



# Using Webmail on NetPilot

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## Introduction

Webmail provides a 'hotmail' like facility on all current NetPilots. It is based on Squirrel Mail an open source package. It is not meant to replace the standard mail interface using clients such as Outlook or Outlook Express, but rather offer an alternative especially for remote access applications where perhaps a small number of remote sales or support people need to collect their email which is sitting on a central site NetPilot.

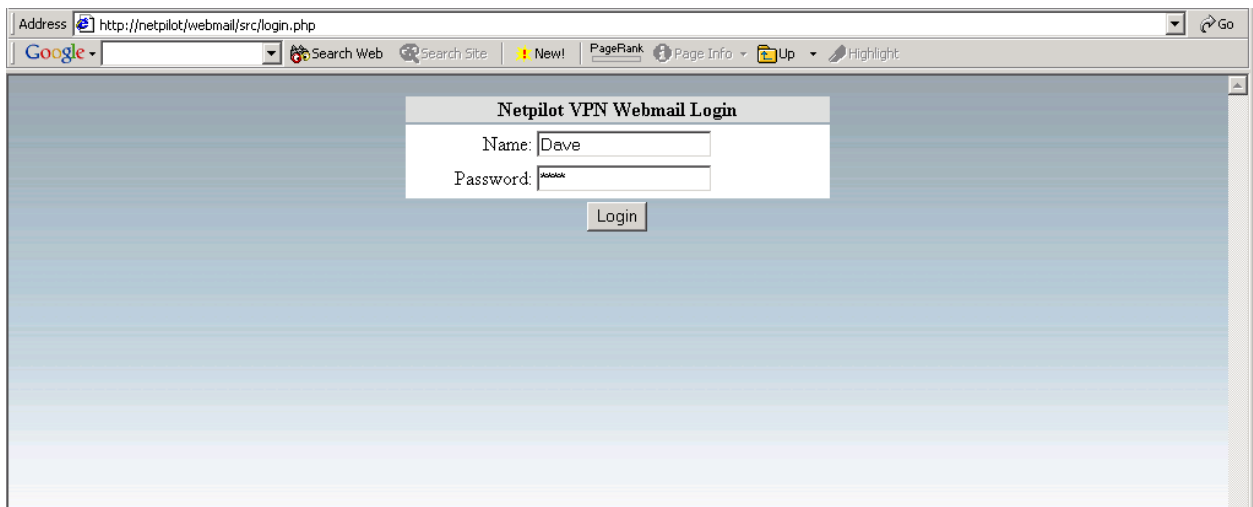
Equinet do not recommend more than 2 simultaneous Webmail users on NetPilot MK2 products, and no more than 10 simultaneous users on NetPilot Plus or Enterprise units. For applications where large numbers of simultaneous users require a hot-desking hotmail type email client interfaces, Equinet Safemail package should be used. This additional provides content and usage controls not found in Webmail.

## Login

The NetPilot administrator needs to set up a user account in the standard fashion.

Point your browser at <http://netpilot/webmail> or <http://ipaddress/webmail>, where ipaddress is the LAN1 address of your NetPilot unit.

You will be prompted with a login prompt as shown below.



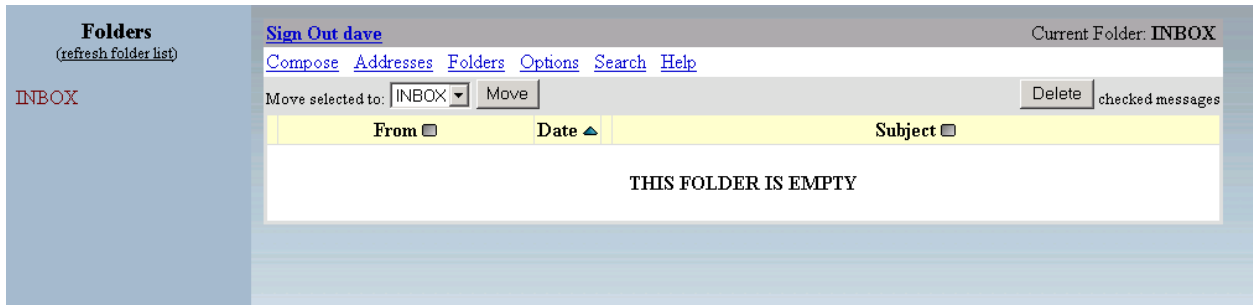


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## WebMail User Interface

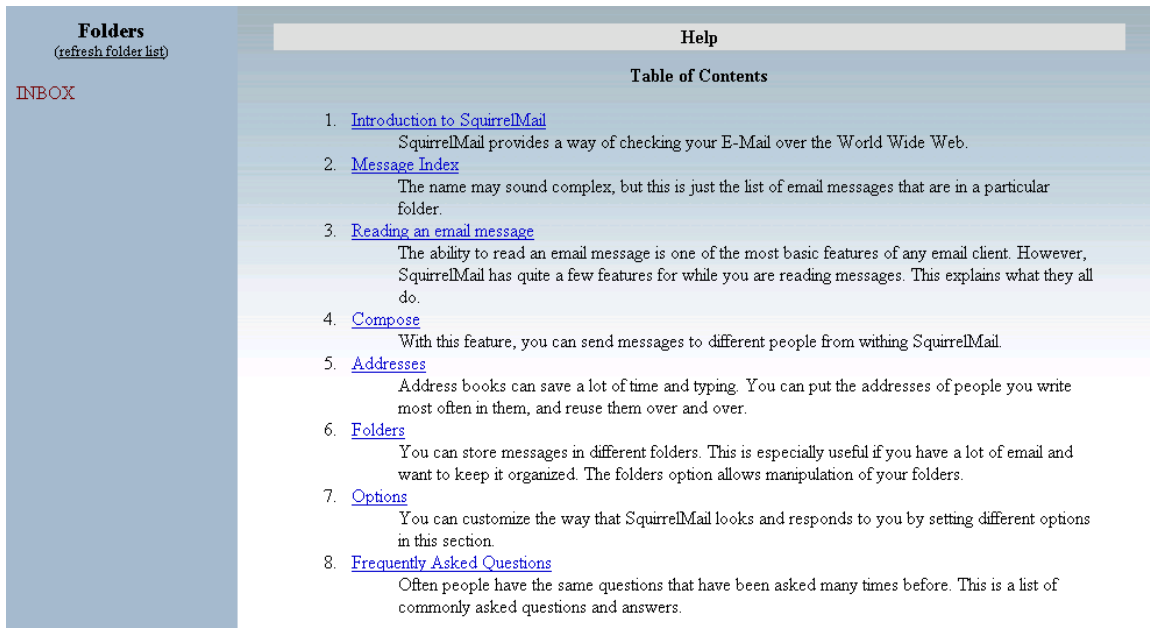
Once logged on the user is presented with a option menu structure as shown below. Users can compose, send and receive mail in the classic hotmail fashion. Emails are stored on NetPilot – so caution should be used in not filling the NetPilot disk with large volumes of email content.

Detailed help is available on line – a hardcopy version is given below.



## WebMail Help

Detailed help is available on line – a hardcopy version is given below.





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WebMail provides a way of checking your E-Mail over the World Wide Web.

2. [Message Index](#)

The name may sound complex, but this is just the list of email messages that are in a particular folder.

3. [Reading an email message](#)

The ability to read an email message is one of the most basic features of any email client. However, WebMail has quite a few features for while you are reading messages. This explains what they all do.

4. [Compose](#)

With this feature, you can send messages to different people from within WebMail.

5. [Addresses](#)

Address books can save a lot of time and typing. You can put the addresses of people you write most often in them, and reuse them over and over.

6. [Folders](#)

You can store messages in different folders. This is especially useful if you have a lot of email and want to keep it organized. The folders option allows manipulation of your folders.

7. [Options](#)

You can customize the way that WebMail looks and responds to you by setting different options in this section.

8. [Frequently Asked Questions](#)

Often people have the same questions that have been asked many times before. This is a list of commonly asked questions and answers.



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## 1 - Introduction to WebMail

### 1.1 - The Basics

WebMail is layered out in two main sections called frames. The left frame lists the currently subscribed folders. More information about the left frame may be found under the "Folders" section of this help documentation.

On the right is where most of the action will take place. At the top of the page is a menu bar. Sign out will safely log you out of the program when you are finished. The Current Folder displays which of the folders listed in the left frame you are currently in. Right after you log in, by default your INBOX will be shown.

Under the top bar is a row of menu choices:

- **Compose** - Make and send an email which may include attachments.
- **Addresses** - Holds a list of addresses that are contained in your personal address book.
- **Folders** - All folder manipulation takes place under this. You can delete, create, rename, subscribe, and unsubscribe folders.
- **Options** - Change settings of how WebMail responds and looks.
- **Help** - You are already here!



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### 2 - Message Index

The name may sound complex, but this is just the list of email messages that are in a particular folder.

#### 2.1 - The Message Index

After you click on a folder, you will be taken (in the right frame) to the message index. This lists messages in the selected folder. Below the menu choice is a line which informs you which mails you are viewing numerically and how many total you have.

For example: Viewing messages **20** to **30** (45 total).

Notice that the total message count might be different from the unread mail count which is to the right of the main mail folder.

A bar containing three buttons is next. On the left side is a drop down list box. This box lists your currently subscribed folders. Any selected message will be moved to the selected folder when the move button is pushed. Multiple messages may be moved at once. On the right side of this bar is a button used to delete selected messages. Just select the junk mail and press the button.

A bar three fields (From, Date, and Subject) is next. These Headings separate the message table into logical parts. From tells you who sent you the message. Or at least what email address it came from. Date shows the day which the email was sent. Subject displays what the sender entered as the subject. **Note:** Between the Date and Subject columns is a small column that is unlabeled. There will either be a "!" or an "A" in there. If you see the "A", that means that you have answered the message, and if you see the "!", then the message was marked as urgent!

What remains is the actual message table. You will notice that unread messages are **bold** while viewed messages are in normal text. Four fields form this table. On the far left is a select box. When selected the message on the same line is subject to the actions previously discussed, (moving and deletion). Under the From header is listed whom the message is from. Surprising, we know. But hey, you don't have to read this. Next is listed the date, and finally the subject.



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### 3 - Reading an email message

Click on the subject of a particular mail and that message is displayed. One thing you will notice is that email and web addresses are live links so you can click on them and send an email or open a page. Another really nifty feature is that mail threads are colour coded. The standard for a reply is to quote the previous message with ">" before every line. WebMail sees this and colour codes them. A replied message will have a different colour on the reply than the new text. This works two layers deep. Another menu bar is now presented below the main menu choices. This bar is in three sections. On the left side you may delete or return to the summery. In the middle direct navigation between messages is made possible. On the right, various mailing functions are presented.

#### 3.1 - Message List

Click this link to return to the folder from which you came.

#### 3.2 - Delete

Click this link to delete the message being currently viewed. All attachments of deleted mail are deleted as well. Prevent the loss of attachments by Downloading them first (explained further in this chapter).

#### 3.3 - Navigation

In the middle of the bar are navigation buttons. Previous will be an active link if it can be utilized and plain text otherwise. Clicking this link will display the previous message without the need to go back to the summery display of messages.

#### 3.4 - Next

Click this link to advance to the mail immediately following the one currently being viewed. Next will be an active link if it can be utilized and plain text otherwise.

#### 3.5 - Forward

On the right, the forward link when pressed opens the Compose page with the previously viewed email in the text box below a tag of "--Original Message--". Fwd: is appended to the original subject line and placed in the correct field. The various fields for sending to an address await your completion. You may position the curser in the text box in order to add comments to the already existing text. You may also use the attachment feature.

#### 3.6 - Reply

Click this link to return a new message to the originator of the previously viewed message. Re: is appended to the original subject line and placed in the subject field. Again, the text of the original message is quoted in the text box. This time the ">" symbol is placed in front of the original text. You may note that some of the original text doesn't have the ">" symbol. This is due to line wrapping and



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may be unavoidable. Try setting the value of *Wrap incoming text* in the Options page to a larger number, this may help. Comments can be made anywhere in the text box in addition to the quoted message. You may also use the attachment feature.

### 3.7 - Reply All

Same story here as "reply" with the exception that all addresses listed in the header will receive the mail.

### 3.8 - View all headers

This will display the entire header for the email message. This includes the route that the message took to get here, and a lot more detailed information about the message itself.

### 3.9 - Download this as a file

At the bottom just above the bottom bar you will find this link. Clicking this link allows you to save this email to your local hard drive as a plain text message. A simple header will be attached to the top of the message as well.

### 3.10 - Attachments

Any attachments sent with a received email will be displayed at the bottom of the message inside a coloured box. The file is presented as a link with a description of the file type to its right. Clicking on the file name will either display the attachment or present a download dialog depending on the file type. If you wish to download the file (rather than possibly viewing it), click on the "download" link on the right side.



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### 4 - Compose

The Compose menu choice will take you to a new Compose page. Here you will find several fields and a couple of buttons. Depending on how you got to the compose view, some of these fields may already be filled in.

#### 4.1 - To

First among these is the **To:** field. In this field you should enter the email address of the person or persons you are sending a message to. You may enter as many addresses as you like, separating them with a coma. One may also press the "Addresses" button to fill in the field. Don't worry if the entire address is not displayed. The field is a fixed length but everything you put in it will be used, even though it might scroll to the right or left.

#### 4.2 - Cc

Next is the **CC:** field. CC is an abbreviation for **Carbon Copy**. If you wish to send someone else a copy of the message here is where you would do that. Think of this in the same way a memo is laid out. You can have as many people as you like in the **To:**, **CC:**, and **BCC:** fields. Only the people to whom the message has direct impact would be in the **To:** field while recipients to whom this is possibly only informative would be in the **CC:** and **BCC:** fields.

#### 4.3 - Bcc

BCC is an abbreviation for **Blind Carbon Copy**. Use this to send someone a copy of the email *without* the recipients in the **To:** or **CC:** fields knowing about it.

#### 4.4 - Subject

Type in a relevant heading here. Remember, email can be a great time saver and an accurate subject line is one big reason.

#### 4.5 - Addresses Button

This button will open the address book after a search box is presented. Something must be entered in the search box to retrieve a result. If all addresses in the address book are required enter a space here and click the submit button. The address book has enough functionality that it deserves it's own section. More detailed information is available in the "Addresses" chapter.

#### 4.6 - Message Body

The large empty box is for whatever you want to put there. If a signature file has been saved it will appear here as well. This is where you type the body of your message.

#### 4.7 - Attach

Located at the bottom of the Compose page, this feature allows you to include a file with your email. The file must be located on your *local* machine or network to



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be attached. A browse button is present so you may search through your directory structure and click on the file to include. Alternatively you may type directly into the attach field if you know the full path and exact file name. Simply press the Add button to list the selected file as an attachment and it will appear below.

Once at least one file is presented for attachment another button is revealed. Deletion of one or more attached files is accomplished by selecting the offending file or files and pressing the delete selected attachments button.



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### 5 - Addresses

Address books are a great time saving feature. Frequently used addresses may be stored here. LDAP servers (Often used in companies and universities to make organization-wide addresses easily available) are supported as well.

If your Browser supports Javascript then you might want to enable the java based address book under the Options menu item. It is a really nifty little popup thing. Pure HTML address lists are supported so even browsers without Javascript support can use WebMail without any loss of function.

#### 5.1 - Nick Name

Put a familiar name here. Something to help jog your memory. Anything that will give you an accurate idea to whom this email address belongs.

#### 5.2 - Email Address

This must be the persons' fully qualified email address. Guessing here just won't cut it. There are three parts to an email address. First is the recipients identifier, such as "johnq" Next is the domain name section, which could take the form "tayloru". Last comes the top level domain, which could be one of a ton of things like au, cc, us, com, org, net or might look like edu. So if we put all those together it must be in the form of johnq@tayloru.edu. If this is not correct you are likely to get your mail back in the form of a bounced message.

#### 5.3 - Info

This is another field where you can put something to remind you about who this person is. This is made to be longer than the "Nick Name". For instance, if you meet a business contact, you could put "Met at the Tomato Symposium".

#### 5.4 - Edit or Delete

These two buttons allow you to select a single address and then change any of the above fields, or delete the entry entirely. You are only allowed to select one entry at a time for the edit button.

#### 5.5 - Add to Personal address book

Fill in the fields as they are listed. The first three (Nickname, E-mail address, and First name) must be filled in. Both Last name and Additional info are optional.

#### 5.6 - Import CSV file

You may use this to import an existing file that you exported (or otherwise created) from an address book in another program. The file must be present on your computer and in comma separated value (CSV) format. Help on how to export from your email client is not given here. See the programs help or documentation on how to export.



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### 6 - Folders

You can store messages in different folders. This is especially useful if you have a lot of email and want to keep it organized. The folders option allows manipulation of your folders.

#### 6.1 - Subscribed Folders and the Left Frame

Currently subscribed folders are listed in the coloured area to the left. This frame may be set to automatically refresh in the Options page. At the top of the left frame is large and bolded heading. If changes have been made to the subscribed folders using the folders menu item, this list can be refreshed with the link below the title. Oddly enough this link is titled "refresh folder list".

The first folder listed contains received mail. To the right of the first folder is a number in parenthesis "(")" reflecting the count of *unread* emails. This number is likely to vary from the total number of emails displayed in the right frame. Under the main folder are likely to be other folders or subfolders. Colours for these folders will change with theme choices made in the options page.

#### 6.2 - Delete

You may delete any folder displayed in the drop down list box to the left of the Delete button. Notice that this list may **not** include all the folders displayed. The special folders such as your sent or your trash folder cannot be deleted, and of course, you cannot delete INBOX.

#### 6.3 - Create

Folders may be created by simply typing the desired name into the text box and pressing the Create button. If you wish that this folder be a subfolder of another one, you can choose that in the drop-down box with the list of folders.

On some mail servers, there are two types of folders. One that contains messages, and one that contains folders. You may see an option called "Let this folder contain subfolders." If you do and you check that, the folder you create will only be able to contain folders and not any messages. Otherwise, you will only be able to store messages in it and not folders.

#### 6.4 - Rename

You may rename any folder displayed in the drop down list box to the left of the Rename button. Notice that this list may **not** include all the folders displayed in the left frame. For obvious reasons, you cannot rename the sent, trash, or INBOX folders.

#### 6.5 - Unsubscribe and Subscribe

Definitions:

*Subscribe*: To register a folder with the mail server, allowing you to view it in the



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folder listings.

*Unsubscribe*: The opposite of subscribing. This unregisters a folder with the mail server.

You may choose as many folders as you wish from either the subscribe or the unsubscribe box, then click the button under the box to make the action take effect. You will notice that the folders move to the other box. You can then re-subscribe to them, or unsubscribe again as you wish.



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### 7 - Options

One of the great things about WebMail is the degree to which it may be customized. Depending on the configuration, you may have several choices of themes, languages, folders, and other preferences. All of these may be changed without affecting any other users on the system. There are four main parts to the Options: Personal, Display, Message Highlighting, and Folders.

#### 7.1 - Personal Information

##### **Full Name**

You should put your entire name here. For example, "John Doe". This is what is shown to people that you send the message to. They will see that it is from "John Doe". If you don't fill this in, they will see it is from your email address, "jdoe@mydomain.org".

##### **E-Mail Address**

*Optional* - If your email address is different than what is automatically assigned, you can change it here.

##### **Reply To**

*Optional* - This is the email address that people will reply to when they reply to your message. If this is different than the email address you are sending from, you can enter it here. This is useful if you want people to reply to your Yahoo account rather than your office address.

##### **Signature**

*Optional* - Signatures are attached at the bottom of all messages you send out. If you want a signature, you must make sure that the checkbox beside "use a signature" is checked, and then fill in what you want your signature to be in the box below it.

#### 7.2 - Display Preferences

##### **Theme**

WebMail offers different color themes for your viewing pleasure. You can choose between the many listed there if you so desire.

##### **Language**

If English isn't your native tongue, you can easily change the language that most things display in. If your desired language is in the list, you can choose it and all future WebMail related messages will be in that language. Note that this doesn't translate incoming email messages or folder names.

##### **Use Javascript address book?**

One of our main goals in creating WebMail was to have no Javascript in any of our pages. However, some of our developers made a very good address book



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searching utility that uses Javascript. Rather than remove it, we now give you the option of using the HTML address book or the Javascript one. If you don't know what this means, you are safest to choose the HTML address book, but most likely Javascript will work for you.

### **Number of Messages to Index**

This is the number of messages to show at a time in a folder. If there are more than this number in the folder, you will see a "Previous" and "Next" link above and below the listing which will take you to the previous or next messages.

### **Wrap incoming text at**

How many characters should we allow before wrapping the text. This prevents messages from scrolling way off the screen. 86 is usually a safe thing to put in here, but you are free to change it to whatever you desire.

### **Size of editor window**

How wide do you want your "Compose" box to be? This is the number of characters per line that you will be able to type before wrapping in the Compose section.

### **Width of left folder list**

On the left side of your browser window, you will see the list of folders. With this option, you can select how wide that will be. If you have very long folder names or large fonts, it is good to set this pretty high. Otherwise, you should set it low so you don't waste screen space.

### **Auto refresh folder list**

WebMail has the functionality to automatically refresh the folder listing on the left side of your browser window. This will also update the number of unseen messages that are in each folder. This is a good way to check for unseen messages in the Inbox without having to click on it every time.

## **7.3 - Message Highlighting**

The idea for this came because if you are subscribed to many mailing lists, it is very hard to distinguish which messages came from where while reading through the list of messages. With Message Highlighting, you can have the background color of all messages from one mailing list different than the color of another list.

Just click on [New] to create a new one, or [Edit] to edit an existing one and the options will appear below.

### **Identifying Name**

This is simply the name that you see which describes what it is. For example, if you are highlighting messages from your mother, you might set this to "From



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Mom".

### **Color**

This is the actual color that the background will be. You can choose between a number of pre-defined colors that we have selected for you, or you can enter the HEX code for the color that you desire (i.e. a6b492). If you choose to enter your own color, you must also select the radio button in front so that it is checked.

### **Match**

Here you can choose the matching phrase. From the drop-down box, you can choose which header field to match against (to, from, subject...) and in the text box, you can enter the phrase to match (mom@yahoo.com). If you like Perl regular expressions, you can use those here as well.

## **7.4 - Folder Preferences**

### **Folder Path**

On some system this will not be displayed. If you don't see this option, just ignore this. On other systems, this is quite a necessary feature. Usually the option that is in there is what should be there. This is the folder in your home directory that holds all your email folders. If you don't understand this, just leave it what it is.

### **Trash Folder**

You can choose which folder messages will be sent to when you delete them. If you don't want deleted messages to go to the trash, set this to "Don't use Trash".

### **Sent Folder**

You can choose which folder your sent messages will go to. If you don't want these, just set it to "Don't use Sent".

### **Unseen message notification**

This option specifies how to display unseen messages in the folder listing on the right side of your browser window. If you set this to No Notification, you will not be notified of unseen messages. If you set it to INBOX, when you have new messages, the INBOX will become bold and a number will appear to the right of it to say how many new messages are in it. If you set it to All Folders, this behavior will happen on all folders. If you notice that loading the folder list is really slow, you can set this to INBOX or None and that should speed it up.

### **Unseen message notification type**

When new messages are in a folder, this option tells how to notify you of that.



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### 8 - Frequently Asked Questions

Often people have the same questions that have been asked many times before. This is a list of commonly asked questions and answers.

#### 8.1 - Can I use multiple names from the address book?

Yes. The address book search will display all matches for the search criteria entered in the search box. If 10 names are displayed any combination may be selected for either the **To:** or **CC:** fields. All selected addresses will be inserted into the proper field when the Use Address button is pressed.

#### 8.2 - Can I add names directly to the address book from a email?

No. At this time you cannot add names directly from a received email to the address book. You can, however, right click on the address and save it to the clipboard and paste this into the address book. Try not to be disappointed. WebMail is under continual development and this might be included in the future in one form or another.

#### 8.4 - What is WebMail?

In WebMail's case it gives you access through the IMAP protocol to your email account. These means you don't have to figure out how to setup someone else's stuff just to check your mail.

#### 8.5 - Where can I use this WebMail?

Anywhere there is a browser available.

#### 8.6 - Why use WebMail instead of a regular email client?

WebMail is designed to be a supplement to your normal email client, and provide a hotmail like interface – useful for users who are out of the office who want to check their email.

#### 8.7 - How Webmail work?

WebMail uses the IMAP protocol, info on it can be found [here](#). The program also uses its own IMAP functions, not those built in to PHP4. This won't matter to anybody except those responsible for installing it, but trust us when we say they appreciate it.