

Webmail

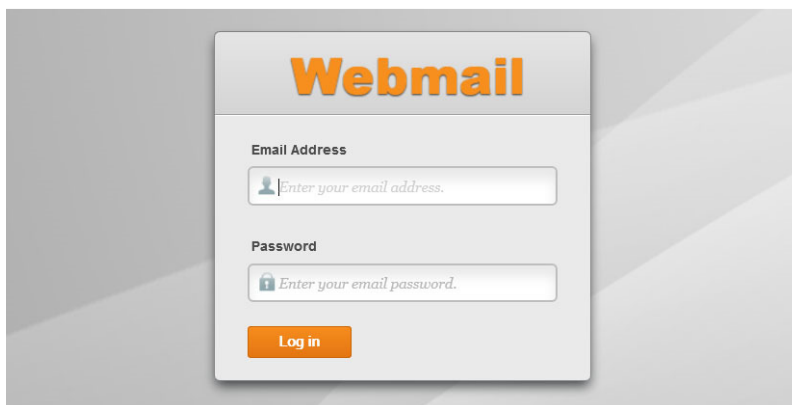
Direct access to your business mailbox

If a business email address has been set up for your domain name (e.g. enquiries@mywebsite.co.uk), then you can have direct access to the mailbox for that account using the facility called **webmail**. This is useful if, for instance, you want to check that the email software on your PC is working correctly and there are no emails being left on the server that have not been downloaded, or you want to delete old emails on the server to stop the mailbox completely filling up (because if it fills up to the 250mb limit, it will stop working until space is cleared).

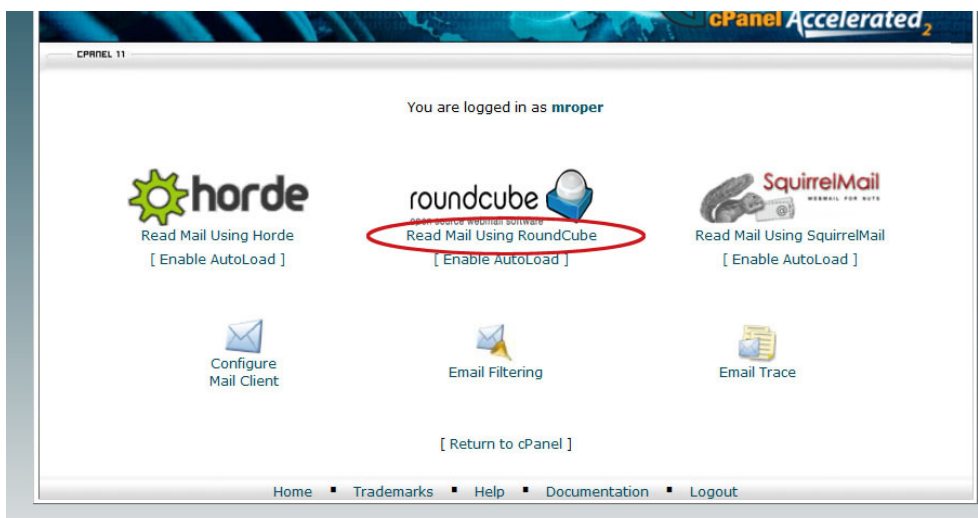
Use webmail by typing the full address for your website in the address bar of your favourite browser and adding **/webmail** to the end of it, like so (replace "mywebsite.co.uk" with your domain name):

http://www.mywebsite.co.uk/webmail

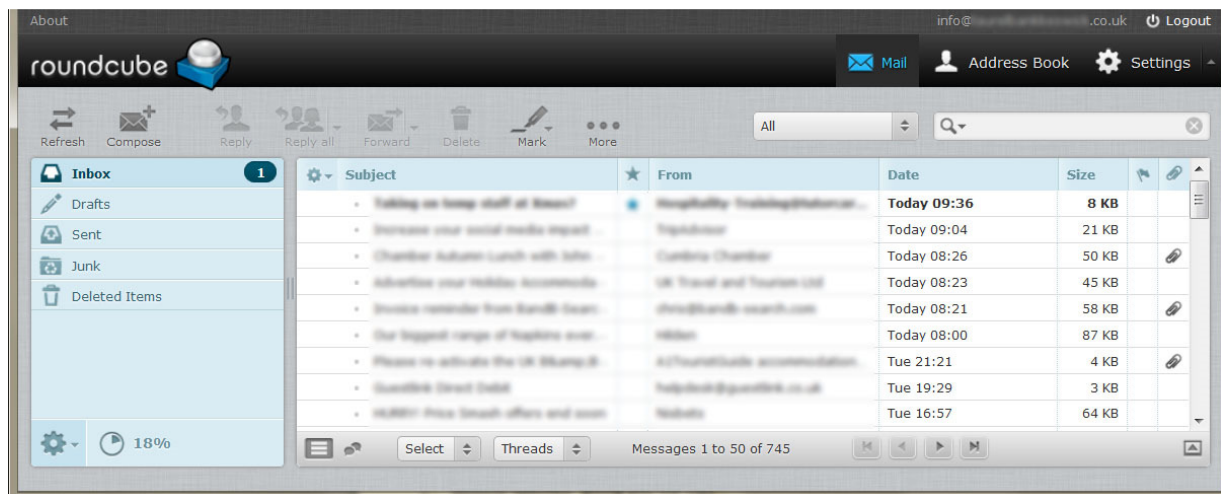
You will then see the login screen:



Login using the email address of the mailbox you want to view, plus the password for that particular email account. Once logged in you will see a screen similar to the one below.



Click the option to Read Mail Using Round Cube. You will then be shown inbox for your email account:

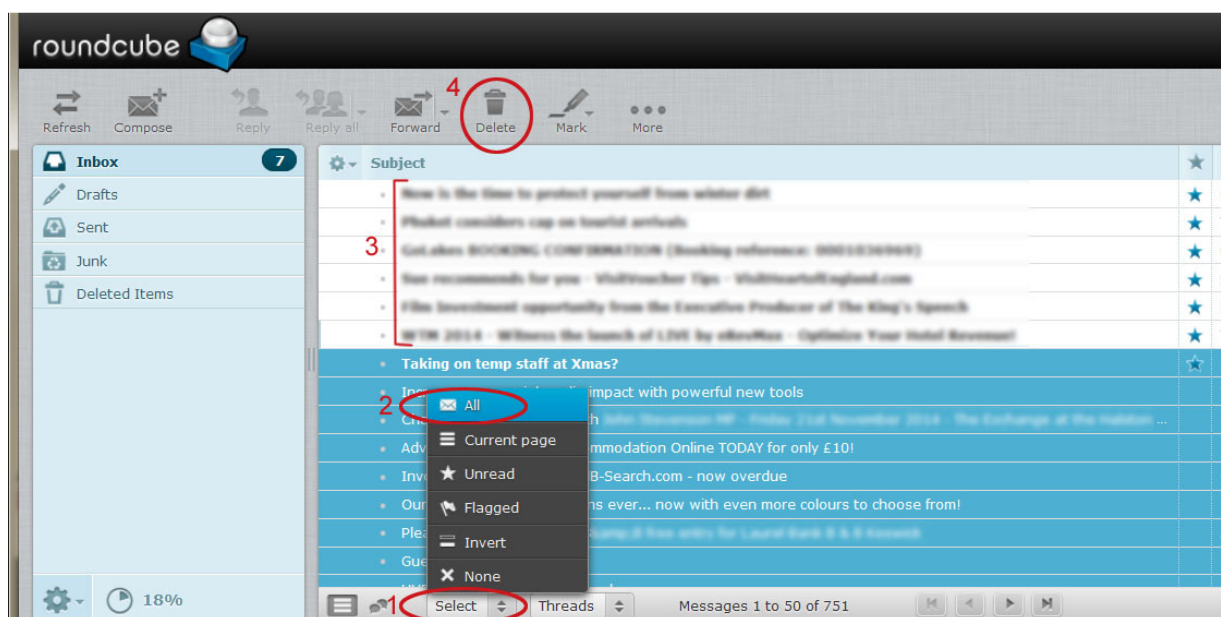


Wherever you are in the RoundCube system, if you click the RoundCube logo top left, you will be taken back to this view of the inbox.

Here you can browse the contents of your inbox, open individual emails, and reply to them, or start a completely new email by clicking Compose on the top row of icons.

Deleting mail

One important reason for logging in to your webmail account is to delete old mail on the server. You can do this for the mail you have received by following the steps indicated in the graphic below.



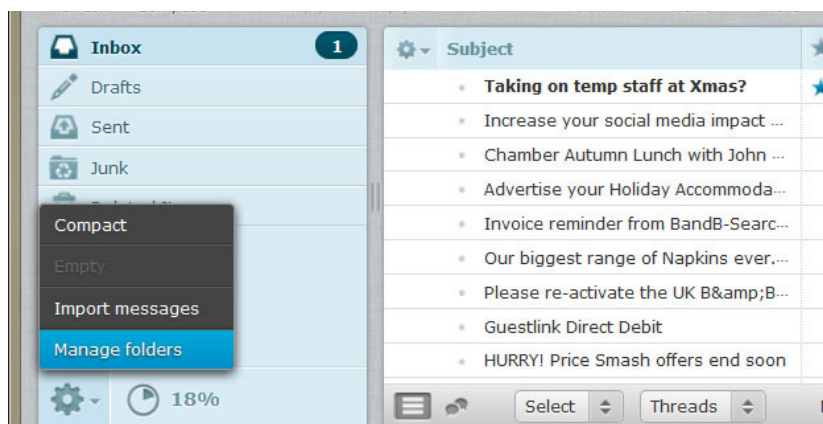
The steps are:

1. Click the Select arrows at the bottom to see the option to select all the mail in the box being viewed (i.e. all the mail in the inbox, if that box is currently open).
2. Click "All".
3. There may be some emails you don't want to delete. Hold down the CTRL button on your keyboard, and then left-click the emails you don't want to delete. They will be unselected.
4. Click Delete in the top row of icons.

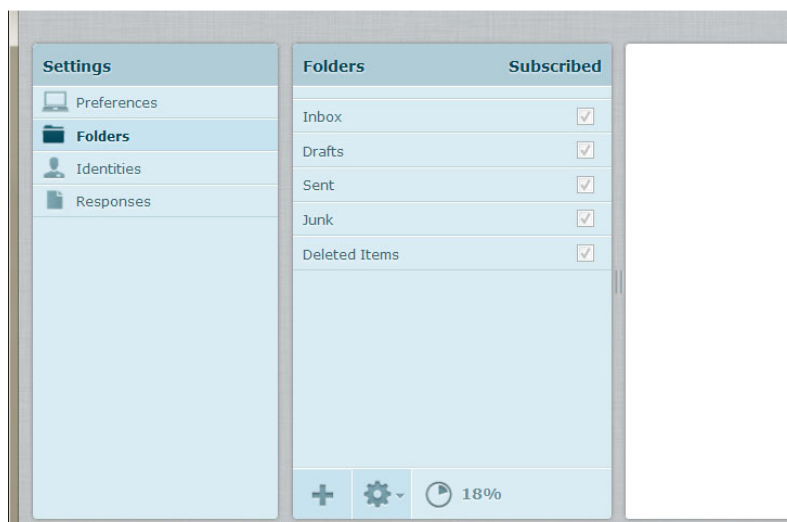
Note that Deleted mail is NOT removed from the server. It is moved to the Deleted folder, where it continues to take up space. To free up space you need to empty the Deleted folder.

Emptying a folder

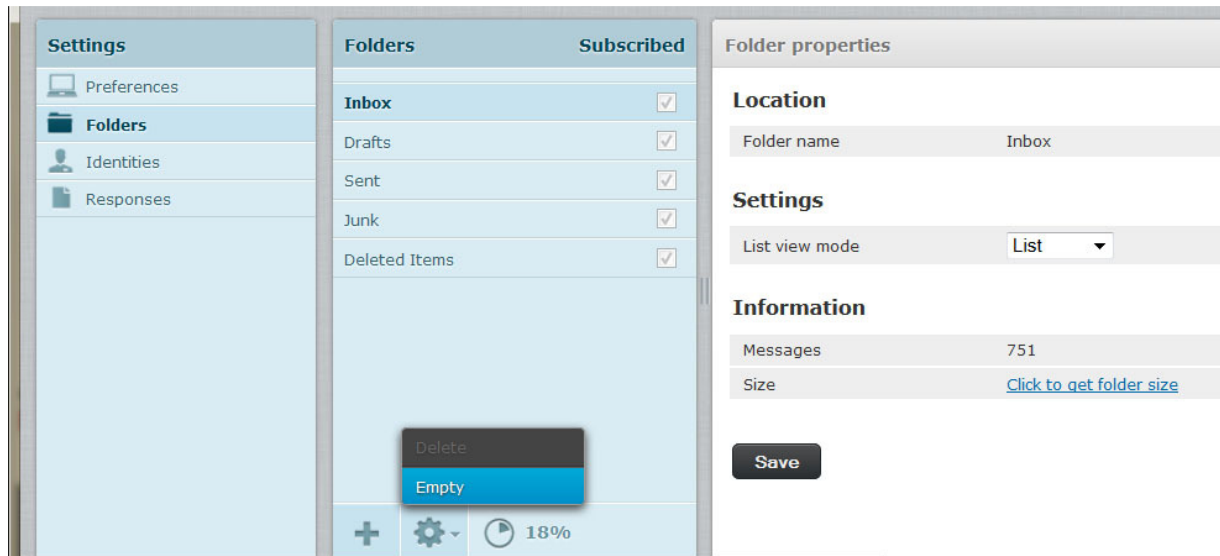
One way to empty the Deleted folder is to click the cog icon bottom left to see the option to Manage Folders:



Click "Manage Folders". That takes you to this window:



The Folders option on the left is selected. And you can then select the folder to the right that you want to manage. In the diagram below the user is going to empty all the contents of the inbox. The option to Empty is found by clicking the cog icon at the bottom of the folders column:



Emptying a folder is irreversible, so you need to be 100% sure you have saved copies of all important mail from the relevant folder on your PC before you click Empty.

Log out

When you have finished checking your mailbox on the server, please log out.

Assistance

If anything about your email account is unclear, please do not hesitate to contact us at Handcrafted Websites. Send an email describing the problem to:

query@handcraftedwebsites.co.uk