ena WebMail

User Guide

for

ConnecTen

Contents

Overview

ENA WebMail provides convenient and secure access to Ten-Nash e-mail from a web browser anytime, anywhere, using an Internet connection. WebMail is especially useful for those who are away from school, at home or not at their desk or computer.

Login

- To access ENA WebMail, enter to the following URL in the location or address bar of the browser window:
  http://webmail.k12tn.net/src/login.php

- Type your username and password and select **Login**. In the username field, enter the username portion of your account. For example, the e-mail account 'doej@k12tn.net' will login using 'doej'. Please note that the username and password are case sensitive.

  The Secure Login link provides a secure connection to your e-mail through SSL (Secure Sockets Layer) using 128-bit encryption. Using this login method, communication between the user's browser and ENA mail servers is secure and can not be compromised while using ENA WebMail.

- If the username or password is not valid, a user will receive an error message.

> **ERROR**
> Unknown user or password incorrect.
> **Go to the login page**

Click **Go to login page** to reenter the username or password. If you lost your password, you may reset it by clicking the link **Forgot Your Password?** and correctly answering your security question. If you continue to experience difficulty logging in, you may contact your school district Technology Coordinator or the ENA Customer Support Center at 1-800-TEN-HELP.

- Please note that a user **MUST** have cookies enabled in the browser to login and use WebMail.

Getting Started

The main message index page has three sections:
1. The message index in the center.
   - Read a specific message by clicking on the highlighted Subject header.
   - Select messages to be saved, moved, deleted or undeleted via the checkbox beside each message.
   - Expunge messages previously marked for deletion.
   - Select another page of messages for viewing.

2. The folder selection area, located in the left frame by default.
   - View links to mail folders created by a user.
   - Select a folder to view the e-mail messages.
   - View the number of unread messages and total messages in parentheses to the right of the folder name.

3. The configuration and option links in the top navigation menu.
   - Compose a new message (**Compose**)
   - Go to the user's address book (**Addresses**)
   - Access the folder subscription page (**Folders**)
   - Modify WebMail display and folder options (**Options**)
   - Search for messages based on selected criteria (**Search**)
   - Access WebMail online help (**Help**)
   - Log out of WebMail (**Sign Out**)
   - Current page (**Current Folder**)
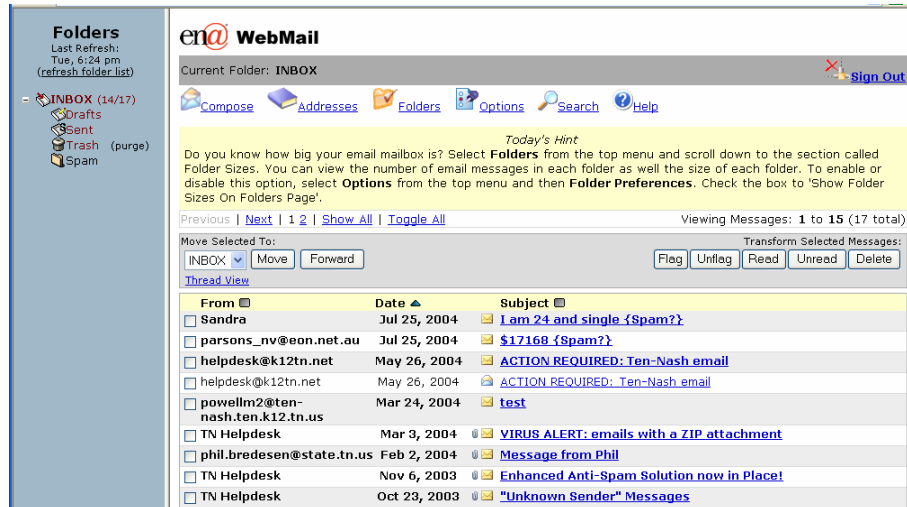
Read an e-mail message

When a user logs into WebMail, messages in the main mailbox are shown in the message index area. By default, messages are indexed by the date received with the most recent messages being displayed at the top. Messages can be sorted based on the date, sender name or subject by clicking on the image to the right of the Date, From and Subject column headings, respectively. The indexing can be done on any of the three columns in either ascending or descending order.

To read your mail, click the **Subject** of the message. A new page displays the content of the selected message as well as several navigational options.

After reading a message, a user may select additional options in the message area:

- **Message List** – Returns the user back to the current folder message list.
- **Delete** – Deletes the message and returns the user back to the current folder message list.
- **Previous/Next** – Moves the user to the next full-text message in either direction in the message listing.
- **Forward/Forward as Attachment/Reply/Reply All** – Responds to the message. **Reply All** includes all names on the **From** and **Cc** lines in the message.
- **Full View Header** – Displays the route that an e-mail passed to arrive in a user's mailbox and lists the spam score of the e-mail provided by the spam filter.
- **View Printable Version** – Opens a new window to display a "clean" version of the message suitable for printing. Choose **Print** or **Close Window** to return to the original view of the message. You may print a message to any printer that the local machine can access.
- **Add to Addressbook** – Adds the sender's e-mail address to the user's address book.
- **Bounce** – Resends the e-mail message to another user in the exact format as it was received. This feature is generally used for troubleshooting to preserve the original e-mail's header information.
- **Report as Spam** – Sends the e-mail to the spam filtering system. The original email is preserved to better identify similar emails.
- **Delete & Prev/Delete & Next** – Deletes the current message and opens the previous or next message in the message list of the current folder.
- **Move to** – Saves and moves the message to a selected mail folder.

Compose an e-mail message

To send a new e-mail message, select **Compose** in the top navigation menu.
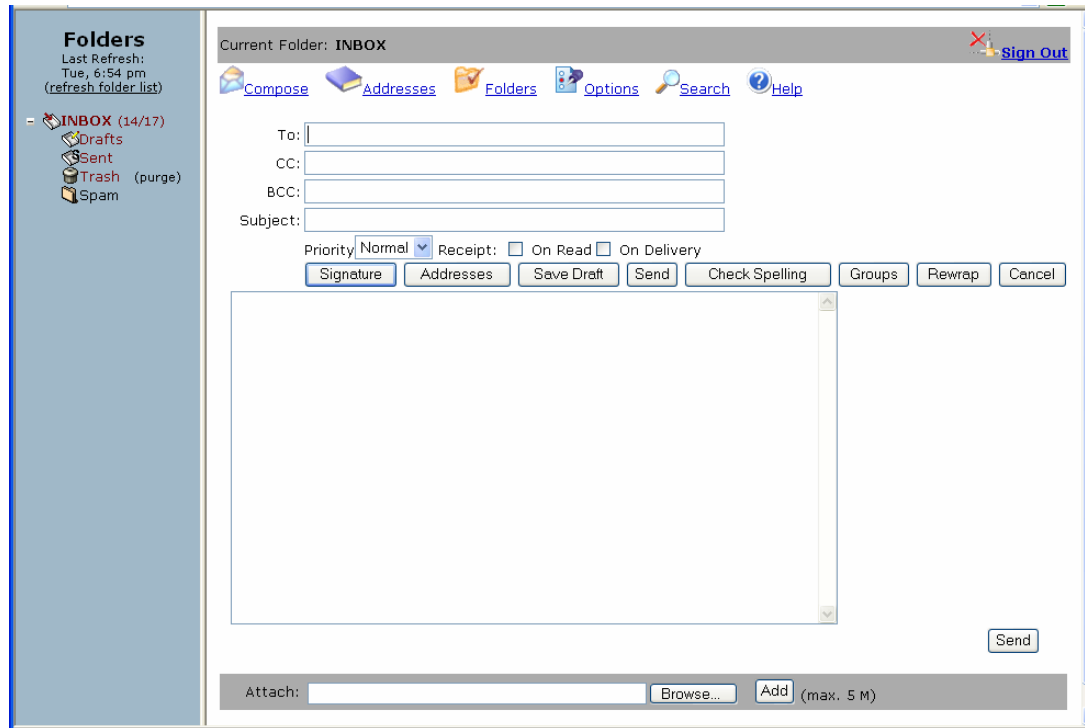
The options within this window include:

- Type the recipient's e-mail address in the **To:** field. If the person's e-mail address is saved in your address book, it will automatically search for the name you type.
- Click on the **Addresses** button above the message box to open the address book. After you've found the person's name, click the link of the field you want the address to appear in your email, including To, Cc or Bcc. The address will populate the appropriate field in the e-mail draft.
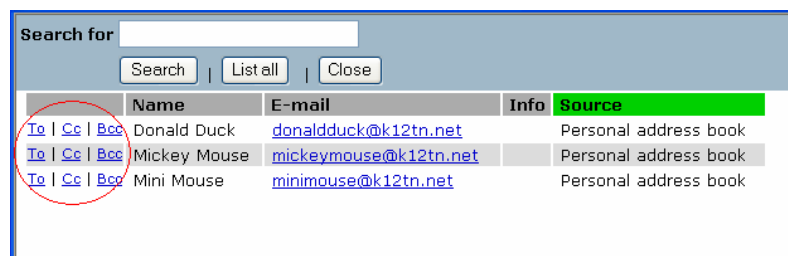
- Type a subject of the e-mail in the **Subject:** field.
- Choose a priority for the e-mail from the pull down menu. The choices are **High**, **Normal** and **Low** with the default being Normal. Choosing High or Low will result in the e-mail being presented to the recipient(s) with a different look. You do not have to change this field.

- Check the **Receipt** boxes to receive an e-mail notification when the recipient has received or read the e-mail. Please note that this option may be server and client dependent.
- Attach one or more documents to the email by typing a file location in the **Attach:** field. If you do not know the exact location of the file, select **Browse** to find the file. When the file is found, click **Add** to add the file to be sent with the message.
- Select **Send** when your message is completed. You will be returned to your Inbox.
- Click **Save Draft** to save the message to the **Draft** folder. The message may be accessed anytime by selecting the **Drafts** folder on the left folder list, listed beneath **INBOX**.
- Choose the **Check Spelling** button to review spelling errors in the message. The program depicts a spelling error within the document using asterisks. Select one of the actions, Change, Change All, Ignore, Ignore All and Add to Personal Dictionary to correct word spelling.
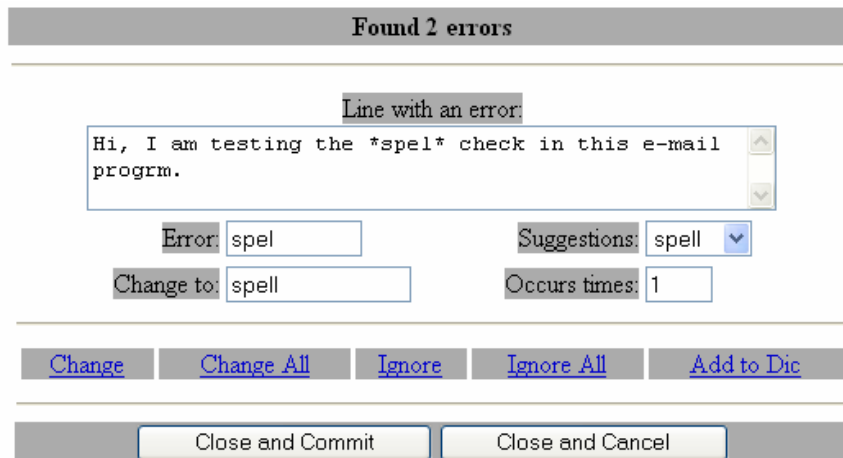

- Select the **Rewrap** button to reformat text being edited. Reformatting text preserves citation markers and blank lines, but it beautifies text of irregular line lengths.

Additional E-mail Features

Quick Save

WebMail will automatically recover a message if a user leaves the compose page without sending the e-mail and then navigates back to compose a message. WebMail will give a user the option to recover the previous e-mail that he started to compose.

Note: Cookies must be enabled on the computer's browser for this feature to function.
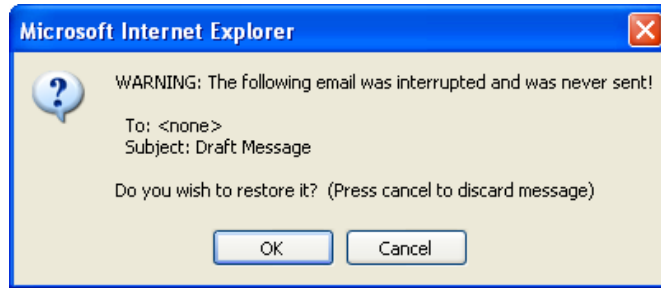
List Serve

WebMail recognizes an e-mail sent from a mailing list and provides additional options in the header information when viewing the e-mail.

- Open an e-mail that was sent to a mailing list.
- Select one of the following links listed beside the Mailing List field in the header:
  - ➢ Help – Sends a message to the mailing list to request help.
  - ➢ Post to List – Composes a new message to the list.
  - ➢ Reply to List – Responds to the list with an e-mail message.
  - ➢ Subscribe – Links a user to mail list subscription web page.
  - ➢ List Archives – Links a user to the archives of the mail list.
  - ➢ Unsubscribe – Links a user to the mail list subscription web page.

Spam Protection

An automated spam filtering system scans incoming e-mail and may label the subject of an e-mail as spam. Users can improve the filtering by selecting the

Report As Spam or the **Report As Not Spam** link at the top of an e-mail message. These buttons provide feedback to the automated spam filtering system.

The Unsafe Image Rule option replaces images received from an "unsafe" source in an e-mail with a warning sign.

> **This image is unsafe and has been blocked. If you trust the sender, click 'View Unsafe Images' below to show it.**

Two kinds of images can appear in HTML e-mail: ones that are attached within the e-mail and others that link to remote sites. Images that are linked to remote sites are considered "unsafe" for the following reasons:
- Abuse – Spammers can validate your e-mail address.
- Privacy Concern – The sender can know instantly if you have read their e-mail.
- Security Concern – The sender can find out information about your browser, operating system, and mail server.

WebMail does not display "unsafe" images by default and, instead, displays the warning message. A user may click the link **View Unsafe Images** at the bottom of the e-mail to display the images. If the sender is a trusted source, a user can save the specific sender or the domain to always display images when an e-mail is opened.

Groups

An e-mail can quickly be sent to a group of people. To setup a group, navigate to the **Options** link in the top navigation menu and select the **Address Groups** link. Follow the steps outlined in Customizing WebMail section of the User's Guide.

To send an e-mail to a group that has already been created:
- Select the link to **Compose** an e-mail.
- Select the button **Groups**.
- Select the appropriate link to populate the e-mail addresses of your group from the popup window. The popup window will not display your selection, but the e-mail reflects your selection.

Address Book

In order to select names from your address book when composing or forwarding an e-mail message, you must first create it. To begin, click the **Addresses** link in the top navigation menu.

- To add a name to the address book, complete the **E-mail address** and **First name** fields. Nickname, Last name and Additional info are optional fields.
- After typing the information, click **Add Address** button at the bottom.
- The name will be viewable once this is done.
- Names and e-mail addresses can be imported from a .CSV file. You may create this file by exporting the information from the Ten-Nash directory located in the Account Management web site or from your local e-mail client.
- To **Edit** and **Delete** an address, click the box to the left of the name and choose one of these buttons.

- While viewing a message, you can save the e-mail address of the sender to your personal address book by clicking the link **Add to Addressbook**. You may modify the Nickname, E-mail address and Names before saving the entry.

- Addresses may be imported into the address book.
  - ➢ Create and save a file in a Comma Separated Value (CSV) format. CSV is a standard plain text file format used by programs to save data in tabular format. Excel spreadsheets can be saved as CSV file format. WebMail expects a format similar to the text below.

    Nickname,First,Last,email@address.com,Additional text.
    Nickname2,First,Last,email2@address2.com,Additional text.

  - ➢ Click the **Browse** button to locate the CSV file.
  - ➢ Click the **Import CSV File** to upload the names to WebMail.

    Hint: To easily quickly upload names and e-mail addresses of people in your school district, export the names from the Ten-Nash directory in the Account Management. Then, save the Excel spread as CSV and import it into the address book.

Folders

To organize your e-mail, you can create folders to store your messages.
- Click the **Folders** link in the top navigation bar.
- Type the name of the folder that you want to create under Create Folder. Folder names should not contain special characters, such as !@#$%^&*()?<>:;"'{}[]|\/,.
- Choose from the pull-down menu where you want the folder located.
- Click **Create**.
- The folder will appear in the left navigation within the subfolder specified.
- Follow the same procedure to rename or delete a folder.

Also on the folders page, a user can view the size of each folder and how many e-mail messages reside in each folder. This information helps you manage your e-mail account.

- To enable or disable this option, select **Options** from the top menu and then **Folder Preferences**.
- Check the box to 'Show Folder Sizes On Folders Page'.

Folder Sizes			
Folder	**Count**	**Unread**	**Size**
INBOX	17	10	3.7 M
Drafts	0	0	0 k
Sent	15	1	8.2 k
Trash	1	0	2.3 k
Spam	4	2	6.5 k
4 Folders	20	3	17 k
5 Folders	**37**	**13**	**3.7 M**

Search

The search option provides the ability to search e-mail messages using specified criteria. Using the **Search** link in the top navigation, a user can find messages using three methods:

- Define a new search

- Access a recent search
- Utilize a saved search
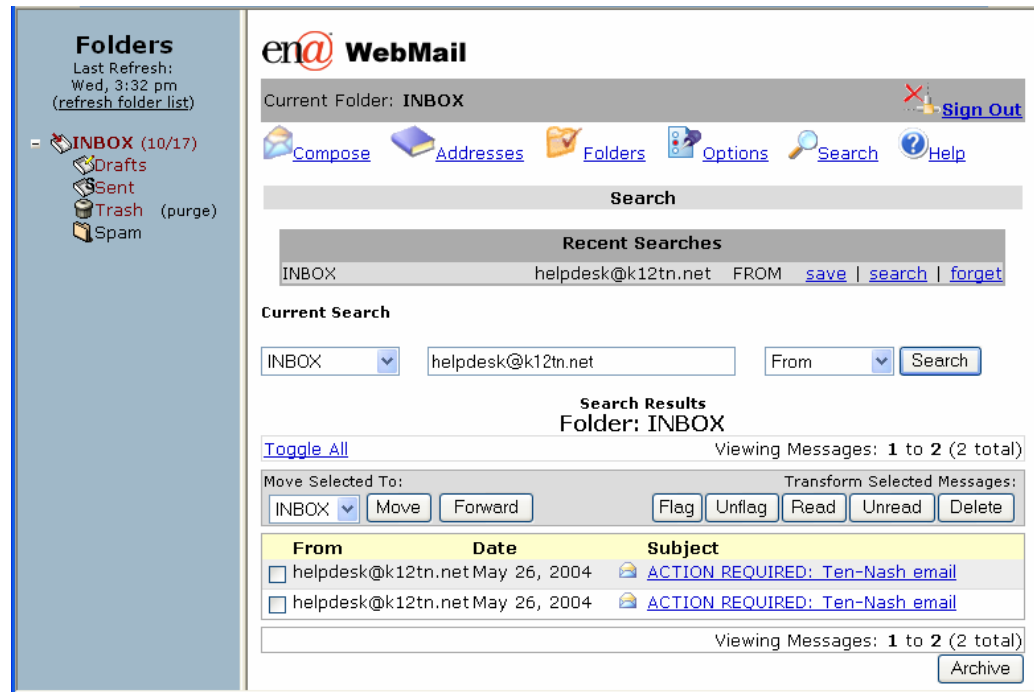
New Search

- Choose the folder you wish to search.
- Type in the search criteria.
- Choose the part of the message to search.
  The drop-down list includes: Body, Everywhere, Subject, From, Cc, To.
  - ➢ **Body** – Searches the body of the message. This is the main part of the message where the important stuff is located.
  - ➢ **Everywhere** – Searches everything, including the header of the message. This search will probably return results that you do not expect.
  - ➢ **Subject** – Searches the subject field of messages.
  - ➢ **From** – Searches the **"From"** field. This field often contains more information than is displayed in WebMail. It typically includes the name AND e-mail address, but WebMail usually only displays the name. If your criterion matches the e-mail address, but it is not displayed, that message will still return as matched.
  - ➢ **To** – Searches on the **"To"** field. This field can contain many e-mail addresses.
  - ➢ **Cc** – Searches the **"Cc"** field, similar the search of the "**To**" field.
- Click the **Search** button.

- When the list of messages appear below the search form containing your search criteria, select the message you wish to view.

Recent Searches

By default, the Search page displays the five most recent searches for quick access.
- Click the **search** link next to the listed search to perform it again.
- The **save** link moves a search to the Saved Searches which will be kept until you explicitly press Delete.
- Click **forget** to remove a search from the list of recent searches.

Save Searches

A recent search may be saved so that it is accessible until you remove it.
- Click **edit** to modify the criteria of the search.
- Select **search** to perform the search action.
- **Delete** removes the saved search.

Customizing WebMail

The **Options** link, located in the top page navigation, allows a user to customize and personalize WebMail. The preferences defined in the options may be changed without affecting other users on the mail system. There are at eleven main parts to the Options: Personal Information, Display Preferences, Message Highlighting, Folders Preferences, Index Order, Archive Settings, Address Groups, Unsafe Image Rules, Message Filters, NewMail Options, and SpellChecker Options.
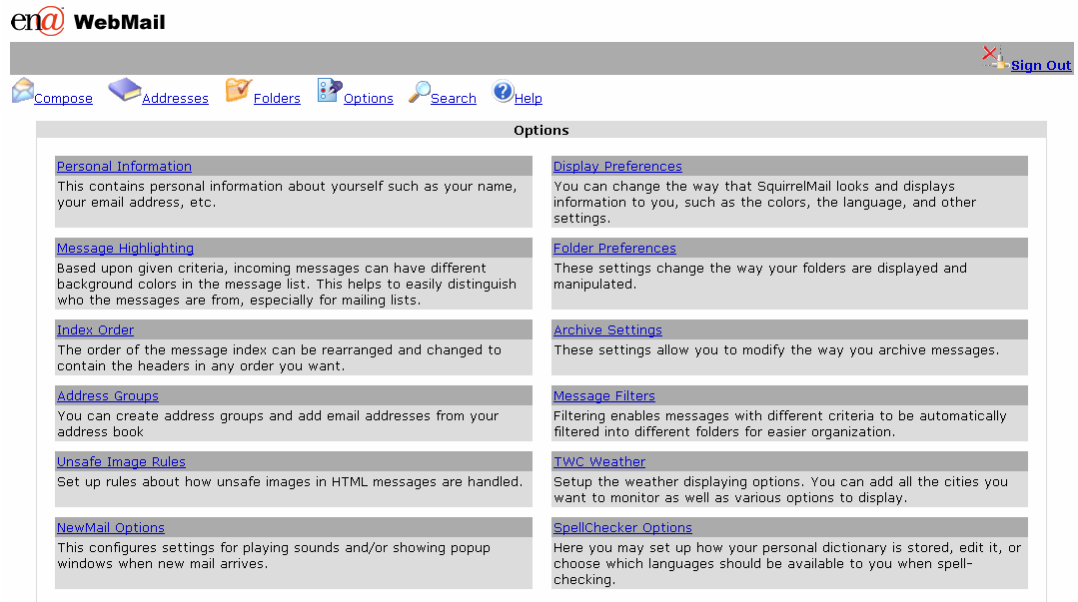
Personal Information

This section allows you to customize personal information that your e-mail recipients see. A user does not have to set up this information.

- **Full Name**
  Enter your name, such as *John Doe* to be displayed in the From field of an e-mail when others view a message from you. If this field is not filled in, recipients will see your e-mail address, such as *doej@k12tn.net*, by default.

- **eMail Address**
  Use this feature if your e-mail address is different than what is automatically assigned to you.

- **Reply To**
  Enter the email address in this field if you would like the replies sent to another address, such as a Yahoo! account. This field defines the e-mail address that people will respond to when they reply to your message.

- **Signature**
  Signatures are appended to the bottom of all messages you send. If you want a signature, select the **Use Signature** radio button and fill in the desired signature in the text box.

- **Multiple Identities**
  This features allows a user to change the sender name and e-mail address of an e-mail. For example, a user may use multiple school e-

mail addresses. With multiple identities, a dropdown appears next to the From field when you compose a message.

- **Reply Citation**
Customize the way a reply message looks to the recipient by selecting a reply citation. If you press Reply on a message, you will be presented with the Compose form with the original message quoted. Before this quoted message, a text like *John Doe wrote:* might be pre-pended. This is called the citation line. Define the format of the citation:

    - ➢ **No Citation** – Does not pre-pend a citation line.
    - ➢ **AUTHOR Said** – This option produces the line: John Doe Said: where John Doe will be replaced by whoever the message you're replying to was from.
    - ➢ **Quote Who XML** – This option produces the line: <quote who=John Doe>.
    - ➢ **On DATE, AUTHOR Said** – This option pre-pends the Date and Author to the reply.
    - ➢ **User-Defined** – Enables you to define your own citation line by typing the citation start and end in the two text boxes. The author name will be inserted between the start and end fields.

Display Preferences

Display Preferences provide personalization options in WebMail.

- **Theme** – Change the color palette displayed within the WebMail user interface.
- **Custom Stylesheet** – Change the font size used by WebMail.
- **Language** – If English isn't your first language, change the language of the user interface display. Please note that incoming e-mail messages and folder names are not translated.
- **Use Javascript** – By default, WebMail detects Javascript automatically. The user, however, has the option to use pure HTML or allow Javascript.
- **Number of Messages to Index** – The number of messages displayed in a screen at one time. If a folder contains more messages, a Previous and Next link above and below the listing navigate a user to the additional messages.
- **Enable Page Selector** – The Yes selection displays page numbers above and below the message list so a user can to quickly jump to a specific page of messages. The number **Maximum pages to show** can limit how many page numbers will be displayed above and below the message list.
- **Show Message Preview Pane** – Displays a preview of a selected e-mail message in the lower portion of the window.
- **Wrap Incoming Text At** – Determines the number of characters that can display per line before the text is wrapped to the next line. This

feature prevents messages from scrolling beyond a screen view. Eighty-six is a standard line length.

- **Size of Editor Window** – The number of characters per line that you will be able to type before the text wraps to the next line. This setting determines the width of the "Compose" text box.
- **Location of Buttons when Composing** – The placement of the Addresses, Save Draft and Send buttons.
- **Addressbook Display Format** – The address book can display using HTML or Javascript. HTML is compatible with more browsers, but Javascript has a nicer display.
- **Show HTML Version by Default** – If a message you receive is in both text and HTML format, choose if you want to see the HTML version (**Yes**) or the text version (**No**) by default.
- **Enable Forward as Attachment** – Enables the user to forward a message as an attachment rather than displaying the message in full text.
- **Include Me in CC when I Reply All** – Reply All sends a reply message to all recipients of the original message, including yourself and those specified in the Cc or Bcc field. To leave your own e-mail address out, set this to **No**.
- **Enable Mailer Display** – Displays the e-mail program the sender used to send a message.
- **Display Attached Images with Message** – If someone sends a message with an attached image, the images will be immediately displayed when you view the message if this option is set to **Yes**.
- **Enable Printer Friendly Clean Display** – Cleans the message so the print looks nicer.
- **Enable Mail Delivery Notification** – An e-mail notification can be sent to alert a user when an e-mail has been delivered, received, or read by the addressee(s), depending on the delivery options chosen when the message is sent.
- **Compose Messages in New Window** – Opens a new window when a user selects to compose a message. If this option is set to No, the message will be composed within the same window.

Message Highlighting

Message Highlighting enables a user to color code e-mail messages, depending on criteria you choose. If you subscribe to several mail lists, for example, message highlighting can color the background of all messages from a specified mailing list different than the color of another list to help you quickly identify which messages came from which list.

- Click **New** to create a new message highlight or **Edit** to modify an existing highlight rule.
- **Identifying Name** – Type a name to identify and describe the message highlight rule. For example, if you highlight messages from the school principal, you might name the rule "From Principal."

- **Color** – Specifies the background color of the highlighted e-mail messages. Select a pre-defined color or enter the HEX color code. If you choose to enter your own color, select the radio button in front of the field to specify the selection.
- **Match** – Type the matching phrase that determines if an e-mail will be highlighted. From the drop-down box, choose which header field to match against, included From, To, Cc and Subject. In the text box, enter the phrase to match.

Folder Preferences

The folder preferences allow a user to modify the display of the folders located by default in the left column of the page. Folders allow users to organize their e-mail messages.

- **Trash Folder** – Designate the folder where deleted messages are sent. If you do not want deleted messages to go to the trash, select Don't use Trash from the dropdown menu.
- **Sent Folder** – Designate the folder where sent messages are stored. If you do not want to save copies of messages that you send, select Don't use Sent from the dropdown menu.
- **Draft Folder** – Designate the folder where draft messages are stored. If you do not want to save drafts of messages, select Don't use Drafts from the dropdown menu.

- **Location of Folder List** – Select the location of your folder list. It can display as a left or right column.
- **Width of folder list** – Select the width the column containing the folder list. For a folder list that contains long names or large font, a user may want to increase the default width to display the full names. Otherwise, set the width as low as possible to provide maximum screen space for messages.
- **Auto refresh folder list** – The folder list will automatically refresh, updating the number of unseen messages that are in each folder. This way, a user can check for new messages in the INBOX without clicking on it to refresh.
- **Enable Unread Message Notification** – Specify how to display unseen messages in the folder listing on the right side of your browser window. If you set this to No Notification, you will not be notified of unseen messages. If you set it to INBOX, when you have new messages, the INBOX will become bold and a number will appear to the right of it to say how many new messages are in it. If you set it to All Folders, this behavior will happen on all folders. If you notice that

loading the folder list is really slow, choose INBOX or None to speed it up.

- **Unread Message Notification Type –** When new messages are in a folder, choose to display only the number of new messages or the number or new messages and the total number of messages in a folder.
- **Enable Collapsible Folders –** Collapsible Folders allow you to 'fold' or collapse a folder that contains subfolders so that the subfolders do not display. To collapse a folder, click the – (dash) next to the folder and to expand it, click the + (plus) sign. Set this option to **No** to disable collapsing.
- **Show Clock on Folders Panel –** To modify the date and time that displays under the Folders heading, choose the format from the dropdown menu. The following abbreviations are used: Y=year, D=day, H=hour, M=minute, S=second. The option **Hour Format** provides a choice of a 12- or 24-hour clock.
- **Memory Search –** When a user searches their mailbox, the search criteria will be saved for quick access later. This option defines how many mailbox searches will be saved.
- **Folder Selection Options –** Specify the format of folder names in the Inbox Menu Screen.

Index Order

On the Index Order page, specify the columns that display on the message list and the order in which they are displayed.

Use the **up** and **down** links to move the column display order, the **remove** link to delete a column from the display and the **add** button to add a column.

Archive Settings

Archive allows a user to download one or multiple e-mails selected in the message index to your local machine. Select the format of the downloaded messages from the options page.

Address Groups

Groups allow users to create a list of e-mail addresses from the personal address book. Groups are unique to each user, and any number of groups can be created using people saved in the address book.

- Click the link **Add New Members.**
- Search for an individual name or select the button to list all the names in the personal address book.
- Check the box next to the name(s) to be included in the Group.
- Enter a Name for the Group list.
- Select **Add**.

When composing a message, select the **Groups** button to add the group(s) as a recipient.

Unsafe Image Rules

The Unsafe Image Rule option replaces images with warning signs within e-mails received from "unsafe" sources. Two kinds of images can appear in HTML e-mail: ones that are attached within the e-mail and others that link to remote sites. Images that are linked to remote sites are considered unsafe for the following reasons:

- Abuse – Spammers can validate your e-mail address.
- Privacy Concern – The sender can know instantly if you have read their e-mail.
- Security Concern – The sender can find out information about your browser, operating system, and mail server.

WebMail does not display "unsafe" images by default and, instead, shows the following warning message.

If you know that an e-mail came from a trustworthy source, a user can configure WebMail to display images from that particular source. To turn off the Unsafe Image locks, click **Unsafe Image Rules** in the Options window. Each option describes the image locks it implements. The last option, **Trust Defined Sources**, will prompt you to include exact parameters of e-mails to trust.

TWC Weather

The weather feature displays the current conditions or forecast for any selected city. To setup and configure the display of weather, select the **New** link on the Options, TWC Weather page.

Enter the location by typing the US Zip Code or a combination of the city, state and country. For example, a user can enter "94521", "San Francisco, CA", "New York" or "Rome, Italy".

After selecting the configuration options, click the Submit button at the bottom of the page. A message displays to confirm changes have been saved.


The weather displays either above or below the folder list in the left column. The configuration of weather is refreshed upon login.

Message Filters

Filters sort incoming mail automatically into designated folders for easier organization. The feature also allows a user to filter out unsolicited e-mail, for example. To create a filter, select the **New** link and then specify the criteria to filter the messages using the **Match**, **Contains** and **Move to** fields.

To set up your WebMail to send e-mail marked as Spam to a specific folder, go to the **Options/Message Filters** page. Select the **New** link. Then, change the **Match** field to 'Subject', type 'spam' in the **Contains** field, and select the designated folder in the **Move to** field.
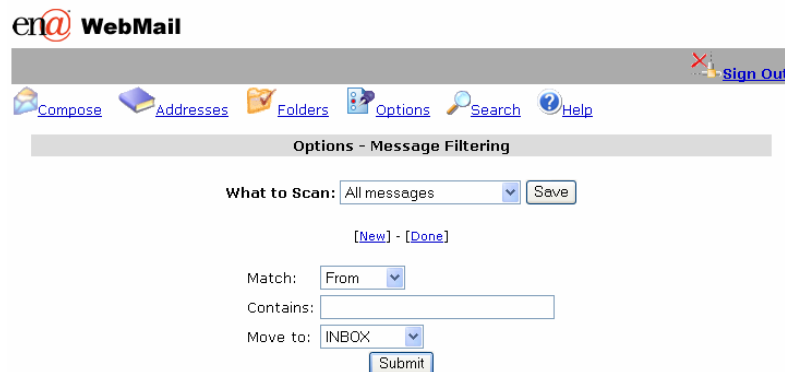
New Mail Option

When new mail arrives in your mailbox, a notification, such as a sound or popup window, can alert the user.

SpellChecker Options

In the SpellCheck Options, a user may edit their personal dictionary or enable international dictionaries.

- To remove words that you have added to the personal dictionary, click the link to **Edit your personal dictionary**, select the box next to the word that you want removed and then click **Delete checked words**. Please note that a user cannot change the WebMail dictionary, only the words created in the personal dictionary.
- To add dictionaries in other languages to the Spell Check, click the link **Set up international dictionaries**, select the language and then click the button **Make these changes**.

Help

For additional documentation, select Help from the navigation at the top of the WebMail page.