
WEBMAIL USER MANUAL

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AN INTRODUCTION TO WLINK WEBMAIL

Webmail is essentially using a web browser, such as Internet Explorer or Firefox, to access your Email account. The advantages of such a system are that you don't need your own computer or a regular Email client such as Outlook Express or Thunderbird to check your mail. If you have access to a computer connected to the Internet, you have access to your Email.

Here, at Worldlink, we are always working hard to give the best Email experience to our customers. We realize that Email has been the core communication medium in business world and Email users tend to hop from one desktop to another. With this in mind, this is our attempt to provide our customer richer experience Emailing just as desktop Email clients provide.

Why use Wlink WebMail?

- It is user friendly and easy to use
- Anyone with the Internet access can login with valid username from anywhere in the world
- You do not need to pay extra to use WebMail service
- It is cross platform, you can use it with Windows, Unix/Linux or Mac

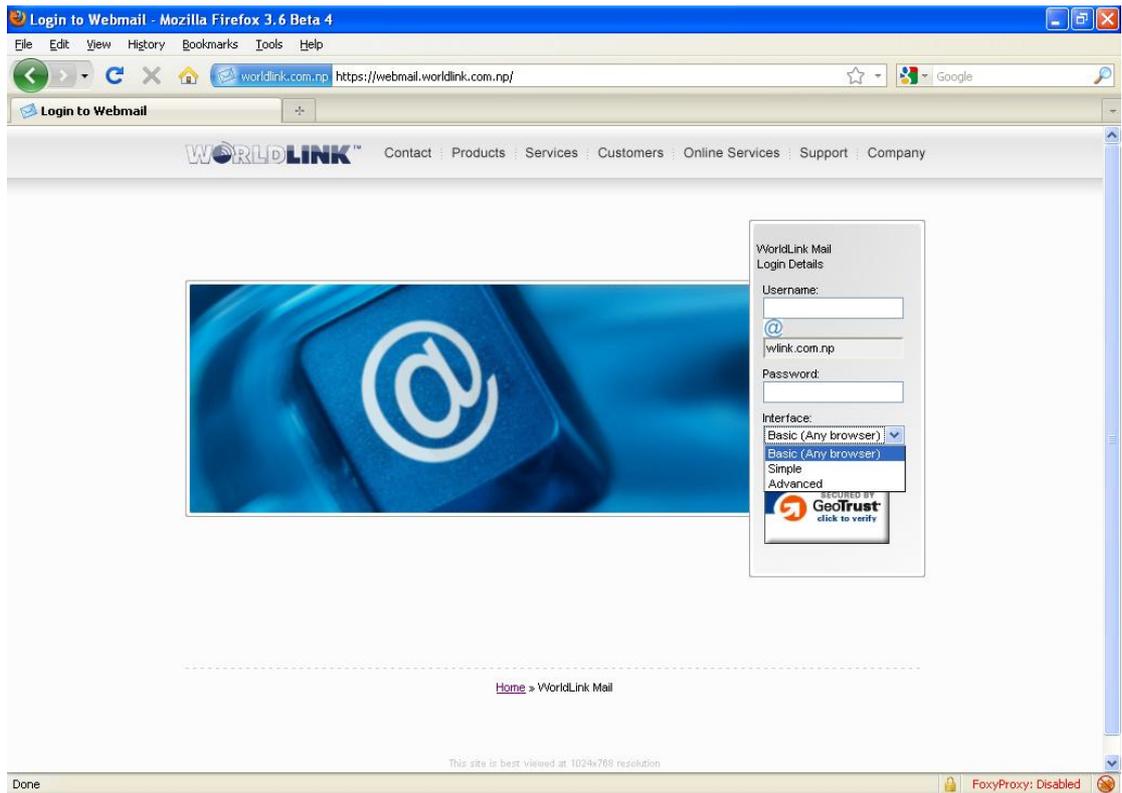
INTERFACE GUIDE

After wink account has been created, you will be provided with a username and the password. Please, keep your password safe because anyone can read your Email if the third party gets hold of your password. To login into the Webmail system, go to URL **http://webmail.wlink.com.np**. The other option to login to WebMail is through Online Service Login which can be accessed from **http://wlink.com.np**. Once you are in the WebMail login page, type username and password provided to you by wink.

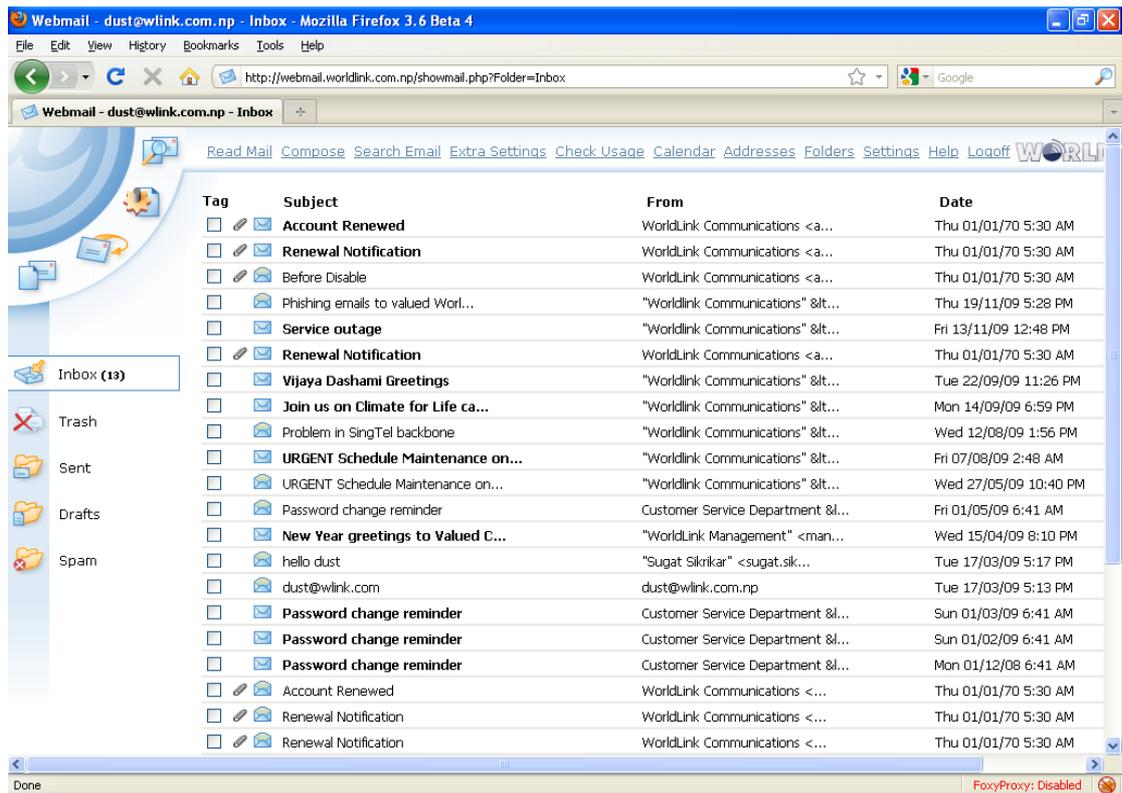
The login interface provides three different interfaces as per clients need.

- Basic
- Simple
- Advance

You can choose anyone you like. By default Basic is selected.



Once successfully authenticated, you will be presented with the current Emails in your mailbox.



A short explanation of the options you get on the hot-bar:

Compose mail:



The compose button opens a window, where you can compose a new Email messages, add attachments and of course send an Email.

Attachment:



The attachment button opens a new window, where you can choose an attachment file to be attached with your Email.

Check mail:



The check mail button allows you to connect to wink mail server and look for new messages if any.

Settings:



The setting button allows you to modify the settings of your account and personalize the interface to your taste.

Search:



The search button allows you to search Emails date wise, message subject wise and sender wise.

Inbox:



The inbox button displays the total number of Emails in your mailbox.

Trash:



The trash button allows you to list out the deleted Emails.

Mailbox Folder:



The mailbox folder button allows you to list out the Emails on respective mailbox folder.

Spam Folder:



The spam folder button allows you to list out all Emails marked as spam.

Send:

The send button allows you to sent Emails out to the Internet once the Email has been composed.

Add recipient:

The add recipient button allows you to add the number of recipient.

Add BCC:

The add bcc button allows you add the number of blind cc.

Save Msg:

The save message button allows you save your Email into the draft folder for later use.

Save Setting:

The save setting button saves changes made on your account.

Interface Style:

The interface style button allows you change the web interface.

User profile:



The user profile button allows you add your personal information.

New Contact:



The new contact button allows you add contact information of your friends, families, and co-workers.

New Group:



The new group button allows you add a group.

Import:



The import button allows you import contact information into the WebMail system.

Sync:



The sync button allows you to sink your WebMail account with Outlook.

READ/DELETE EMAIL

Read Email:

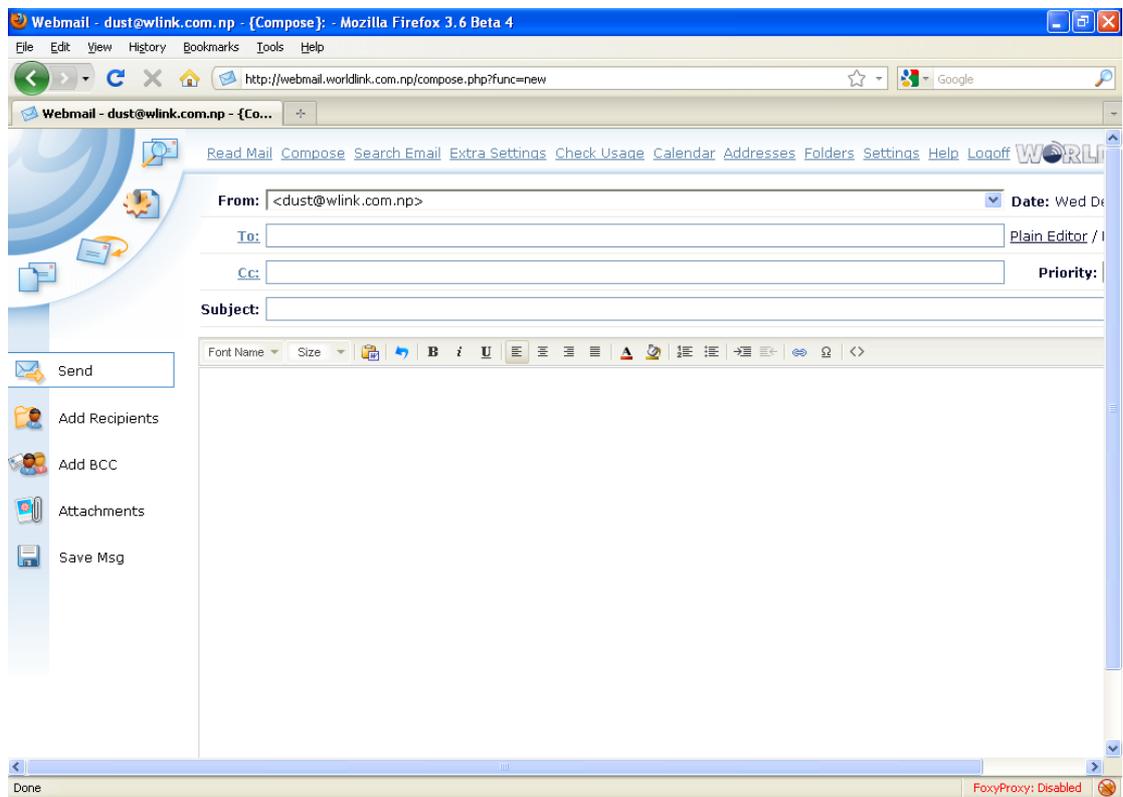
To read Email, simply point and click on the Email you want to read. New or unread Emails will appear in bold letter where as already read Email will appear as normal. To refresh the inbox, click on "Check Mail" icon on top right corner or simple click on "Read Mail" link at the top of the page.

Delete Email:

To delete Email, checkmark the Emails you want to delete and at the bottom of the page select "Trash" and click on "Move" button. This will send selected Emails to trash folder. To save mailbox space, it is good practice to remove unwanted Emails from trash folder.

COMPOSE/SEND EMAIL

To compose a new Email, either click on "Compose mail" icon on top right corner or click on "Compose" link at the top of the page. The following window will be displayed.



To: Type the Email address of the recipient

CC: Type the Email address of the recipient who you would like to send a copy of the Email, separated by comma

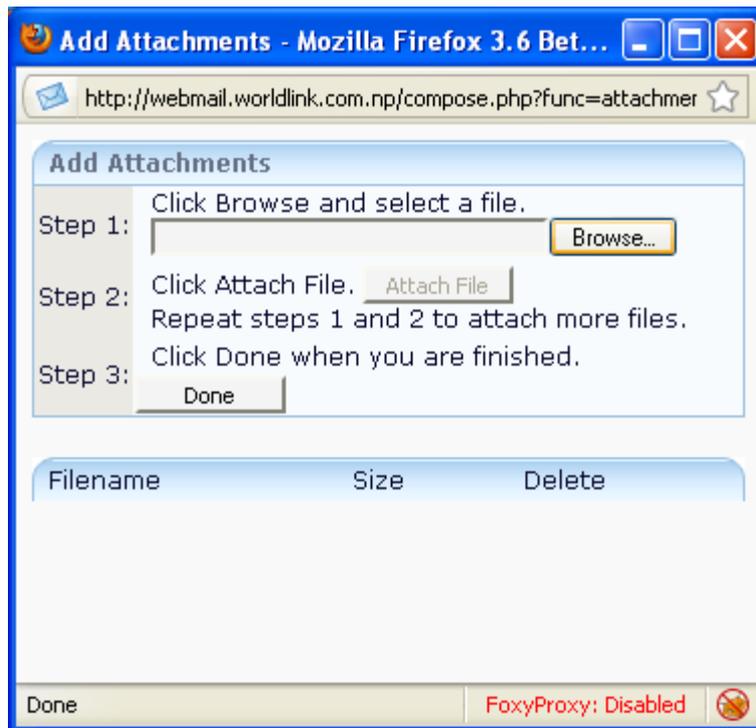
Subject: Type the subject of the Email

Save Msg: This button will save your current message into the folder "Draft". You can come back again and resume composing your Email later on.

Type the messages on the blank space. Once, you are done with composing mail, click on "Send" to send the Email.

ATTACHMENTS

When you are composing a mail, attachment button will allow you to select the file that should be attached with the mail. Simply click on the "Attachment" button and you will be provided with a new window to select the file from your local computer.



Step 1: Click "Browse" to select a file. If you have a multiple file, click "Browse" again for next attachment

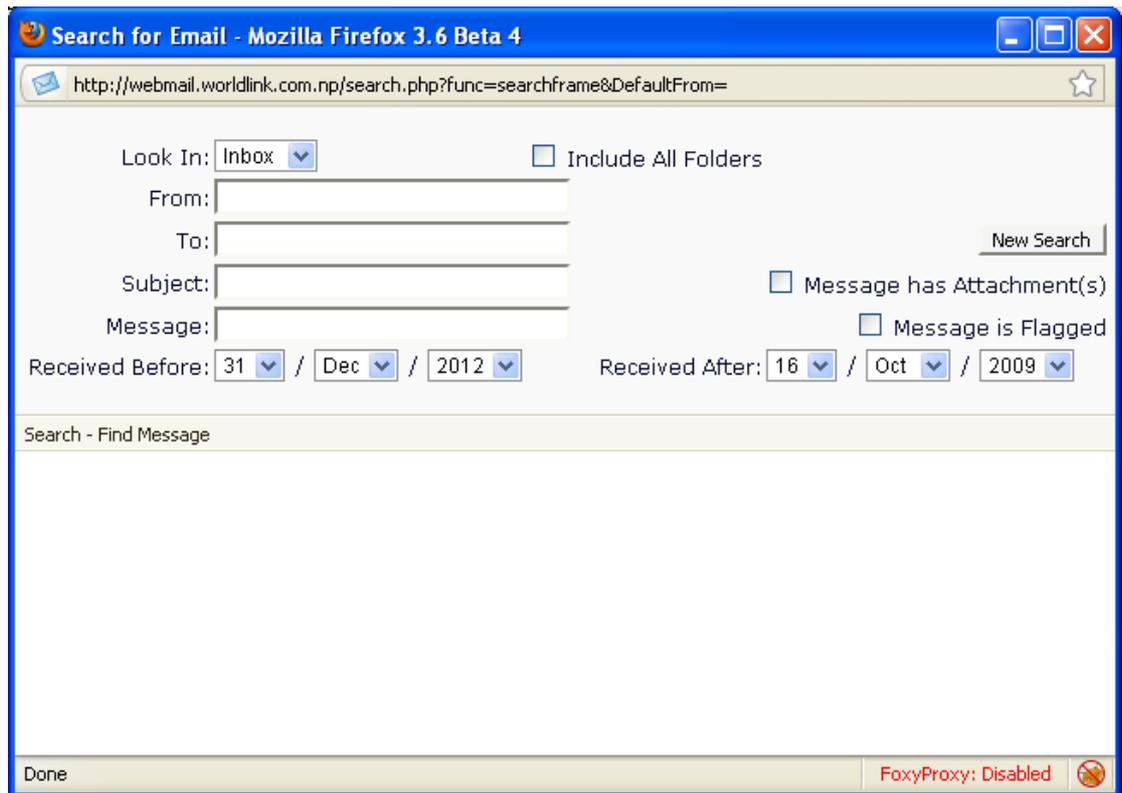
Step 2: Click "Attach File" to attach the file

Step 3: Click "Done" after the attachment is finished

Type the messages on the blank space. Once, you are done with composing mail, click on "Send" to send the Email.

SEARCHING EMAIL

The Webmail provides a powerful searching tool that provides you with a user friendly search interface.

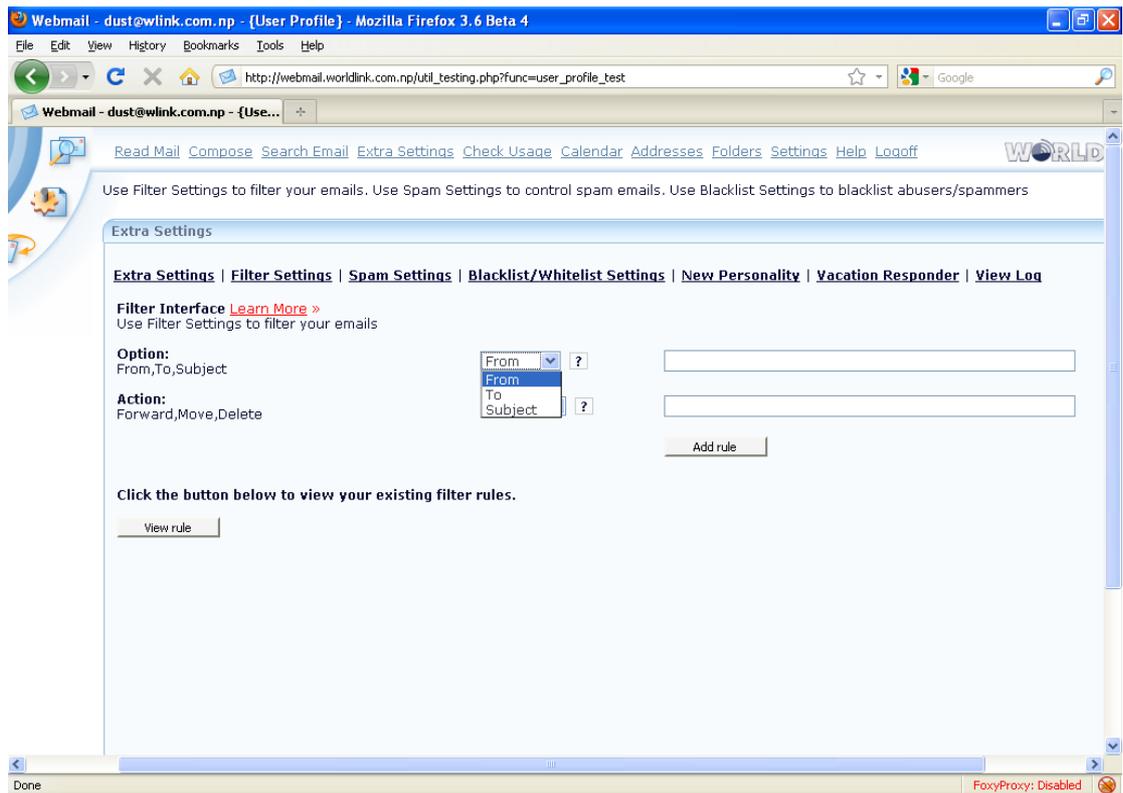


Type-in the fields that you would like to search for.

For example, if you like to search Email send by "foo@bar.com" after 1st Dec, 2009 and before 20th Dec, 2009, simply type the Email address at "From:" field and select the "Received Before:" and Received After:" date appropriately and click "New Search". This will list you all the Emails that match the query.

MESSAGE FILTERS

Message filters are located under "Extra Settings". Message filters or filter setting allows you to organize your Email in desire folders. You can organize your Email by sender's Email address, recipient's Email address or Email subject. You also have an option to send Emails to desire folder, forward it to another Email address or move to trash folder.



Filter setting has two fields: Option and Action.

Option: What to filter

Action: Action to take

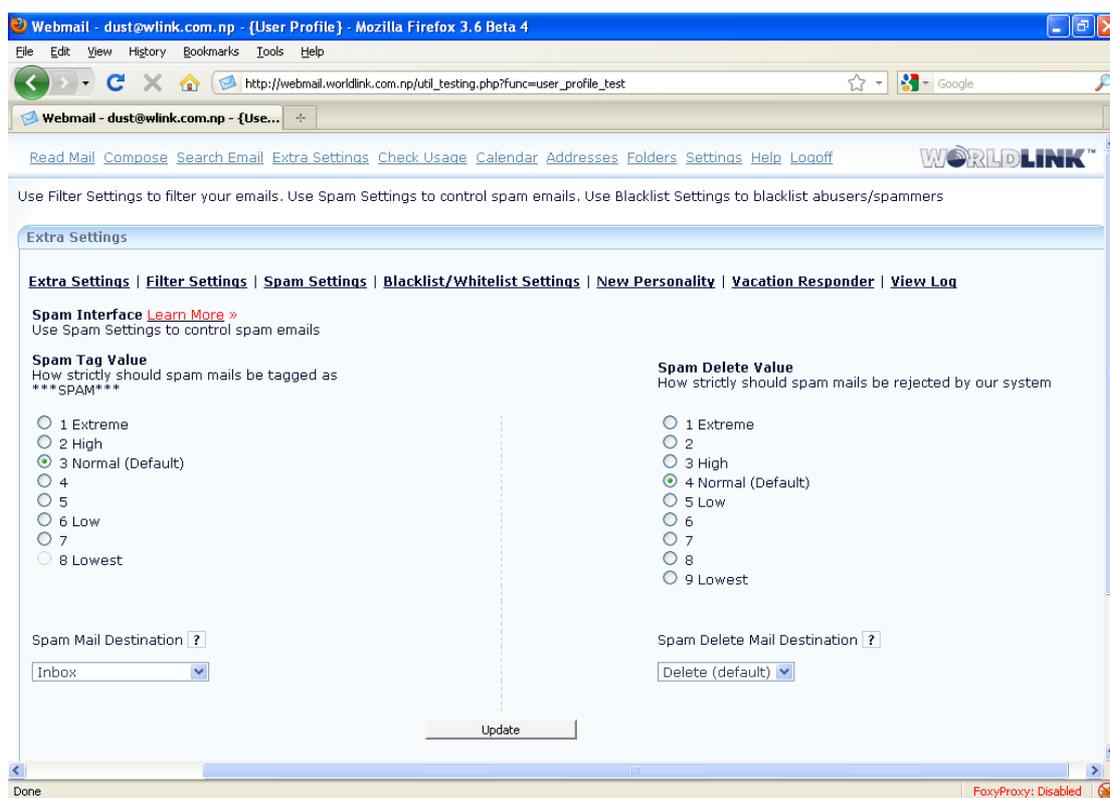
Option can be FROM, TO, or SUBJECT. If you want to filter Email by sender's Email address, choose FROM. If you want to filter Email by recipient's Email address, choose TO. And lastly, if you want to filter Email by subject, choose SUBJECT. Most Email tagged as SPAM will have subject "****SPAM****" which is useful to filter Emails with subject "****SPAM****" and move it to SPAM folder.

Action can be FORWARD, MOVE, or DELETE. Forward action will forward all your incoming Emails to the Email address you have provided. Move action will move Emails that are matched by the filter to the mailbox folder you have selected. Delete action will simply delete Emails that are matched by the filter. **Be very careful what you delete because you might be deleting Emails that are important to you.**

After you have decided what to filter and what action to take, simply add the rule by clicking "Add rule" button. This will add a new rule to your Email account that you just created and will kick start filtering the Emails right away. To view and manage your existing rule, simply click on "View rule" button which will display your existing rules.

SPAM SETTINGS

Spam setting is located under “Extra Settings”. Wlink WebMail provides full control over how spam engine should behave per user basis. That means each user has an ability to decide what to mark as spam and what not to mark as spam Emails. Optionally, users have control to decide what action to take with the spam like Email.



Here, you will see two switches or controls to control how spam engine should behave.

Spam Tag Value: It tells spam engine how strictly spam Email should be tagged as spam. It has level 1 through level 8, level 1 being extreme and level 8 being the lowest. What level 1 means is that if the spam engine has slightest doubt that the incoming Email might be a spam, it will tag the mail as spam. Similarly, with level 8, until and unless spam engine is 100% sure that incoming Email is spam, then only it will tag Email as spam. The default setting is level 3. Once you have chosen the Spam Tag Value, now is the time to decide which folder to send the spam tagged Email to. On “Spam Mail Destination”, choose the mailbox folder you would like to forward the spam Email to. Default folder is Inbox.

Click on “Update” at the bottom of the page to reflect the changes you have made in Spam Settings. This is important because spam engine will not recognize your custom settings until and unless you update it.

Note: If you are seeing valid Emails tagged as spam, try increasing the level.

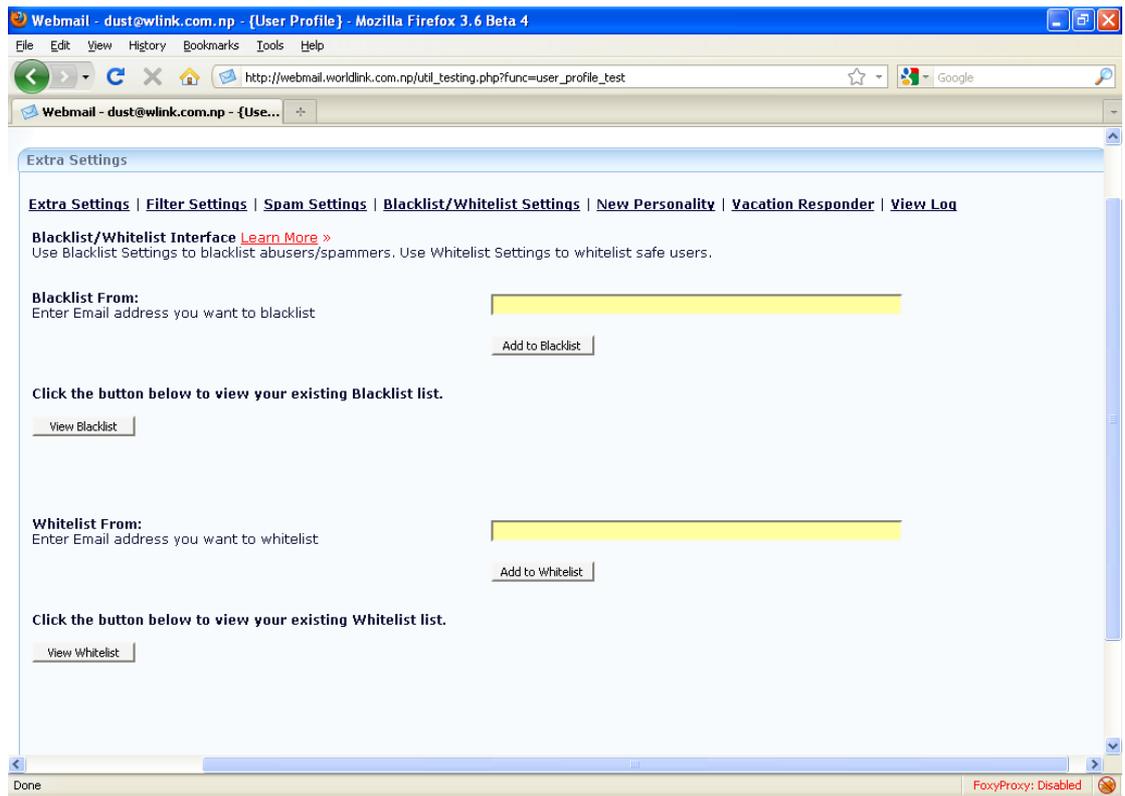
Spam Delete Value: It tells spam engine how strictly spam mails should be rejected. **Please, note that this setting will prevent spam mails to be delivered to your mailbox as oppose to deliver Email with spam tag which will be delivered to your mailbox. So, take extra caution while setting up delete value to prevent rejecting a valid Email.**

It has level 1 through level 8, level 1 being extreme and level 8 being the lowest. What level 1 means is that if the spam engine has slightest doubt that the incoming Email might be a spam, it will either delete or send to mailbox folder according to "Spam Delete Mail Destination" setting. Similarly, with level 8, until and unless spam engine is 100% sure that incoming Email is spam, then only it will either delete or send to mailbox folder according to "Spam Delete Mail Destination" setting. The default setting is level 3. Once you have chosen the Spam Delete Value, now is the time to decide which folder to send the spam delete Email. On "Spam Delete Mail Destination", choose either Delete to delete the Email or select mailbox folder to send it to desire mailbox. Default folder is "Delete".

Click on "Update" at the bottom of the page to reflect the changes you have made in Spam Settings. This is important because spam engine will not recognize your custom settings until and unless you update it.

WHITELIST/BLACKLIST EMAIL ID

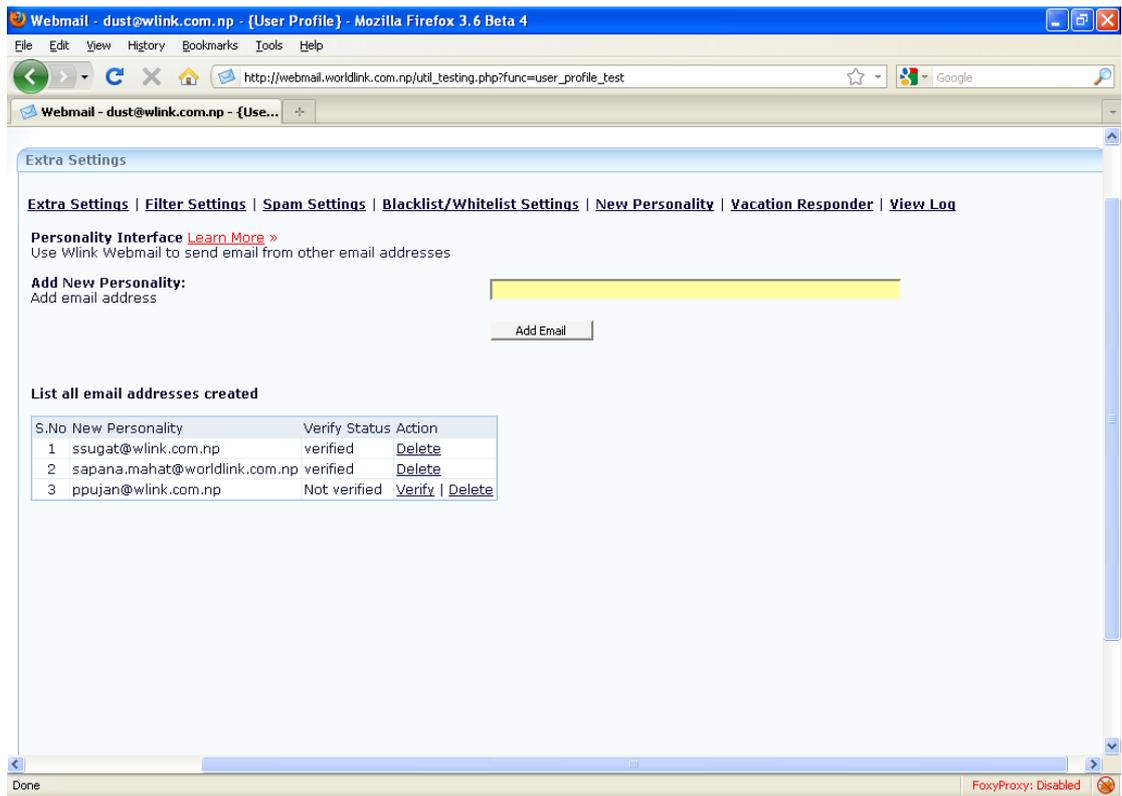
Wlink WebMail provides you the control over deciding whitelist or blacklist Email IDs per user basis.



If you know the Email address that you do not want to receive Email from, simply add the Email to blacklist user. Type the Email address on "Blacklist From:" box and click "Add to Blacklist" button. Likewise, if you want to make sure that you always receive an Email from certain Email address, add it to the whitelist. Type the Email address on "Whitelist From:" box and click "Add to Whitelist". To view or manage the current list, click on "View Blacklist" or "View Whitelist" button.

CREATING NEW EMAIL PERSONALITY

If you have more than one Email address, Wlink WebMail allows you to send Email using your other Email addresses such as Gmail and Hotmail from WebMail.



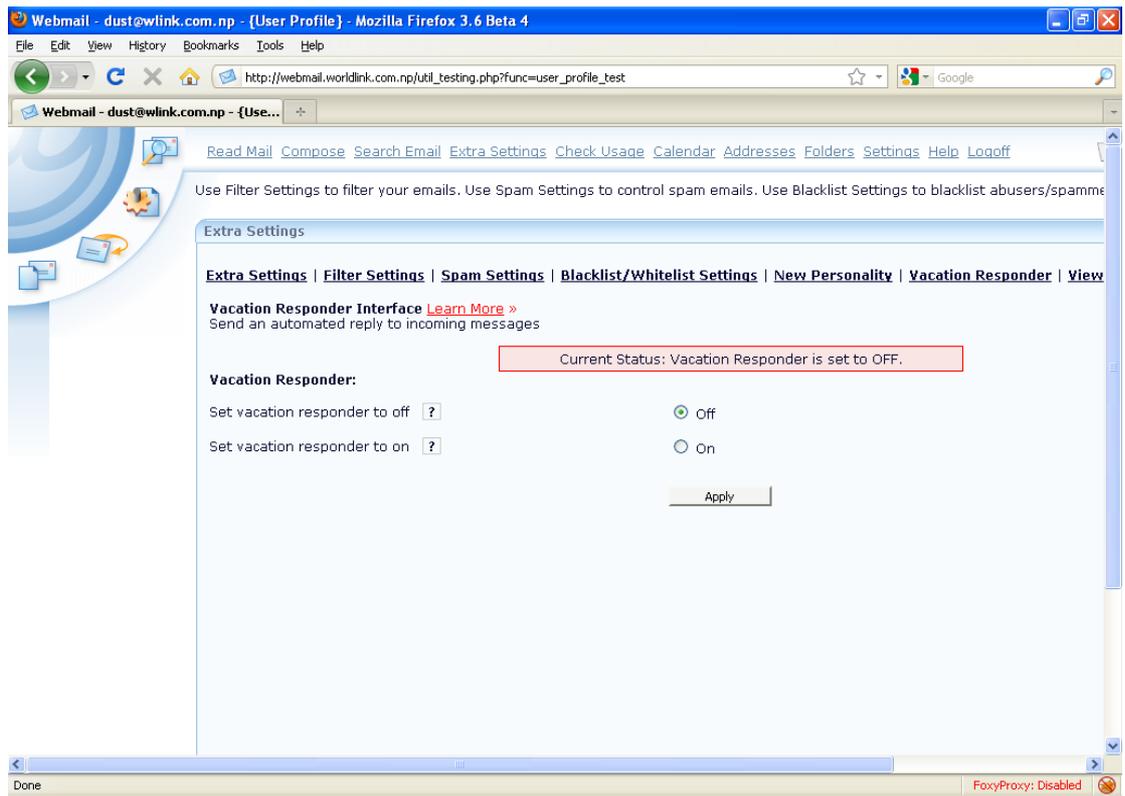
To add a new personality, type in the Email address which you would like to send Email from such as "foo@gmail.com", "bar@hotmail.com" etc and click on "Add Email".

Once you have clicked "Add Email", an automated Email will be sent out to the provided Email with a unique code for security and the Email address will be listed on the table. Login to the provided Email address and copy the unique code from the Email sent by WebMail automated system.

To verify, click on "Verify" and type in the unique code and click "Verify Code". Once the code is verified, you will see your newly added Email address on the dropdown list while composing Email.

VACATION RESPONDER

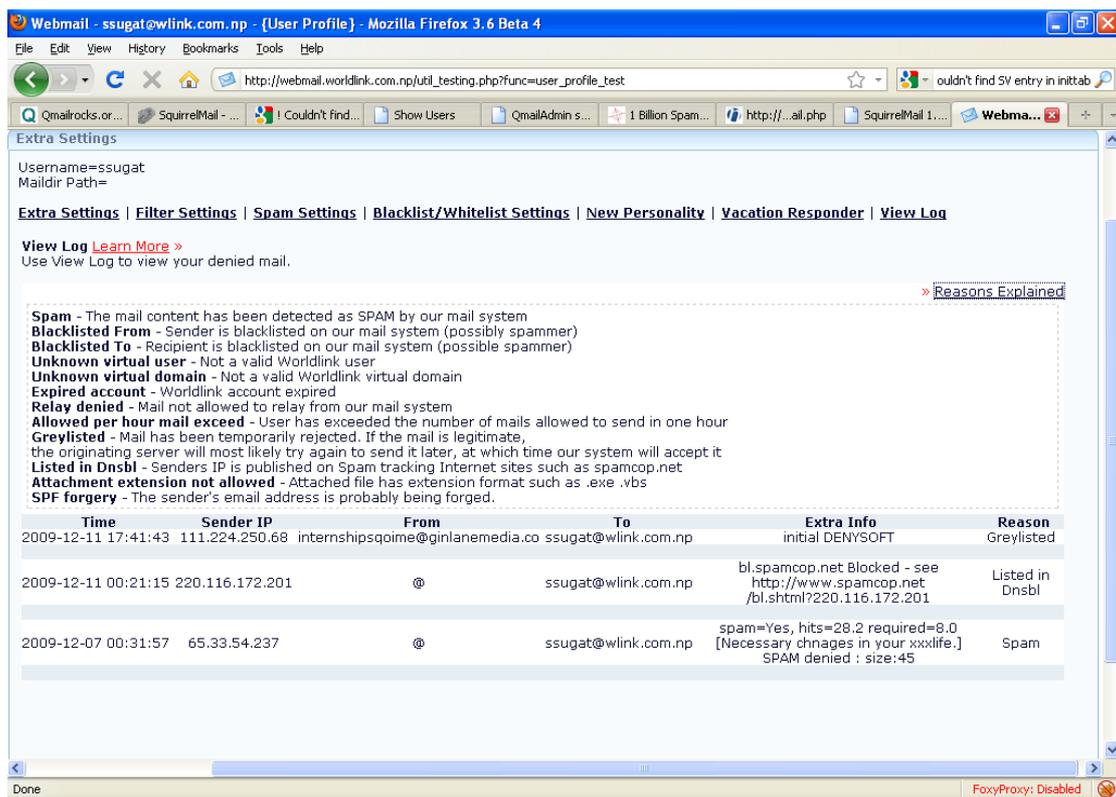
If for some reason you are not able to entertain your mail and you want to notify the senders, then Vacation responder just does that for you.



By default, vacation responder is turned off. To turn it on, click on “On” button. This will let you type the subject and the Email content of the auto response mail. The message will be sent out to all senders who have tried to send you an Email during vacation responder mode turned on. To disable, click on “Off” button. Note that the change will take effect only after you click “Apply” button at the bottom of the page.

VIEWING EMAIL LOGS

“View log” allows you to view recently rejected mails with reasons why the spam engine thought it was spam mail and why it was rejected. The logs will help you make a decision on what to blacklist or whitelist and what spam settings to choose.



The log has useful information such as the date and time the Email was sent, senders IP, senders Email address, and reason why it was rejected.

Possible reason could be as follows:

Spam	The mail content has been detected as SPAM by our mail system
Blacklisted From	Sender is blacklisted on our mail system (possibly spammer)
Blacklisted To	Recipient is blacklisted on our mail system (possible spammer)
Unknown virtual user	Not a valid Worldlink user
Unknown virtual domain	Not a valid Worldlink virtual domain
Expired account	Worldlink account expired
Relay denied	Mail not allowed to relay from our mail system
Allowed per hour mail exceed	User has exceeded the number of mails allowed to send in one hour

Greylisted

Mail has been temporarily rejected. If the mail is legitimate, the originating server will most likely try again to send it later, at which time our system will accept it

Listed in Dnsbl

Senders IP is published on Spam tracking Internet sites such as spamcop.net

Attachment extension not allowed

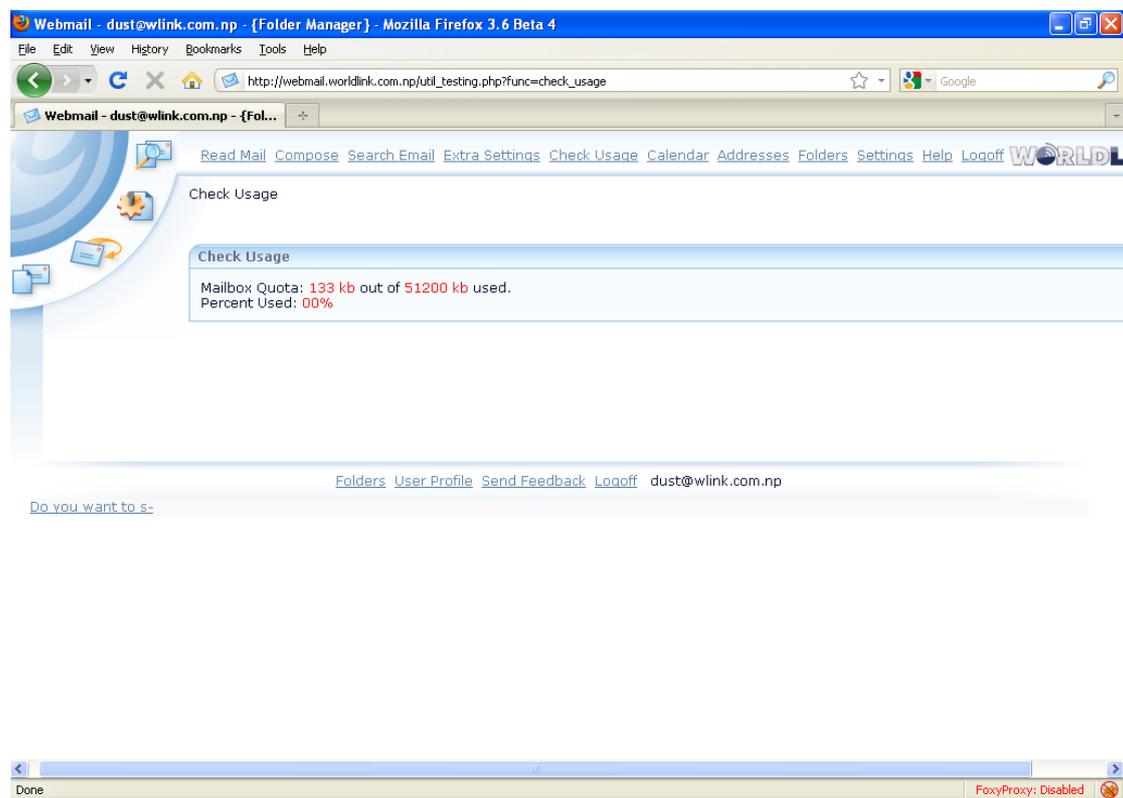
Attached file has extension format such as .exe .vbs

SPF forgery

The sender's Email address is probably being forged.

CHECK QUOTA USAGE

"Check Usage" gives you a summary of your mailbox quota information. It informs you the quota usage in percentage and informs you about total allocated quota.



THE CALENDAR

Here you can organize your work, add Tasks and Appointments to specific times and dates.

To Add an appointment, either double click on the appropriate time to create an hour long appointment or click on the start time and drag down to the appropriate amount of time. You can now enter details for this appointment.

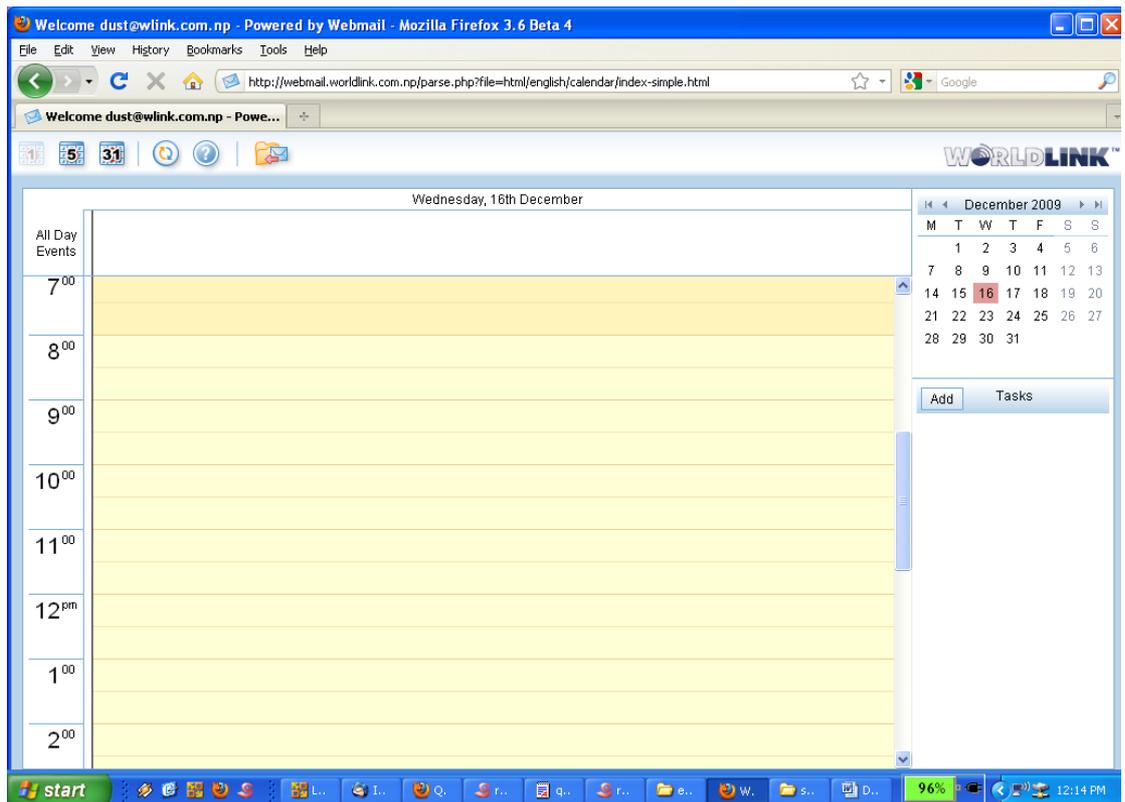
Time Line: When you Create an Appointment it can be set for any time in fifteen (15) minute intervals. Once an appointment is created you can click the entry to drag'n'drop to another time to reschedule.

Month Selector: To View other months, select "<" for previous month, and ">" for next month. To jump to previous year select "|<", to jump to next year select ">|". Once a month is shown you can add / modify / delete Appointments.

This also shows your working month. The selected day has a dark-red background. You can go to another day by clicking on the Date. Any dates in the current month that have appointments are shown in bold.

Add a New Task: To add a task click on the "add" button in the tasks bar. The Task will be shown below. Click on the task to edit it.

Delete a Task: To delete a Task, click on the button with the 'X' next to the task. This task will be permanently Deleted.



ADDRESS BOOK

Use the address book to store your friends, contacts or important addresses. You can reference back to addresses in the future, and compose Email messages with selected Emails from the address-book.

Click 'Add Record' to create a new entry in the address book. Enter the user's details, and select submit to write the entry to the address book. You can modify/delete entry in the address book by selecting the icons on the right.

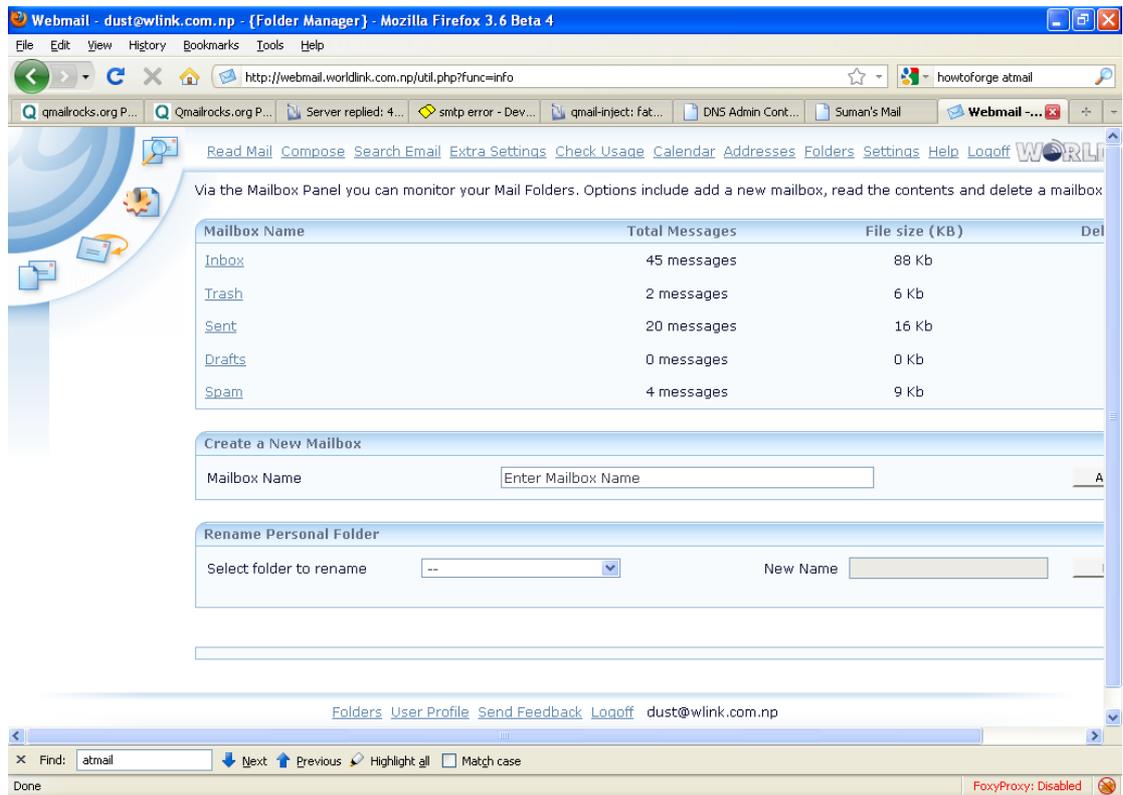
MAILBOX OPTIONS

Mailbox options are located on "Folder" link. It allows you to customize the Options for Your Mailbox and its folders.

The **Active Mailbox's** section has a list of all your Mailbox folders, the number of messages in it, the size of the folders and the Option to Delete this folder.

The **Create a new Mailbox** allows you to add a new Mailbox folder.

The **Rename Personal Folder** allows you to rename already existing mailbox names.



MODIFYING SETTING

Use the settings panel to modify the preferences of your Email account. Tailor the Email service to your needs, preferences include:

WebMail Preferences

Displayed Name: This is used when composing Emails, your Full Name will be shown on all outgoing Emails.

Reply To: Enter your Reply-To Email address if different from your login name.

Sort Email By: Select the Order to sort your Emails in your Mailboxes.

Default Font Style: Select which font you prefer to style the interface in

Service Language: Select the language you would like to use for the Interface.

Number of Messages to Display: Select the number of Emails to display in the Inbox. Using the back/forward icons you can browse between Emails.

Inbox Refresh Rate: Select the number of minutes for the Inbox to refresh. You will be alerted of new mail with a sound.

Time Format: Select the preference to view the time within the WebMail and Calendar interface

Date Format: Select which format to display the date

Select Time zone: Enter the time zone you are currently in. This is referenced when sending Emails, your time/date will be used.

Email Signature: Enter your Email signature. This is appended to all outgoing Emails.

Message Pop-up: Select to use the message pop-ups when viewing Emails in a folder.

Delete Trash on Logout: Toggle if you wish to delete your Trash on logout.

HTML Editor: Select if you want to use the HTML editor.

New Window Popup: Automatically open Email messages in a new window.

Email Signature: Specify your signature . It will be attached to all outgoing Emails.

Layout/Color

Layout Type: Select your preferred layout from the list of the available interfaces.

FAQs

1. I want to automatically delete mails from the Trash folder when I delete a message. Is there a way to change this?

In order to auto delete mails from Trash folder, go to "Settings" and check mark "Auto Delete Trash" and click "Save Settings".

2. How do I set my Email signature?

Click on "Settings" and at the bottom of the page under "Email Signature" type the signature you would like to add on your out-going mail and click "Save Settings".

3. I would like to display my name instead of email address on my out-going emails. How do I do it?

Click on "Settings" and type your full name on "Displayed Name" and click "Save Settings".

4. Where are my folders in Webmail?

In the Webmail, your existing mail folders should be visible in the "Folders" list on the left-hand side of the display. If your folders are not immediately visible, click "refresh".

5. How do I add a new folder?

Click on "Folders". On "Create a new Mailbox", type the folder name you would like to add and click "Add Folder".

6. Can I check mail with my cell phone or PDA?

An alternate Webmail interface is optimized for a mobile setting; you can read, create or send new messages. To login via this interface, please point your device's WML browser to: <http://webmail.wlink.com.np>

7. How do I use my other email ID from Webmail?

First of all, create a new personality. Click on "Extra Settings>>New Personality". Once new personality is successfully added into your Webmail, click on "Compose" and select your email ID by selecting from a drop down menu.

8. I'm over my e-mail quota but Webmail won't let me delete my messages. Is there a way to fix this?

You will need to contact out support personnel at 5523050 to temporarily increase your quota. This will allow you to delete messages and get back under quota.

9. How can I view HTML formatted e-mail in Webmail?

By default, Webmail will display the message in HTML format. To view the HTML format while composing mail, click "Settings" and check mark "HTML Email Editor".

10. How can I display images in Webmail?

By default, Webmail displays an image with the message. However, it will not display images which are linked from other web sites.

11. How do you sign up for Webmail at Wlink?

Please, contact one of our sales representative at 5523050.

12. What are the quota limits for e-mail accounts?

Quota limits differ for various users. Information on quota limits can be found on Online Service Center.

13. How do I check my e-mail quota?

Login to Webmail and click on "Check Usage".

14. What is the maximum amount of data I can send in e-mail?

You can send up to 20 MB in e-mail, but this includes your e-mail message and any attachments.

15. I want to have my e-mail delivered or forwarded to another address. How may I set that up?

If you want to have your e-mail delivered to another address, you need to create a forward rule under "Extra Settings >> Filter Settings".

16. I want to check my e-mail with a program like Thunderbird, Outlook, Apple Mail, etc. What the configuration parameters?

Out-going mail server: smtp.wlink.com.np

In-coming mail server(pop): pop.wlink.com.np

In-coming mail server(Imap): imap.wlink.com.np

17. Where can I set up spam filters?

Click on "Extra Settings >> Spam Settings". Optimize the spam settings as you wish to and click "Update" to make effective.

18. I am going to be away from my e-mail. Can I set up a message letting people know I'll be away?

You can create an automated reply message when you are away using Vacation Response on "Vacation Responder". You will need to remember to turn your Vacation Response off when you return.

19. I am receiving numerous emails from a spammer with the same email address. Is there a way to block such emails?

Add spammers email address on "Blacklist" to block spammers permanently. "Blacklist" can be located under "Extra settings".

20. I want to view all email addresses that were sent to me but denied by the mail system. Where do I go?

Under "Extra settings", click "View Log". This will display all email which were sent to you but our mail system blocked it for various reasons.

21. What are some things I can do to use e-mail more safely?

What are some things I can do to use e-mail more safely?

We recommend the following safety tips for using e-mail.

1. Don't open unexpected attachments.
2. Use spam filters.
3. Beware of spoof or phishing e-mails.
4. Don't send sensitive data in e-mail.
5. Avoid clicking on links in the body of a message.

END OF MANUAL