



**GainCloud Systems**

# **Webmail User Guide**

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# Chapter 1

## 1 Introduction

This document provides end user usage guidance and documentation related to the Webmail or Mail Manager Service. The sections covered in this document are:

- a. *User Functions* – All important User functions of Webmail; also known as Mail Manager Service are covered in this section

# Chapter 2

## 2 User Functions

This section covers many commonly used user functions. These functions serve day-to-day functionality supported by the Webmail; also known as Mail Manager Service. We have tried to cover most functionalities with prudent details and steps-involved. Also included are illustrations (or screenshots) of respective pages wherever required.

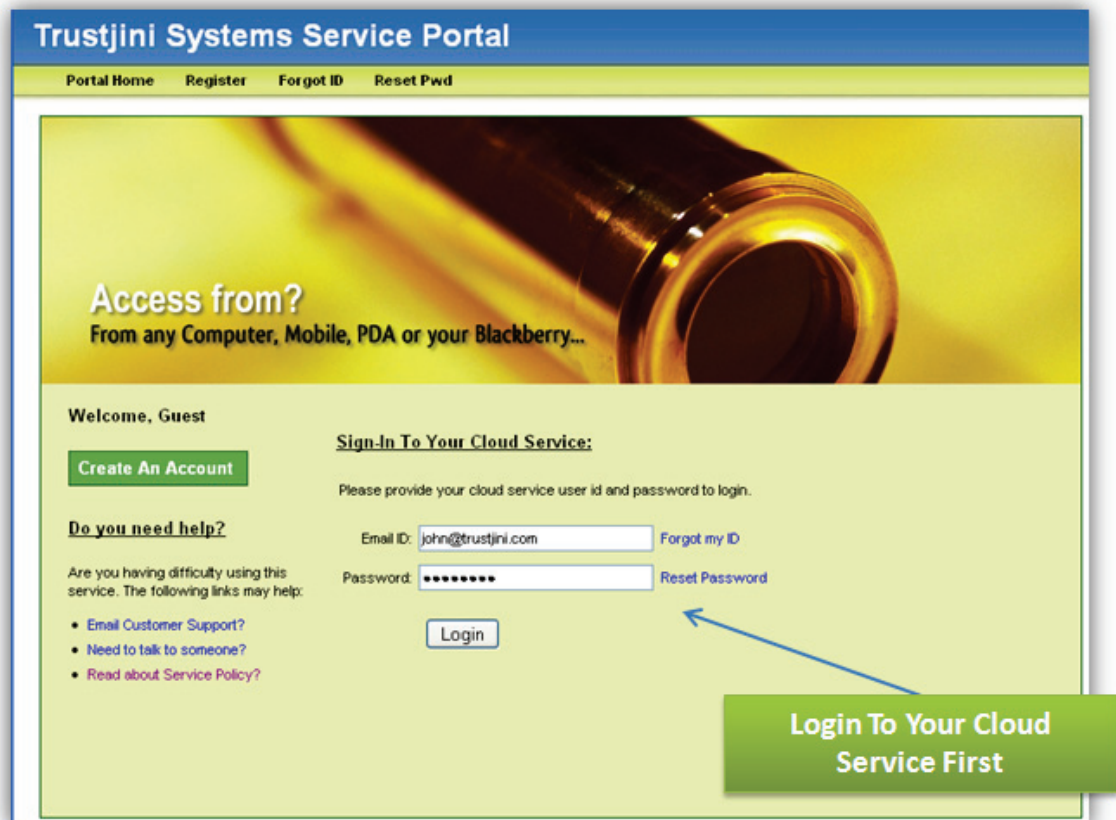
If you are looking for a specific feature (or documentation) which is currently not covered here please feel free to let us know at [support@gaincloud.com](mailto:support@gaincloud.com).

## 2.1 Login to Webmail

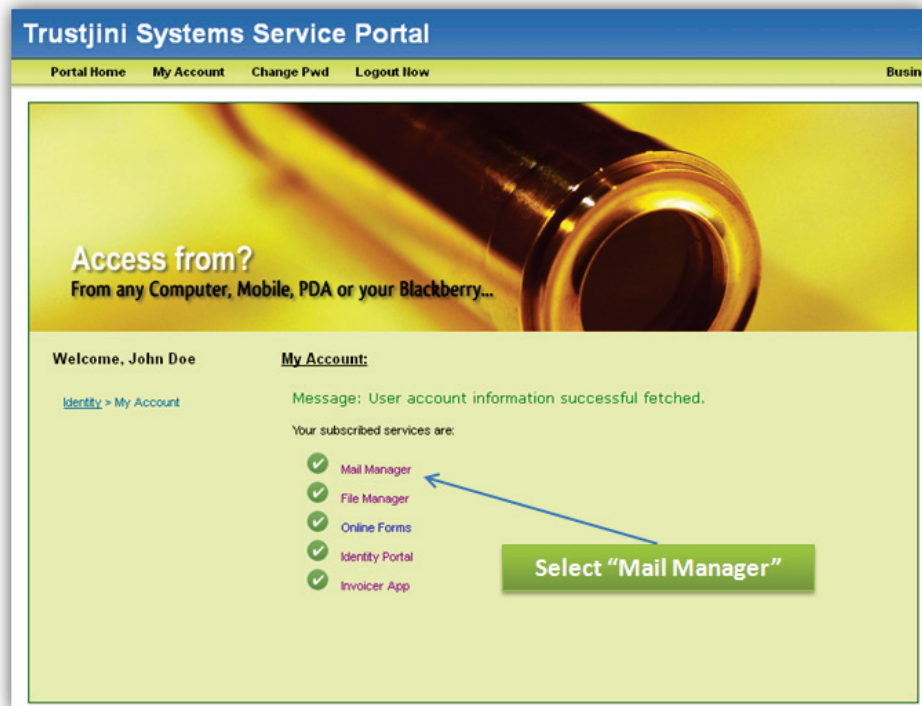
Webmail System (also known as Mail Manager Service) supports a Web-based interface for managing Enterprise Emails on-the-go. All operations explained in this User Guide are accessible via a standard Web-Browser (like Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, etc...). Webmail Users are not required to install any special client software to access, read & write emails. You can perform all User defined functions (as explained in this User Guide) using a Standard Web Browser itself. Most common user functions related to Webmail are explained in detail in the section below.

Steps to start using the Webmail System is listed in the following section:

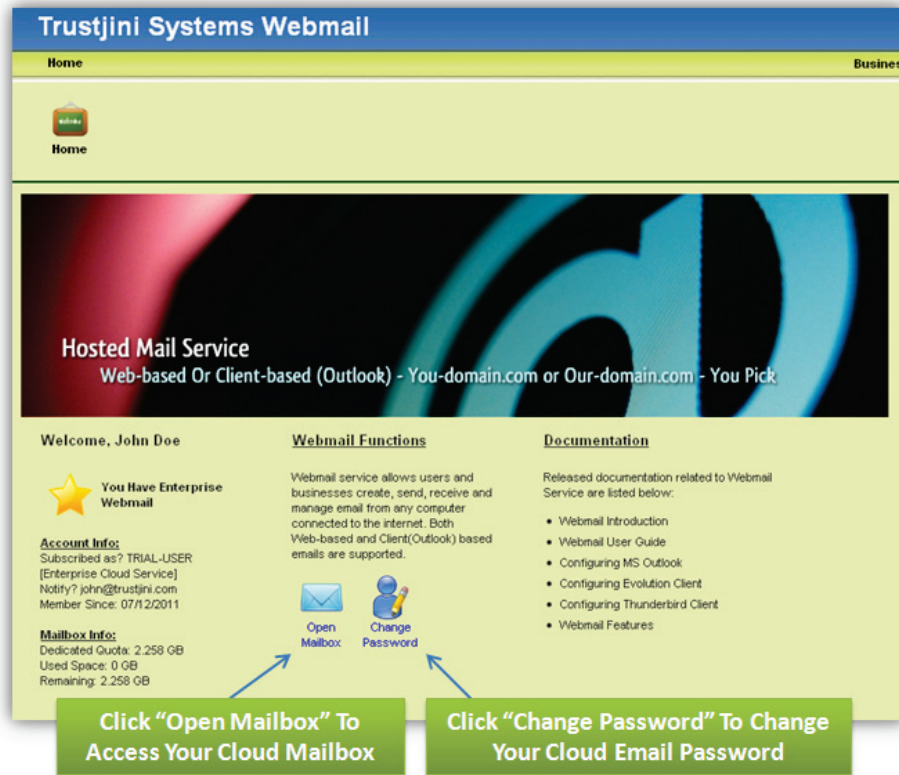
1. Navigate to your Private Cloud Login page and login using your registered Cloud-Email-Address and Cloud-SSO-Password.



2. Once the “My Account” page appears (on successful login), click on “Mail Manager” link.



3. Webmail System will load with the Home Page as illustrated below:



## 2.2 Changing Email SSO Password

Once the Webmail Home Page loads, you can now access important mailbox management functions like SSO-Password-Change. A SSO (Single Sign On) Password means “One Password” for many usages. All these following passwords for your account are the same:

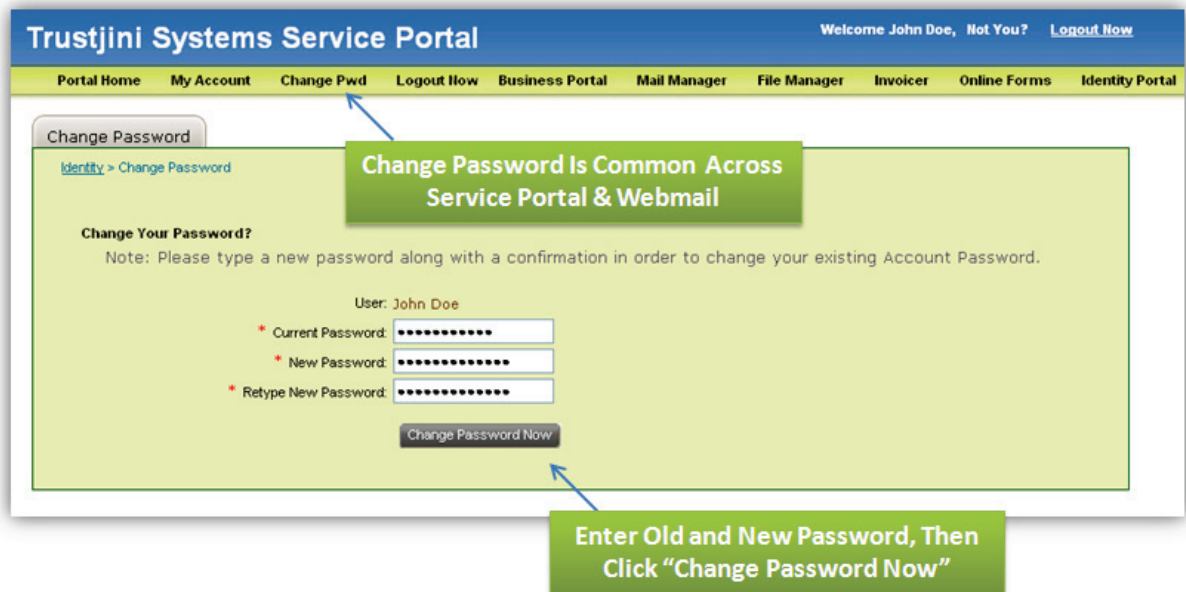
- a. Cloud Access Login Password
- b. Password To Access File Manager, Forms and Identity Server
- c. Email Access Password
- d. Login Via Blackberry Email Account (Or An Android or Apple iPhone Device Email)
- e. Outlook Client Based Email Access

To change your Mailbox Access Password, follow these steps:

1. Click on “Change Password” Link on Webmail Home Page
2. When “Change Password” Page appears (as shown below); enter your Current Password once and then enter the “New Password” twice (once for entry and once for confirmation – to avoid any password typos).



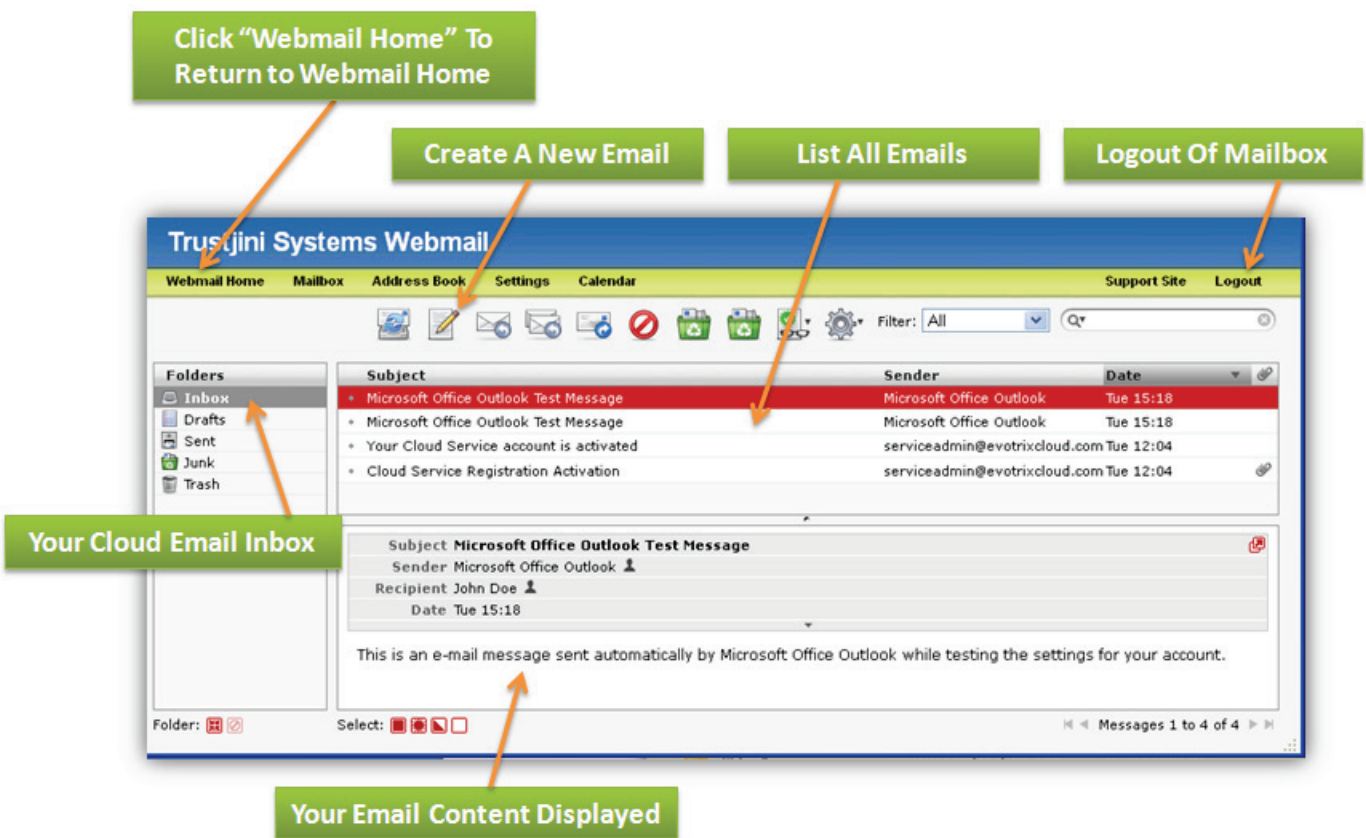
3. Then Click “Change Password Now” button.
4. You will see a confirmation message regarding the success of the password change operation.



## 2.3 Webmail Portal Page View

Once the Webmail Home Page loads, click on “Open Mailbox” button to Start Webmail Session. When Webmail System loads (as shown in the illustration below) the mailbox and all the functions will be available for the user. Access to all Webmail functions is available via this Webmail Portal Page. It lists all email access functions, email filtering and searching functions, all email folders, received emails and allowed email operations are available using respective toolbars.

To return to “Webmail Home” click on “Webmail Home” button. All received emails will be listed in the “Email Listing” Panel. Your Cloud Email Inbox is listed on the left “Folder” listing panel. Respective “Email Contents” will appear in the bottom panel when you click on a listed email.

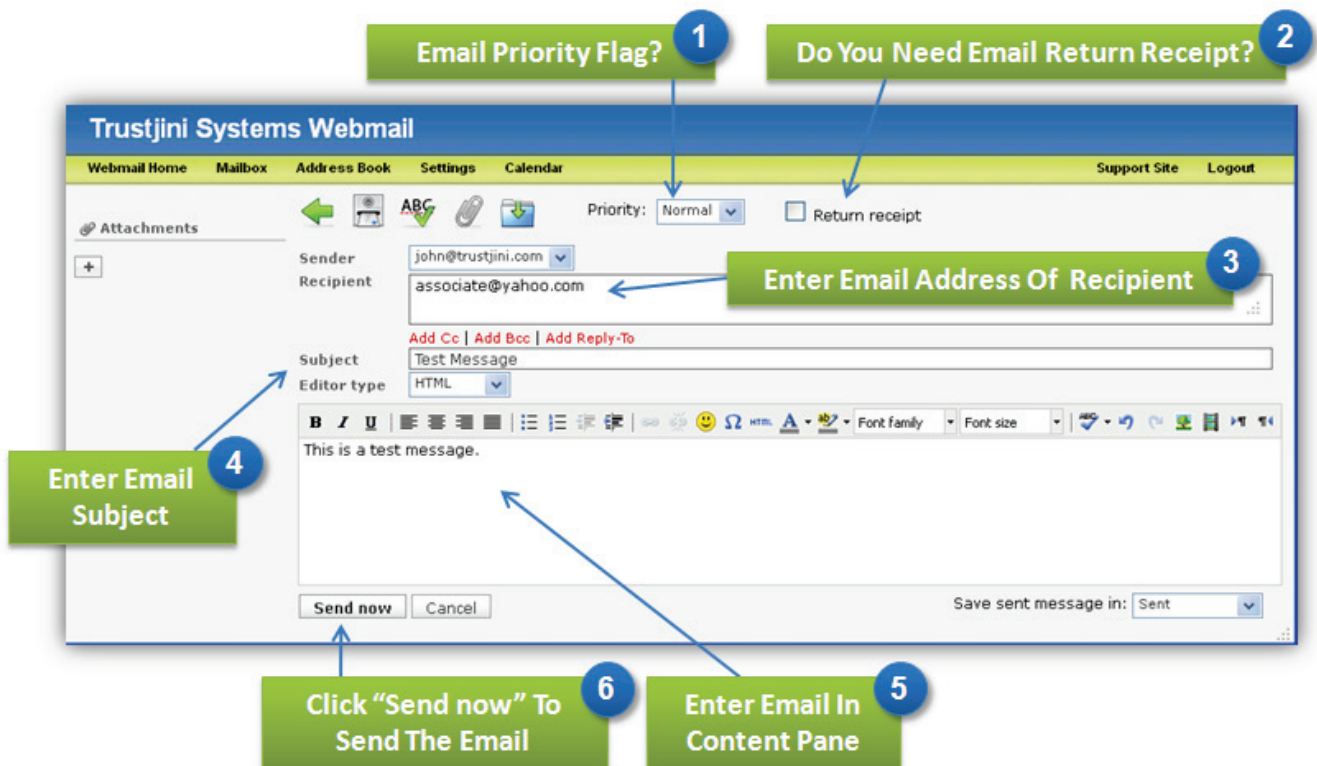




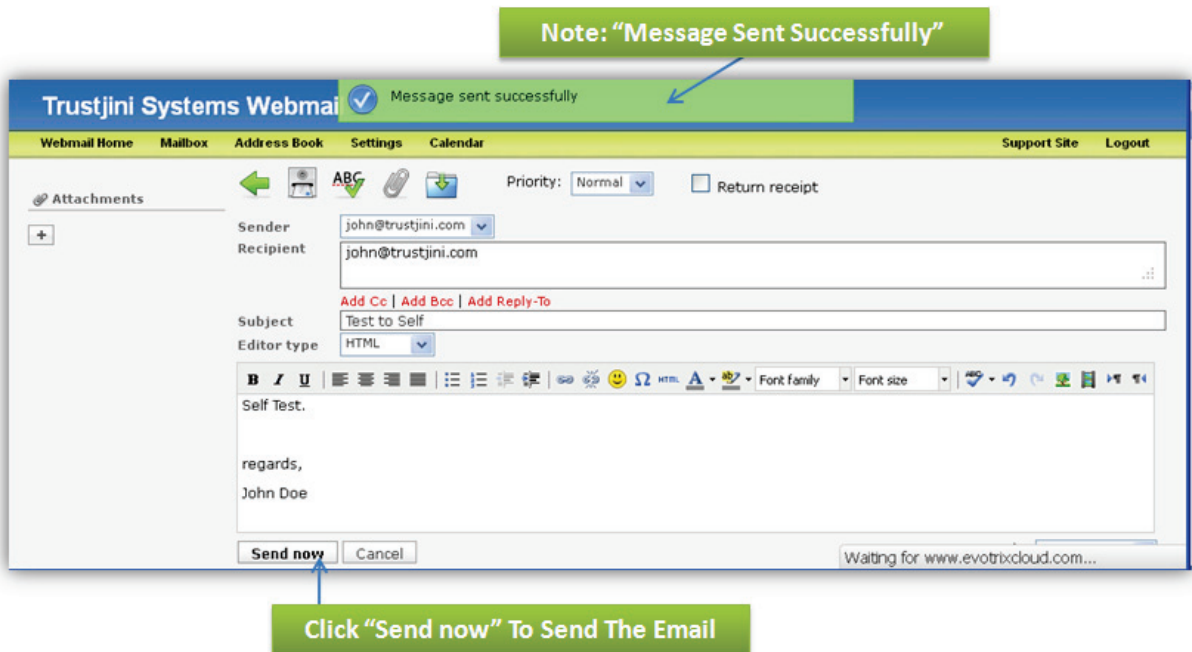
## 2.4 Writing a New Email

On Webmail Portal Page click on the “Create a New Email” button to start writing a new email. Follow the steps below to write and send a new email:

1. When the new email page appears (as shown in the illustration below), enter the Recipient Email Address as shown in the illustration below. If you need to send the email to multiple Recipient then enter multiple email addresses each separated by a comma each.
2. Enter the Email Subject and select Email Options like “Priority Flag” and “Return Receipt” as optional features.
3. Enter the Email Content in the “Email Content Pane” as shown in the illustration. You can choose to use a HTML based formatting for the Email Content, or use a simple “Text” based content.
4. Once you are finished entering all your email content, click On “Send Now” button.



5. Once you click on “Send Now” button, Webmail System will try to send (or deliver) the email to the dispatch queue. Usually this process takes less than 3 seconds.
6. You will see a “green color popup message box” appearing on the center-top of the Webmail screen reading “Message sent successfully”. This will confirm that your email message was sent to the recipient.



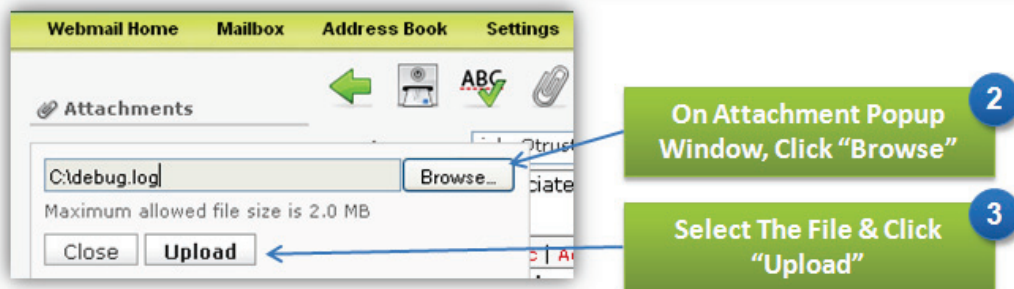
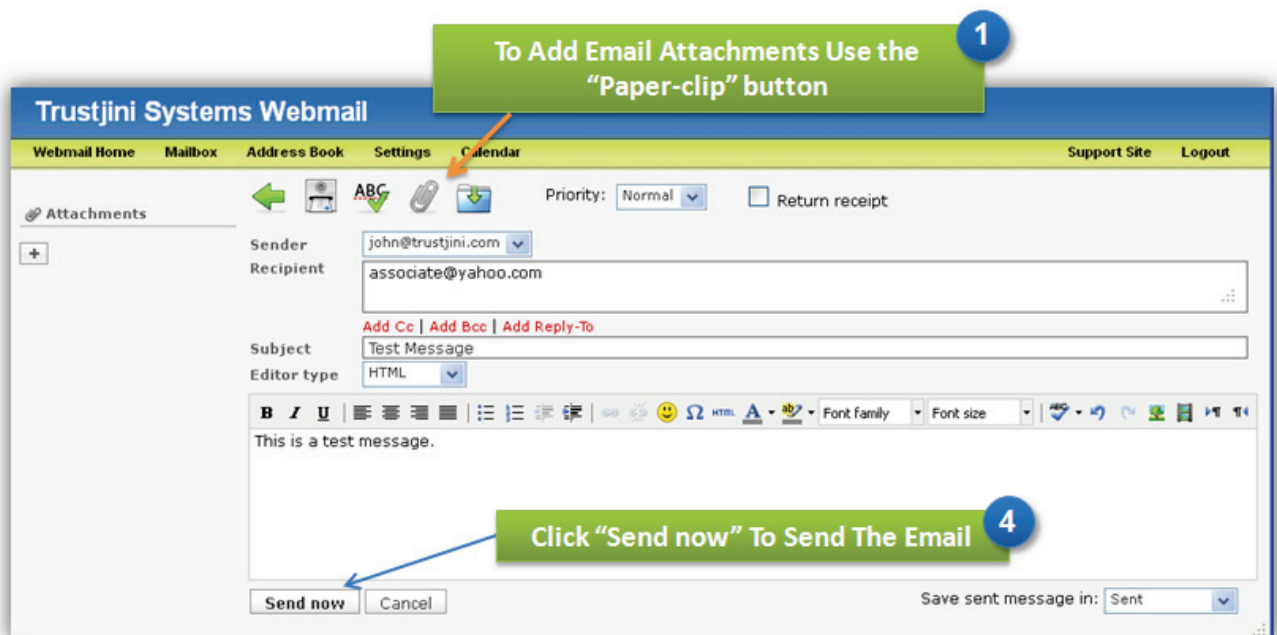
### **Questions: Where to find emails which were already send?**

Navigate to Webmail Portal Page then click on “Sent” folder under the left pane labeled “Folders”. This will display all previously sent emails in the email listing pane on the left.

## 2.5 Using Email Attachments

Email attachments are documents and files attached to the email message (sent along). Webmail supports attachments with a maximum size limit of 2 MB (Megabyte). Follow the steps below to attach and dispatch a file attachment along with a new email:

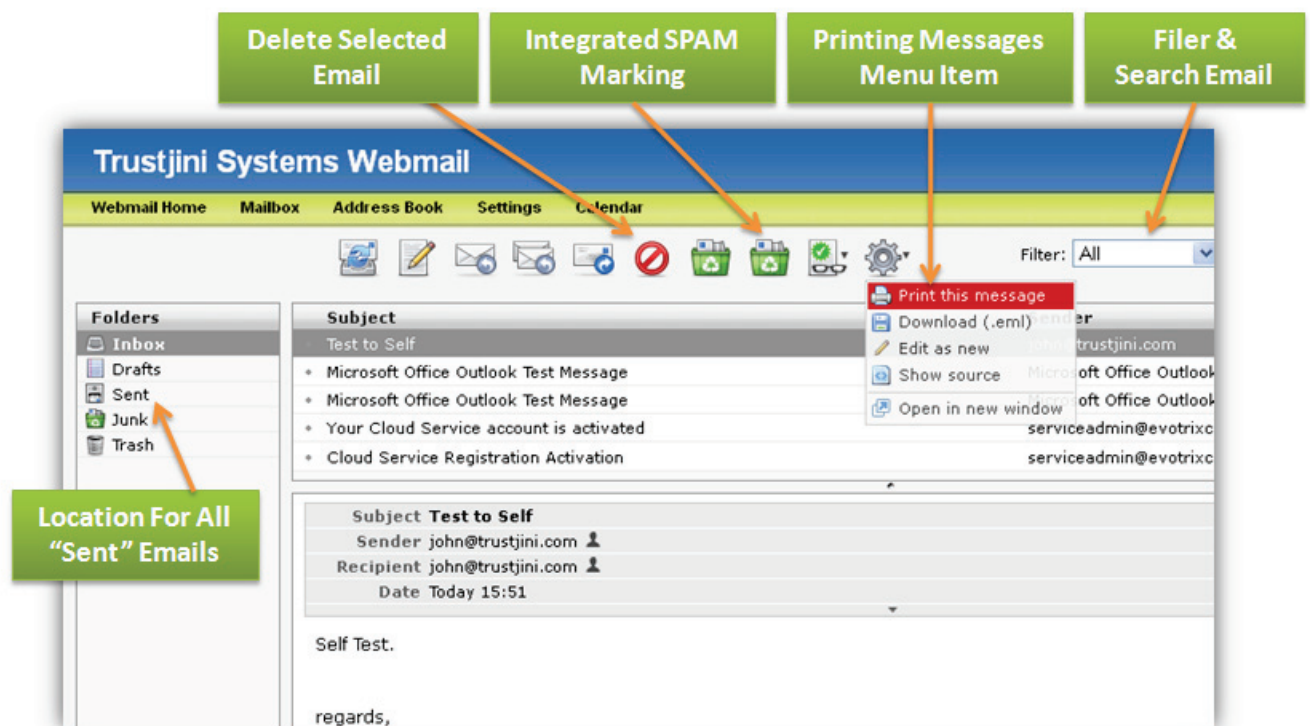
1. Click on the “Paper Clip” button on the top menu (as shown in the illustration below).
2. When “Attachment Popup Window” appears, Click “Browse” button.
3. Select a single file (at a time) and Click “OK” then click on “Upload” button.
4. Repeat the steps 2 and 3 as described above, to upload more than one file-attachment.
5. All attachments are sent along with the Email-Message when you click on “Send Now” button.



## 2.6 Managing Email Messages

Let's navigate back to the Webmail Portal Page to explore more Email Message Management functions available to users.

**Integrated SPAM Blocking:** Webmail offers easy blocking feature for unwanted emails called SPAM. SPAM blocker learn, marks and stops delivery of any SPAM email to your mailbox. Click on "SPAM" button as shown in the illustration below. Remember, an email marked as SPAM will be deleted from your mailbox.



**Integrated Printing & Preview:** Select an email in the email-listing pane. Then click on the Service button and from the popup "Service Functions Menu" select the first menu entry labeled as "Print this message" (as shown in the illustration above).

**Integrated Email Search and Filtering:** User can select a predefined search filter or type-in a new search parameter in the search control available on top-right corner of Webmail Portal Page. In order to cancel the email filtering; simply remove the search-string from within the control.

## 2.7 Managing Address Book

Webmail offers an integrated Address Book management feature. Address Book for your Cloud Account is accessible by Clicking on the “Address Book” Menu Link on the Webmail Portal Page (as shown in the illustration below). Click on the “Display Name” Entry on the left-pane to load and list the Contact details on the screen. To make any changes, Click on “Edit Contact” Button (as shown in illustration Step-4 below).

Follow the steps given below to add a User-Contact-Entry to your address book:

1. While reading received email or sent-email; click on the “User Shadow” image next to the “User Email Address/Name” (as shown in the illustration Step-1 below).
2. Webmail will automatically add the user-entry to your contact/address book. If an address already exists in your Address-book, then Webmail will display a suitable “Warning Message” and won’t add a duplicate entry.



Click "Address Book" Menu Item **2**

The screenshot shows the Trustjini Systems Webmail interface. At the top, there is a navigation bar with 'Webmail Home', 'Mailbox', 'Address Book', 'Settings', and 'Calendar'. Below this is a search bar and several icons. The main content area is divided into two sections. On the left, there is a list of contacts under the heading 'Display name', with 'John' selected and highlighted in red. On the right, there is a detailed view of the contact 'John', showing fields for 'Display name', 'First name', 'Last name', and 'E-Mail' (john@trustjini.com). Below the details is an 'Edit contact' button. A callout box with a blue circle containing the number '3' points to the 'John' contact in the list, with the text 'Select Contact Name To Display Contact / Address'. Another callout box with a blue circle containing the number '4' points to the 'Edit contact' button, with the text 'Click "Edit Contact" To Make Changes'.

Select Contact Name To Display Contact / Address **3**

Click "Edit Contact" To Make Changes **4**

The screenshot shows the header of an email. The subject is 'Your Cloud Service account is activated'. The sender is 'serviceadmin@evotrixcloud.com' and the recipient is 'john@trustjini.com'. The date is 'Tue 12:04'. Below the header information is a button labeled 'Add to address book'. A callout box with a blue circle containing the number '1' points to this button, with the text 'Click on "User Shadow" for "Adding This Email to Address Book"'. Below the header, there is a section for the email content, starting with '-- Start of email content --' and ending with '-- end of email content --'. The content includes a notice about account activation and provides a logon-id / email-account ID: ID73495729.

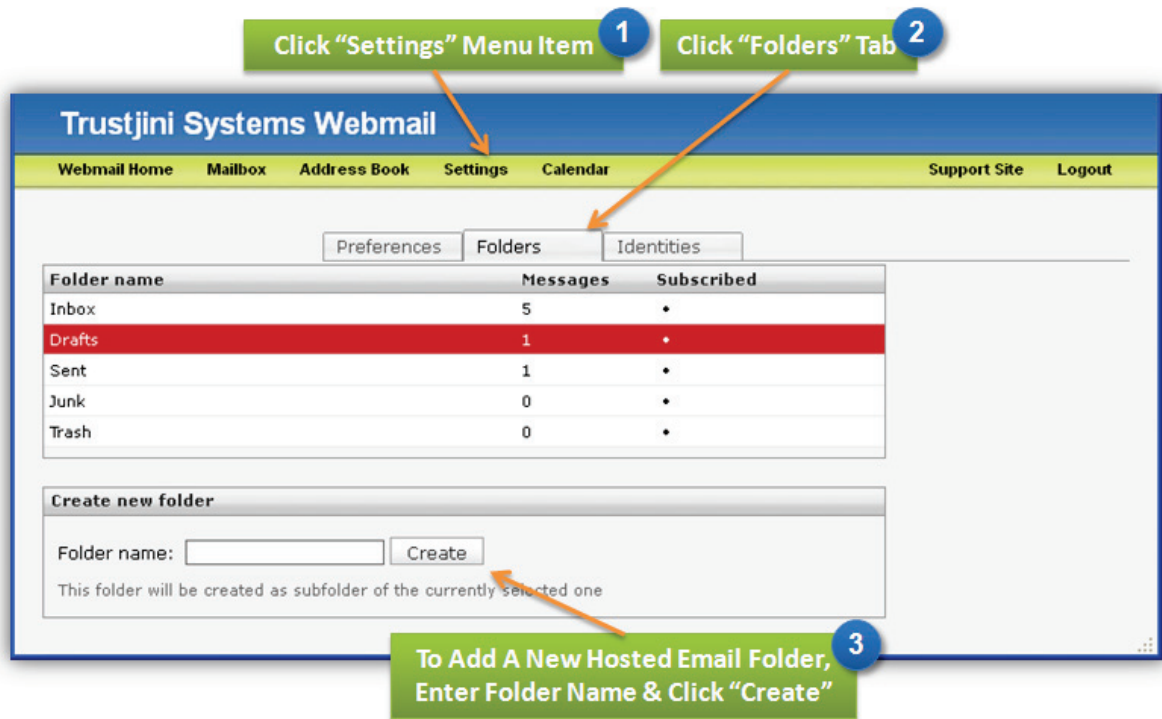
Click on "User Shadow" for "Adding This Email to Address Book" **1**

## 2.8 Managing Email Folders

Webmail Portal also allows users to organize and store email messages into user-defined folders. Email Folders are used to store email messages on the Cloud Server. Email Folders are secured, encrypted and accessible “only” to the user account that created the folders. Cloud Server enforces a “default” maximum storage capacity of 2 GB (Gigabyte) of online email storage. Your Organization Administrator can easily increase (or decrease) his storage limit on any user-account at any time. Contact your Cloud Server Email-Administrator if you need changes to storage limits on your account.

Follow the steps below to create and manage hosted email folders:

1. Click on “Settings” Menu Item on top-menu bar in Webmail Portal Page
2. Enter a new Folder name and Click on “Create” button (as shown in the illustration below). The newly created email folder (along with all existing folders) is listed in the tabular folder-listing section (under the Folder-Tab).
3. It is advisable **“Not to store more than a 1000”** (One thousand) emails within a single hosted email-folder. Keeping more than a 1000 emails in one folder increases indexing & seek time for your emails. To improve performance, you can create multiple folders & move around emails such that you don’t cross 1000+ emails in one folder.



## 2.9 Managing Email Settings & Preferences

Webmail Portal Page also provide additional email settings to manage the display, dispatch (Composition) and usage of your Webmail System. These settings also allow users to customize the look and representation of Graphical User Interface (GUI) elements as per the need/likeness of the user.

1. On Webmail Portal Page; click on "Settings" on the top-menu item.
2. You will note "Preferences" Tab entry is loaded by default by Webmail System (as shown in the illustration below).
3. Click on "User Interface" listing entry from "Section-Menu" on the left-pane. This will load & display "Main UI Settings and Options". You can change Language, Time Zone, Daylight Savings, Number Of Emails Listed on this single-page, and many more options just within the User Interface Settings.
4. In order for your changes to take effect, you need to click on "Save" button and re-login once (for some/all settings to work).

**1** Click "Settings" Menu Item

**2** Click "Preferences" Tab

**3** Click "User Interface" To Access Main Settings & Options

**4** Customize Your Listing Options

**5** Click "Save" To Save Settings Changes

**Cloud Service Webmail**

Webmail Home Mailbox Address Book **Settings** Calendar Support Site Logout

Preferences Folders Identities

**Section**

- User Interface
- Mailbox View
- Composing Messages
- Displaying Messages
- Special Folders
- Server Settings

**User Interface**

Main Options

Language English (US)

Time zone Auto

Daylight saving time

Pretty dates

Interface skin default

List Options

Rows per page 20

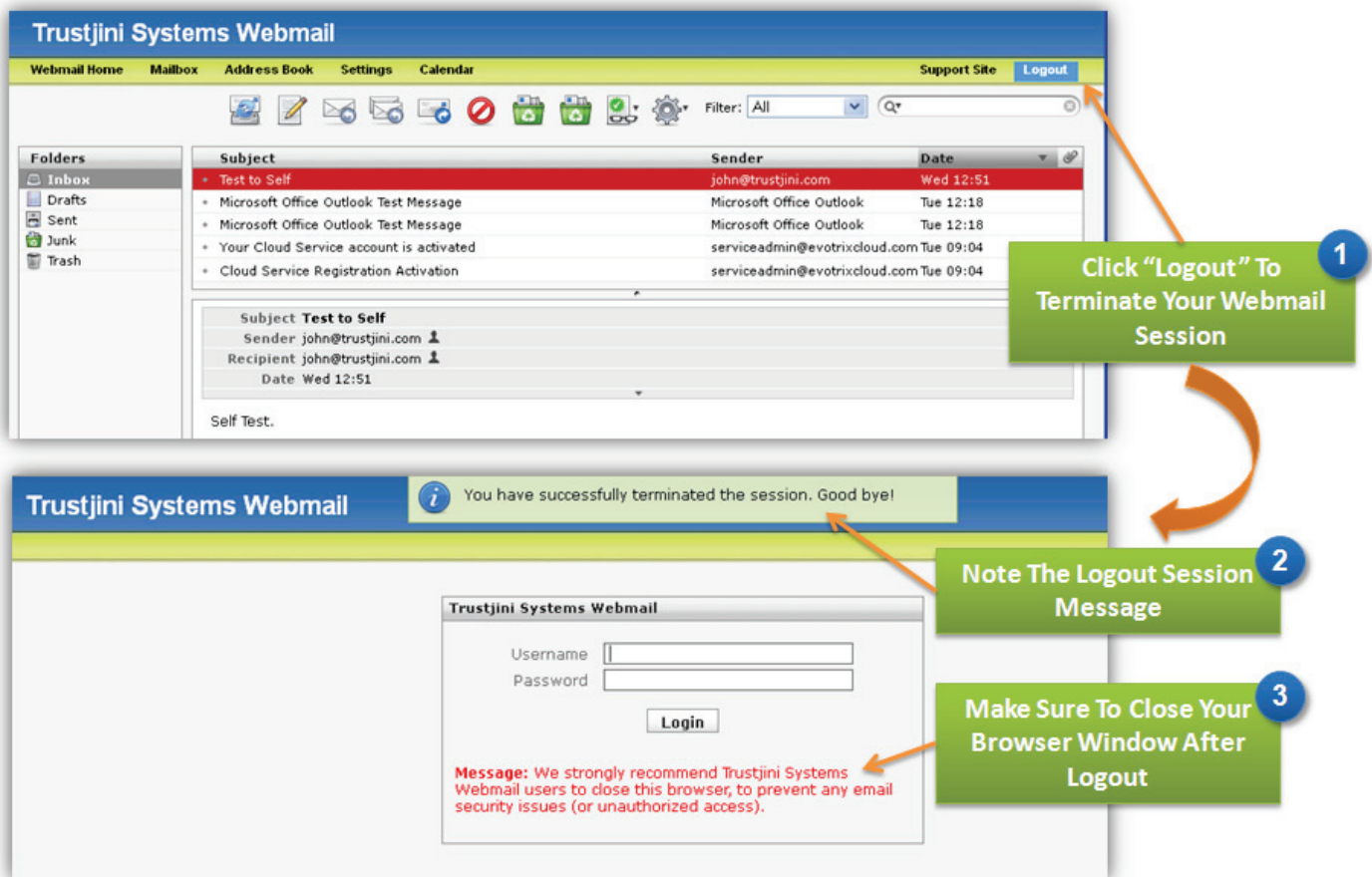
Use message index for sorting by date

Save

## 2.10 Logout from Webmail

Logout from webmail facilitates end-users to close the email access session securely. Follow the steps given below to logout from Webmail System:

1. Once you have completed accessing your hosted mails using Webmail System and you are ready to close your session; click on the “Logout” menu link on top-right corner of the Webmail Menu (as shown in the illustration below).
2. Logout operation will automatically remove your Webmail Session and close your mailbox.
3. Webmail will display a message once logout is complete – *“You have successfully terminated the session. Good bye”*.
4. You are advised to close your internet browser windows once this logout is complete. Closing the browser window ensures that a malicious access attempt cannot be made to your mailbox/email content.



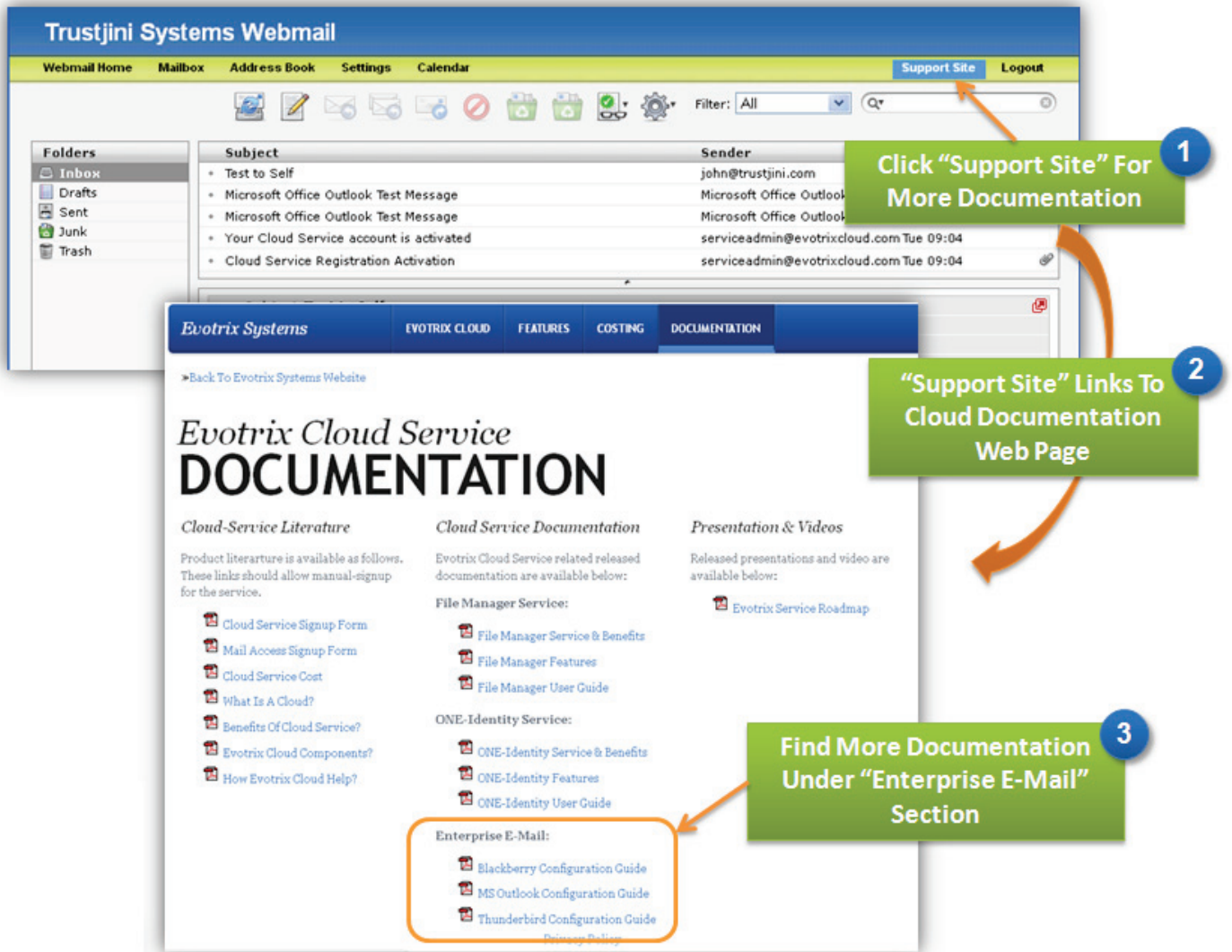
The screenshot illustrates the Trustjini Systems Webmail interface during the logout process. It is divided into three numbered steps:

- 1. Click “Logout” To Terminate Your Webmail Session:** The top navigation bar includes links for Webmail Home, Mailbox, Address Book, Settings, Calendar, Support Site, and Logout. The Logout link is highlighted with a green callout box.
- 2. Note The Logout Session Message:** After clicking Logout, a green notification banner at the top of the page displays the message: "You have successfully terminated the session. Good bye!".
- 3. Make Sure To Close Your Browser Window After Logout:** A login form is shown below the notification, with a red message box stating: "Message: We strongly recommend Trustjini Systems Webmail users to close this browser, to prevent any email security issues (or unauthorized access)."



## 2.11 Need More Documentation

Cloud Services Webmail System offers lots of features and support for several commonly used devices. You can access additional documentation related to Enterprise Email by clicking on "Support Site" link on the top-right Menu (as shown in the illustration below).



The illustration shows the Trustjini Systems Webmail interface. The top navigation bar includes links for Webmail Home, Mailbox, Address Book, Settings, Calendar, **Support Site**, and Logout. A callout labeled '1' points to the 'Support Site' link with the text 'Click "Support Site" For More Documentation'. Below the webmail interface, the 'Evotrix Cloud Service DOCUMENTATION' page is displayed. The page has a navigation menu with 'DOCUMENTATION' selected. A callout labeled '2' points to the top of the documentation page with the text '"Support Site" Links To Cloud Documentation Web Page'. The documentation page is divided into three columns: 'Cloud-Service Literature', 'Cloud Service Documentation', and 'Presentation & Videos'. Under 'Cloud Service Documentation', there are sections for 'File Manager Service', 'ONE-Identity Service', and 'Enterprise E-Mail'. The 'Enterprise E-Mail' section is highlighted with an orange box and a callout labeled '3' with the text 'Find More Documentation Under "Enterprise E-Mail" Section'. The links in this section are: Blackberry Configuration Guide, MS Outlook Configuration Guide, and Thunderbird Configuration Guide.

# Chapter 3

## 3 Dictionary of Terms

The following section is a dictionary of terms used in this document.

GUI	Graphical User Interface
HTML	Hyper Text Markup Language
HTTP	Hyper Text Transfer Protocol
HTTPS	Hyper Text Transfer Protocol Secured
SSO	Single Sign-On
MB	Mega Byte (1000 byte unit of disc storage)
GB	Giga Byte (1000 MB units make a gigabyte of storage)
URL	Uniform Resource Locator