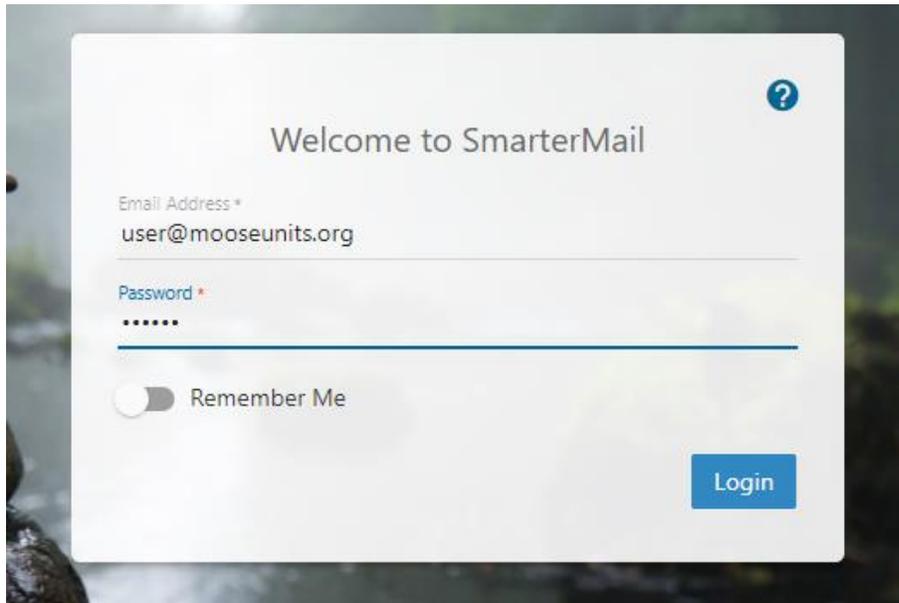


Logging in to NEW SmarterMail

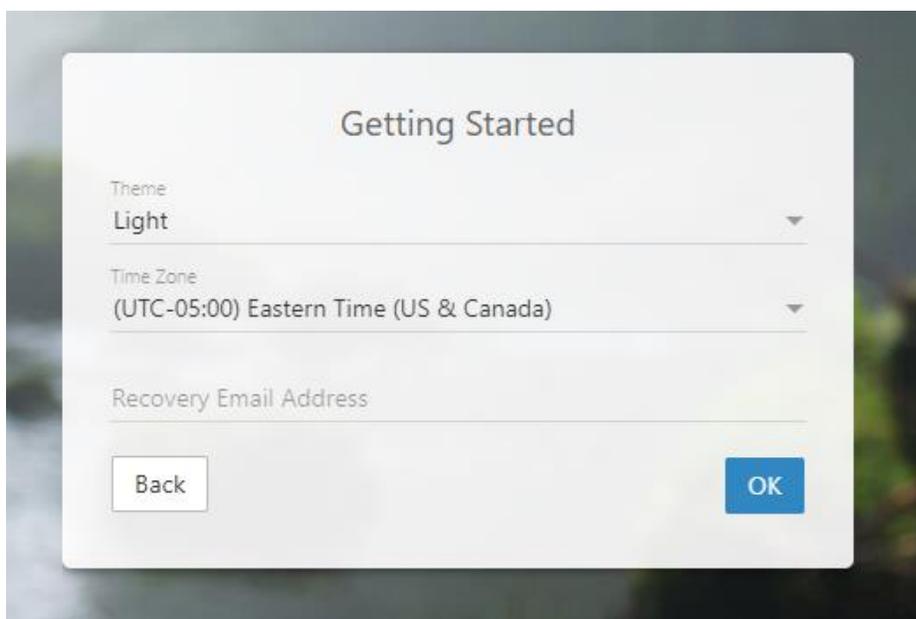
AFTER THE UPGRADE TO SMARTERMAIL ON 1/17/2022, to log in, go to mail.mooseunits.org and enter your login information. Log in with your full Email address (ex. user@mooseunits.org) and your existing password.



The image shows a login form for SmarterMail. At the top right is a question mark icon. The title is "Welcome to SmarterMail". Below the title are two input fields: "Email Address *" with the text "user@mooseunits.org" and "Password *" with six dots. Below the password field is a "Remember Me" toggle switch, which is currently turned off. At the bottom right is a blue "Login" button.

On your initial login, you're presented with the **Getting Started** page. Here, you'll adjust some basic settings for your webmail account.

Note: Please do not add a recovery email address



The image shows the "Getting Started" settings page. The title is "Getting Started". There are three settings sections: "Theme" set to "Light", "Time Zone" set to "(UTC-05:00) Eastern Time (US & Canada)", and "Recovery Email Address" which is currently empty. At the bottom left is a "Back" button and at the bottom right is a blue "OK" button.

These include:

- **Theme** - Whether you want your webmail to be displayed in a Light or Dark Theme.
- **Time Zone** – This can be changed as needed on your initial login, as well as at any time by adjusting your Preferences.
- **Recovery Email Address** – **PLEASE DO NOT ADD A RECOVERY EMAIL ADDRESS**

Once these fields have been filled out, click the **Next** button. At this final step of logging in, SmarterMail informs you about the importance of Browser Notifications. Enabling browser notifications will display calendar reminders, notifications for new emails, and more. Clicking **OK** will give you the opportunity to ensure browser notifications are enabled.

Once all this is complete, you will be logged into your SmarterMail mailbox and your Inbox will be displayed.

All new emails will be delivered to this mailbox and your old email will not be present.

Logging in to OLD SmarterMail

AFTER THE UPGRADE TO SMARTERMAIL ON 1/17/2022, you can log in to your OLD mailbox by going to **oldmail.mooseunits.org** and entering your login information. Log in with your full email address and your existing password.

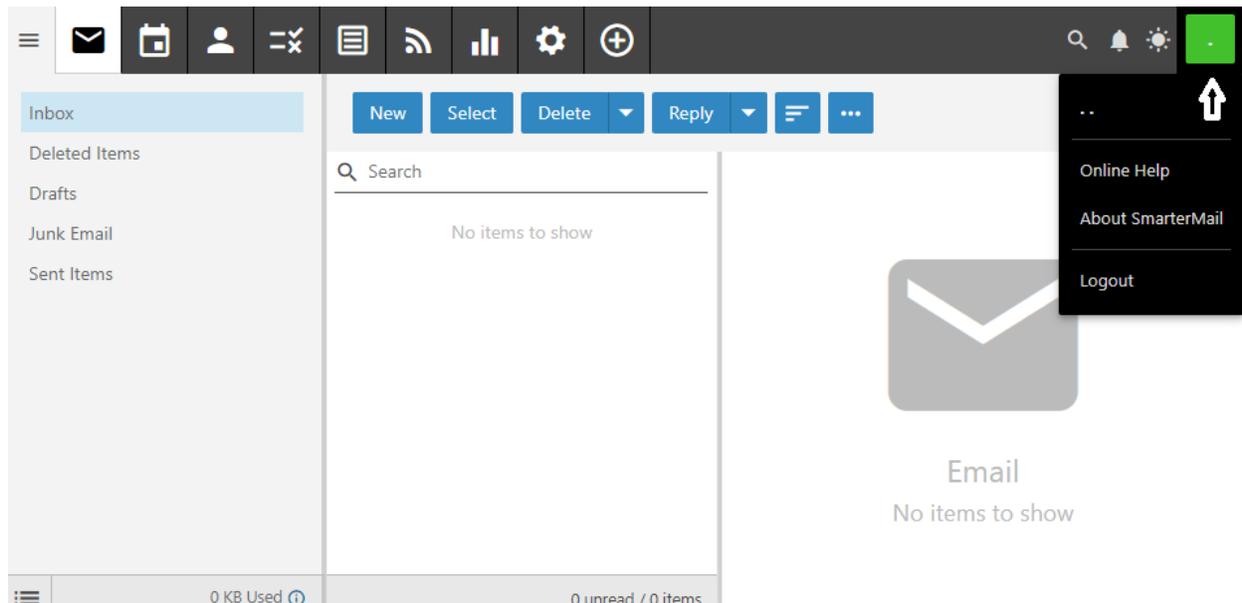
If you have emails that you want to keep, please print them or print them to PDF to save them. If you need your email moved to your new mailbox, please contact the Call Center at helpdesk@mooseintl.org or 630-906-3658 and they will assist you in moving your mail.

Any previous settings or forwarding you have in place will also need to be set on your new mailbox.

You will have 45 days to access your OLD mailbox, so please be sure to check your settings and to move any email that you want to keep no later than March 3, 2022.

Logging out of SmarterMail

To log out click on the upper right corner to drop down the Logout option. Note: the letter in the upper right corner will be the first letter of the display name entered in Settings => Profile, or a dot if nothing is entered.



SmarterMail User Interface

To better understand the different areas of the user interface, please refer to the diagrams below.

Navigation Icons

The icons are where you navigate through the various pages of the webmail client. You will not see all of these buttons. From left to right, they are:



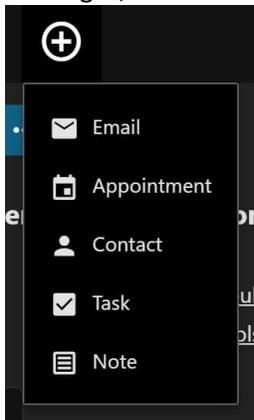
- Email
- Calendar
- Contacts
- Tasks
- Notes

- News Feeds (RSS)
- Reports
- Settings
- New

To the far right, the following is available:

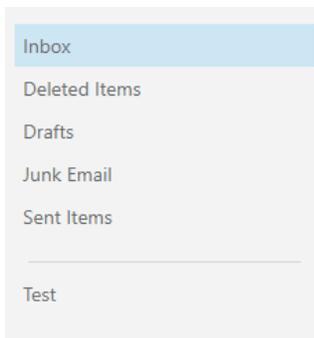
- Search
- Notifications
- Switch Theme
- User Icon/Dropdown

The New button is slightly unique: it enables webmail client users the ability to quickly create new messages, new contacts, etc.



Folders List

The Folders list is used throughout SmarterMail and lists the various folders containing information pertaining to the section you're in. For example, when in Email, it lists all your default, custom, and shared folders. In Calendars, it lists your default calendar as well as any secondary calendars that were created as well as shared calendars.



Content Pane

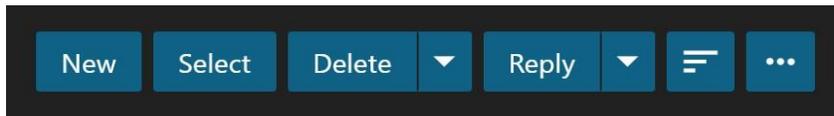
The Content Pane is also used throughout SmarterMail and is where messages, contacts, reports, pages, etc. are presented to users.

Message List

When viewing your Inbox or any other folder in the Email section of SmarterMail, this is where all of the messages residing within the folder you're viewing are displayed.

Interaction Buttons

Each section of SmarterMail has a number of buttons that can be used to interact with items within that section. Delete, New, etc. options, as well as custom options, are available.



Creating a New Message

To create a new message, click the **New** button at the top of the All Messages view.

The following actions are available for a new message:

- **Send** - Sends your message to the designated recipients.
- **Cancel** - Cancels your message. However, SmarterMail has an auto-save setting, so it's possible that a draft of your message will be saved automatically. If this happens, you'll see a number appear next to your Drafts folder. Clicking Cancel will display a window asking whether you want to save a draft of the message.
- **Save Draft** - Saves the message in its current state to the Drafts folder without actually sending it. This is useful if you need to continue writing the message at a later time. *Note: By default, SmarterMail has an auto-save frequency of 2 minutes.*
- **Attach** - Allows you to attach one or more files to the message.
- **Actions dropdown:**
 - **Message Priority** - Set to High, Normal, or Low. Specifies the importance of the message. By default, messages have a normal level of priority.
 - **Request Read Receipt** - Sends an email confirmation back to the sender when the recipient opens the message.
 - **Request Delivery Receipt** - Sends an email confirmation back to the sender when the message is successfully delivered to the recipient.

- **Flag** - Marks the message for follow-up

Reading Email Messages

In general, the following options are available when viewing a message, either within the webmail interface or when it's been popped out into a separate window:

- **Delete** - Selecting the Delete button will move the message to the Deleted Items folder. *Note: This is the default action taken when a message is deleted. Depending on your account settings, the delete action may be different.*
- **Reply to a message** - There are three (3) options when replying to a message: Reply, Reply All, Forward
There are also several Actions that are available for any single message. These generally include:
 - **Move** - Allows you to Move the Message to a Folder. When you select Move, you are prompted to select a Folder where you want the Message to be placed. Alternatively, you can select the message from the All Messages view and drag it to the folder of your choice.
 - **Download EML** - This allows you to download a copy of the message as an EML file (the default file type for email messages) and save it to your desktop or other location using File Explorer. Multiple files can be downloaded, and they're saved as a .ZIP file.
 - **Add Task** - Creates a new Task and links it to the message.
 - **Print** - Prints the message.
 - **Mark Read** - Marks the message as Read.
 - **Mark Unread** - Leaves the message in an unread status.
 - **Flag** - Marks the message for follow-up.
 - **Unflag** - Removes the follow-up from a message.
 - **Mark Spam** - Marks the message as spam and moves it to the Deleted Items folder.
 - **Mark Not Spam** - Marks the message as not spam and automatically adds the email address to your trusted senders list. This Action only appears for messages in the Junk Email folder.
 - **Trust Sender** - Adds the address to your Trusted Senders list, meaning any future emails from this address will bypass most antispam options enabled for the server. (NOTE: SPF and DKIM still run against any address in the Trusted Senders list to prevent phishing.)

- **Block Sender** - Prevents the sender of the selected message(s) from sending any more messages to the account.
- **Unblock Sender** - Removes the sender's email address from your Blocked Senders list.
- **View Text** - Removes any HTML formatting and displays the message a "text only."
- **View Raw Content** - Allows you to view the message in its raw, unformatted state and includes the header of the message. Viewing the raw content or just the header can assist with diagnosing potential issues with viewing the message.
- **View Header** - Only displays the message's header information, which includes items such as the message ID, the message's content type, etc.

Viewing Remote Content

Remote content is considered to be any image, video, animated gif, etc. that has an external source and is contained in an email. When remote content is included in an email, that content is hidden by default and must be manually displayed. Clicking on **Show** will display the remote content for that specific email. Once this has been done, the remote content will be displayed on that email going forward.

Clicking on **Always show images from [email]** will add an exception for that email address to the Remote Content Exceptions list, which is found in your Account Settings. When an exception has been made for an email address, emails from that sender will display all remote content automatically. *Note: Emails from Trusted Domains and Trusted Senders will always display remote content automatically.*

To allow remote content to be automatically displayed from all senders and sources, enable the **Show images from external websites** setting in your Account Settings.

Downloading Email Attachments

If a message has any attachments, a paperclip will display in the Messages List for that message. In addition, an attachments tab will display under the message header in the preview pane. SmarterMail displays the file name of the attachment as well as its file size. It also displays, where possible, a preview of the attachment as an icon. Generally, this will only happen when an attachment is an image file. Other file types will display a more generic icon. Attachments are downloaded individually by simply clicking on the attachment. However, it is also possible to download all attachments in one convenient ZIP file.

Replying to Email Messages

SmarterMail gives users two options for replying to a message:

- **Reply** - Addresses a response to the sender only.
- **Reply All** - Addresses a response to the sender and everyone else who received the message. This includes all email addresses listed in the To and Cc fields, except your own email address.

Forwarding Email Messages

You may also want to simply forward a message to a third party or to someone not already copied on the original message. This is very easy to do:

- **Forward** - Allows you to send the message to a third party, or to an address that is not in the To or Cc fields.