TRUST
YOUR EMAIL

modus™Mail

SCALABLE & SECURE EMAIL SERVERS

WEBMAIL USER GUIDE
VERSION 4.4

VIRCOM™

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Table of Contents

Chapter 1: Introduction

Modus WebMail is an application that allows you to access and manage your email account from anywhere in the world through the internet.

This user guide will walk you through each step of the tasks you can perform in Modus WebMail.

About this User Guide

This user guide assumes that you have a working knowledge of your computer and its operating system, including how to use a mouse.

The guide is structured in a series of tasks to help you learn the system as quickly as possible. If you want information on how to perform a task, refer to the Table of Contents. For explanations of terminology or acronyms related to email and email security, there is a Glossary at the back of the guide.

Selecting Pages

Pages or buttons that you must click are displayed in bold in this guide. If you have to go through a series of pages to find a specific command, your instructions will list the pages in the order you need to access them.

For example:

> To see your Trusted List, go to **Settings > Email Filtering > Trusted List**

Selecting Email from Lists

Modus WebMail uses standard conventions for selecting specific email messages from lists.

Open email

➢ Click once on an email to open it.

Select multiple emails

➢ Select the checkboxes of more than one email to perform an action on multiple emails (such as moving email to another folder or deleting)

Mouse Actions

These terms are used to describe which mouse button to use:

Click	Click the left mouse button
Right-click	Click the right mouse button
Double-click	Click the left mouse button rapidly twice without moving the cursor

Note Icons

We've put important notes related to the main text in the left margin. These icons indicate the importance of the note information:

Indicates that the note is something you must know and possibly act on.

Indicates extra information that will be especially helpful to you.

Indicates details that will help you perform a task, such as an alternative method or how the system will respond to your actions.
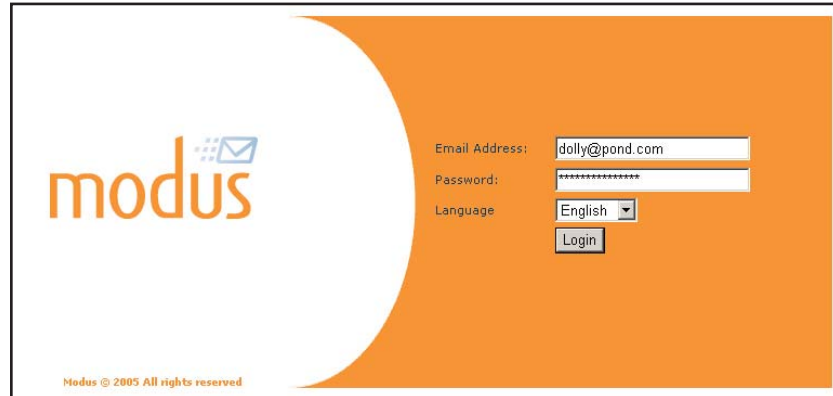
Starting a Modus WebMail Session

Modus WebMail requires you to identify yourself as a user with an email address and password. From the Login screen you can also change the language of the display.

Logging In

To start a new mail session:

1. Open your internet browser and to go the URL provided by your ISP for your Modus WebMail login page

2. Enter your email address and password

3. Click Login

The Modus WebMail Login Screen

The Modus WebMail Interface

Use the navigation bar at the top of every screen to go to the corresponding window.

Navigation bar

Check Mail: Click **Check Mail** to display your inbox and see if any new mail has arrived for you.
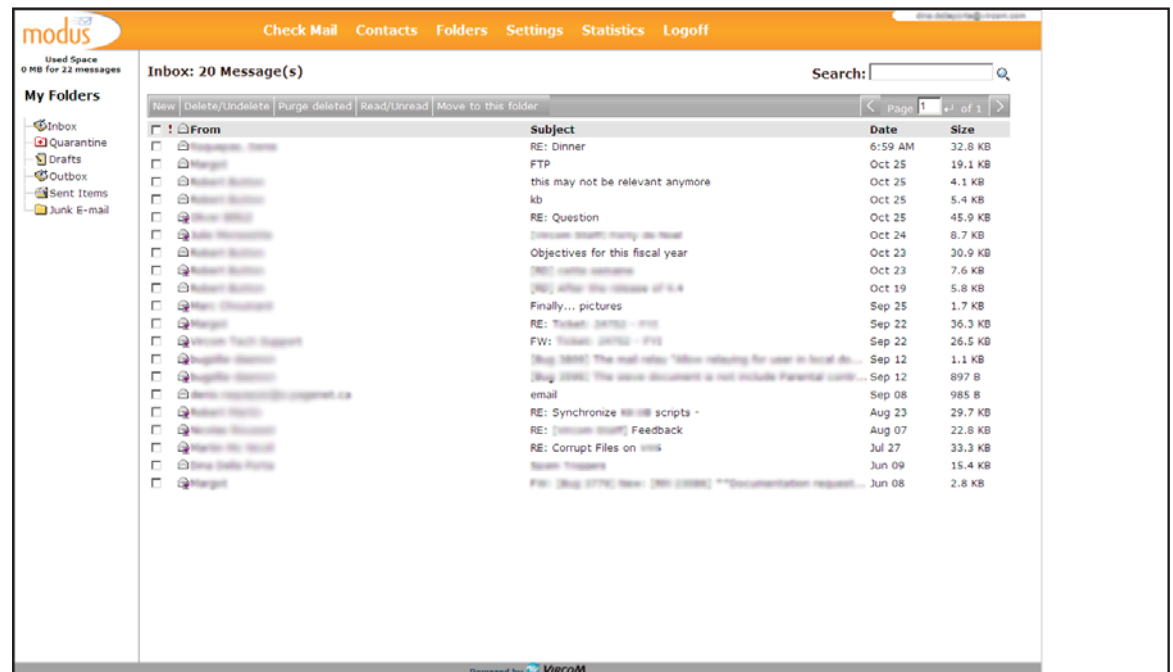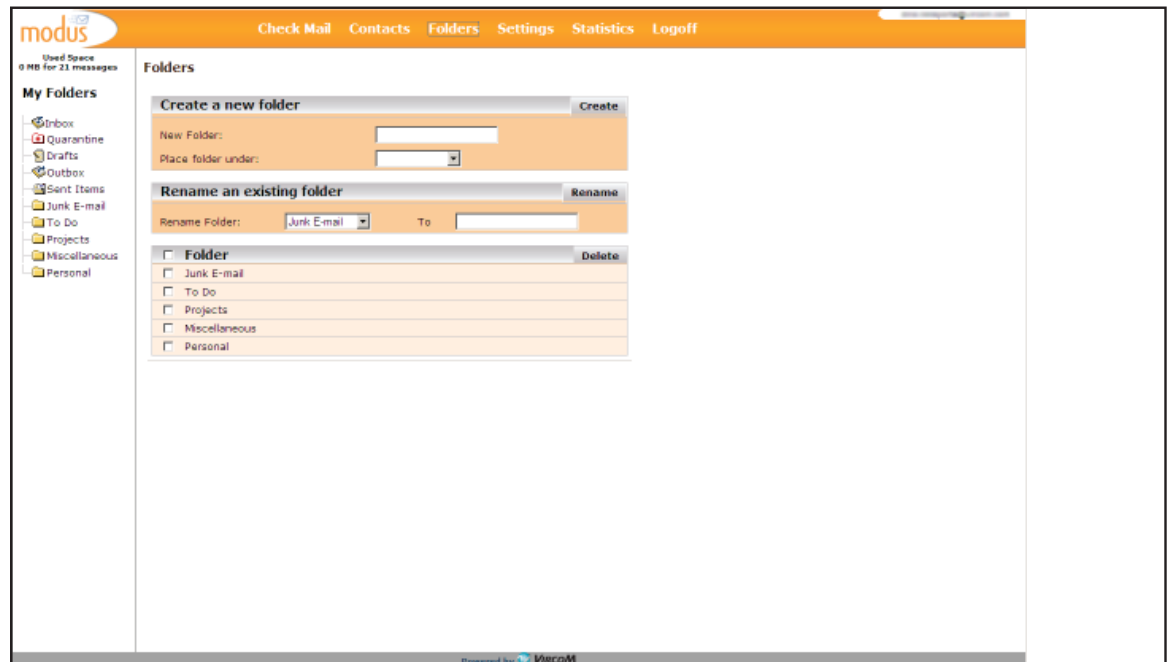
Modus WebMail Inbox

Contacts: Create and manage contact files that you can use to efficiently address emails, or reference contact information and comments you've entered to help you keep track of people.
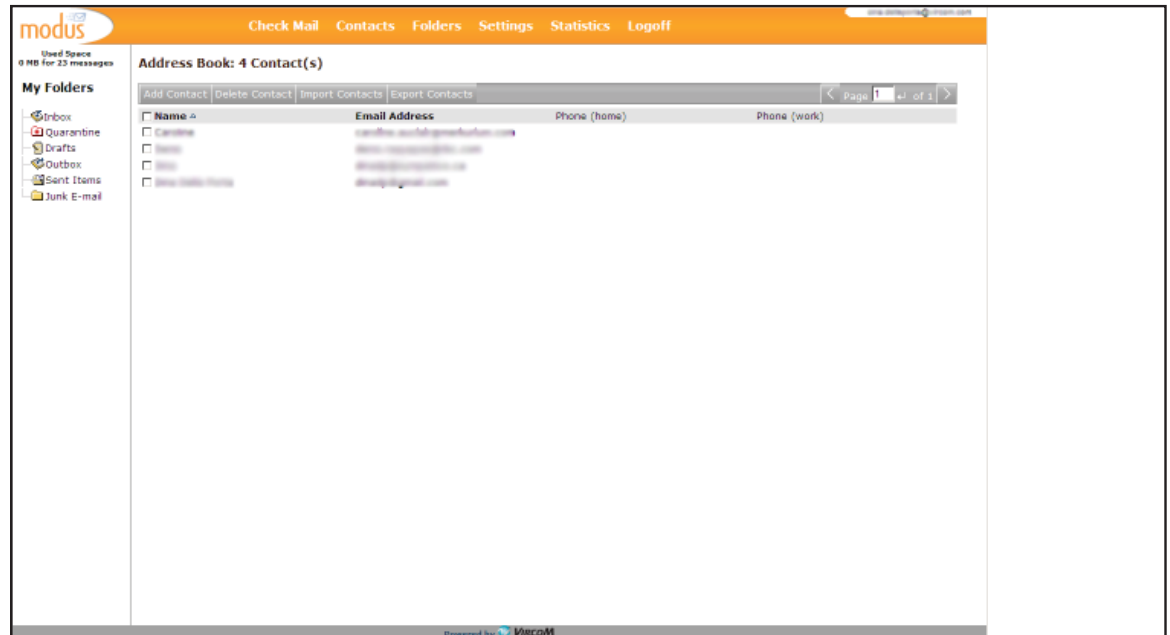
Contact List

Folders: This is where you manage create and manage the folders you use to file the email you want to keep.

Folders Settings

Settings: The settings menu provides access to the many configuration options you have for how Modus WebMail will manage your mail account. These configuration options include personal settings (password, account identification options, etc) email filtering and sorting options, auto-reply options, external account access, and the creation of aliases for your account.

Settings menu

Statistics: This page displays the statistics of your email account's activity.
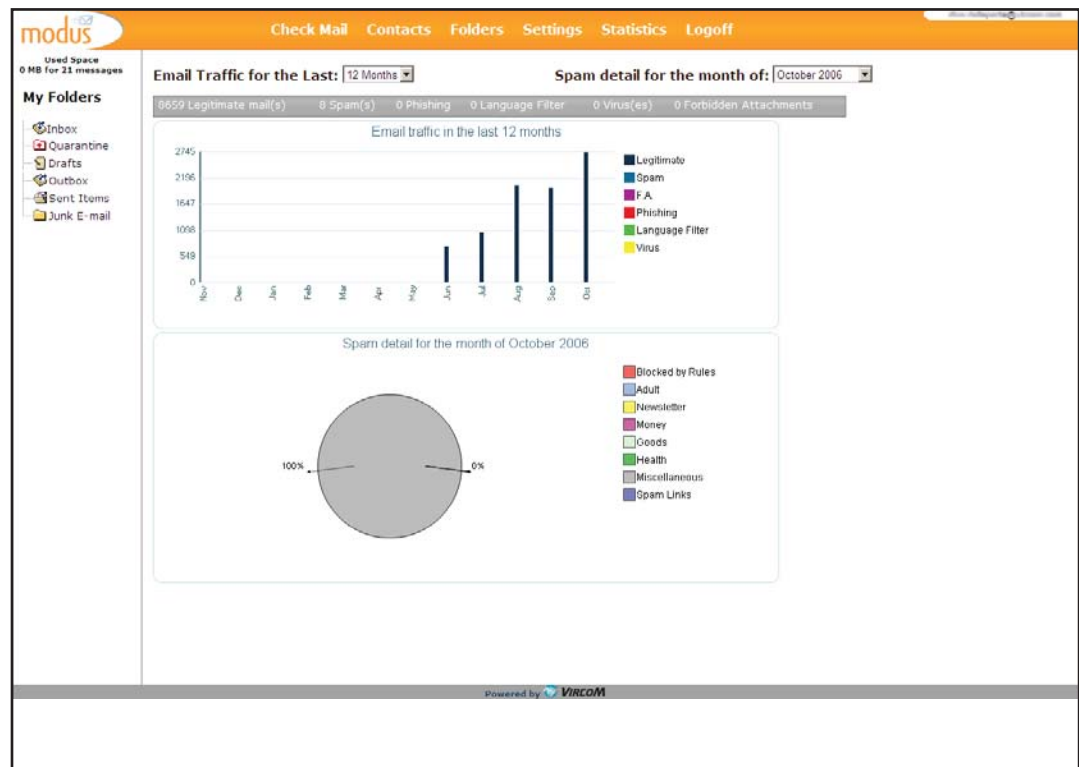
Mailbox Scanning Statistics

Paging

For folders that contain many messages, the paging feature allows you to display portions of the message list. The number of messages displayed on each page is configurable, but the default is 15 messages per page. For instructions on how to change this setting, please refer to chapter 6.

Navigating List Pages

➢ Select the list page you want to go by clicking either **Next** or **Previous**
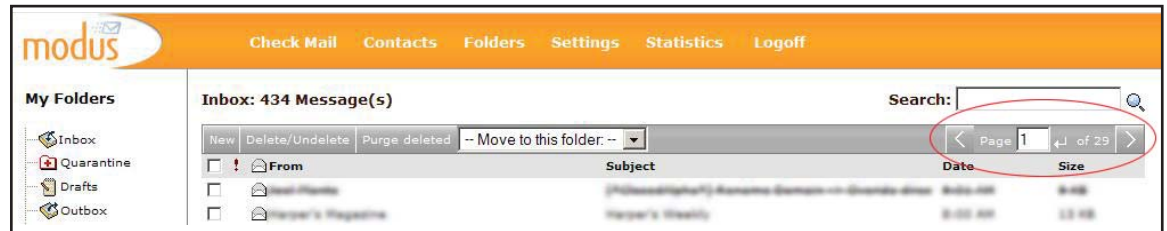
Paging Feature

Chapter 2: Email

Managing Your Email

Your Inbox contains email that has been accepted by spam, virus and foreign language filters and/or mail that has been released from Quarantine.

Navigating your Mailbox

To the left of the Inbox contents view, there is a list of folders: Inbox, Drafts, Outbox and Sent Items. To move from one folder to another:

➢ Click a folder to open it and see its contents

The actions you can perform on the contents of each folder will be explained in the following procedures.

Sorting Message Order

To change the order in which messages are listed:

➢ Click any column heading in the message list to change the sorting order accordingly. For example: Click **From** once to sort the messages alphabetically (from z to a) according to the Sender's name. Click **From** twice to sort the messages from a to z according to the Sender's name.

Sorting by Sender (alphabetically)

Refresh Your Inbox View

Use the Check Mail feature to update your Inbox with messages that have been sent to you since you opened your email web session. To refresh your Inbox view:

➢ Click **Check Mail**

Filing Messages

You can create folders so that you can organize your messages into groups, and you can move messages from one folder to another.

1. Select the messages that you want to move

2. Select a destination folder from the drop-down list in the inbox toolbar

The messages are now filed in the folder you specified.

Please refer to the section called *Folders* later in this chapter for an explanation of how to create folders.

Once you have moved (or deleted) a message, it remains in its original location, with a strike-out line through it. To permanently delete the message, click on **Purge Deleted**.

While Viewing an Email

Click once on an email to open it. When you are viewing the contents of an email, you can perform further actions such as: viewing email header details; and adding an email address to either your Trusted List or Blocked List.

Open Email

Your Trusted List contains the email addresses of people from whom you always want to receive messages.

Your Blocked List contains the email addresses of people from whom you never want to receive anything.

Viewing Header Details

1) Open the message view

2) Click **Full Header** to display full details of an email's transit history.

Your Trusted List and Blocked List

If you are viewing an email you've released from Quarantine OR viewing an email that did not get Quarantined (but which you do not want), it is easy for you to correctly classify the address of the sender.

Adding Addresses to Your Trusted List

1) Open the message view

2) Click **Trusted Sender** to add the sender's address to your Trusted List (this sender's emails will always be sent to your Inbox)

Adding Addresses to Your Blocked List

1) Open the message view

2) Click **Blocked List** to add this email address to your Blocked List (emails from this address will always either be automatically Quarantined or deleted, depending on the settings the administrator has chosen for the mail server)

If you get any spam, you should let your System Administrator know rather than adding a spam address to your Blocked List. Your Blocked List is most effectively used by adding legitimate email addresses – people or list subscriptions that you no longer want to receive mail from.

Composing Email

The ModusMail Web Interface has simple and intuitive features that make it easy to write, address, and format emails.

The steps to follow to compose an email and send it are generally:

1) Navigate to your Inbox

2) Click **New**

3) Enter a recipient, or choose a recipient from your Contacts list

4) Enter a subject line

5) Select whether the email should be flagged as **Low**, **Normal** or **High** Priority

6) Enter the content of the email (including adding attachments if required)

   a) When entering your content, click **Switch to Rich Text** in order to be able to apply formatting to the text

7) Click **Send** to complete the process and send the email to its recipient; or click **Save to Draft** to save the email to your drafts folder so that you can modify it or send it later

The following sections give more detailed information about how to perform these steps.

Adding a Recipient From Your Contact List

Your contact list is displayed to the right of the recipient fields in a new email view. To add a contact:

1) Click **To** to add selected names to the direct recipient list; or Click **CC** to add selected names to the Carbon Copy list; or Click **Bcc** to add selected names to the Blind Carbon Copy recipient list.

a) Click the contact names you require and their addresses will appear in the recipient list you selected in step 1.

Email Contact List

Adding Attachments

You can attach files from your computer to send with an email. To add an attachment:

1) Click **Attachment** to open the Attachment view
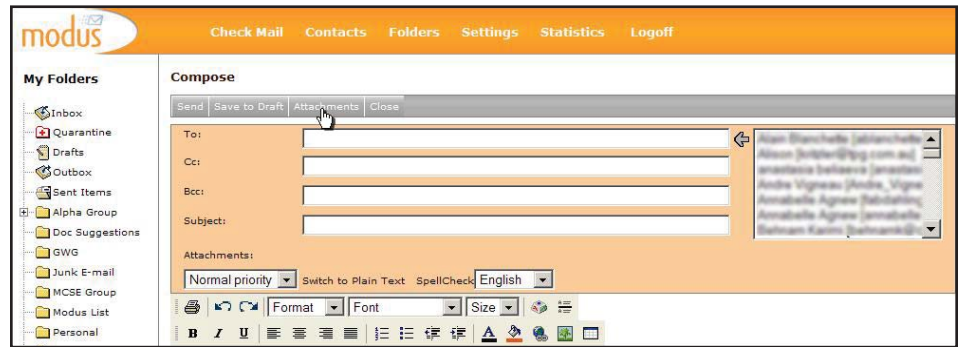
2) Click **Browse** to open a file selection dialog box
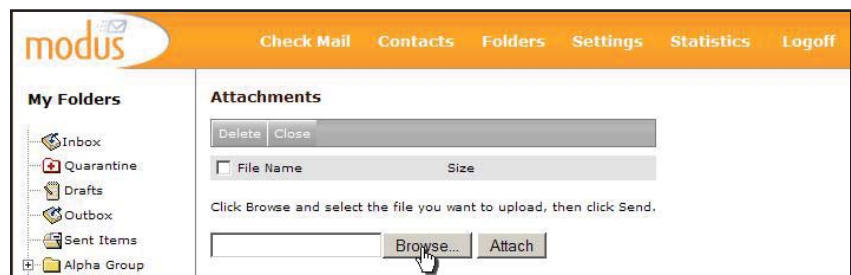
Attachment view

3) From the file selection dialog box, find and select the file you want to attach, and then click **Open**

4) In the attachment view, click **Attach**
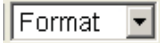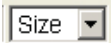
Responding to Email

You can compose emails in response to emails you have received, and these responses can be: sent directly to the sender; sent to all the recipients of the email; sent to other people not on the original recipients list.

1. Click **Reply** to send a response only to the sender

➢ Click **Reply to All** to send a response to the sender and all recipients

➢ Click **Forward** to send the email and your response to new recipients

Formatting

You can format email text using tools that are the same as the ones in a typical word processor. See the table below for an explanation of the formatting options provided by Modus WebMail.

🖨	Print the email you're composing.
↩	Undo the last action performed
↪	Redo the last action performed
✂	Cut selection (the selected text that you cut can be pasted elsewhere in the email or in another document)
📋	Copy selection (the copied text can be pasted elsewhere in the email or in another document)
📋	Paste selection (can be performed after cutting or copying a selection of text)
Format ▼	Select pre-defined html formatting styles for types of text
Font ▼	Select a font face to apply to either selected text or the text you are going to enter
Size ▼	Select a font size for either selected text or the text you are going to enter
🎨	Insert a special character (such as a dollar sign or trade mark symbol)
⧉	Insert a horizontal rule
B	**Bold** either selected text or the text you are going to enter
I	*Italicize* either selected text or the text you are going to enter
U	Underline either selected text or the text you are going to enter
≡	Left-justify either selected text or the text you are going to enter
≡	Center-justify either selected text or the text you are going to enter
≡	Right-justify either selected text or the text you are going to enter
≡	Full-justify either selected text or the text you are going to enter
≔	Create a numbered list (or add numbers to selected items)

≡	Create a bulleted list (or add bullets to selected items)
⇤	Outdent either selected text or the text you are going to enter
⇥	Indent either selected text or the text you are going to enter
A	Choose a color for either selected text or the text you are going to enter
◇	Choose a background color
🌐	Insert an html link
🖼	Insert an image
⊞	Create a table

Apply Formatting

1) Do either:

   a) Use your cursor to highlight the text you want to format, and then click a formatting tool to apply the formatting style to the selected text, OR

   b) Click a formatting option for the text you are going to enter

Spellcheck

1) After you have composed your text, click **Spellcheck**

 a) if you're composing text in a foreign language, select the language first and then click **Spellcheck**

Spell Check	
Not in Dictionary: The meeting **tomorow** is scheduled for 1pm. Refreshments will be provided 2 hours into	Ignore Ignore All Add Custom
Suggestions: tomorrow	Change Change All
Undo Close	
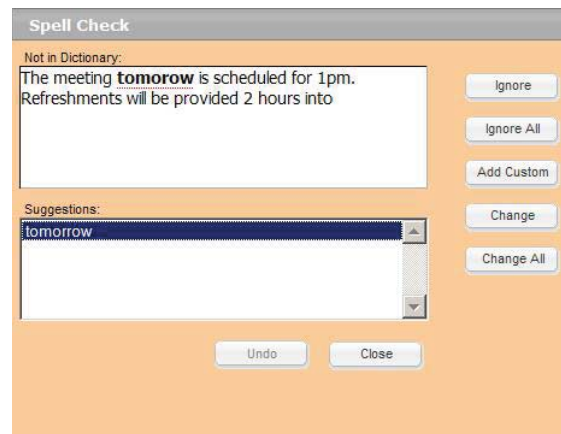
2) Choose any of these options:

 a) Click **Ignore** to skip the selected instance of a word

 b) Click **Ignore All** to skip all instances of the selected word

 c) Click **Add Custom** to add the selected word to the dictionary

 d) Click **Change** to accept the suggested spelling and apply it to the selected word

 e) Click **Change All** to accept the suggested spelling and to apply it to all instances of the word in your text

 f) Click **Undo** to restore your original spelling of a word

3) Click **Close** to go back to your email

Draft Messages

Messages can be saved as drafts that you can revise and send later.

To save as a draft of a message:

1) Follow the instructions for composing an email

2) Click **Save as Draft**

To close without saving changes

➢ Click **Close**.

Deleting Drafts

Go to your **Drafts** folder:

1. Select the drafts you want to delete

2. Click **Delete/UnDelete** from the message toolbar

Deleting and Purging Messages

You can mark messages as deleted. When you delete a message, it remains where it is (with a line through it) until you purge it. Deleted messages can be restored, as long as they have not been purged.

Mark Messages as Deleted

To mark messages as deleted:

1. Select the messages you want to delete

2. Click **Delete/Undelete**

A line appears through the message.
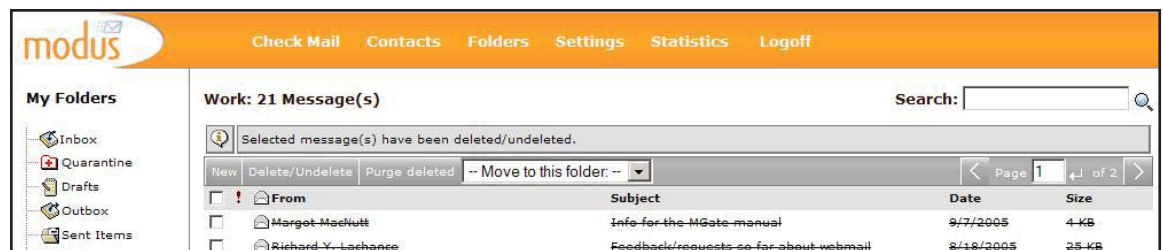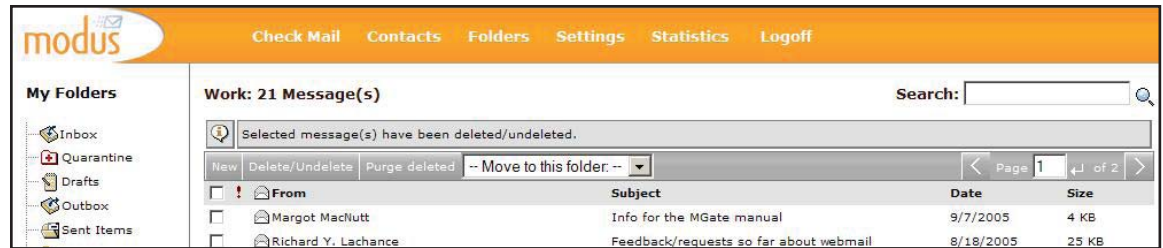
Messages marked as deleted

Restoring Deleted Messages

Before messages have been purged from the system you have the option to restore them.

1. Select the messages you want to restore (only messages with a line through them)

2. Click **Delete/Undelete**

The line through the messages disappears, indicating that they have been restored.

Restored messages

Purging Messages

To permanently remove messages from the system:

1. Select the deleted messages that you want to purge

2. Click **Purge Deleted**

The messages are now removed and cannot be restored.

If you file a message from your Outbox to another folder, it will not be sent until you open it from the new folder and click **Send** again.

Folders

You can: create folders to help you sort your email into groups. You can create folders within folders (sub-folders) as well to help you further file your email into logical groups.
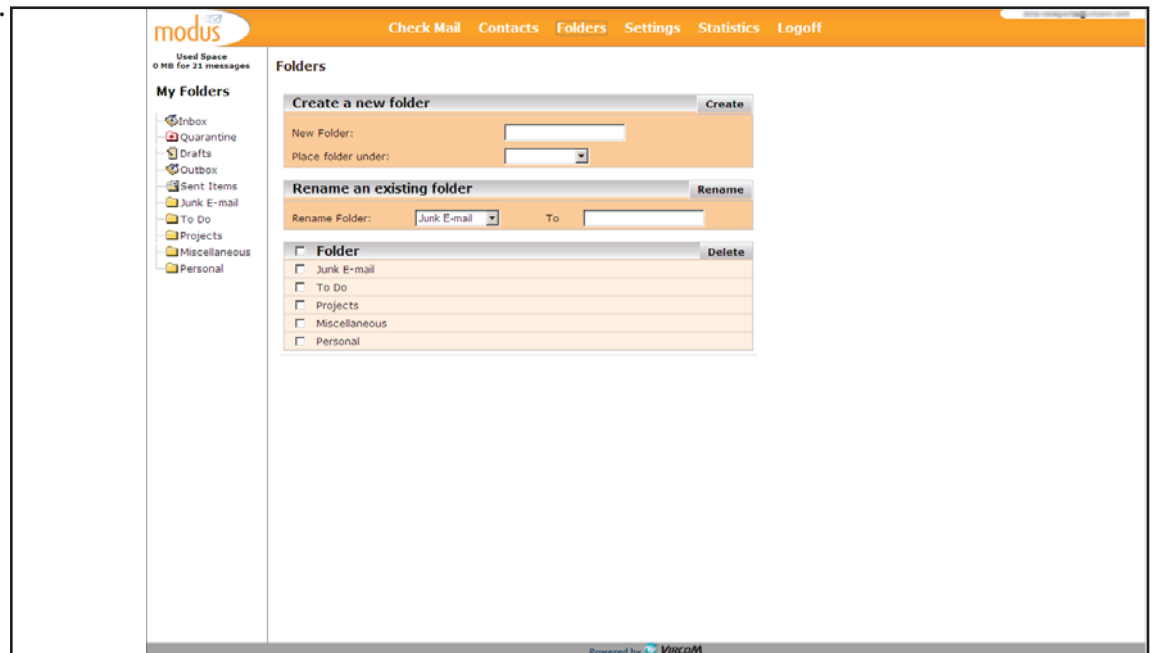
Folders Settings

Creating Folders

1) Go to **Folders**

2) Enter the name you want to call the new folder

3) If you want the folder to be a sub-folder, select a folder you have already created from the **Place Folder Under** drop-down list

4) Click **Create**

Deleting Folders

1) Select the folders you want to delete

2) Click **Delete**

Your Outbox

The Outbox is where the server temporarily stores your outgoing messages.

The Outbox has the same functions as the Inbox – you can delete, restore and purge messages, and file them in other folders.

Your Sent Messages

Copies of messages you have sent are saved to the Sent Items folder. The Sent Items folder has the same functions as the Inbox – you can delete, restore and purge messages, and file them in other folders.

Chapter 3: Quarantine

Managing Your Quarantined Mail

Email containing attachments that have viruses (or which are attachments that are considered dangerous by the system) cannot be released to your inbox. Only email considered to be spam can be released from Quarantine.

The Quarantine feature filters incoming email to determine whether they are spam, phishing or contain forbidden attachments foreign languages or viruses.

The Quarantine View shows you the name of the sender, the subject of the messages and their attachments. You can also open an email in Quarantine and view its contents; however, you cannot view attachments in Quarantine. Messages in Quarantine can be released to your inbox or deleted and purged from the system.

Quarantine Categories

There are 8 categories of mail that can be filtered into Quarantine:

The other categories of email sent to Quarantine are Phishing, Foreign Langauge, **Virus** and **Forbidden Attachment**. A forbidden attachment is a type of file that your system administrator identifies as being a possible threat.

False Positives

A False Positive is a message that is identified incorrectly as one of the filtered categories. False positive messages can be released to your Inbox and you can add the email address or domain to your Trusted List so that messages from this source in future will not be Quarantined (unless the system detects a virus).
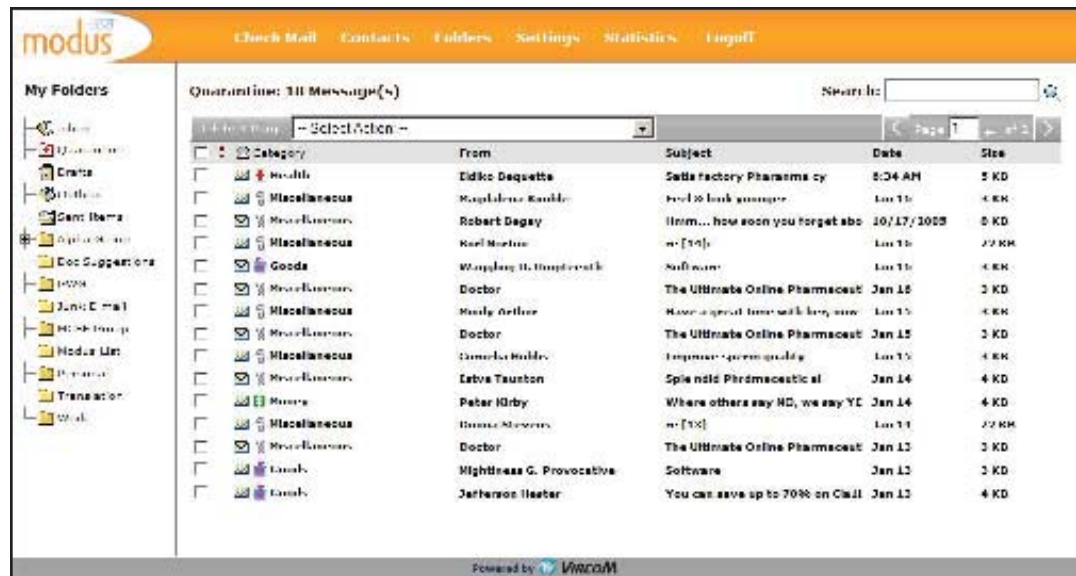
Quarantine Contents

Releasing Email from Quarantine

1. Select the messages you want to release

2. Select either:

   ➢ **Release Message** to just release the message to your inbox

   OR

   ➢ **Release and report message as legitimate mail** to release the message to your inbox as well as sending a copy of it to Vircom's Spam-busting team for pattern analysis.

Deleting and Purging Quarantined Email

You can delete, restore, and purge quarantined email by the same procedures used in other folders. Refer to instructions in *Chapter 2: Email.*

Please see
*Chapter 5:
Settings* for an explanation of how to schedule Quarantine Report generation.

Quarantine Reports

ModusMail can be configured to email you Quarantine Reports at regular intervals (typically once a day). You will only receive a Quarantine Report email if you have messages in Quarantine at the time the system generates the reports.

A Quarantine report shows you information about the email that has been sent to Quarantine since your last report, as well as information about the email that is currently in Quarantine.

Releasing or Deleting Quarantined Email from the Quarantine Report

1. Open your Quarantine Report Email View

2. Click the hyperlinks in the report to either release or delete the quarantined messages

Chapter 4: Contacts

Managing Your Contacts

You can store contact information about people so that you can keep track of your business and personal contacts more easily. The Contact List view shows summary details that include: Name, Email Address, and work and home phone numbers. The detailed contact files include full address details and room for any additional comments or information that you may want to add.

Contacts List

Adding Contacts

1. From the Contacts List View, click **Add Contact**

The system displays the New Contact View
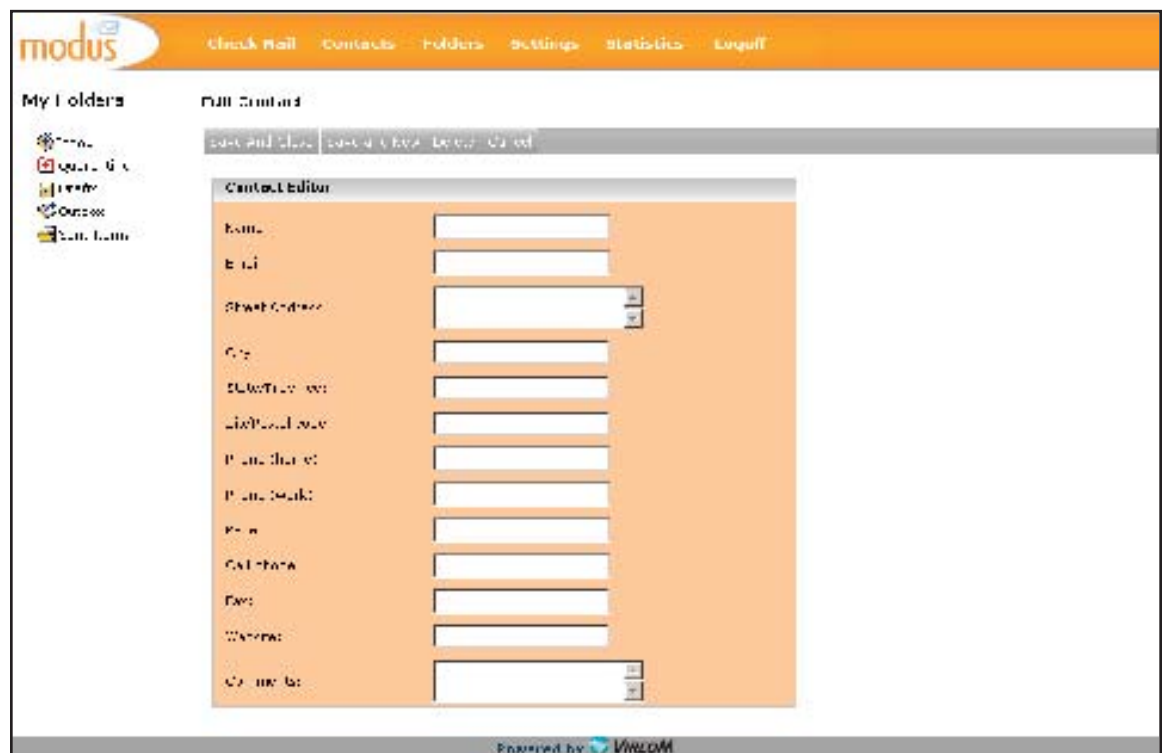
New Contact

2. Enter the information you want to keep about your contact

3. Click either:

    a. **Save and Close** to return to your Contacts List

    b. **Save and New** to save this contact and open a new contact file

Please note that the Name and Email fields are required information for the contact file to be valid.

Editing Contacts

1. From the Contacts List View, select the contact you want to edit

2. Click **Edit**

3. Make changes

4. Click either:

a. **Save and Close** to return to your Contacts List

b. **Save and New** to save this contact and open a new contact view

Deleting Contacts

1. From the Contacts List View, select the contacts you want to delete

2. Click **Delete Contact**

Importing and Exporting Contact Files

You can import csv files to add many contacts to your list quickly. CSV stands for "comma separated values". A CSV file is a text file that uses a format which is compatible with various database systems. For example, types of information (or values) such as "name" and "email address" can be listed separated by commas. The file can be saved with a ".csv" file extension and read by ModusMail.

Importing Contacts

1. Click **Import Contacts**

The Import View appears.

Import Contacts

2. Click **Browse** to open a file selection dialog box

3. From the file selection dialog box, find and select the csv file you want to import, and then click **Open**

4. Select import options:

   a. Check **Append to contact list** to add the contacts to your ModusMail contacts list

   b. Check **Replace contact list** to overwrite your contact list with the one you are importing

5. Click **Import**

Exporting Contacts

You can export your contacts list to a CSV-formatted file which can be read by other database systems. To export your contacts:

1. Click **Export Contacts**

The File Download screen appears.
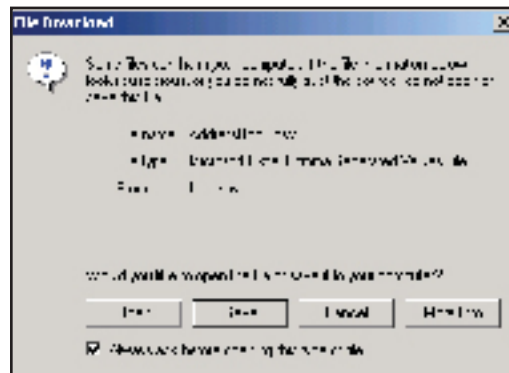
File Download View

➢ To display the file in Microsoft Excel, click **Open**

➢ To save the file to your computer, click **Save**

➢ Click **Cancel** to abort the action

Chapter 5: Settings

Select **Settings** from the navigation bar to access the pages where you can set preferences for your email account.
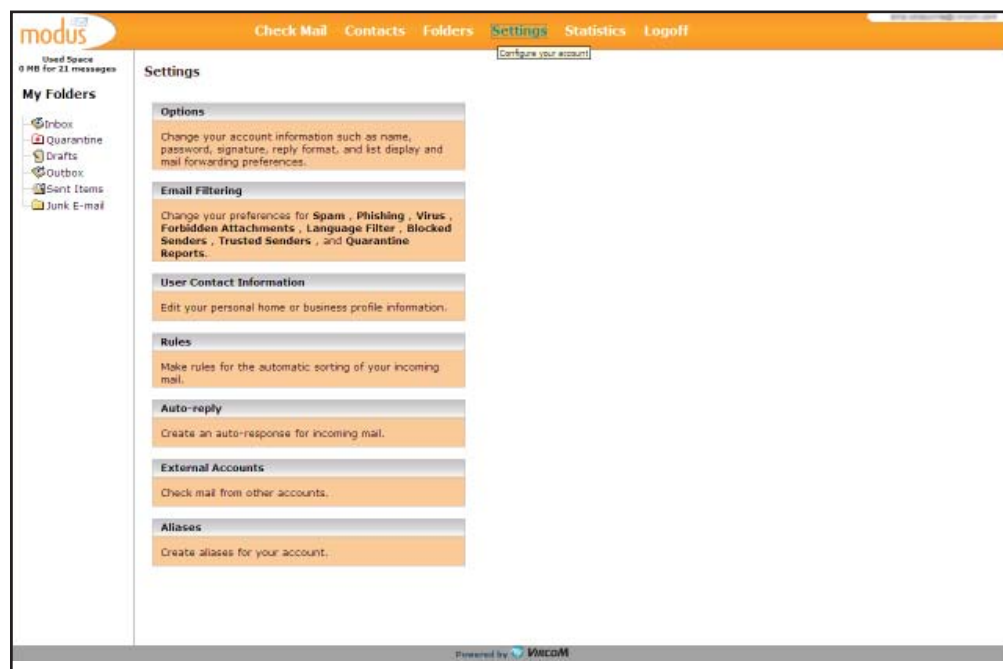
Settings Menu

Options

➢ Go to **Settings > Options** to do any of the following procedures

Options Settings

Changing your Account Name or Password

1. Enter the name change and/or new password entries

2. Click **Save**

Turning on or off Automatic Email Forwarding

Make sure that the forwarding email address is not the same as your address which causes an email loop.

1. Specify the email address of the account you want your email to be forwarded to

   ➢ Select the **Don't leave a copy of a forwarded message in this mailbox** checkbox if you do not want to keep copies of your account's incoming email

2. Click **Save**

If the Don't leave a copy of a forwarded message in this mailbox is left as selected, even though there is no forwarding address, you will not receive any email. Email will be received by the account and automatically deleted if this checkbox is left selected.

To turn off the Automatic Email forwarding feature:

1. Delete the email address of the account where your incoming email was being forwarded

➢ Make sure that the **Don't leave a copy of a forwarded message in this mailbox** checkbox is not selected.

2. Click **Save**

Set Time Zone

The time zone function was designed to allow people to view the message time stamps relative to their own location as opposed to the mail server's location.

So, let's say the mail server is situated in California and it hosts a domain that belongs to a company in New York. The domain users can change the time zone so that they can see when messages arrive or are sent in New York time as opposed to California's time. The same idea applies to people who are on the road and checking their messages from a remote location.

The time zones are set using the same Greenwich Mean Time values that are used in the computer's system clock. Thus, if you're in Amsterdam and viewing your messages, you would select the GMT value of +1:00; Hawaii is GMT -10:00, and so on.

Choose either:

➢ set your Webmail time zone to match the Webmail server

➢ set the time zone to that of the local PC you are using to access your Webmail

➢ manually specify the time zone you want for your Webmail

Specify Reply Format, Email Signature, or a Reply-to Email Address

1. Make the changes you require to any of these fields according to onscreen instructions

2. Click **Save**

Specify the Number of Messages to be Displayed in Lists

1. Enter the number of messages you want to see on each page

2. Click **Save**

User Contact Information

This information can be used to keep your personal and professional contact information current for the system administrator.

User Contact Information

Changing Business or Home Contact Information

1. Go to **Settings > User Contact Information**

2. Make the changes you require

3. Click **Save**

➢ Click **Close** if you want to go back to the Settings Menu without saving changes

Auto-Reply

You can create an email that will be sent automatically in response to any email you receive (such as a vacation notification), and you can restrict the auto-reply email to particular situations.

➤ Go to **Settings > Auto-Reply** to do any of the following procedures
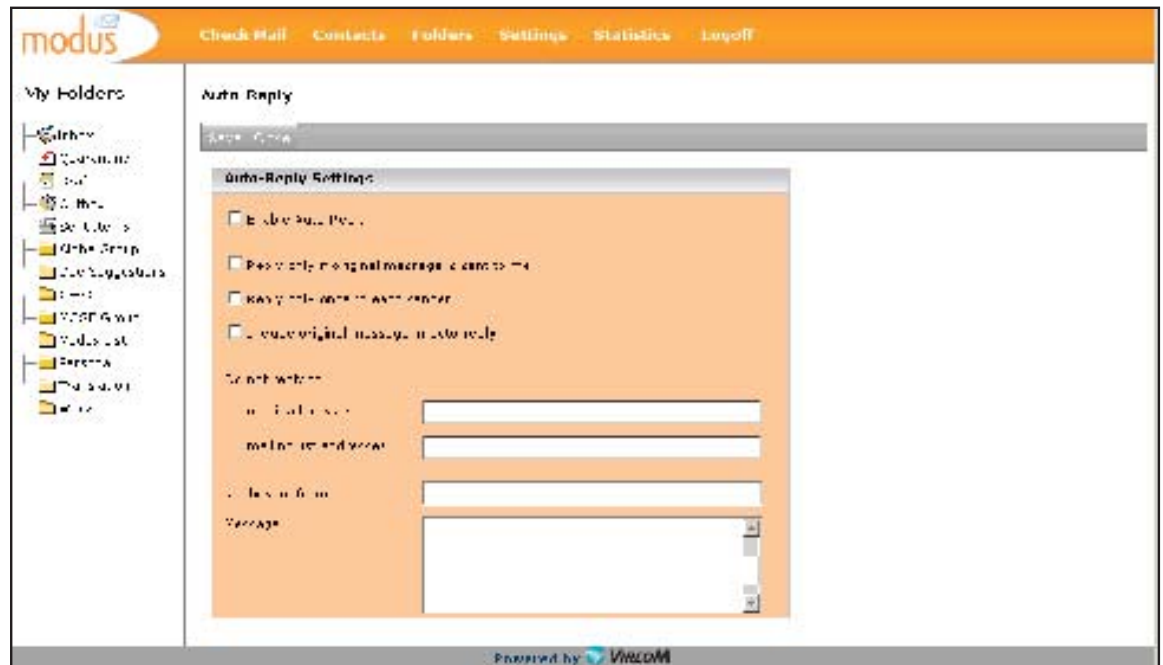
Auto-Reply View

Turning an Auto-Reply Email On or Off

To send an auto-reply email automatically:

1. Select the **Enable Auto-Reply** checkbox

2. Click **Save**

⚠ Do not write your reply-to message in html. The message will be sent in text format only.

To turn off the auto-reply email feature:

1. Deselect the **Enable Auto-Reply** checkbox

2. Click **Save**

Setting Auto-Reply Restrictions

You can set specific conditions for when auto-replies should not be sent, such as when a message is sent FROM a particular address. You can also specify that you do not want auto-replies sent to an alias on your email account.

Do not send Auto-Replies to an Alias:

1. Select the **Reply only if original message is sent to me** checkbox.

2. Click **Save**

Do not reply to Email addresses & Mailing Lists::

1. Do one of the following to exclude certain addresses from receiving your auto-reply

   ➢ Enter any email addresses for individuals to whom you do not want auto-replies sent in the **Email Addresses** field

   ➢ Enter any email addresses for mailing lists to which you do not want auto-replies sent in the **Mailing Lists** field

2. Click **Save**

Creating an Auto-Reply

You can specify whether an auto-reply is only ever to be sent once to each email address and whether the auto-reply is to include the text of the original message or not, as well as specifying the email address that should be used to send the auto-reply.

Use the following for these actions:

➢ **Reply only once to each sender** (check this box if you only ever want the auto-reply sent once to each address)

➢ **Include original message in auto-reply** (check this box if you want the sender's original message text quoted in your auto-reply)

➢ **Reply sent from:** (enter the email address you want to use to send the auto-reply – leave this field blank if you want to use your usual address)

Writing the Auto-Reply Email

1. Write the text for your auto-reply email in the **Message** field

2. Click **Save**

Email Filters

You can turn on or off, or modify the severity of the filters used to check incoming email for spam, viruses and forbidden attachments.

> ➢ Go to **Settings > Email Filtering** to do any of the following procedures
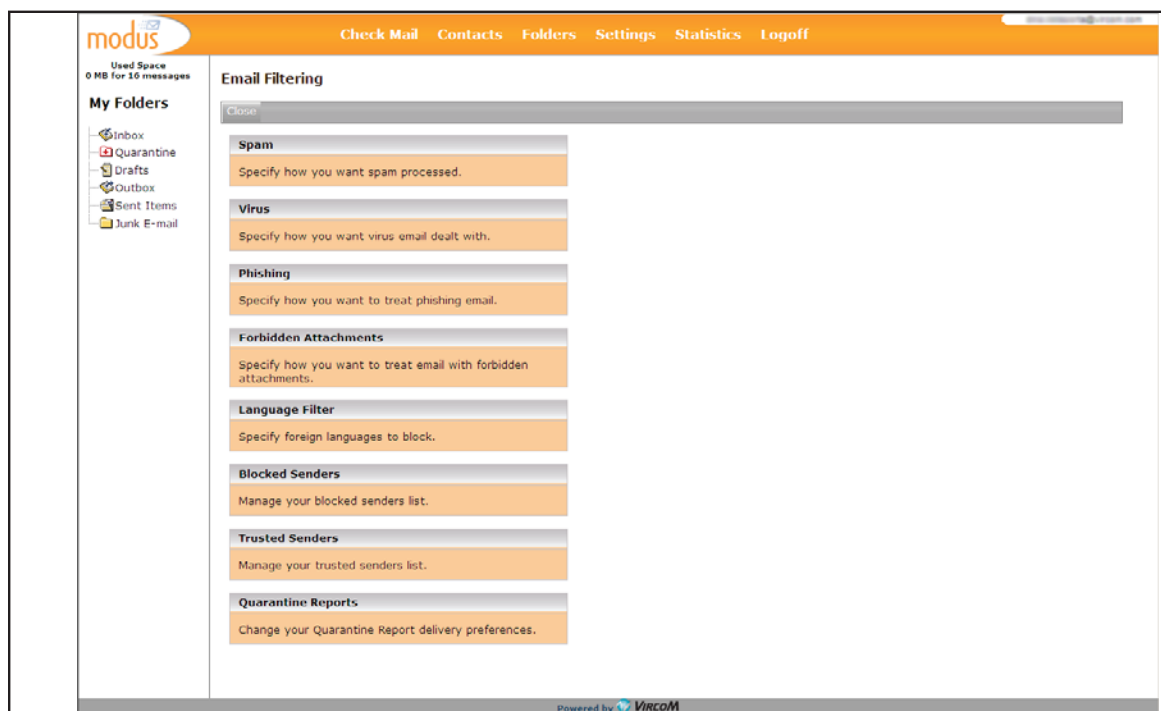
Email Filtering Menu

Forbidden Attachments

> In Modus Webmail you can change your preferences for the level of restriction for attachments, but you cannot define which file types are to be considered forbidden for each level (normal, strong and extreme) of restriction. Please contact your system administrator if you would like more information about forbidden file types.

Forbidden Attachments are defined by the system administrator. Typically a forbidden attachment is a file type that is deemed to pose an unnecessary risk to the system, such as a file with a ".vbs" extension which is commonly used to spread computer viruses via email.

Forbidden attachment settings are modified in the same way that your anti-spam and anti-virus settings are treated, which are explained in the following sections.

Modifying your Virus Filter Settings

It is possible that your administrator has made these settings on your behalf and locked them. In this situation, you will not be able to modify the settings and you must contact your administrator if you want to make changes.

To specify what you want to happen to email with viruses, go to **Settings > Email Filtering > Virus**:

1. Choose either:

a. Delete message immediately (you will never be able to review messages that have viruses)

OR

b. Block message into Quarantine (you will be able to read the message, but not to open any attachment that has a virus)

2. Click **Save**
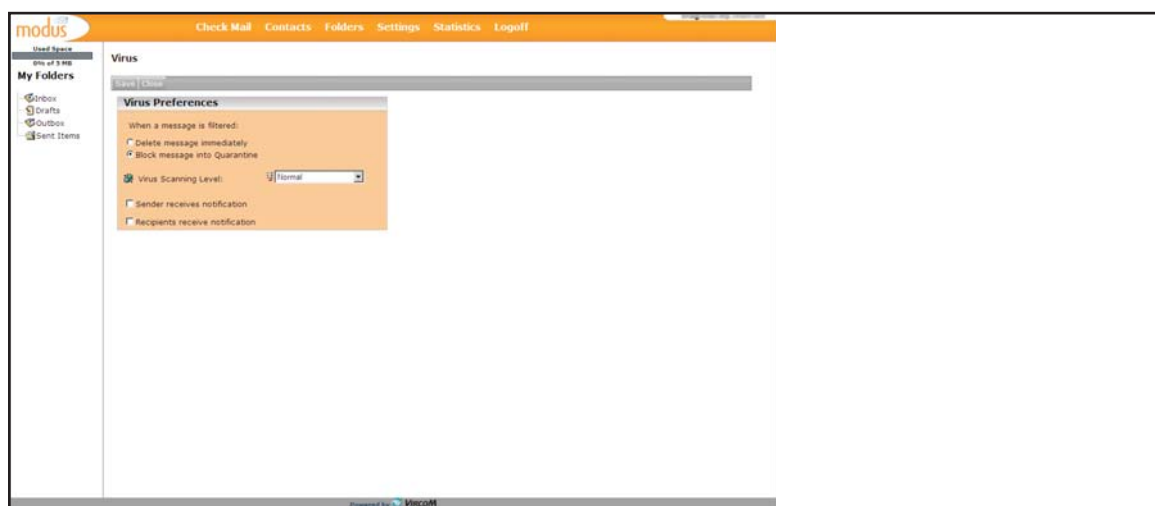
Virus settings

Most viruses are now sent from forged email addresses. So the virus notification option is no longer as effective since the person who receives the notification usually has had nothing to do with it - and potentially that innocent person's inbox could be flooded with virus notifications. Therefore this notification option is not always recommended.

To turn Virus Filtering on or off:

1. Choose either:

a. **Normal** to turn on virus filtering

OR

b. **Disabled** to turn virus filtering off

2. Click **Save**

To modify Virus notification settings:

1. Choose:

➢ **Sender receives notification** to let a sender know that they sent a virus

➢ **Recipient receives notification** to let a recipient know that they have email in Quarantine with a virus

2. Click **Save**

Modifying your Spam Filter Settings

To specify what you want to happen to email identified as spam:

1. Choose either:

   a. Delete message immediately (you will never be able to review messages identified as spam)

   OR

   b. Block message into Quarantine (you will be able to release the message to your inbox)

   OR

   c. Tag messages as spam but allow them all through to your inbox

2. Click **Save**
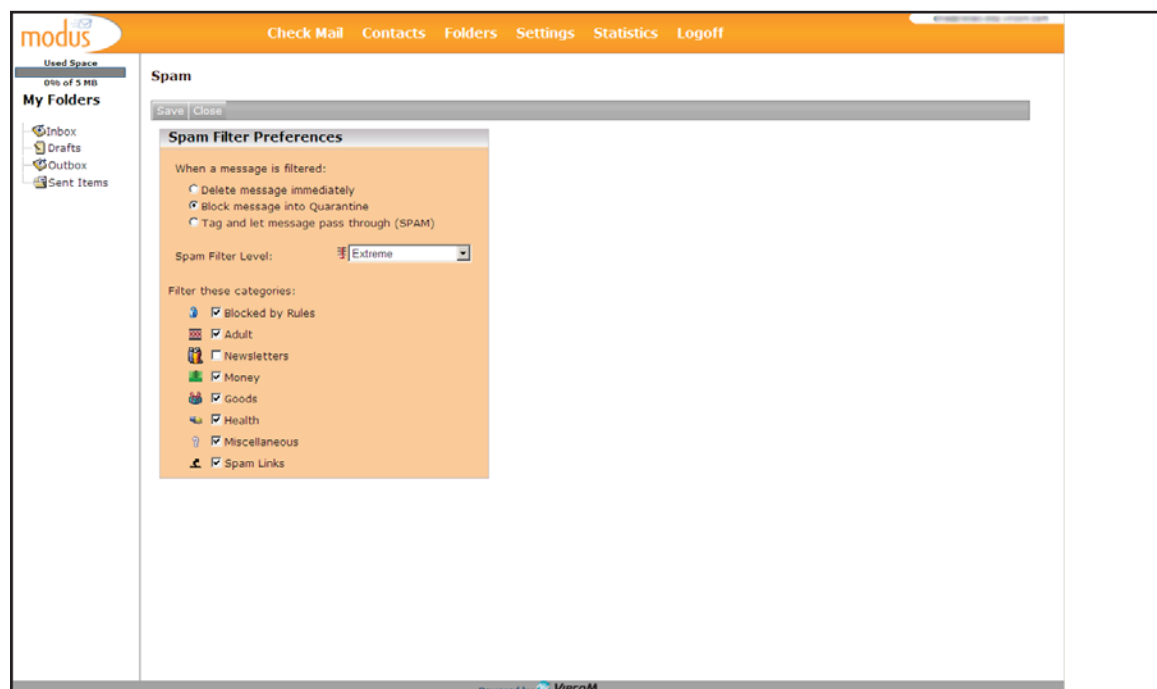
Spam Filter Settings

To choose the level of Spam Filtering:

1. Choose either:

   a. **Disabled** (no spam filtering)

   OR

   b. **Normal** (basic spam filtering)

OR

A False Positive is a legitimate email that has been incorrectly caught by the email filters.

c. Strong (advanced spam filtering used)

OR

d. Extreme (can occasionally result in false positives)

2. Click **Save**

Modifying your Phishing Filter Settings

To specify what you want to happen to email identified as phishing:

1. Choose either:

a. Delete message immediately (you will never be able to review messages identified as phishing)

OR

b. Block message into Quarantine (you will be able to release the message to your inbox)

2. Click **Save**
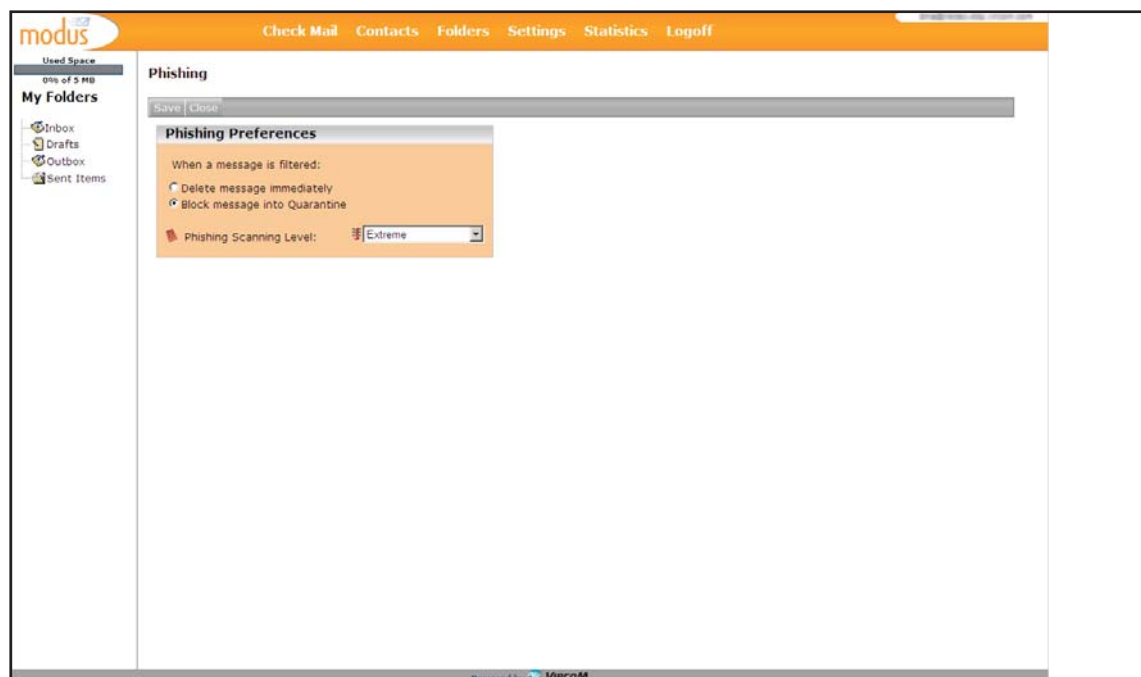
Phishing Filter Settings

To choose the level of Phishing Filtering:

1. Choose either:

a. **Disabled** (no phishing filtering)

OR

b. **Normal** (basic phishing filtering)

OR

c. **Strong** (advanced phishing filtering used)

OR

d. **Extreme** (can occasionally result in false positives)

2. Click **Save**

Modifying your Language Filter Settings

To specify what you want to happen to email that contains foreign language content:

1. Choose either:

a. Delete message immediately (you will never be able to review messages identified as phishing)

OR

b. Block message into Quarantine (you will be able to release the message to your inbox)

OR

c. Tag messages as spam but allow them all through to your inbox
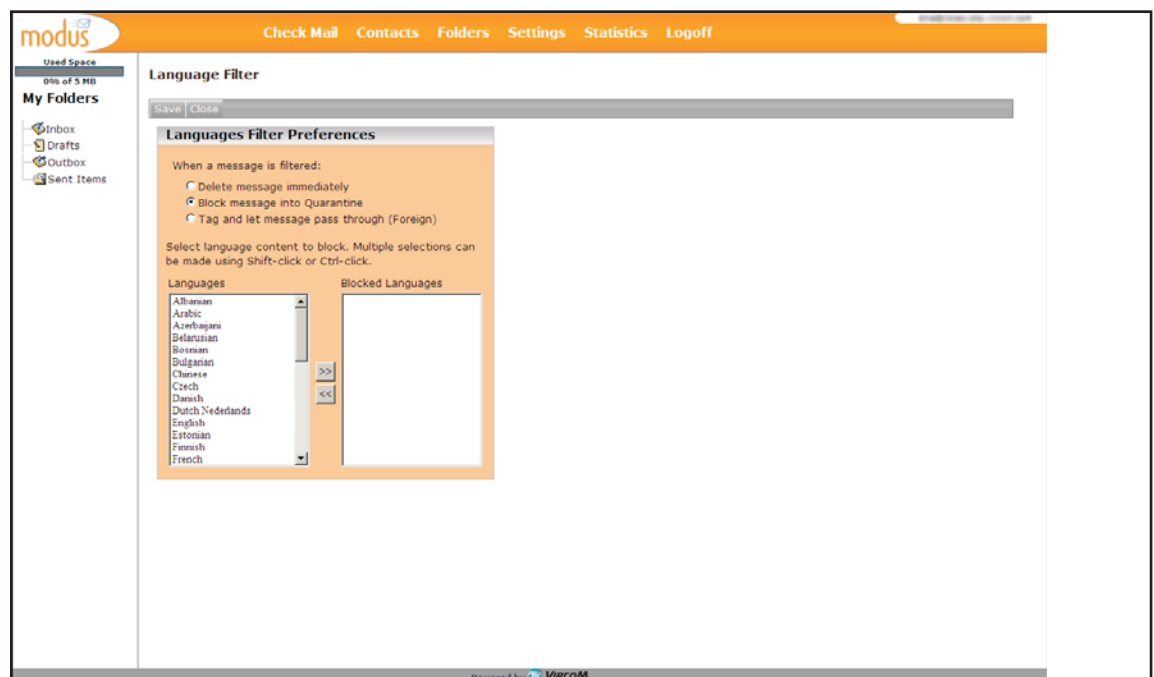
2. Click **Save**

Language Filter Settings

To choose the languages to block:

1. Select the laguage(s) to block and click on » to add it to the list

2. Click **Save**

Aliases

You can create alternate names to be added to an email account. For example, you can create an alias such as "sales" for your account. Email addressed to sales@yourcompany.com will be delivered to your account at yourname@yourcompany.com.

Create an Alias

1. Click **Add**

2. Enter the alias you want to use (for example, "sales" or "info")

3. Click **Save**

Delete an Alias

➢ Click the **Delete** link of the alias you want to remove

Rules

You can create settings for the automatic filing of incoming messages to specific folders based on subject lines, or senders, or recipients, or attachments.

Rules are filters you can apply to incoming email. Rules are not applied to email that has been moved from your inbox.

Creating Rules

1. Go to **Settings** > **Rules**, and click **Add Rule**

Add Rule Settings

Rules are only applied in Webmail. When a mailbox is accessed through Outlook or another mail client, you will need to use that mail client's rules feature to sort your email.
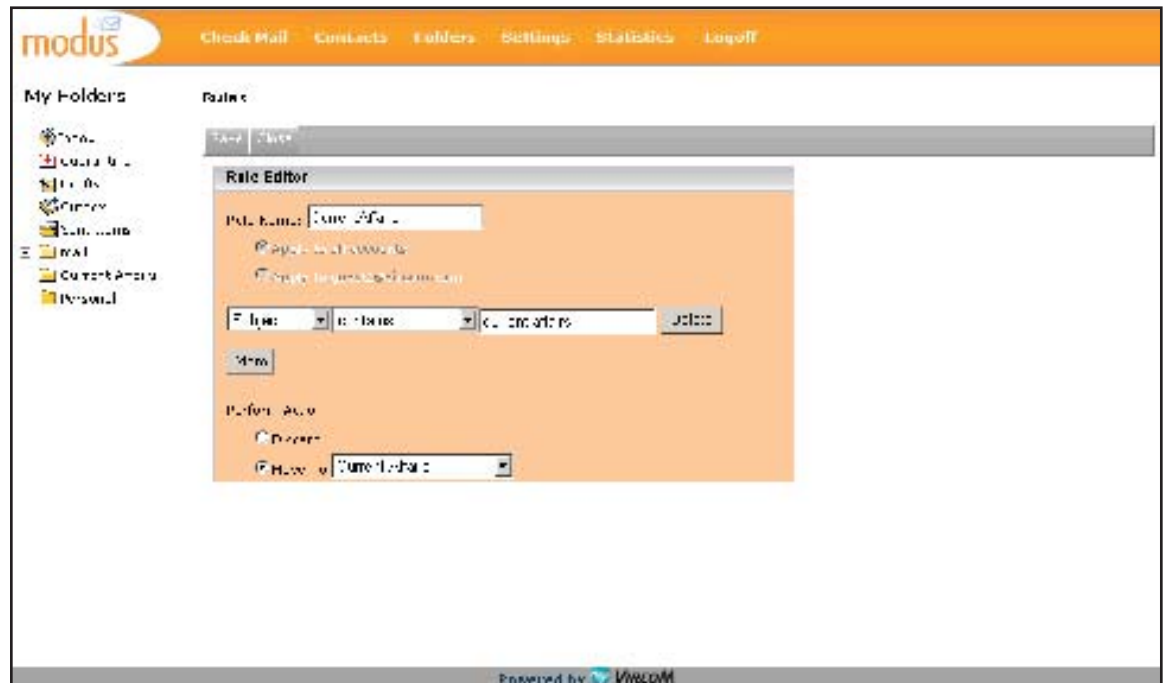
2. Enter the name you want to call the rule

3. Select the email account to which you want to apply the rule

4. Choose the filters you want the rule to use

   a. Click **More** to have options to further refine the filter

5. Choose the action you want to perform on the email that is caught by the filter

   a. Choose **Discard** to delete the email automatically

   OR

   b. Select the folder you want the email to be automatically filed into

Selecting the order in which rules are applied

1. Select the rule you want to move

2. Click either

a. **Move up** to apply the rule before another

b. **Move down** to apply the rule only after another one has been applied first

Deleting Rules

1. Select the rules you want to delete

2. Click **Delete**

External Accounts

You can specify the details of email accounts (other than your ModusMail account) from which you want to retrieve email.
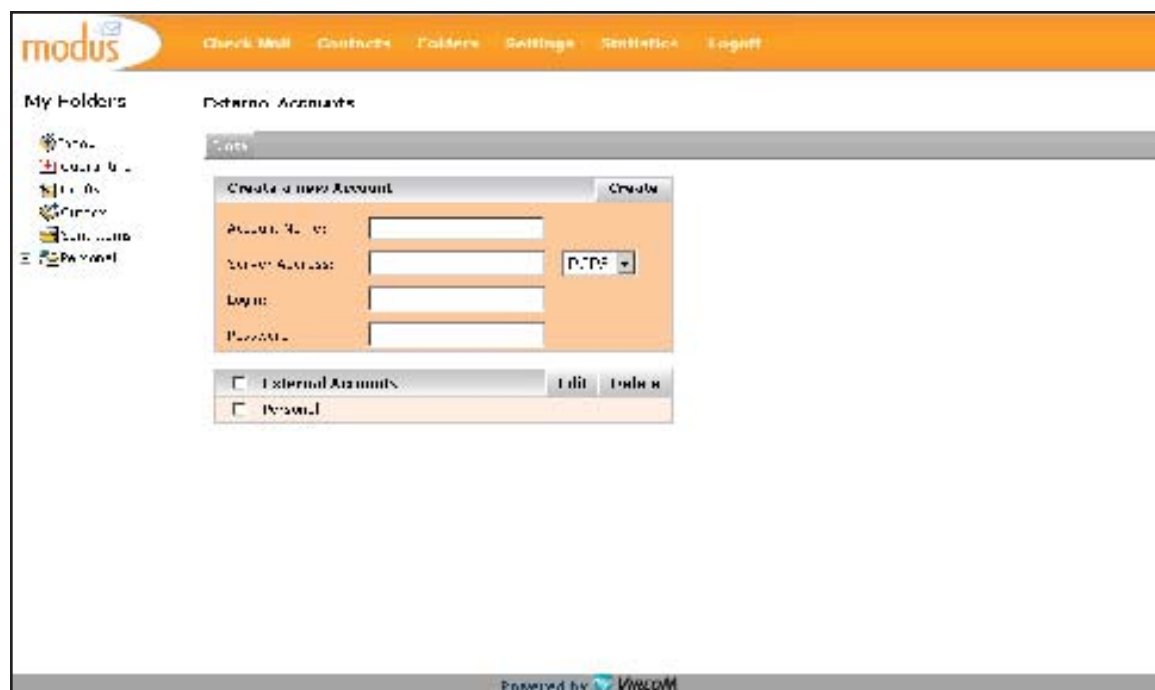
External Accounts Settings

Adding an External Email Account

1. Click **Add Account**

2. Enter the name you want to call the account

3. Enter the address of the mail server,
   for example: mail.domainname.com

4. Select the email protocol the account's server uses

5. Enter the account's username

6. Enter the account's password

7. Click **Save Account**

Deleting External Email Accounts

1. Select the accounts you want to delete

2. Click **Delete**

Chapter 6: Statistics

Account Statistics

You can find out what sort of email traffic you've had by checking your homepage. The statistics page provides a histogram of daily, weekly, monthly or the last twelve months of information about the amount of legitimate email vs the amount of spam or email with forbidden attachments or viruses in them that you have received.

You can also view a pie chart of either a daily, weekly or monthly comparison of the different types of spam you've received.

WebMail User Guide

ModusMail Statistics

Email Traffic

WebMail provides a histogram of how many messages you've received of legitimate email, spam, phishing, email with forbidden attachments, email containing viruses and email containing foreign language content.

See a daily breakdown of types of email received

➢ At **Email Traffic for the last:,** use the frop-dpwn menu to select from 7 days, 8 weeks or 12 monthsn.

➢ The **Spam detail for** field will change to reflect either the day, week or month. Use the drop-down menu to make your selection.

The pie chart displays the statistics for the categories of spam you received for that time period.

Glossary

Alias

An alternate name given to a mailbox.

Auto-Reply

An email message that is to be sent out automatically in response to any email received.

BCC (Blind Carbon Copy or Blind Courtesy Copy)

Recipient(s) in this list on an email are not displayed and are not visible to the direct or carbon-copied recipient(s) of an email.

Blacklists

See *Blocked Senders List*

Blocked Senders List

Allows users to designate a domain or IP address and email addresses from which no mail will be accepted.

Browser (also Web Browser)

This is a software application that allows you to view (or "browse) and interact with web sites on the internet. Some of the most common web-browsing software applications are Microsoft Internet Explorer, Netscape Navigator, Mozilla Firefox, Opera and Safari.

Browser Compatibility

The term "browser compatibility" refers to the fact that web-browsing applications from different companies sometimes display the same web pages with different formatting. This is to say that they interpret the code behind a web page (code which consists of HTML tags) differently. Often these differences are minimal, but unfortunately these interpretational differences can sometimes also mean that you simply cannot view some parts of a website that has used particular HTML code tags because your web browser does not know how to display those parts.

CC (Carbon Copy or Courtesy Copy)

Recipient(s) in this field of an email's address list are not the direct recipients of the email. CC Recipients of an email are generally not required to take action on it, and their inclusion is usually for informational purposes only.

Catch Rate

The percentage of spam mail caught by a spam solution. It measures the efficiency of the solution at identifying and stopping spam.

Content filtering

Scans plain text for key phrases and the percent of HTML, images and other indications that the message is spam.

CSV (Comma Separated Values)

This is a comma-delimited text file.

False Negative

A false negative is an email that is spam, but which was not recognized by an anti-spam solution and was released to your inbox as legitimate email.

False Positive

A false positive is a legitimate email, but which was recognized by an email filtering solution (usually an anti-spam filter) incorrectly as illegitimate email and withheld from your inbox.

ISP (Internet Service Provider)

A company that provides a connection to the Internet.

Phishing

A scam that uses spam to deceive people into disclosing their credit card numbers, bank account information, passwords and other sensitive information. Phishers often masquerade as trustworthy or well-known businesses.

Quarantine

To isolate files suspected of containing a threat such as a virus, so that it can not be opened.

Quarantine Report

A report of a ModusMail account's quarantined email that is sent to a user's inbox at regular intervals. This report is only generated when a user's account has email that has been identified either as spam or containing a virus and which has accordingly been withheld from the user's inbox.

Server

A computer that runs administrative software (for the purposes of this user guide, a server is a computer on the internet that runs an email exchange program).

Spam

Unsolicited, unwanted, bulk, commercial e-mail.

Trusted Sender List

Lets users designate a source or IP address from which all mail will be accepted, even if individual messages earn high spam ratings.

URL (Universal or Uniform Resource Locator)

This is an internet address used by web browsers for a specific computer or a document (resource).

Whitelists

See *Trusted Sender List*