

# Getting Started with Your New E-mail Services

The screenshot shows an email client interface for the 'Folder - Inbox'. The left sidebar contains a 'Navigation Pane' with folders like 'Inbox (8)', 'Spam (20)', 'Drafts', 'Sent', 'Trash', 'Brokers', 'Clients', 'Engineering', 'Industry News', 'Junk E-mail (4 messages)', 'Management', 'Marketing', 'Personal', 'Prospects', 'Sales', '2006 Sales', '2007 Sales', 'Saved', 'Support', and 'Travel'. The main area displays a list of messages with columns for 'From', 'Subject', and 'Date'. A toolbar above the list includes 'Reply', 'Reply All', 'Forward', 'Print', 'Delete', 'Spam', 'Move', 'Check', and 'Actions'. Callouts provide instructions: 'Navigation Pane' points to the sidebar; 'Drag & Drop Messages' points to the 'Junk E-mail' folder; 'Drag to resize' points to the top border of the reading pane; and 'Select Multiple Messages' points to the message list. Below the message list, a section titled 'Select a single message at a time here.' contains two sub-sections: 'Hide Pane' and 'Select Multiple Messages'. The 'Hide Pane' section explains how to hide the reading pane. The 'Select Multiple Messages' section explains how to select multiple messages using the Shift key.

**Folder - Inbox**  **Search**

Reply Reply All Forward Print Delete Spam Move Check Actions

From	Subject	Date
Google Alerts	Google Alert - Telecom Operators	Today 2:39 PM
Google Alerts	Google Alert - Telecom Operators	Today 12:06 PM
Everyone.net Sales	Everyone.net Hosted Messaging Solut	Today 11:14 AM
Billing	Travel Reservation October 12	Today 11:10
	Today's Meeting	Today 11:10

**Select a single message at a time here.**

**Hide Pane**

You can [hide this Reading Pane](#) by choosing "Hide Reading Pane" under the Actions menu in the toolbar above. (Double-click a message to open it when the Reading Pane is hidden.) You can resize the Reading Pane by dragging its top border with your mouse.

**Select Multiple Messages**

Web Mail now works like other programs on your computer. Hold down the Control key on Windows, or the Command (Apple) key on Mac to select multiple messages from the list above. Use the Shift key to quickly select a group of messages.

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**We are pleased** to present you with a new e-mail service as a way to thank you for being a loyal customer. And, as before, you will have five e-mail addresses at 1 GB each for each account.

## New Features

These are just some of the new features for you to enjoy.

- It's now much easier to set your spam filter.
- You can pre-set your out-of-office notifications and specify the date ranges.
- You can forward your e-mail to another service (like g-mail) and keep a copy of the e-mails that are forwarded in this account.
- You have online storage through "One-Storage."
- Your e-mails are archived for 5 days in case you need disaster recovery assistance.

## Get the Most Out of Your New Service

Please take a few moments to do the following tasks:

### 1. Configure Your E-mail Client Settings

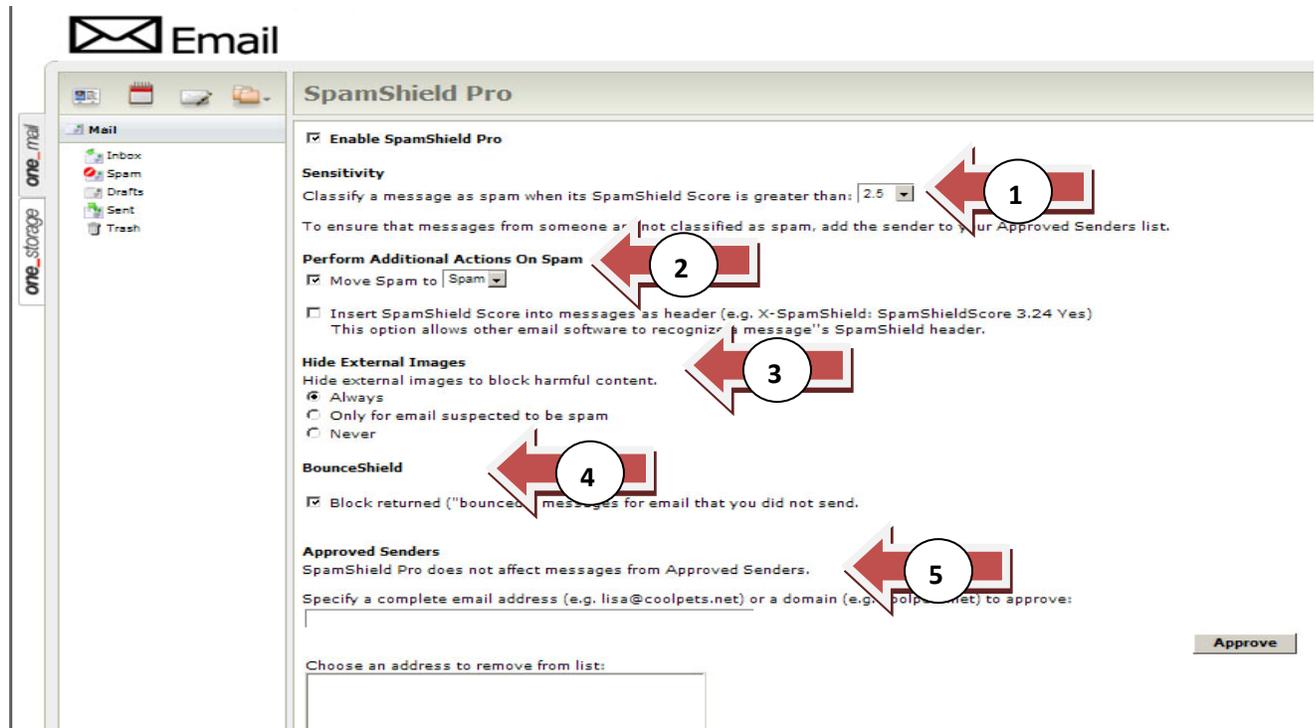
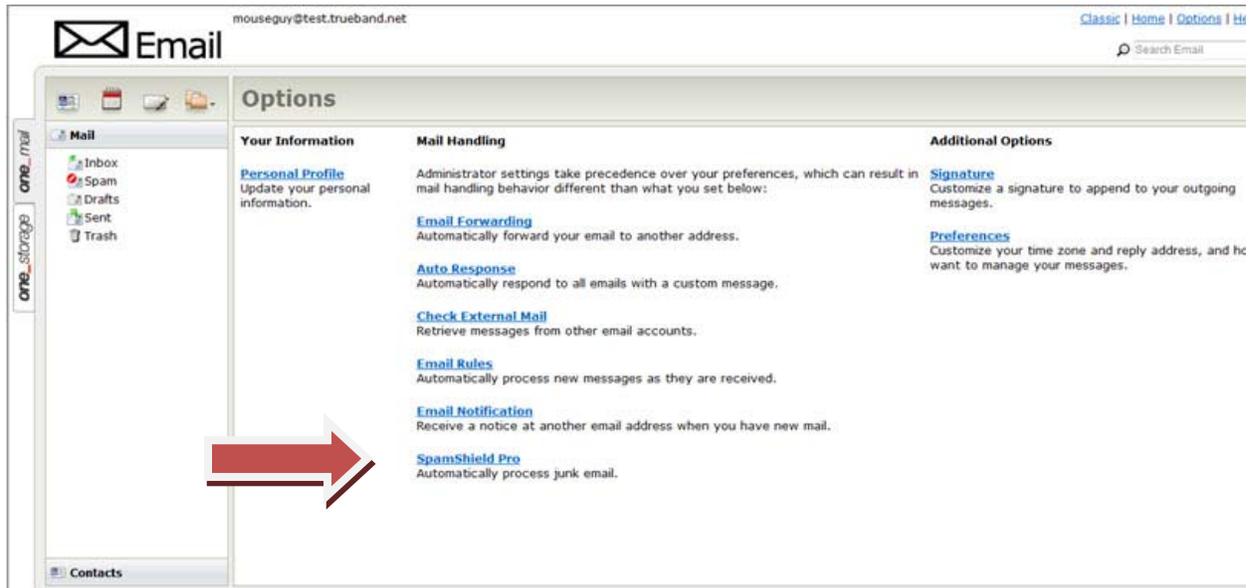
If you use an e-mail client (like Windows Mail or Outlook) to send and receive messages, you will need to check to make sure your e-mail client is configured correctly on **all your computers and smart phones by June 30, 2011**, so that you can send and receive e-mail. Instructions for the most commonly used e-mail clients can be found at <http://email.sitecare.info>.

### 2. Set Your Spam Filter

To get the most of your new e-mail service, please read the following directions for handling spam. Also, note that these directions may change in the future, so please refer to the latest help section on this website: [http://www.everyone.net/support/online\\_guides.html](http://www.everyone.net/support/online_guides.html).

Although our new system blocks most spam messages, you can reduce the number you receive even more. To change your spam settings on the new system, log into the site and use your regular username and password. If you have trouble or don't remember your username, contact Tech Support.

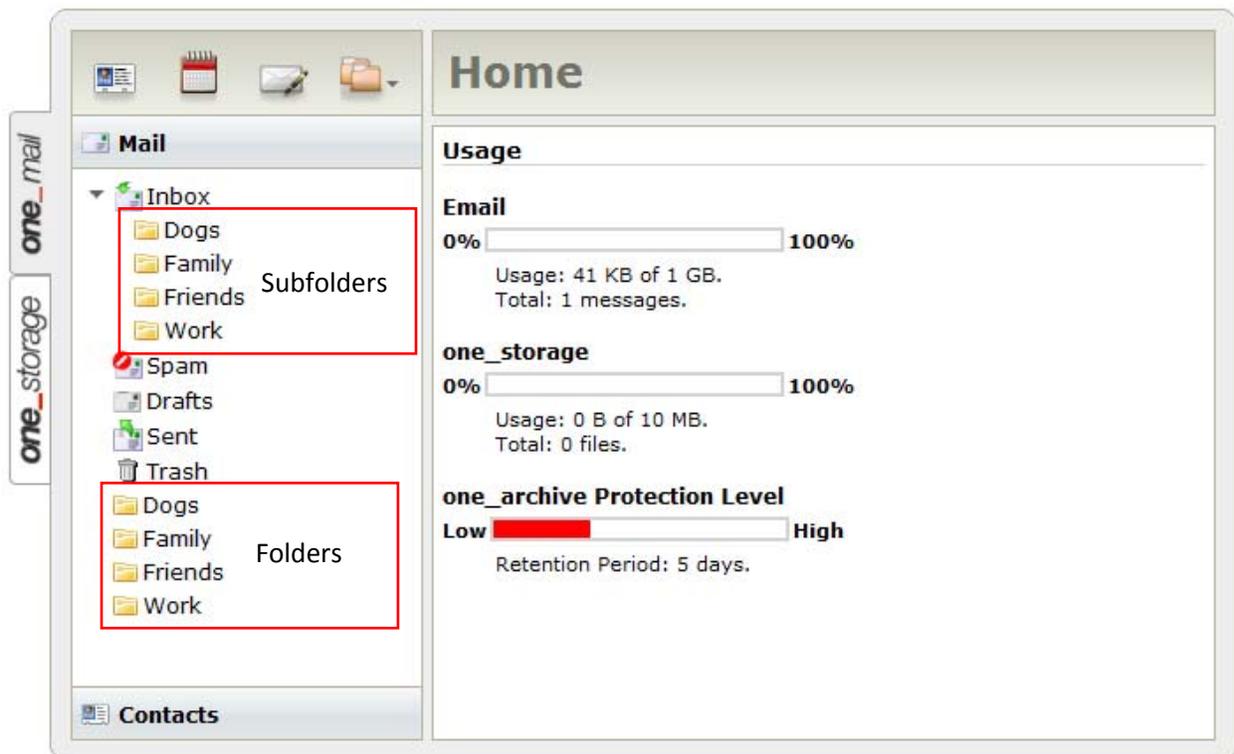
Go to the “Options” page and click on “SpamShield Pro.”



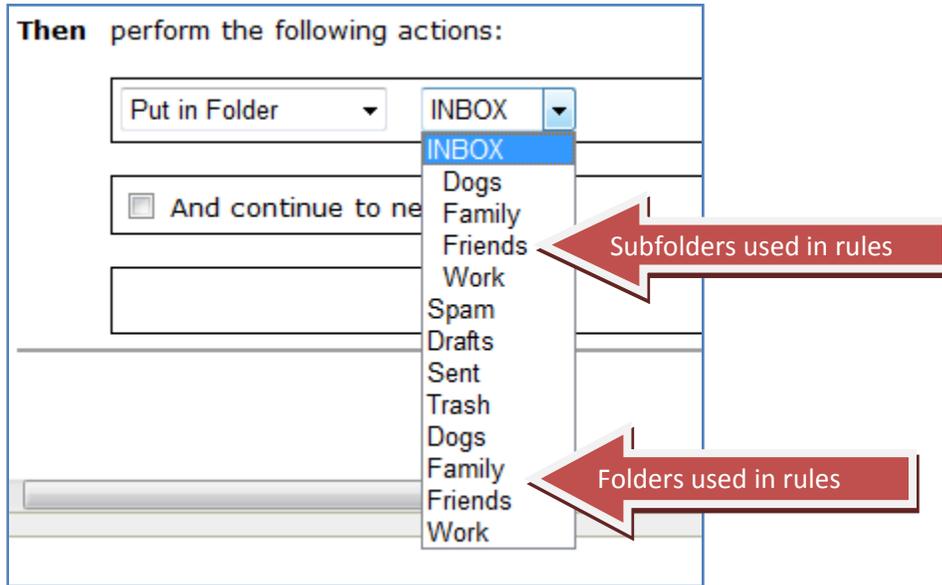
1. **Sensitivity:** If you feel you are getting too much spam in your in-box, choose a lower number in the dropdown. Choosing a higher number will have an opposite effect. For example, if you want to make sure you receive all your e-mail, even spam, set it on 5.
2. **Perform Additional Actions on Spam:** You can move your spam to a spam folder, the trash or your in-box.
3. **Hide External Images:** Sometimes images in spam can carry viruses. You have the choice of hiding them outright, never hiding them or hiding them only when they are suspected of being spam.
4. **BounceShield:** By checking this box, you can block returned ("bounced") messages for e-mails that you did not send.
5. **Approved Senders:** Choose the e-mail addresses and domains that you want to block or approve automatically.

### 3. Remove Duplicate Folders

It is highly likely that you have duplicate sets of folders that are doubling the size of your mailbox! One set can be seen at the "top" level of your mailbox. The other set of folders (actually subfolders) will be visible by clicking the gray arrow to the left of Inbox. You will need to log into webmail and delete one set of folders to reduce your mailbox usage and eliminate confusion.



To determine which folders you should delete, review any rules you have created to see what folders are being used. If your rules are using the subfolders, you should delete the folders at the “top” level. If your rules are using the folders, you should delete the subfolders (below the Inbox). See image below to help determine which is being used.



Again, if you have any questions, please don't hesitate to call Tech Support. Thank you!