



EasyMail QuickStart Guide

EasyMail QuickStart Guide



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EasyMail QuickStart Guide



Dear Pathway Client,

Please take a few moments to read this QuickStart Guide. It contains important information about the features and use of Pathway's new EasyMail.

1. What is EasyMail?

Pathway's EasyMail is a secure, easy to use, web-based communication and organizing tool. Using only a web browser you can:

- Send and receive e-mail
- Create, rename and delete mail folders
- Filter and sort your messages
- Report spam and non-spam
- Create your own email Whitelist and Blacklist
- Create and manage contacts
- Schedule events
- Keep notes

2. Accessing Your EasyMail Account

To access your EasyMail Account, please log in with your email username and password from Pathway's website:

pathway communications Complete Internet Solutions

Home Company Products and Services Customer Support Resellers Contact Us Site Search Enter Keyword... GO!

Customer Login

User Name

Password

EasyMail User Services

[Forgot your password?](#)

or from the EasyMail page at <http://easymail.pathcom.com>:

Thursday, February 23, 2006

Welcome To Pathway EasyMail

Easy Mail Login

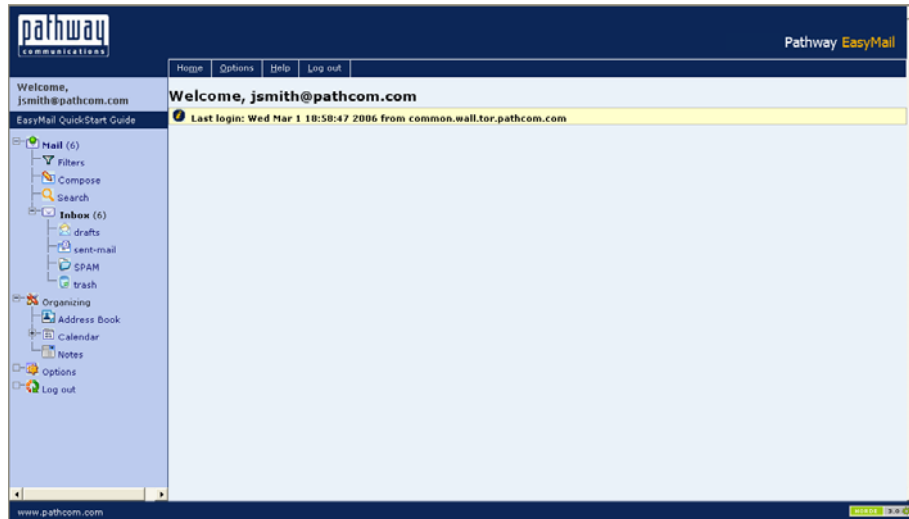
User Name

Password

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Once you log in you will see the new EasyMail interface.



The tree structure on the left side of the EasyMail screen allows you to navigate to or access different features of EasyMail. The tree is organized into sections:

Mail:

- Filters:** Allows you to set rules for filtering email
- Compose:** Compose new email messages
- Search:** Search for particular emails
- Inbox:** Your inbox, where incoming email is stored

IMPORTANT NOTE:

For security purposes, a maximum of 30 recipients per email is allowed. This restriction is set to prevent spam email from being sent from EasyMail.

Organizing:

- Address Book:** Keeps your contacts' information such as email addresses, phone numbers and more
- Calendar:** Schedule appointments and recurring events
- Notes:** Keep memos and others pieces of information

Options:

Edit your email account information; set preferred time and time-zone

Log out:

This button takes you back to the EasyMail logon screen

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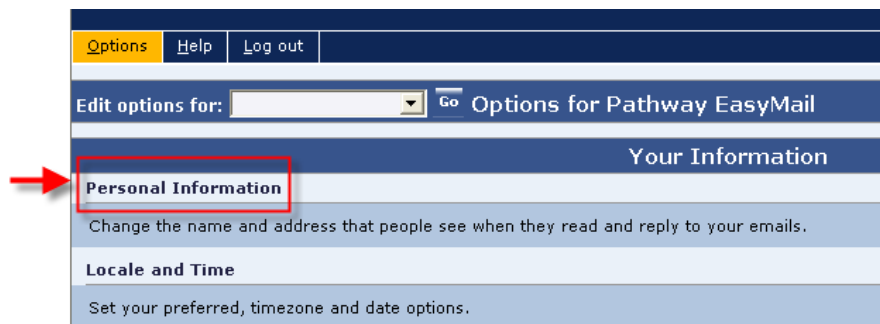


IMPORTANT NOTE: Please complete the NEXT 2 STEPS if you are using the new version of EasyMail for the FIRST TIME.

2.1 Setting up your EasyMail account

Much like other email clients, you are required to set up a personal profile so EasyMail can identify you as an user.

Setting up your default identity also allows you to determine the name, email address and the reply-to email address that will appear when you send an email. On the main EasyMail interface, click on 'Options', then 'Personal Information'.



Select 'Default Identity' from the drop down list and fill in the 'Identity's name', 'Your full name', and 'Your: from address' fields. Click 'Save Options'.

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For additional identity fields (e.g. signature, header), go to the Inbox main page. Click on 'Options', then 'Personal Information' to bring up more identity options.

The screenshot shows the 'Options for Mail' interface. At the top, there is a navigation bar with links: Inbox, Empty Trash, Compose, Folders, Search, Options (highlighted), Help, and Log out. Below this is a section 'Edit options for:' with a dropdown menu and a 'Go' button. The main content is divided into two columns: 'General Options' and 'Message Options'. Under 'General Options', 'Personal Information' is highlighted with a red box and a red arrow points to it from the left. Below 'Personal Information' is a description: 'Change the name, address, and signature that people see when they read and reply to your email.' Under 'Message Options', there are four sections: 'Message Composition' (Customize how you send mail.), 'Message Viewing' (Configure how messages are displayed.), 'Deleting and Moving Messages' (Set preferences for what happens when you move and delete messages.), and 'Refresh Interval' (Control when new mail will be checked for, and whether or not to notify you when it arrives.).

Additional fields are available for you to customize and change.

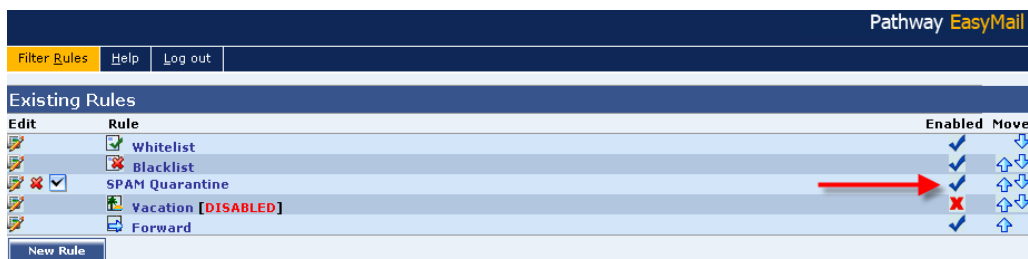
The screenshot shows the 'Personal Information' settings page. At the top, there is a navigation bar with links: Inbox, Empty Trash, Compose, Folders, Search, Options (highlighted), Help, and Log out. Below this is a section 'Edit options for:' with a dropdown menu and a 'Go' button. The main content is the 'Personal Information' settings page. It includes a 'Your default identity:' dropdown menu set to 'Default Identity'. Below that is a 'Select the identity you want to change:' dropdown menu set to 'None', with a 'Delete selected identity' button. The page also has input fields for 'Identity's name', 'Your full name', 'Your From: address', and 'Your Reply-to: address (optional)'. At the bottom, there is a text area for 'Your alias addresses: (optional, enter each address on a new line)'. The left sidebar shows a tree view of the mailbox structure, including Mail (6), Filters, Compose, Search, Inbox (6), drafts, sent-mail, SPAM, trash, Organizing, Address Book, Calendar, New Event, Day, Work Week, Week, Month, Search, Notes, and Options. The bottom of the page shows the website URL 'www.pathcom.com' and a 'Home' button.

2.2. Checking Filter Settings

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Please double check that the 'SPAM Quarantine' function is 'Enabled'. This feature will ensure that all spam emails are delivered into your SPAM folder. Select 'Filters' under the Mail menu to bring up the 'Existing Rules' page. Make sure that a blue checkmark appears beside 'SPAM Quarantine', indicating that this feature is enabled. If a red cross appears, then this feature is disabled. To enable the 'SPAM Quarantine' feature, simply click on to change it to .



IMPORTANT NOTE:

Your settings in the new version of EasyMail are set as default settings. If you had customized email forwarding, vacation mail, and email filters in the User Services section on Pathway's website, you must customize these settings again in the new EasyMail.

3. Default folders

By default your Inbox contains the following folders:

- Drafts
- Spam
- Sent Mail
- Trash

IMPORTANT NOTE:

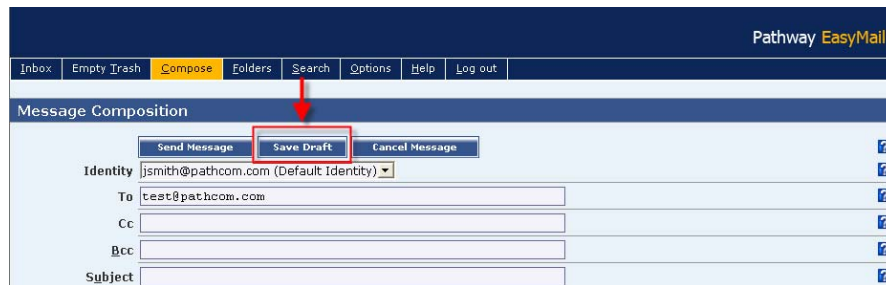
When you start using EasyMail, the folders Drafts, Spam, Sent Mail and Trash will not appear in your Inbox until they collect at least one message.


3.1. The Drafts Folder

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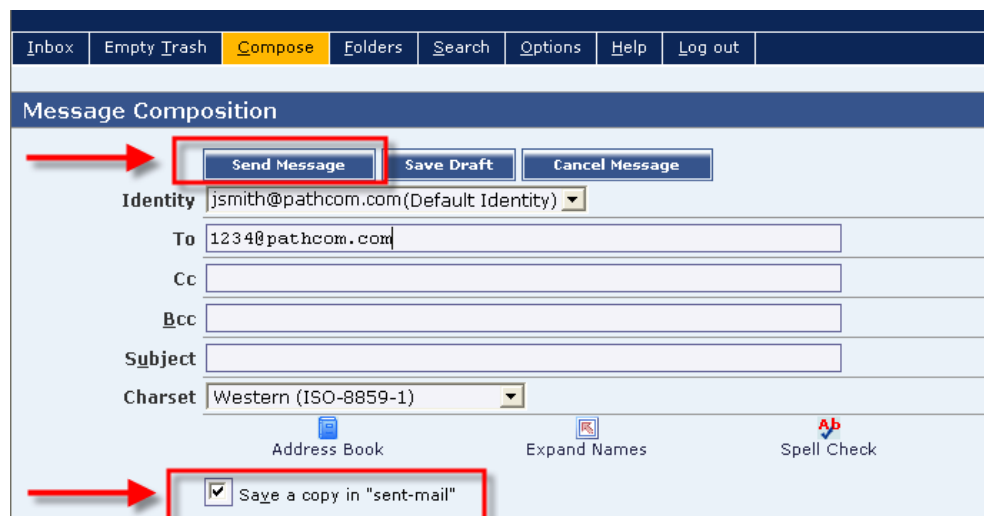
Drafts are unfinished email messages that you save in the Draft folder to complete and send later. To display the Drafts folder compose a new message and click 'Save Draft'.




Hit the 'Refresh' button of your browser. The 'Drafts' folder  will appear in the folders tree and your draft message will be saved in the 'Drafts' folder.

3.2. The Sent Mail Folder

Sent Mail folder keeps copies of email messages you have sent. To display your Sent Mail folder please compose a new message and send it. Hit the 'Refresh' button of your browser. Make sure that the checkbox beside 'Save a copy in 'sent-mail'' is activated.



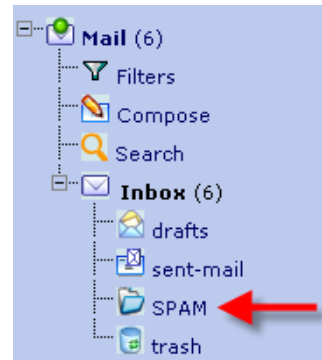
The 'Sent Mail' folder  will appear in the folders tree and your sent message will be saved in the 'Sent Mail' folder.

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3.3. The Spam Folder

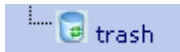
Spam is unsolicited bulk email which you do not want to receive and did not sign up for. The Spam Folder is designed to store spam emails that have been intercepted by Pathway's spam control system. The Spam folder will appear as soon as our spam filter detects the first spam email sent to you. Please refer to the [Spam Management section](#) of this QuickStart Guide for more details.



3.4. The Trash Folder

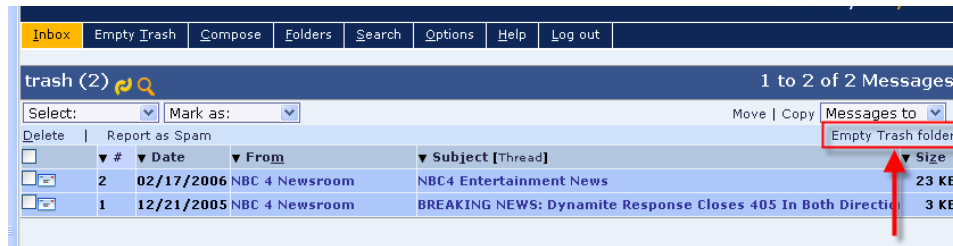
The folder in which EasyMail moves all deleted email messages before deleting them permanently is called *Trash*. The Trash folder will show up in the folders tree when you delete a message for the first time. To delete a message select it by clicking on the checkbox beside the message (the message line will turn yellow) and then click 'Delete' at the top of the message list.



Hit the 'Refresh' button of your browser and the 'Trash' folder  will appear in your folders list containing the message you just deleted.

To delete the messages permanently, open the 'Trash' folder and delete the message again or click 'Empty Trash Folder' to remove all messages.

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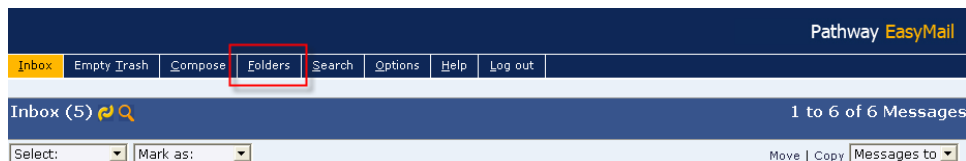


To retrieve messages from the 'Trash' folder back into the Inbox or any of its subfolders use ['Move/copy messages to'](#) feature.

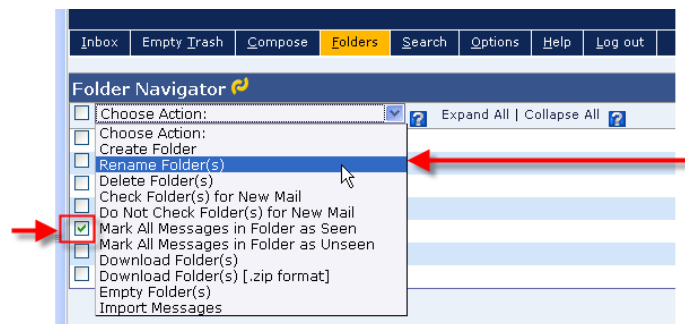


4. Creating and managing your own folders

To create and manage your folders simply click on the 'Folders' button in the top menu to bring up the 'Folder Navigator' screen.



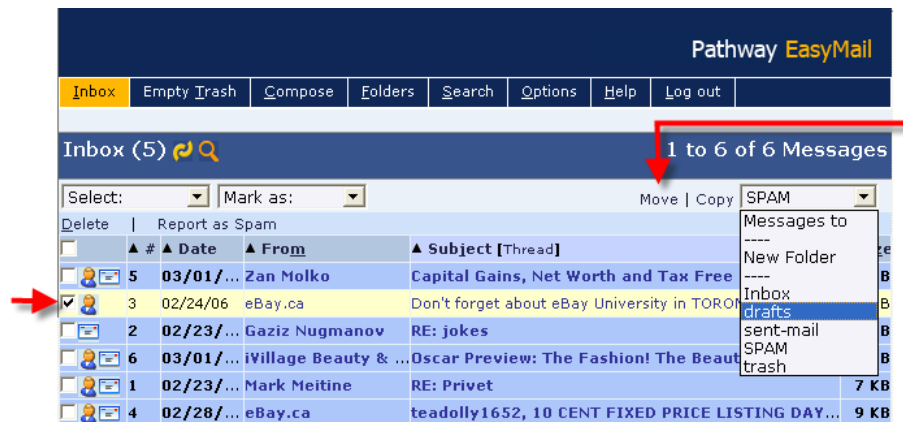
Select the folder you wish to modify by activating the checkbox beside the folder name and select an action from the 'Choose Action' drop-down menu.



5. Moving/copying messages from one folder to another

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To move or copy a message from one folder to another, first select it by clicking on the checkbox beside the message (the message line will turn yellow). Open the 'Messages To' drop-down menu at the top of the message list and select the folder to which you wish to move or copy the selected message. Click 'Move' or 'Copy'.



6. Reporting Spam

Spam messages sent to you and intercepted by Pathway's spam filtering system are retained in your own 'Spam' folder.

Pathway uses smart, state-of-the-art technology to filter out unwanted emails. However, no system exists which can completely eliminate spam. To help improve the accuracy of our spam control system, please report spam emails which made it through our filters using your EasyMail interface.

To report a spam email, first select it by clicking on the checkbox beside the message (the message line will turn yellow) and then click on 'Report as Spam' button located at the top of the message list.



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Alternatively, you may open the message first and then click on 'Report as Spam' button located at the top right corner of the message screen.

7. Reporting messages wrongly classified as Spam

Pathway spam control system ensures an extremely low rate of false positives. This is achieved by the unique methods we use to deal with spam. In the unlikely event that any of your legitimate emails are wrongly identified as spam, please use 'Report as Non-Spam' feature of your EasyMail interface.

To report an email as Non-Spam, first select it by clicking on the checkbox beside the message (the message line will turn yellow) and then click on the 'Report as Non-Spam' button at the top of the message list. Please note that the email should be located in your 'Spam' folder.



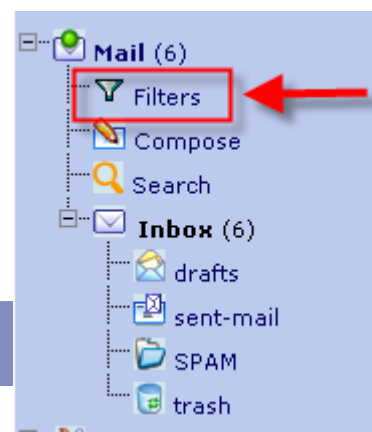
Alternatively, you may open the message first and then click on the 'Report as Non-Spam' button located at the top right corner of the message screen.

8. Rules

Rules are automatic actions performed on messages when certain conditions are met. By default EasyMail includes five pre-defined rules:

- Whitelist
- Blacklist
- Spam Quarantine
- Vacation
- Forward

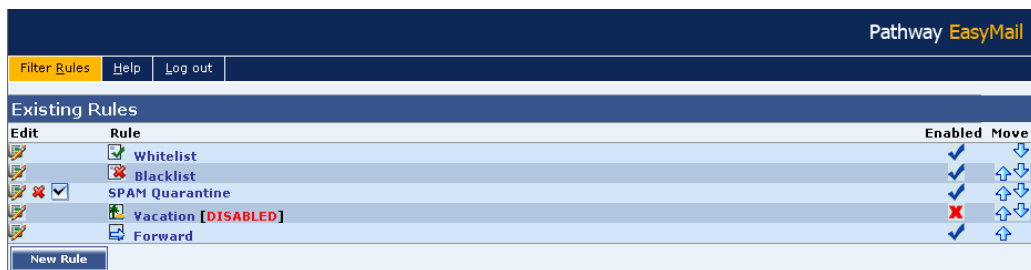
To view/modify your Rules, click on the 'Filters' button located in the tree menu, above your mail folders.



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This will bring up the 'Existing Rules' screen.



The icons under 'Edit' in the first column allow you to open and modify rules. Blue checkmark indicates that the rule is enabled. Clicking on the checkmark will turn it into a red cross indicating that the rule is disabled. The blue arrows allow you to change the order in which the rules are listed.

IMPORTANT NOTE:

The rules are executed in the same order as they are displayed on the screen. For example, if an email is deleted by the blacklist, the following rules will not have any influence on this email.

'New Rule' button enables you to create your own, customized rule. For more information on how to create and apply rules, click [here](#) to go to the Online Help section of this QuickStart Guide.

8.1. Whitelisting

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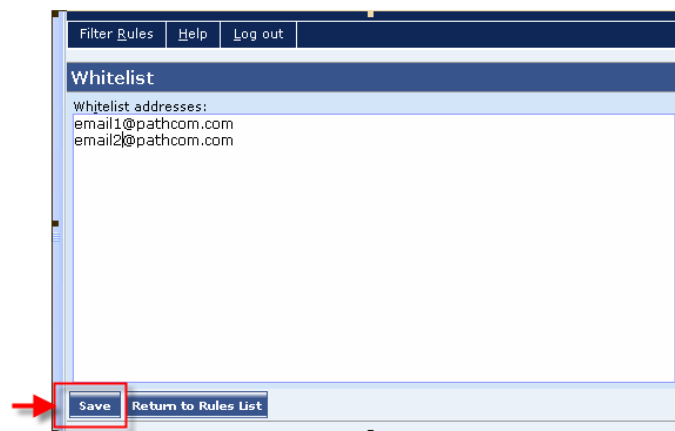
Whitelist is your personal list of email addresses, which are allowed to bypass Pathway's spam filtering system. In other words, if any email sent from a whitelisted address is classified as spam, it will be still delivered to your Inbox as a normal email. *Pathway recommends that you use the ['Report as Non-Spam'](#) feature so that addresses are automatically added to your Whitelist.*



To create/modify your Whitelist, click on the 'Filters' button located above your mail folders. Then click on the 'Whitelist' link in the list of rules to bring up the 'Whitelist Edit' screen.

Simply type the email addresses you wish to add in the text field provided and click 'Save'.

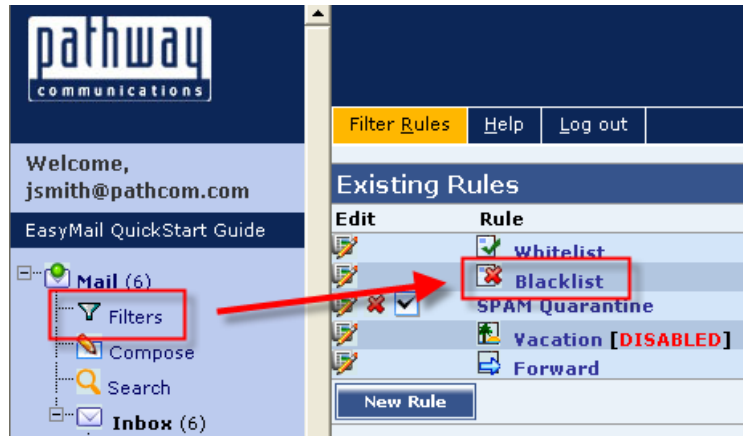
Please note that each email has to be typed on a separate line.



8.2. Blacklisting

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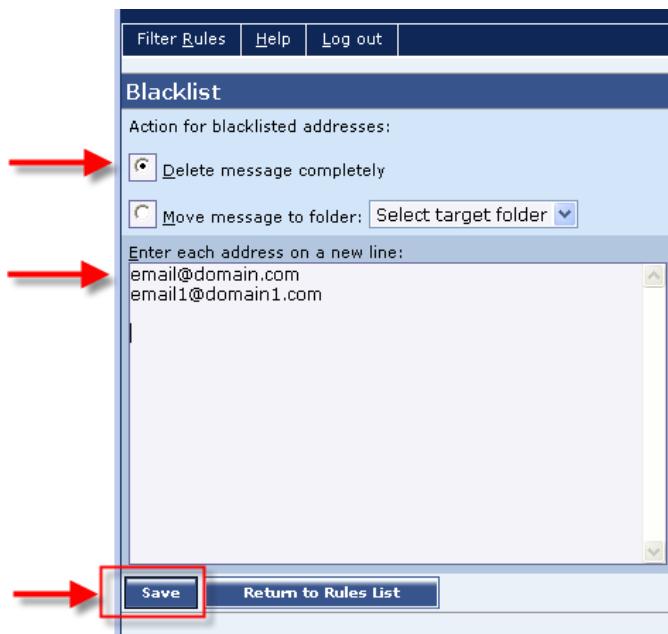
Blacklist is your personal list of email addresses which will be always blocked even if they are not classified as spam. In other words, messages from blacklisted addresses will never reach your mailbox.



To create/modify your Blacklist, click on the 'Filters' button and then click on the 'Blacklist' link in the list of rules.

Simply type the email addresses you wish to add in the text field provided and click 'Save'.

Please note that each email has to be typed on a separate line.



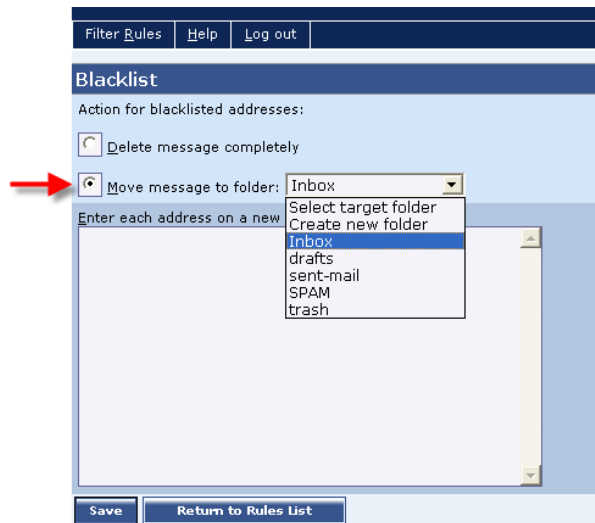
As

an option you can choose to move the blacklisted messages

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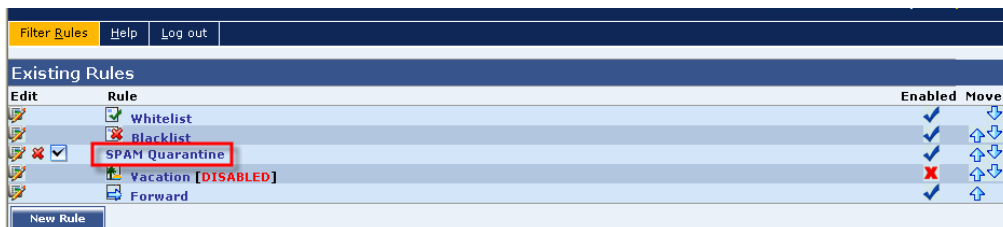


to a specific folder. To activate this setting, select the radio button beside 'Move messages to folder' and select the target folder from the drop-down list.



8.3. SPAM Quarantine

The SPAM Quarantine rule is pre-defined to prevent spam from being delivered to your Inbox.



Pathway highly recommends that you do not change the settings in the SPAM Quarantine rule unless you are familiar with creating spam filters.

8.4. Vacation Mail (the auto responder)

The *Vacation Mail* (auto responder) feature allows you to create and customize automatic responses to be sent to people when they email you.

These messages will be automatically sent when you activate the Vacation Mail auto-response feature. This feature is useful when you are away from your computer for a period of time.

To edit your Vacation Mail auto-response settings, open the 'Filters' folder

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from the tree menu on the left side of the screen. Then click on the 'Vacation' link in the list of rules to bring up the Vacation auto-response form.



Fill in the form to create your custom auto-response message and click 'Save'.

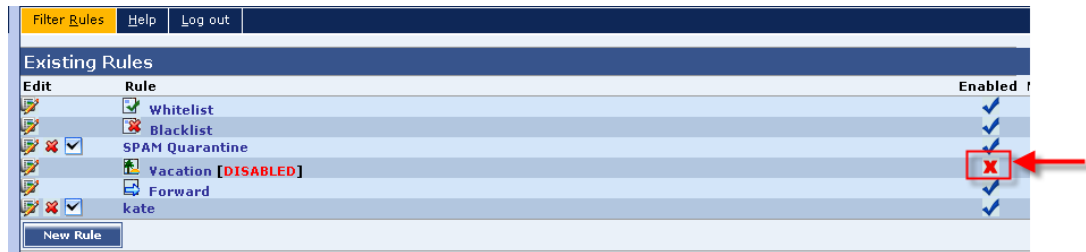
The screenshot shows the 'Vacation [Disabled]' configuration form. It includes fields for 'My email addresses:', 'Addresses to not send responses to:', a checked checkbox for 'Do not send responses to bulk or list messages', a 'Number of days between vacation replies:' field set to '1', and a 'Subject of vacation message:' field with the text 'I am currently Out of the Office'. The 'Reason:' field contains a sample message: 'I will be out of the Office on Vacation from February 24 till March 3, 2006. I will reply to you as soon as I am back. Thank You! John Smith'. At the bottom, the 'Save' button is highlighted with a red box and a red arrow.

IMPORTANT NOTE:

Your Vacation auto-response will not be activated until you enable it in the rules list.

To enable the Vacation Mail auto-response rule click on next to the Vacation rule in the list of rules.

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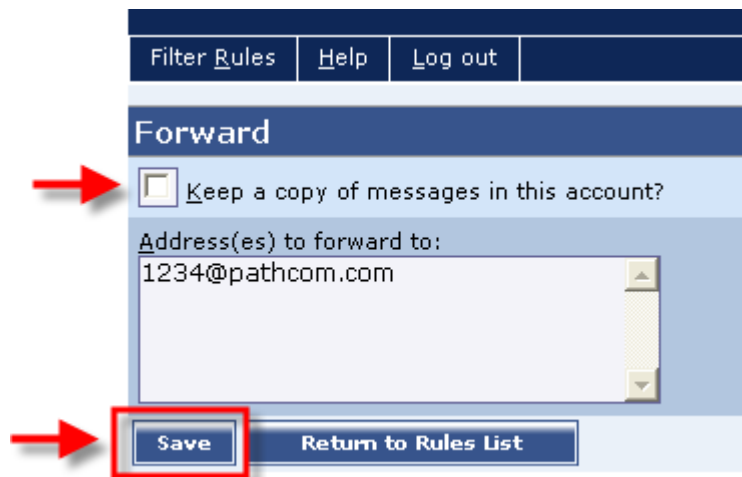


The **X** will turn to , indicating that your Vacation Mail is enabled. Clicking on beside 'Vacation' will display **X** again, indicating that Vacation Mail is disabled.

8.5. Automatic Email Forwarding

This feature allows you to automatically forward email messages from your Pathway account to other email addresses. By default this setting is activated. However you need to enter email addresses to which your incoming emails will be redirected to before this feature will work.

Open the 'Filters' folder from the tree menu on the left side of the screen and then click on the 'Forward' link in the list of rules to bring up 'Forwards Edit' form.



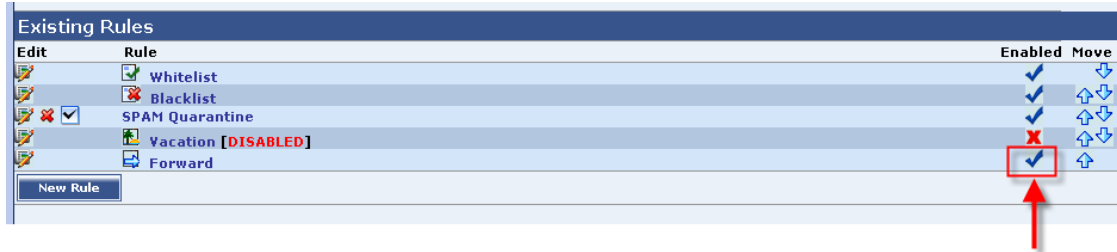
IMPORTANT NOTE:

If you activate the checkbox near "Keep a copy of messages in this account?" copies of the forwarded emails will be saved in your Inbox as well.

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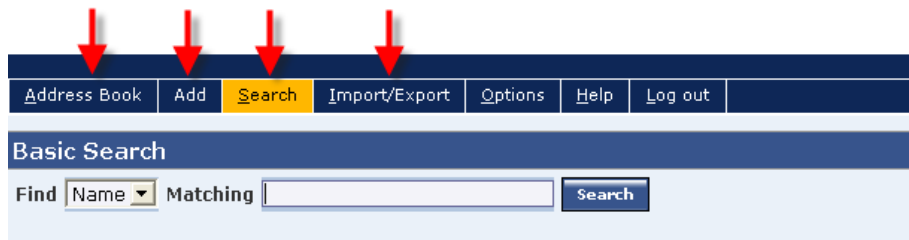


Once you save the email address to forward the emails to, Email Forwarding will be activated. To de-activate/activate the rule, click on or under 'Existing Rules' beside the 'Forward' feature.

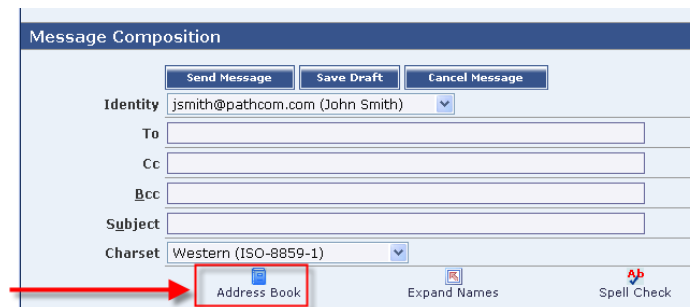


9. Address Book

Address Book is your personal contact manager to store and organize information about your contacts such as email addresses, phone numbers, mail addresses, faxes and more. Use the buttons of the top menu to *view* the contents of your Address Book, *add* contacts, *search* for contacts or *export/import* contacts.

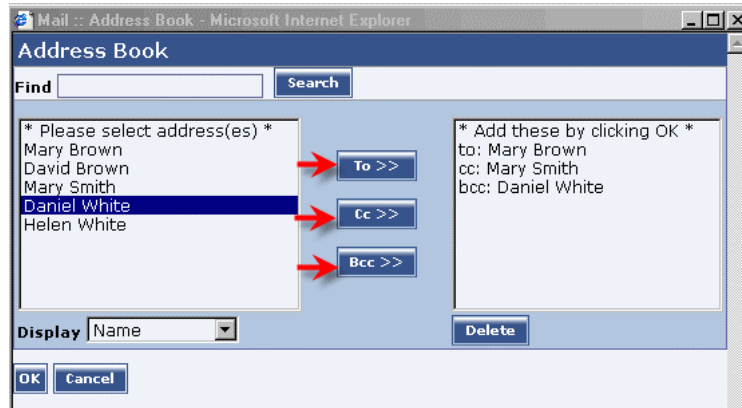


In addition, you can use the Address Book when you compose a message by clicking on the 'Address Book' icon.



Clicking on the 'Address Book' icon will bring up a window, which allows you to add names from your Address Book directly to the 'To', 'Cc' and 'Bcc' fields. To add recipients simply select names from the box on the left and click on the 'To', 'Cc' or 'Bcc' button.

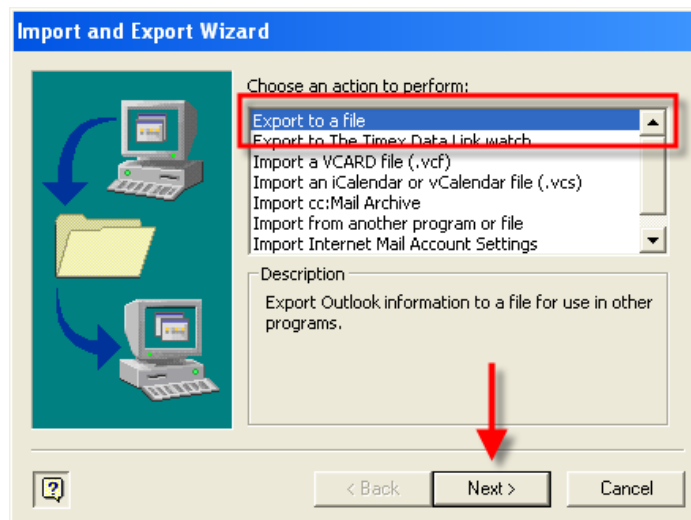
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9.1. Importing an Address Book into EasyMail

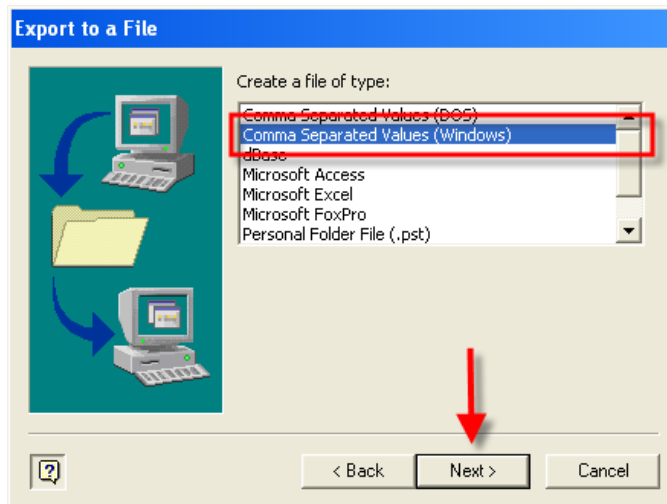
Part A: Export existing address book from an email client

Before you can import your address book into EasyMail, you need to export it from another email client. *(Please note that the steps below may differ depending on the email client. The steps outlined below are for Microsoft Outlook 2000).* Open the email client (e.g. Microsoft Outlook) that contains your existing address book and go to the Contacts page. Click 'File' and select 'Import/Export'. In the 'Import and Export Wizard' window, select 'Export to file' and click 'Next'.

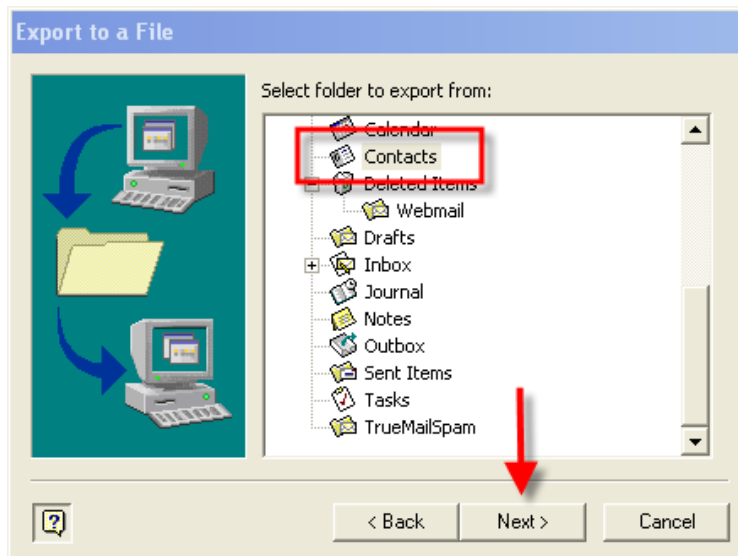


In the 'Export to a File' window, select 'Comma Separated Values (Windows)' and click 'Next'.

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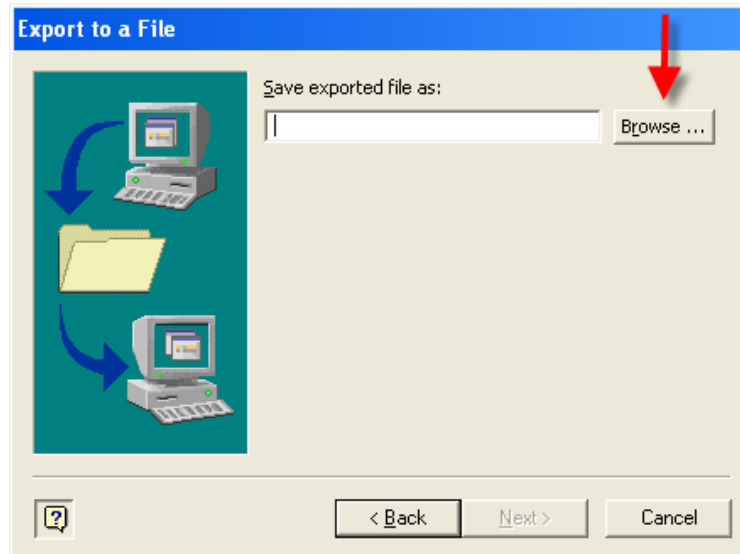


Then select 'Contacts' under 'Select folder to export from:' and click 'Next'.

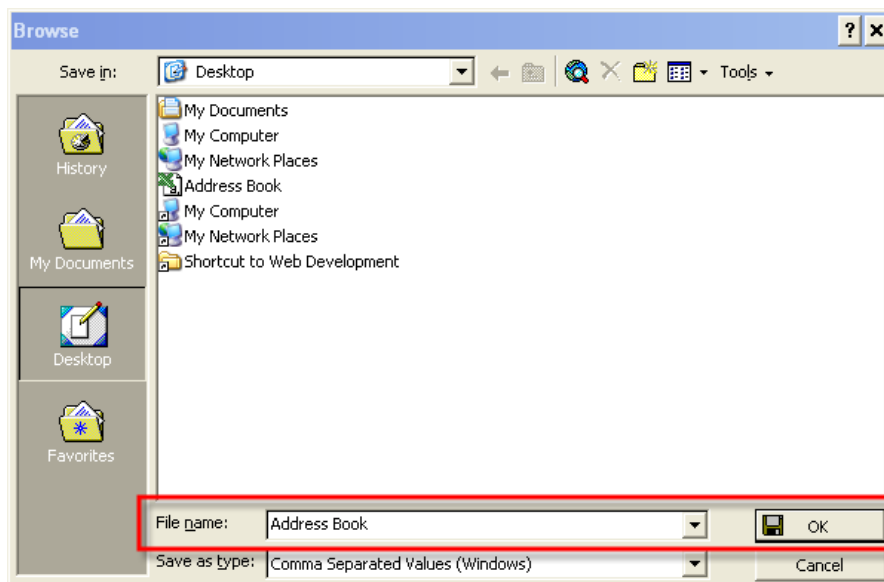


Under 'Save exported file as:', save your address book in a location that is easy to retrieve (e.g. desktop). Click 'Browse' to choose a location.

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Give your address book a file name (e.g. Address Book) and click 'OK'. Proceed through the steps until you reach 'Finish'. Your address book is now ready to be imported into EasyMail.



Part B: Import existing address book into EasyMail

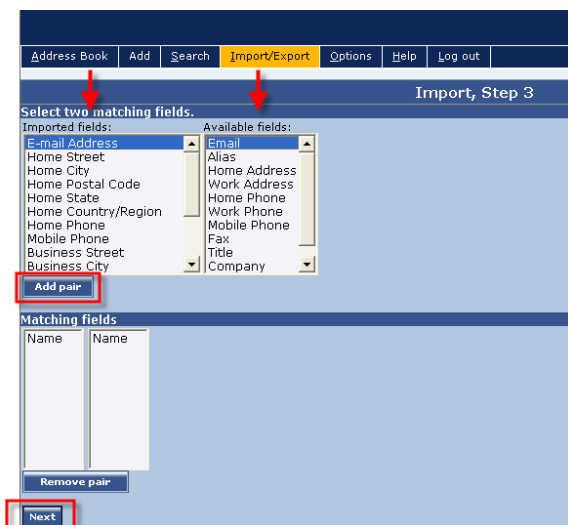
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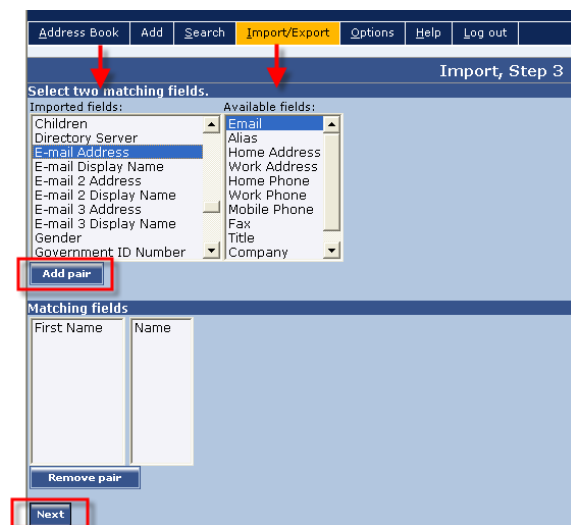
In step 3, match up the fields from the 'Imported fields:' list and 'Available fields:' list. The 'Imported fields:' list contain the fields from the address book that was exported from your email client. The 'Available fields:' list contain the fields that are available in EasyMail. Since these fields may be named slightly different, this step ensures that the correct fields match up in your EasyMail address book.

Select the matching fields from the 'Imported fields:' list and 'Available fields:' list and click 'Add pair'. The matching fields will appear in the columns below. Repeat this step for the rest of the contact information (e.g. name, email, business number, home number). When you have completed matching the fields, click 'Next'.

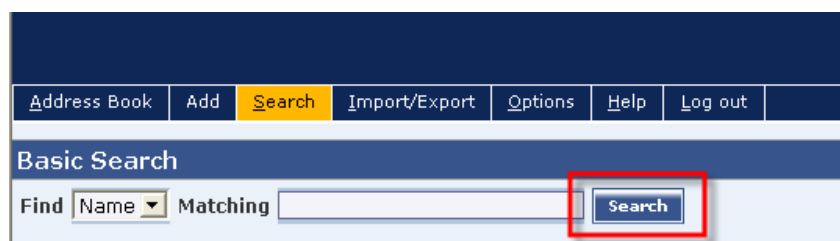
Example from Microsoft Outlook



Example from Microsoft Outlook Express



To view your imported address book, select 'Address Book' on the main menu and click on the 'Search' button beside the search field.



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Your imported address book will appear as below.



The screenshot shows the 'Basic Search' interface in EasyMail. It includes a search bar with 'Name' selected and a 'Search' button. Below the search bar is a 'Search Results' section with a table of contacts. The table has columns for Name, Email, Home Phone, Work Phone, and Mobile Phone. The contacts listed are Bob, David, Jane, John, Peter, and Susan.

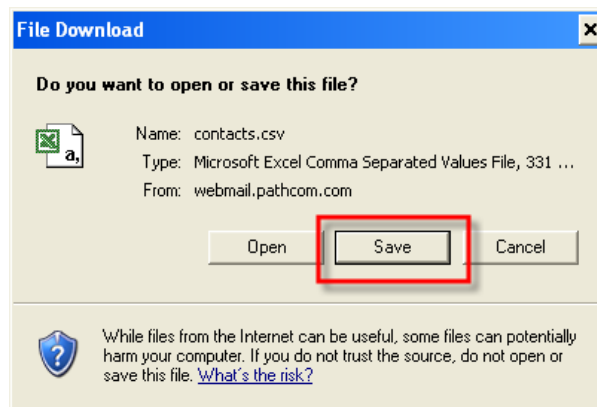
Name	Email	Home Phone	Work Phone	Mobile Phone
Bob	1234@pathcom.com		(905) 555-1234	(905) 555-2345
David	1111@pathcom.com	(905) 555-4476	(905) 555-7861	
Jane	4567@pathcom.com		(905) 555-6549	
John	2345@pathcom.com	(905) 555-3456		
Peter	5672@pathcom.com	(905) 555-7851		
Susan	0000@pathcom.com	(905) 555-1002		(905) 555-1111

9.2. Exporting an Address Book out of EasyMail

In EasyMail, click on 'Address Book' from the main menu and select 'Import/Export'. Select 'Comma separated values' from the 'Select the export format:' drop down list and click 'Export'.



Save the file in a convenient location (e.g. desktop) and import it into another email client.



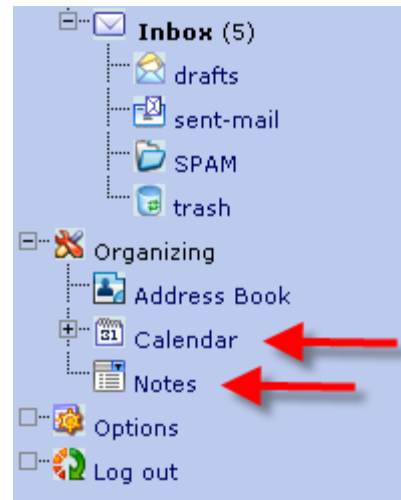
EasyMail QuickStart Guide



10. Calendar and Notes

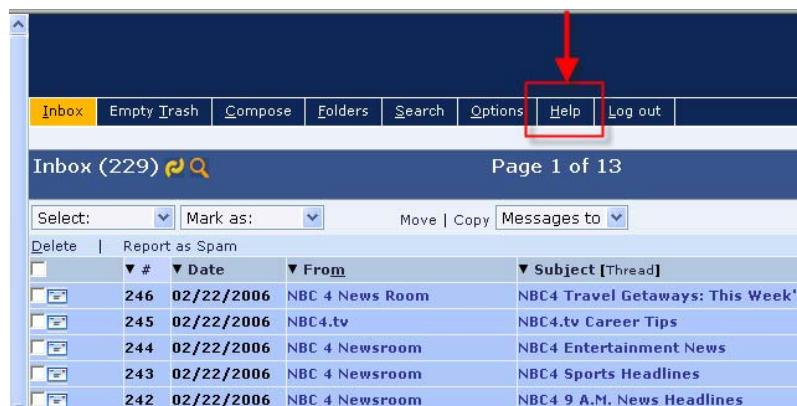
With the *Calendar* feature integrated in EasyMail you can access your schedule from any computer connected to the Internet. Using the calendar, you can create, modify and delete events, create recurring events, set alarms and more.

EasyMail *Notes* are the electronic equivalent of paper sticky notes. Make notes to keep questions, ideas, reminders, and anything you would write on paper. You can copy text from the EasyMail notes and paste it in other documents.



11. Using Help

The Help function includes detailed instructions on how to use the different features of EasyMail. To view the Help menu, please click on the 'Help' button at the top menu of the EasyMail screen.



We are sure you will enjoy Pathway's new EasyMail.

Pathway is committed to making constant innovations and to providing you with secure, reliable and friendly Internet services at all times.

Should you have any questions, please feel free to call us at 416-214-6363 in Toronto or 905-570-8789 in Hamilton and ask to speak with one of our knowledgeable Technical Support Representatives.