

Buckeye Broadband Email User Guide

Welcome to your new email! It offers unique features, and **MORE SPACE!** Please take a minute to explore the new system. Here are a few things you should know:

Junk email and spam filtering has changed. By default, spam and other junk will simply be delivered to your "Spam" folder and deleted after 7 days. No need to visit a separate site to manage junk mail.

If you use an email client such as Outlook or Thunderbird, expect very little change other than your mailbox has gained an enormous amount of additional storage space.

For more details on how to use your new email, please visit <https://webmail.s.center/hc/en-us>

Interface Navigation

How to Log In:

- ① Enter your **username** and **password** to log in.
- ② Click **Sign In**.

How to Sign Out:

- ① Click on the **drop-down menu** next to "your name" in the upper right-hand corner of the interface.
- ② Click **Sign Out**.

You can view the inbox horizontally or vertically. Here's how:

- ① Tap the **drop-down arrow** next to the **Nav Icon**  to reveal the split pane menu.
- ② Select **vertical split** or **horizontal split**.

Note: By default, your inbox will appear in the Horizontal Split view mode.

Navigation

The **Left Side Navigation Bar** is the primary navigation system of the email interface and lets you access pages within a section. The black header area marks your location in the email interface. The email interface automatically defaults to the Mail functionality. To move to another function, click on the drop-down arrow to see other navigation actions.

A secondary navigation bar at the top of the interface (**the Action Bar**) provides additional functions and appears when message(s) are selected in your inbox.

Sending Mail

Sending an email to a family member, friend or colleague:

- ① Click **Compose** in the left navigation bar.
- ② Enter the **recipient's email address** or select one from the auto-complete list.
- ③ Click the CC and BCC link to the right to display the CC & BCC fields, as needed.
- ④ Type a brief description of the message in the **Subject** field.
- ⑤ Type your **message** in the **message body** field.
- ⑥ Click on the **Send** button to send the message.

Changing the color of the text in your message:

- ① **Select** the text to be colored.
- ② Select the **color** of your choice from the Text Color Palette.
- ③ The text will be changed to the color you selected.

Making your message text larger or smaller:

- ① **Select** the text to be changed.
- ② Click on the **Size drop-down menu** to view the list of size options.
- ③ Select the **size** you want.
- ④ The selected text will change to the size you selected.

Changing the way the type font looks in your message:

- ① **Select** the text to be changed.
- ② Click on the **Font drop-down menu** to display the list of available fonts (type styles).
- ③ Select the **font** you want to use.
- ④ The selected text will change to that font.

Adding an emoticon to your email:

- ① Place the cursor in the location you want the emoticon (small graphic face) to appear or click once.
- ② Click on the **Emoticons** icon.
- ③ A box with an assortment of graphic emoticons will appear.
- ④ Click on the **Emoticon(s)** you want to add to your message.
- ⑤ The emoticon you selected will appear in your message.
- ⑥ **Close** the Emoticons box.

Saving what you've written to send later. How to save a draft:

- ① Click on the **Save Draft** icon at the bottom of the of the Compose interface.
- ② The message will be saved and moved to your Drafts folder.

Making sure your message is spelled correctly before you send it.

- ① Click on the **Spelling** button (at the bottom of the compose window) when you have finished writing your message.
The Spelling interface will be displayed.
- ② Click on a **misspelled word**, as indicated in the red highlighted text.
- ③ A list of **possible correct spellings** will appear in the Suggestions box below the word.
- ④ Click on the **correct spelling**, and the new word will replace the red misspelled one in your message.

Note: Repeat the steps above for each red highlighted word until all are corrected.

Sending Mail (CONTINUED)

Sending a picture, video, document or PDF that is stored on your PC or on your favorite cloud storage service like Dropbox:

- ① Click on the **compose** to open a new email message.
- ② Click on the **Paperclip Attachments** icon located at the bottom of the Compose window.
- ③ **Browse** for the file, click on the filename to select it, then click Open to attach the selected file.
- ④ To preview an attachment, click on the **attachments** icon, and the preview window will open.
- ⑤ When you've finished adding attachments and composing the message, click the **Send** button to send both the message and any attachments.

Attaching a file from your Drive directory:

- ① Click on the compose button to open a new email message.
- ② Click on the Drive icon located in the bottom navigation area of your Compose screen.
- ③ A file dialog box will open with your Drive folders, where you can select a file to be attached.
- ④ Browse for the folder where the file is located, click on the filename to select.
- ⑤ Insert the file as a link or as an attachment by clicking one of the options.
- ⑥ You'll see the links and/or attachments as small icons at the bottom of the email.
- ⑦ When you've finished adding attachments and composing the message, click the Send button to send both the message and any attachments.

Sending email to different types of recipients:

To: The primary recipients of your message are listed in the To: field. Their names and/or email address will be visible to other recipients.

Cc: People who aren't primary recipients, but who should be advised of the message contents go in the Cc: (originally, "carbon copy") field. Their names and/or email addresses will be visible to the other recipients.

Bcc: People who should be advised of the message contents, but whose names should not appear on the message go in the Bcc: (originally "blind carbon copy") field. Their names and/or email addresses *will not be visible* to the other recipients.

Passing along or replying to a message to someone else. To Reply, Reply All, or Forward a message:

- ① **Reply:** While in your email screen, click on the **Reply** icon (to the right of the subject line) to open a new Compose page where you can write a reply. Your reply will automatically be addressed to the sender's address. Draft your email.
- ② **Reply All:** While on the email screen, click on **Reply All** (to the right of the subject line) to open a new Compose page where you can write a reply. Your reply will automatically be addressed to everyone who is listed in the fields To, From and Cc.
- ③ **Forward:** While on the email screen, click on **Forward** (to the right of the subject line) to open a Compose page with the message in it. Enter the address of the recipient and click send.

Reading Mail

New emails appear in bold. To read an email, click on the message and the email will open.

Deleting emails

There are three (3) ways to delete an email on the Buckeye Email platform:

Method 1:

- ① Click the **checkbox** to the left of the email(s) you wish to delete to select it from the Message List (noted by a check mark.)
- ② Click the **Delete** button in the top action bar.

Method 2:

- ① From within an email tap the **Trash Can** icon in the navigation bar.
- ② The email will be deleted.

Method 3:

- ① Click the **checkbox** to the left of the email(s) you wish to delete to select it from the Message List (noted by a check mark.)
- ② Drag the selected emails to the Trash Folder in the Left navigation bar using your mouse.

Note: Deleted messages will be moved to the Trash folder.

Downloading a File:

Email attachments appear at the bottom of your email screen. The Buckeye Email platform allows you to preview the attachments' content so you can decide whether or not to download the file(s).

Note: To download an attachment, click on the **Download** icon next to the attachment. The download process will begin immediately.

Viewing Sent Mail:

Sometimes you need to review an old message or verify that a message has been sent. Buckeye Email keeps Sent messages in the Sent folder. To view messages in your Sent mail folder:

- ① From the Mail menu displayed in the left navigation panel, click the **Sent** tab.
- ② All messages that have been sent will be listed.

Contacts

Your Contacts list as an online address book. It's a convenient place to store a variety of information about how to contact your coworkers, friends, family, vendors, business associates and others.

Adding a Contact

- ① Click the **drop-down arrow** at the top left of your navigation location next to the word "Mail".
- ② Select the **Contacts** tab.
- ③ Click the **Add Contact** button in the top navigation bar.
- ④ Enter your **contact's information** in the appropriate fields.
- ⑤ If you wish to add company information, scroll down to the **Company Information** section, and enter the appropriate information.
- ⑥ To **save**, click the checkbox at the top right of the contacts form.

Note: When an email is sent to a recipient that is not on your contacts list, a pop-up window will appear inviting you to add that recipient to your Contacts. To add that recipient:

- ① Click on the **box** immediately to the left of the email address.
- ② Enter the recipients **first and last name**.
- ③ Click the **Add** button.

Contacts (CONTINUED)

Deleting Contacts:

- ① Click the **drop-down** arrow at the top left of your navigation location next to the word "Mail".
- ② Select the **Contacts** link.
- ③ Place a checkmark next to the **contact name** you would like to delete to select it.
- ④ Click **Delete** at the top of the page.

Note: The selected contact(s) will be deleted from your contacts.

Sending the same message to a group of people? If so, then create a Contact Group to your Contacts list. Here's how:

- ① Click the **drop-down** arrow at the top left of your navigation location next to the word "Mail".
- ② Select the **Contacts** link.
- ③ Click the drop-down arrow next to **Add Contact** and select **New group** button at the top navigation bar.
- ④ A pop-up window will appear. Fill in the **blank fields** with the appropriate information. Enter the **Group Name and Description** in the appropriate fields.
- ⑤ Select the **contacts** you want to add to your new group by entering the contact person's name (auto-complete will show completed information) associated with the contact.
- ⑥ Select the **Contact** you wish to add.
- ⑦ Click the **Add contact to the group** button to add the contact.
- ⑧ Click the **checkmark** at the top of the form to Save the new information.
- ⑨ Click the **X** at the top of the form to close the group form.

Note: You will get a message saying that the Group was successfully created.

Importing Contacts

To import a Contacts list into your account:

- ① Click the **Contacts** Icon on the top navigation bar of your email interface.
- ② Click the **Add Contact** drop-down menu and select Import or Export Contacts button at the top navigation bar.
- ③ A pop-up window will appear. Click **browse** to open the import dialog box.
- ④ Select and upload the CSV file containing the contacts you wish to import into your email account's Contacts.
- ⑤ Click **Import to my contacts**.
- ⑥ The new contacts will now appear in your contact list.

Note: Be sure that the CSV file you wish to import is in Microsoft Outlook CSV file format so that it imports properly.

Exporting Contacts

To export your Contacts list into a CSV file:

- ① Click the **Contacts** Icon on the top navigation bar of your email interface.
- ② Click the **Add Contact** drop-down menu and select **Import or Export** Contacts button at the top navigation bar.
- ③ A pop-up window will appear. Click **Export to CSV** button under the **Export Contacts** section.
- ④ A dialog box will appear asking where you would like to download your account's CSV file.
- ⑤ Select **Save file** and Click **OK**.
- ⑥ Select a download location.
- ⑦ Click **OK**.
- ⑧ Your file will be downloaded.

Calendar

Creating a Calendar

You can create a new calendar and invite other people to view or edit it. When you create an event, you'll see an option to choose which calendar to add the event to.

- ① On your computer, open Buckeye Email Calendar.
- ② On the left, above "My Calendars," click **Add Calendar+**
- ③ Add a calendar name.
- ④ Select the appropriate **Time Zone** for you.
- ⑤ Click **Create calendar**.

Navigating Your Calendar

There are two ways to move between dates:

- ① Use the arrows in the top left corner of the Calendar to move to recent dates in the past or future.
- ② Use the small calendar in the top left corner to select a date.

Note: To return to today's date, click **Today** in the top left corner.

Creating an Event—Appointment

There are 2 ways to create appointments:

Method 1:

- ① Click on the red **Add Event** button in the Calendar navigation at the top left corner of the interface. The New Event dialog box will appear.
- ② Add a **Title** to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (**Appointment**, **Reminder**, **Task** or **Note**).

Note: Optional: To change the time zone, make the event repeat, pick an event location, add reminder time frame, change guest visibility, click **More**

- ④ Click **Save**.

Method 2:

- ① Click any day/time on the calendar that doesn't already have an event scheduled. The New Event dialog box will appear.
- ② Add a title to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (**Appointment**, **Reminder**, **Task** or **Note**).
- ④ **Note:** Optional: To change the time zone, make the event repeat, pick an event location, add reminder time frame, change guest visibility, click **More**
- ⑤ Click **Save**.

Calendar (CONTINUED)

Creating an Event—Reminder

There are two ways to create reminders:

Method 1:

- ① Click on the red **Add Event** button in the Calendar navigation at the top left corner of the interface. The New Event dialog box will appear.
- ② Add a title to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (Appointment, **Reminder**, Task or Note).
- ④ Select a **Date**.
- ⑤ Select a **Time**.
- ⑥ Select the **Type** of reminder.
- ⑦ Select **Time Zone**.
- ⑧ Set an alert day or time before the reminder occurs.
- ⑨ Finally, add a **note**
- ⑩ Click **Save**.

Method 2:

- ① Click any day/time on the calendar that doesn't already have an event scheduled.
- ② Add a title to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (Appointment, **Reminder**, Task or Note).
- ④ Select a **Date**.
- ⑤ Select a **Time**.
- ⑥ Select the **Type** of reminder.
- ⑦ Select **Time Zone**.
- ⑧ Set an alert day or time before the reminder occurs.
- ⑨ Finally, add a **note**
- ⑩ Click **Save**.

Creating an Event—Task

There are two ways to create tasks:

Method 1:

- ① Click on the red **Add Event** button in the Calendar navigation at the top left corner of the interface. The New Event dialog box will appear.
- ② Add a **Title** to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (Appointment, Reminder, **Task** or Note).
- ④ Select the **Type** of reminder.
- ⑤ Select **Priority** (Low, Normal or High).
- ⑥ Select a **Status** from the drop-down menu.
- ⑦ Select an **Start Date** and an **End Date**.
- ⑧ Optional, add a **note**
- ⑨ Click **Save**.

Method 2:

1. Click any day/time on the calendar that doesn't already have an event scheduled.
2. Add a **Title** to the event, and any event details.
3. Select the appropriate tab for each type of event it is (Appointment, Reminder, **Task** or Note).
4. Select the **Type** of reminder.
5. Select **Priority** (Low, Normal or High).
6. Select a **Status** from the drop-down menu.
7. Select an **Start Date** and an **End Date**.
- 8, Optional, add a **note**
9. Click **Save**.

Calendar (CONTINUED)

Creating and Event—Note

There are two ways to create notes:

Method 1:

- ① Click on the red **Add Event** button in the Calendar navigation at the top left corner of the interface. The New Event dialog box will appear.
- ② Add a **Title** to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (Appointment, Reminder, Task, or **Note**).
- ④ Select the **Type** of reminder.
- ⑤ Add a **Note**
- ⑥ Click **Save**.

Method 2:

- ① Click any day/time on the calendar that doesn't already have an event scheduled.
- ② Add a **Title** to the event, and any event details.
- ③ Select the appropriate tab for each type of event it is (Appointment, Reminder, Task, or **Note**).
- ④ Select the **Type** of reminder.
- ⑤ Add a **Note**
- ⑥ Click **Save**.

Email Organization

Folders are the key to organizing your email. Use them to create and organize email from your inbox.

Creating Folders

To create an email folder:

- ① Right click on your **inbox link** and select **NEW**.
- ② Assign a **name** to the folder.
- ③ Click **OK**.

Note: Your folders will be listed under the Inbox parent directory.

Viewing Folders

Folders appear in the left navigation pane directly below the red Compose button. To view your folders, click on the + sign next to the folder and the subfolders will appear.

Deleting Folders

Sometimes a folder is no longer needed. To delete a folder, simply:

- ① Right Click on the **Folder** you wish to delete.
- ② Choose **Delete**. A dialog box will appear to confirm you want to delete the folder.
- ③ Click **OK**.

Note: All messages and subfolders within the folder will be deleted. Default folders (Inbox, Sent Mail, Drafts and Deleted Items cannot be deleted).

Email Organization (CONTINUED)

Searching Email

Looking for a specific email message? You can search by sender, recipient, date, folder and other criteria. Here's how:

- ① Click on the **Search** field next to the Search icon in the mid-upper right hand section of your message inbox.
- ② Type **keywords** or **phrases** in the Search for text field.
- ③ Click on the **drop-down arrow** next to the Search field to define your search criteria.
- ④ Select the **radio button** next to enter the **field** you wish to search (From, To, Cc, Subject, Message headers or Full Message).
- ⑤ Click on the **checkbox** next to Date, and set the **appropriate date** using the drop-down menus, if you wish to search within a date range.
- ⑥ Click on the **checkbox** next to Size, and set the **appropriate file size** using the drop-down menus, if you wish to search within a file size range.
- ⑦ Click on the **Message type drop-down menu**, and select the **type of messages** you wish to search (the default is All Messages).
- ⑧ Click on the **checkbox** next to the appropriate folder in the Folders section, or click the top checkbox to select them all.
- ⑨ Click on the **Search button**.

Note: A list of messages that contain your search string will appear in the standard email folder format, separated by headers with the appropriate folder names.

Settings

Configuring your preferences:

- ① Click the **Gear** icon located at the upper right corner of the email interface.
- ② The Settings page will appear.

Using My Profile

Your email profile is a brief description about your email account. To view or modify your profile:

- ① Click the **Gear** icon located at the upper right corner of the email interface.
- ② The Settings page will appear.
- ③ You will automatically be brought to the General tab.
- ④ Click on the **My profile** Link.

Managing Your Password

Changing your password periodically is a smart idea and it is strongly recommended in order to keep your account secure. To change your password:

- ① Click the **Gear icon** located at the upper right corner of the email interface. The Settings page will appear.
- ② Click on the **Password Tab**.
- ③ Enter your **old password**.
- ④ Enter your **new password**.
- ⑤ Re-enter **new password**.
- ⑥ Click the **Save button**.

Settings (CONTINUED)

Signatures

An email signature is a block of text placed at the bottom of an email message that you want your email recipient to have, such as your company or club's address or phone number.

Creating Signatures

You can create and save multiple email signatures for your email account. Here's how:

- ① Click the **Gear icon** located at the upper right corner of the email interface to bring up the Settings page.
- ② Click on the **Signatures Tab**.
- ③ Click the **Create Signature** button.
- ④ Enter a **Name** for your signature.
- ⑤ Click the **Rich Text button** to view more formatting tools for your signature.
- ⑥ Type in the text that you want to appear in your **Signature**.
- ⑦ Format your **Signature**.
- ⑧ Click the **Save** button to create your signature or click the Cancel button to exit.

Editing or Deleting Signatures

To edit or delete a previously-created signature:

- ① Click the **Gear icon** located at the upper right corner of the email interface to bring up the Settings page.
- ② Click on the **Signatures Tab**.
- ③ Click the **Edit link** for the respective signature.
- ④ Type in the **text** you want to appear in your signature Text.
- ⑤ Use the Editing tools to format your signature.
- ⑥ Click the **Save button** to edit your signature.
- ⑦ Click the **Cancel button** to quit.

Note: To delete your signature, click the **Delete link** of a signature.

Adding a Signature Automatically

To automatically add a signature to every email message:

- ① Click the **Gear icon** located at the upper right corner of the email interface and select the Mail Tab.
- ② Under the Preferences link, click on **Automatically Add Signature** under the "Mail Sending" subheading.
- ③ Click on the **radio button** next to Yes, if you wish to include a signature in every email.

Creating a Safe List

Create a Safe List to ensure that important mail doesn't get sent to Junk Mail. Messages from addresses and domains you place on your Safe List will always be delivered to your Inbox. Here's how to create a Safe List:

- ① Click the **Gear icon** located at the upper right corner of the email interface and select the **Safe List Tab**.
- ② Enter an **email address** in the Enter email or domain here box, then click **Add** to place it on your Safe List.
- ③ Click the **Address Book icon** just below the Enter email or domain here box to add a contact to your Safe List.
- ④ **To remove an address** from the Safe List, select the address, then click **Remove**.
- ⑤ Click **Save** to implement your decision, or click **Cancel** to quit.

Drive

Drive is your online cloud storage. You can upload and store photos, videos and documents into Drive, and share them with friends. Plus, Drive is a convenient way to share files that are just too big to be sent as an email attachment.

Add Folder to Drive

Using folders to organize content makes it easier to find files later. This is also true with your Drive. To create folders in Drive:

- ① Click the **drop-down arrow** at the top left of your navigation location next to the word "Mail".
- ② Select the **Drive tab**.
- ③ Right click on the **"Drivetop" link** in the navigation bar of the Drive interface.
- ④ Enter a **new name** for the folder you are about to create.
- ⑤ Click **OK**.

Note: The new folder will now appear in the main Drive interface.

Downloading a File in Drive

- ① Click the **drop-down arrow** at the top left of your navigation location next to the word "Mail".
- ② Select the **Drive tab**.
- ③ From the main Drive interface, place a **check mark** next to the item(s) you want to download.
- ④ Click on the **Download icon** next to the image. You will be asked whether you want to open or save the file. Click **Save**.

Note: Your item will download and appear in your Downloads folder on your computer.

Deleting Files in Drive

- ① Click the **drop-down arrow** at the top left of your navigation location next to the word "Mail".
- ② Select the **Drive tab**.
- ③ Place a **check mark** next to the item(s) you want to delete.
- ④ Click on the **Delete** link in the navigation bar. You will receive a message that asks, Are you sure you want to delete the file(s)?
- ⑤ Click **OK**. Your item will appear in the Drive Trash.

Note: Simply clicking the Delete button in the Drive interface will delete the selected file permanently.

Uploading Files to Drive

Storing photos and files in your Drive is a great way to ensure your data is protected. To upload a file:

- ① Click the **drop-down arrow** at the top left of your navigation location next to the word "Mail".
- ② Select the **Drive tab**.
- ③ Click on the **Add Files** link at the left navigation of the Drive interface.
- ④ Select the **file(s)** you want to upload.
- ⑤ Click **Open** to upload the file(s).

Note: The recently uploaded file(s) should now appear in the interface.

Viewing Your Drive Folders

- ① Click the **drop-down arrow** at the top left of your navigation location next to the word "Mail".
- ② Select the **Drive tab**.
- ③ Click on the **+ icon** next to Drivetop to view the sub folders and files within Drive.