Webmail user guide

September 2019

Introduction

The Webmail service is changing, we are introducing some new features and a slightly different look. All day to day features and user info (e.g. emails, calendars and contacts), are still there but we appreciate it may take a little while to get used to the new interface.

At KCOM, we pride ourselves on providing the best customer experience and ensuring that you have access to excellent support, whether it be over the phone or in this case a useful guide.

The following document provides step by step instructions on how to use the system and support details should you need to get in touch.
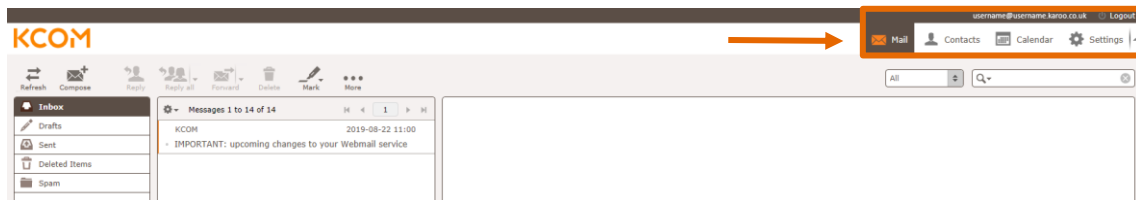
Contents

1. Your KCOM webmail service

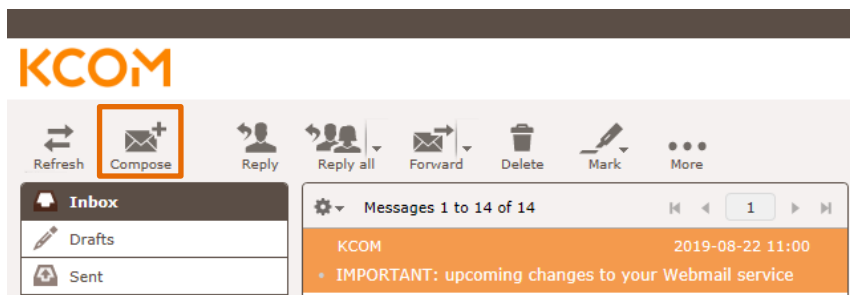**Here's an easy to use guide on how to use your webmail service**

1.1. Buttons and shortcuts on the homepage

On the homepage, you'll be able to access your **Mail**, **Contacts**, **Calendar**, and **Settings**. **Tasks** can still be created by setting events in the **Calendar**.
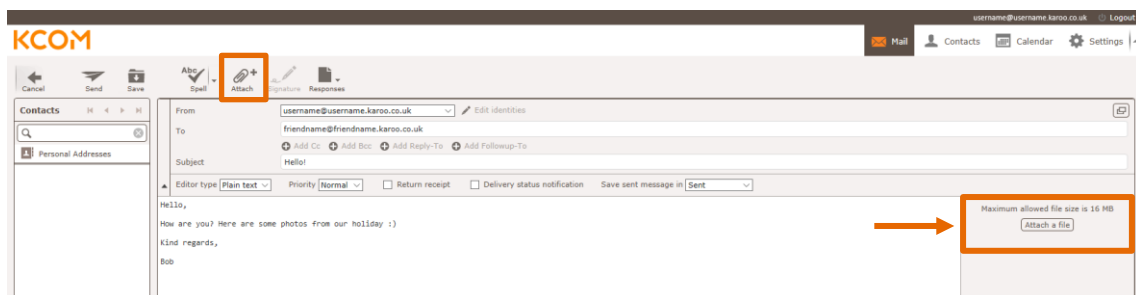
1.2. Sending an email

On the Mail homepage use the **Compose** button in the top left corner of the page – see below.
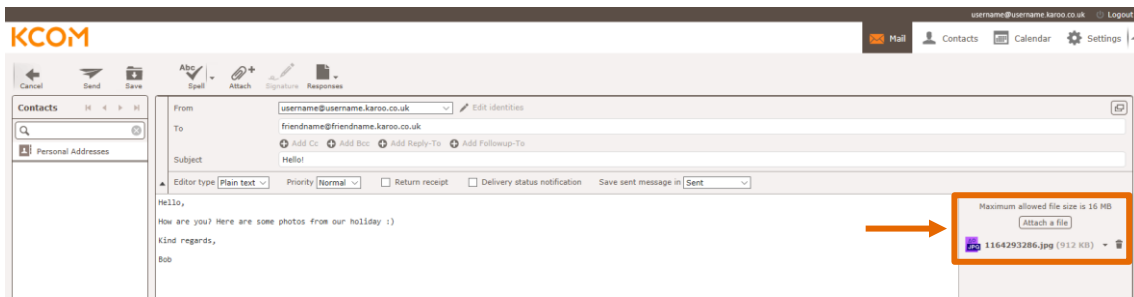
1.3. Adding an attachment

If you need at add an attachment there are two places you can click to attach a file. The maximum file size is **16MB** – see below.
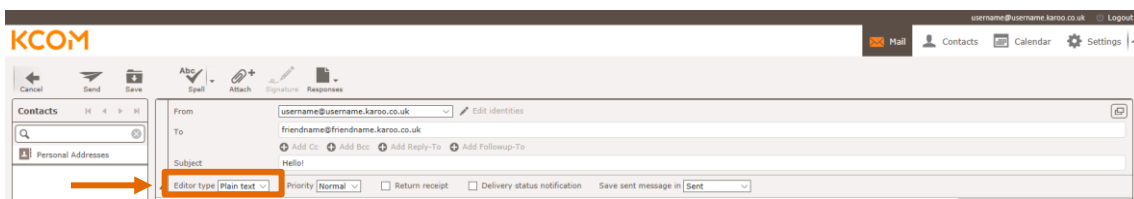
Once you've attached a file, you'll see it displayed below the **Attach a file** button on the right-hand side of the screen.
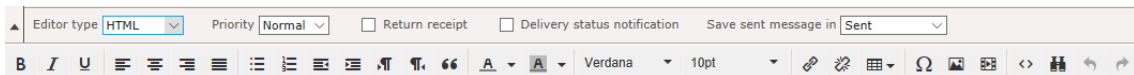

1.4.   Sending in plain text or HTML

You have the option to send emails in plain text, or full HTML (allowing you to change font style, size, and colour, text alignment, etc.) Click the drop-down for **Editor type** to change to one or the other.


Once you switch **Editor Type** to HTML, you'll see the editor bar appear, shown below

1.5.   Keeping an eye on your mailbox capacity

By checking the mailbox indicator in the bottom left-hand corner of the page, you'll be able to see how much capacity you have used and have available. By clicking on the pie chart, you'll see how many messages you have, and how much space these have used.
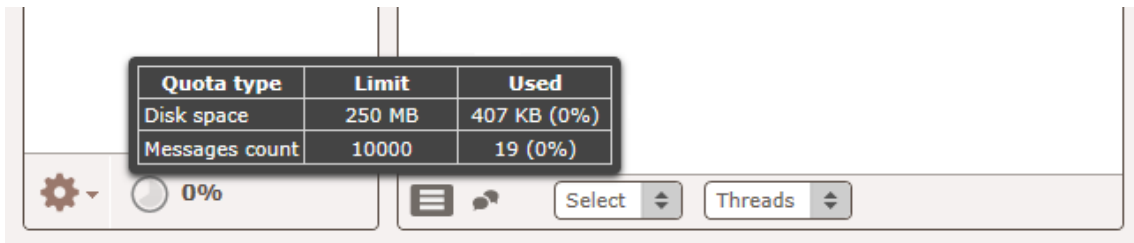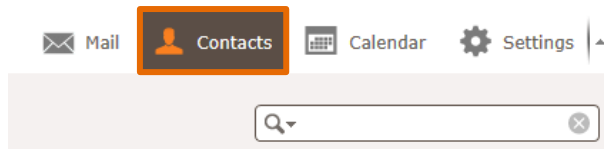
1.6. Refreshing your mailbox

To refresh your mailbox to make sure you're seeing all your up to date mail, just click the **Refresh** button on the **Mail** homepage, shown here.
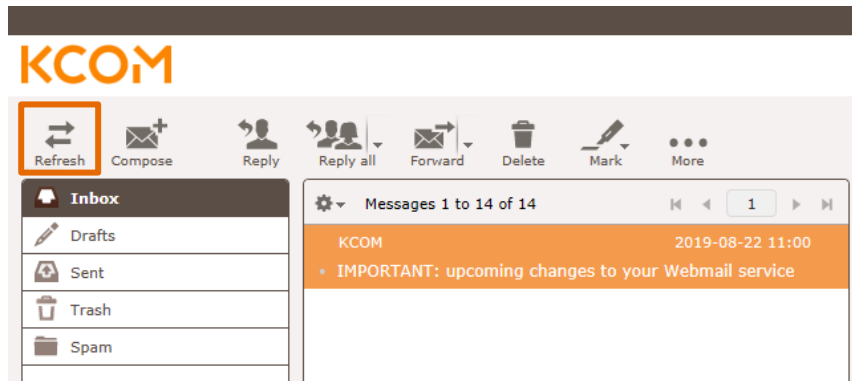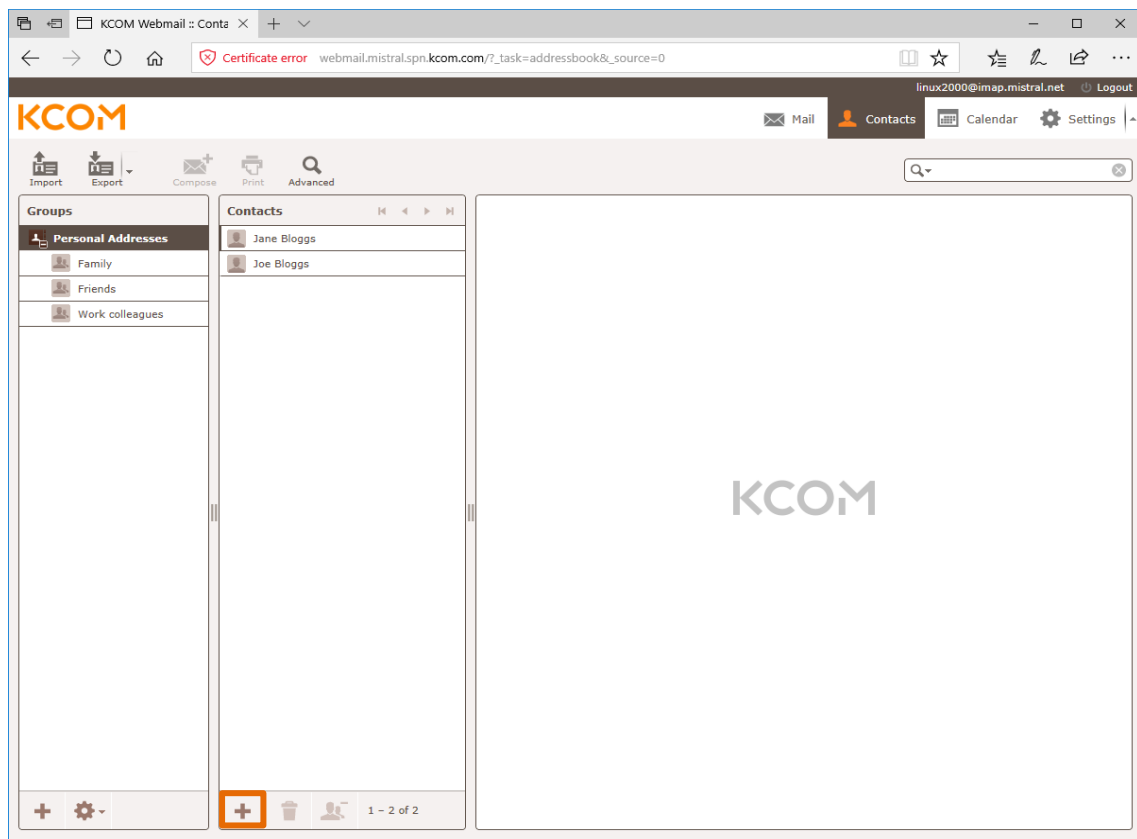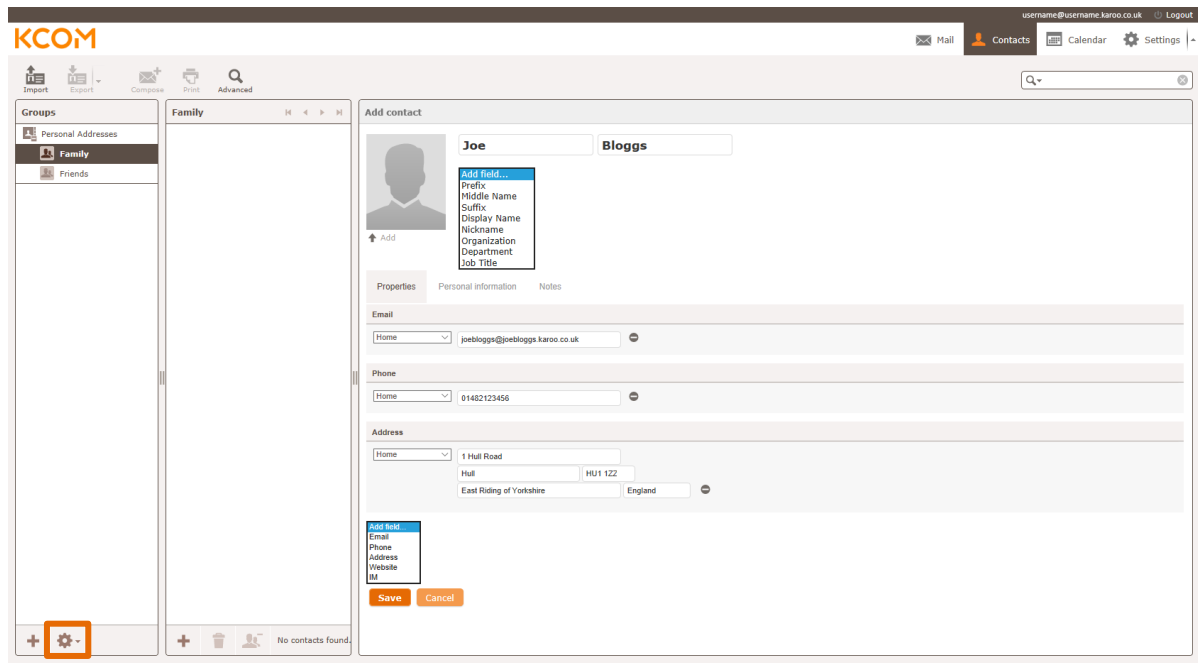

1.7. Adding Contacts

To add a new contact, select **Contacts** in the top right corner of the screen.

You'll then see this screen and you will be able to create a single contact. Use the ✚ button at the bottom of the Personal address column.
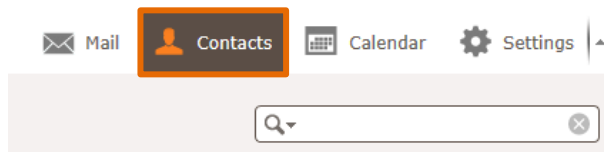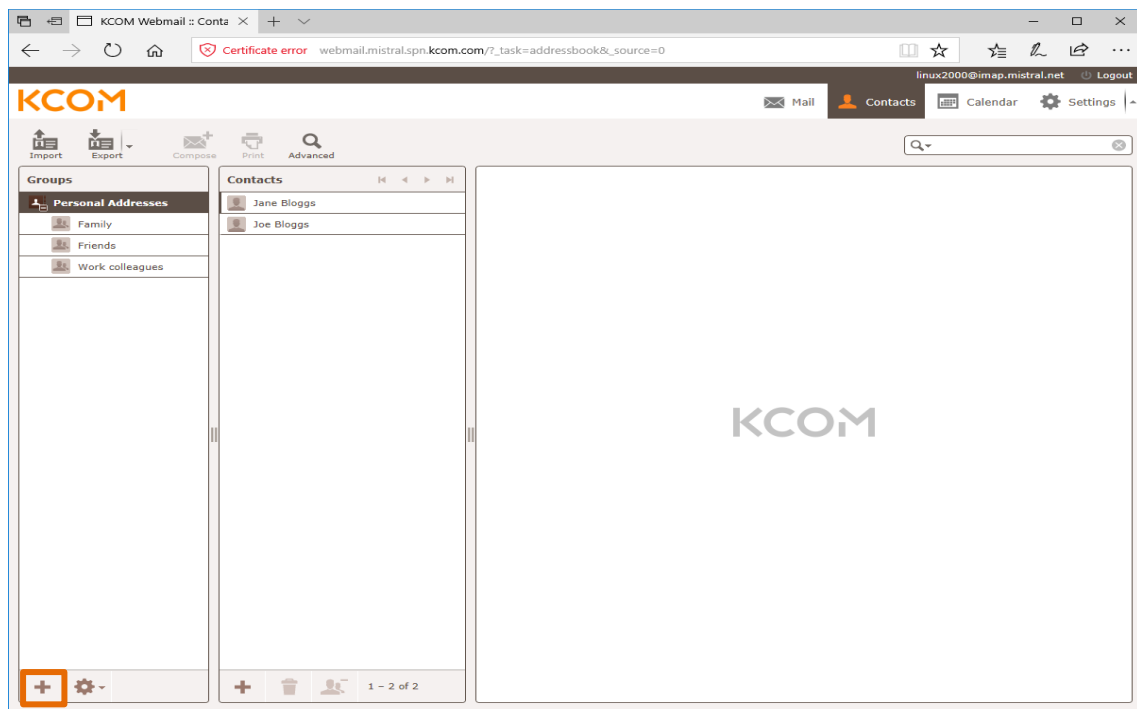
Here you can fill in all the details for your contact. You can add extra fields by clicking the drop-down menus shown below.

1.8. Creating a contact group

To add a contact group, select **Contacts** in the top right corner of the screen.

You'll then see this screen and to create a group of contacts, use the ➕ button at the bottom of the Groups column.

Once you've created a new group, you can either **Rename** or **Delete** the group by clicking the settings button at the bottom of the **Groups** column.

1.9.   Edit contacts

To edit or update a contact, click on their name in the **Contacts** column, and then **Edit contact** on the contact card.
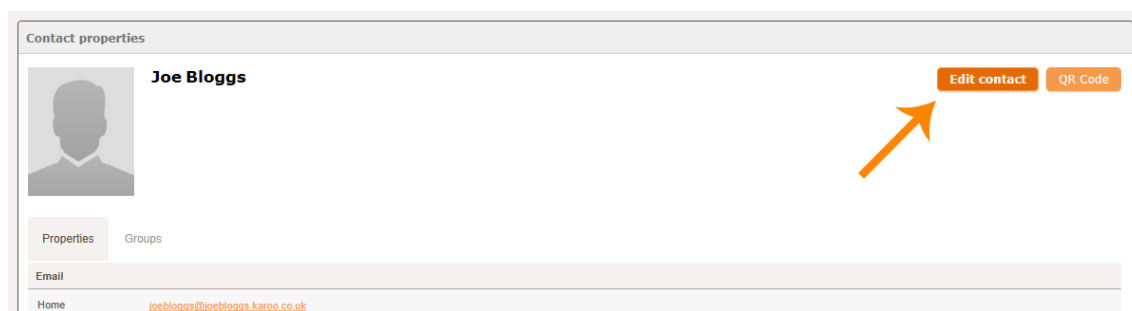
To delete a contact completely, click on their name in the **Contacts** column, and then click the icon at the bottom of the **Contacts** column.

1.10. Calendar

You can access the calendar on the new webmail by clicking the **Calendar** button in the top right corner of the screen.

To create a new calendar (for work / holiday / family events etc.) click the ➕ icon in the bottom left corner of the screen, at the bottom of the **Calendars** column.
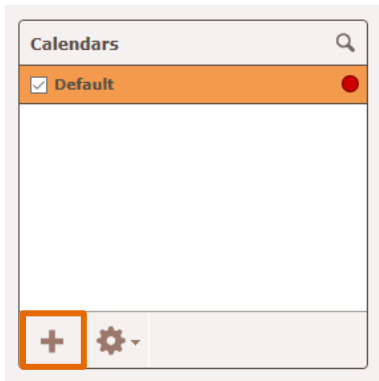
You'll then see this window – you can change the name, colour that the events show on the full calendar view, and whether to show reminders for events in this calendar.
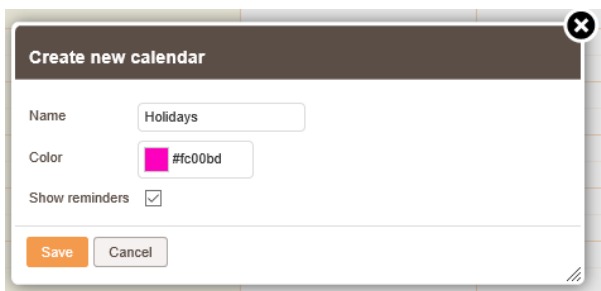
Your custom calendars will then show on the left side of the screen under **Calendars**.
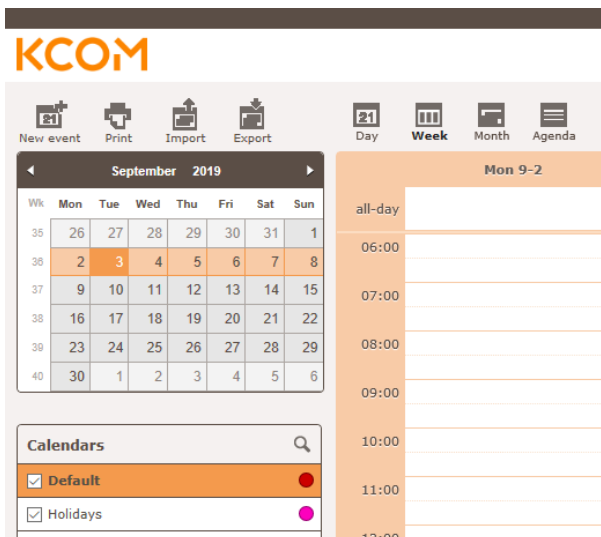
To create a new event for the current calendar, click the **New event** button in the top left corner of the screen.

Next, you'll fill in all the details for the calendar event. You can fully customise your event using the tabs along the top of the **New Event** window. Choose how often it repeats this reminder (**Recurrence**), share it with other people (**Participants**), or attach a document or picture to it (**Attachments**).

Once you've completed all the details for the calendar event, click **Save**, shown below.
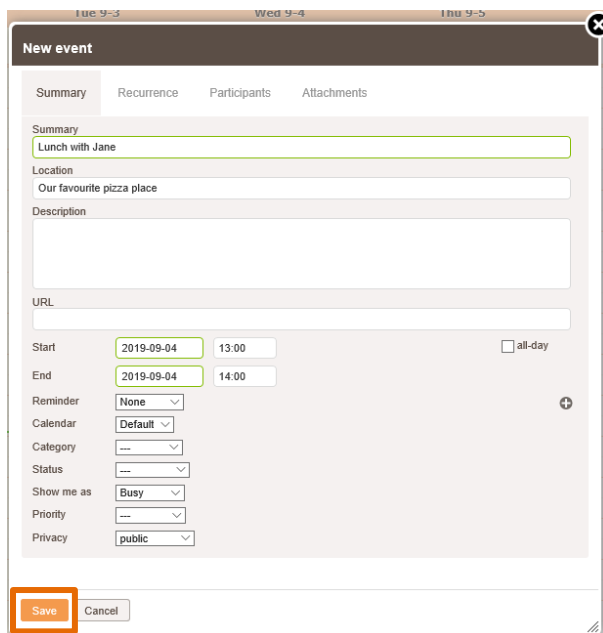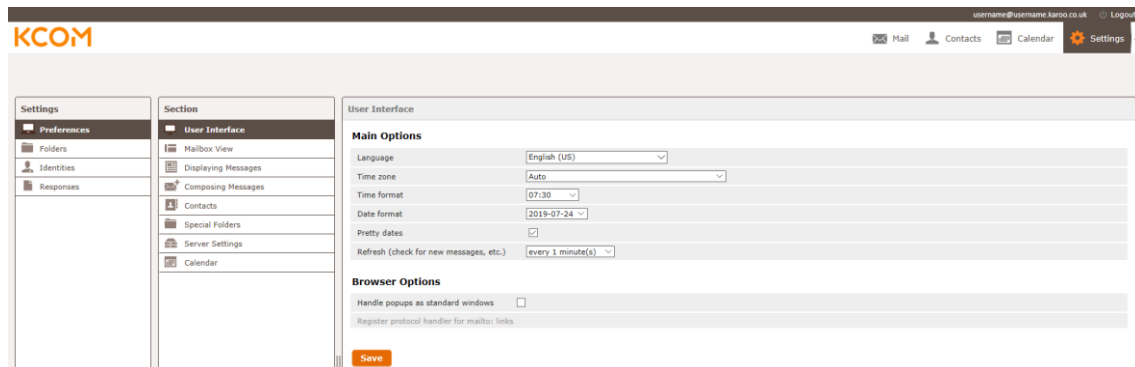
2. Settings

There are lots more settings available with your webmail, allowing you to customise your email, contacts, and calendar.

Select 'settings in the top right-hand corner of your webmail. In here you'll find;

2.1. User Interface
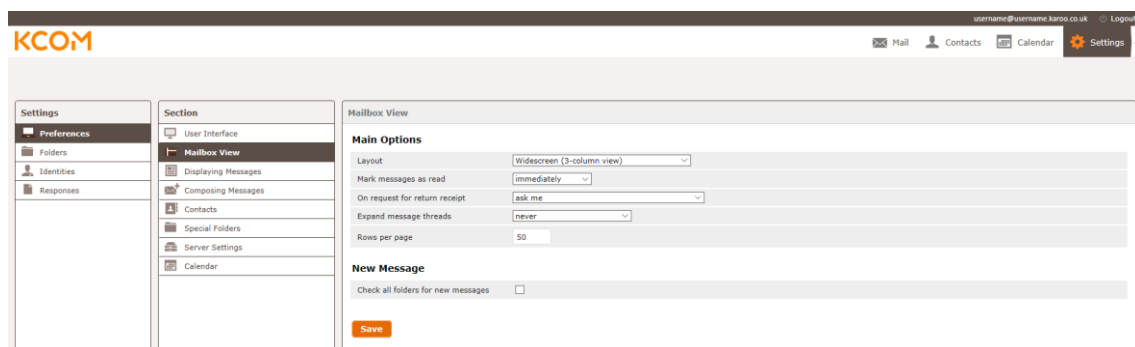
Here you can change the language, time and date settings, and refresh frequency for your mailboxes.

2.2. Mailbox View

Here you can change how your mailboxes display, read message options, and the number of rows per page.

2.3. Displaying Messages

Here's all your message display options – meaning you can view your emails exactly how you want to.

2.4. Composing Messages

All your options for writing emails are here – including default fonts, signature options (to create a signature go to **Identities** under the main **Settings** list) and spellcheck options.

2.5. Contacts

This is where you set which address book is to be used as your default, as well as how your contacts display.

2.6. Special Folders

You can choose how your folder names display for your mailbox here
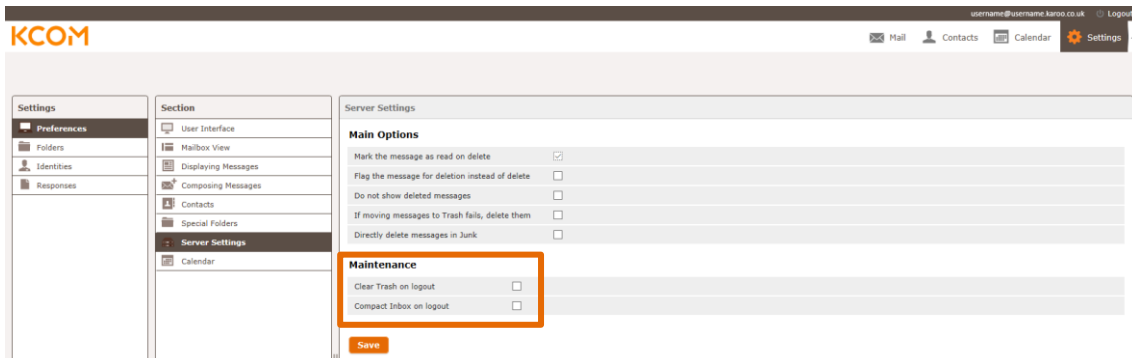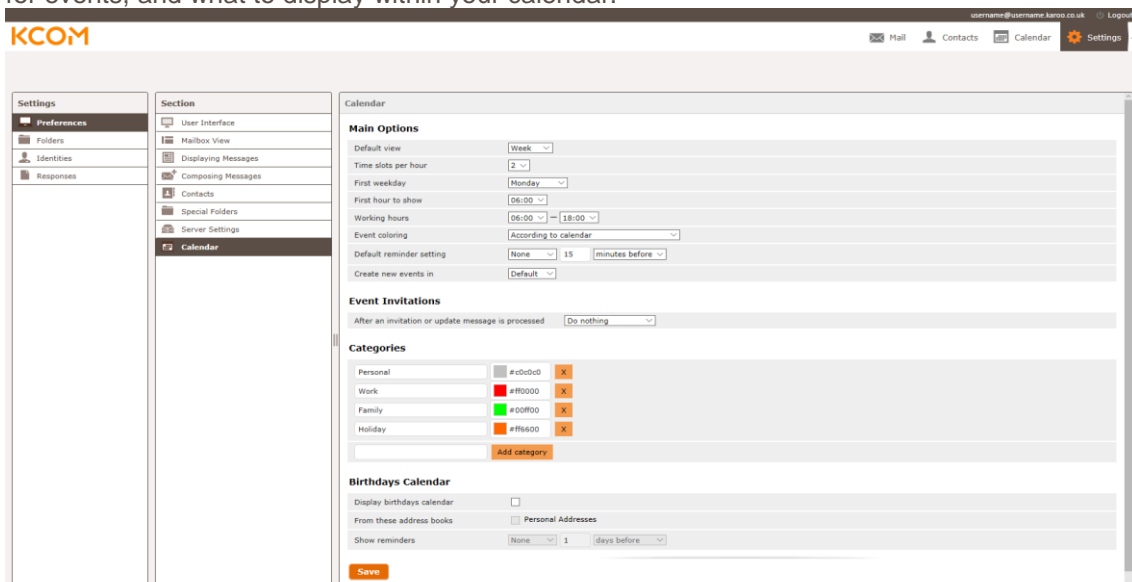
2.7. Server Settings

These settings are for deleted items. To turn on the **Clear Trash on logout** and **Compact Inbox** on **logout**, tick the two options under **Maintenance** to help keep on top of your mailbox capacity.

2.8. Calendar

All your calendar settings are here – making any changes to your custom calendars, default settings for events, and what to display within your calendar.

2.9. Identities

This is for the Identities that are set up within a KCOM email account. Here you can set an auto-signature per identity – go to **Settings > Preferences > Composing Messages** to change the signature display settings.

3. Support

If you have any queries, please don't hesitate to contact us using your usual support number. You can find a list of support numbers on our website [here](#).

Thank you for your continued use of the Webmail service and we hope that this guide has been useful.

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