



## Using Webmail

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## Using Webmail

This section provides details of common tasks carried out in the CJSM webmail application:

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com).

**Return Address:** The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.



## Introduction

In this section, we'll tell you how to:

- View your CJSM emails across all your mailboxes.
- Send emails to other CJSM users.
- Manage your emails.
- Set up new folders and share them with other users.
- Request or send receipts.
- Put filters on your mailbox.
- Change your password.
- Switch your 'out of office' on (or off).

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## 1.1 Email: View - Single Account

To see your emails:

- Log into CJSM.
- By default, the landing page is your webmail account and takes you into your '**Inbox**' folder.
- To see emails in another folder, select from other folders which are visible on the first column on the left-hand side of the screen. Click the name of the folder you want to view.
- To view a particular email, click on the email on the second column of your screen and the contents of the email will display on the third column on your right-hand side of the screen.

## 1.2 Email: View - Multiple Mailboxes

To see your emails:

- Log into CJSM.
- By default, the landing page is your webmail account and takes you into your '**Inbox**' folder.
- If you have been given access to more than one **CJSM mailbox**, you can see which Inbox you are currently viewing by looking at the top right corner of the screen.
- To switch to a different mailbox, click on the down arrow on the box next to your **username**. This will show you what other mailboxes you have access to.
- Click on the name of the mailbox you want to view.

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com).

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### 1.3 Email: Create

To create a new email:

- Click on '**Compose**' in the tool bar on the left-hand side of the screen. This will bring up a new '**Compose**' screen.
- Enter the recipient email addresses in the '**To**', field. To add names to the '**Cc**' and / or '**Bcc**' fields, click on '**Add Cc**' or '**Add Bcc**' as appropriate.
- Add a suitable subject in the '**Subject**' field.
- Type your message.
- When you have finished typing your email, you can choose to save it as a draft which you can return to later by clicking on '**Save**.' The message will stay open. After saving the draft, press 'Cancel' to go back to the main Inbox screen.
- If you want to send your email immediately, click on '**Send**'.
- To delete an email without sending or saving it, click on '**Cancel**'.

### 1.4 Email: Create - Add Recipients

To add more recipients to an email:

- After adding recipients to the '**To**' field using the address book or autocomplete features, you may wish to add recipients to the '**Cc**' or '**Bcc**' fields.
- Under the '**To**' field, click on '**Add Cc**' or '**Add Bcc**'. This adds another field to the message, enabling you to fill in additional recipients. Start typing the desired recipients to initiate autocomplete, or find the recipients within your **Personal Addresses**. Select the desired recipients and they will be added to the chosen recipient field.

## 1.5 Email: Reply / Forward

- In your '**Inbox**', select the email you want to reply to by clicking on the sender's name or email subject. This will open the email.
- To reply to the person who sent the email click on the '**Reply**' icon in the toolbar on the top left of the screen. This will bring up a new compose screen with the sender's address in the '**To**' field.
- If you want to reply to all the people who received the original email, click on the '**Reply all**' icon. This will bring up a new Compose screen with all recipients' addresses in the '**To**' and '**Cc**' fields.
- If you want to forward the email to another contact, click on the '**Forward**' icon. This will bring up a new Compose screen that includes the original message in the message body. Enter the email address(s) of your recipient(s) in the '**To**' field in the same way as you would with any other new message.
- After writing the message, you can choose to save it as a draft by clicking on '**Save**'. The message will stay open. To close it, click on '**Cancel**'.
- If you want to send your email immediately, click on '**Send**'.

## 1.6 Email: Edit

To return to a draft email:

- Select '**Mail**' from the menu on the top right of the screen. This will automatically take you into your **Inbox** folder.
- Select '**Drafts**' from the Inbox sidebar to go to the Drafts folder.
- To view a particular email, select it from the list. To edit the draft email, click on '**Edit**' next to the '**This is a draft message**' warning.
- When you have completed your edit, you can choose to save the email again by clicking on '**Save**'. The message will stay open. To close it and go back to the Inbox, click on '**Cancel**'.
- If you want to send your email immediately, click on '**Send**'.

## 1.7 Email: Edit - Spell Check

To perform a spell check on the email you are working on, click on '**Spell**'. Select underlined words in the message body to view suggested corrections, and choose the appropriate word. When you have completed the spell check, click on '**Spell**' again to go back to the email.

## 1.8 Email: Edit - Add / Remove an Attachment

To add an attachment to an email:

- Click on '**Compose**' in the tool bar on the left-hand side of the screen. This will bring up a new '**Compose**' screen.
- When you have finished typing your email, either click on '**Attach**' on the Inbox toolbar or '**Attach a file**' on the attachment sidebar. An explorer window opens.
- Search your system for the file you want to attach.
- When you have found the relevant file, double click on it to attach it. The name of the file you have attached will appear in the attachment sidebar.
- If you want to attach more files, repeat the process.

To remove an attachment from a draft email:

- Open the draft email you want to remove the attachment from. Attached files will be shown listed in the attachment sidebar, with a Delete icon next to each one.
- Click on the '**Delete**' icon next to the attachment(s) you want to remove.

## 1.9 Email: Edit - Delete

To delete an email:

- Find the email you want to delete and open it by selecting it.
- Click on the '**Delete**' icon.

## 2.0 Email: Manage / Organise

To create a new folder:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- Navigate to the '**Folders**' section of the '**Settings**' page.
- Click on the '**Create new folder**' icon (+) at the bottom of the '**Folders**' column.
- Give the new folder a name and choose its parent folder, if it should be placed inside an existing folder.
- Click on '**Save**' to save changes and the new folder is added successfully.

To delete a folder:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- Navigate to the '**Folders**' section of the '**Settings**' page.
- Toggle the switch next to the folder(s) you wish to delete, then click on the '**Folder actions**' icon and select '**Delete**'.
- Click on '**OK**' in the message that appears, to confirm the deletion.
- If you want to cancel the deletion, click on '**Cancel**' to go back to the previous screen.



## 2.1 Email: Manage / Organise - Shared Folders

To view shared folders:

- The shared folders you are currently able to share are visible on the first column on the left-hand side of the screen.
- Shared folders will be clearly marked with a (+) icon next to 'Shared'. Click on (+) icon, to display the person that shared the folder.

To review permissions for shared folders:

- Click on '**Settings**' on the right-hand side of the screen.
- Click on '**Folders**' in the Settings column, select the folder from the '**Folders**' column.
- The '**Folder properties**' column screen will display the sharing rights, who else can view it and what type of viewing permission they have.

To give read-only permissions to another user:

- Follow the instructions for reviewing permissions for shared folders.
- Click on (+) icon below the **Sharing** field, the '**Add Entry**' screen is displayed.
- Enter the name of the user you want to add into the '**Identifier – user field**'.
- Select the '**Read**' button only, in the '**Access Rights**' to give read-only permission.
- Click on '**Save**' to automatically add the person to that folder. Their email will appear in the **Sharing** list.
- Click on '**Save**' and a **star (highlighted in yellow)** icon will appear only under '**Read**' permission, indicating that the user has read-only access to the folder.
- Repeat this process for other users you want to share the folder with.

Please note: you can only choose to share folders with other CJSM users within your organisation.

To give write / delete permissions to another user:

- Follow the instructions for giving read-only permissions for shared folders.
- Enter the name of the user you want to add into the '**Identifier – user field**'.
- Select the '**Write**' or '**Delete**' button in the '**Access Right**' to give them permission for that folder.
- Click on '**Save**' to automatically add the person to that folder. Their email will appear in the **Sharing** list.
- Click on '**Save**' and a **star (highlighted in yellow)** icon will appear under the given permission indicating the access the user has to the folder.

Please note: you can only choose to share folders with other CJSM users within your organisation.

To withdraw permissions from another user:

- Follow the instructions for reviewing permissions for shared folders.
- People who can view the folder are listed in the '**Sharing**' section.
- Select the name of the person you want to withdraw add / delete permissions from. The '**Edit permission**' screen will display and in the '**Identifier- user field**' the name of the person will appear.
- To withdraw their permission, deselect the button to add messages to or delete messages from the folder then click on '**Save**'.
- To stop a person being able to view the folder completely, select the person then click on the '**Access right action**' icon below and select '**Delete**'.
- A confirmation screen will appear to confirm if you want to remove the access right from the person. Click on '**OK**' to confirm the changes.

## 2.2 Email: Manage / Organise - Find Messages

You can search for message(s) from any of the folders using the search field on the right-hand side of the screen

- Search for a particular message by selecting from the search drop-down arrow or entering:
  - a) The name of the person it was from or to;
  - b) The date it was sent or received;
  - c) Its subject;
  - d) By folder
- Any keywords in the body of the message.
- Also, you can filter the search by, '**All**', '**Unread**', '**Flagged**', '**Unanswered**', '**Deleted**', '**Not deleted**', '**With attachment**', '**Priority**', '**Highest**', '**High**', '**Normal**', '**Low**', '**Lowest**'.
- If you have access to more than one mailbox, check which one you are searching in by switching your mailbox, on the top right-hand corner of the screen.
- Select the folder you want to search in.
- When you have entered the relevant search criteria, click on the '**Search**' icon on the right-hand side of the screen. Any emails that meet the criteria will be listed below.
- To perform a new search, click on (**x**) icon in the search field and repeat the process.

## 2.3 Email: Manage / Organise - Move Messages

To move a single email:

You can move a single email message to a different folder in one of two ways:

- Follow the instructions for finding messages.
- When you have found the email that you want to move, click on the email and then drag it into the folder that you want.
- The email will automatically be moved to that folder
  
- Alternatively, select the email that you want to move, click on '**More**' and select '**Move to**', and then select which folder you want to move the email to.
- The email will automatically be moved to that folder.

## 2.4 Email: Manage / Organise - Copy Messages

To copy single emails:

You can copy a single email message to a different folder in one of two ways:

- Follow the instructions for finding messages.
- When you have found the email that you want to copy, right click on the message and right click on '**More**'. Then select '**Copy to**' and select the folder you want.
- The email will automatically be copied to that folder.
  
- Alternatively, click on '**More**' on the top of the screen, select '**Copy to**', and then select the folder you want to copy the email to.
- The email will automatically be copied to that folder.

## 2.5 Email: Settings - Options

To see your current email options:

- Select '**Settings**' from the menu in the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.

Messages per folder view:

To change the number of messages that are displayed on each page:

- Select '**Settings**' from the menu in the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- In the '**Section**' column of the '**Preferences**' tab select '**Mailbox View**'.
- In the field next to '**Rows per page**' enter the number of messages that should be displayed per page.
- Click on '**Save**' to confirm the change.

Replying to emails:

To choose how the original content of the email you are replying to is handled:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- In the '**Section**' column of the '**Preferences**' tab select '**Composing Messages**'.
- In the drop-down menu next to '**When replying**' choose from the following options for how to handle to the original message:
  - a) Do not quote the original message
  - b) Start new message below original
  - c) Start new message above original
- Click on '**Save**' to confirm the change.

## Requesting receipts

To request a read or delivery receipt for every email you send:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- In the '**Section**' column of the '**Preferences**' tab, then select '**Composing Messages**'.
- Toggle the switch next to '**Always request a return receipt**' to request a receipt for emails you send.
- Click on the '**Save**' button to save the changes.
- Stop receipt requests at any time by turning off the switch and saving the changes.

## Sending receipts

- To set your default options for dealing with requests for receipts from other users:
- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- In the '**Section**' column of the '**Preferences**' tab, then select '**Mailbox View**'.
- Using the drop-down menu next to '**On request for return receipt**' choose the option you prefer, from:
  - a) Ask each time
  - b) Send automatically
  - c) Send receipt to my contacts, otherwise ask
  - d) Send receipt to my contacts, otherwise ignore
  - e) Ignore request
- Click on '**Save**' to save the changes.

## Adding / amending a signature to emails:

To add a signature to your email or amend your existing signature, for example with your name, job title and telephone number:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- Go to the '**Signature**' tab of the '**Settings**' page. In the '**Signature**' column, choose the email address for which you wish to add a signature.
- Add the signature into the '**Signature**' field. Toggle the switch next to '**HTML signature**' to enable HTML text editing features such as bold text, web links and images.
- Click on '**Save**' to confirm the signature.

To choose when to add the signature to emails:

- In the '**Preferences**' tab of the '**Settings**' menu, choose '**Composing Messages**' from the '**Section**' column.
- In the '**Signature Options**' section, choose when to add the signature automatically, as well as whether to:
  - a) Place the signature below the quoted message.
  - b) When replying remove the original signature from message.
  - c) Force standard separator in signatures.
- Click on '**Save**' to confirm any changes.

Automatic spell check:

To request an automatic spell check before you send a message:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab. Within the '**Preferences**' menu, select '**Composing Messages**'.
- In the '**Spellcheck Options**' section, toggle the switch next to '**Check spelling before sending a message**'.
- Click on '**Save**' to save your changes.



## 2.6 Email: Settings - Filters

To create a new email filter:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- Select '**Filters**' from the '**Settings**' menu.
- In the '**Filters**' list, press the '**Add filter**' (+) icon.
- Give your filter a name.
- Select how you will identify which emails you want the filter to apply to. For example, if you want it to apply to all emails from a particular person, use the drop-down menu to choose the '**From**' field, and set the next option as '**is equal to**,' then enter their name or email address in the adjacent field.
- Follow the instructions below for the type of filter you want to set.

To automatically forward emails to a particular folder:

- Follow the instructions above for creating a new email filter.
- In the first drop-down menu under '**execute the following actions**', choose '**Move message to**'.
- In the second drop-down menu, choose the folder to which the message should be moved.
- Click on '**Save**' to save your changes and activate the filter.

To automatically forward certain emails to another secure email address:

- Follow the instructions above for creating a new email filter.
- In the first drop-down menu under 'execute the following actions,' choose '**Redirect message to**'.
- In the adjacent field, enter the email address of the intended recipient.
- Click on '**Save**' to save your changes and activate the filter.

To automatically delete certain emails:

- Follow the instructions above for creating a new email filter.
- In the first drop-down menu under 'execute the following actions,' choose '**Delete message**'.
- Click on '**Save**' to save your changes and activate the filter.

## 2.7 Email: Settings - Out of Office

To switch on an 'Out of Office' message:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab. From the Settings sidebar, select '**Auto Reply**'.
- Fill out the subject, message body for the automatic response, and set start/end dates.
- Ensure that '**Status**' is set to '**On**'
- Click on '**Save**' to confirm the Out of Office message.

To turn off an 'Out of Office' message:

- Select '**Settings**' from the menu on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab. From the Settings sidebar, select '**Auto Reply**'.
- Set the '**Status**' option to '**Off**'.
- Click on '**Save**' to confirm the Out of Office message.

## 2.8 Email: Settings - Change password

To change your password:

- Click on '**Settings**' on the toolbar on the top right of the screen.
- This will open the '**Settings**' page at the '**Preferences**' tab.
- Choose the '**Change Password**' option from the '**Settings**' list.
- At the '**Create a new password**' window, enter your existing password in the appropriate field.
- Enter your new password, making sure it conforms to the requirements of being at least **8 characters long** and containing at least one: **uppercase letter**; **lowercase letter**; **a number between 0-9**; and a **non-alphabetic character**, for example, a pound sign or punctuation mark.

Once you have confirmed your new password, click on '**OK**' to save the changes.