

RLComputing SmarterMail Guide

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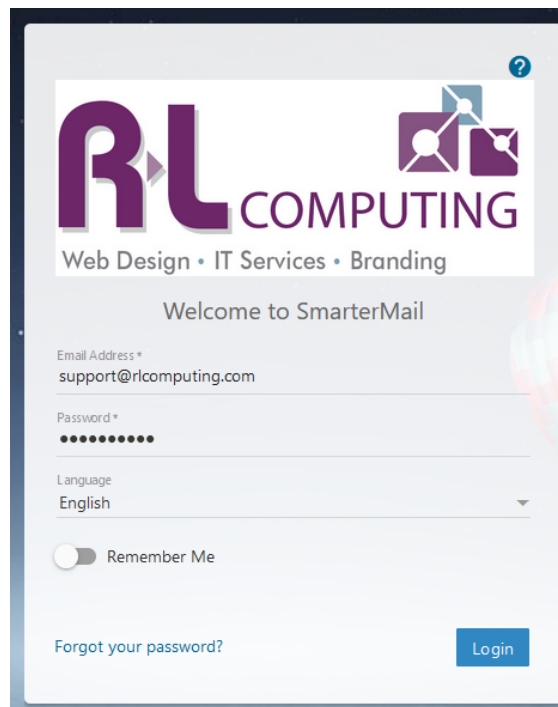
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Accessing Email via Webmail

Login to Webmail

All users have the ability to check their email from any device connected to the internet. You can use any internet browser to check your email. Open up your preferred web browser and go to <https://webmail.rlcomputing.com>.

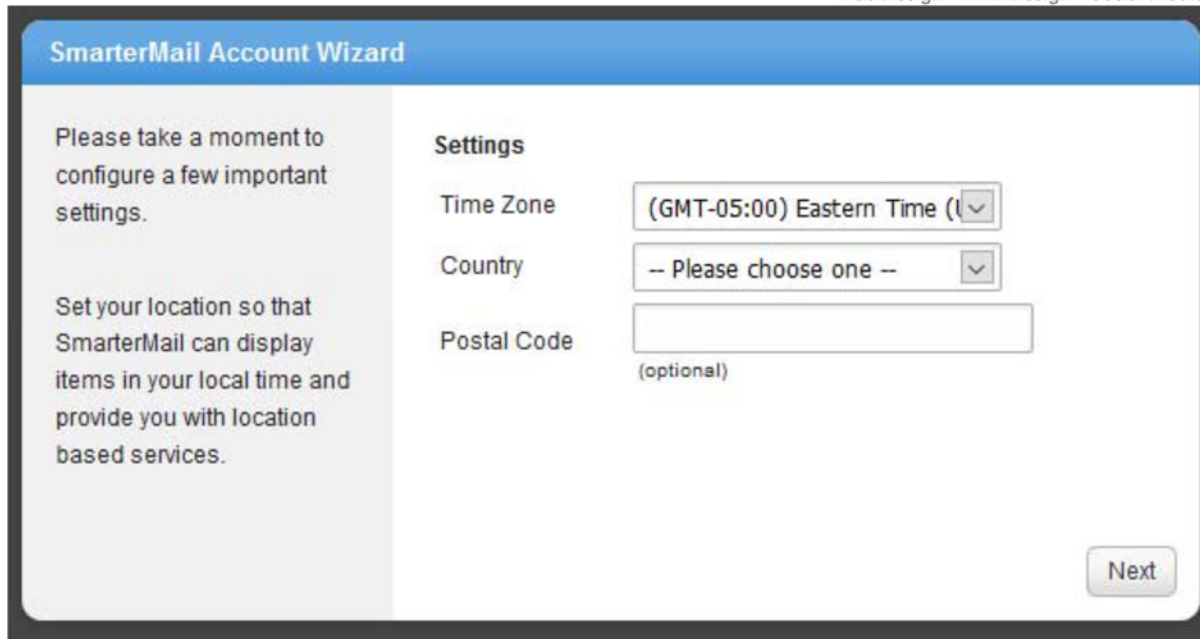
Enter your full email address and password. Then hit the login button. It is best NOT to click the Remember me button. This allows hackers to easily get passwords and you will forget what your password is.



The screenshot shows the login interface for SmarterMail. At the top, the RL Computing logo is displayed with the tagline 'Web Design • IT Services • Branding'. Below the logo, it says 'Welcome to SmarterMail'. The form contains the following fields and elements:

- Email Address *: support@rlcomputing.com
- Password *: masked with dots
- Language: English (dropdown menu)
- Remember Me: unchecked toggle switch
- Forgot your password? (link)
- Login (button)

On the next screen, you will be prompted to enter your time zone and country. You can leave the Postal Code field blank. Please select your time zone and hit the Next button on the lower right hand side of the window.



SmarterMail Account Wizard

Please take a moment to configure a few important settings.

Set your location so that SmarterMail can display items in your local time and provide you with location based services.

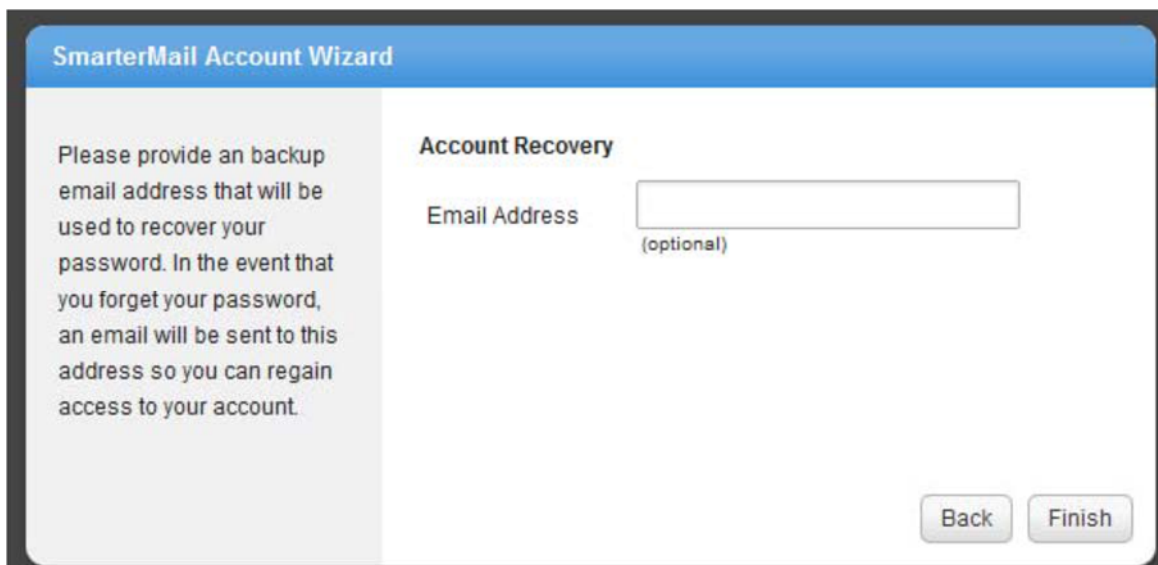
Settings

Time Zone

Country

Postal Code
(optional)

Next you will be asked if you want to set up a backup email in case you forget your password. This is a very good idea to do. It will be required to reset your password.



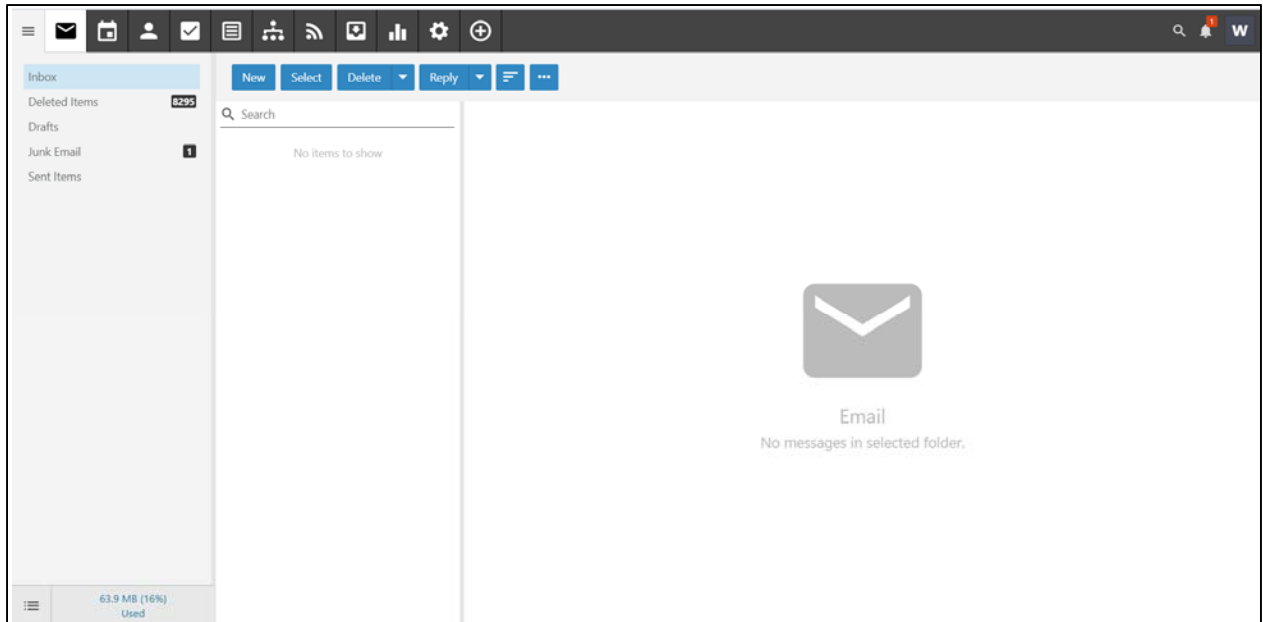
SmarterMail Account Wizard

Please provide an backup email address that will be used to recover your password. In the event that you forget your password, an email will be sent to this address so you can regain access to your account.

Account Recovery

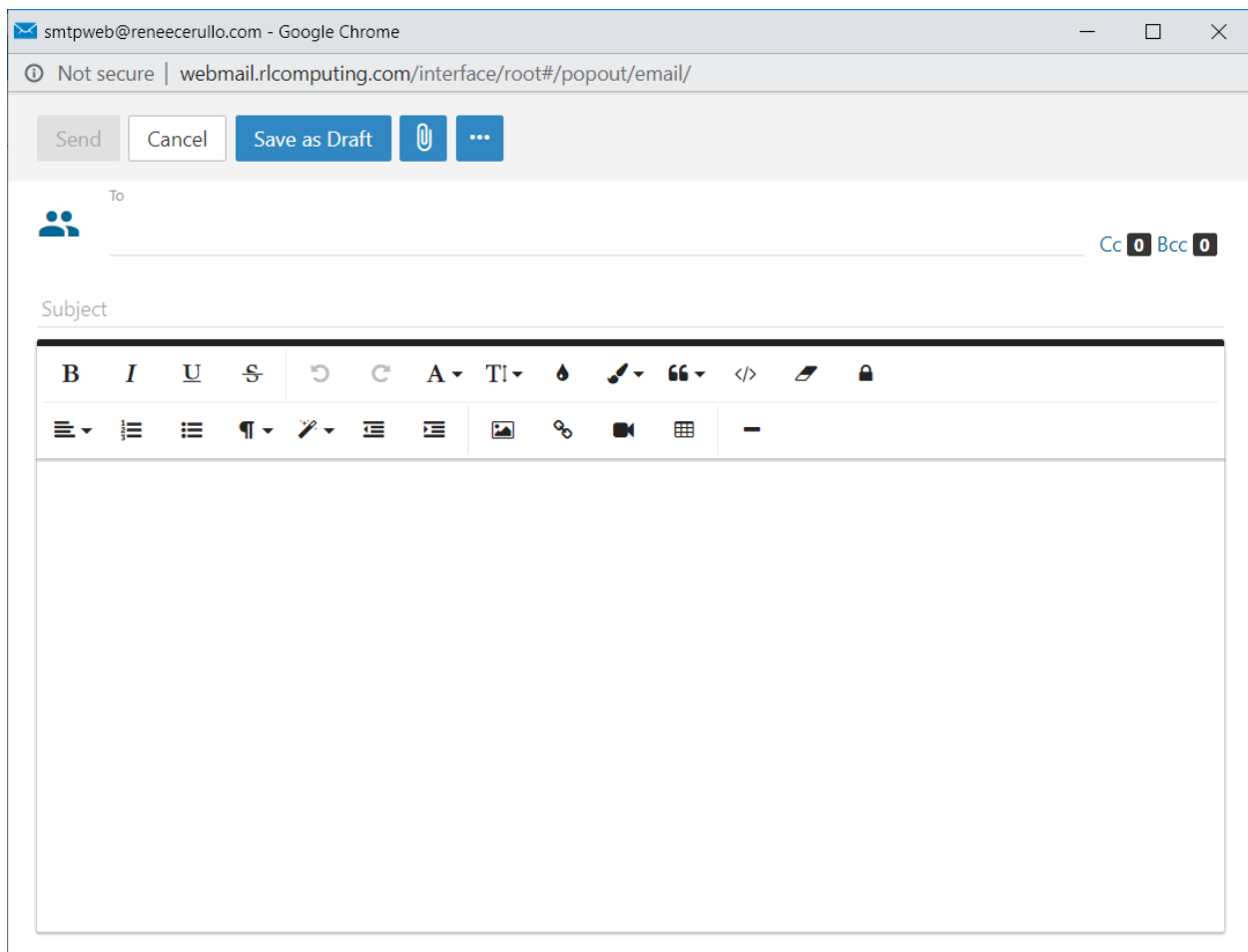
Email Address
(optional)

You will now see your inbox.



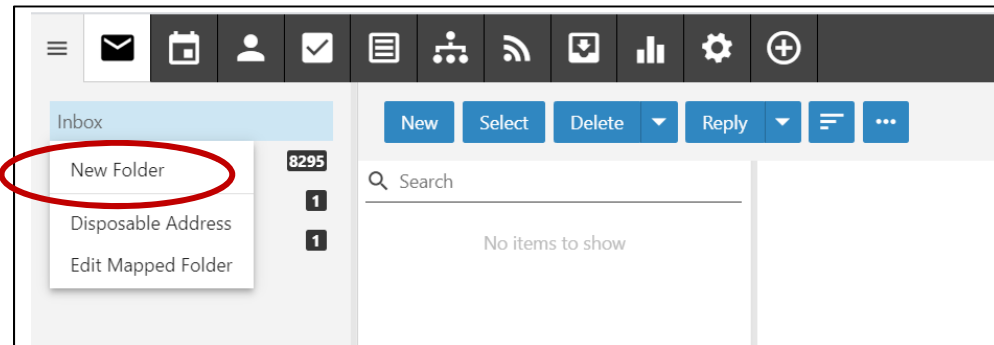
Create a new email

1. Click on **New**.
2. A new window will open.
3. Start typing someone's email address in the To field. If you have emailed them before it will automatically be displayed.
4. Enter a Subject. Do not leave this blank. Leaving it blank will cause an email server to mark it as spam.
5. You can click CC or BCC, on the right to display those fields.
6. Type the body of your email.
7. You can add an attachment by clicking the blue button with a paper clip.
8. Click the blue button with 3 dots to make the email important/flagged or request a read receipt.
9. Click the Send button at the top when you are ready to send the email.



Creating a New Folder to save email

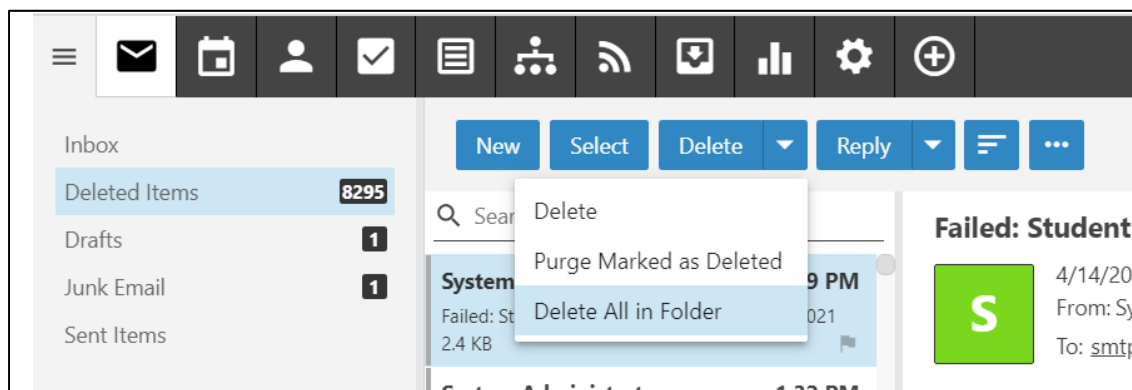
1. Right click the Inbox and choose New Folder.
2. Type in the name of the desired folder and click Save. You can then drag email messages into that folder.



Deleted Email

Any email message you delete goes into the Deleted Items Folder on the left. You need to clean this out every so often as it will take up most of your quota. Once email is deleted from this folder it is permanently gone.

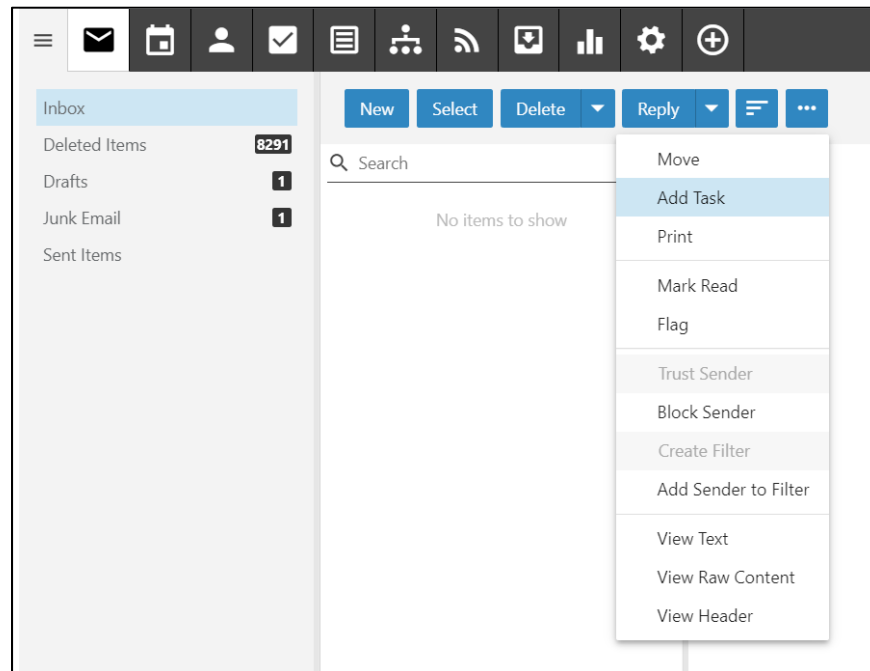
To delete all items in your Deleted Items Folder, click on that folder. Then click the down arrow in the blue Delete button. Choose Delete All in Folder if you want everything gone.



You can also highlight what you want deleted and click Delete. That will only delete the items selected.

Other Email Tasks

If you click on the icon with the 3 dots, a list of other features appears.



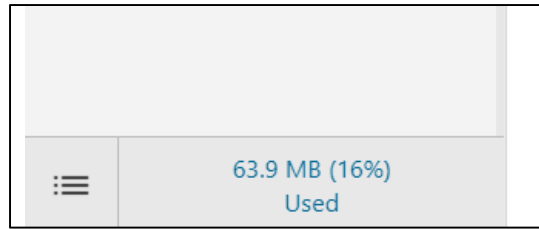
- **Move** – You can click on an email and choose Move. This will allow you to move it to another folder.
- **Print** – You can print the selected email message.
- **Mark Read** – This marks the message as you read it.
- **Flag** – This keeps the message highlighted/flagged for further action.
- **Block Sender** – If this message is spam you can block the sender. Any new messages from this sender will go into your junk mail folder not your inbox.

Email Quota

Everyone has an email quota. This is the maximum amount of storage space your account can take up. When you are getting close to your quota you will receive automatic emails telling you this. Do not ignore them. Right away start cleaning out your junk mail and deleted items folders.

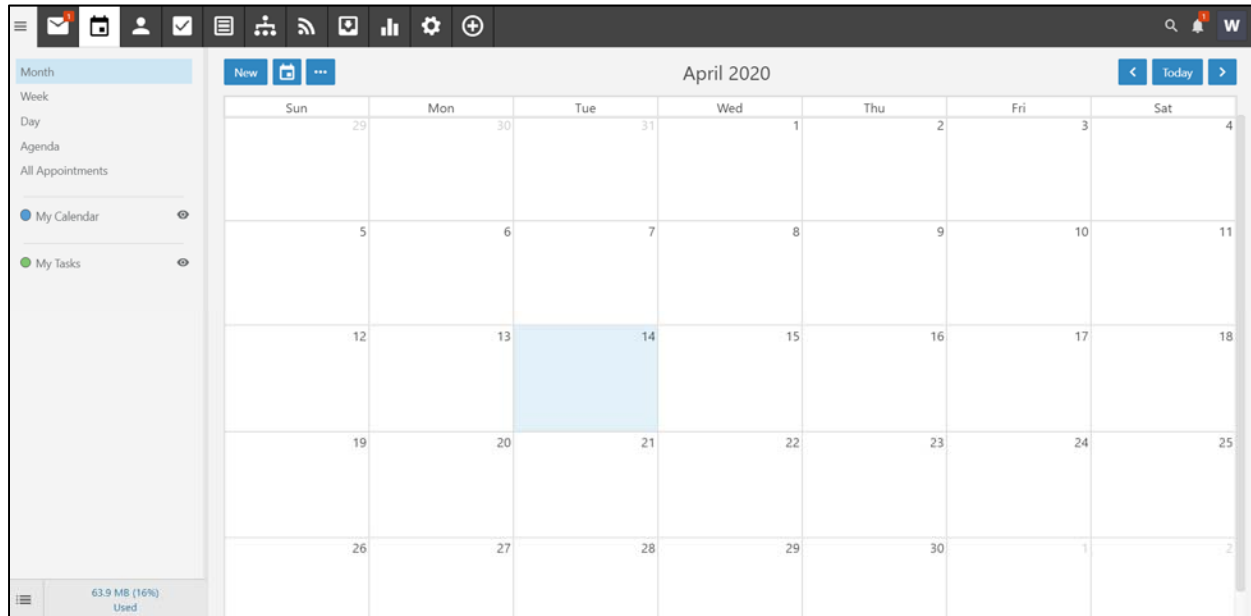
When you reach your quota you will NOT be able to send email.

The quota is displayed in the bottom left corner of your screen.



Calendar

At the top, choose the second icon that looks like a calendar.



You can view it in a month, week or day format.

Calendar Options

Click on My Calendar on the left. This screen will popup.

Calendar Source ?

Details Sharing

Display Name *
My Calendar

Username
smtpweb

Access
Full

Color *
#559CD4

Default calendar for new appointments

CalDAV
http://webmail.rlcomputing.com/WebDAV/cal/c519ec8c4dde
1292b1d09a9c66f11c60

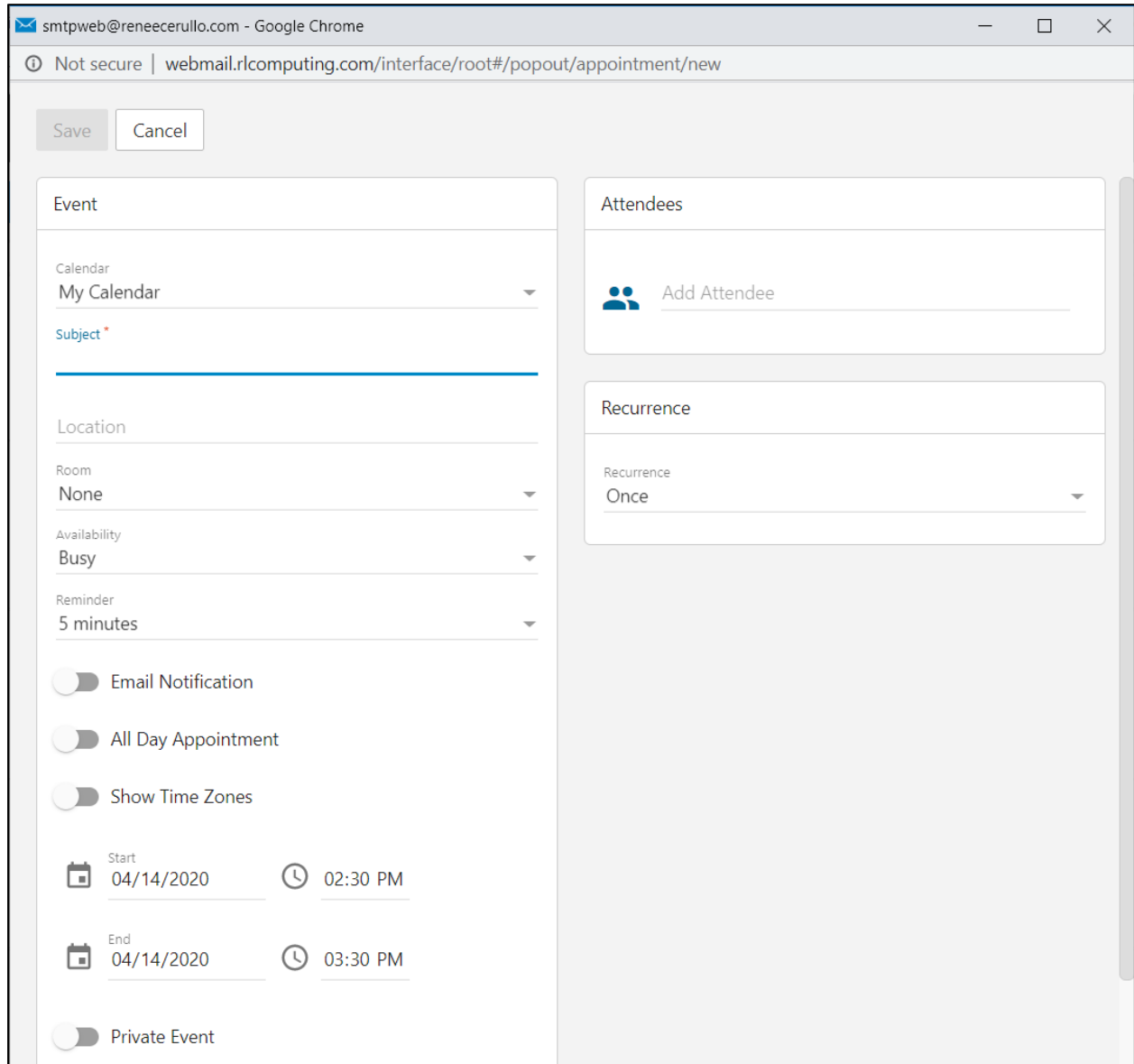
Cancel Save

You can change the name of your calendar in the Display Name field. You can pick a new default color as desired. You can make this the default calendar for any appointments that come through email.

If you click on the Sharing Tab, this will allow you to grant other users access to your calendar.

Add an Event to the Calendar

Click the New button at the top of the calendar.

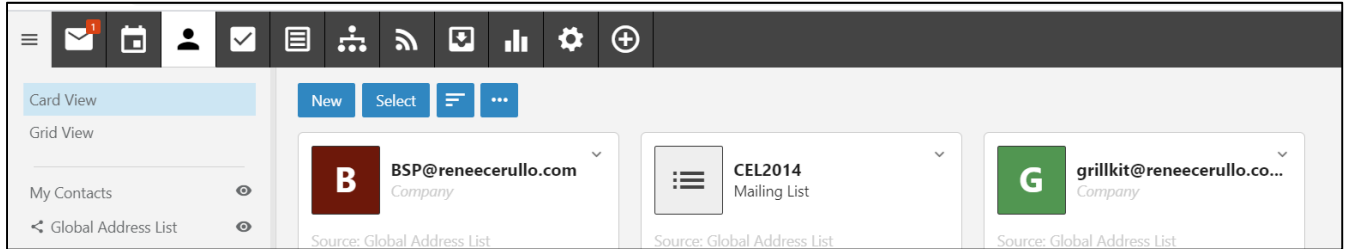


The screenshot shows a web browser window with the URL `webmail.rlcomputing.com/interface/root#/popout/appointment/new`. The page contains a form for creating a new appointment. At the top left, there are 'Save' and 'Cancel' buttons. The form is divided into two main sections: 'Event' on the left and 'Attendees' and 'Recurrence' on the right. The 'Event' section includes a 'Calendar' dropdown set to 'My Calendar', a 'Subject' field with a red asterisk, a 'Location' field, a 'Room' dropdown set to 'None', an 'Availability' dropdown set to 'Busy', and a 'Reminder' dropdown set to '5 minutes'. Below these are three toggle switches: 'Email Notification', 'All Day Appointment', and 'Show Time Zones', all currently turned off. The 'Start' time is set to '04/14/2020 02:30 PM' and the 'End' time is '04/14/2020 03:30 PM'. At the bottom of the 'Event' section is a 'Private Event' toggle switch, also turned off. The 'Attendees' section on the right has a header 'Attendees' and a button with a person icon labeled 'Add Attendee'. Below this is a 'Recurrence' section with a dropdown menu set to 'Once'.

Fill out the desired fields. If you want to invite others to this event, click in the Add Attendees field. Start typing their name and it will appear. Click on the desired name.

Contacts

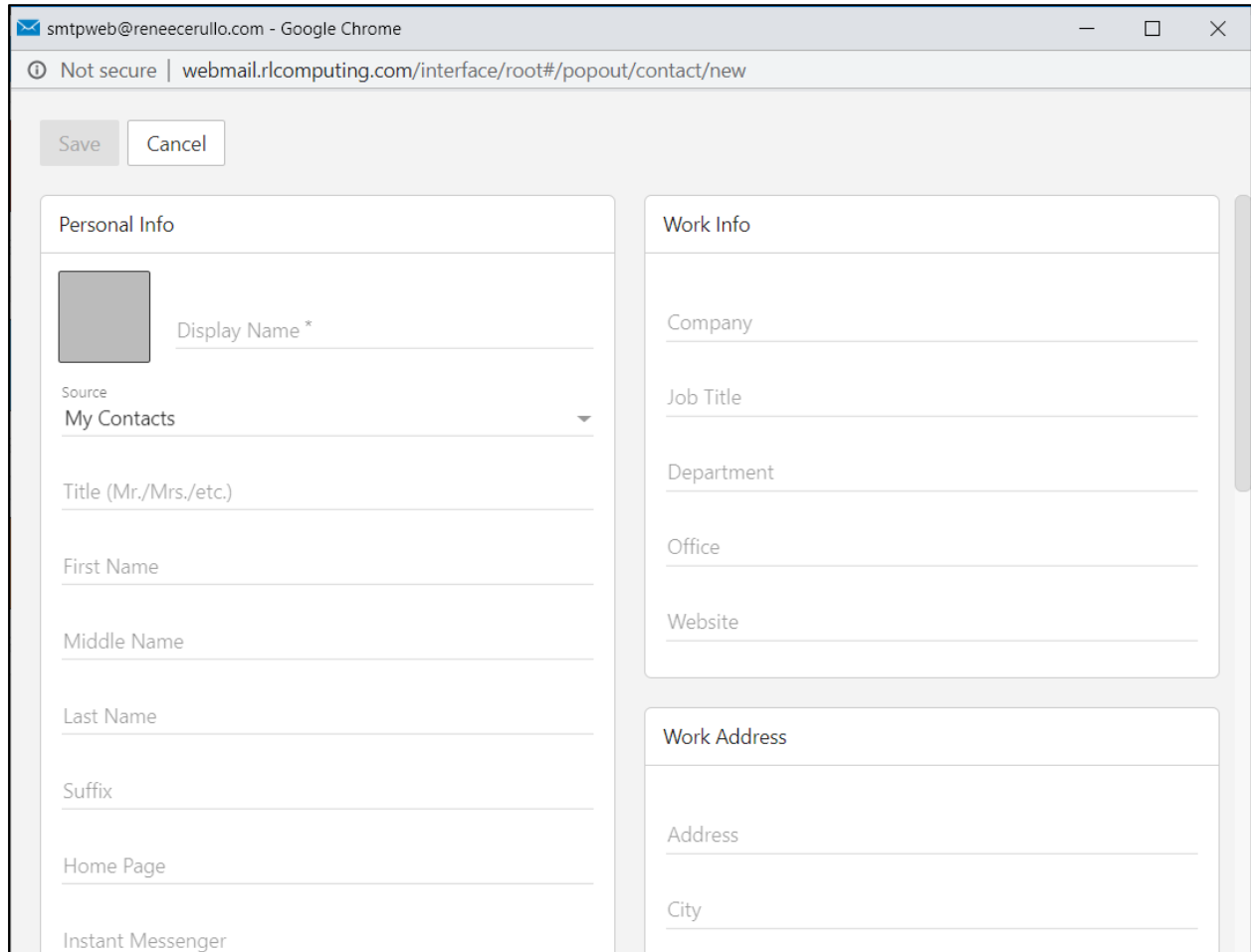
Click on the person icon at the top of the screen. It's the 3rd icon.



Your contacts will be displayed. Any internal users will automatically be displayed for you. You can click on each card to view the details of the contact. You will be able to edit the details of any contacts you enter but not contacts that are internal. Those are part of the Global Address List.

Add a New Contact

Click on the blue New button. Fill in the desired fields and click Save.



smtpweb@reneecerullo.com - Google Chrome

Not secure | webmail.rlcomputing.com/interface/root#/popup/contact/new

Save Cancel

Personal Info

Display Name *

Source
My Contacts

Title (Mr./Mrs./etc.)

First Name

Middle Name

Last Name

Suffix

Home Page

Instant Messenger

Work Info

Company

Job Title

Department

Office

Website

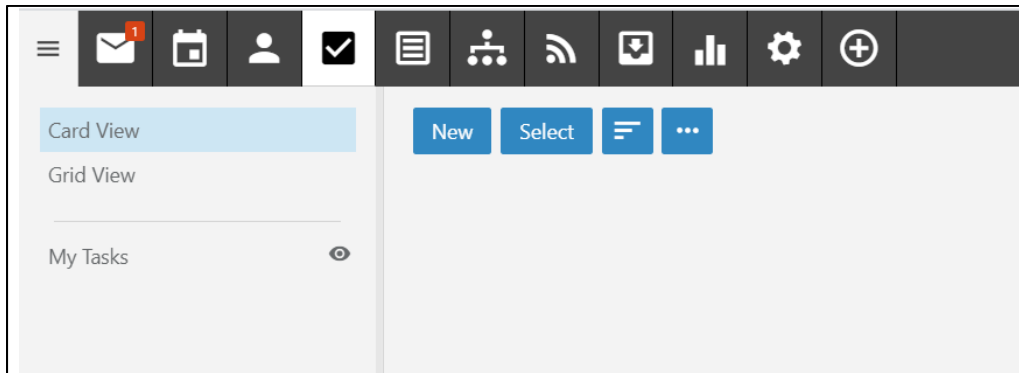
Work Address

Address

City

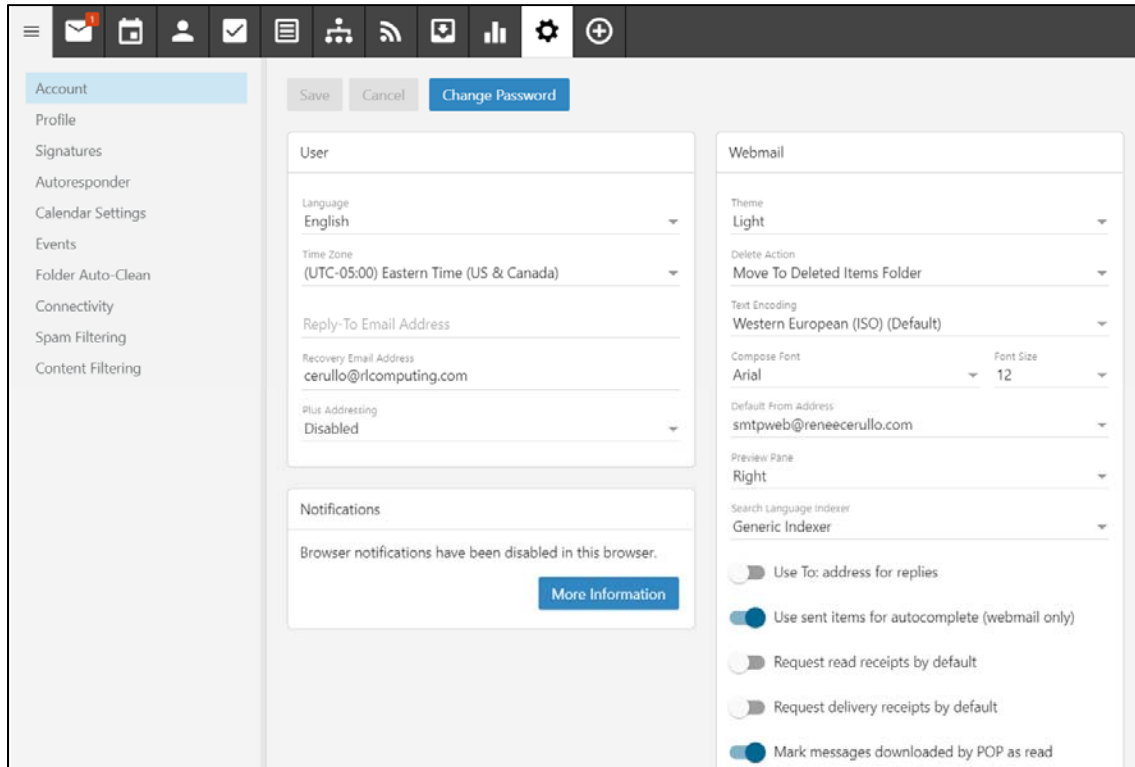
Tasks

Click on the 4th icon, at the top, that has a checkmark. Here you can keep track of your todos/action items. Click New to add a new task.



Account Settings

This area will allow you to manage your account settings like out of office notices and your password.

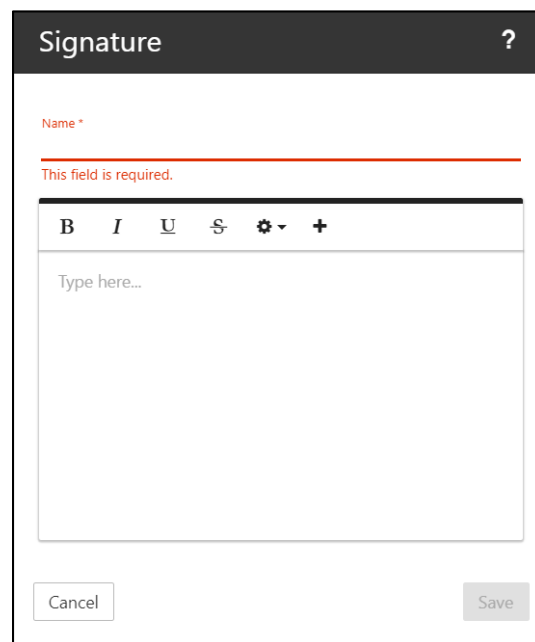


Change your Password

Click on the blue Change Password button at the top. Remember the password must be at least 8 characters, contain letters, numbers and a special character. It cannot be something you already used.

Email Signature

Click Signatures on the left. Click the New Signature button. Choose a name for this signature. You can have multiple signatures you can choose from. Then type your signature in the box. Click Save when you are done.



Out of Office Notifications

Click on Autoresponder on the left.



- **Subject** – This is the subject of the autoresponder. EG “Out of Office notice”,

- **Text area** – Type the message you want people to receive. Usually this contains information on who contact in your absence.
- **Enable Autoresponder** – You want to click this when you want it on.
- **Limit responses to once daily** – We suggest you leave this turned on.
- **Only send between certain dates** – This should be used so you do not forget to turn it off when you are back.

Click Save at the top when you are done.

Spam/Content Filtering

You can adjust these as needed. There are default settings already on your account. You can increase the spam filtering or create a content filter for a specific type of message.

Setting up your Smartphone

Your email can be viewed on any Smartphone. Each phone has a different way to set up your email. Please refer back to the user guide for your phone for exact instructions. The information you will need to enter is below. If you have questions about how to set up your phone, please contact us with the carrier, make and model of your phone.

- Username – full email address
- Password – the password you created
- Type – IMAP
- Server – mail.yourdomainname.com
- Outgoing Server - mail.yourdomainname.com
 - Requires authentication. Username is your full email address.
 -

iPhone or iPad - <https://portal.smartertools.com/kb/a2659/configure-imap-for-iphone-or-ipad.aspx>

Configuring Email in Email Desktop Clients

When setting up any of these clients you need to use IMAP only.

- **MAC Mail** - <https://portal.smartertools.com/kb/a2758/set-up-mac-mail-with-imap.aspx?KBSearchID=806960>

- **Windows Mail** - <https://portal.smartertools.com/kb/a2804/windows-mail-and-smartermail.aspx?KBSearchID=806960>
- **Outlook** – Depending on your version the interface will vary. Any version of Outlook 2013 or higher will automatically discover the proper settings.
 - Email address - your full email address
 - Username - your FULL email address
 - Password - your email password
 - Incoming (IMAP) email server - the URL of your mail server (e.g., mail.domain.com)
 - Outgoing (SMTP) email server - the URL of your mail server (e.g., mail.domain.com)
 - Port – Enter 585.
 - Outgoing server requires authentication
 - Use the same username and password to send and receive email - check if your full email address is required for both sending and receiving email. If NOT, uncheck and add in information as needed.

Getting help with email

1. Email Support@RLComputing.com
2. Call the office – 716-656-8958 – Please leave a detailed message if the phone is not answered