

## Viewing email

### To open an email:

Double click on the email to be opened or right click on the email and choose 'Open'.

### Preview message pane

The preview message pane is a window section at the bottom of the email list which displays the contents of each email as it is selected in the list. This is helpful to quickly view the contents rather than opening and closing every email.



You have the option to show or hide the preview message pane by clicking the Show/Hide button at the top right of the email tool bar.

### To save attachments:

When you receive an email with one or more files attached, you can save the files in your preferred location. To save attachments, open the email and click on 'Save Attachments' at the top left corner, or alternatively, click on the paper clip at the top right corner of the preview message pane and select 'Save Attachments'.

**Note** You can open attachments without saving them by opening the email and clicking on the attachment at the top of the email screen.

### Reply, Reply All and Forward

After receiving an email you can take one of the following options:

- Reply Send a reply message to the sender of the email.
- Reply All Send a reply message to ALL addresses within the 'To' and 'Cc' boxes.
- Forward Forward the received message to the recipient's address that you enter.

### Mark emails as Read or Unread

Emails can be marked as:

- Unread Sender name and subject line will be displayed in bold, or
- Read Sender name and subject line will be displayed as normal text

To mark emails, right click on the email and select either the 'Mark as Read' or 'Mark as Unread' option from the drop down menu.

## Sort n

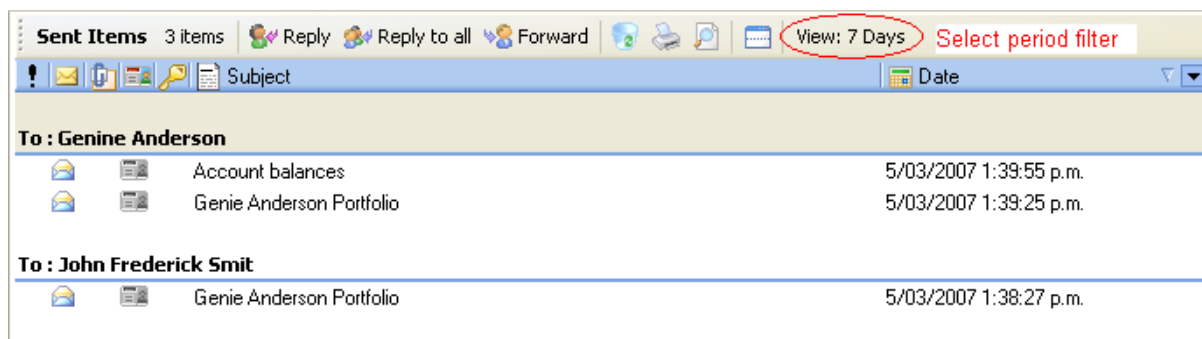
Emails can be sorted according to the available columns at the top of the screen, such as From, Subject and Date. Clicking on an column heading in the email list will sort the list b that column in ascending or alphabetical order. Clicking the same column heading again changes the sort order to descending.

Sorting our emails can be useful when ou are looking for a specific email. The sort option can be used to organise our email list (for example, b sender or date) to quickl locate the required email.

## F lter n

Some email folders can be filtered b a time period (24 Hours, 7 da s, 30 da s). Onl emails with a creation date within the selected time period will be displa ed on the screen. The currentl selected time period filter (if applicable) is shown on the email toolbar. To change the time period, click on the view option and select the required time period, or 'All Emails', from the menu.

If ou are unable to locate an email, check the time period, as the email ma fall outside the selected range and not be currentl displa ed.

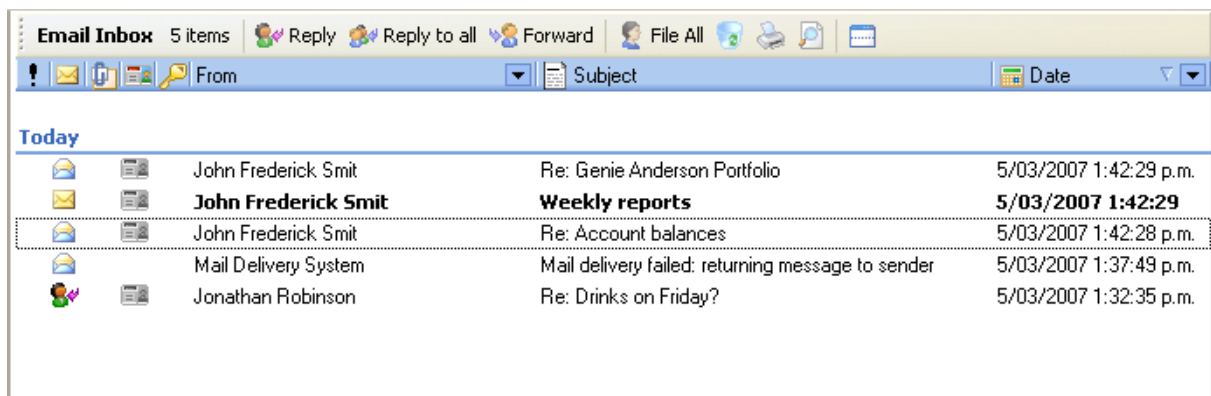


## Grou n ema ls

Emails can be grouped according to the date or the sender of the email. Right click on the email message list and select Group b Date or Group b Sender. The current grouping can be cleared b selecting the No Grouping option.

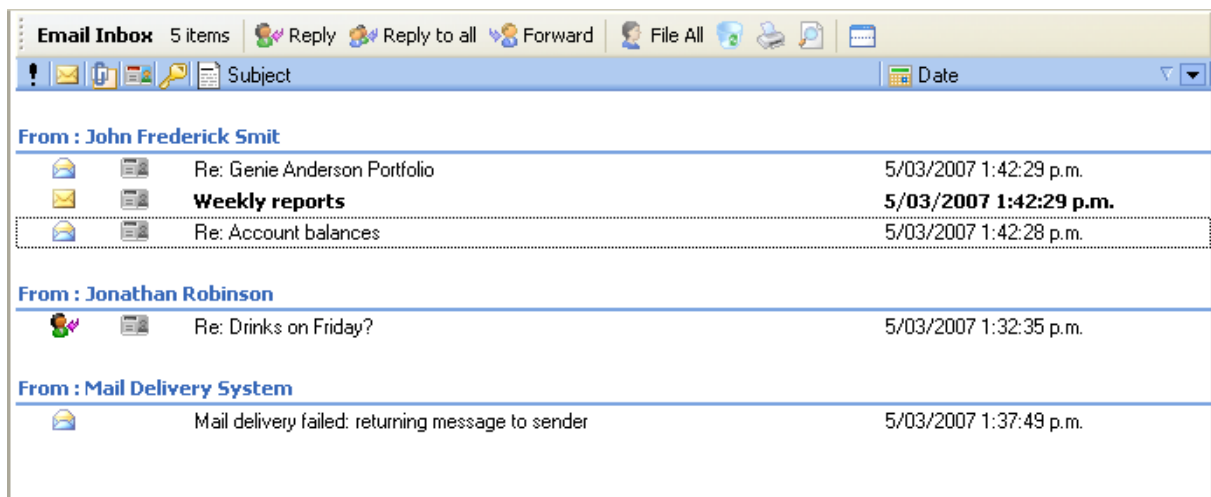
### Group by Date

Emails are sorted in date/time order and shown in sections with headings Toda , Yesterda , Before Yesterda . Emails that have been grouped b date can be filtered b sender and sorted b subject and date (ascending or descending) within these groupings.



### Group by Sender

Emails are sorted alphabetically by sender name and emails from each sender are shown in a different section. Each section can be further sorted by subject and date.



### Print emails

#### To print an email from the list of emails:

- Select an email from the list. The selected email will be highlighted.
- Click the Printer icon on the email toolbar, or right click on the selected email and select 'Print'.

#### To print an open email:

- Click the Print button at the top of the screen, or right click and select 'Print'.