** button (if available).

(4) List operations


The icons in the footer area of a list provide actions that influence the list above or the currently selected element of the list respectively. The gear icon usually 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 box is located in the upper right corner above the main content area. Enter a search term and press <Enter> on the keyboard to start searching. To reset the search, click the clear icon on the right border of the search box.

There might be search options hidden in a drop-down menu that open when clicking the search icon left in the search box.

Resizing content boxes

Some boxes filling the main content area of the screen can be resized. Find the resize handle  between two boxes and drag it with the mouse.

Terminating the session

Once your work is done on the webmail application, it’s important that you properly terminate the current session by clicking the **Logout** icon in (1). This will make sure that no other person accessing your computer can read or delete your emails or send them on your behalf. Simply closing the browser window is not enough to log-out!

The content area of the screen shows three areas: *Mailbox folders*, *Messages List* and the *Preview Pane* which can be toggled.

Messages list

This part of the screen is displaying the list of all messages in the currently selected folder. The number of messages displayed in the list and the total number of messages in that folder is stated right below the list. Per your settings, this list only displays a limited number of messages at a time. Use the allow buttons below the list to browse through the multiple “pages”.

The application periodically checks for new messages and will update the display if new emails arrived. You can force this check manually by clicking the **Refresh** button in the email view toolbar.

Open a message for reading

If the *Preview Pane* is visible, a single click on a message will display it in the preview right below the list. To open a message in full view or a new window (depending on your settings), double-click it with the mouse. Another way to open a message in a new browser tab or window is to right-click on the subject and then choose “Open Link in New Tab/Window” from the browser’s context menu.

Selecting a message in the list will also activate toolbar buttons that offer further actions related to the selected message, such as replying, forwarding or deleting it.

Mark messages as read or flagged

When opening an unread message for reading it’ll automatically be marked as **read**. This can also be done directly in the list by clicking the unread star in front of the subject. Click it again to mark the message as **unread**.

If the flag column is visible (see *Change message list columns*) you can flag/unflag a message by clicking on the flag column of the message row. Furthermore there’s the **Mark** menu in the toolbar that allows you to flag all selected messages with one click.

Change messages list sorting

The sorting order of the messages can be changed by clicking the column in the list header which you’d like the messages being sorted by. Click it once more to reverse the order. The column used for sorting is highlighted in the list header.

Threaded message listing

Instead of sorting messages by their date or subject, conversations spawning multiple messages can be grouped together as “Threads”. Use the switch buttons on the left in the message list footer to toggle between **List** and **Threads** view. When in thread mode, groups of messages can be collapsed or expanded using the arrow icons in the leftmost column of the message list.



Change message list columns

The columns displayed in the list can be adjusted by clicking the **List Options** icon in the leftmost column of the message list header. This opens a dialog where you can select which columns to display and how to sort messages. Click **Save** to apply the changes and to close the dialog.

Note

The “From/To” column is a magic column that displays the sender of the message **or** the recipient when you switch to the Sent or Drafts folder.

The position of the columns in list can also be adjusted by dragging the header of a specific column with the mouse and dropping it at where you’d like it to appear.

Selecting multiple messages

With a single click on a row in the messages list, the according message is selected and highlighted. By pressing either the Shift or Ctrl keys on your keyboard while clicking on a message, you can select multiple messages or unselect them.

There are also selection helpers hidden in the **Select** drop-down menu located in the message footer. The menu allows you to select all unread or flagged messages at once or to invert or reset the current selection.

Mailbox folders

On the left side, you see a hierarchical list of all folders in your mailbox. Folders can be used to file email messages by topic, sender or whatever you choose for organization.

Incoming messages usually appear in the Inbox folder which is the first item in the folder list. There are some special folders which are used by the system to store sent (**Sent**) or deleted (**Trash**) messages and where not-yet-sent message drafts (**Drafts**) are saved. These system folders are indicated with special icons.

The number of unread messages in each folder is displayed at the right border of the folder list.

Click a folder in the list to show the contained messages in the message list on the right. The currently selected folder is highlighted in the list.

Folders with hidden subfolders are indicated with a small [+] icon which can be clicked to expand or collapse the folder tree.

Folder operations

In the footer of the folder list, the **Folder actions** icon shows a list of folder-related actions when clicked. Most of the actions in the menu affect the currently selected folder.

Compact

This action will compress the folder size by finally deleting messages that have been marked for deletion.

Empty

This will delete all messages in the selected folder permanently. Be very careful with this operation as it cannot be undone. For security reasons, this action is only available for the Trash and Junk folders.

Manage folders

This menu item will take you the *settings section* when you can manage the mailbox folders. This is where you can create, delete, rename or re-organize your email folders.

Quota display

If your mailbox is limited by a maximum size, the quota display located in the footer of the folder list indicates the current usage of the available disk space. Move the mouse pointer over the percentage display to see the real numbers of your quota usage.

Preview pane

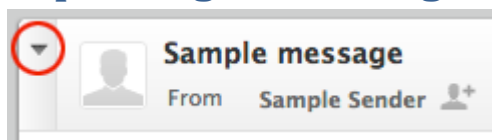
If enabled, the preview pane below the message list displays the currently selected message right in the main email view. In order to open it, click the toggle icon  in the message list footer. Clicking the same icon again will hide the preview pane.

Shortcut functions

In the upper right corner of the preview pane are buttons for often used actions like reply or forward the message.

The rightmost icon  will open the message in a new window to have a full-size view on the entire message.

Expanding the message headers



The preview pane is meant to give you a quick view of the message. Thus only important message fields such as sender and date are displayed right away. The header part of the preview can be expanded with click on the down-arrow at the left of the header.

Viewing emails and attachments

Double-clicking a message in the list opens it in full size or in a new window, depending on your *message display preferences*.

The header block now shows all message headers including a photo of the sender if one is found in your address book.

Open in a new window

While looking at a message in the preview pane, it can be opened in a new window by pressing the  button.

When opening a message in full-size view, the toolbar above shows buttons for possible actions to choose for this message.


Move to another folder

Use the drop-down list on the top right of the toolbar to move the current message to another folder. When a folder is selected from that list, the message is moved there right away and the window will display the next message in the list.

Jump to the next or previous message

Use the arrow buttons on the right side of the headers box to jump to the next or previous message on the folder. If there's no next or previous message, the buttons will be disabled.

Add contacts to your address book

Every email address referenced in the current message, either as sender or recipient, can be saved to the address book with a single click on the **Add contact**  icon right next to it. Of course it won't be saved twice if a contact with that email address already exists in the address book.

View or download attachments

If the opened message has any files attached, these are listed on the right, next to the message text. Click on the file name to open or download it. If the file can be displayed directly in the web browser, a preview window will be opened showing the attachment. This will happen for images, text files and PDFs if your browser indicates being able to display them.

Otherwise clicking the file name will initiate the download process and a dialog will most likely appear, asking you were to save the file. If that doesn't happen, check the default "Downloads" folder on your computer for the attachment file.

Forcing attachment download

For files being opened in the browser directly, you can force download by either clicking on the **Download** link in the preview window or by right-clicking the attachment file name in the message view and then choosing "Save Link As..." from the browser's context menu.

Image previews

If enabled in the *Preferences* images attached to the message are listed as previews (aka "thumbnails") right below the message text. Each image has links right next to it which let you either open the image in full size (**Show**) or **Download** it to your computer's hard drive.

Reply to a message

If you want to respond on a received message, click the **Reply** or the **Reply all** button in the toolbar or the equivalent buttons in the *Preview Pane*. This will also open the compose screen but with a quote of the message you're replying to and with the recipient(s) pre-filled.

While **Reply** will copy the sender address into **To** field, **Reply all** will add all recipients of the original message to the **To** and **Cc** fields.

Forwarding messages

Messages can also be forwarded to somebody by clicking the **Forward** button in the toolbar. The compose screen will contain the message text and all attachments already added. You can still add more attachments or remove some you don't want to forward.

The **Forward** toolbar button offers the following options:

Forward inline

In this (default) mode, the content of the original message is copied to the message text editor and can be altered or deleted. Also attachments of the original message are copied to the new message and can be removed individually. Attention: this mode can truncate or re-format HTML formatted messages.

Forward as attachment

With this option, the original message is copied as attachment to the forwarding message. This will preserve the message with all its formatting and attachments and doesn't allow you to alter anything.

Selecting recipients from address books

The recipients of the composed message can be freely entered into the **To** or **Cc** fields in the header section of the compose screen. Separate multiple addresses with a comma (.). Make sure you enter full and valid email addresses.

Address book autocompletion

While typing a recipient address, the app continuously searched your address book and suggests matching entries right below the input field. Use the cursor keys (up/down) on the keyboard to select one and then hit <Enter> or <Tab> to copy the highlighted address into the recipient field.

Using the address book widget

If you prefer to select recipients from a list of contacts, use the address book widget on the left side to look them up. First, select the address book to browse on the upper part of the widget and see the contacts listed below. Only a limited number of contacts is displayed at a time so use the arrow buttons in the widget header to jump to the next page of contacts.

Select one or more contacts in the list and then click either one of the buttons below (**To+**, **Cc+**, **Bcc+**) in order to copy the selected contacts to the according recipient field. Double-click a contact in the list to have it added to the **To** field immediately.

Adding attachments

In order to attach files to the message, click the **Attach** button in the toolbar and then select the file on your computer using the file picker dialog that opens. Attachments to be sent with the message are listed on the right and can be removed again by clicking the **Delete** icon of the according file.



If your browser supports HTML5, you'll see the file-drop icon at the bottom of the attachment list. That means you can drag a file from your computer's file explorer with the mouse onto that icon in order to attach it to the message.

Composing formatted (HTML) messages

Depending on your settings, the compose screen shows a simple text field to enter the message or a rich text editor with a toolbar that enables text formatting, bullet lists, image embedding and more.

You can toggle the composition mode between plain and rich text (HTML) with the **Editor Type** selector which is hidden in the sending options bar. Expand the *Sending Options* by clicking the down-arrow on the left border of the message headers block.

Embedding images

When in HTML editor mode, you can embed images right into the message text. And here's how to do that:

- Add the image as attachment to the message.
- Click the Insert/Edit Image icon in the editor's toolbar
- Select the image from the Image List drop-down menu in the dialog
- Hit the Insert button
- Resize the image in the text area if necessary

Using prepared responses

Saved responses can be handy when repeatedly writing emails with the same text, e.g. when answering support requests or sending invitations with always the same introduction.

The **Responses** button in the compose screen toolbar holds your personal set of "canned responses" which can be inserted into the message body by a single click. Note: these are only text snippets that can be inserted anywhere and **not message templates** with subject, text or attachments.

Insert a response

Clicking the **Responses** button opens a menu that lists all the saved boilerplate texts by name. Simply click on one and the saved text will be inserted into the message at the position of the cursor, exactly where you stopped typing. If you selected some part of the message text with the mouse before, the saved response text will replace the selection.

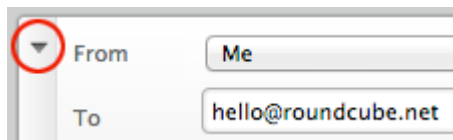
Save a new response

When typing the same text for the second time already you might want to store it for future email writing. In order to save a new response, first select the section of the message text that should be saved with the mouse and click **Create new response** from the menu behind the **Responses** button. This will open a dialog where you can review the text before saving. Give the new response a snappy name and click **Save**. It's now added to the list of snippets to be inserted.

Edit responses

Switch to the *Settings section* where you can manage all the saved responses.

Other message sending options



The message sending options are hidden by default and first need to be expanded by clicking the down-arrow on the left border of the message headers block.

There you can switch the editor type to *compose html messages* and adjust other settings concerning the message delivery.

Priority

The priority flag of the message to be send. This will be displayed in the recipient's mailbox.

Return receipt

Request the recipient to return a receipt confirmation when opening the message. This will be sent by the recipient's email program if she confirms it.

Delivery status notification

Request a notification message when the message is delivered. This will be sent by the email server upon message delivery. Please note that this doesn't confirm that the actual recipient has received the message.

Save sent message in

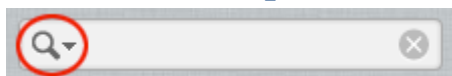
Select the folder where to save a copy of the message after sending it. This defaults to the **Sent** folder and can be changed here. Select **don't save** to just send the message without saving a copy.

Searching email messages

For searching email messages, first select the folder you want to search in the *Mailbox folders* list on the left. Then enter the search term into the search box above the message list and press <Enter> on your keyboard to start the search. Search results will be displayed in the message list.

Reset the search by clicking the **Reset search** icon on the right border of the search box. Switching to another folder will also reset the search and clear the search box.

Choose what parts to search



Open the search options menu by clicking the search icon left in the search box. You can select which parts of the message should be searched for the entered term. Check **Entire message** to search them all.

You can also type specific search criteria directly into the box, such as "from: Scott" or "subject: Conference." Supported criteria keywords are:

- **from:**
- **to:**
- **cc:**
- **bcc:**
- **subject:**
- **body:**

Choose where to search

Also located in the search options menu, the "Scope" selector controls whether messages are searched in the currently selected folders, including subfolders or across all folders. If a search query is already active, changing the scope in this menu will immediately execute the search again and update the results in the message list.

Message list filters

The drop-down menu next to the search box offers some predefined filters to quickly reduce the messages listed to their status or priority.

The filter rules selected here are applied in addition to the search term entered in the search box. For example you can choose to only list unanswered messages from Paul by selecting the filter **Unanswered** and enter “from: Paul” in the search box.

The message filters also depend on the “Scope” selected in the search options menu. Change the scope if you want to expand the active filter to list matching messages from all folders.

Organizing your email messages

The *folder list* in the email view lists all folder that can be used to sort emails into for temporary or final storage. You manage the folders in the *settings section* and freely choose the hierarchy of the folder tree.

Special system folders

Some of the folders have a special meaning and are used by the system to place messages in. These special folders are indicated with an individual icon in the list and usually cannot be deleted or renamed.

Inbox

This is where new messages arrive.

Drafts

When *composing messages* you can save them temporarily as draft. Such messages are stored in this folder and can be picked up for editing here.

Sent

Unless configured otherwise, a copy of each message you compose and send to others will be saved to this folder.

Trash

When you delete a message, it is moved to this folder and not deleted immediately. Depending on the email server’s settings, trashed messages will automatically be removed from this folder after a certain time. You can also empty the trash folder manually with the **Empty** command from the *Folder actions menu*.

The assignment of special folders can be changed in Preferences > Special Folders.

How to move messages to folders

Filing messages to specific folders is as simple as dragging a message from the list with the mouse and dropping it on the folder you want it moved to. That also works with *multiple messages selected*.

If the target folder is a subfolder and not currently visible, just hold the mouse over the parent folder while dragging and it’ll expand automatically after two seconds. Move the mouse (while dragging) over the folder list footer to let it scroll until the target folder moves into sight.

Copy instead of moving

There’s also the possibility to copy a message into another folder instead of moving it there. Holding down the Shift key on the keyboard while dropping one or multiple messages on the destination folder will open a menu where you can choose to either **Move** or **Copy** them.

Moving from the message view screen

When reading a message in the full message view screen, you'll find a drop-down menu labelled *Move to...* in the toolbar on top. Select a folder from that menu and the message will be moved there. The message view screen will then load the next message in the list of the current folder.

Using the archive plugin

If your webmail system has the Archive plugin installed, a button labelled *Archive* appears in the toolbar email task. This button moves the selected message(s) to the archive folder with one single click.

You can *configure* how the archive folder is organized and divided into subfolders either by date, sender or originating folder.

Note

In order to activate the archiving functions you first need to select a folder as archive in the *Preferences > Special Folders* settings.

Delete messages

The selected message(s) can be deleted from the current folder by clicking the *Delete* icon in the toolbar or by hitting the (or Backspace on Mac) key on your keyboard. This will by default move the message to the Trash folder and not delete it right away unless you do this for messages in the Trash folder. In order to immediately delete the message in first place, hold down the Shift key on your keyboard while clicking the *Delete* button or when pressing .

There's a preference in *Settings > Preferences > Server Settings* where the default behaviour of message deletion can be changed.

Import/Export

The common exchange formats for email are MIME (.eml) and Mbox (.mbox) which are both supported for import.

Importing email messages

One or multiple files with either MIME or Mbox data can be uploaded to add email messages to the currently selected folder:

- **Click the folder where the imported messages should be added.**
- **Select *Import messages* from the Folder actions menu behind the gear icon in the folders list footer.**
- **Select the file to import from your computer's hard drive. You can select multiple files in the file picker dialog by holding down the Shift or Ctrl keys while selecting a file.**
- **Press *Upload* to start the import process.**

Exporting email messages

Messages from your inbox or any other folder can be downloaded to your computer for archiving or backup. When exporting, messages will be saved as single .eml files.

Download a single message

To download an email message, first select a message in the *Messages List* and then choose **Download (.eml)** from the **More** menu in the toolbar. Choose where to save the exported .eml file if prompted, otherwise find the file in the “Downloads” folder on your computer.

Download multiple messages

Multiple messages will be packed into a Zip file for downloading. Select individual messages in the List and then follow the instructions for downloading a single message. You need to unpack the downloaded .zip archive to access the individual message files.

Export an entire folder

For archiving purposes, all messages from a folder can be downloaded as .zip archive without first selecting them in the list.

Switch to the folder you want to export and then select **Download folder** from the Folder actions menu behind the gear icon in the folders list footer.