Logging in to TurnkeyMail

TurnkeyMail is a feature-rich Windows mail server that brings the power of enterprise-level features and collaboration to businesses and hosting environments. Because TurnkeyMail users access TurnkeyMail through a Webmail interface, they can log in to their TurnkeyMail mailbox from any computer with an Internet access, anywhere in the world.

TurnkeyMail users will need to obtain the link to the webmail interface login page from their domain administrator or system administrator. To log in to TurnkeyMail, type your full email address and password in the appropriate fields and click **Login**.

To stay logged in to TurnkeyMail even after closing the browser, be sure to select the Remember Me checkbox. This will allow TurnkeyMail to encrypt the email address and password. Note: Browser cookies must be enabled for this feature to work. In addition, SmarterTools does not recommend selecting this option if you use a public or shared computer.

You will be logged into your TurnkeyMail mailbox and depending on your settings, the My Today Page or your inbox will display in the content pane. If you have trouble logging in or experience issues with your email account, contact your domain administrator for troubleshooting help. The domain administrator is usually the owner of the domain or the person who set up your email account.

Composing Email Messages

There are several ways to compose email messages in TurnkeyMail, depending on whether you are writing a new message or replying to an existing message.

Creating a New Message

To create a new message, click **New** in the navigation pane toolbar and then click **New Message**. This will open a new message window that you will use to compose the email message.

The following fields will appear in the header of the message:

- **To** - Type the email addresses to which the message will be sent or click **To** to select email addresses from your address book. TurnkeyMail Enterprise users can change the list source to select email addresses from the Global Address List. Note: When entering addresses into the To, Cc, and Bcc fields, TurnkeyMail will auto-complete addresses by referencing your contacts list or the Global Address List.
- **Cc** - Type the email addresses of recipients that should receive a carbon copy of the message or click **Cc** to select email addresses from your address book.
- **Bcc** - Type the email addresses of recipients that should receive a blind carbon copy of the message or click **Bcc** to select email addresses from your address book. Note: Emails listed in this field will be concealed from the complete list of recipients. For this reason, it is common practice to use the Bcc field when addressing a very long list of recipients or a list of recipients that should not (necessarily) know each other.
- **Subject** - Type the subject of the email.

The following options are available in the toolbar of the new message window:

- **Send** - Sends your message to the designated recipients.
- **Save as Draft** - Saves the message in its current state to the Drafts folder. This is useful if you need to continue writing the message at a later time.
- **Attach Files** - Attaches files to the message. When files are attached to an outgoing message, a file manager will display at the bottom of the new message window. The file manager will display the name, size, and upload status of the file. Note: To remove an attached file prior to sending the message, click the **trash icon** in the file manager.

Creating New Contacts

There are several ways to add new contacts to TurnkeyMail, depending on whether you want to add a contact from an email message, import contacts from another provider, or add a contact by typing the name and other information directly in TurnkeyMail.

To add a contact from an incoming email message, view the desired message in the preview pane. Then click the **From** field in the header of the message. The sender's email address and a link to add the sender to your contacts list will display. Click the link to open a new contact window. TurnkeyMail will automatically complete the display name and email address fields, but you can enter additional details and save the contact.

To add a contact by typing the name and other information directly in TurnkeyMail, click **New** in the navigation pane toolbar and then click **New Contact**. This will open a new contact window that you will use to add the contact to TurnkeyMail.

Saving Contact Details

When you add a new contact to TurnkeyMail, you can save as much or as few details about the person as you like. In general, contact details are divided into five sections:

- **Personal Info** - Type the contact's display name, title, first name, middle name, last name, suffix, email address, instant messenger, home page, and date of birth. Note: The display name is the only required field to save a contact.
- **Contact Info** - Type the contact's home phone number, work phone number, mobile phone number, pager number, home and work fax numbers, and home address.
- **Work Info** - Type the contact's company name, job title, department, office, work address, and website URL.
- **Additional Info** - Type any additional details about the contact.
- **Categories** - A category provides a way to organize your contacts into manageable groups. To add a category, simply click the **Master Categories** button and type the new category name. Note: Be sure to separate categories with a comma.

Importing and Exporting Contacts

Because people often have multiple email accounts from different providers, TurnkeyMail makes it easy for users to securely transfer contacts to and from other online address books.

Importing Contacts to TurnkeyMail

TurnkeyMail supports importing contacts from two different types of files: vCards (.vcf) and comma-separated text files (.csv). TurnkeyMail also supports importing from a .zip file containing any combination of these files.

Exporting Contacts from TurnkeyMail

Contacts are downloaded as a .zip file containing vCard files. These files can then be imported into Microsoft Outlook or into another TurnkeyMail account.

Creating New Calendar Appointments

To create a new calendar appointment, click **New** in the navigation pane toolbar and then click **New Appointment**. This will open a new appointment window that you will use to add the appointment to TurnkeyMail and to invite attendees.

Saving Appointment Details

When you add a new appointment to your calendar, you can save as much or as few details about the appointment as you like. In general, appointment details are divided into four sections:

- **Appointment** - Type the subject of the appointment and specify the attendees, the appointment's start date and time, end date and time, and location. You can also specify your availability (free or busy) and configure a reminder that will display in webmail prior to the appointment time, in addition to an email reminder. Note: The subject and start date are the only required fields to save an appointment.
- **Recurrence Information** - Use this section to indicate that the appointment occurs on a regular basis. Recurring events may include personal occasions (birthdays, anniversaries, etc.), holidays, and regular meetings or business appointments. The recurrence feature is very flexible and can be as simple or as complex as necessary. Examples include a birthday that occurs every August 7th, a meeting that happens the second Monday of every month, or an appointment that occurs every four days for three weeks.
- **Description** - Type any important notes or a description of the appointment, if desired.
- **Categories** - A category provides a way to organize your appointments into manageable groups. To add a category, simply click the **Master Categories** button and type the new category name. Note: Be sure to separate categories with a comma.

Once the appointment is saved, attendees will receive an email appointment invitation and the appointment will appear on your calendar. When attendees accept or decline the appointment, you will also receive a notification email.

Checking the Availability of Attendees

TurnkeyMail Enterprise users can check the availability of attendees prior to saving an appointment. This allows you to determine if there is a scheduling conflict and adjust the planned appointment time accordingly. To check the availability of attendees, click the **availability icon** next to the Attendees field in the new appointment window.

Creating New Tasks

To create a new task, click **New** in the navigation pane toolbar and then click **New Task**. This will open a new task window that you will use to add the task to TurnkeyMail.

Saving Task Details

When you add a new task in TurnkeyMail, you can save as much or as few details about the task as you like. In general, task details are divided into three sections:

- **Details** - Type the subject of the task and specify the task's start date and time, due date and time, priority level, status, and the percentage of the task that is completed. You can also configure a reminder that will display in webmail prior to due date and time. Note: The subject, start date and due date are the only required fields to save a task.
- **Description** - Type any important notes or a description of the task, if desired.
- **Categories** - A category provides a way to organize your notes into manageable groups. To add a category, simply click the **Master Categories** button and type the new category name. Note: Be sure to separate categories with a comma.

Once the task is saved, it will appear on your calendar. Note: Users can disable the display of task start and end times on the calendar.

Sharing Uploaded Files

After uploading a file to the server, you will need to edit the file sharing settings by selecting the file and clicking **Edit** in the content pane toolbar. The file sharing settings will load and the following options will be available:

- **Filename** - The name of the file.
- **Link Expires** - The date and time that the public link to download the file expires. If this field is not completed, the link will never expire.
  - **Enabled** - Select this option to enable the link expiration date.
- **Access Password** - The password used to download the file. If this field is not completed, no password is needed to download the file via the public link.
  - **Enabled** - Select this option to make the file password protected.
- **Enable public access** - Select this option to make the file available for sharing via a public link.

When you share a file by inserting the public link to the file into an email message, the recipient will be directed to a file storage download page with instructions on how to download the file.

Auto Responder

Users can set up auto-responders to automatically send a prewritten response when an email message is received. They are commonly used to notify senders that the recipient is out of the office or on vacation.

To set up an auto-responder, click the **settings icon**. Then expand the My Settings folder and click **Auto-Responder** in the navigation pane. The auto-responder settings will load in the content pane and the following tabs will be available:

Options

Use this tab to specify the following options:

- Enable auto-responder - Select this checkbox to turn the auto-responder on.
- **Disable responses to indirect mail** - By selecting this checkbox, the auto-responder will only be triggered by email sent directly to you. Any email you receive through a mailing list, forward, or an alias will not trigger the auto-responder.
- **Limit responses to once daily** - Select this checkbox to ensure an email address only receives the auto-responder message once per day, even if they send you multiple messages. If you disable this option, every email a particular address sends to will get responded to. It is HIGHLY recommended that you keep this option turned on to avoid the potential of your email address, your domain, or even potentially your entire mail server from becoming blacklisted by an ISP.

Auto-Responder Message

Use this tab to specify to customize the auto-responder message. Note: This tab is only available if the auto-responder is enabled.

- **Subject** - The words or phrase that appears in the subject of the auto-responder message (e.g. Out of Office).
- **Compose Format** - To specify whether the auto-responder displays in plain text or HTML, select the appropriate option from the list.
- **Message** - Type the text of the auto-responder in this field. For example: I will be out of the office from June 1 to June 15. I will respond to your message upon my return to the office on June 16. If you need immediate assistance, please contact Jane Doe at jdoe@example.com.

Content Filtering

Content filtering is an advanced method of performing actions on emails that meet specific criteria. For example, you can use content filters to delete messages with certain attachments, forward messages from a specific email address to another account, or even alter the subject of specific types of email. Content filtering is very flexible in order to allow you to filter messages the way you want to.

To access your content filtering settings, click the **settings icon**. Then expand the My Settings and Filtering folders and click **Content Filtering** in the navigation pane.

To add a new filter, click **New** in the content pane toolbar. The content filter wizard will load in the content pane.

To edit an existing filter, select the desired filter and click **Edit** in the content pane toolbar.

Note: Content filters are executed in the order in which they show up in the list. When a content filter gets triggered and performs an action,no other content filtering is performed on that message. To change the order, click on the arrows next to a filter.

Content Filter Wizard

The New Content Filter wizard is three pages long, and it will walk you through each step necessary to create the filter.

Step 1 - Filter Criteria

In this step of the wizard, choose the type of things that the filter will look at. Possible filter criteria types are listed at the end of this help topic. Multiple criteria can be chosen, and you can choose in the next step whether all criteria must be met, or only one of the criteria for the filter to activate.

Step 2 - Filter Type and Criteria Details

Choose whether this filter requires one criterion to be met from each and every section, or just one of the criteria in any section to be met, before an action is performed. Then choose whether you will be using any wildcards in your search strings. Usually, wildcards will not be necessary, but there are times when some people may want them.

For each of the criteria you chose in step 1, you will be able to enter details. Many types of content filters allow lists of items to be entered in, and these will be indicated. For example, if you chose to filter on From Address, you can enter multiple email addresses in the box (one per line) and if a message is from any of them, that criteria will be met.

Spam Filtering

TurnkeyMail includes many antispam measures that will help keep your inbox free of unwanted mail. Your domain administrator has probably already set up some basic spam filtering options.

To view your spam filtering settings, click the **settings icon**. Then expand the My Settings and Filtering folders and click and click **Spam Filtering** in the navigation pane. The spam filtering settings will load in the content pane and the following tabs will be available:

Options

Use this tab to specify the following settings:

- **Use default spam settings** - Select this checkbox to accept the default spam options provided by your domain administrator.
- **Override spam settings for this account** - Select this checkbox to customize the way spam is handled and to override the settings created by the domain administrator.

Actions

When you override the spam options set by your system administrator, you can choose the actions that are taken when email comes in that has a low, medium, or high probability of being spam. For each spam level, choose the action you wish to have taken. If you choose to add text to the subject line of messages, type the text in the box below the action drop down.Note: If you are using the default spam options that were set up by your administrator, these settings cannot be edited.

Current Weights

Each type of spam check has an associated weight that factors into the spam probability of a message. When an email comes in, all of the checks listed are run, and for each check that the message fails, the weight is added to the overall score of the email. The thresholds for each spam probability are examined, and the email is placed into the appropriate category.