

End User Guide for Mail App

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Chapter 1. Getting Started

What is the Mail App?

Here you can find information about the Mail App.

The Mail App is a mobile application that allows you to perform all necessary operations with your emails.

You can send, receive, and organise emails.

What are Mail App Credentials?

Learn what are "credentials" in the Mail App.

Credentials are your unique username and password for your Mail App account. In order to use the Mail App, you have to create an account with your username, full name, and password. To learn how to create an account, see the [How to Create a Mail App Account? \(on page 1\)](#) page.

Each time you want to log in to your Mail App, you will be prompted to enter the credentials you chose when creating your account in order to validate your identity and access your emails.

How to Create a Mail App Account?

Learn how to create an account in your Mail App.

You have to install the Mail App from the App store.

Creating an account is a requirement to use the Mail App. With your unique credentials, you can log into your app and operate with your emails.

To learn what credentials are, check the [What are Mail App Credentials? \(on page 1\)](#) page.

1. Open the Mail App.
2. Click "Create new account" button.
3. Enter your first name in the "First name" field.
4. Enter your last name in the "Last name" field.
5. Enter a username in the "Username" field.
6. Enter a password in the "Password" field.
7. Confirm password in the "Confirm password" field.
8. Click "Create" button.

If all your data is correct, you will see a confirmation message saying "Account created successfully. You can log in using your username and password.".

If the data is incorrect you will be prompted to re-enter the fields with incorrect input.

A user called John Doe wants to create an account in his Mail App.

The user clicks the "Create new account button" and enters "John" in the "First name" field, "Doe" for the "Last name" field. Then they type in their desired username - "johndoe" in the "Username" field and pick a secure password in the "Password" field. They re-type the same password in "Confirm password" and click "Create".

John Doe now has an account in Mail App and can use "johndoe" and their password to log in next time they are required to.

How to Log In your Mail App?

Learn how to log into your Mail App.

You have to have an account in the Mail App. If you don't have one, see the [How to Create a Mail App Account? \(on page 1\)](#) page.

Occasionally you are required to log in your account in the Mail App. To do this, follow these steps:

1. In the welcome page, click the "Log in" button
2. Type in your username.
3. Type in your password.
4. Click "Log me in" button.

If your credentials are valid, you should now see your inbox folder. If they are wrong you will be prompted to re-enter them.

If you are having issues remembering your credentials click the "Reset password" button. If you need help resetting your password, see the [How to Restore a Password? \(on page 2\)](#) guide.

How to Restore a Password?

Find instructions on how to reset the password for your Mail App account.

You have to have an account in the Mail App. If you don't have one, see the [How to Create a Mail App Account? \(on page 1\)](#) page.

If you're having trouble logging into your existing account, you can reset your password.

1. Click the "Reset password" button.
2. Enter your username.

3. Enter new password.
4. Confirm new password.

You will be redirected to the Log In page where you can enter your user name and new password.

Chapter 2. Receiving mail

How to Receive mail?

Here you can find information on how to receive mail using the Mail App.

In order to be able to receive emails in your Mail App, you have to have it installed on your mobile device and be logged in.

See the [How to Log In your Mail App? \(on page 2\)](#) guide to learn how you can sign in.

1. Open Mail App.
2. Enter your credentials.
3. Go to your "Inbox" folder.

You will be able to see a list of your incoming emails sorted by latest receiving date.

If you are receiving unwanted emails, check out the [Why am I Receiving unwanted emails? \(on page 4\)](#) page.

Why am I Receiving unwanted emails?

Learn about spam and how to avoid it in your Mail App.

A spam email is an unwanted email that you received in your Inbox. Those emails could be the result of registering in an unverified website or signing up for an email list involuntarily. Those emails could be harmless or contain virus links in them. We strongly advise moving them to your "Spam" folder and separate them from your Inbox.

You can remove those emails by marking them as "Spam". See the [How to Mark an Email as Spam? \(on page 6\)](#) guide for instructions.

Chapter 3. Sending mail

How to Send an Email?

Learn how to send an email using the Mail App.

You are required to be logged in in order to use this feature. See the [How to Log In your Mail App? \(on page 2\)](#) for more information.

You can send email to anyone using the Mail App. To do so, follow these steps.

1. Click the "New Mail" button.
2. Enter the email of the receiver/receivers.
3. Enter the subject of the email.
4. Compose the email.
5. Click send.

Your email is now sent. You can double check this in your "Sent" folder. To learn more about Mail organization see the [Mail App Organization Folders \(on page 6\)](#) page.

You want to send an email to "johndoe@email.com" asking them about their vacation.

Click the "New Mail" button. Enter "johndoe@email.com" in the first field. Enter the subject, for example, "Welcome back from your vacation!". Compose a message. Click the "Send" button.

Chapter 4. Organizing mail

How to Create a Folder?

Learn how to create a custom folder to organize your emails.

You have to be logged into your Mail App account.

Organizing email is an easy way to browse through your mails. Aside from your basic folders, explained in [Mail App Organization Folders \(on page 6\)](#), you can have custom ones by following these steps.

1. Click "Add new folder" button.
2. Type in the folder name
3. Type in description (optional).
4. Click "Add" button.

You now have a new custom folder where you can move your emails.

To create a custom folder for, let's say, "Marketing offers", click the "Add new folder" button. Name the folder "Marketing offers", write a short description "Containing vouchers and discounts for my mailing lists.", and click "Add button."

How to Mark an Email as Spam?

Learn how to mark an email as a spam.

If you are receiving unwanted emails you can organize them by marking them as spam. The Mail App has a Spam folder that separates them from the rest of your inbox. If you're unsure as of why you are receiving those email, see the [Why am I Receiving unwanted emails? \(on page 4\)](#) page.

1. Open the email.
2. Click the burger icon in the right top corner.
3. Select "Mark as Spam"

The unwanted email is moved to the spam folder. Future emails from this sender will be moved there as well.

Mail App Organization Folders

Learn how the Mail App organizes your emails.

Folder Types

The mail app offers an organization tool to help you navigate through your emails. There are four base folders and you can create a custom one. If you want to create a custom folder, see the [How to Create a Folder? \(on page 6\)](#) guide.

Table 1. Basic Folder Types

Folder Name	Folder Purpose
Inbox	This folder contains your received emails.
Sent	This folder contains the emails that you sent.
Spam	This folder contains the emails you marked as "Spam".
Deleted	This folder contains the emails you deleted.