



Customer Service
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Mobile Webmail User Manual





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For Administrator Use

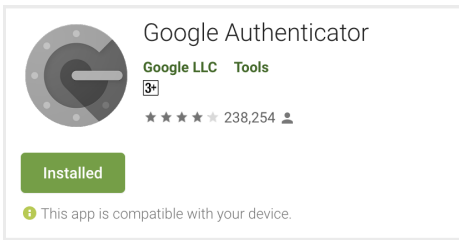
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General Use

How to login to your Web Mail account

1. Download Google Authenticator (It will be used later during the 2FA process to generate an OTP)
 - If you are using **Android** Phone, please search "**Google Authenticator**" from Google Play Store and download the application
 - If you are using **iPhone**, please search "**Google Authenticator**" from App Store and download the application



2. Go to the following URL: <https://<Domain Name>.securemail.hk>
3. Input your login name (your full email address) and password
4. Tap **Login**

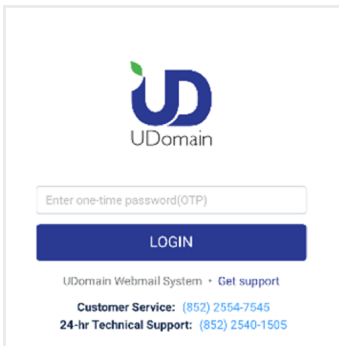




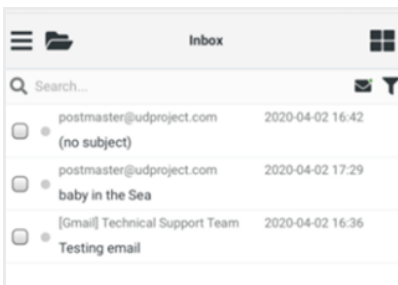
5. Open the **Google Authenticator** application and touch the **Begin** button to start the configuration. Select the **Scan a barcode** option, which will prompt access to use the camera on your phone. Please scan the QR code stated in webmail login page.



6. Once you have scanned the QR code, please input the OTP and tap **Login** – please note that OTPs are time sensitive; if login is failed because of wrong OTP, go back to Google Authenticator, look for the new OTP and try again



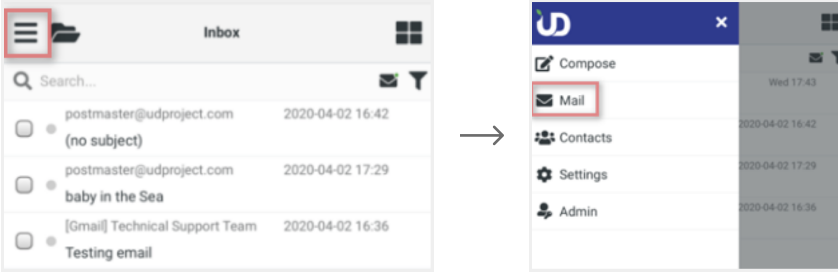
7. Login is successful, and you can start to use





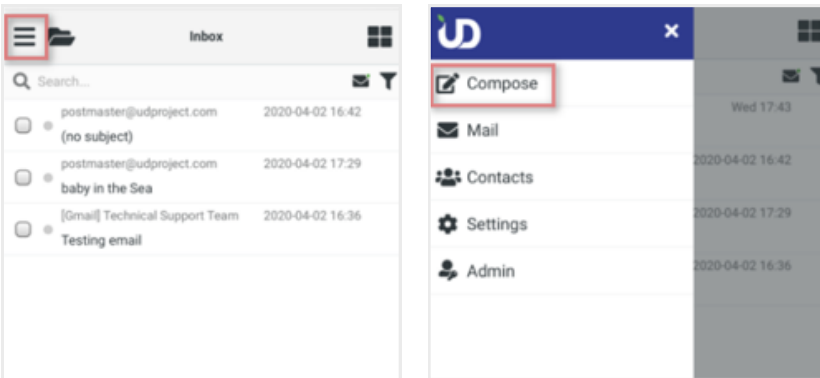
How to read your emails

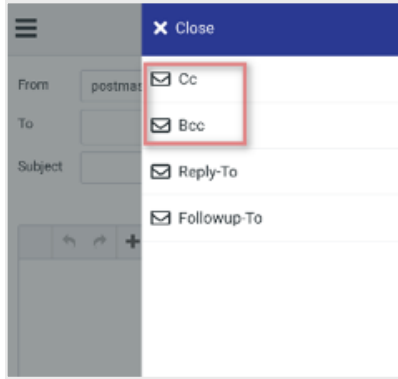
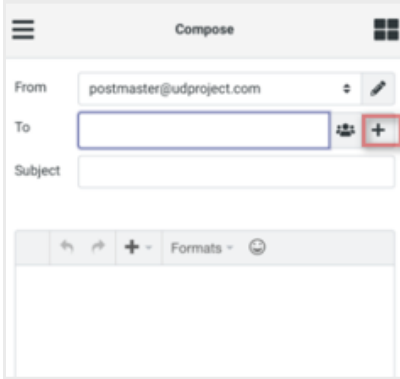
1. After you have logged in, please open the menu from the top left corner and select **Mail** to read emails in the folder



How to compose an email

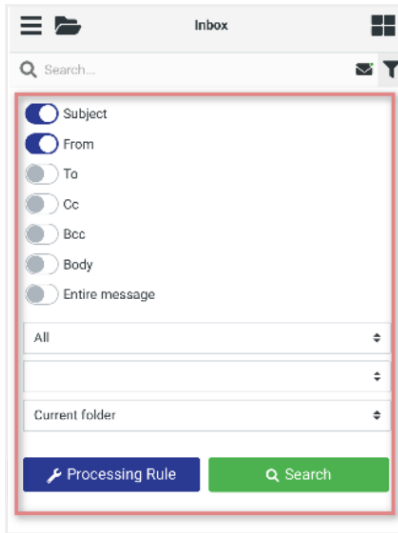
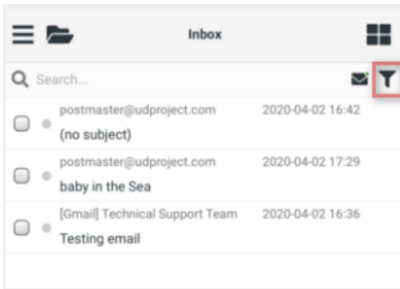
1. Tap Compose button
2. Edit sender box if you want to send email as a different identity from default.
If you already have an address book set up, select the addresses from address book and:
 - tap +: to add to "Cc" list
 - tap +: to add to "Bcc" list
3. Fill in subject of the email
4. Add your attachment.
5. Fill in content of the email
6. Tap **Send** to deliver the email





How to search the email you want

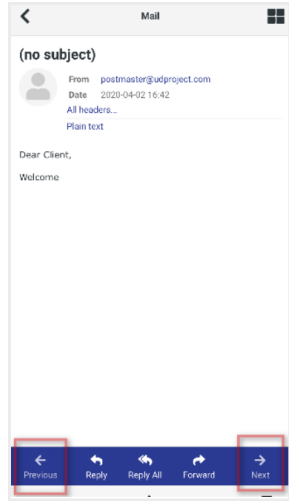
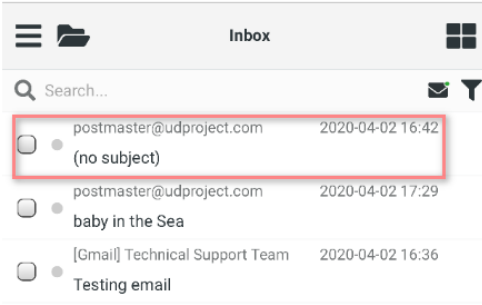
If you want search emails according to the sender / receiver / subject content, choose "**Filter**", then type the key words and finally tap "**Search**"





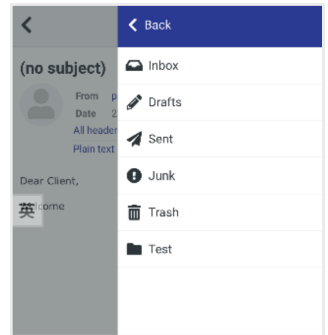
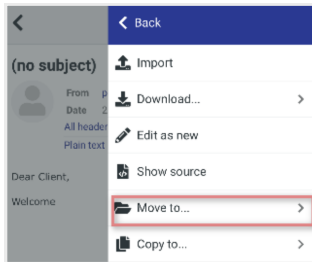
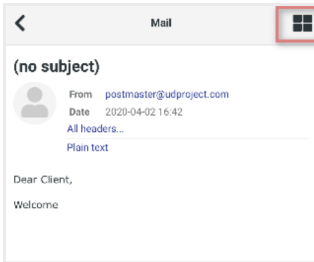
How to click the email and read the content

1. Choose one of the emails
2. Read the previous/next email in the same folder
 - Tap the "**Previous**" or "**Next**" icon to read the previous or next email in the same folder



How to move an email to a different folder

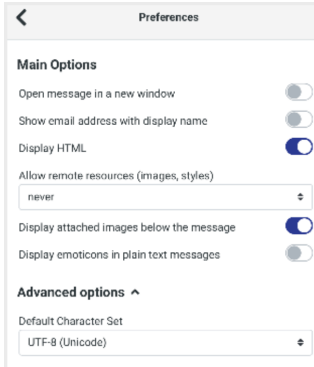
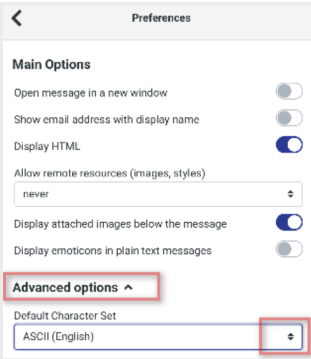
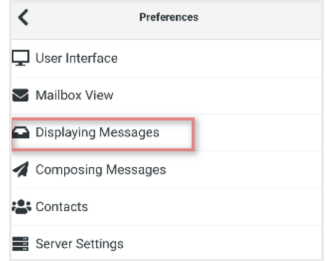
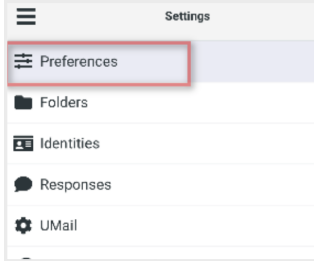
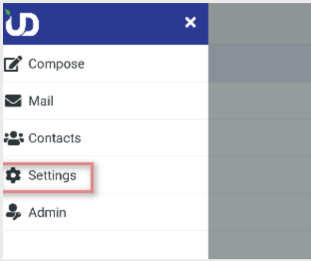
1. Choose "**More**" from the top right corner
2. Select "**Move to...**", and choose the destination of the email





How to change the code (Encoding)

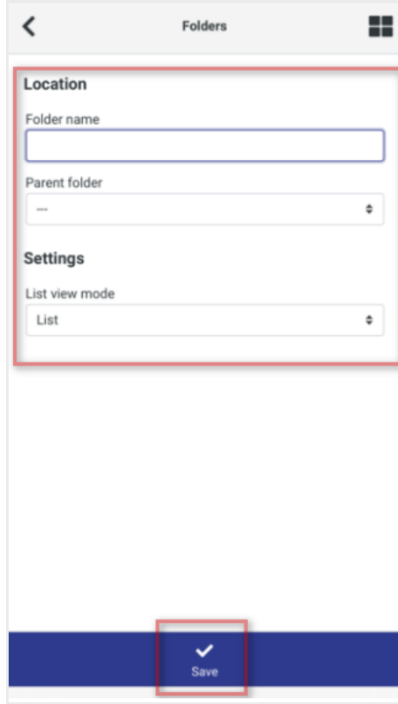
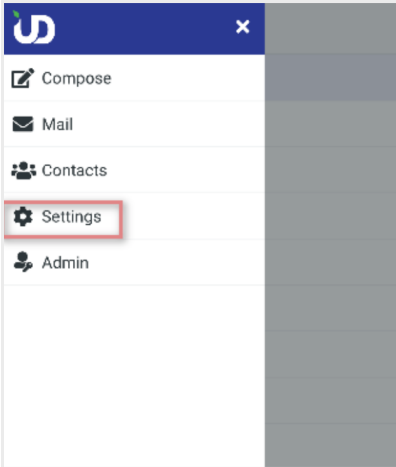
1. Tap **"Settings"** and **"Preferences"**, then choose **"Displaying Messages"**
2. Tap **"Advanced options"**
3. Choose the code and tap **"Save"**





How to add a new folder

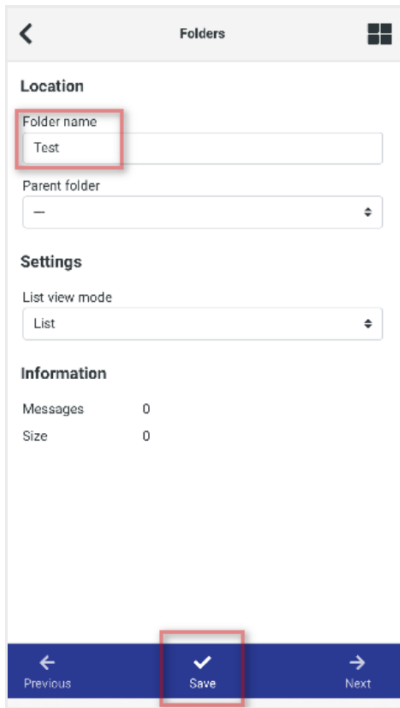
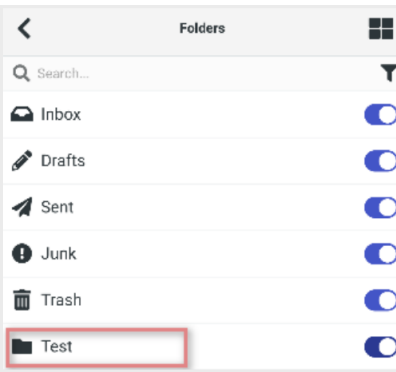
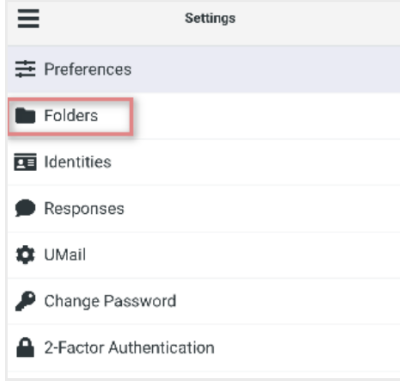
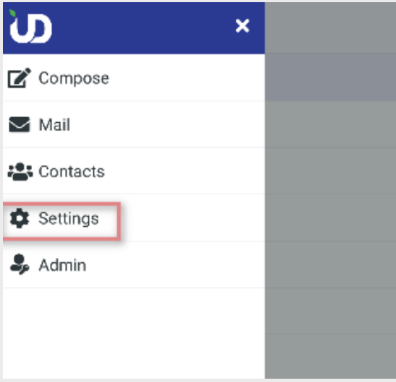
1. Tap "**Settings**", choose "**Folders**", tap the icon on top right corner and then "**Create**"
2. Fill in the name of the new folder in the space provided





How to rename a folder

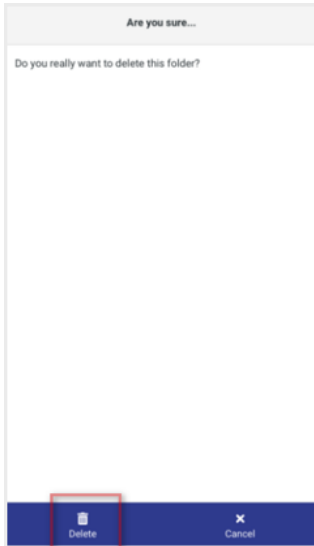
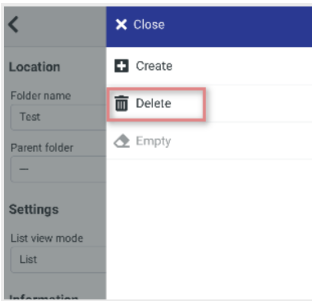
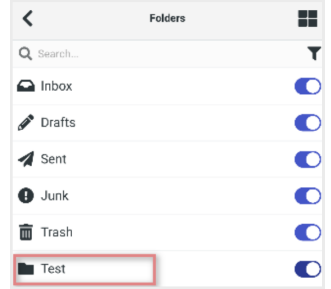
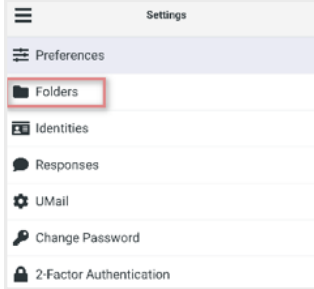
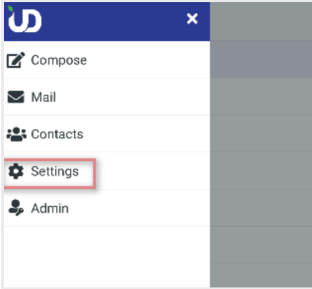
1. Tap **"Settings"**, choose **"Folders"** and find the folder
2. Fill in the new name of the folder
3. Tap **"Save"**





How to delete a folder

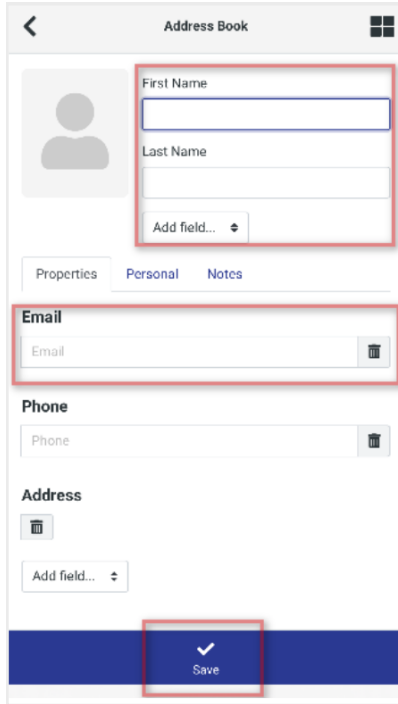
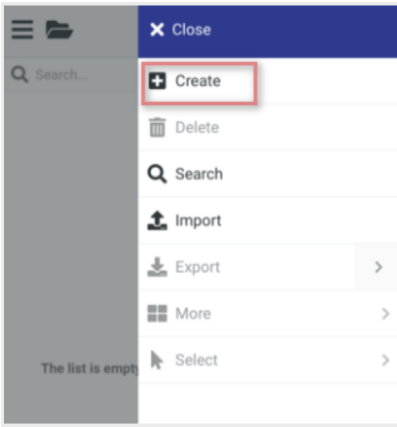
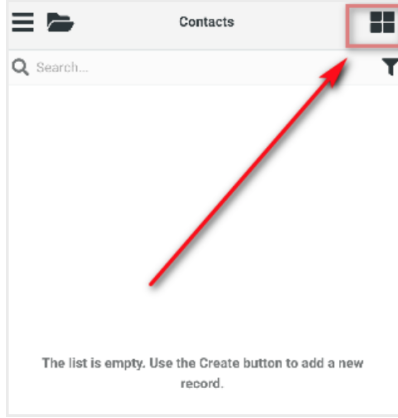
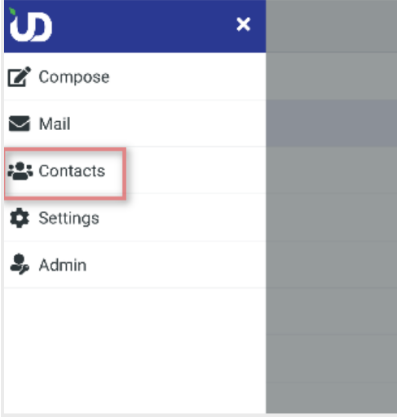
1. Tap **"Settings"**, choose **"Folders"** and find the folder
2. Tap the top right corner, select **"Delete"**, then tap the **"Delete"** button





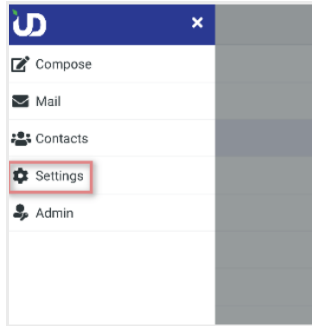
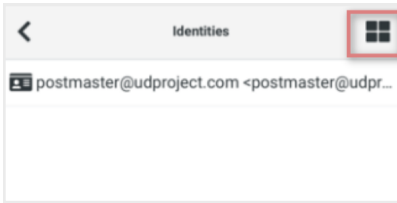
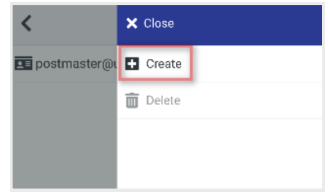
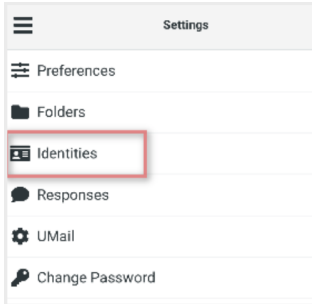
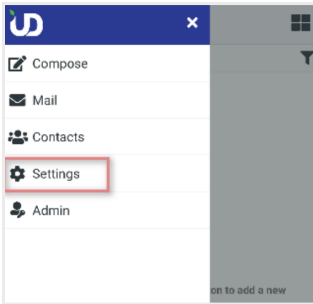
How to create a new address in address book

1. Tap **"Contacts"**, and select **"Create"** from top right corner
2. Input the name and email address, then tap **"Save"**



How to create/edit your signature file

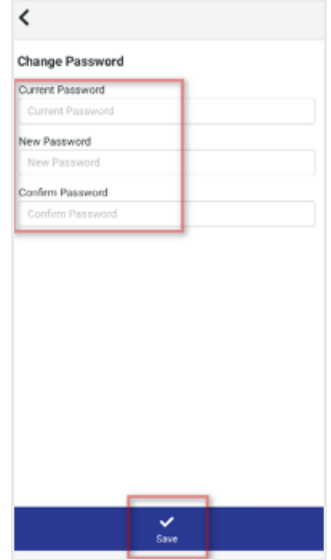
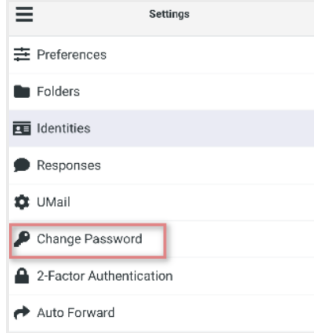
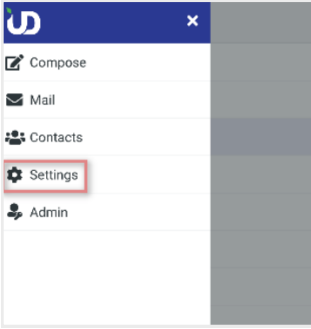
1. Tap "**Settings**", choose "**Identities**", and then "**Create**" from the top right corner
2. Input "**Display Name**" and "**Email**"
3. Fill in your signature item, type in your signature content and "**Save**"





How to change the password

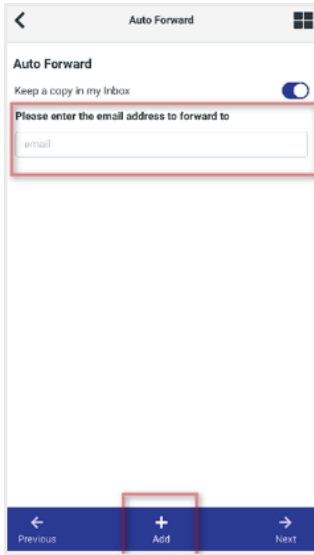
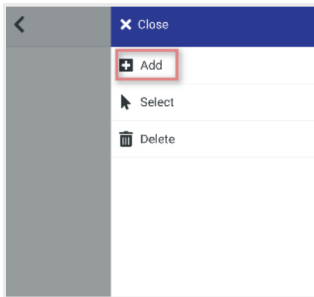
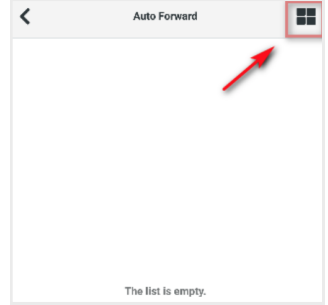
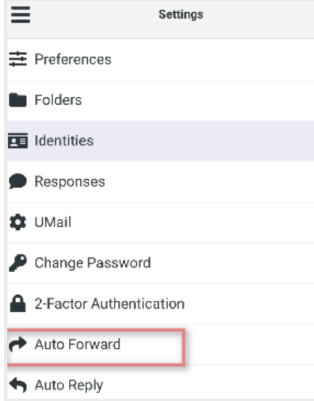
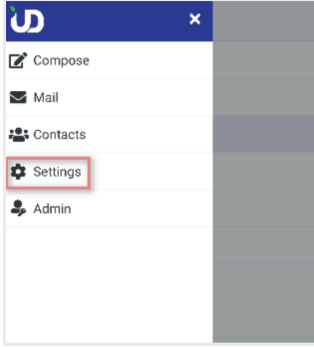
1. Tap "**Settings**", choose "**Change Password**", then input your **Current Password**
2. Type in your new password in **New Password** box (please note that your password is case-sensitive)
3. Confirm your new password by re-typing it in **Confirm Password** box
4. Tap "**Save**"





How to set auto forward

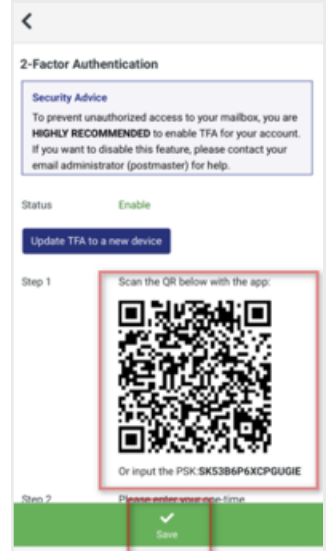
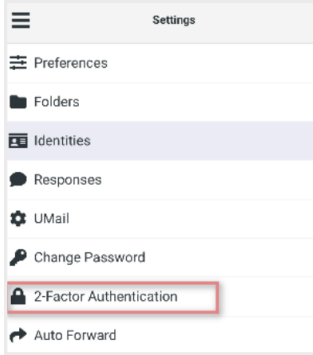
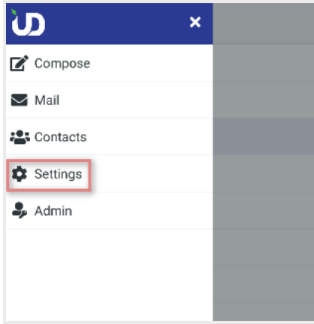
1. Tap **"Settings"**, **"Auto Forward"** and then select **"Add"** after tapping the top right corner
2. Type in your address where you want to forward to
3. Tap the button **"Add"**





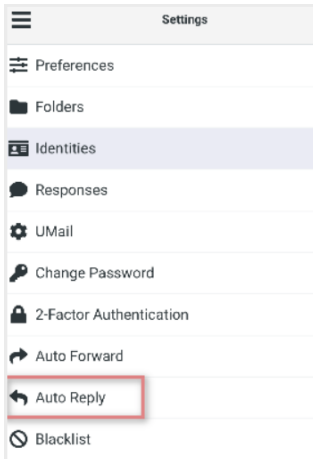
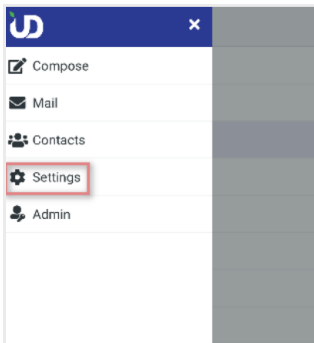
How to activate 2-Factor Authentication

1. Tap **"2-Factor Authentication"** from **Settings** and **"Update TFA to a new device"**
2. Use your device (note / mobile / iPad....) to scan the QR code
3. Input the OTP and tap **"Save"**



How to set your auto reply

1. Tap **"Auto Reply"** from Settings and switch to **"Enable"**
2. Type in your content of your auto reply and **"Save"**





How to set your favorite

Tap "**Pereference**" from settings and choose a folder

User Interface

- set the time zone you are now in
- set the time when the page will be automatically refreshed

Mailbox View

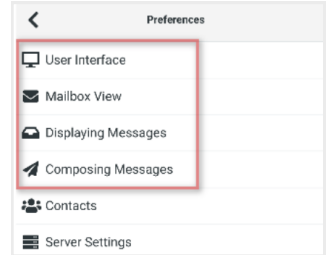
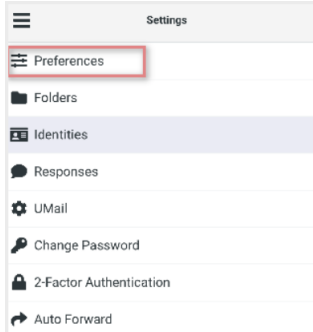
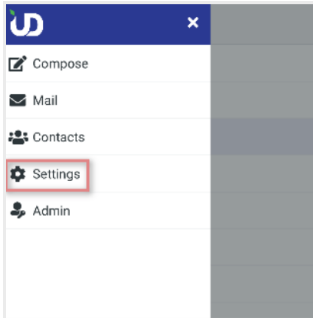
- set how many emails will be shown in a page
- set Full Mailbox Notify: when the mailbox usage meet the % you set, a notification email will be sent to your email box for reminder

Displaying Message

- set display HTML
- change the default character set

Composing Message

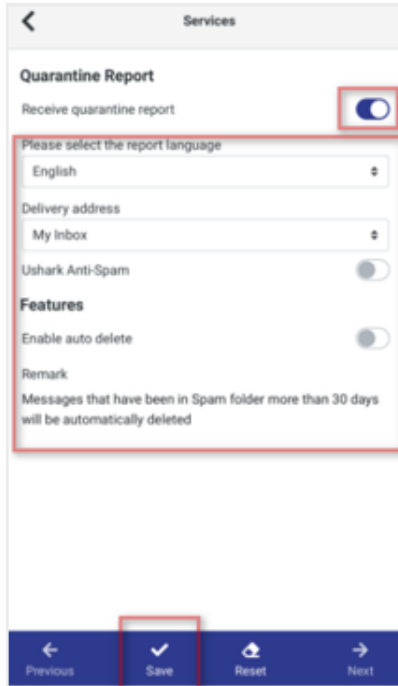
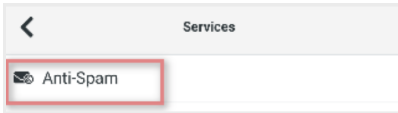
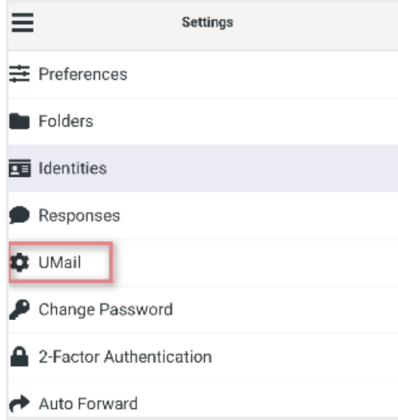
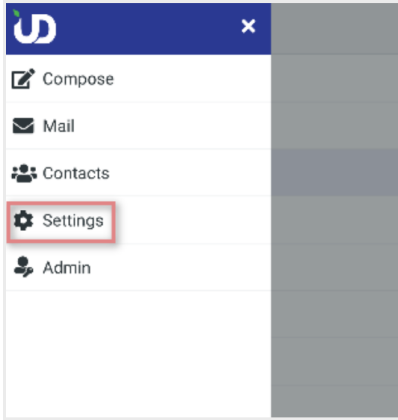
- can set default signature: set a default signature when you compose a new email





How to enable/disable anti-spam features

1. Tap "**Settings**" and then "**Umail**"
2. Choose "**Anti-Spam**"
3. Choose your favorite and tap "**Save**"





**If not yet subscribed our Anti-Spam service. The following message will be displayed as below.

Please contact UDomain Customer Service Department for more details:

Phone: 2554 7545

Email Address: service@udomain.hk

UShark Anti-Spam

Filter junk mails & send a quarantine report to you everyday.

No installation to computers required.

Save your time from reading spam.

[More details](#)

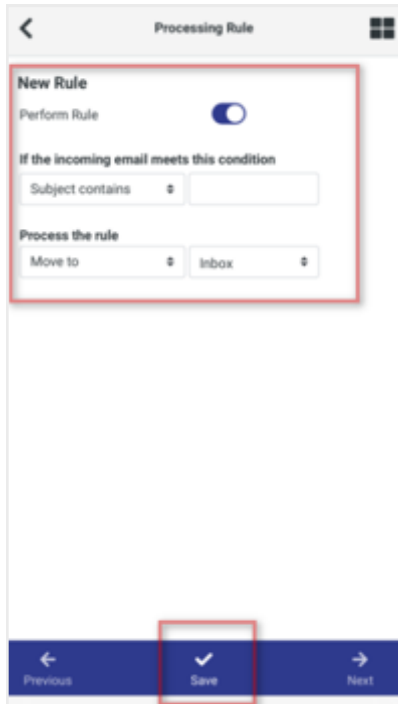
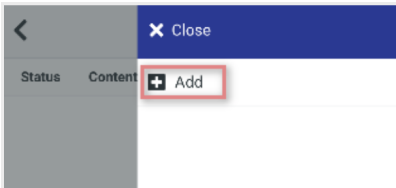
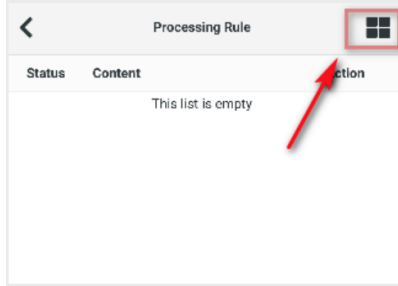
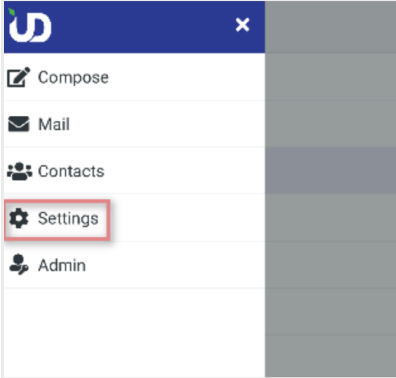
[Purchase](#)





How to set the processing rule

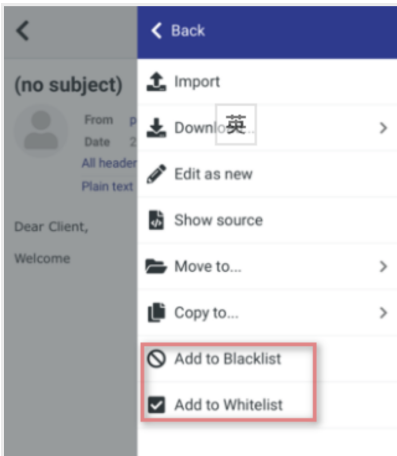
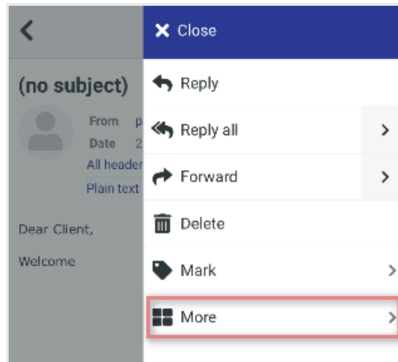
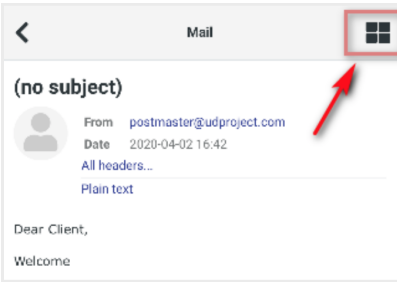
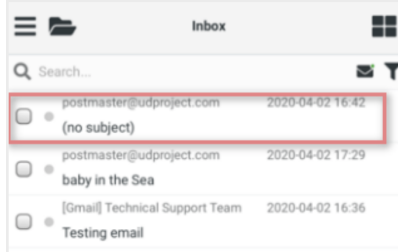
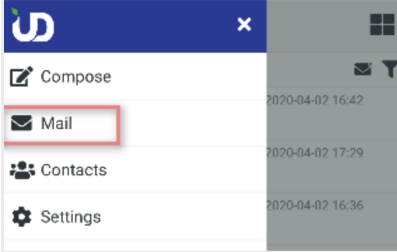
1. Tap "**Processing Rule**" from Settings
2. Tap the top right corner and then the "**Add**" button
3. Fill in your rules
4. Tap "**Save**"





How to set your blacklist/whitelist

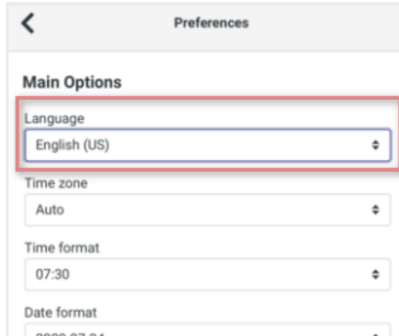
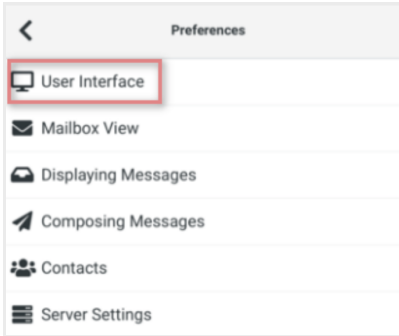
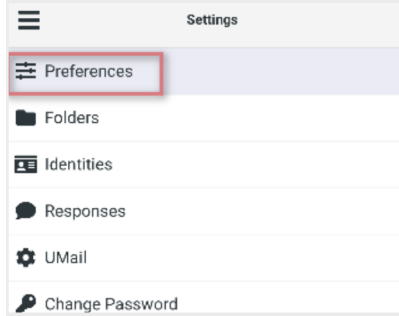
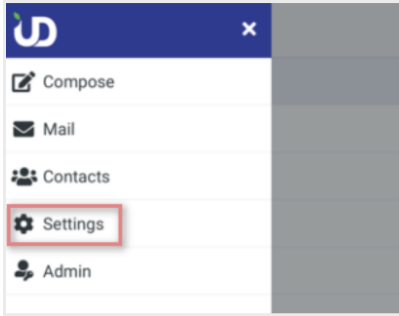
1. Tap **"Mail"** icon and choose the email
2. Tap **"More"** on the top right corner to add the address to blacklist/whitelist





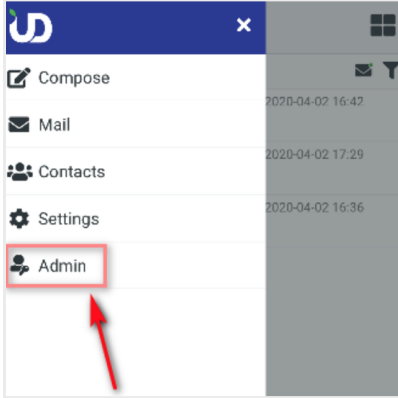
How to change the Web Mail language

1. Tap "**Preferences**" from Settings, then choose "**User Interface**"
2. Tap "**Language**"
3. Choose your favorite and tap "**Save**"



For Administrator Use

How can I disable/enable TFA/OTP function if user location is in China



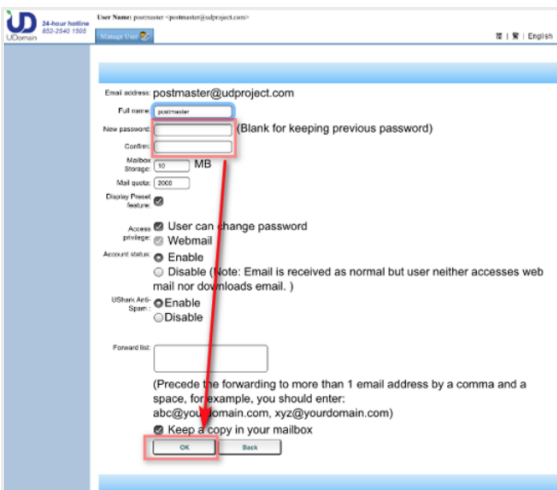
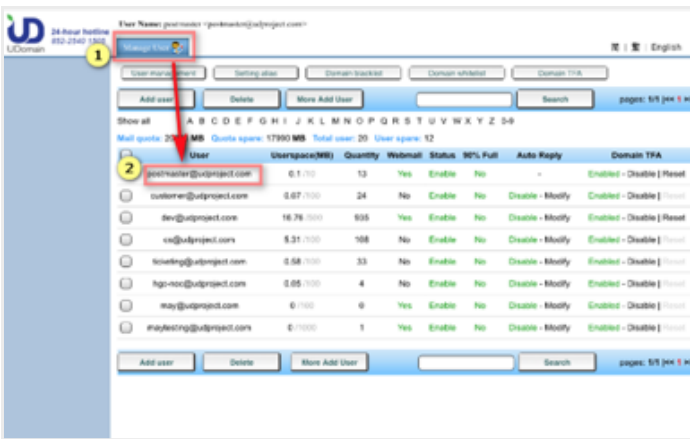
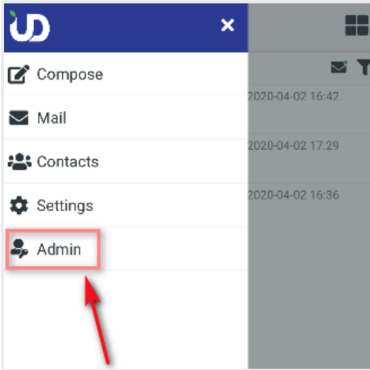
The screenshot shows the administrator interface for a domain. Key elements are highlighted with red boxes and numbers:

- 1**: 'Manage User' button.
- 2**: 'Domain TFA' button in the top navigation bar.
- 3**: The 'Domain TFA' column in the user list table.

A yellow box labeled 'For Domain' is positioned above the 'Domain TFA' button, and another yellow box labeled 'For Account' is positioned below the 'Domain TFA' column.

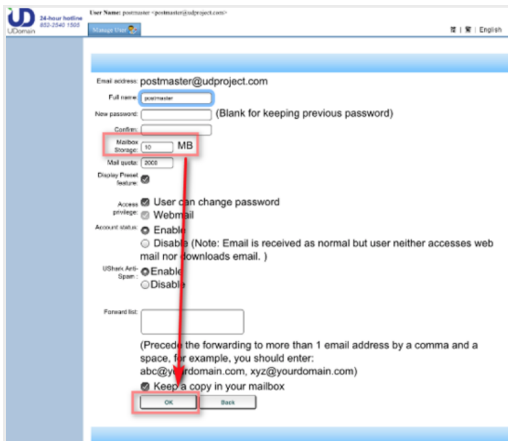
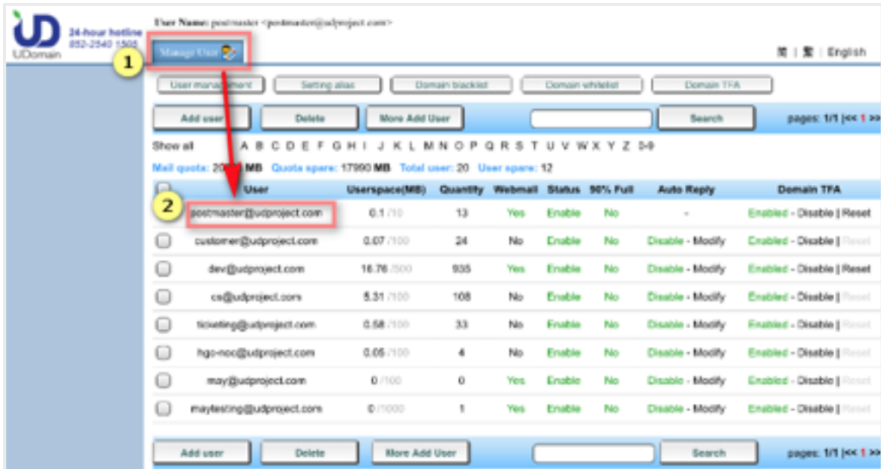
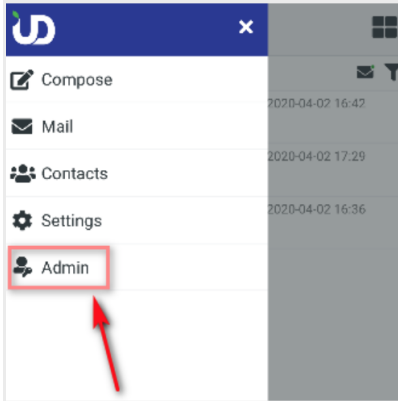
User	Userspace(MB)	Quantity	Webmail	Status	98% Full	Auto Reply	Domain TFA
postmaster@udproject.com	0.1 /10	13	Yes	Enable	No	-	Enabled - Disable Reset
customer@udproject.com	0.07 /100	24	No	Enable	No	Disable - Modify	Enabled - Disable Reset
dev@udproject.com	16.76 /500	935	Yes	Enable	No	Disable - Modify	Enabled - Disable Reset
ce@udproject.com	5.31 /100	105	No	Enable	No	Disable - Modify	Enabled - Disable Reset
tsiveting@udproject.com	0.58 /100	33	No	Enable	No	Disable - Modify	Enabled - Disable Reset
hgo-ncc@udproject.com	0.05 /100	4	No	Enable	No	Disable - Modify	Enabled - Disable Reset
may@udproject.com	0 /100	0	Yes	Enable	No	Disable - Modify	Enabled - Disable Reset
maytesting@udproject.com	0 /1000	1	Yes	Enable	No	Disable - Modify	Enabled - Disable Reset

How can I re-set the password for user

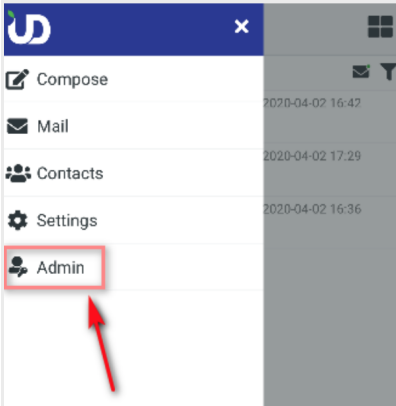




How can I increase/decrease the email quota/storage for user



How can I add/remove user account

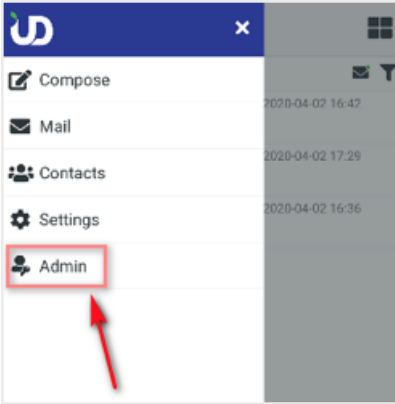


The screenshot shows the desktop webmail interface for user management. A table lists users with the following data:

User	Userspace(MB)	Quantity	Webmail	Status	90% Full	Auto Reply	Domain TFA
admin@udproject.com	0.1 /10	13	Yes	Enable	No	-	Enabled - Disable Reset
customer@udproject.com	0.07 /100	24	No	Enable	No	Disable - Modify	Enabled - Disable Reset
dev@udproject.com	16.76 /500	935	Yes	Enable	No	Disable - Modify	Enabled - Disable Reset
cs@udproject.com	5.31 /100	108	No	Enable	No	Disable - Modify	Enabled - Disable Reset
ticketing@udproject.com	0.58 /100	33	No	Enable	No	Disable - Modify	Enabled - Disable Reset
hgc-noc@udproject.com	0.05 /100	4	No	Enable	No	Disable - Modify	Enabled - Disable Reset
may@udproject.com	0 /100	0	Yes	Enable	No	Disable - Modify	Enabled - Disable Reset
mayticketing@udproject.com	0 /1000	1	Yes	Enable	No	Disable - Modify	Enabled - Disable Reset

Numbered callouts in the image indicate: 1. 'Manage User' button, 2. 'customer@udproject.com' row, and 3. 'Delete' button.

How can I set the Alias





If you have any question for the mail system, please kindly send email to service@udomain.hk or support@udomain.hk for further assistance.