

# WEBMAIL User's Manual

## Overview

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**What it is:** A convenient method of retrieving and sending mails while you're away from your home computer.

**What it is not:** A sophisticated mail client meant to be your primary means of e-mail management.

Webmail can be accessed from any online PC, anywhere in the world, at any time. Webmail users can:

- Read, reply to and send e-mail
- View, download, and send attachments
- Maintain a simple Address Book
- Maintain a list of HTML Bookmarks
- Keep track of important dates with the Calendar

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## 1. Logging In

1. Make sure you are online.
2. Open your preferred web browser (Internet Explorer, Mozilla, Opera, Safari etc.) and type in to the address bar **http://webmail.gol.com** (no www necessary). If you would like to use the SSL (secure) version of Webmail, use **https://** in the URL.
3. At the **Log-in Screen**, type your GOL User ID, Password and then choose a language for your interface. This language selection has no correlation to the encoding or character set used in your mail. More on that later.
4. Finally, click the **Log-in** button at the bottom.

### a. Creating a Default Identity

If this is your first time using Webmail, you will automatically be directed to the Webmail **Preferences** screen. You won't be able to send any mail until you create a **Default Identity**. Required fields here are **Name** and **E-mail**. Type whatever you like for your **Name** but be sure to type in your full **Email** address accurately.



To create your **Default Identity**, click on the **Identities** link located at the top of the page. You'll see the following **New Identity** screen.

A screenshot of the 'New Identity' form. The title is 'New Identity' in a dark blue header. Below the title are four input fields: 'Name:', 'Email:', 'Reply-To:', and 'Signature:'. The 'Signature:' field is a larger text area. At the bottom left, there is a checkbox labeled 'Set to default'. At the bottom right, there is an 'Add' button.

Type in your **Name**, **Email** (Reply-To and Signature are optional) and then check the box labeled **Set to default**. To save the information, click **Add**.

## 2. The Navigation Bar



Notice the **Navigation Bar** at the top of the screen containing links for **Inbox**, **Compose**, **Calendar**, **Contacts**, **Bookmarks**, **Options**, and **Logout** on the far left.


- **Inbox** will show you the mail you currently have stored on the server.
- **Compose** will load a form for you to compose and send a new message.
- **Calendar** will let you access or edit your weekly/monthly schedules.
- **Contacts** will let you access or edit your **Address Book**.
- **Bookmarks** will let you access or edit a list of HTML links.
- **Options** will bring you back to the **Preferences** screen.

### 3. Mail Management

#### a. Inbox

Let's take a look at the **Inbox** layout, a.k.a., your **Message List**.

- **+/-** lets you select or deselect every mail on the screen.
- **Subject** displays the subject of the mail.
- **From** displays the sender of the mail.
- **Date** displays the date the mail was received
- **Size** displays the size of the mail in KB (KiloBytes)
-  indicates if the mail contains an attachment (not applicable at this time)
-  indicates if the mail has been replied to (not applicable at this time)






Inbox [Check New][Delete All]		Disk Usage: 6KB/20000KB (100% free)			
Showing 2 of 2					
+/-	Subject	From	Date	Size	
<input type="checkbox"/>	[Announcement] New Service Announcement: AirH" Option Service	FUSION GOL Customer Center[+]	5/20	2 KB	
<input type="checkbox"/>	[Announcement] Additional Mailbox Price Reduction	FUSION GOL Customer Center[+]	4/30	3 KB	

Delete

#### i. Reading Mail

To read any mail in your list, just click on the **Subject**. If you want to check for new mail, just click **Check New**. Two alternative ways to check for new mail are to click **Inbox** in the **Navigation Bar** or click **Index** (located above the **Subject** when viewing any mail). If any new mail has been delivered to your account since the last time you checked, it will be visible here.

When reading a mail, you will see **Index** followed by a series of icons (**Reply**, **Re. To All**, **Forward**, **Delete**, **Unread**) followed by the **Subject** of the mail and the basic headers (**Date**, **From**, **To**, **Size**). Below the headers, there are four links (**Source**, **Show Header**, **Print**, **Report Spam**).

Index					
[Announcement] New Service Announcement: AirH" Option Service					
<b>Date:</b>					
<b>From:</b> FUSION GOL Customer Center[+]					
<b>To:</b> FUSION GOL Customers[+]					
<b>Size:</b> 2 KB					
Source   Show Header   Print   Report Spam					

- **Index** returns to your **Inbox**.
- **Reply** will let you reply to the sender.
- **Re. To All** will let you reply to the sender and all recipients.
- **Forward** will let you forward the mail to a new recipient.

- **Delete** will delete the mail currently being viewed.
- **Unread** is not applicable at this time.
- **Source** will display the raw source of the entire mail (full headers and body)
- **Show Header** will display the full headers of the mail.
- **Print** will display the mail in a printer-friendly format (white background, black text)
- **Report Spam** will forward the mail to the Abuse department.

## ii. Replying to Mail

To reply to a mail you have received, just click the **Reply** icon while viewing the mail. The **Reply** icon can be found at the top and the bottom of every mail. The **Compose Message** window will open and the **From** and **To** fields will be filled in for you automatically. Use **Re. To All** instead to reply to sender and all recipients of the mail.

Please refer to the section on **Composing New Mail** for more information on the **Compose Message** interface.

## iii. Forwarding Mail

To forward a mail you have received to a different recipient, just click the **Forward** icon while viewing the mail. The **Forward** icon can be found at the top and bottom of every mail. The **Compose Message** window will open and the **From** field will be filled in for you automatically.

Please refer to the section on **Composing New Mail** for more information on the **Compose Message** interface.

## iv. Deleting Mail

To delete mail, simply place a check in the box to the right of the **Subject** and then click the **Delete** button at the bottom. You can check as many boxes as you want to. To select all the boxes displayed on a given screen, click the small plus (+) symbol located at the top of the checkbox column. To remove all checks from all boxes on a given screen, click the minus (--) symbol at the top of the checkbox column.

While viewing any mail, you can also click the **Delete** icon. The **Delete** icon can be found at the top and bottom of every mail.

To delete ALL mail that you have stored on the server, click the **Delete All** link at the top. The **Inbox** will reload with a confirmation message. You must click **Delete All** one more time to complete the process.

## v. Viewing Source and Full Headers

To view the **Source** or **Full Headers** of a particular mail, click either the **Source** or **Show Headers** link located below the basic headers (**Date, From, To, Size**) when viewing the mail. **Source** will show you the **Full Headers, Body** (both text and attachments), in the mail all in a plain fixed width font. **Show Headers** will show you only the **Full Headers** in a plain fixed width font.

## vi. Printing

To **Print** a mail, click the **Print** link located below the basic headers (**Date, From, To, Size**) when viewing the mail. The text of the mail will be reformatted for more effective printing. Black text on a white background.

## vii. Reporting Spam

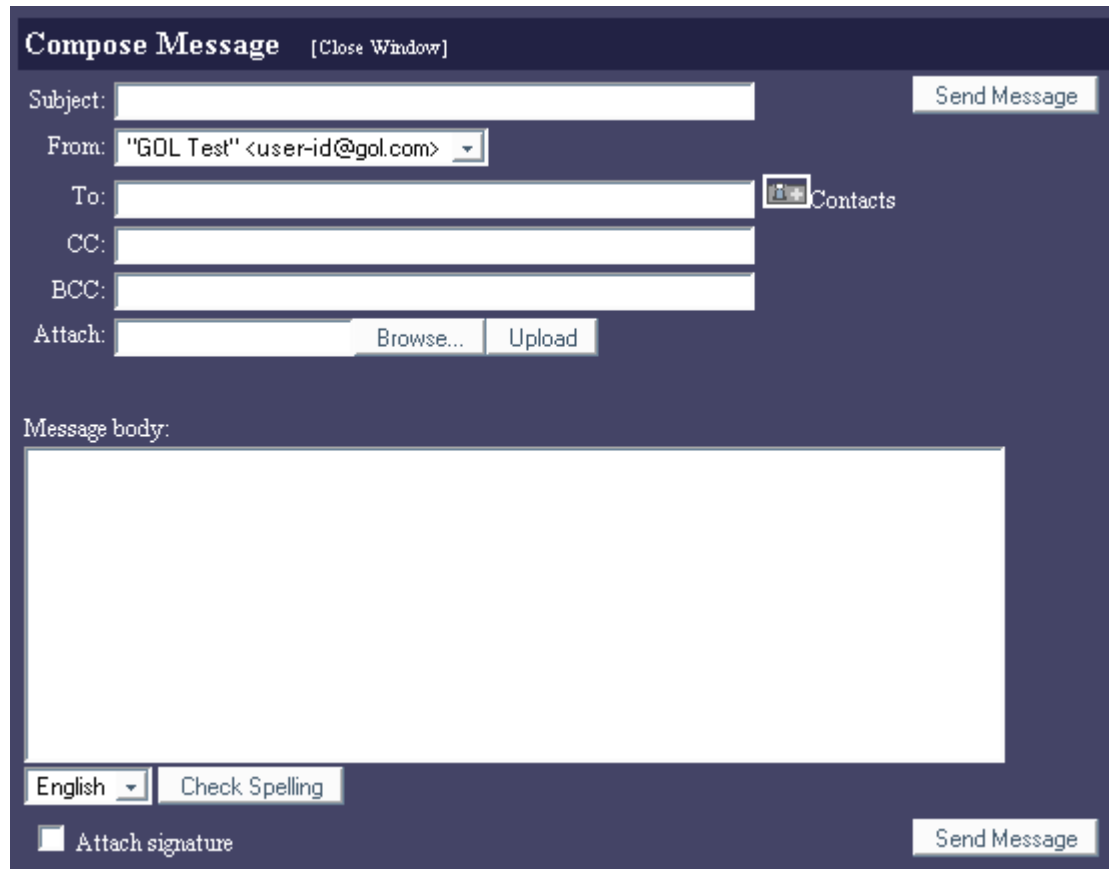
If you receive mail that is obviously spam (unwanted junk mail), please use the **Report Spam** link located below the basic headers (**Date, From, To, Size**) when viewing the offending mail. The spam will be forwarded to the Abuse Department in the correct format needed to properly investigate the matter.

## viii. Sorting Mail

To sort your mail by **Subject, From, Date** or **Size**, simply click the appropriate column heading to initiate the re-sort.

## b. Compose

Next up is the **Compose Message** interface used to create and send new mail. Click **Compose** on the **Navigation Bar**. This is what we see.



### i. Composing New Mail

Fill out the **Subject** field, choose an **Identity** from the **From** menu (only if you have more than one) and enter the recipient's address into the **To** field. **CC**, **BCC** and **Attach** are all optional.

Type your message in the **Message body** box and click the **Send Message** button to send the mail. The **Compose Message** window will disappear (unless you specify otherwise in your Webmail **Options**).

### ii. Attaching Files

If you want to include an image, document or other file time to your outgoing mail, you must first **Attach** it to the mail. First, click the **Browse** button to locate the file you wish to attach and then click the **Upload** button to complete the transfer. The name of the file will be visible just above the **Message body** box.

### iii. Checking Spelling

If you want to check the spelling of your mail before sending, just click the **Check Spelling** button. Currently, only English is available with this feature.

## c. Options

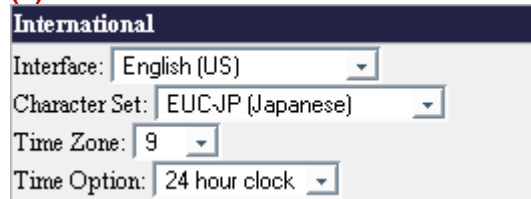
When you want to customize any aspect of Webmail, **Options** is the place to do so. Click **Options** from the **Navigation Bar**. By default, Webmail will display the **General Preferences** but there are two other sub-sections that can be accessed: **Identities** and **Appearance**.

### i. General Preferences

The **General Preferences** will appear with the following modules at your disposal: **Default Identity**, **International**, **List View Options**, **Message View Options**, **Quota Options**, and **Compose**.

**Identities** will be discussed in more detail in the next sections so we'll start here with the **International** module and its functions.

**(a) International**



**International**

Interface: English (US)

Character Set: EUC-JP (Japanese)

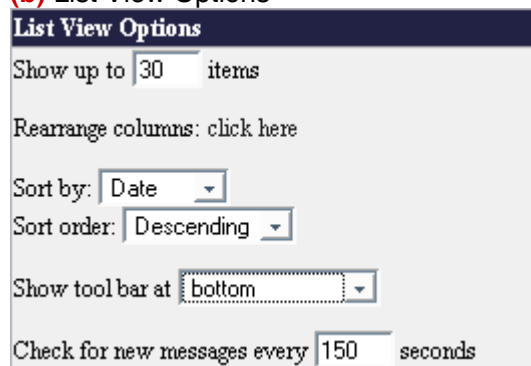
Time Zone: 9

Time Option: 24 hour clock

- **Interface** let's you choose the language of the Webmail menus, buttons, etc.
- **Character Set** let's you choose which type of encoding to use for outgoing mails and incoming message display.
- **Time Zone** let's you specify how many hours (+/-) GMT. Japan is GMT +9
- **Time Option** let's you choose between a 12 or 24 hour clock.

Click **Apply** at the bottom of the page to save any changes you make.

**(b) List View Options**



**List View Options**

Show up to 30 items

Rearrange columns: [click here](#)

Sort by: Date

Sort order: Descending

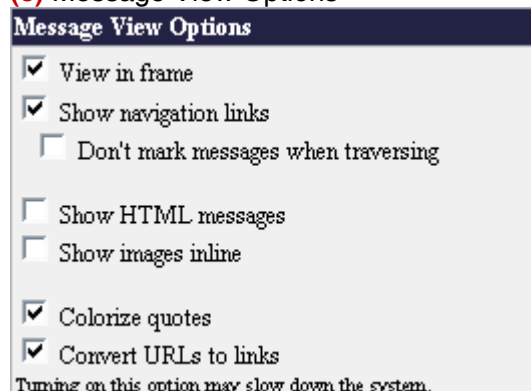
Show tool bar at: bottom

Check for new messages every 150 seconds

- **Show up to \_\_ items** This number is set to 30 by default. You can increase or decrease this number as you see fit. The number controls how many messages will be displayed per page while viewing your **Inbox**.
- **Rearrange columns** If you want to change the order that your columns are displayed while viewing your **Inbox**, click **click here** to initiate the changes.
- **Sort by** Choose to sort your messages by **Date**, **Size** or **Subject**
- **Sort order** Choose an **Ascending** or **Descending** sort order.
- **Show tool bar at** You can display the tool bar at the **top**, **bottom** or **top and bottom**. Currently, **tool bar** means only the **Delete** button.
- **Check for new messages every \_\_ seconds** This number is set to 150 by default. The number controls how long the time interval will be between automatic mail checks.

Click **Apply** at the bottom of the page to save any changes you make.

**(c) Message View Options**



**Message View Options**

View in frame

Show navigation links

Don't mark messages when traversing

Show HTML messages

Show images inline

Colorize quotes

Convert URLs to links

Turning on this option may slow down the system.

- **View in frame** Check this option to display messages from within the Webmail interface (as opposed to in a separate window)
- **Show navigation links** Check this option to display navigation links (see image)
 
 These links allow for easy movement through your **Inbox**.
- **Don't mark messages when traversing** This feature is not applicable at this time.
- **Show HTML messages** Check this option to allow Webmail to display HTML documents. Leave unchecked to force text only.
- **Show images inline** Check this option to display attached images in the body of the mail.
- **Colorize quotes** Check this option to colorize text from previous replies. **Example:** Mr. A sends a mail to Mr. B. Mr. B replies to Mr. A with the original message intact. When Mr. A views this newly received mail, the original text that Mr. A wrote will be colorized (blue for example) to help distinguish between new and old.
- **Convert URLs to links** Check this option to make URLs (<http://www....>) clickable from within the mail.

Click **Apply** at the bottom of the page to save any changes you make.

#### (d) Quota Options



- **Show quota** Chose **don't show** to disable quota display. Choose **in message listing** to display **Disk Usage** at the top of your **Inbox**. **In folder list** is not applicable at this time.

Click **Apply** at the bottom of the page to save any changes you make.

#### (e) Compose Options



- **Compose inside frame** Check this option to prevent the **Compose Message** screen from opening in a separate window.
- **Show CC/BCC fields** Check this option to make the **CC** and **BCC** fields available for input while composing a message.
- **Close after sending** Check this option to instruct Webmail to automatically close your **Compose Message** window after mail has been sent.

Click **Apply** at the bottom of the page to save any changes you make.

## ii. Identities

You should already have a **Default Identity** (as explained in Section 1. a.). You may want to create multiple identities or modify/delete existing identities. Click the **Identities** link from the top of the **General Preferences** screen.



#### (a) Creating an Identity

To create a new **Identity**, fill out the **New Identity** form and click the **Add** button. If you want to make this **New Identity** the **Default Identity**, check the box labeled **Set to Default** before clicking **Add**.

**New Identity**

Name:

Email:

Reply-To:

Signature:

Set to default

**(b) Modifying an Existing Identity**

To modify an existing **Identity**, click the **Edit** link found in the left-most column of each **Identity** entry. Change the information as desired and then click the **Edit** button at the bottom to save the changes.

**(c) Deleting an Existing Identity**

To delete an existing **Identity**, click the **Edit** link found in the left-most column of each **Identity** entry. Click the **Delete** button at the bottom to complete the deletion.

**iii. Appearance**

In this area, users can modify the colors and fonts that make up the total Webmail interface. Click the **Appearance** link from the top of the **General Preferences** screen.

**Preferences**  
 [General] [Identities] [Appearance]

**(a) Webmail Colors**

You can change the background and font colors of Webmail through the **Tool Bar**, **Main** and **Miscellaneous** modules.

**Tool Bar**

Background:

Links:

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**Main**

Background:

Links:

Text:

Hilight:

Heading Back:

Heading Text:

Dark Background:

Light text:

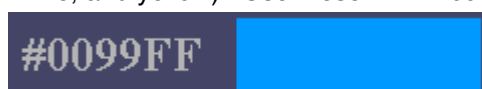
**Miscellaneous**

Quotes:

You are free to choose any colors that you like however, they must be entered into their appropriate boxes in hexadecimal form. Since most people can't simple convert colors to hexadecimal in their heads, Webmail includes a convenient **Color Code Chart** that list the values of all web safe colors.

Click the **Color Code Chart** link at the top and the chart will open in a separate window. Choose a color you like, make a note of the hexadecimal value and type it in to the appropriate box. In some cases, you can also type the name of the

color you want in standard English! Only 16 color names are supported by the W3C HTML 4.0 standard (aqua, black, blue, fuchsia, gray, green, lime, maroon, navy, olive, purple, red, silver, teal, white, and yellow). Use these HTML color names as an alternative to the hexadecimal values.



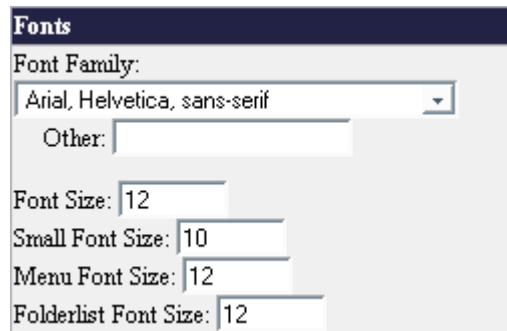
Here is a sample from the **Color Code Chart**. If you wanted to use this shade of blue for your **Tool Bar Background**, you would enter **#0099FF** into the box.

Click **Apply** at the bottom of the page to save any changes you make.



### (b) Webmail Fonts

You should have also noticed that there is another module named **Fonts**. Here you can specify the face and size of the fonts used by Webmail.



**Fonts**

Font Family:

Other:

Font Size:

Small Font Size:

Menu Font Size:

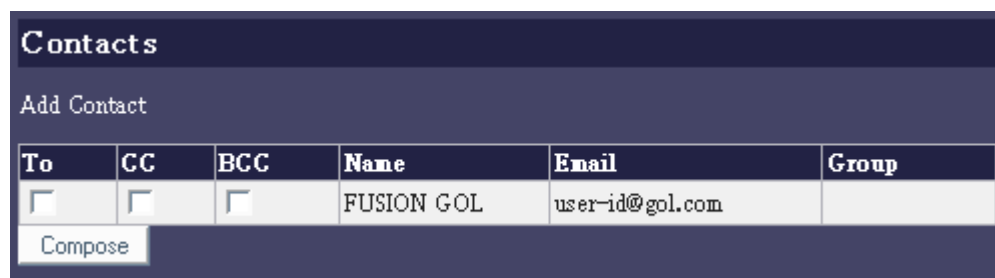
Folderlist Font Size:

You should choose your font preferences based on your monitor's resolution and what feels most comfortable for your eyes.

Click **Apply** at the bottom of the page to save any changes you make.

### d. Contacts

If you use Webmail frequently, you may want to keep a list of **Contacts** in your **Address Book**. From the **Navigation Bar**, click **Contacts**. The following screen appears.



**Contacts**

Add Contact

To	CC	BCC	Name	Email	Group
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FUSION GOL	user-id@gol.com	

Compose

\* If you have no contacts, the screen will be empty.

### i. Adding a New Contact

To add a new contact to your **Address Book**, click the **Add Contact** link found in the upper left corner. You will then be presented with the following screen.



**Add Contact**

Name:

Email:

Alt. Email:

URL:

Home Phone:

Work Phone:

Cell Phone:

Comments:

Group:

AIM:  Yahoo:

ICQ:  MSN:

Jabber:

Address:

Add/Edit Contact Delete

Make sure to type in at least **Name** and **Email** so that the entry will be properly displayed in your list of contacts. The other information is completely optional so use as you see fit. When finished entering information about the contact, click the **Add/Edit Contact** button.

Another quick way to add a contact, is to click the (+) symbol that can be found at the end of every e-mail address in your message lists and displays.

### ii. Modifying an Existing Contact

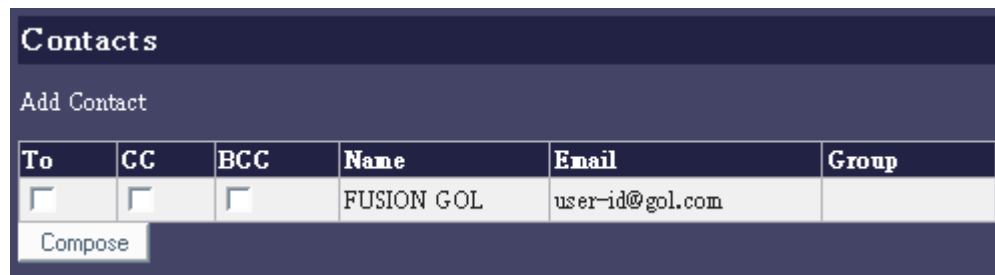
To modify any of the information saved in an existing contact entry, just click **Contacts** from the **Navigation Bar** to go back to the main listing of contacts. Locate the contact you wish to modify and click on the **Name**. This brings up the same screen we saw while adding a new contact. Change whatever information you need to and then click the **Add/Edit Contact** button to save the changes.

### iii. Deleting an Existing Contact

To delete an existing contact that you no longer need, click **Contacts** from the **Navigation Bar** to go back to the main listing of contacts. Locate the contact you wish to remove and click on the **Name**. This brings up the same information entry screen we used to add and modify other contacts. The **Delete** button is located in the bottom right corner.

### iv. Sending Mail to an Existing Contact

All **Existing Contact** entries will look like the example below.



To	CC	BCC	Name	Email	Group
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FUSION GOL	user-id@gol.com	

Compose

To send a mail to a contact, place a check in either **To**, **CC**, or **BCC** then click the **Compose** button. You can also click directly on the **Email** address. You can choose to send mail to multiple contacts by selecting more than one checkbox before clicking the **Compose** button.

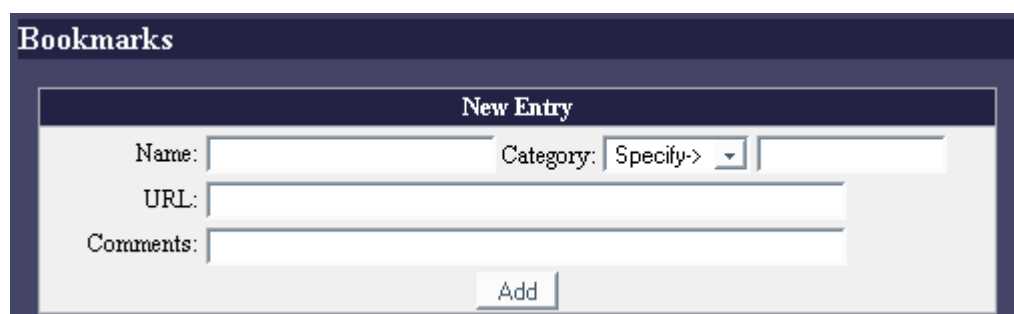
If you are already at the **Compose Message** window, you can just click the **Contacts** icon found at the end of the **To** field.



## 4. Miscellaneous/Final Notes

### a. Bookmarks

Like the **Calendar**, the **Bookmarks** feature is also provided "as is" with no guarantees of success. Still, for travelers who are frequently using public PC's, the Webmail **Calendar** and **Bookmarks** may be the only option available. Click **Bookmarks** from the **Navigation Bar**.



Bookmarks

New Entry

Name:  Category:

URL:

Comments:

Add

Fill in the fields for **Name** and **URL**. **Comments** is optional. When finished, click the **Add** button to save the information.

## b. Calendar

The **Calendar** feature of Webmail may or may not be useful for you. This is a new addition to Webmail and is provided "as is". Customers using the **Calendar**, do so at their own discretion. That being said, to access the **Calendar** click **Calendar** from the **Navigation Bar**. We will see a simple display showing the current week and month. To add an entry, click the [+] symbol located in the weekly display. To change the week, click the appropriate area of any month. To move forward or backward more than one month, use the navigation links located below the weekly display.

Week of: Jun 6, 2004

Sun Jun 6	Mon Jun 7	Tue Jun 8	Wed Jun 9	Thu Jun 10	Fri Jun 11	Sat Jun 12
[+]	[+]	[+]	[+]	[+]	[+]	[+]

Navigation: << < June 2004 Go > >>

May 2004							June 2004							July 2004							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
						1			1	2	3	4	5						1	2	3
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24	
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31	
30	31																				

## c. Points of Caution

1. **http:// vs. https://** We recommend for added security that everyone use the SSL (Secure Sockets Layer) enhanced **https://** version of Webmail first. If for some reason the secure version is not working well for you (this might be because of certain characteristics of certain firewalls or proxy settings) you should try the standard Non-SSL **http://** version of Webmail. Although not encrypted, it may provide better results.
2. **Navigation:** Complete functionality of Webmail is fully contained within the display of your web browser. There is never any need to use the navigational buttons of your browser and in fact it is discouraged as it may disrupt the functionality of the scripts. Please use only the links in the top **Navigation Bar** to move around through different areas of Webmail.
3. **Encoding:** As mentioned before, the **Language** menu on the **Log-in Screen** controls only the language of the Webmail interface. If you want to specify the character encoding of outgoing mail, this must be set from Webmail **Options**. Remember that "encoding" does not equal "language". For example a Japanese-encoded mail can be written with roman characters. Almost every character set contains the English alphabet.
4. **Profiles:** In general, we recommend that users log-in to Webmail with "user-id" and not "user-id@gol.com" but both will be accepted. Be aware that preference settings in one profile will not be reflected in another. That being the case, users should continue to log-in the same way they have always done in the past.