
Smart Mail: User Manual of Webmail

English Version 2.0



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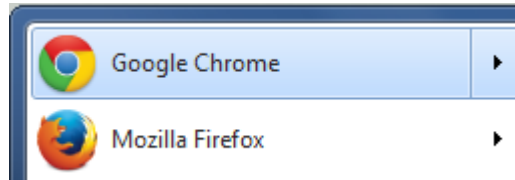
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1 INTRODUCTION

KSC Webmail is quite similar to other web-based E-mail services that are accessible from any standard web browsers, such as [Google Chrome](#) or [Mozilla Firefox](#). It's a web-based program working as client-based program and packed with abundant functions.

1.1 How to start

- 1) Open web browser on your computer.



Picture 1 Open web browser

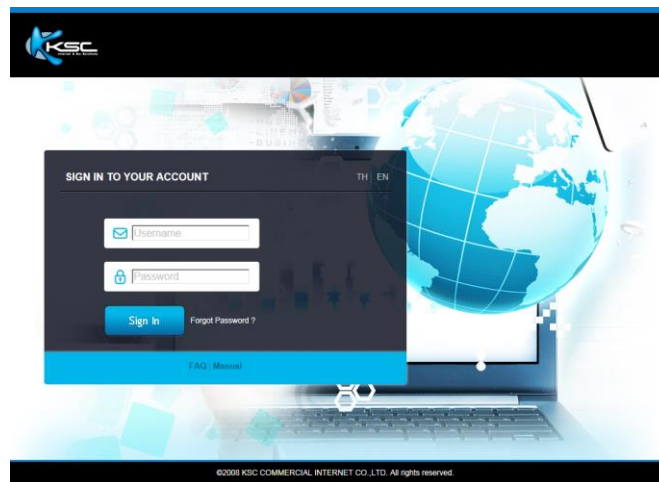
**** Google Chrome or Firefox are recommended.**

- 2) Type URL, for example <http://mail.th.com> in the address bar on the top left of the page. You can contact Administrator or Postmaster to request for correct URL.



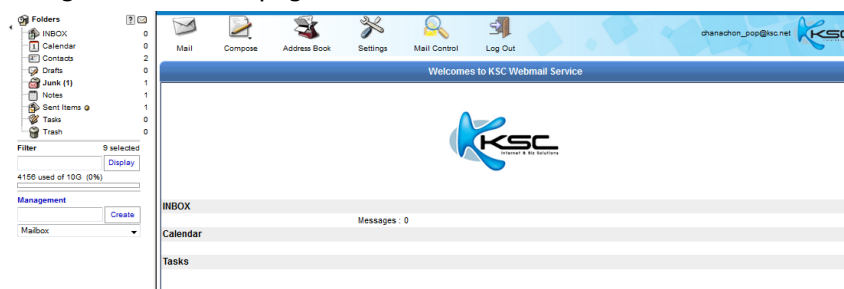
Picture 2 Type URL to go to Webmail service.

- 3) At Webmail service page, fill in your email ("youremail@ksc.th.com") and password. Click "Sign In" button.



Picture 3 Webmail login page

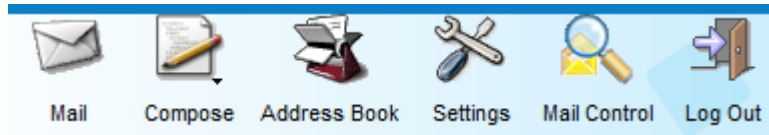
- 4) You will get into the first page of the service.









Picture 4 First page of Webmail service

1.2 Webmail composition

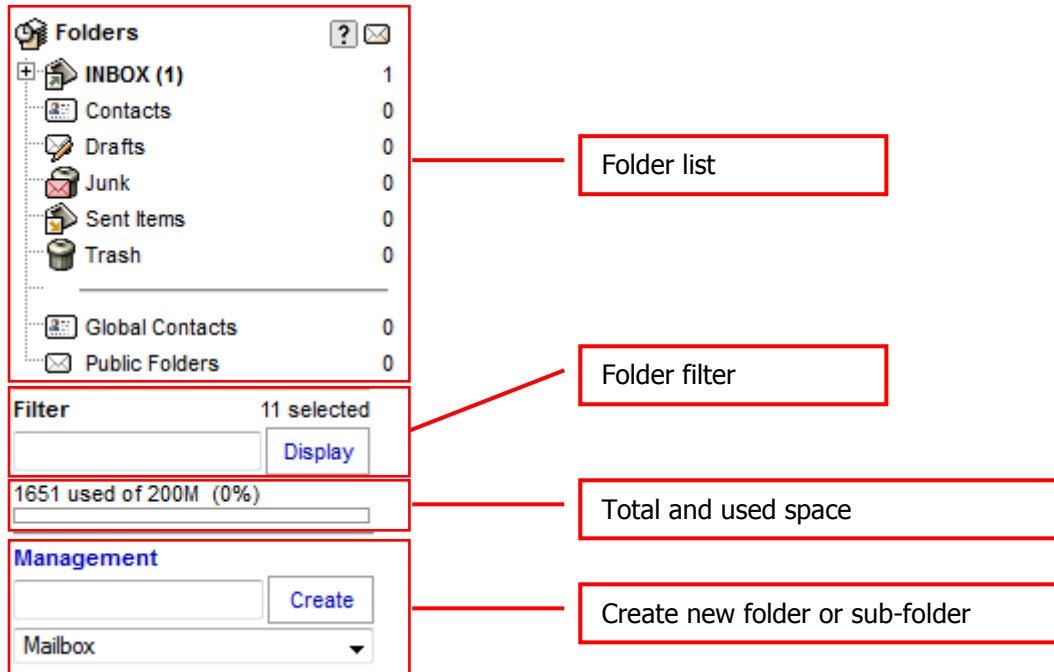
1) Menu bar: It gives you access to sets of Webmail functions.



Picture 5 Menu bar

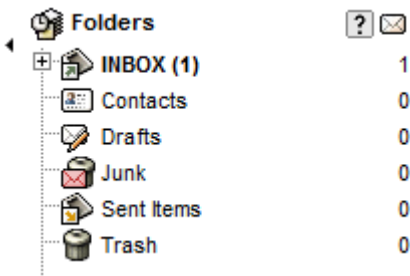
	Click to lists all Mailboxes in your account.
	Click to to compose a new message, and send it.
	Click to to browse your Contact-type (Address Book)
	Click to setup webmail configuration
	Click to manage rule and auto reply message (Vacation Message)
	Click to log out

2) Folder Tool



Picture 6 Folder management tools

Section 1 Account Folder



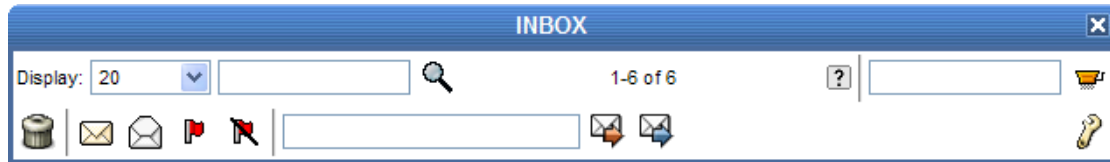
Section 2 Additional Folder



Picture 7 Folder and sub-folder beneath

3) Sub menu: There are sub-menus of each function. Picture below shows the sub-menu of mailbox.

Section 1 You can change status, redirect and forward messages. This sub-menu appears on the top.









Picture 8 Sub-menus of mailbox on the top

Section 2 You can change status, move and copy messages. This sub-menu appears at the bottom.



Picture 9 Sub-menus of mailbox at the bottom

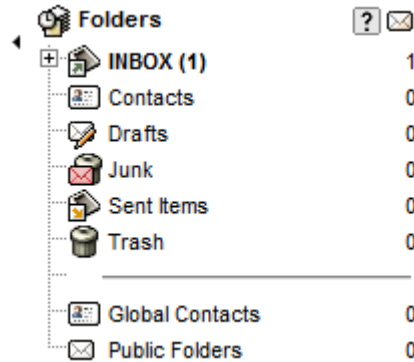
4) Main Function Button: These buttons are shown in every function.

	Close Window
	Ok/ Update
	Cancel
	Help
	Save
	Edit

2 FOLDER/ MAILBOX

For Webmail, User can create multi-mailboxes or multi-level mailboxes.

See picture 10 below, the number in the parentheses behind "INBOX" shows the number(s) of unread message(S), and the number(s) on the right shows the total message(s) in this folder.










Picture 10 Mailboxes that you can create as you desire

2.1 Account/ additional folder

There are 2 types of folder in Webmail system.

- 1) Account Folder: Sets of folder that are automatically created. You can't delete, edit or rename, however you can create sub-folders.

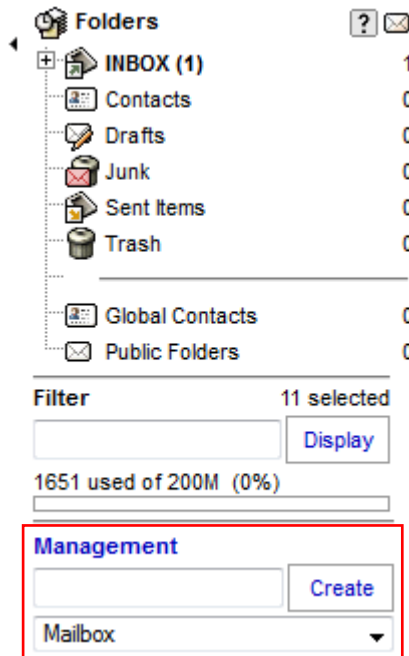
	Inbox: Store incoming message. The new E-mail message always comes to this folder.
	Contacts: Store contact list.
	Drafts: Store draft message or message that is saved as draft.
	Junk: Store junk E-mail message or spam message filtered by plug-in spam.
	Sent Items: Store sent message. The copy of sent message is stored here.
	Trash: Store trash message. The deleted message is stored here. Clear this folder by clicking "Empty Trash" 

- 2) Additional Folders: Sets of personal folders that are created by user to classify messages or information.

2.2 Create mailbox/ folder

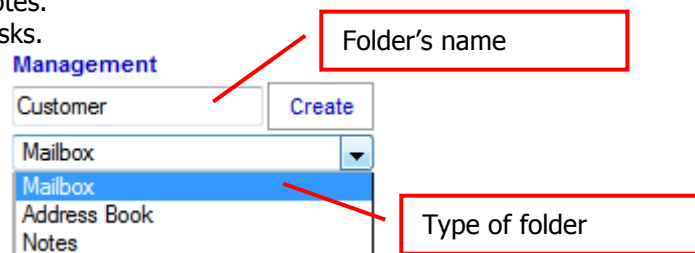
User can create mailbox/ folder as desires by just follow the steps below.

- 1) Tools to create mailbox/ folder are in "Folder List Viewer and Management Tool" on the left.



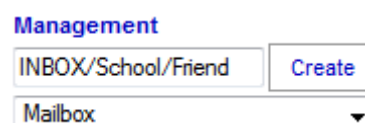
Picture 11 Tools to create new mailbox

- 2) Fill in the name of mailbox/ folder that you would like to create. You are able to create 5 categories of mailboxes.
 - Mailbox: To store E-mails.
 - Address Book: To store contacts.
 - Calendar: To store calendar.
 - Notes: To store notes.
 - Tasks: To store tasks.




Picture 12 How to create new folder's name

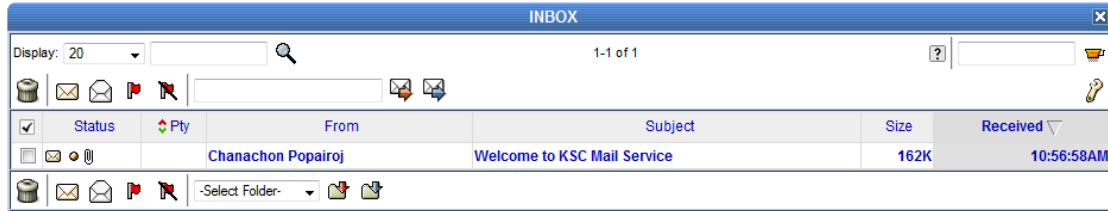
- 3) You can create sub-folder by using "/" between the names. For example, Contacts/Friend means "Contacts" is the main folder and "Friend" is the sub-folder, or INBOX/School/Friend means "INBOX" is the main folder, "School" is the sub-folder and "Friend" is the sub-folder under "School". X



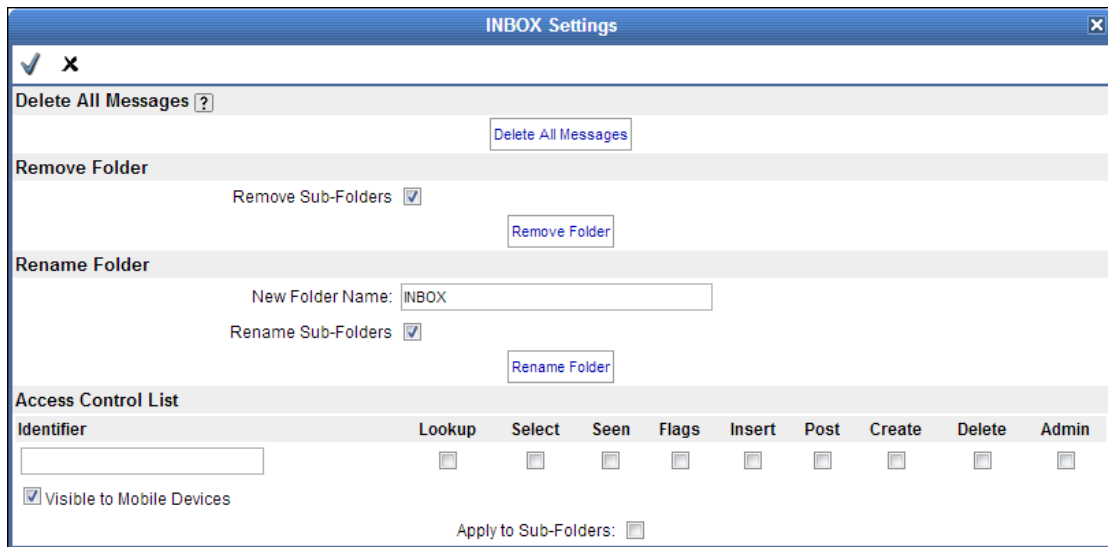
Picture 13 How to use "/" to create sub-folder

2.3 Set mailbox/ folder

You can set each mailbox/ folder by clicking the sign  "Settings" appeared on the right.



Picture 14 "Settings" sign for mailbox setting



Picture 15 How to set permission to access the folders

Delete All Messages	Delete all messages in mailbox
Remove Folder	Delete folder, and delete sub-folder by enabling "Remove Sub-Folders" function
Rename Folder	Raname the folder
Access Control List	Set permission to access each folder; Lookup – Able to see mailbox Select – Able to select and read messages in mailbox Seen – Able to see messages in mailbox Flags – Able to write and flag messages Insert – Able to add messages in mailbox Post – Able to post message in mailbox (currently not in use) Create – Able to create sub-folder in mailbox Delete – Able to delete message in mailbox Admin – Able to manage mailbox and set permission

3 SEND-RECEIVE E-MAIL

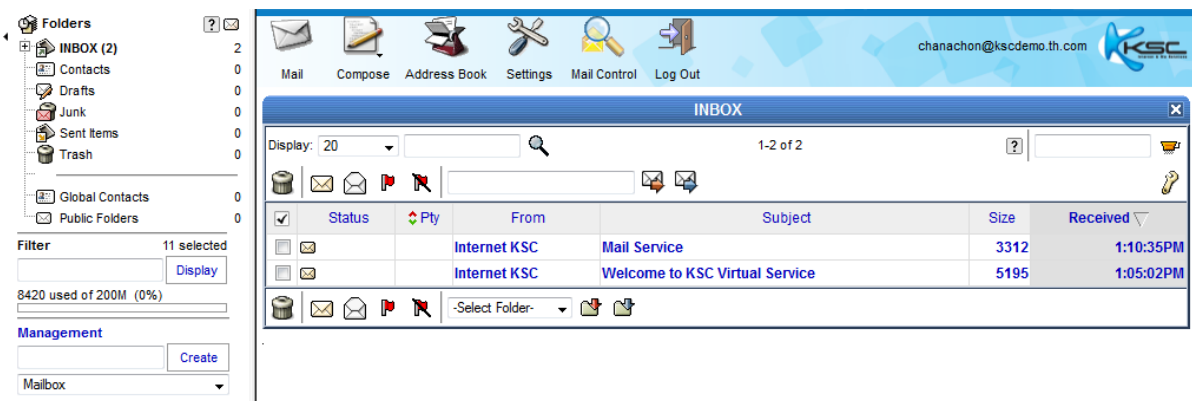
3.1 How to see new E-mail message

Normally after login, the system will redirect to the main page. Click "Unread" to see new E-mail message(s).



Picture 16 Unread messages shown on main page

Or you can access inbox. Click "INBOX" folder in "Folder List Viewer", or click "Mail" button. Both old and new E-mail messages will be shown.






















Picture 17 List of old and new E-mail messages

The status of each E-mail message will be shown, e.g. read, rank, attached or action (reply, forward, etc.) The details are as below.

	New and unread message
	Read message
	Message with attachment
	Message has been forwarded
	Message is replied
	Recently received message
	Message has been flagged

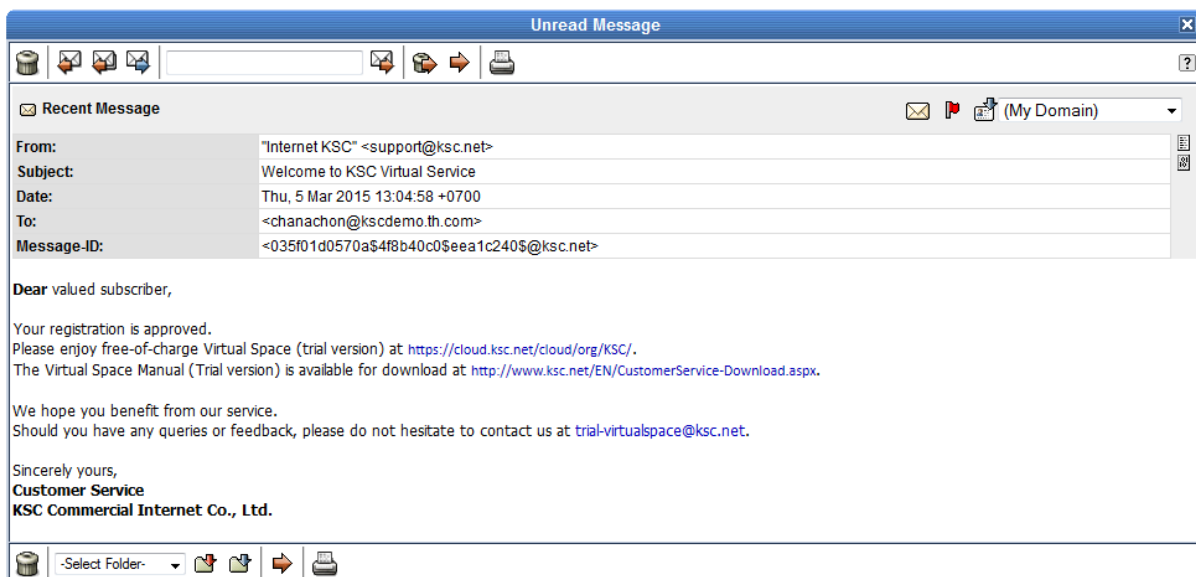
3.2 How to read new E-mail message

Click "From" or "Subject" of the message you desire to read.

	Delete: Delete message
	Reply: Reply to senders
	Reply to All: Reply to senders including CC list
	Forward: Forward message
	Redirect: Redirect to
	Previous: Go to previous message
	Delete & Next Unread: Delete message and go to next unread message
	Next Unread: Go to next unread message
	Print: Show ready to print format
	Unread: Set as unread message
	Flags: Flag the important message
	Unflag: Unflag the (used to) important message
	Take Address: Add sender's E-mail address to address book
	Show message header: Show message header as raw text
	Show entire message: Show all details of the message
	Move: Move current message to selected folder
	Copy: Copy current message to selected folder
	Jump to the bottom: Go to the bottom of the message
	Jump to the top: : Go to the top of the message

There are 2 types of received message;

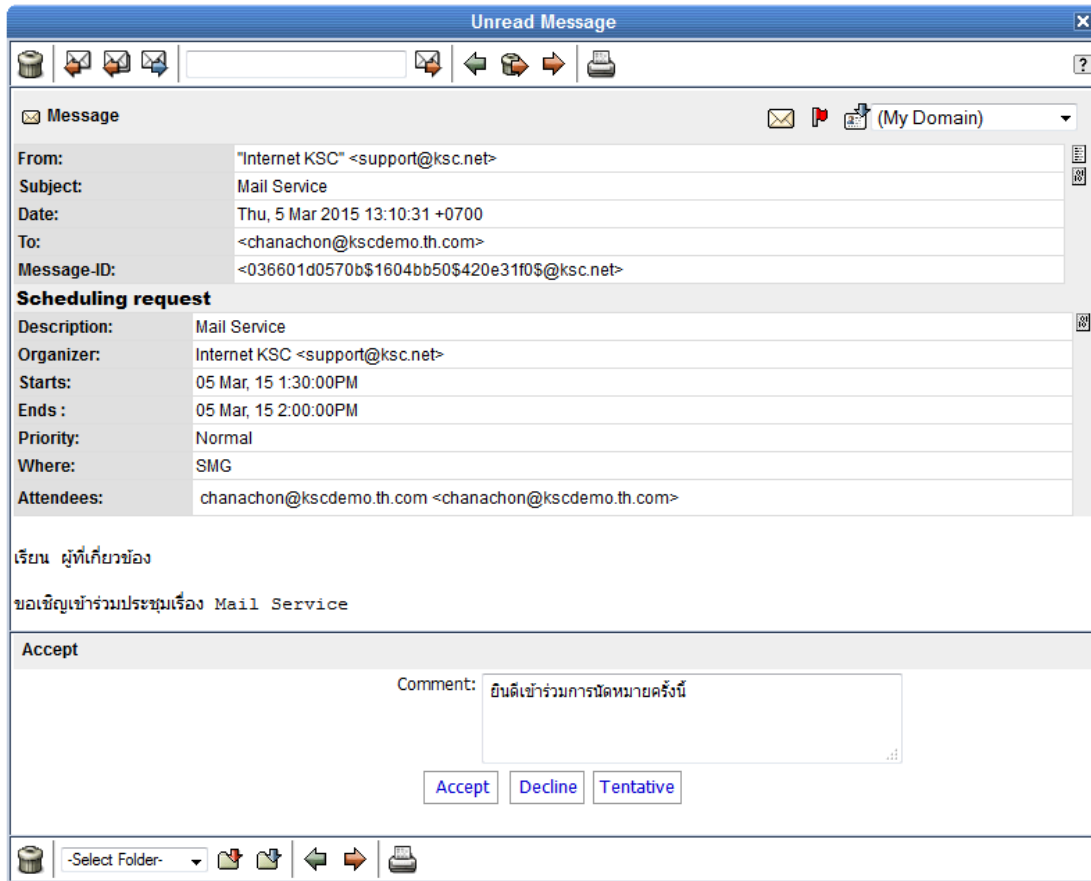
- 1) General E-mail message



Picture 18 General E-mail message


2) Calendar message: It is sent from whom creates the meeting date, and the receiver is invited to the meeting. Functions in calendar consist of;







- Accept: Accept to join the meeting
- Decline: Decline to join the meeting
- Tentative: Not sure yet

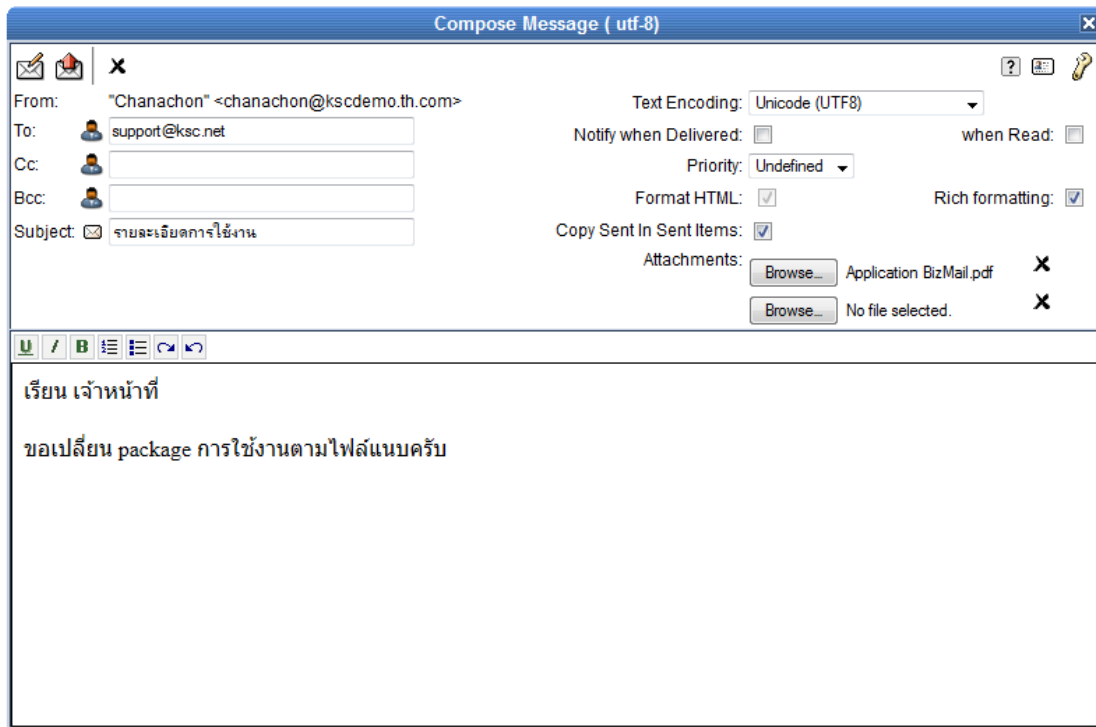


Picture 19 Calendar message

3.3 Composing a new E-mail message

In order to compose an E-mail message, you will need to create a new message by clicking the icon  on the menu bar. The following functions will be appeared.


	Save in Drafts: Save message as draft
	Send: Send message (message will be copied to sent items folder)
	Address Book: See address book (to select receivers' E-mail addresses)
	LDAP Search: Find information from directory
	Settings: Set how to send message
	Address Book: See address book (to select receivers' E-mail addresses)



Picture 20 Example of composing E-mail

From	Sender's name and E-mail address
To	Receiver's name and E-mail addresses
Cc	Receiver's name and E-mail addresss (carbon copy)
Bcc	Receiver's name and E-mail addresss (blind carbon copy)
Subject	Message topic
Attachment	Attached files
Text Encoding	Language for message
Notify when Delivered	Notice the sender when message is received
Notify when Read	Notice the sender when message is opened
Priority	Show priority of message consisting of Low, Medium, High and Undefined
Rich formatting	Show text functions consisting of bold, dark and italic
Copy Sent In Sent Items	Copy sent message to sent items folder



4 ADDRESS BOOK

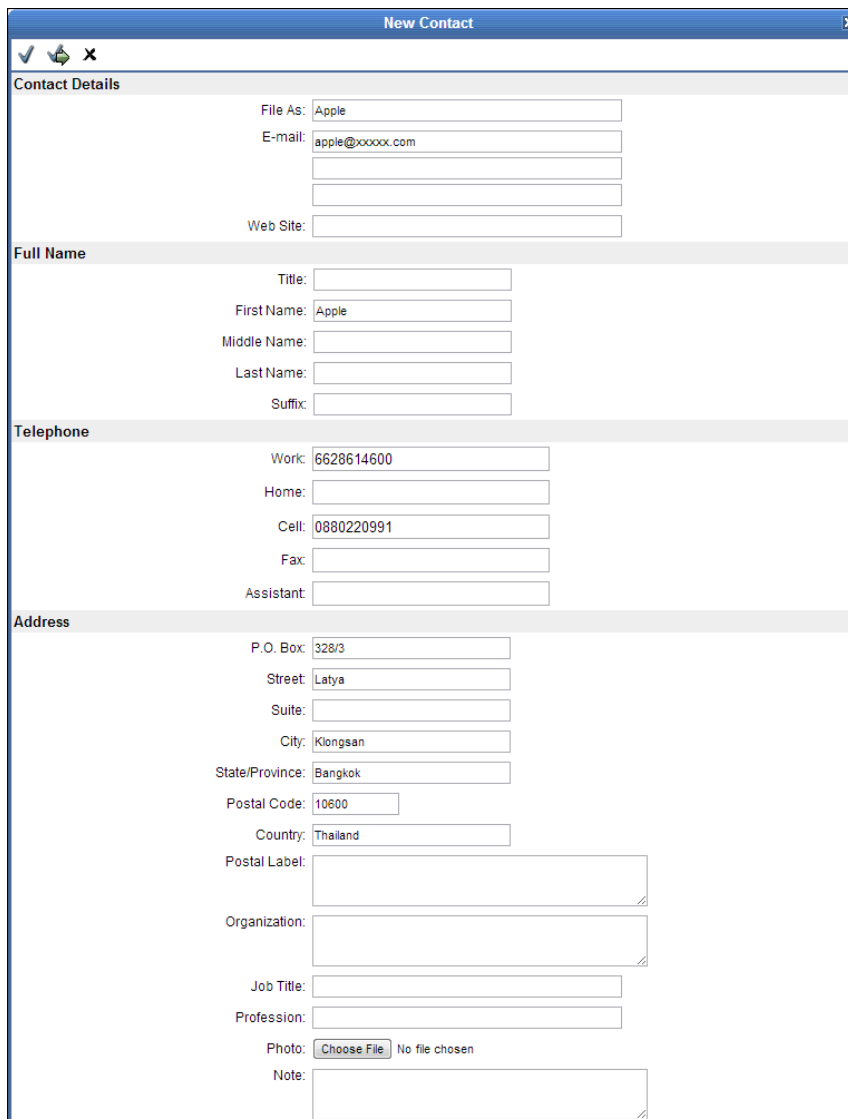
Click  button on menu bar to get into address book function.



Picture 21 Contacts address

4.1 Create new contact

Click  button on sub-menu of "Contacts". Fill in new contact information. Click  button to confirm.






The screenshot shows a "New Contact" form with the following sections and fields:

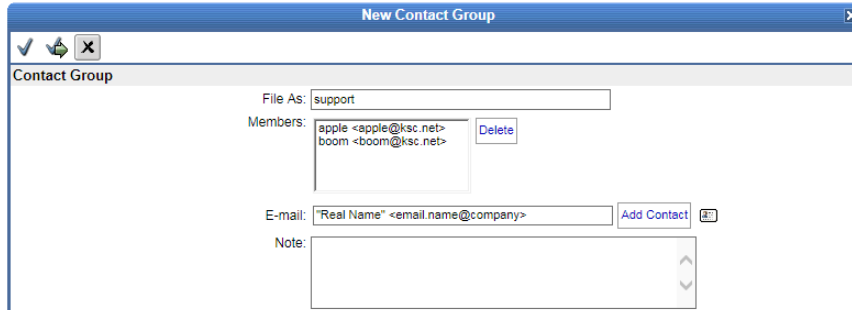
- Contact Details:** File As: Apple; E-mail: apple@xxxxxx.com; Web Site: (empty)
- Full Name:** Title: (empty); First Name: Apple; Middle Name: (empty); Last Name: (empty); Suffix: (empty)
- Telephone:** Work: 6628614600; Home: (empty); Cell: 0880220991; Fax: (empty); Assistant: (empty)
- Address:** P.O. Box: 328/3; Street: Latya; Suite: (empty); City: Klongsan; State/Province: Bangkok; Postal Code: 10600; Country: Thailand; Postal Label: (empty); Organization: (empty); Job Title: (empty); Profession: (empty); Photo: Choose File (No file chosen); Note: (empty)

Picture 22 Create new contact

4.2 Create contact group

Click  button on sub-menu of "Contacts". Fill in group's name behind "File As". Fill in new contact(s) behind "E-mail" or click  button to find contacts from address book.

Click "Add Contact" to add new contacts to the group. Click  button to confirm.





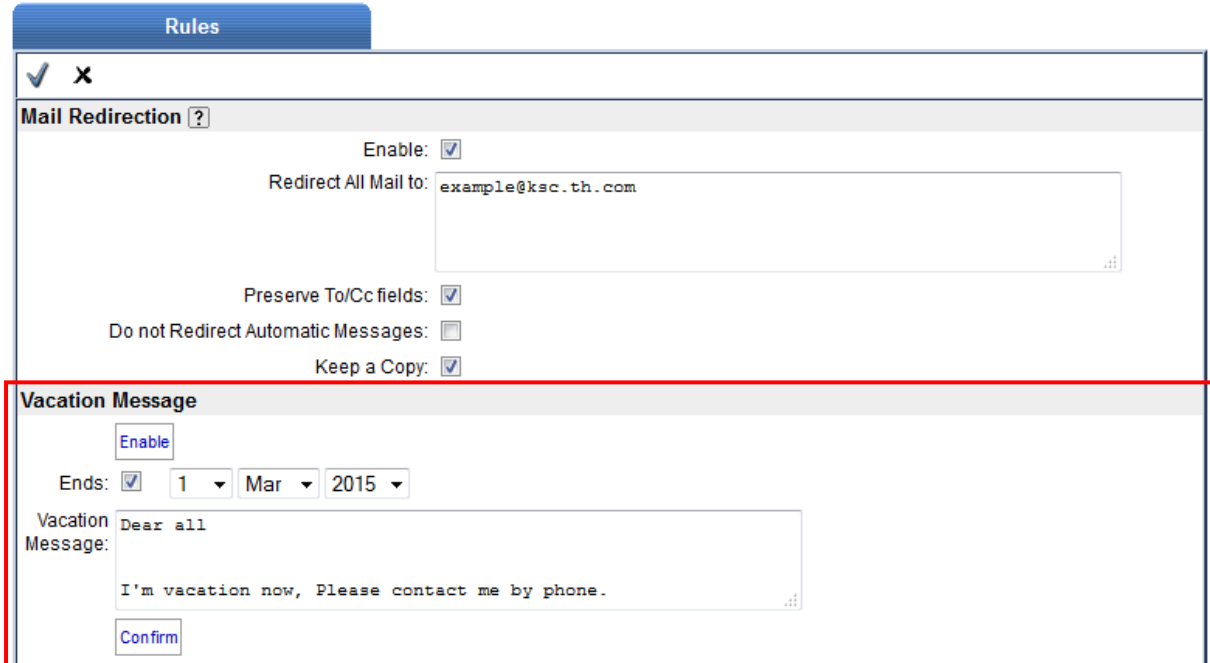
The screenshot shows a web browser window titled "New Contact Group". The interface includes a "Contact Group" section with a "File As:" text box containing the word "support". Below this is a "Members:" section with a list box containing two entries: "apple <apple@ksc.net>" and "boom <boom@ksc.net>". A "Delete" button is positioned to the right of the list box. At the bottom, there is an "E-mail:" section with a text box containing "Real Name" <email.name@company> and an "Add Contact" button. Below the "E-mail:" section is a "Note:" section with a large empty text area and a vertical scrollbar.

Picture 23 Create contact group

5 RULES AND PERSONAL SETTING

5.1 Create vacation message

In case user is on vacation or can't reply to incoming message, user can create auto-reply message by clicking  "Mail Control" button on menu bar, after that click "Rules". Fill in auto-reply messages behind "Vacation Message". Use special text "^F" in stead of sender's name, then click "Enable" to activate the function. When user needs to cancel auto-reply message, simply delete right sign from the square behind "Enable" then click  button to confirm.



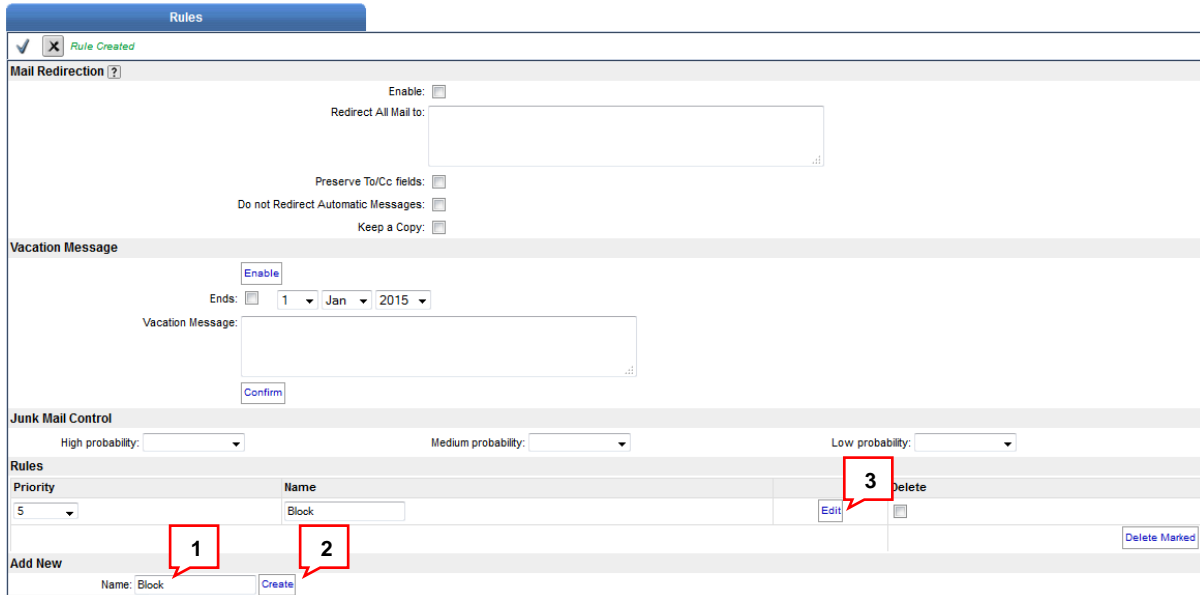
The screenshot shows a webmail interface with a 'Rules' window. The window has a title bar with a checkmark and a close button. Below the title bar, there are two sections: 'Mail Redirection' and 'Vacation Message'. The 'Mail Redirection' section includes an 'Enable' checkbox (checked), a text input field for 'Redirect All Mail to' containing 'example@ksc.th.com', a 'Preserve To/Cc fields' checkbox (checked), a 'Do not Redirect Automatic Messages' checkbox (unchecked), and a 'Keep a Copy' checkbox (checked). The 'Vacation Message' section is highlighted with a red border and includes an 'Enable' button, an 'Ends' section with a checked checkbox, a dropdown for '1', a dropdown for 'Mar', and a dropdown for '2015'. Below this is a text area for the 'Vacation Message' containing 'Dear all' and 'I'm vacation now, Please contact me by phone.' and a 'Confirm' button.

Picture 24 How to create auto-reply message

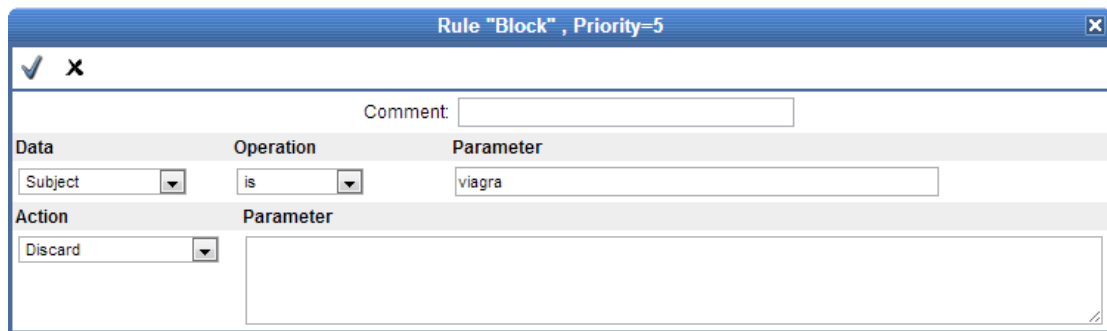
5.2 Create rules

Rules are created to manage and control incoming messages.

Start from add rule's name behind "Add New" then click "Create" button. Click "Edit" button to set rules and conditions.



Picture 25 Create rules' name



Picture 26 Create rules' condition

Rules consist of 2 main parts.

1) Data: Set the rules of information appeared in any message.

From	From (sender)
Sender	Sender
Return-Path	E-mail address to be replied
To	To (receiver)
Cc	Carbon copy to (receiver)
Any To or Cc	To or carbon copy to anyone (receiver)
Each To or Cc	To or carbon copy to a person (receiver)
Reply-To	Reply to (receiver)
'From' Name	From (sender) name
Subject	Subject
Message-id	Message-id
Message size	Message size
Time of Day	Time of message received
Current Date	Current date (Monday, Tuesday, Wednesday, etc.)
Current Day	Current day
Human Generated	Generated by human (not computer)
Header Filed	Message's header
Any Recipient	One recipient
Each Recipient	Every recipient
Existing Mailbox	Mailbox that was created
Source	Information source

2) Action: Set the rules that system must follow under some conditions

If data is []

Then Action []; follow the rules if following conditions appear

		Parameter
Store in	Store data in	Mailbox's name
Store Encrypted in	Store encrypted data in	Mailbox's name
Mark	Mark	
Add Header	Add Header	Header's message
Tag Subject	Add specific message in subject	message
Reject with	Reject with	message
Discard	Discard any action	
Stop Processing	Stop processing	
Remember 'Form' in	Save sender in	Address book's name
Accept Request	Accept request	

Example of how to create rules

Ex1- Discard (don't receive) invalid E-mail format

Data: Message-Id is not *@*

Action: Discard

Ex2- - Discard (don't receive) E-mail message that requests receiver to reply to info@xxx.com

Data: Return-Path is <info@xxx.com>

Action: Discard

Ex3- Mark flagged E-mail messages come after 8:15 a.m.

Data: Time Of Day is greater 8:15 a.m.

Action: Mark Flagged

Ex4- If E-mail header includes "X-Spam", add "X-Color" Header Field and add subject as [SPAM]

Remark: X-Color is the color command, here is set as red

Data: Header Field is X-Spam: *

Action: Header X-Color: red

Action: Tag Subject [SPAM]

Ex5- If E-mail subject includes *list*, mark flagged this E-mail as important message

Data: Sender is *list*

Action: Mark Flagged

Ex6- If E-mail message comes from abcdef.com, move to "ABCDEF" mailbox which is the sub-folder of "INBOX"

Data: From is *@abcdef.com


Action: Store in INBOX/ABCDEF

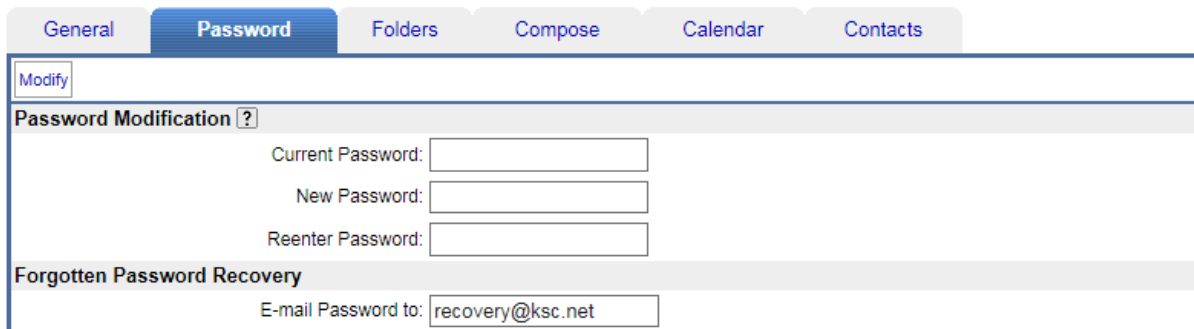
Ex7- If E-mail message comes from veerachart@xxx.com who are boss, mark flagged this E-mail as important message

Data: From is veerachart@xxx.com

Action: Mark Flagged

5.3 Change password

Click  "Setting" button, choose "Password" tab in sub-menu



The screenshot shows a webmail interface with a navigation bar containing tabs for General, Password, Folders, Compose, Calendar, and Contacts. The 'Password' tab is selected. Below the navigation bar is a 'Modify' button. The main content area is titled 'Password Modification ?' and contains three input fields: 'Current Password:', 'New Password:', and 'Reenter Password:'. Below this is a section titled 'Forgotten Password Recovery' with an input field for 'E-mail Password to:' containing the text 'recovery@ksc.net'.

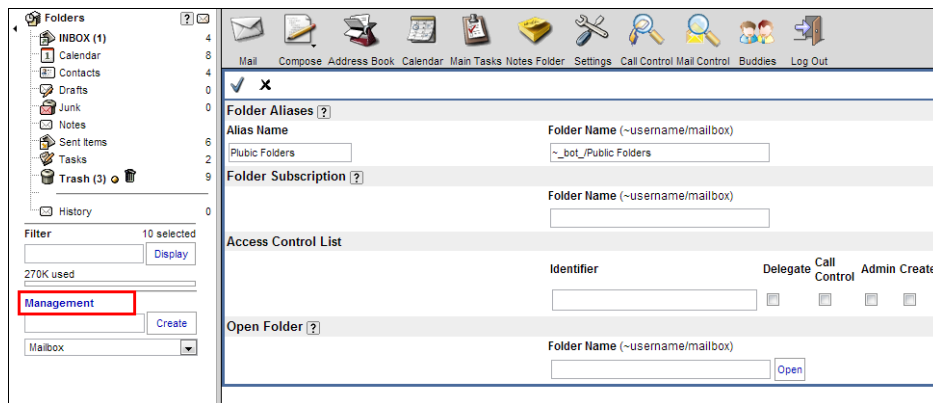
Picture 27 Change password

5.4 How to use foreign folder

Foreign Folder means other person’s folder which has access setting (Lookup, Select, Seen, Flags, etc.)



If you are permitted to access other person’s folder, you can use mentioned folder by clicking “Management” button appeared in tools bar on the left. In Folder Aliases page, fill the reference name of folder in “Alias Name”, fill the name of foreign folder in “Folder Name” by using the format “~username/folder_path”

In below example, Global Contacts is “Alias Name”, ~service/Contacts is “Folder Name”, to access Contacts folder of the user named “service”. Reference the mention folder with the name “Global Contact”.



Picture 30 แสดงการใช้งาน Foreign Folder

5.5 Create signature format

To create E-mail signature, click  “Setting” button on menu bar. Choose “Compose” tap in sub-menu. New window will be appeared. Add data and signature in the space behind “Signature”, then click  button to save.



Picture 31 Create signature format for E-mail message