ATLANTIC broadband

Webmail Quick Reference Guide

Atlantic Broadband's free Webmail service makes it easy to read and send email using just a web browser from any computer. This quick reference guide will help you get the most out of Webmail with useful tips and information on how to use the most important features.

General Tips

Software Requirements:

The Webmail client should work in all standard browsers such as IE, Firefox and Safari. If you are having trouble loading the new client in your browser, you may need to update certain software on your computer. At a minimum, you must have Adobe Flash version 9 or higher on your machine for the client to function. To check the version of Flash your browser is running, go to:

http://kb2.adobe.com/cps/155/tn_15507.html.

If you are running a flash version that is not supported, you can download the newest version directly from the flash test site by clicking on "Downloads" at the top of the page, and "Get Flash Player" from the bottom of the list that appears.

For Microsoft Windows users, we also recommend running windows update until you have downloaded and installed all recommended updates.

Customizing Settings

By clicking the Settings button in the upper right corner of the application, you can customize the application to suit your preferences.

| Settings | Help | Email Tools | Home Page | Log Out |

For example, within General Settings, you can change the default language from English to Spanish and change the size of the text that is displayed.

Webmail Inbox

Checking for new email:

There is nothing that you need to do to receive new messages in your webmail. The webmail system automatically displays email as soon they arrive – you do not need to refresh your browser and there is no 'check email' button.

Formatting emails:

Emails that are composed in HTML format can use different fonts, font sizes, colors and other formatting options.
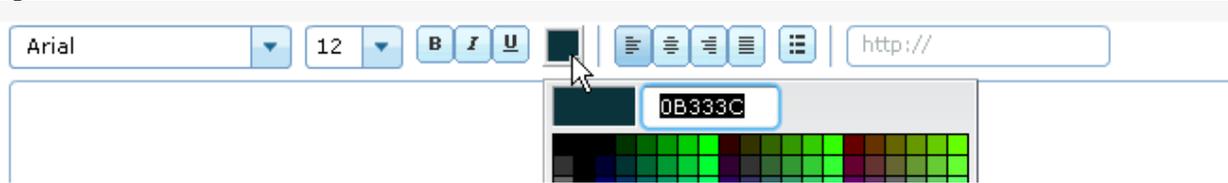

By default, HTML formatting is enabled for all emails that you create. If you wish to send a plain text email, choose 'Plain Text' from the dropdown box to the right of the Subject line. You may also make composing in plain text the default option for all new email by clicking the Settings button in the toolbar on the top right side of the page, and choosing the plain text option in the Compose tab of the dialog box.

Setting a vacation message or forwarding email to another account:

Click the Settings button on the toolbar in the top right of the application. In the Settings menu, click on 'Mail Actions' in the left hand column and then choose the Vacation Message or Mail Forwarding tab as appropriate.

## Configuring the Auto-save settings:

The webmail application will automatically save unsent emails to your Drafts folder every 5 minutes to prevent loss of your work if you unexpectedly lose your connection. The application can be configured to save work in progress as often as every 30 seconds. To change the defaults, click on the Settings button in the toolbar and then choose the Compose tab from the left column. Choose your desired setting from the dropdown menu.
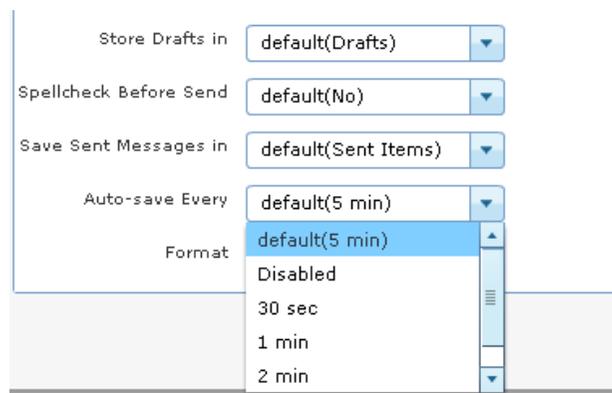
Be sure to click Update to save your new setting. Also, please note that once an email is sent, it is deleted from the drafts folder.

Adding an email sender to your Contacts database:

To add the email address from someone who has sent you an email to your list of contacts, simply put your mouse over the address of the sender and right click. This will bring up a contextual menu that will allow you to add the contact. Note that you must be in the main reading pane; the email cannot be open in its own window.
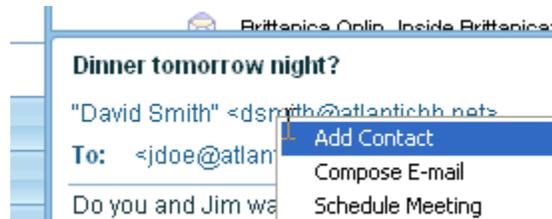
Spell Checking:

Due to a problem with our provider, the Spell Checking utility is not functional at this time. We expect to add this capability in a future upgrade. As a result, the Spell Checking option within the Settings menu is set to 'Off' by default and it should not be changed.

If you have turned it on, when you press the send email button you will see the following message indicating that Spell Check is currently unavailable:

If you see this message, please click on the Settings button and then choose the Compose tab and set the "Spell check before send" option to "no".

Emptying your trash folder:

To manually empty your trash folder you must first highlight it by left clicking on it, and then the "empty trash" button will appear up in your tool bar. Left clicking this button will completely empty your trash.

Managing Spam:

In order to reduce Spam, our system will not allow you to send an email that does not have a subject line. Please be sure to enter a subject for your email.

If you receive an email that you believe is a Spam email message, you can forward it to thisisspam@atlanticbb.net (this is spam at atlanticbb.net) so that our spam filter can prevent similar messages from being sent to you or other customers in the future.

Webmail Calendar

Our Webmail service features a fully functioning calendar, much like the one offered as a part of Microsoft's Outlook Email Suite. You can schedule events for just yourself or send meeting invitations to others. The ability to create multiple calendars can help keep track of a family's busy schedule.   Merge these calendars to see everyone's plans with just a glance.

Customizing the view:
You can customize whether your calendar shows a whole month, a full week or a single day in its primary view. To change the view, click the Settings button on the toolbar, then choose the Calendar tab on the left. Pick your desired time period from the drop down list and be sure to click Update to save your choice.
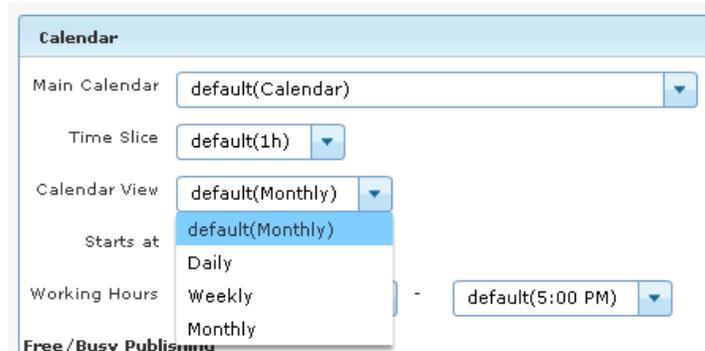

Creating additional calendars:
To create another calendar, while in the Calendar view, click on the Create Folder icon at the bottom of the Calendar Tab. Type a name for your new calendar and click Save to create it.
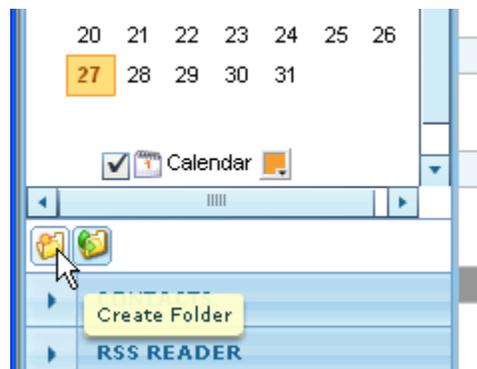
You will then see the new calendar name appear below the original calendar. Add a check mark next to it to display the new calendar in a tab in the main window. Selecting a different color for the new calendar means that appointments will show up in different colors when you merge calendars.
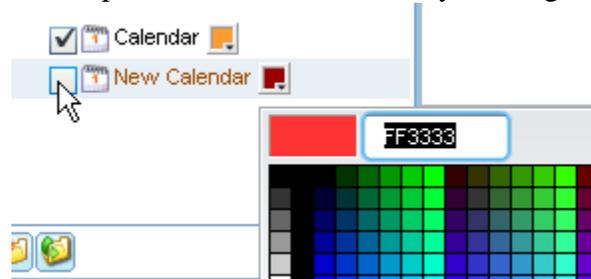
Merging multiple calendars into a single view:

If you have multiple calendars and want to view all appointments across them in a single view, you can merge the calendars. To merge calendars, place a check in the merge box as shown below. Clicking on any of the individual calendar tabs will then remove the merge.
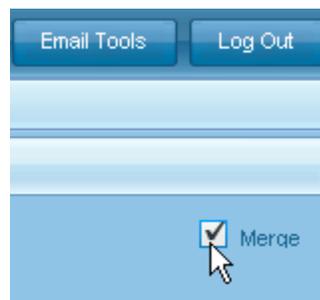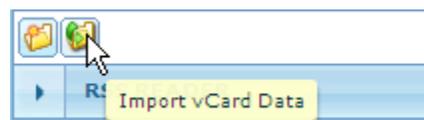

When using this feature, it is extremely helpful to have each calendar use its own color as described above.

Contacts

Importing contacts

Currently the only format supported for importing contacts into your contact database is vCard. To import this data click on "Import vCard data" at the bottom of your contacts frame and select the file from your computer.

From there, choose "Import" from the dialog box that opens and your imported contacts will populate the contacts folder.

RSS Reader

An RSS reader presents you with the most recent posts from your favorite blogs. It's like having a newspaper in your inbox! To use the RSS Reader you need to subscribe to the appropriate RSS feeds from your favorite Websites and blogs.

Finding the RSS feed on your favorite blog

Most websites that update on a regular basis will have an RSS symbol on them, generally along the top or bottom of the page. The symbol looks like this:

Clicking on this symbol will take you to a page that has the URL for the feed that you will use to subscribe to the blog or site.

Subscribing to the feed in the RSS Reader

To subscribe to a feed in the RSS reader, first follow the above steps to find the URL of the feed. Once you have this URL, you will highlight and copy it from the address bar in your web browser. From there you must go to the RSS Reader in your webmail and click on the Subscribe button in the toolbar. Paste the feed URL into the dialog box that opens and then click save to finish the process. If you completed everything correctly the updates to your blog will show in the preview window.