How to Use the New Webmail Service

Who needs this User Guide?

Customers who access their mail directly from a web browser rather than a mail application.
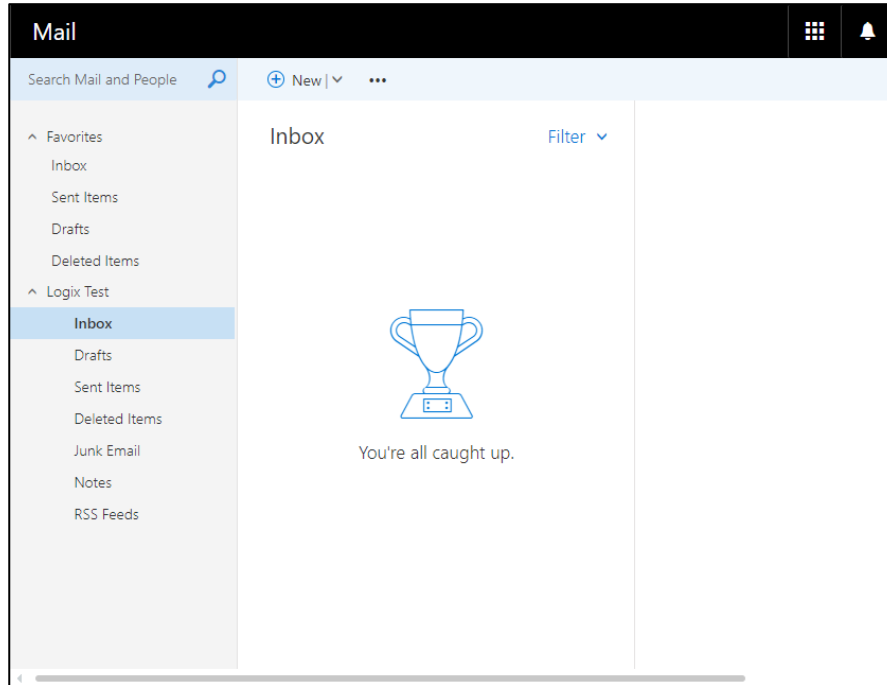
Why use this User Guide?

Customers who are accessing their mail through a web browser can use this guide to access and manage their mail without using a Mail application.

Accessing webmail:

1. Go to the following website https://mail.logixcloud.com
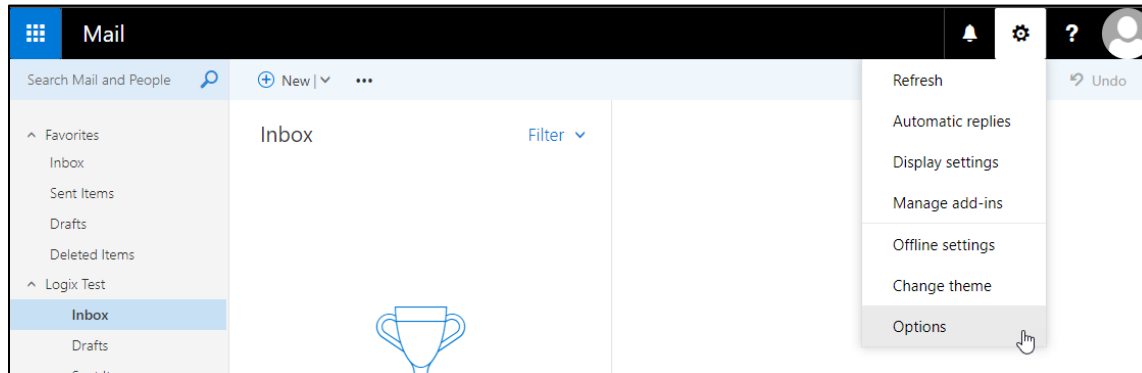2. Enter in your e-mail address and password and select "Login"
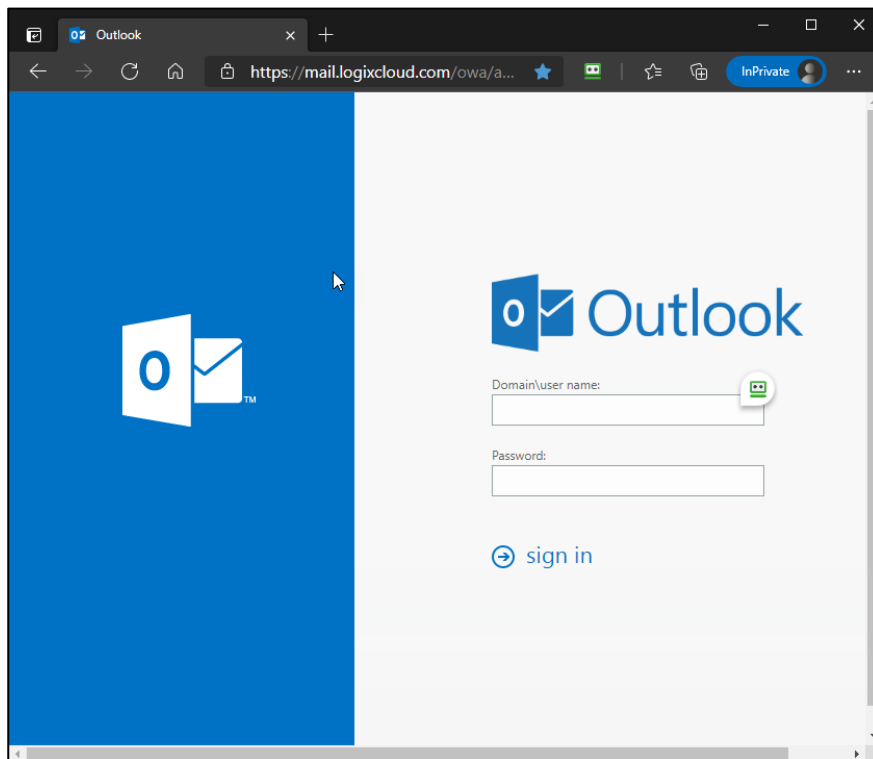
You are now in your e-mail inbox


Changing your Password

1. Under Options , click General. Select My account then click on the "change your password" link.

2. A new window will appear. Input old password, new password and click Save.

Other options within Webmail client

The mailbox options can be modified by clicking on the gear icon of the ribbon and selecting "Options". This page will give you many options for modifying your mailbox and how it works.
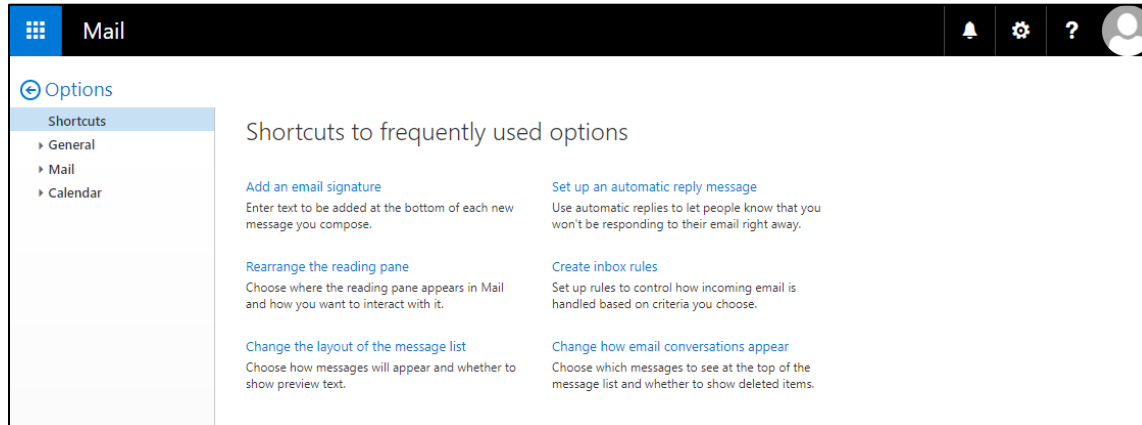
1. General
   a. My Account – Set your contact information and change password.
   b. Change Theme – Modify the theme settings for the portal
   c. Distribution Groups – Lists the groups your account is a member of
   d. Keyboard Shortcuts – enable/disable shortcuts for the portal
   e. Manage add-ins – allows you to interact with web add-ins
   f. Mobile Devices – manage devices associated with your account
   g. Offline access – enable/disable offline access
   h. Accessibility settings – enable/disable accessibility notifications
   i. Light version – enable/disable light portal
   j. Region and time zone- Set your preferred time zone and date preferences
   k. Text messaging – enable/disable text messages
2. Mail
   a. Automatic processing
      • Automatic replies – enable/disable feature
      • Undo Send – enable/disable feature
      • Inbox Sweep rules – create and manage sweep rules for mailbox
      • Junk email reporting – enable/disable feature
      • Mark as Read – manage the options for reading messages
      • Message options – manage various message notifications and features
      • Read receipts – manage read receipt functions
      • Reply settings – modify default reply setting for messages
   b. Accounts
      • Block or allow – manage safe and blocked users
   c. Attachment options
      • Storage accounts – Function not available
   d. Layout
      • Conversations – manage view settings
      • Email signature – Manage signature and its settings
      • Link Preview – enable/disable feature
      • Message format – manage email formatting
      • Message list – choose how to display messages, and preview text

- Quick actions – manage frequently used actions
- Reading pane – manage message preview windows

3. Calendar
    a. Personalization
        - Calendar appearance – manage calendar view settings
    b. Automatic processing
        - Invitations – manage how invitations are processed
    c. Notifications
        - Reminders – manage how reminders are processed
        - Text message notifications – manage calendar text settings
    d. Shared calendars
        - Calendar publishing – mange permissions on shared calendars
    e. Other calendars
        - Birthday calendar – enable/disable feature

Viewing Emails and Attachments

Double-clicking a message in the list opens it in full size or in a new window

Inline:
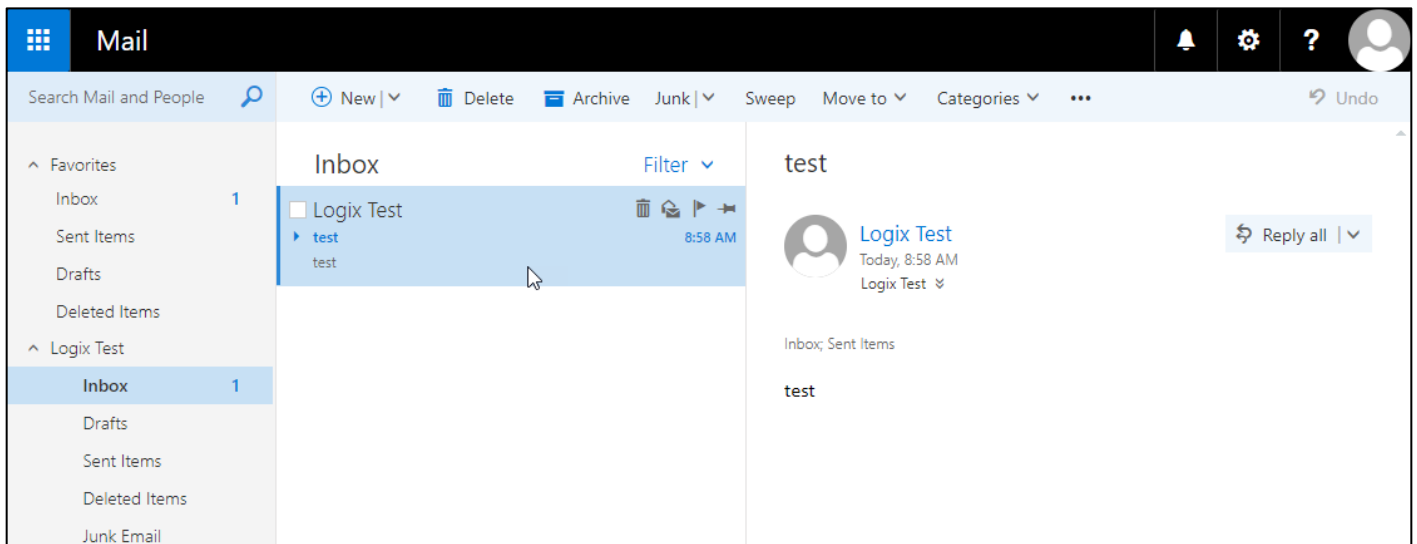
New Window:

Sending Email Messages

- Composing a New Message

Clicking on the "+ New" button in the ribbon will open the compose screen.

Enter at least one recipient address or select them from the address book, type in a subject and the message text and click the *Send* button in the toolbar when you're ready to send the message.

Save it as *Draft* (3 dots drop down menu) if the message is not yet complete and you'd like to finish and send it at a later time. The email will be stored in the *Drafts* folder and can be double-clicked there to resume composition.

Note
While composing a message, copies are periodically saved to the drafts folder to avoid unintentional loss. In case the session terminates unexpectedly or your computer or browser crashes, you'll find a copy of the message on the *Drafts* folder. You can configure the automatic saving interval in the *User Preferences*.

- 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.

- Selecting Recipients from Address Books

The recipients of the composed message can be freely entered to 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 searches 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, click on the "To" button of the message which will access the address book. 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 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 "paperclip icon" in the message window 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.

Searching Email Messages

For searching email messages, first enter the search term into the "Search Mail and People" box in the ribbon 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 "Exit Search" icon on the right border of the search header box.