Webmail Help

How-To for Navigating Webmail



Table of Contents

Log In	2
Features and Actions	4
General Email Features	5
Folders	9
Adding a Folder	10
Compose Mail	11
Drafts	13
Trash	14
Held Mail	15
Settings Tab	16
Policies Tab	16
Status Tab	16
Contacts	16
Managing Contacts	18
Groups	
Chats	19
Calendar	21
Calendar Actions	21
Daily View	22
Weekly View	22
Settings	23
Forgotten Password Recovery	23
Profile Button	25
Frequently Asked Questions (FAQ)	26

Log In

Our new Webmail is accessed by typing **webmail.northstate.net** in a browser. (Note: The latest version of Internet Explorer, Firefox, Chrome or Safari is recommended.)



You can also log in in at mynorthstate.net and click on the Email button:



Enter your email address and password, then click Log In:



Click North State Mail, and then click Inbox:



You will be brought to the **Log In** page of **webmail.northstate.net**. If you previously checked "Remember me on this computer," you will go directly into the **Inbox** folder of Webmail.



After logging in with your email address and password, you will see this screen:

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	RTH STATE				
	+ • 🔁 INBOX	\$ C Sea	INBOX	↑ ↓ ⊡)⊠ ★	🖉 Compose Brow detab
	 Drafts Sent Items Trash 				
Settings	ż				No message selected

You made it. Welcome to North State Webmail!

Features and Actions

At the top are icons for various actions in email:



The above icons only display when an email is selected.

On the left are icons for each feature of your email:



General Email Features

In the upper-left corner of Webmail, you can search, sort and select emails and folders. These options work for whichever folder you have open as well:



Emails are listed under the folder that is highlighted (i.e., Inbox, Drafts, Sent Items, Trash and Saved):

The highlighted email will show in the panel to the right of the folder.



When scrolling down, Webmail will load a list of up to 500 emails. If you have more than 500 emails in the present section of the highlighted folder, a **Next Page** button will appear, which will take you to your next 500 emails when clicked. A **Previous Page** button appears to get back to the previous page. If you don't have more than 500 emails in your folder, you won't see these buttons.

Read/Unread Flagged/Unflagged Move Into... (Folder) **Forward Selected Messages** Unchecks All **Delete Selected Messages** 1111 North State 10/29/13 North State Webmail Platfor.... North State 10/22/13 North State Webmail Platfor... Chris Grayson 02/06/13 Re: Test

When you click the checkbox on an email, you get more options:

To select multiple emails, you can either click the checkbox for each email or you can click one email and hold the Shift key while clicking another email to select those emails and every email between them. These options work in other folders as well.

To move emails to a different folder, select the emails to be moved, click on the **Move Into**... button, then click the appropriate folder:





On the email currently displayed, there is a **Show Details** button:





Clicking Hide Details hides the recipients.



Folders

By default, folders are shown in the Webmail feature. In this example, an email is selected:



Clicking the Hide Mailboxes icon will hide the folder view:



The **Hide Mailboxes** icon becomes a **Show Mailboxes** icon. Click the Show Mailboxes icon to show the folder view.



Adding a Folder

With Mailboxes showing, click the Actions button, then Create Folder:



The **Create Folder** window opens. Type in the name of your folder. Use **Folder Location** to place the new folder where you want.



Back to Table of Contents

You'll notice the **Inbox** folder has a small arrow next to it. This means there's a subfolder within the **Inbox** folder. Clicking on the arrow or **Inbox** icon will reveal the subfolder.



To move, delete or edit a folder, highlight the folder and click on the **Edit** icon.

NOTE: Deleting a folder will delete all the emails within the folder.



Click **Save**, located in the upper-right corner of the **Edit** window, to save your changes.



Compose Mail



When you click on the **Compose** button, the following window opens:

Rich Formatting allows you to use the **Compose** function as if it were a word processor. This means you can align margins, change fonts, bold and other similar functions. **Plain Text** does not give you those options.

If you click the **Rich Formatting** button, you will see the following options:



Hover your mouse over these and the description will appear.

Using the **HTML Compose** setting in the **Mail** tab of the **Settings** section allows you to change whether **Rich Formatting** or **Plain Text** is open by default.

Compose mail as you normally would. Drafts are automatically saved based on the **Auto-Save Every** setting in the **Mail** tab of the **Settings** section.



If you hit the **Close** button, you will get the following options:



If you save the draft, it will be stored in the selected folder.

Drafts

As a default, all saved drafts will be in the **Drafts** folder. You can change this in the **Settings** folder.



To resume working on a saved draft, select the email and click the **Edit Draft** button. To delete a particular draft, select the draft by clicking the check box and then click the **Delete** button.

Trash

When you delete mail, it is displayed in the **Trash** folder:



To permanently delete a particular email from the **Trash** folder, click the checkbox next to the email and click the **Delete** button. To select multiple emails for permanent deletion, you can either click the checkbox for each email you want to send, or you can click one email and hold the Shift key while clicking another email to select those emails and every email between them, and then click the **Delete** button.

To permanently delete all mail in the Trash folder (otherwise known as **Emptying the Trash**), simply click the **Empty Trash** button:



Held Mail

The **Held Mail** folder shows all quarantined mail. Quarantined messages are incoming or outgoing messages that have been filtered out based on the default settings or on options you set up.

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	Message	s Settings	Policies Status					Mailbox: nscustomer	@northstate.net
Mail	Inbound Quarantine	Outbound Quarantine	Release Delete	Select All	Download Message			Q	
	2 Days	Week Mo	nth					No messages selected	No messages found
Heid Mail	Category	Cause	Date -	Sender	From	Subject			
Contacts									
Chats									
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Settings									
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Messages Tab

Here you can review, release or delete messages that have been quarantined. After 35 days quarantined messages are deleted.

- Inbound and Outbound Messages
 - You can configure the system to filter both outbound and inbound messages using the same guidelines (in some cases, but not many, your system administrator may have to configure your settings)
- Release message
 - You can release recognized messages to your email inbox by highlighting the message or messages and clicking Release
- Delete message
 - Highlight the message(s) you want to delete and click **Delete**
- Select All
 - Allows you to perform the same function on all messages at once
- Download Message
 - Messages can be downloaded to your computer in .eml format; for more information on this format, see http://www.fileinfo.com/extension/eml

Settings Tab

Settings is where you configure the **Spam Digest** properties, which is the emailed version of the quarantine report. Based on your administrator-applied settings, you may or may not be able to adjust these settings.

Policies Tab

Policies is where you set up how different types of messages are processed based on criteria such as languages, geography and attachments.

Status Tab

Status shows your email address and aliases as well as a history of your Spam Digest.

For a complete explanation of **Held Mail** and your **Spam Digest**, please go to **northstate.net/edgewave**.

Contacts

The **Contacts** button lists all of the saved contacts:



The actions for the Contacts page are as follows:

Create Folder or Subscription	Edit	Total Number of Contacts in This Folder	Import or Export Contacts
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+ Groups	🔅 🔍 Search	Contacts 3	-+ \$
L Buddies	Bill Williams bwilliams@email.com		
L. Contacts	John Harris Jharris@email.com		
	Work		
		Compose Ema	1

Edit

Start Chat

Clicking on a contact displays more info about that person:

To add a contact, on the **Contacts** screen, click the + (or **Add New** button), then click **New Contact**:

Add your new contact information and click **Save**. Your new contact will appear in alphabetic order in your **Contacts** list and the count at the top of the list (next to the word *Contacts*) will increase by 1.



Contact

Bill Williams

bwilliams@email.com

Cell 3364562549

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Back to Table of Contents

Managing Contacts

Click on a **Contact**, then on the **Edit** button to add or change information, or to delete the contact. To delete a contact, after clicking on **Edit**, scroll to the bottom of the contact page and click on **Delete**.



Groups

Sometimes you want to write a single email to multiple people. To add a **Contact Group**, click the **Add New** button, then click **New Contact Group**:

18



Enter a **Name** for the group, then enter the name and email address for each person you add to the group:



As you add names, the window automatically creates a place to put the next name:



Groups will show up as a contact in the main **Contact** window. When you click on a group, you get the group information:



Chats

If you want to write to someone in real time, you want to chat. A chat is started by clicking on the **Chats** button next to the desired contact in the **Contacts** folder. Once the chat has been started, it will show up on the **Chats** button as an active chat.

NOTE: Chats can only be used with other **northstate.net** domain users, and the other user must be in your **Buddies** list.



When you are finished chatting, you can close the chat by clicking the **More** button then clicking the **Close** button:



You can add people to the chat by clicking the **Add to Conference** button. Chat partners must be **northstate.net** domain users and listed in your **Buddies** folder. **Buddies** are added by email address or can be copied from your **Contacts** list.



Calendar

The default calendar view is monthly, to the current month. The **Calendar** button on the left will have a number corresponding with the current day of the month, and the current day will be highlighted.



Calendar Actions



Daily View shows the current time marked with a colored line.

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4		🛛 Calendar			All day			
					12:00am			
Mail					1:00am			
Held Mail					2:00am			
Contacts					3:00am			
•					4:00am			
Chats					5:00am			
14 Calendar					6:00am			
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Weekly View has the current day highlighted, and the current time is marked with a colored line.

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Mail				12:00	um								
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Contacts				300	lam .								
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Settings				7.00	um								
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Settings

The **General** tab is where you can see the size of the mailbox and storage (**Quota**) that has been used. You can also **Mute** sounds and change the default language. Click **Save** to save changes.

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	Settings	General	Save
- 1	• 🔛 General	Language default(English)	
Mail	A Password	MuteSounds	TR
	🗂 Calendar	Quota 1% of 100.0Mb Refer	esh
Held Mall	Mail	Version 2.1.10	098
Contacts			
Chats			
Calendar			
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Settings			
Feedback			

On the **Password** tab, you can change your password if you know the current one. Input your current password by the red asterisk. Input your new password where shown and re-enter it underneath. Click **Save** to save the changes.

Forgotten Password Recovery

Input an email address where your password will be sent if you forget it. Input your password by the red asterisk. Input the email address you would like your password sent to and click **Save** to save the changes.

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	Settings	Password Save
⊿	- 🛃 General	Current Password
Mai	A Password	Password Modification
Held Mail	🛗 Calendar	New Password
Contacts	💌 Mail	Reenter Password
Peters		Forgotten Password Recovery
atuth Calendar		E-mail Password to
Settings		
Ecedback		



On the **Calendar** tab, you can change default views for your calendar and choose how **Event Reminders** notify you. Click **Save** to save changes.

NOR	TH STATE		
	Settings	Calenda	Save Save
- 4	- 🛃 General	Main Calendar	default(Calendar) 🔻
	Password	Calendar View	Monthly *
	🛗 Calendar	Starts at	Mon 🔻
Held Mail		TimeSlice	default(1 hour(s)) 🔻
Contacts		Working Hours	default(8:00 AM) 🔻
P Chats			default(5:00 PM) 🔻
節		Remind about event	
Calendar		Send Alarms as E-mail	
Settings		Send Alarms as IM	
Eeedback			

On the Mail tab, you can:

- **1** Turn new mail notifications on or off
- 2 Choose to compose emails in plain text or HTML (formatted) text (see the previous section)
- **3** Add a Signature
- 4 Have the most recent email be selected at login automatically
- Change other default settings

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Profile Button

When you click the **Profile** button, you can change your **Chat** status, **Edit** your profile or **Log Out**.

Clicking the **Edit Profile** button allows you to add to or edit your profile information.



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	File As	
Upload	Title	
Clear	First Name	
	Middle Name	
	Last Name	
	Suffix	
	Organization	
	Unit	
	Job Title	
E-mail		
Home *	E-mail	
Telephone		
Cell +	Telephone	

Back to Table of Contents

Frequently Asked Questions (FAQ)

Where is the Sign Out icon?

The **Sign Out** icon is displayed when you click on the **Profile** button. Closing the browser tab that Webmail is on will sign you out as well.

Where are my Contacts?

When you click on the **Contacts** button, you should see a **Buddies** tab and a **Contacts** tab. The **Contacts** tab should be highlighted. If it is not highlighted, click on your **Contacts** tab. You should now see your contacts.

How do I refresh the email page?

Email will refresh automatically. You do not need to refresh the page.

I saved my Webmail login in my Bookmarks (Favorites in some browsers), but it no longer automatically logs me in. How can I fix this?

We are using a more secure login method that protects your login credentials from being captured while using Webmail. Bookmarking the Web address using this more secure method will fail because of this. If you wish to bookmark our site, please bookmark webmail.northstate.net.

Webmail does not work with either my computer or browser. How can I access my email?

You can use email client software to access your email via POP or IMAP. You can search the Internet for email client software for your particular computer operating system. North State does not recommend or endorse any particular email client software.

My computer shows an error message that reads, "Your browser is not supported. We recommend using the latest version of Chrome, Firefox, Safari or Internet Explorer." What do I do?

At the bottom of page 27 are guidelines that can be used to upgrade your browsers.

If you need further assistance, please call Technical Support at 336-886-3600, option 5.

I updated Internet Explorer to version 10, but Webmail still says my browser is not supported.

Any add-ons that are installed can prevent Webmail from working. Turn off the add-ons one at a time and try Webmail after each one is turned off.

✓ To turn off add-ons

- 1. Open the desktop, and then click the Internet Explorer icon on the taskbar.
- 2. Click the **Tools** button $\{\widehat{\mathcal{O}}\}$, and then click **Manage Add-ons**.
- 3. Under Show, click All Add-ons, and then select the add-on you want to turn off.
- 4. Click **Disable**, and then click **Close**.

Can you add features that the old version of Webmail had?

We are developing many features to add to our new Webmail, including some that you have used previously. We will add these features as they become available.

Can I chat with anyone I want to?

Chat is only functional with other North State email accounts.

Do I need Java for this site?

Java needs to be installed and JavaScript enabled in order for this site to function properly. If Java is installed and JavaScript enabled and you still have issues, there may be something on your computer blocking Java from running on this site. You can see if JavaScript is enabled on your browser by going to enable-javascript.com. You will also find instructions for enabling JavaScript on your browser at that site.

Hyperlinks to browser upgrades:

To update **Internet Explorer**, go to **www.windows.microsoft.com/en-us/internetexplorer/download-ie** and follow the instructions.

To update **Firefox**, go to: www.mozilla.org/en-US/firefox/new/ and follow instructions.

To update **Chrome**, go to **www.google.com/intl/en/chrome/browser/?&brand=CHMA&utm_ campaign=en&utm_source=en-ha-na-us-bk&utm_medium=ha** and follow instructions.

To update Safari, go to www.safari.soft32.com/free-download/?lp=adwords&tg=us&kw =Update+safari&mt=e&ad=25224542598&pl=&ds=s&gclid=CKvvnuTV6bkCFdGd4AodF IwAwg and follow instructions.

In some cases, the version of your computer may affect your ability to upgrade to a newer version of browser.