



Customer Service
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Webmail User Manual



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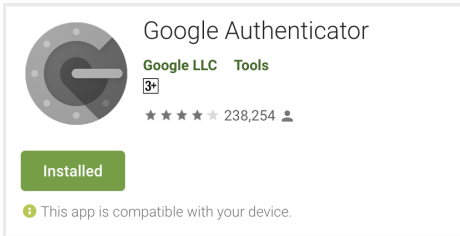
For Administrator Use

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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)
 - Google authenticator download for **Windows/Mac** URL (please download/using Chrome browser to open):
<https://chrome.google.com/webstore/detail/authenticator/bhghoamapcdpbohphigooaddinpkbai>
 - 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



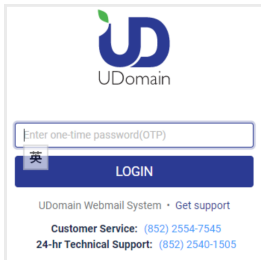
2. Go to the following URL: <https://<Domain Name>.securemail.hk>
3. Input your login name (your full email address) and password
4. Click **Login**



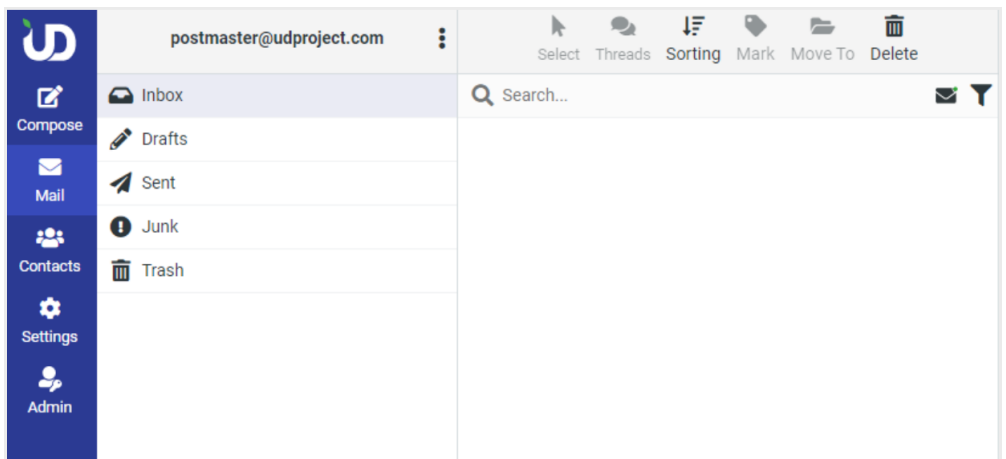
5. Open the **Google Authenticator** application and touch the **Begin** button to start the configuration. Select the **Scan a barcode** option, which will prompt access to use the camera on your phone. Please scan the QR code stated in webmail login page.



6. Once you have scanned the QR code, please input the OTP and click **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

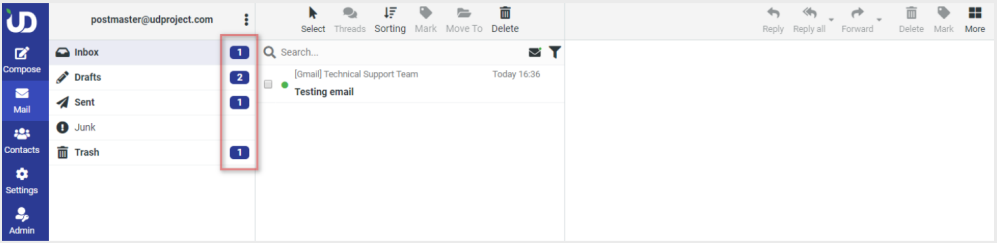


7. Login is successful, and you can start to use



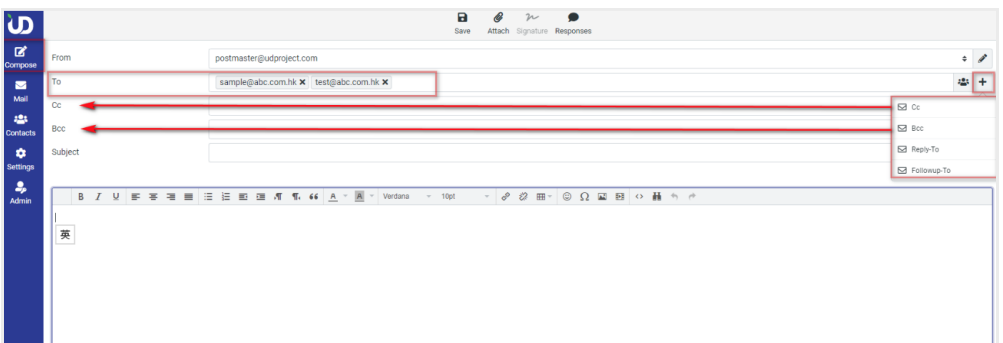
How to read your emails

1. After you have logged in, please open the menu from the top left corner and select **Mail** to read emails in the folder
2. Simply click the name of the folder to read emails in it. The content is shown on the right hand side



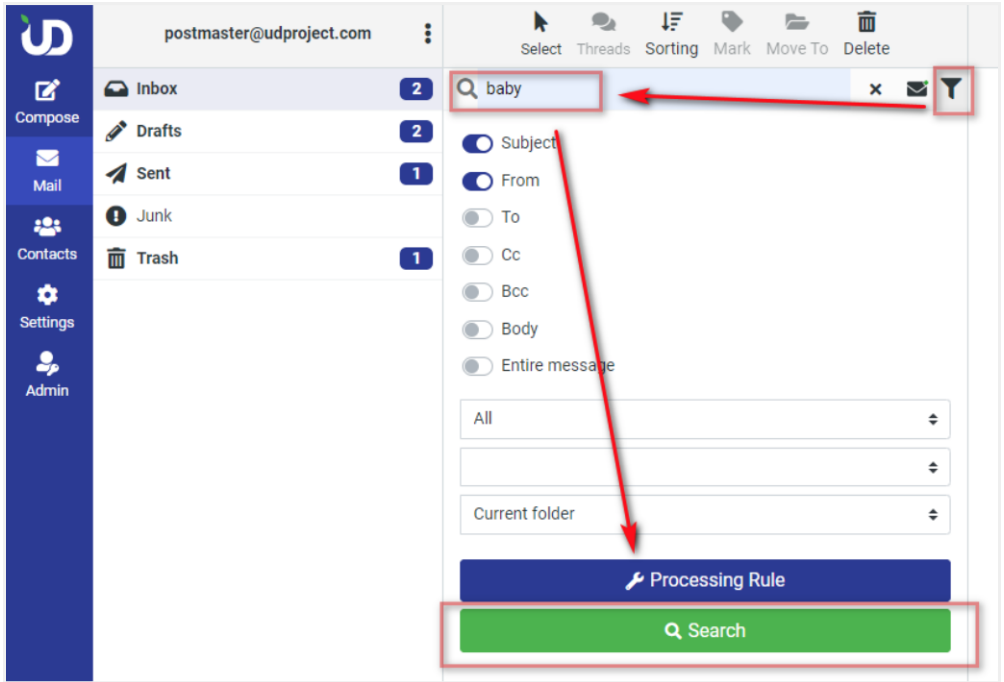
How to compose an email

1. Click **Compose** button on the left navigation bar
2. If you need to change the sender, please edit in the **From** field
3. If you already have an address book set up, select the addresses from address book and:
 - click +: to add to "Cc" list
 - click +: to add to "Bcc" list
4. Fill in subject of the email
5. Add your attachment.
6. Fill in content of the email
7. click **Send** to deliver the email



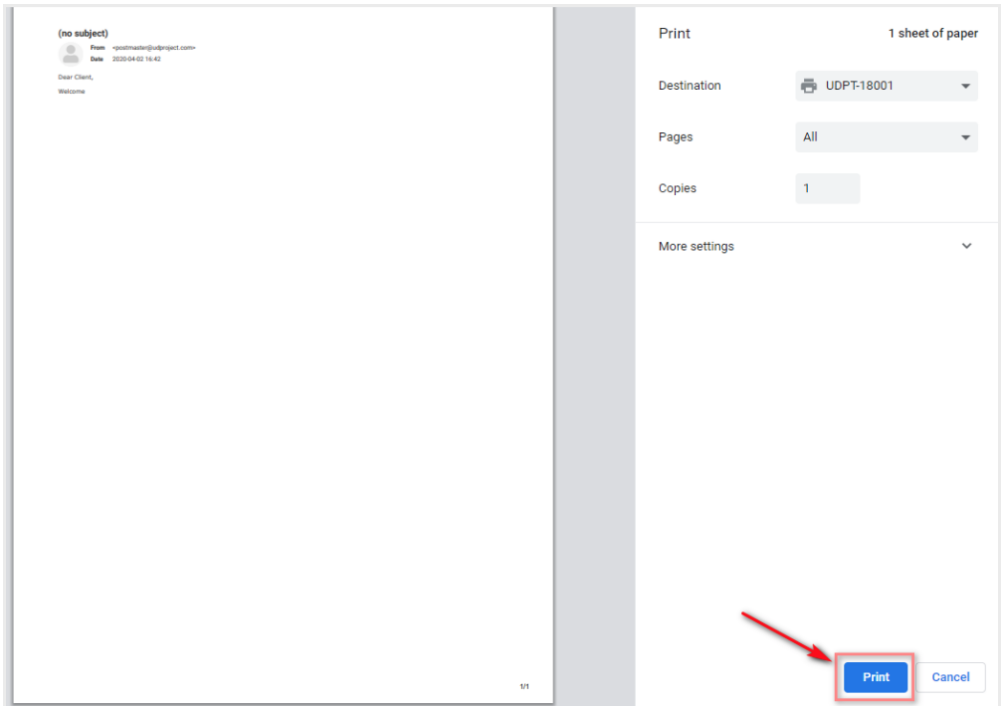
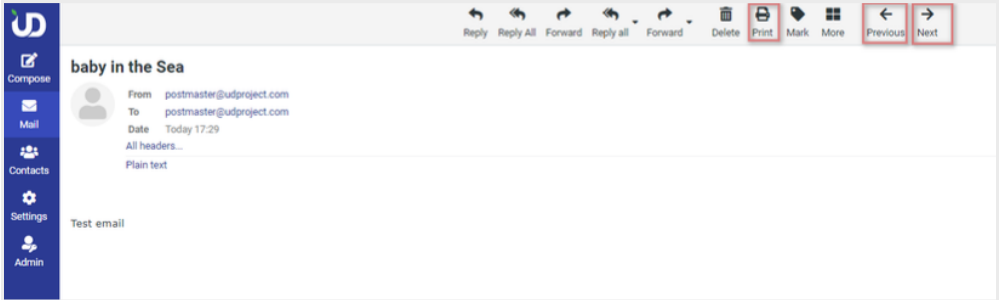
How to search the email you want

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



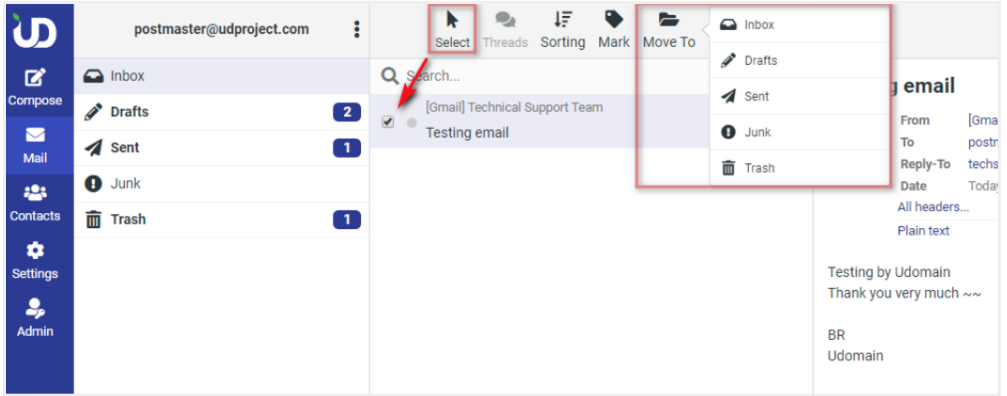
How to click the email and read the content

1. Read the previous/next email in the same folder
 - Click the **“Previous”** or **“Next”** icon to read the previous or next email in the same folder
2. Print an email
 - Click the **“Print”** icon to open the email in a new window
 - Click **“Print”** from the new window



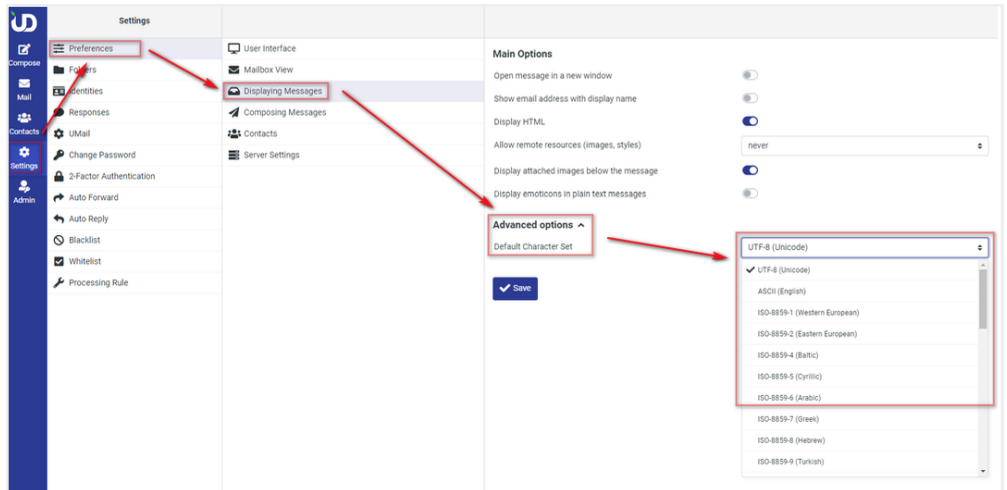
How to move an email to a different folder

Mark the email in the front, then click the **“Move To”** icon to move the email to other folder



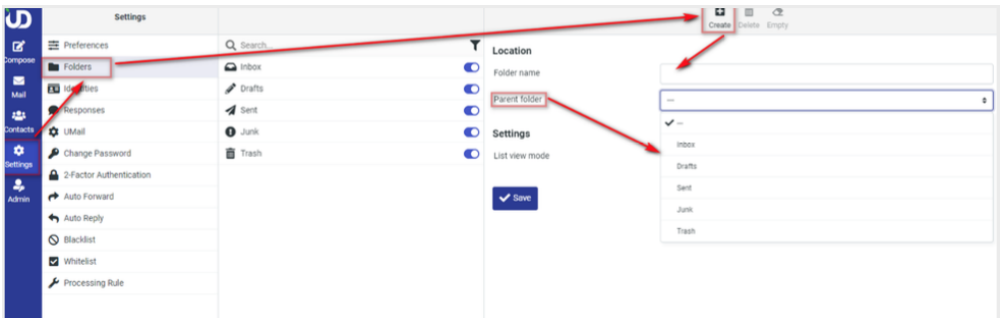
How to change the code (Encoding)

1. Click **“Settings”** and **“Preferences”**, then choose **“Displaying Messages”**
2. Click **“Advanced options”**
3. Choose the code and click **“Save”**



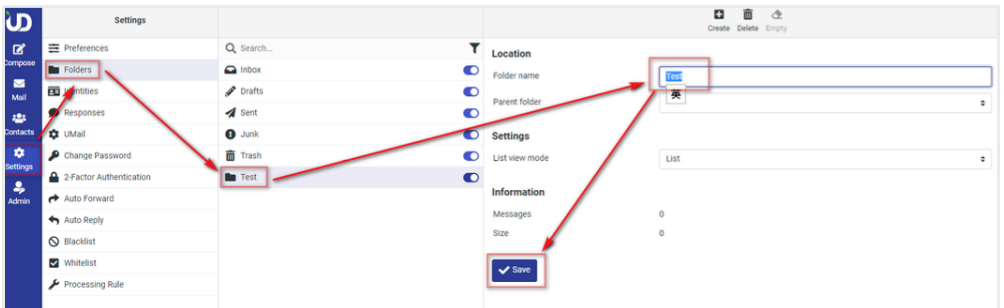
How to add a new folder

1. Click **"Settings"**, choose **"Folders"**, click the icon on top right corner and then **"Create"**
2. Fill in the name of the new folder in the space provided
3. If you want to create the root directory, fill in the name of the new folder and click **"Save"**
4. If you need to create subdirectories of the directory, please choose **"Parent folder"** in the directory and **"Save"**



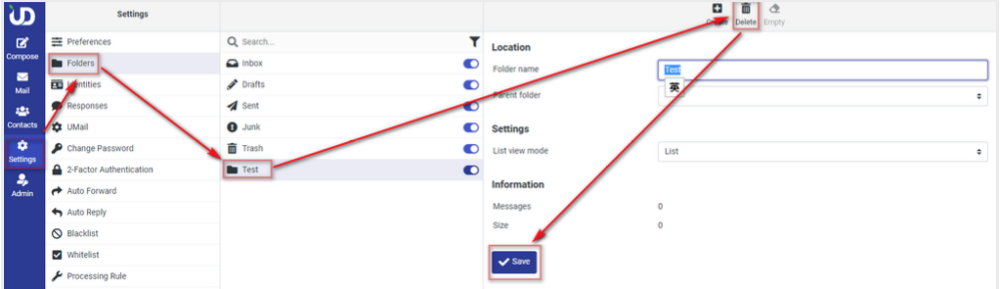
How to rename a folder

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



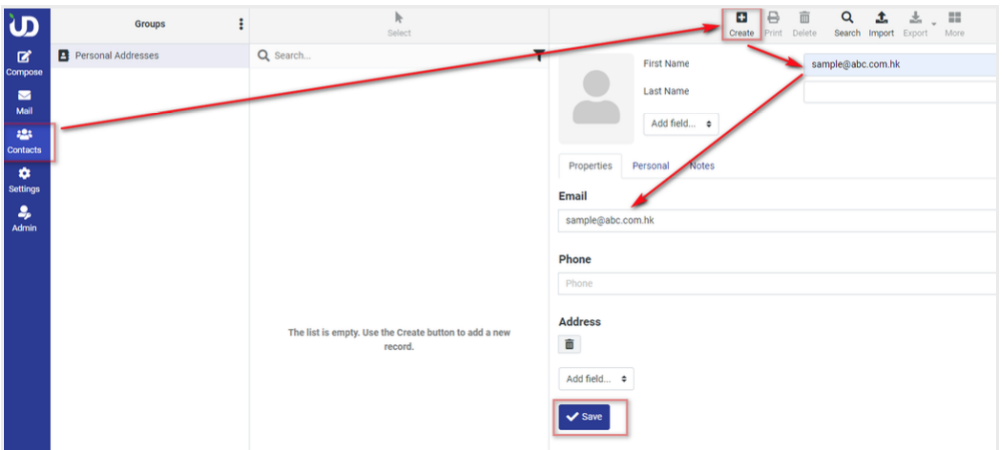
How to delete a folder

1. Click **“Settings”**, choose **“Folders”** and find the folder
2. Click **“Delete”**, then **“Save”**



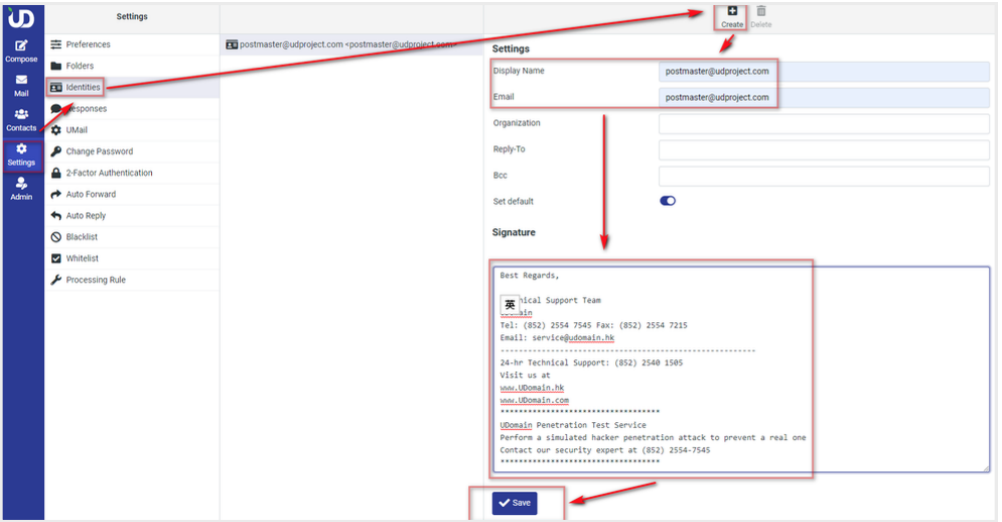
How to create a new address in address book

1. Click **“Contacts”**, and **“Create”**
2. Input the name and email address, then click **“Save”**



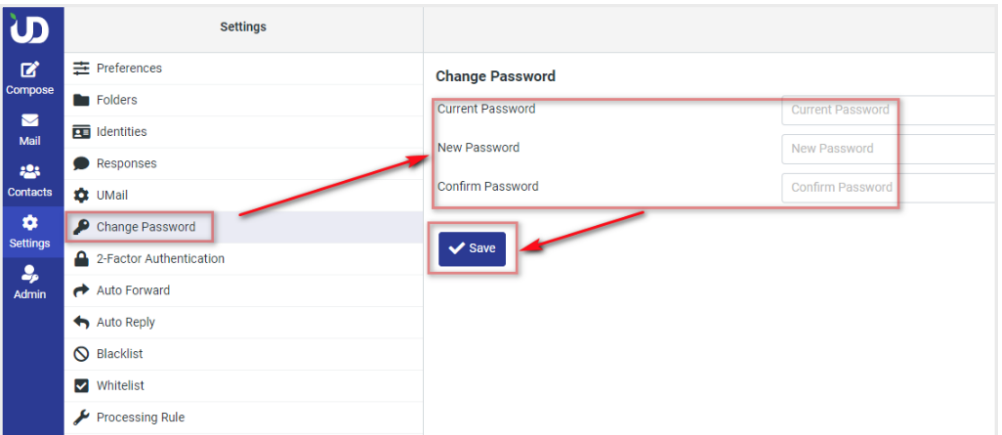
How to create/edit your signature file

1. Click **“Settings”**, choose **“Identities”**, and then **“Create”**
2. Input **“Display Name”** and **“Email”**
3. Fill in your signature item, type in your signature content and **“Save”**



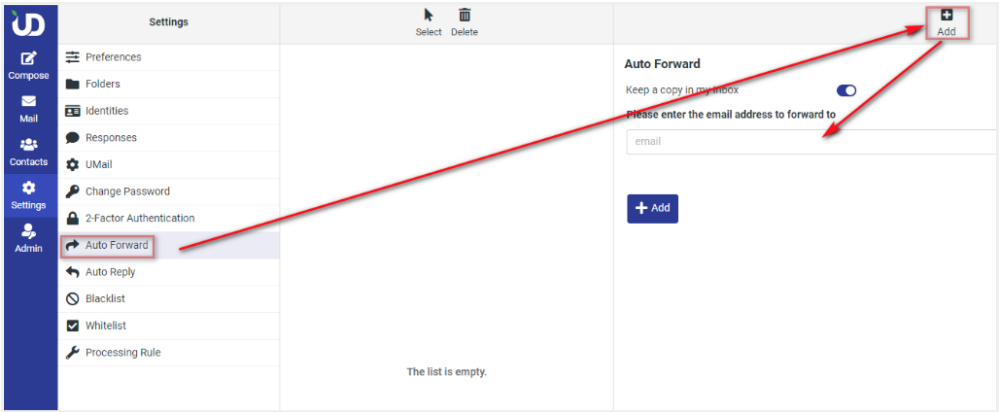
How to change the password

1. Click **“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. Click **“Save”**



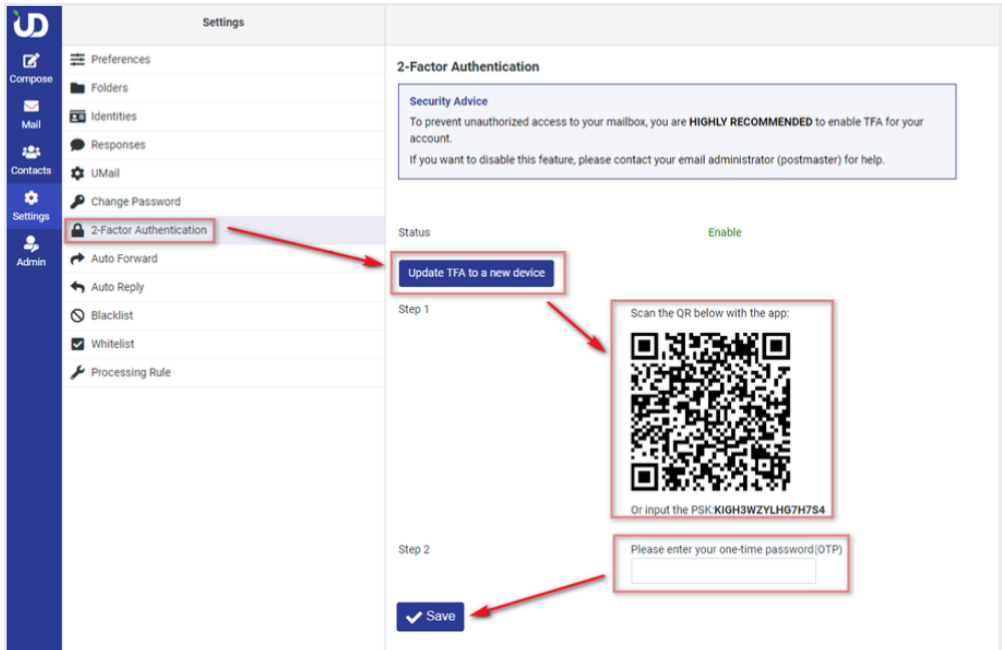
How to set auto forward

1. Click **“Auto Forward”** and then click **“Add”**
2. Type in your address where you want to forward to
3. Click the button **“Add”**



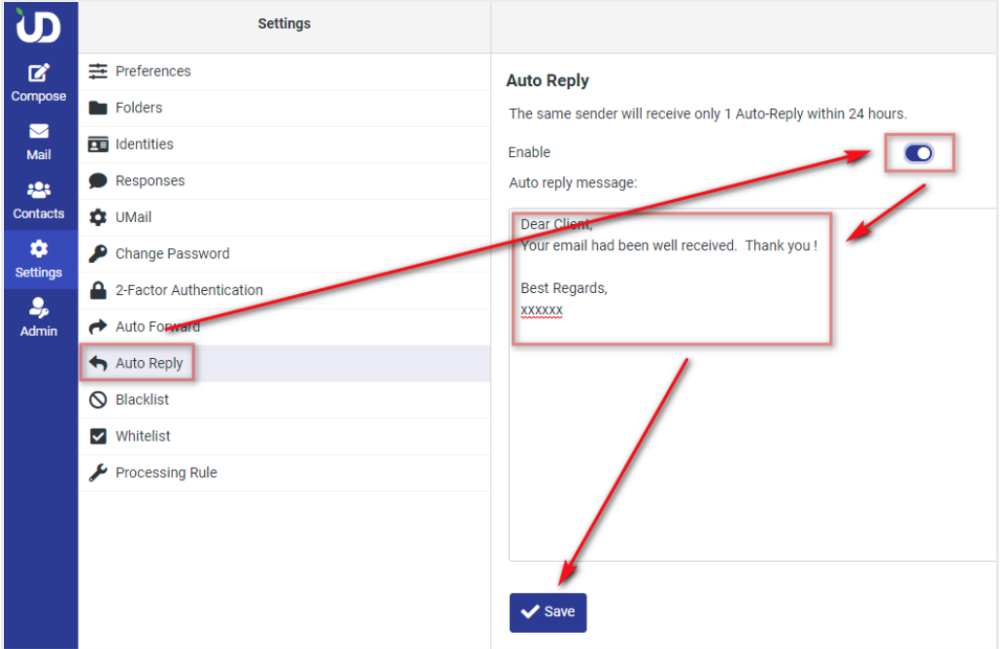
How to activate 2-Factor Authentication

1. Click **“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 click **“Save”**



How to set your auto reply

1. Click **“Settings”**, choose **“Auto Reply”** and switch to **“Enable”**
2. Type in your content of your auto reply and **“Save”**



How to set your favorite

Click "**Preference**" 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

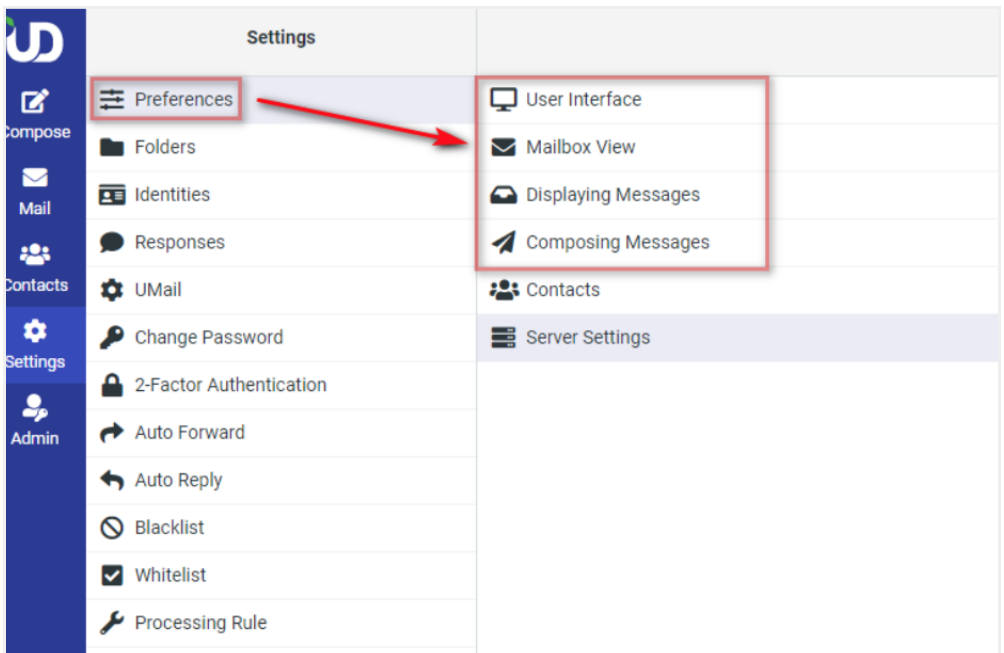
- set how many emails will be shown in a page
- set Full Mailbox Notify: when the mailbox usage meet the % you set, a notification email will be sent to your email box for reminder

Displaying Message

- set display HTML
- change the default character set

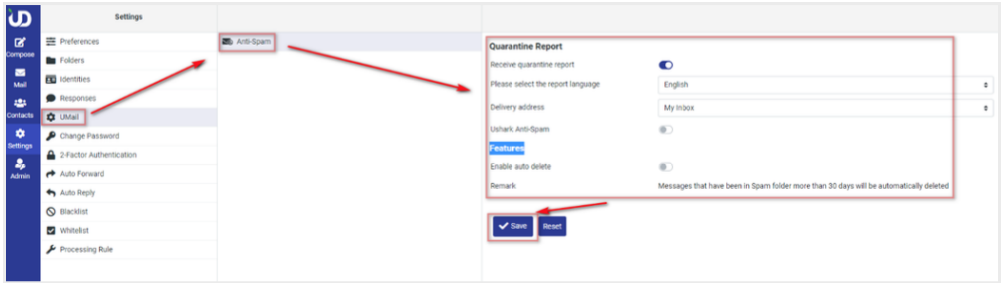
Composing Message

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



How to enable/disable anti-spam features

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

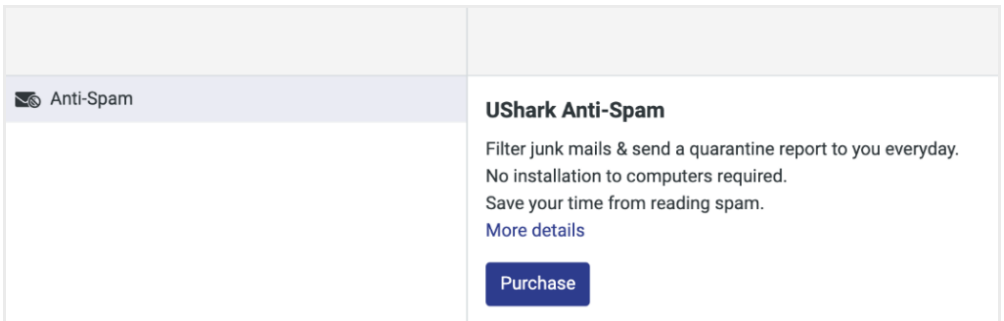


**If not yet subscribed our Anti-Spam service. The following message will be displayed as below.

Please contact UDomain Customer Service Department for more details:

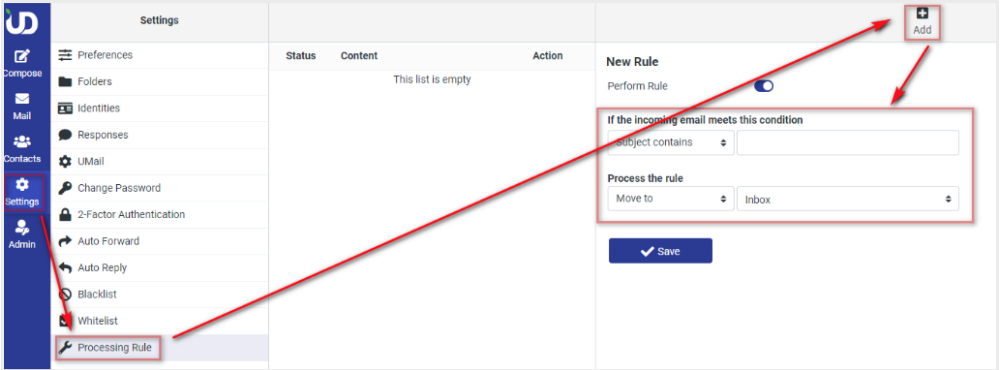
Phone: **2554 7545**

Email Address: service@udomain.hk



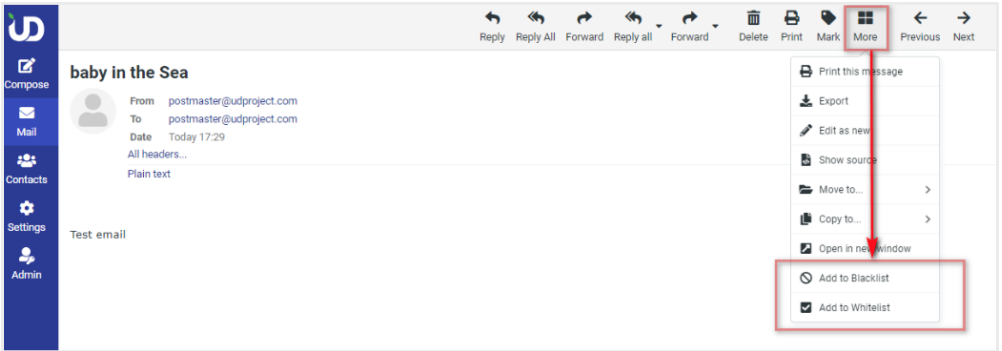
How to set the processing rule

1. Click **“Processing Rule”**
2. Click the **“Add”** button
3. Fill in your rules
4. Click **“Save”**



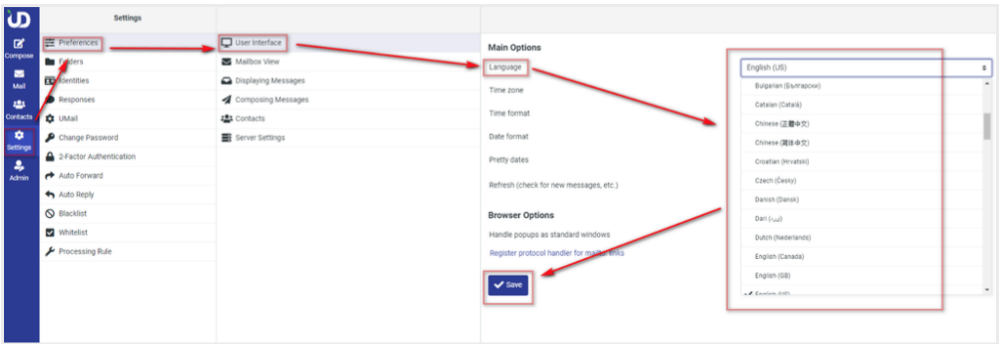
How to set your blacklist/whitelist

Click **“More”** icon to add the address to blacklist/whitelist



How to change the Web Mail language

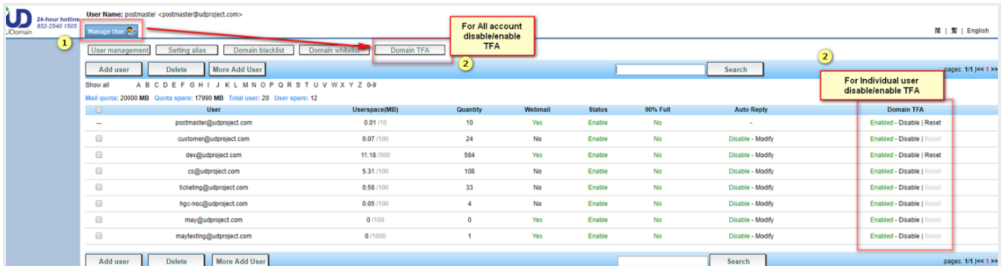
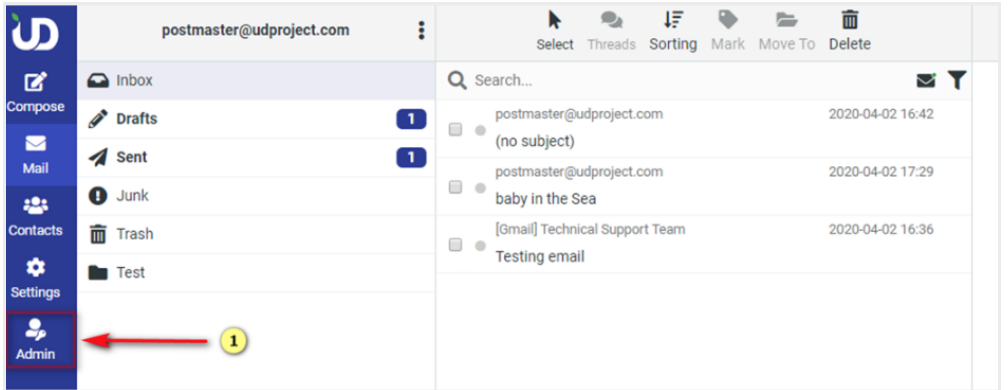
1. Click **“Settings”**, choose **“Preferences”**, then choose **“User Interface”**
2. Click **“Language”**
3. Choose your favorite and click **“Save”**



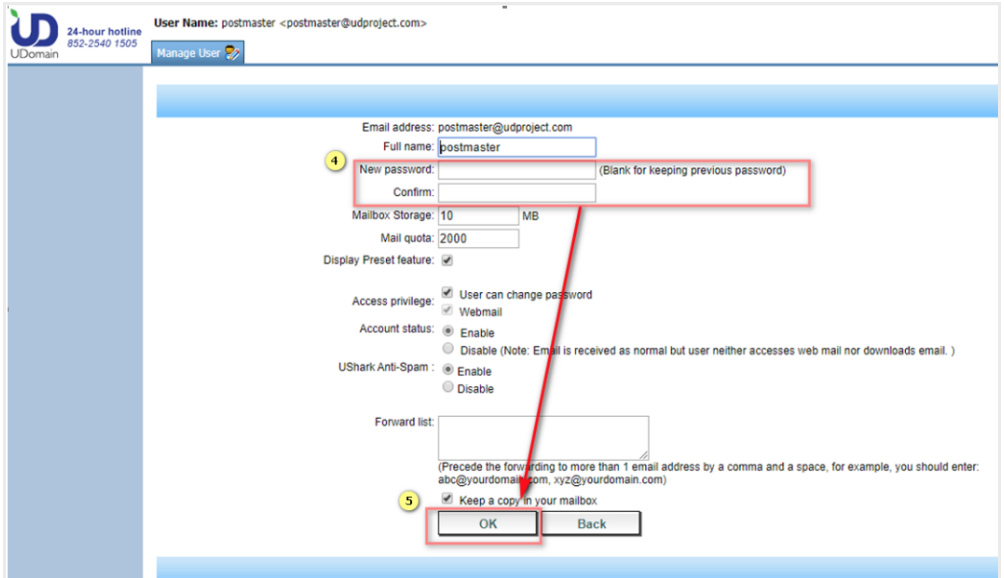
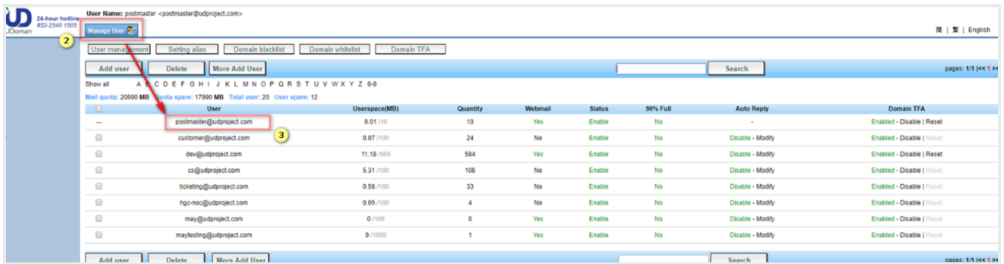
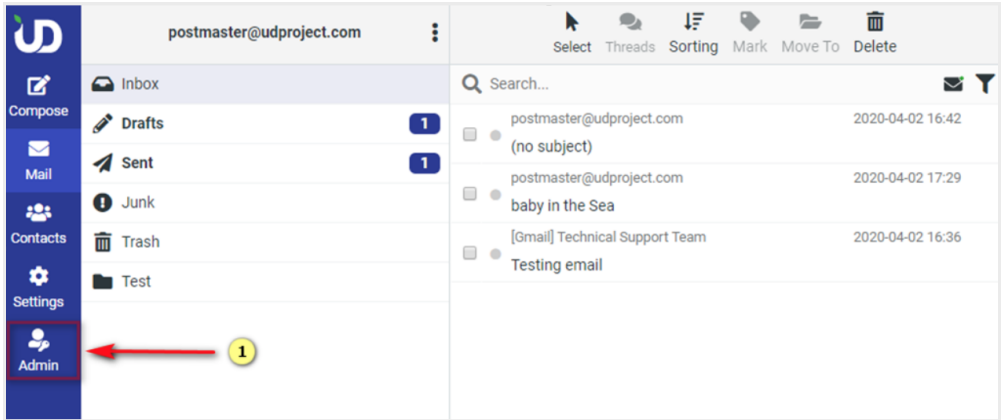
For Administrator Use (Please allow pop-up "ON" in mobile browser)

- 1) How can I disable/enable TFA/OTP function if user location is in China
- 2) How can I re-set the password for user
- 3) How can I increase/decrease the email quota/storage for user
- 4) How can I add/remove user account
- 5) How can I set the alias

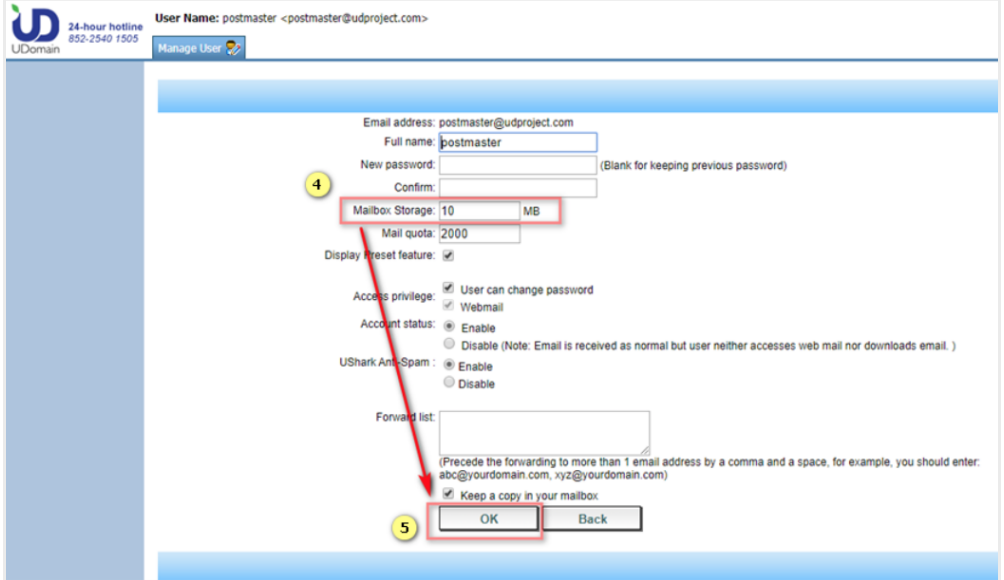
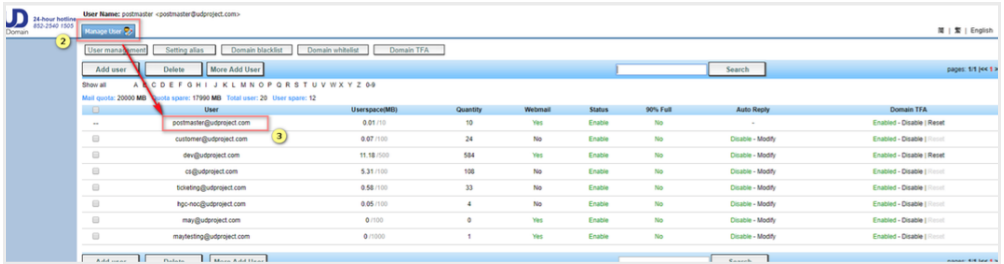
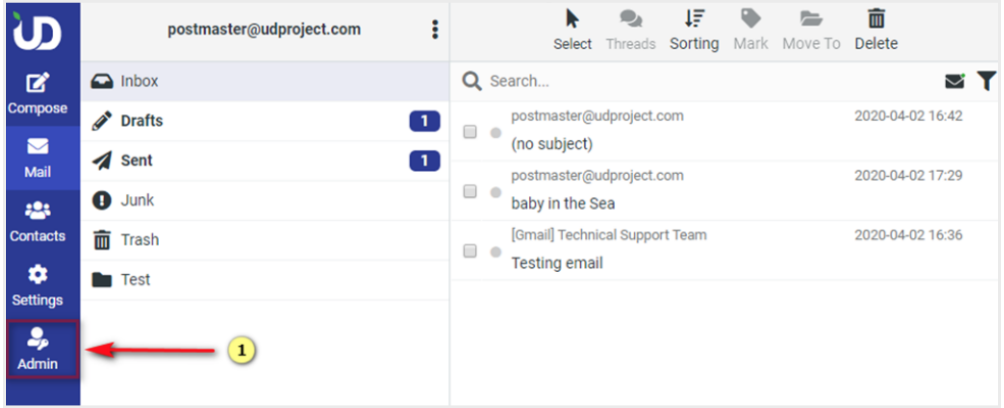
How can I disable/enable TFA/OTP function if user location is in China



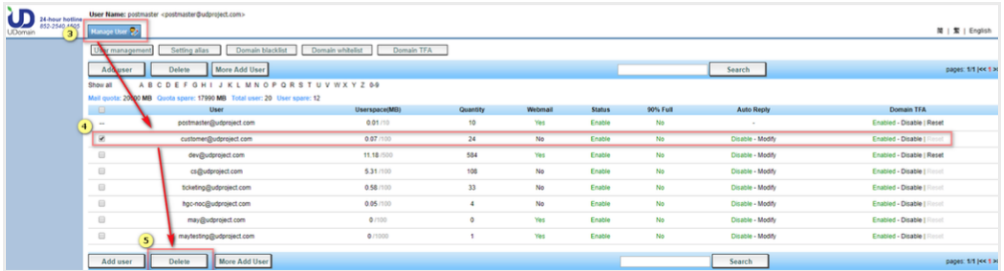
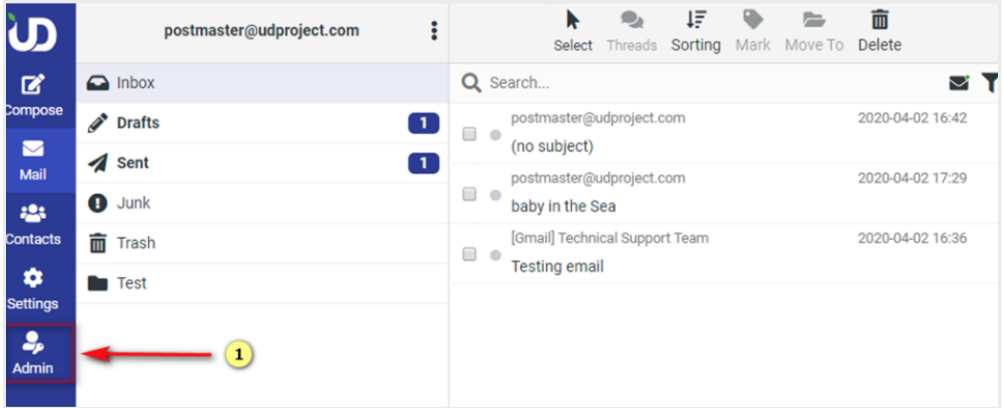
How can I re-set the password for user



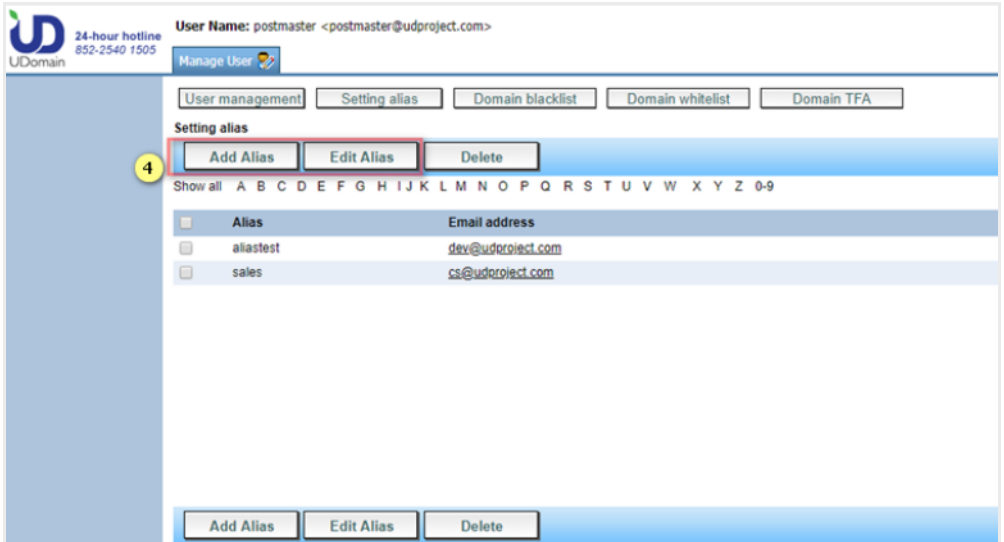
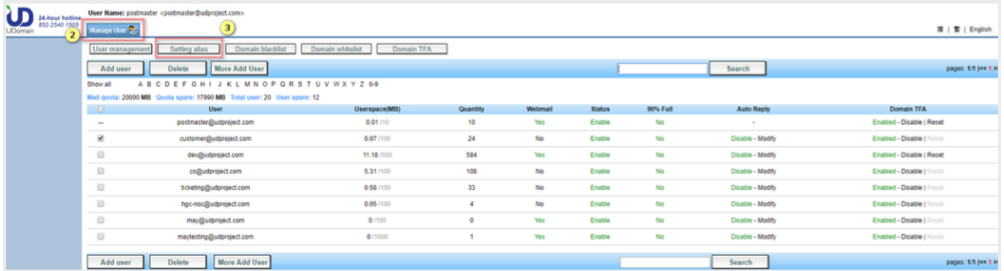
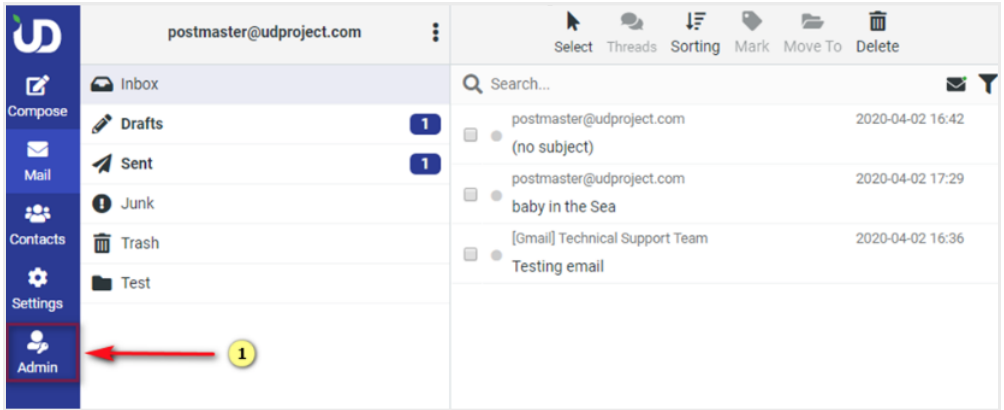
How can I increase/decrease the email quota/storage for user



How can I add/remove user account



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.