



## Web-based E-mail Interface

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User Guide

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## Login

To start the Web-based account, it is necessary to have access to a Web browser and the Internet.

1. Enter <http://mail.twcbc.com> in the browser address field.
2. Enter User Name (for example, "username@yourdomain.com") and Password.
3. Click **Login** (see Figure 1).

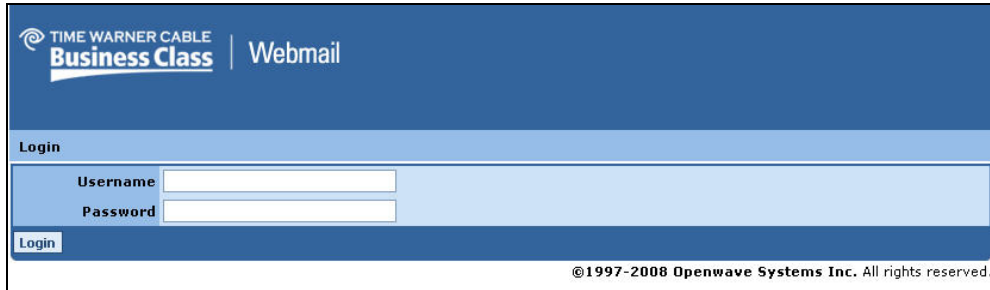


Figure 1

Once access has been gained to the Web-mail tool the main screen is presented. The main screen is broken into five major areas. Figure 2 depicts these major areas:

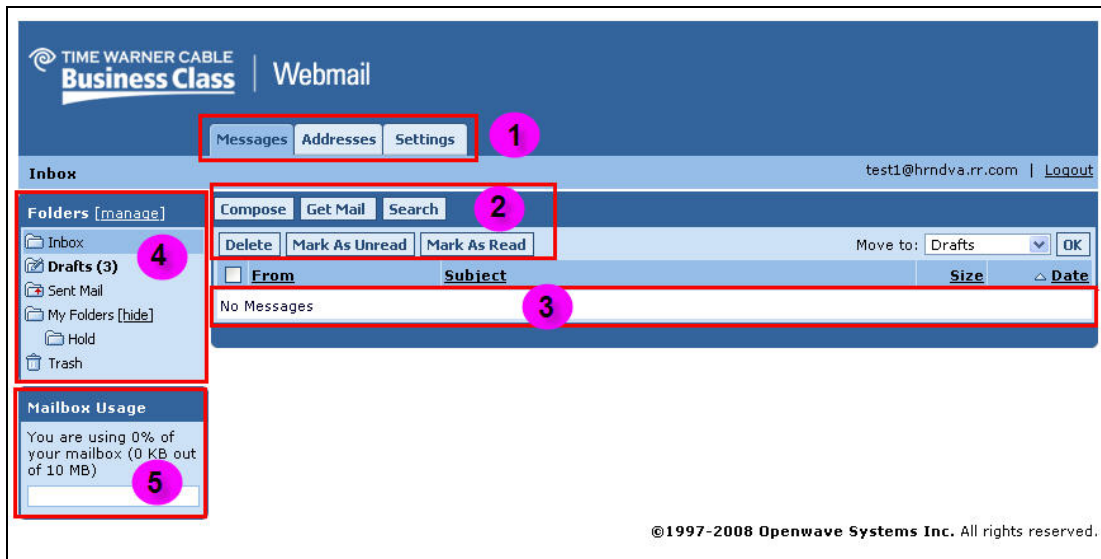


Figure 2

Major Area	Description
1	Global Features and Functions
2	Message Functions
3	Current Messages Area
4	Folder Management
5	Usage Reporting

## Composing a Mail Message

To compose a new mail message:

1. Click **Compose** in the Area 2.
2. Fill in necessary information such as the “To” field (*E-mail address of the person receiving message*), Subject, and text message.
3. Select check box above **Save a Copy** to save a copy of the outgoing message.
4. Select check box above **Request return receipt** to obtain a receipt from those receiving the e-mail message.
5. Click **Send** (see Figure 3).

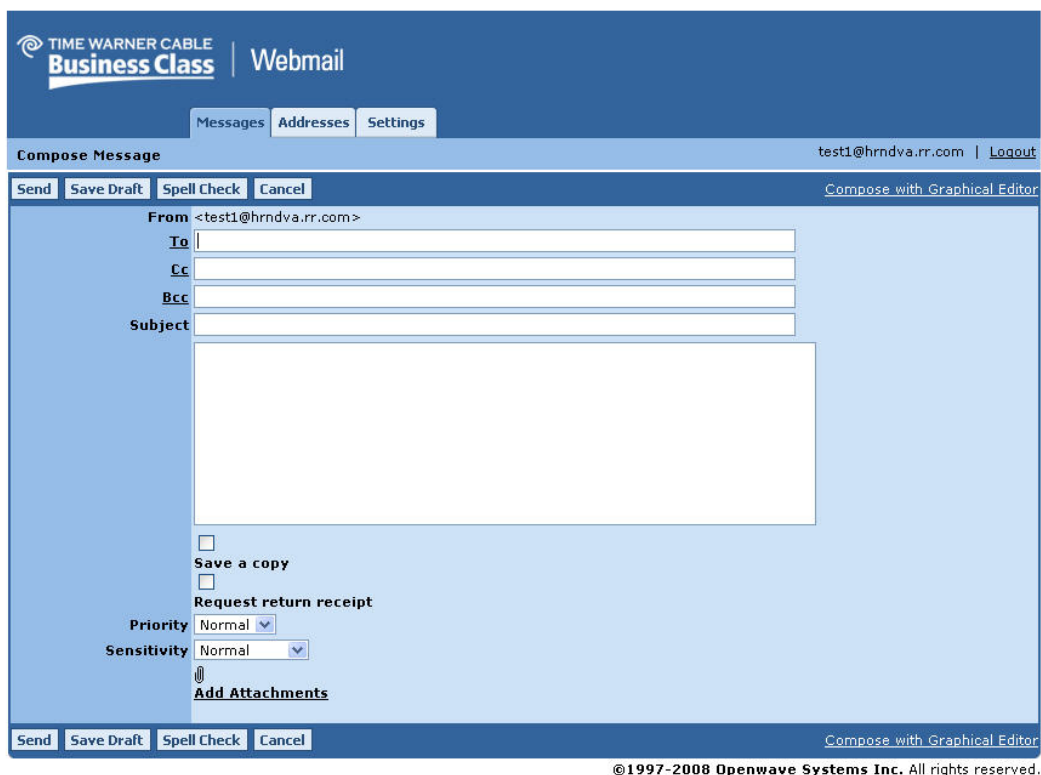


Figure 3

In the event a graphical editor is preferred, click on the **Graphical Editor** link on the right side of the screen below the **Logout** link. (See Figures 4 & 5 )

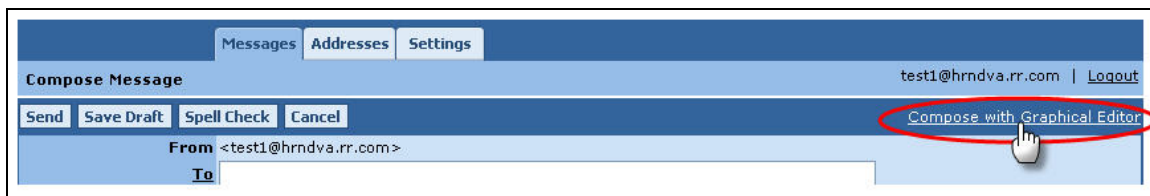


Figure 4

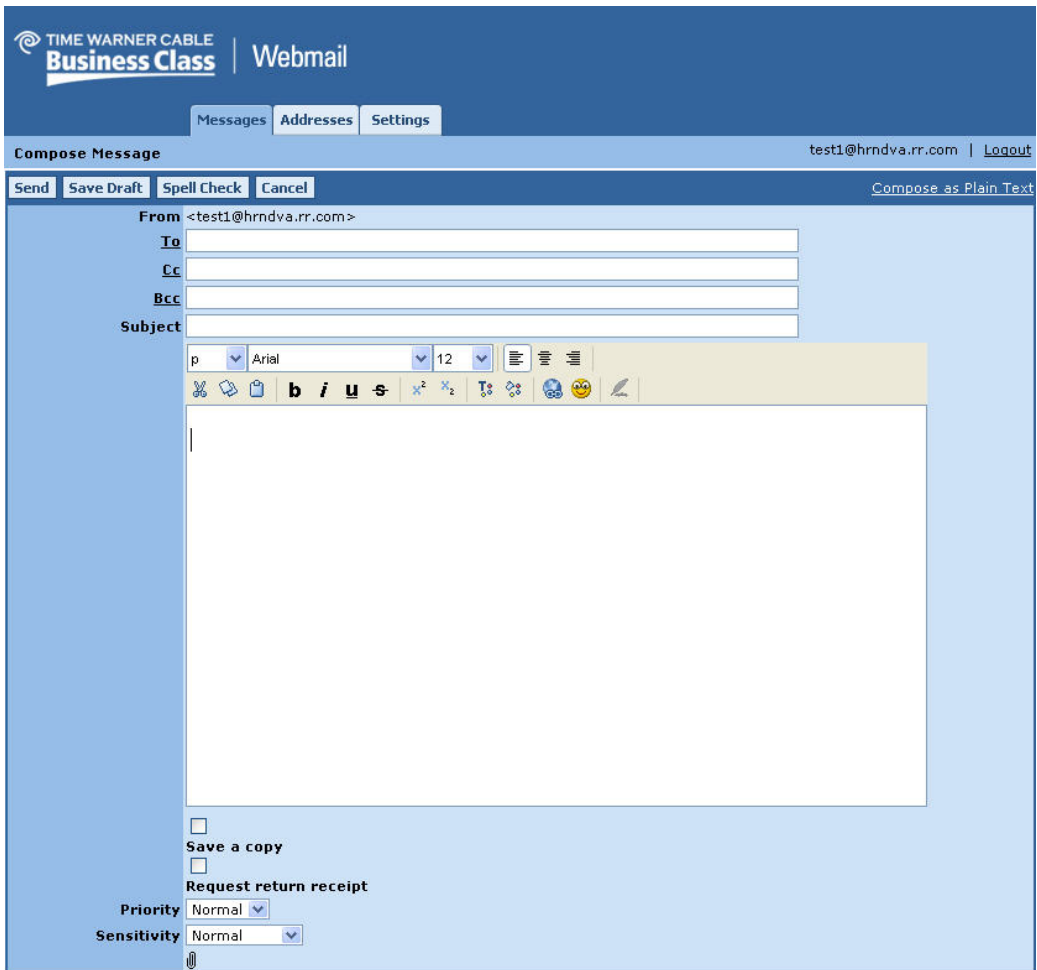


Figure 5

## Creating a Contact

To create an address:

1. Click **Addresses** tab in area 1.
2. Click **New Contact** (see Figure 6).

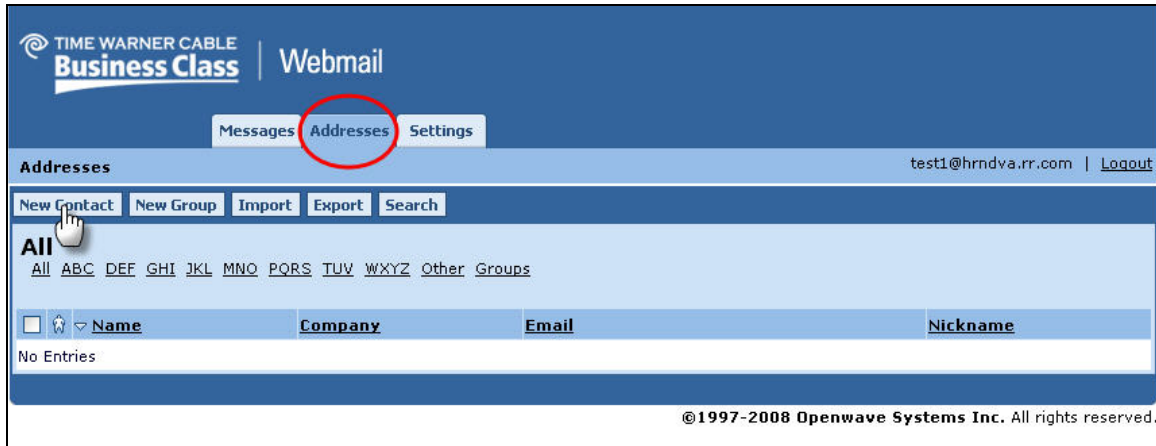


Figure 6

3. Enter the **Display Name** and **E-mail** address of the new contact. The other fields are optional.
4. Click **OK** (see Figure 7).

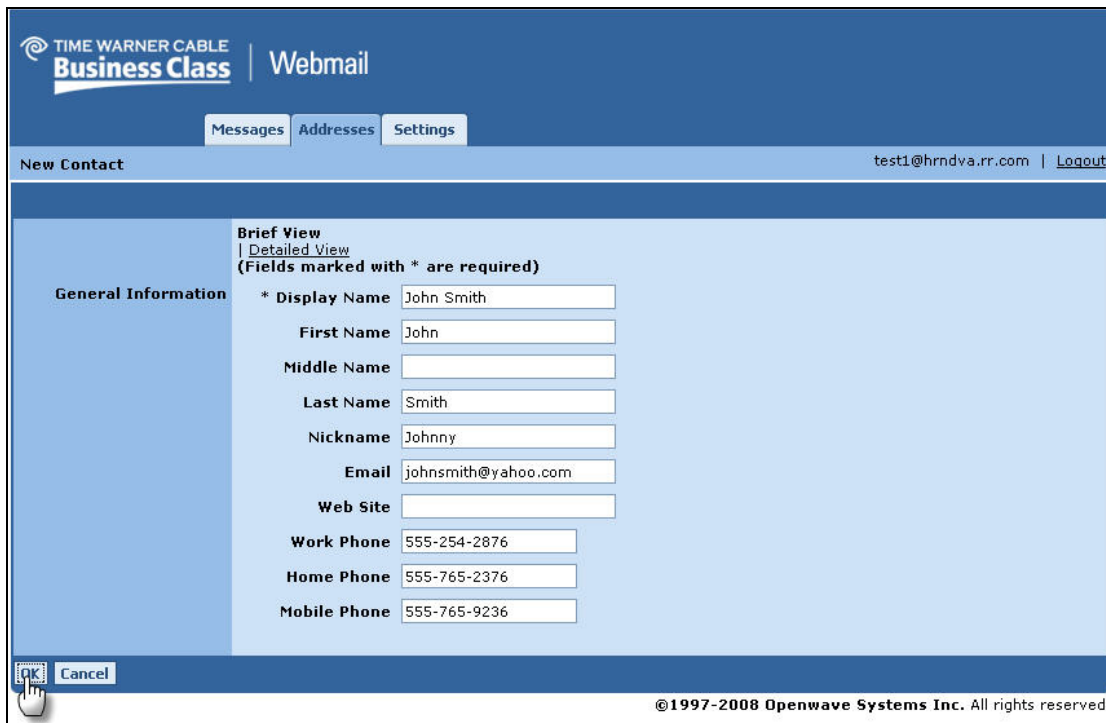
The screenshot shows the 'New Contact' form. The 'Addresses' tab is selected. The form is titled 'New Contact' and includes a 'Logout' link. The form is divided into 'General Information' and 'Brief View' sections. The 'Brief View' section contains the following fields: \* Display Name (John Smith), First Name (John), Middle Name, Last Name (Smith), Nickname (Johnny), Email (johnsmith@yahoo.com), Web Site, Work Phone (555-254-2876), Home Phone (555-765-2376), and Mobile Phone (555-765-9236). The 'Display Name' field is marked with an asterisk, indicating it is required. The 'OK' button is highlighted with a mouse cursor.

Figure 7

An optional long or detailed form is also available for capturing additional information about the contact (available by clicking the **Detailed View** link above the "Display Name" field. (See Figure 8)

TIME WARNER CABLE  
**Business Class** | Webmail

Messages | Addresses | Settings

New Contact test1@hrndva.rr.com | Logout

**Brief View**  
Detailed View  
(Fields marked with \* are required)

**General Information**

- \* Display Name
- First Name
- Middle Name
- Last Name
- Nickname
- Email
- Web Site
- Work Phone
- Home Phone
- Mobile Phone

OK Cancel

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Figure 8

This will provide a more detailed entry screen (see Figure 9).

The graphics editor can also be made the preferred/default editor by going to the preferences section and setting the editor preference to graphics editor. (see Section Mailbox Management at the end of this document for details on accessing "Preferences" Figure 24)

TIME WARNER CABLE Business Class | Webmail

Messages | Addresses | Settings

New Contact test1@hrndva.rr.com | Logout

OK Cancel

Brief View | Detailed View

**General Information**

\* Display Name

First Name

Middle Name

Last Name

Nickname

Email

Web Site

Work Phone

Home Phone

Mobile Phone

**Business Information**

Company

Department

Title

Address

City

State

Zip

Country

Work Fax

Work Web Site

**Home Information**

Address

City

State

Zip

Country

Home Fax

Home Web Site

**Other Information**

Other Phone

Pager

Alternate Email

Birthday Month:  Day:  Year:   
 Month...

Anniversary Month:  Day:  Year:   
 Month...

Spouse

Children

Notes

**IM Information**

Buddy Name  Provider:  Other (if not in list)

Public PGP Key

OK Cancel

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Figure 9

## Creating a Folder

To create a folder:

1. Click the **manage** link in the Folders Area (see Figure 10).
2. Click **New Folder** (see Figure 11).

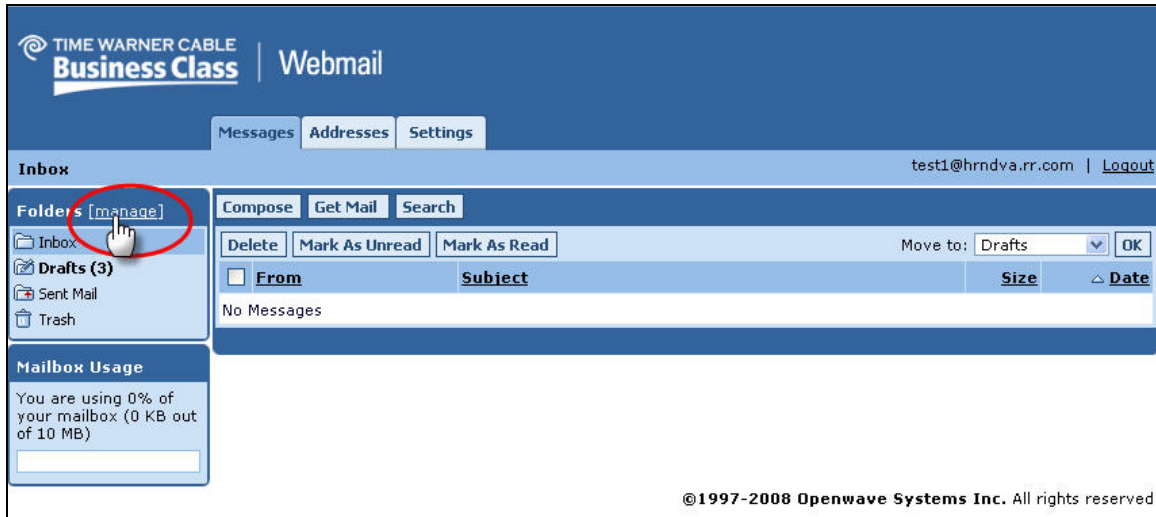


Figure 10



Figure 11

3. Enter the name of the folder that is to be created in the **Name** field (see Figure 12)
4. Click **OK**
5. The new folder will be added to the Manage Folder view as well as to the Folders area on the main screen (see Figures 13 and 14)

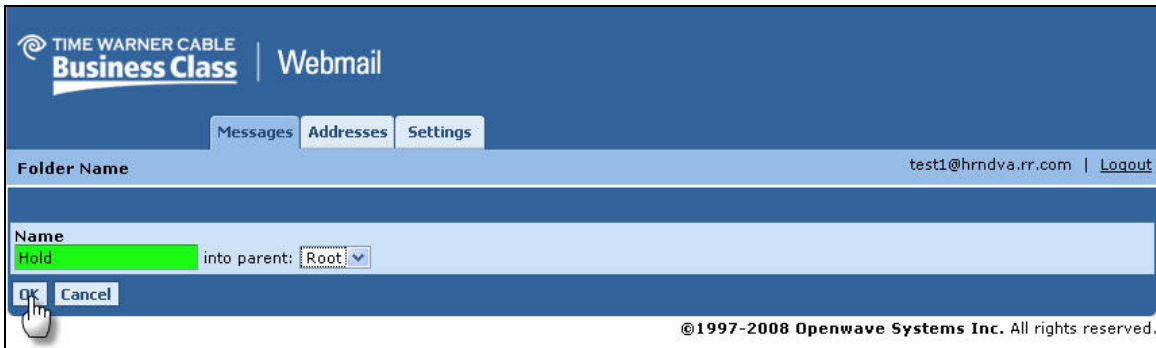


Figure 12

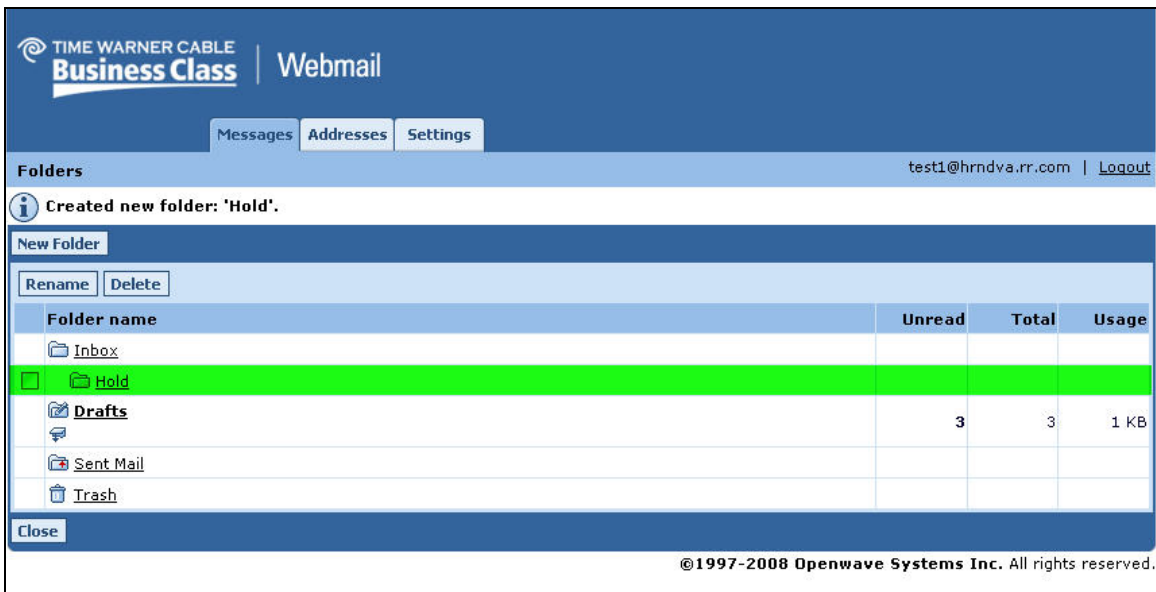


Figure 13

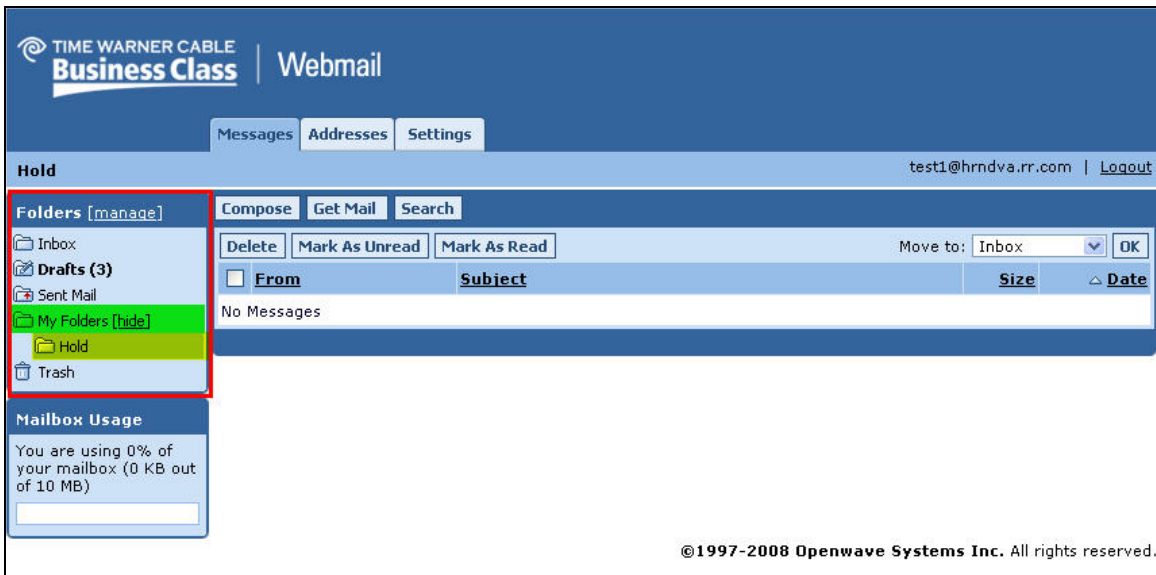


Figure 14

## Retrieving a Mail Message

To retrieve a mail message:

1. Double click the Subject in the "Subject" column of the message to be read. (see Figure 15).

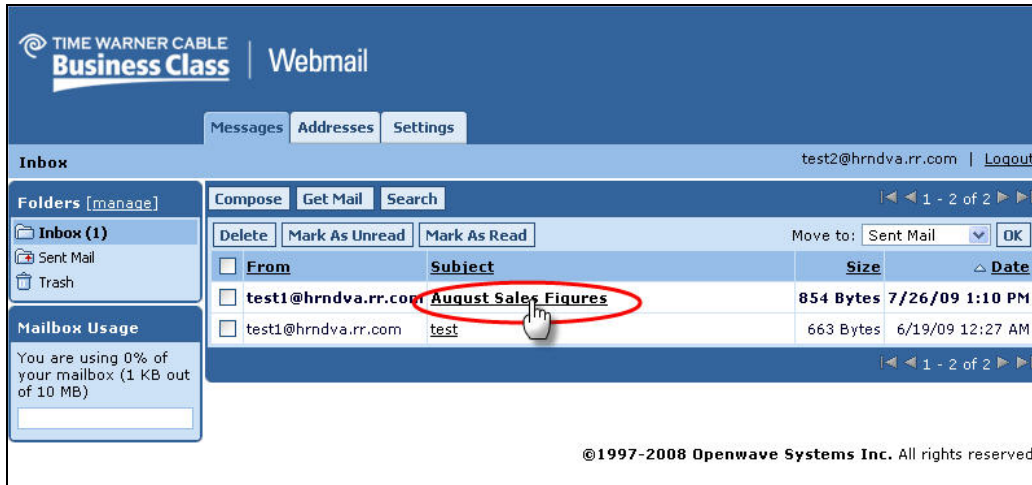


Figure 15

The Read Message screen is displayed (see Figure 16).

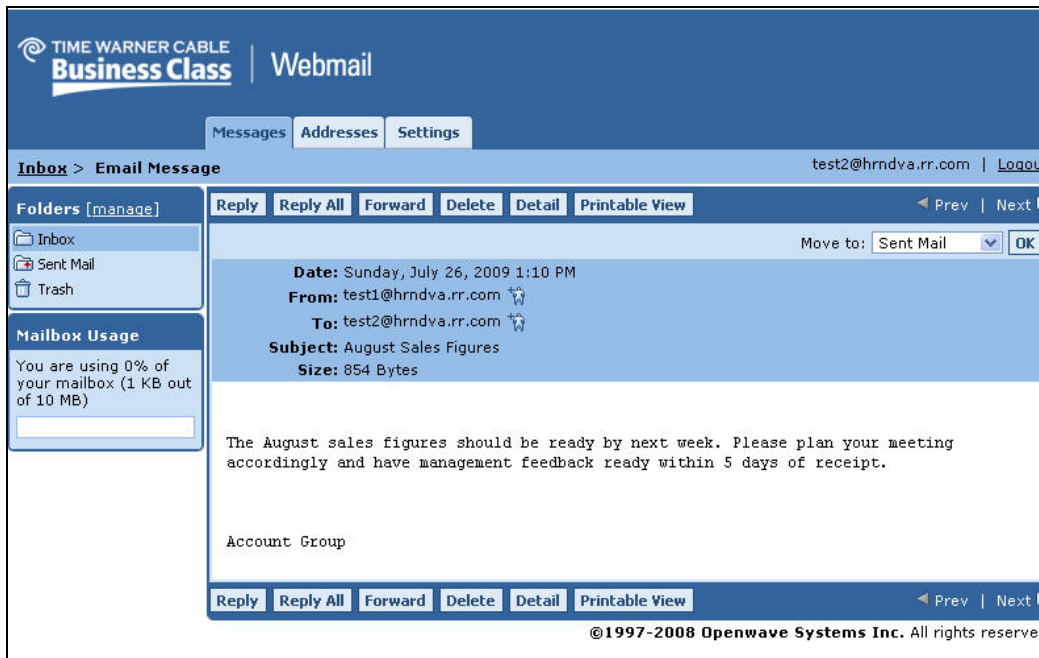


Figure 16

## Replying to a Mail Message

To reply to a mail message:

1. Click **Reply** and the original message will appear in the text field (see Figure 17).

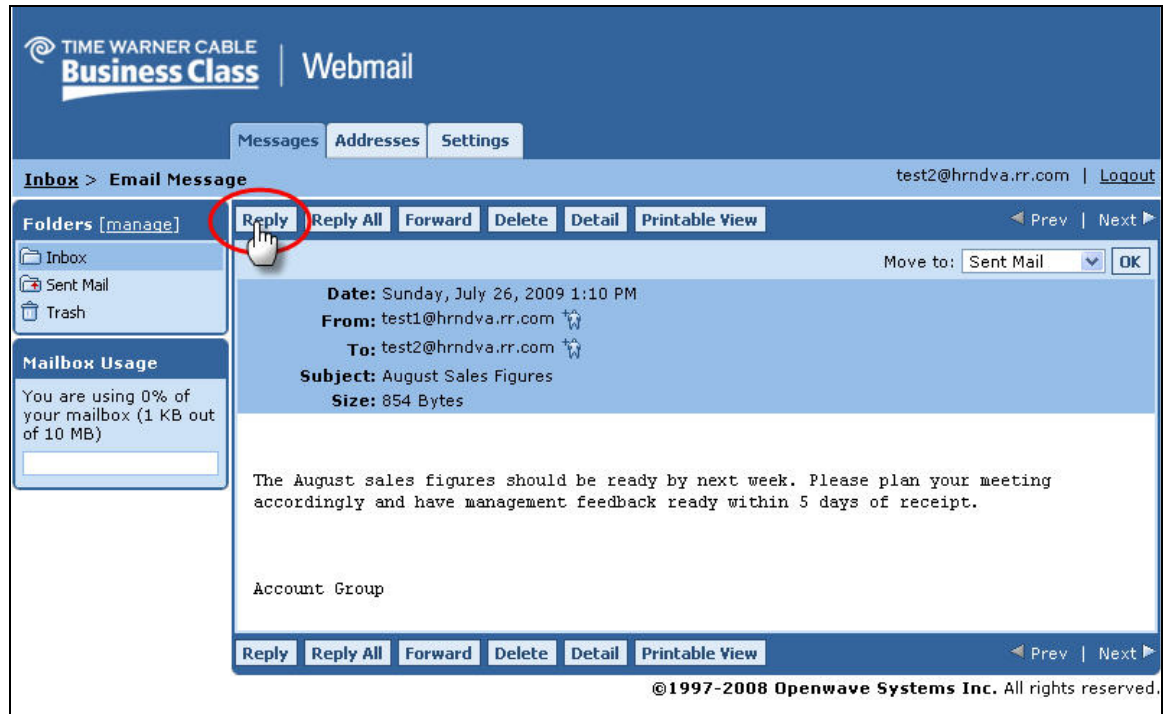


Figure 17

2. Enter a message in the text field.
3. Select check box next to **Save Outgoing Message** to save a copy of an outgoing message. Messages can be sent to additional recipients by entering the intended addressee in the "cc" (carbon copy) field, or the "bcc" (blind carbon copy) field.
4. Click **Send** (see Figure 18)

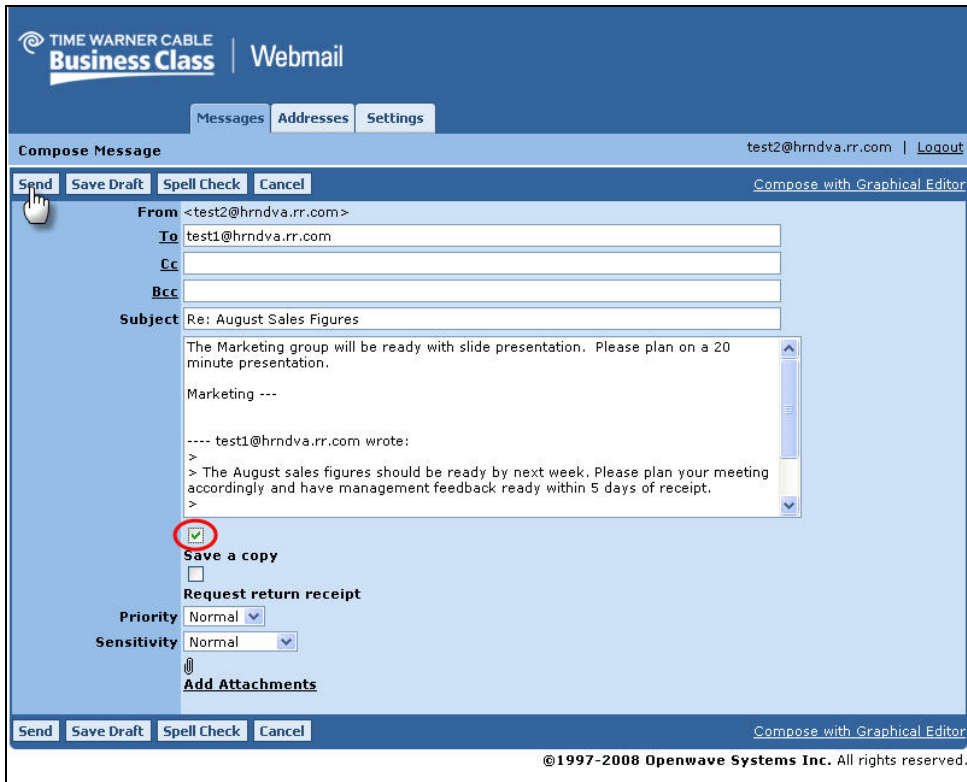


Figure 18

## Forwarding a Mail Message

To forward a message to another recipient:

1. Click **Forward** after reading the message (see Figure 19).

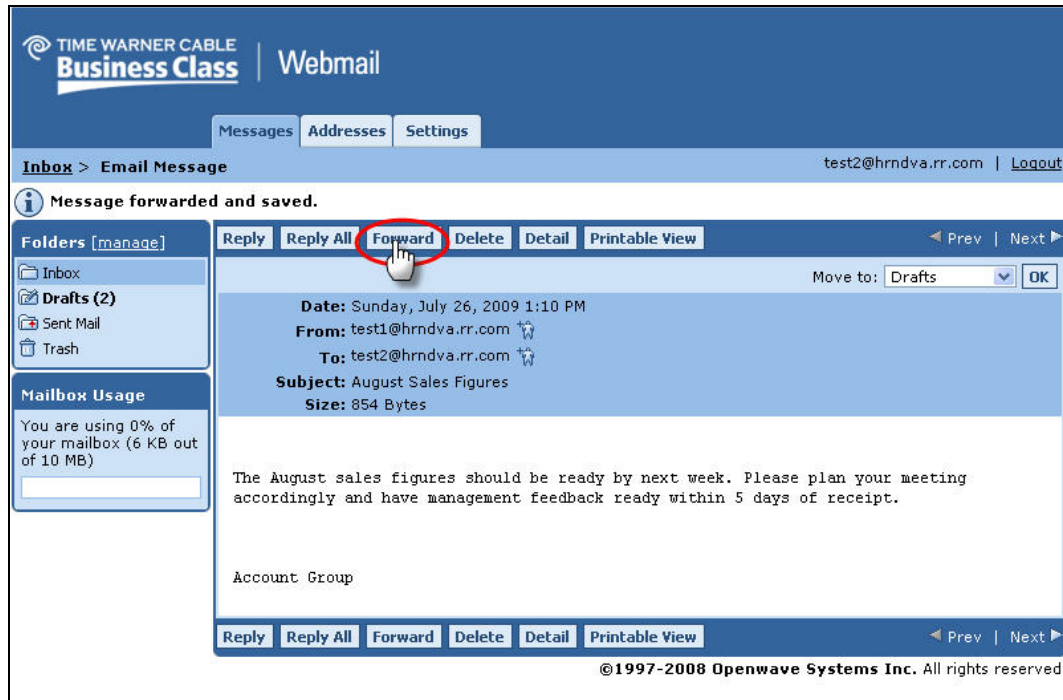


Figure 19

2. Enter the address of the intended recipient.
3. Select check box next to **Save Outgoing Message** to save a copy of an outgoing message (see Figure 20).

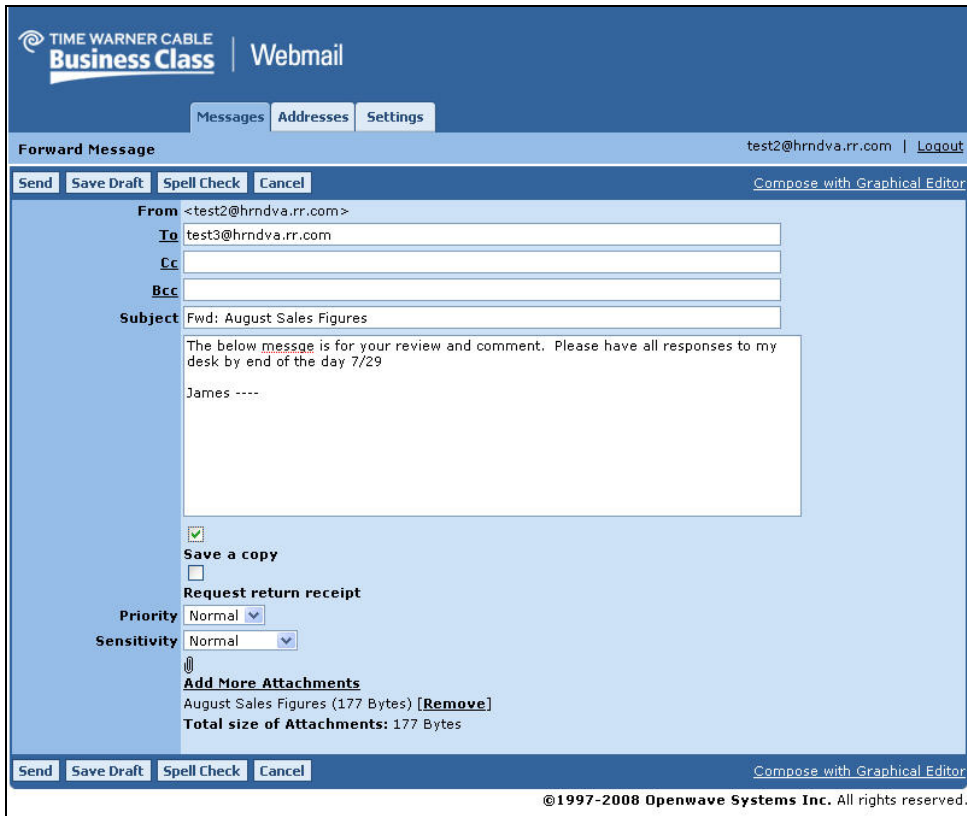


Figure 20

## Deleting Mail Messages

To delete a mail message:

1. Select check box next to the sender's name in the Inbox.
2. Click **Delete** (see Figure 21).

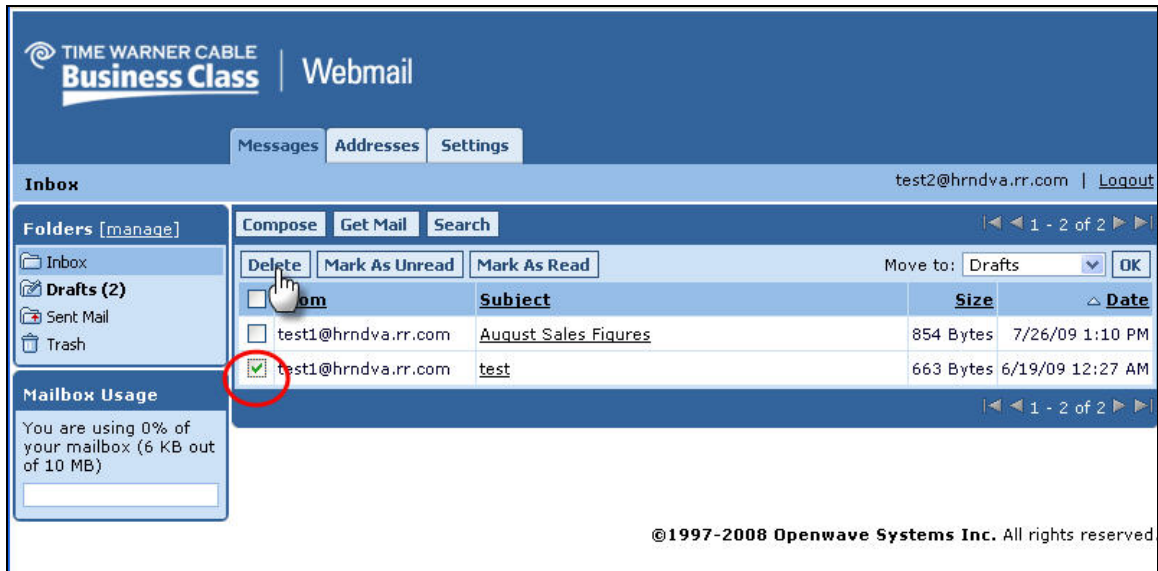


Figure 21

## Moving a Mail Message into a Folder

To move a mail message to a folder:

1. Select check box next to the sender's name.
2. Select the appropriate folder from the Move To drop-down list (see Figure 22).

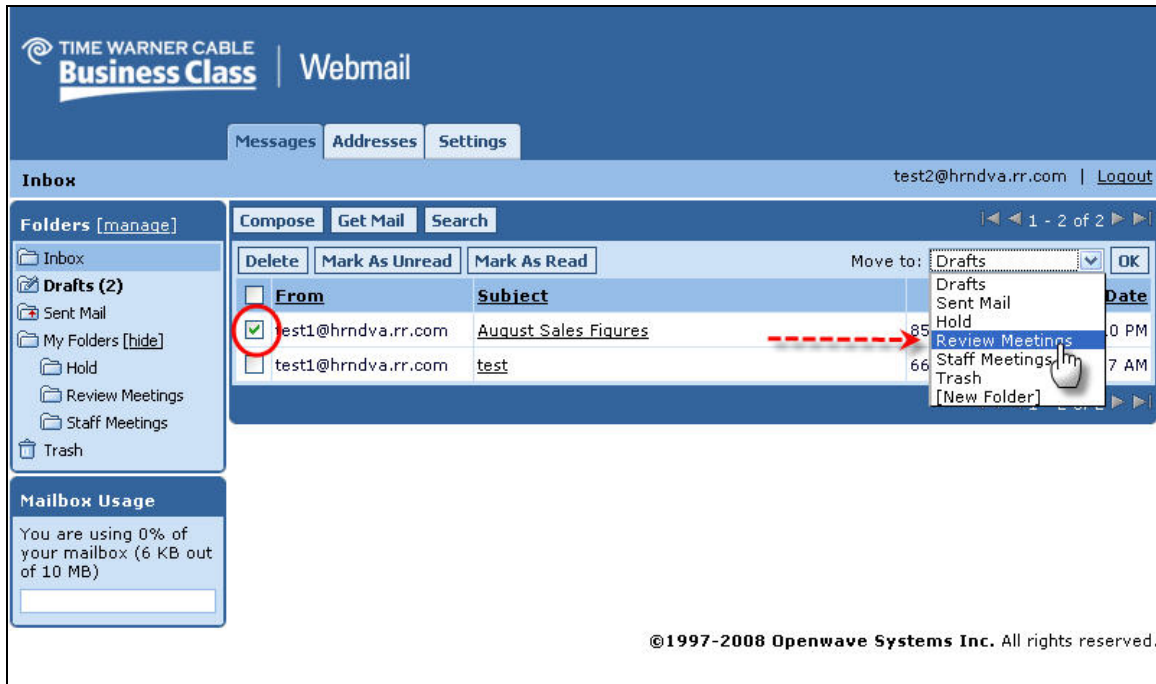


Figure 22

## Mailbox Management

As part of the webmail functionality there are various features that are available to the user to control and manage how their mail is handled. To access the mail management:

1. Click on the **Settings** tab at the top of the main page (see Figure 23).

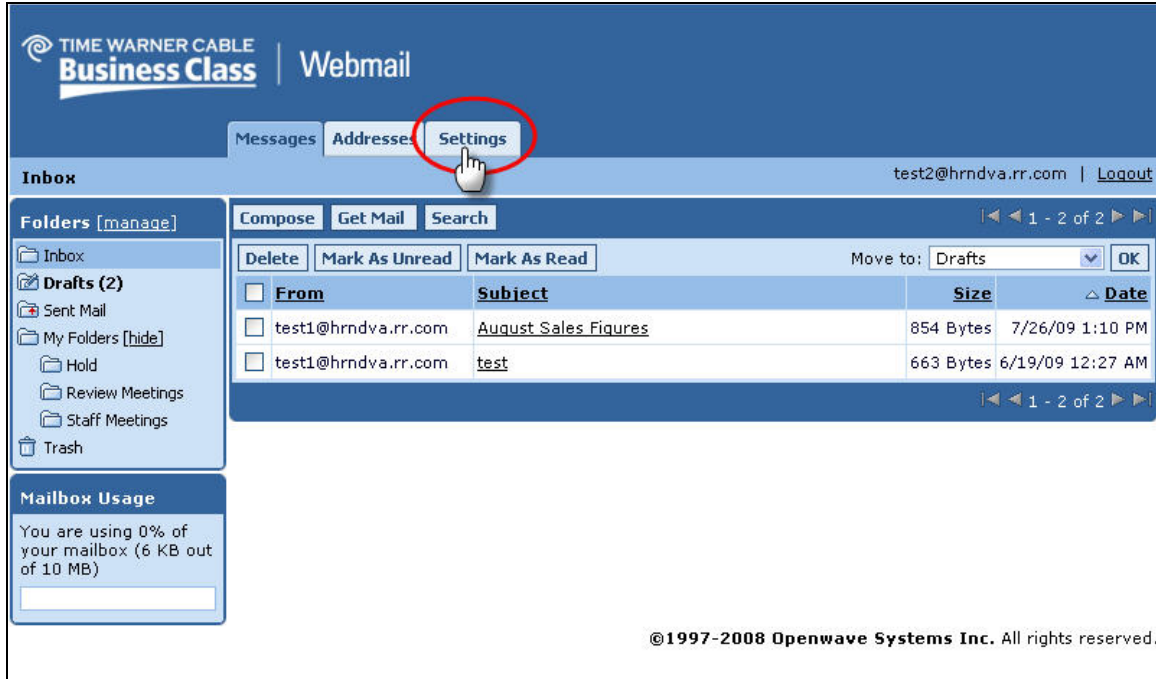


Figure 23

2. Depending on which Settings area is selected in the settings pane on the left side of the screen, the main body of the screen will change to present the settings choices available for that selection. (see Figures 24, 25, and 26 )

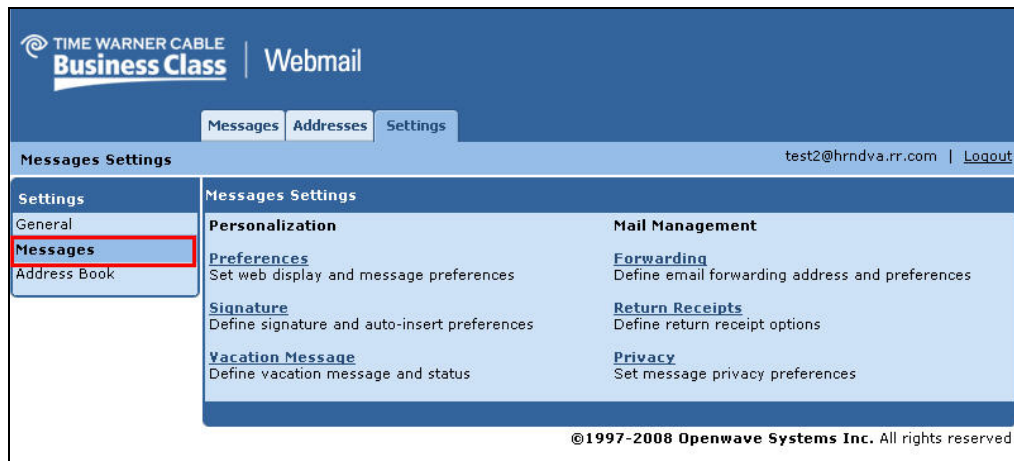


Figure 24

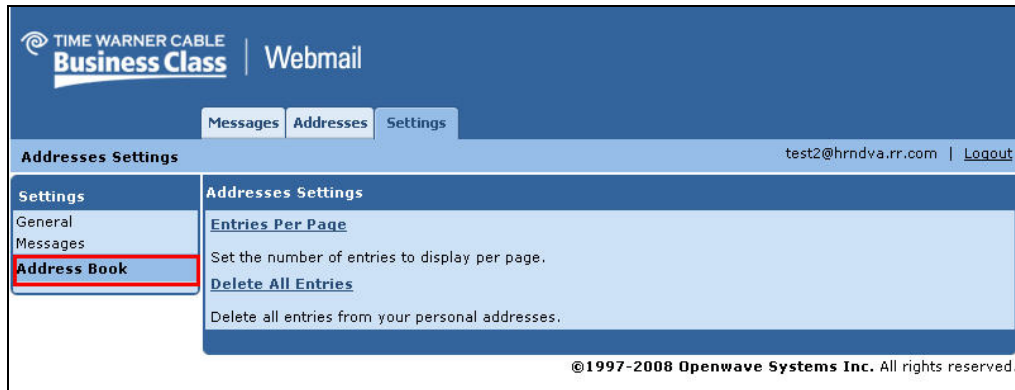


Figure 25

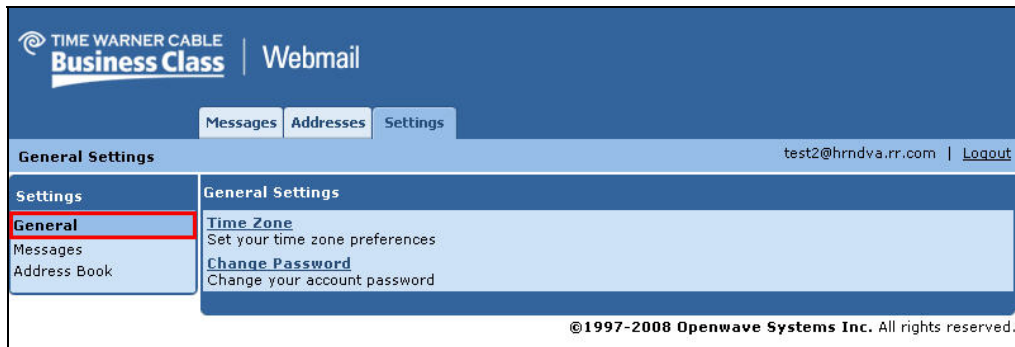


Figure 26

3. One of the most important features is the “**Change Password**” function available under the General/Change Password section. To use this function:
4. Click on **General** in the Settings area in the left Side.
5. Click on the **Change Password** hyperlink in the center of the screen.
6. Type the old password and then type the new password twice.
7. Click **OK**.

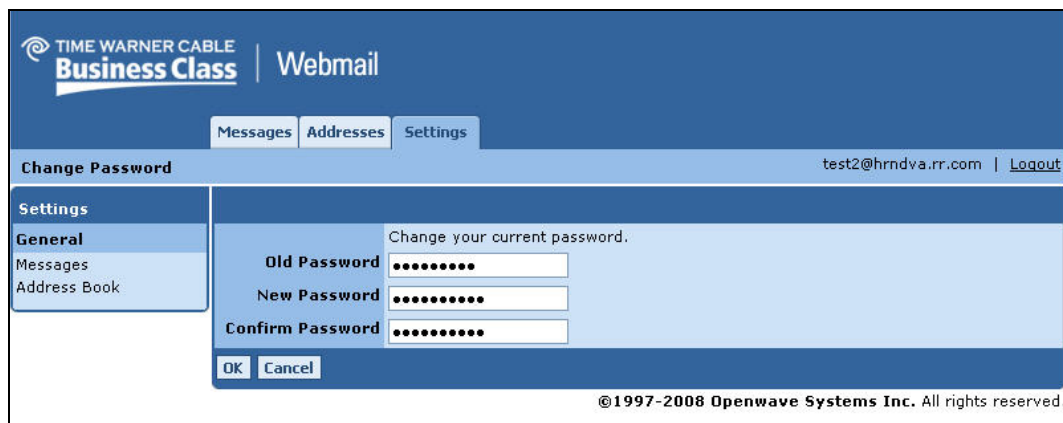


Figure 27