Mobile Webmail
User Manual

General Use

For Administrator Use

General Use

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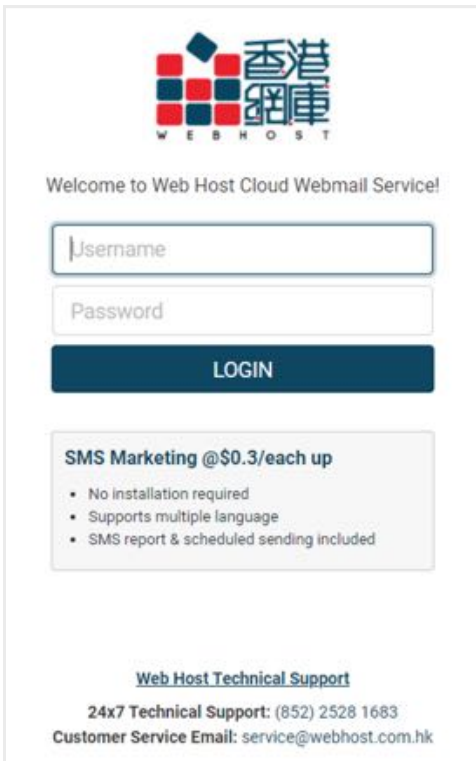   - If you are using **Android** Phone, please search "**Google Authenticator**" from Google Play Store and download the application
   - If you are using **iPhone**, please search "**Google Authenticator**" from App Store and download the application
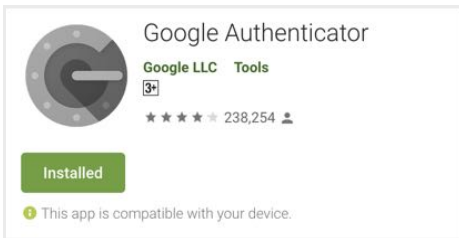

2. Go to the following URL: https://<Domain Name without dot dot>.securemail.hk
3. Input your login name (your full email address) and password
4. Tap **Login**

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
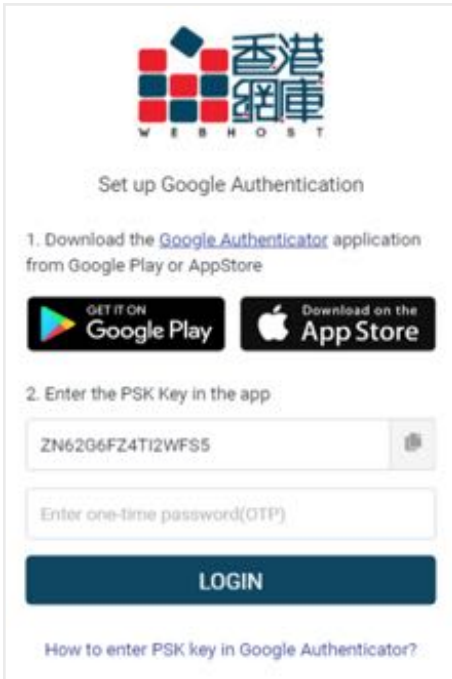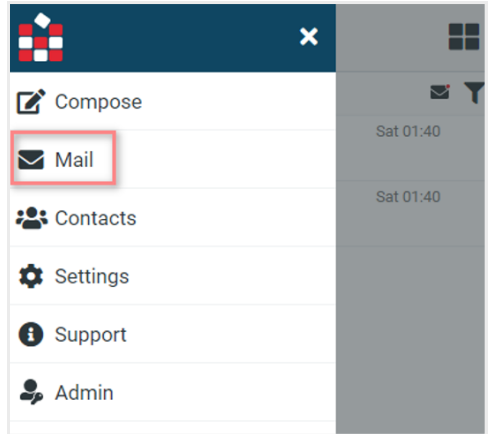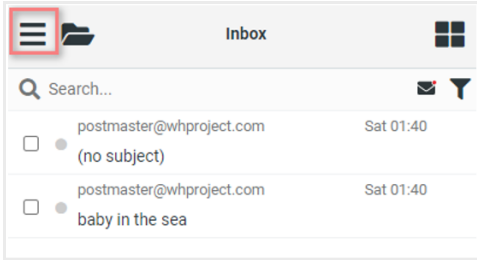

7. Login is successful, and you can start to use
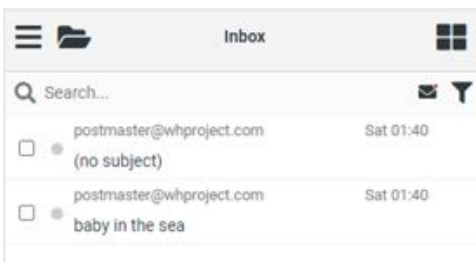
How to read your emails

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

Email Hosting by Web Host
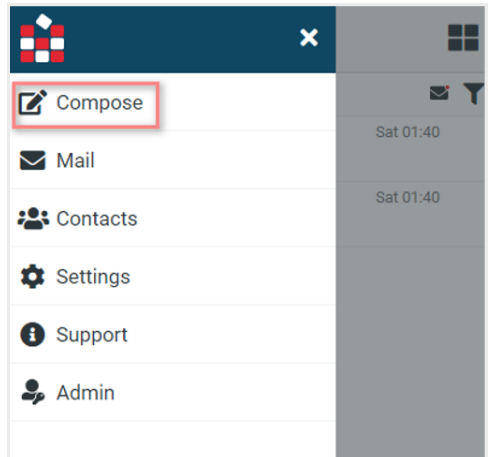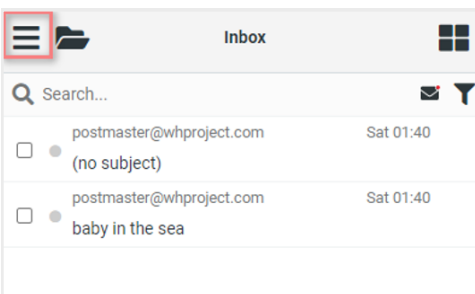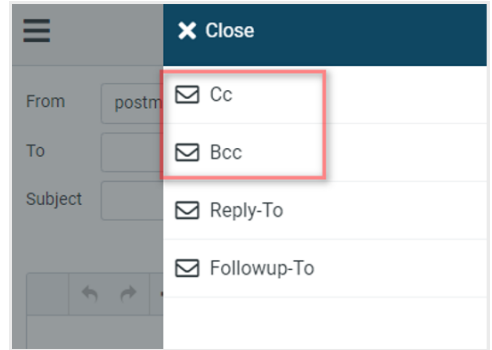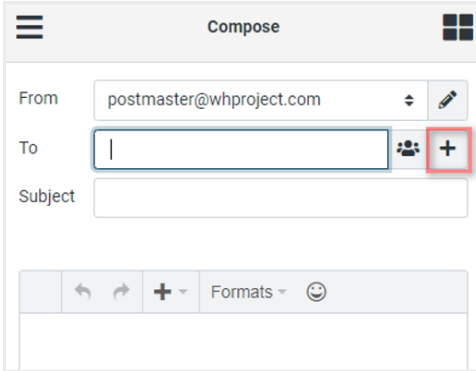
How to search the email you want

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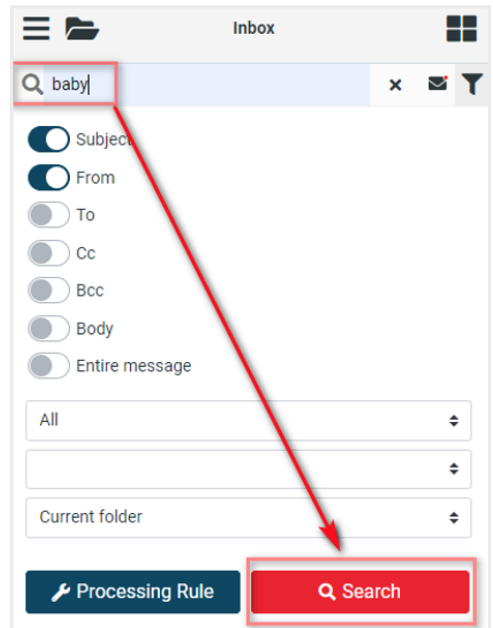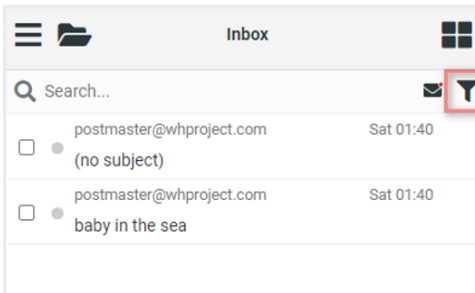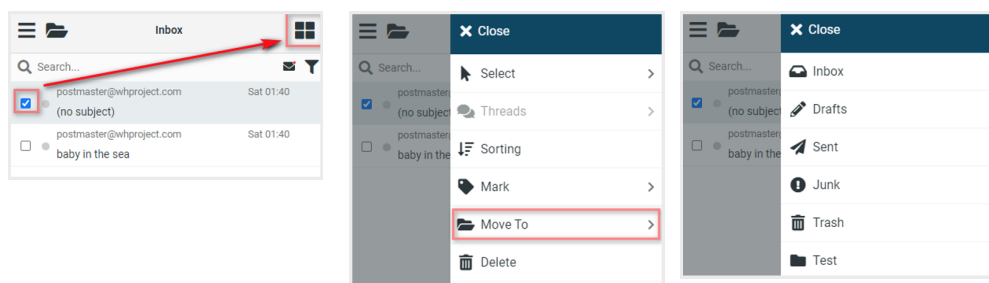
How to click the email and read the content

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
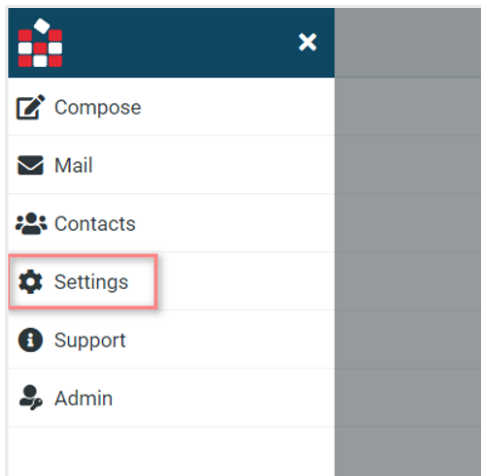   folder
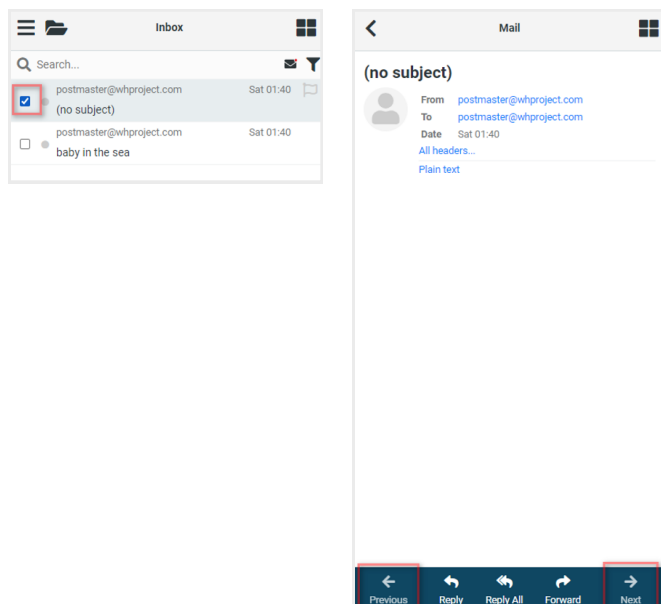
How to move an email to a different folder

1. Choose "**More**" from the top right corner
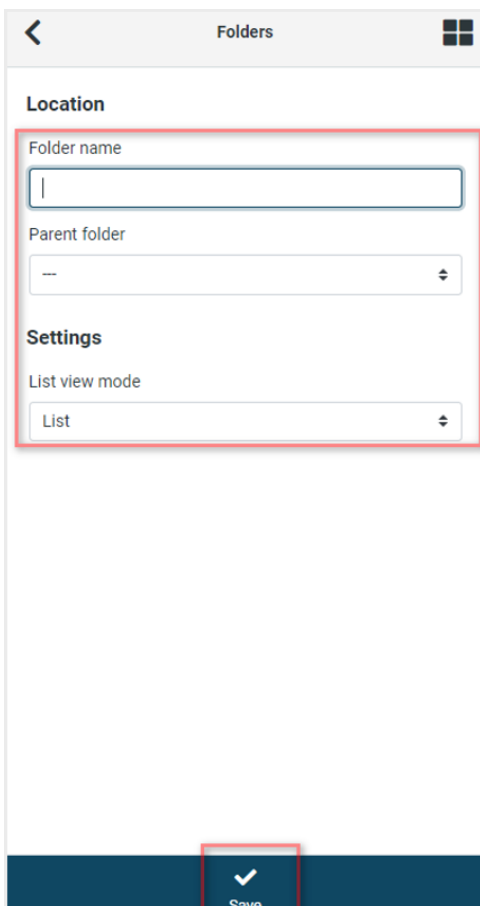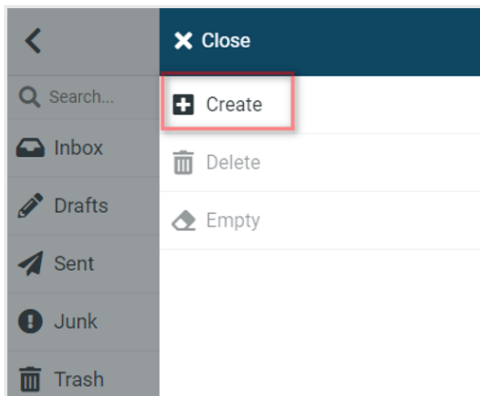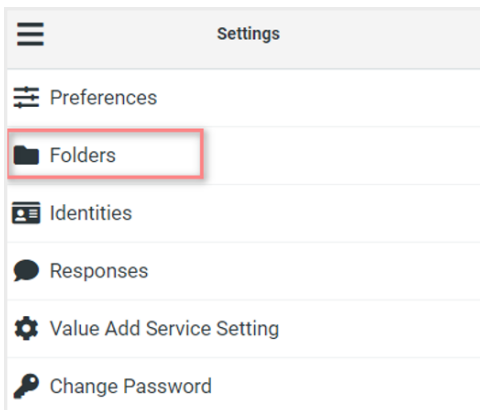2. Select "**Move to…**", and choose the destination of the email
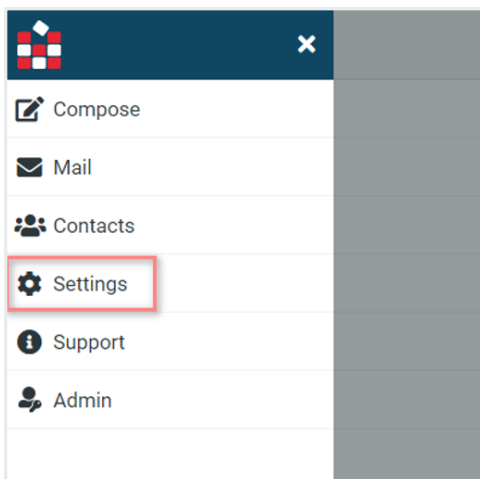
How to change the code (Encoding)

1. Tap "**Settings**" and "**Preferences**", then choose "**Displaying Messages**"
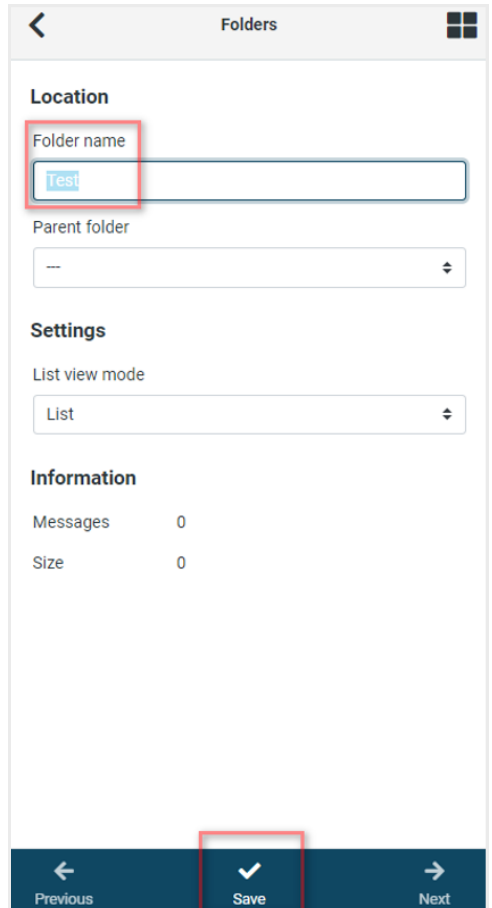2. Tap "**Advanced options**"
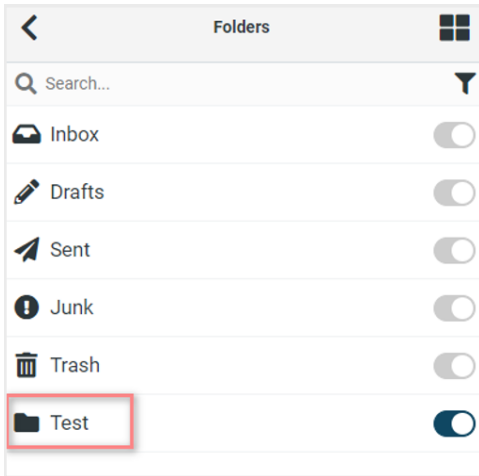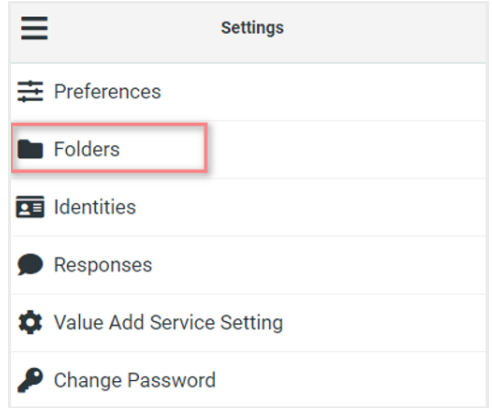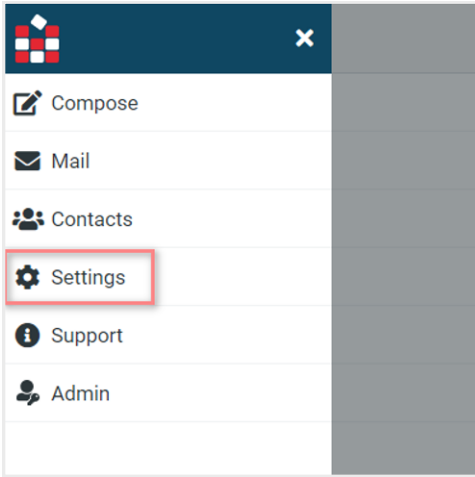3. Choose the code and tap "**Save**"
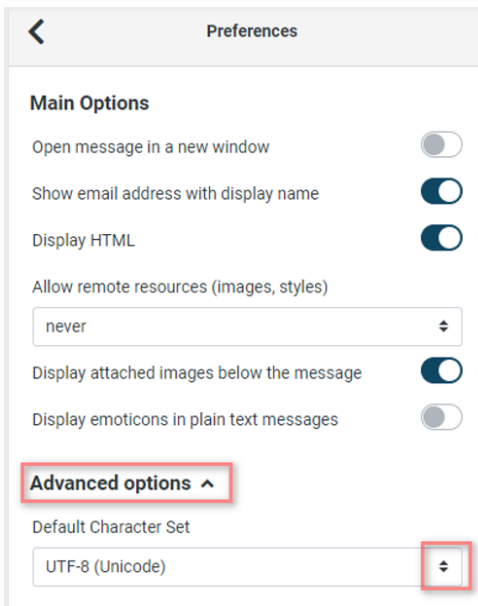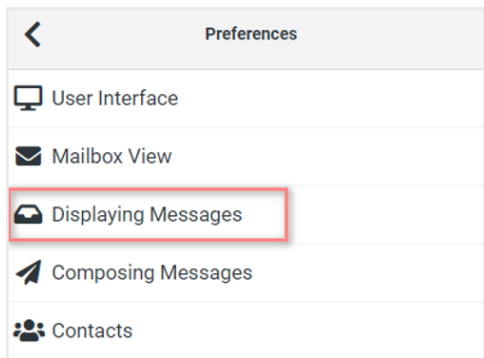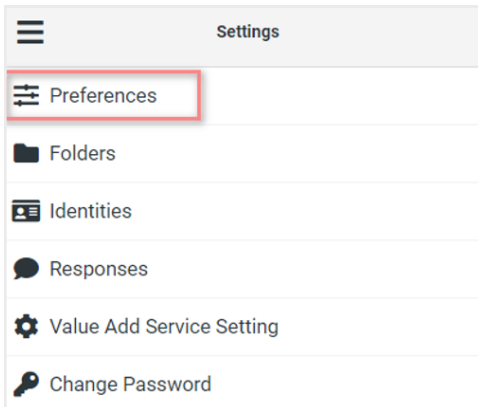
How to add a new folder

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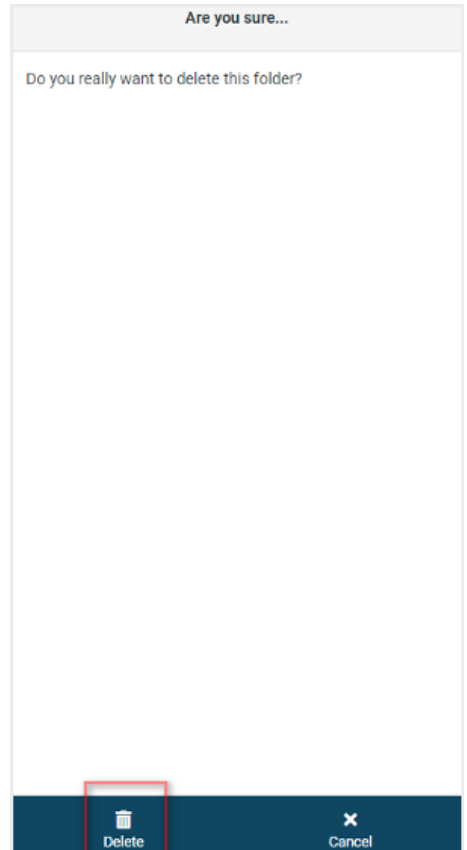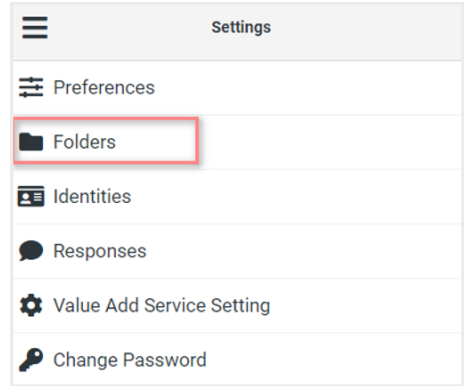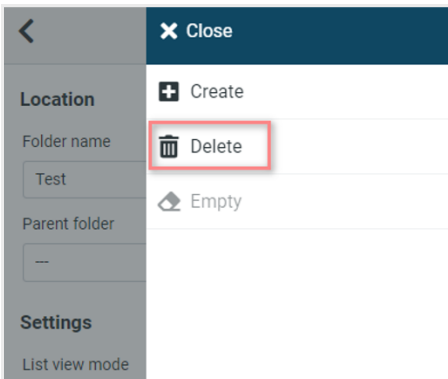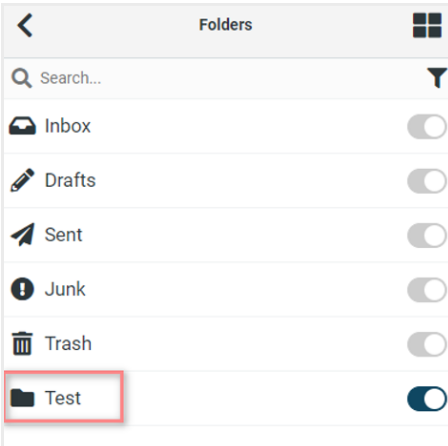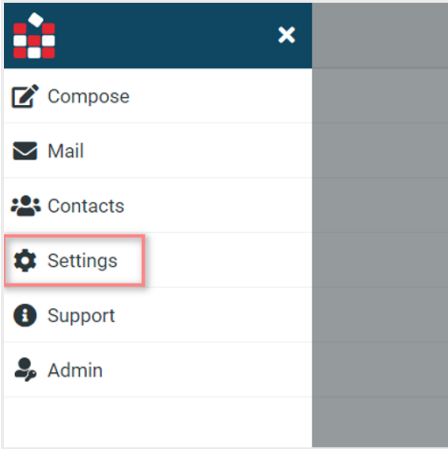2. Fill in the name of the new folder in the space provided

How to rename a folder

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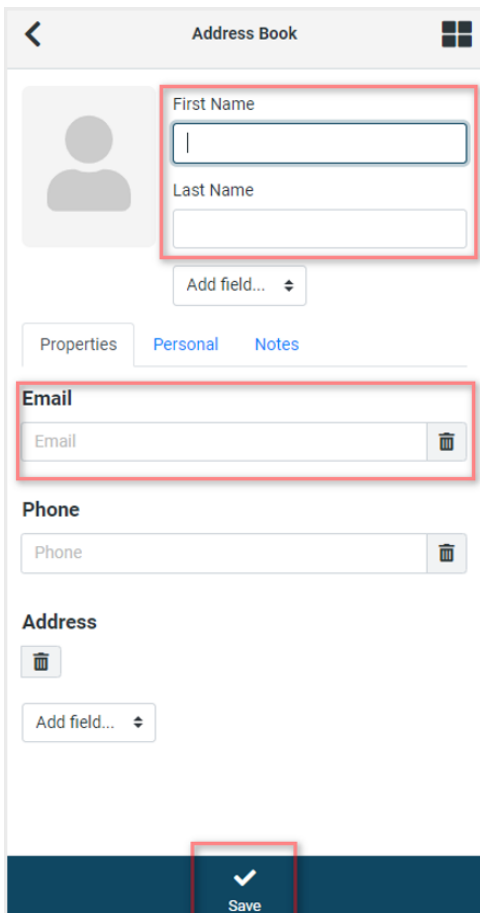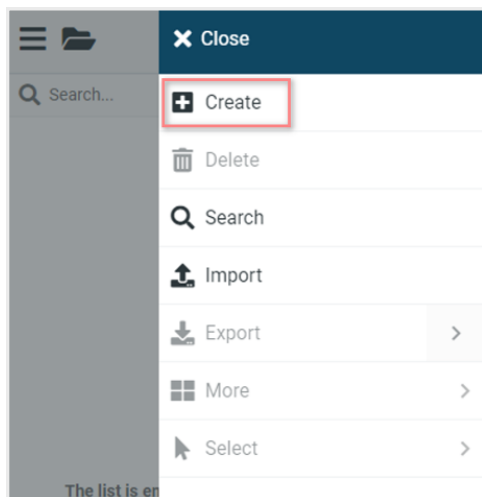3. Tap "**Save**"
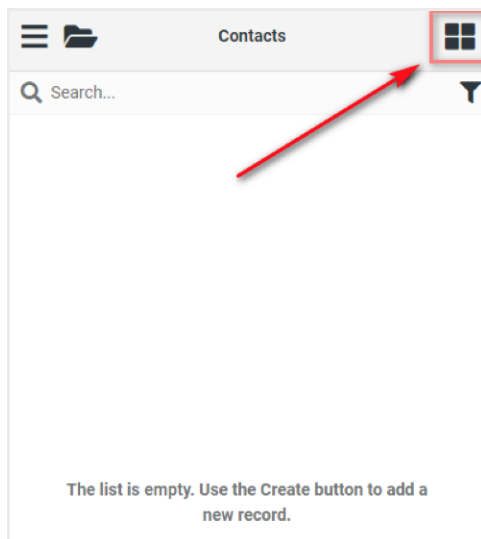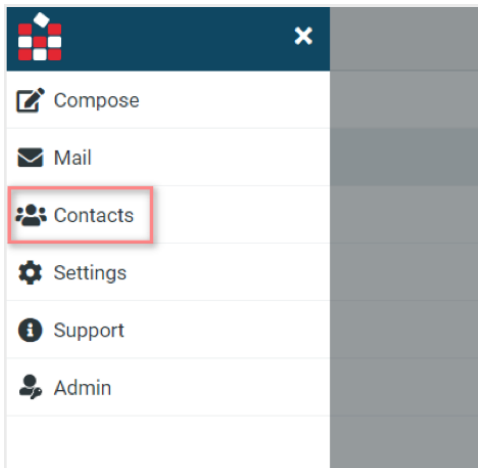
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How to delete a folder

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**"

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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**"
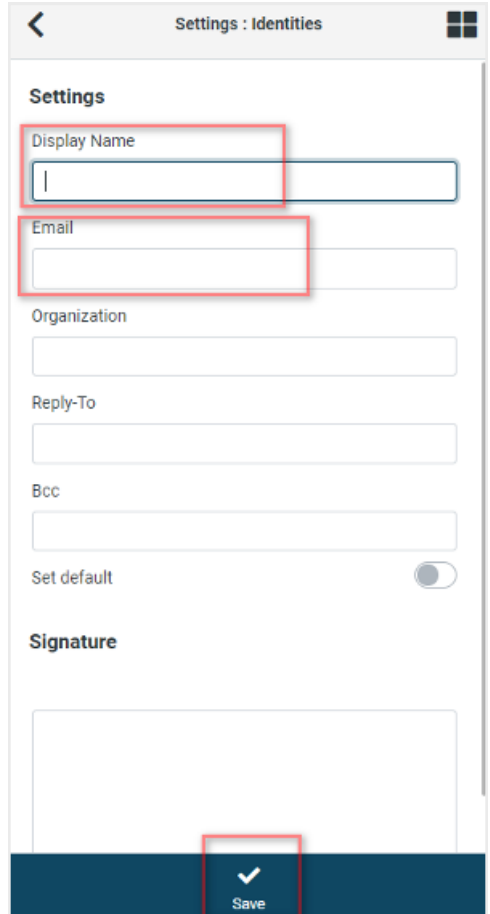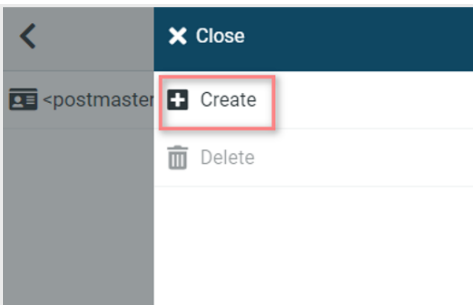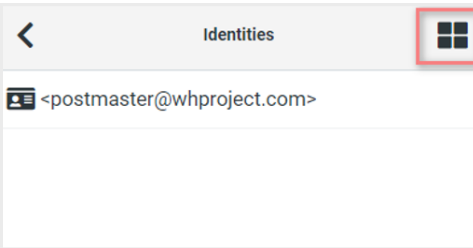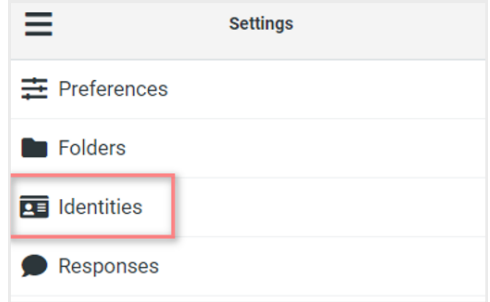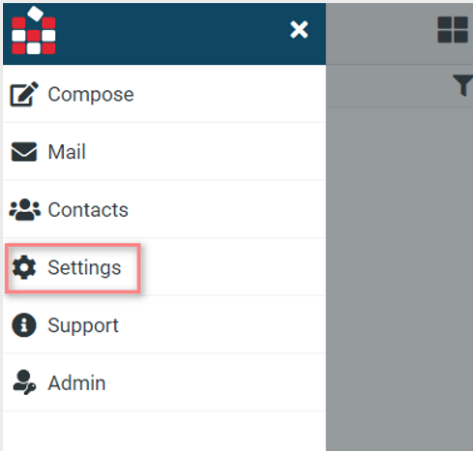
How to change the password

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**"
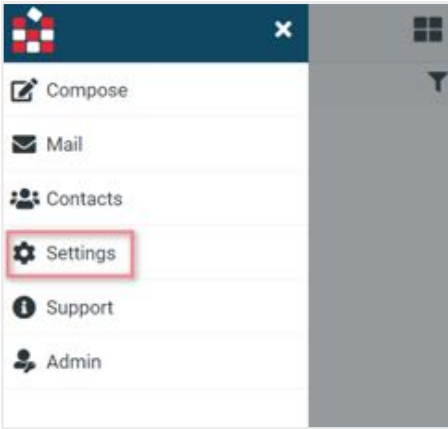
How to set auto forward

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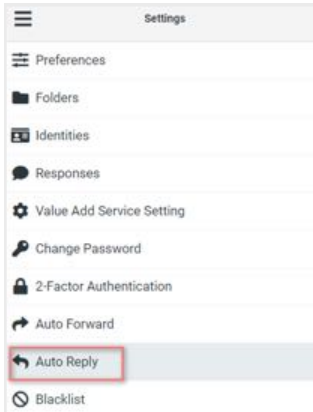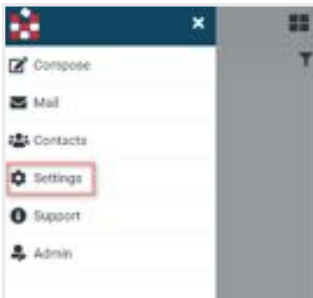3. Tap the button "**Add**"
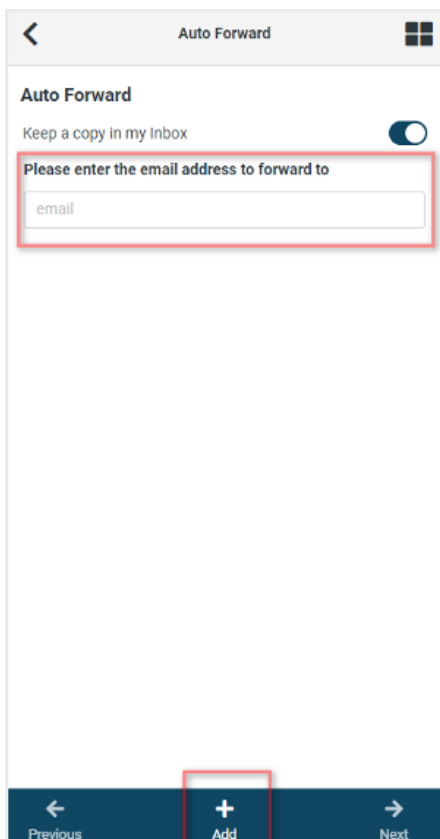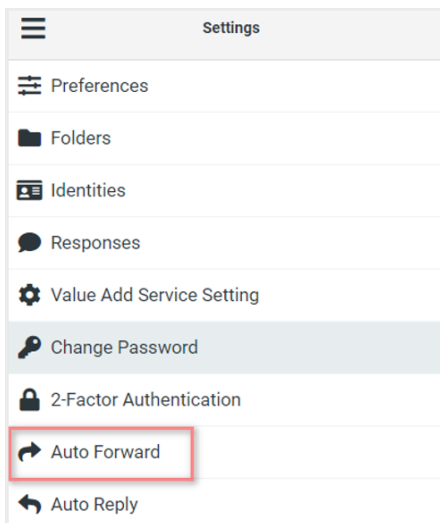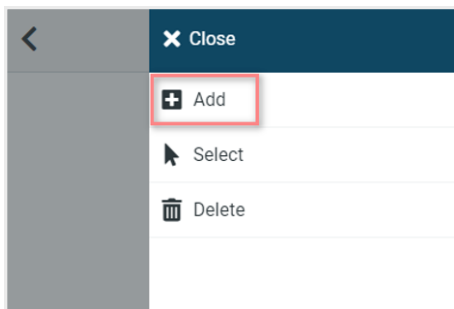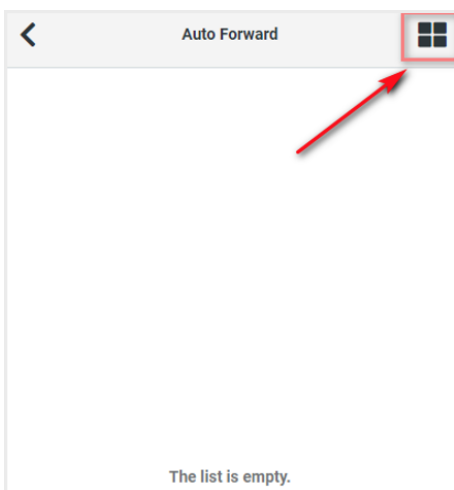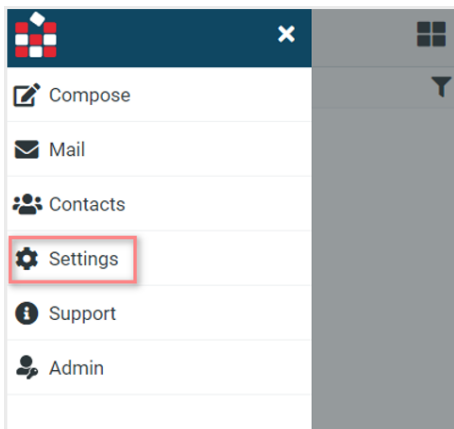
How to activate 2-Factor Authentication

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**"
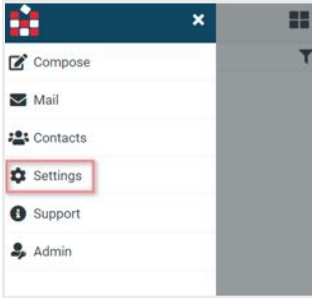
How to set your auto reply

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 "**Preferences**" 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

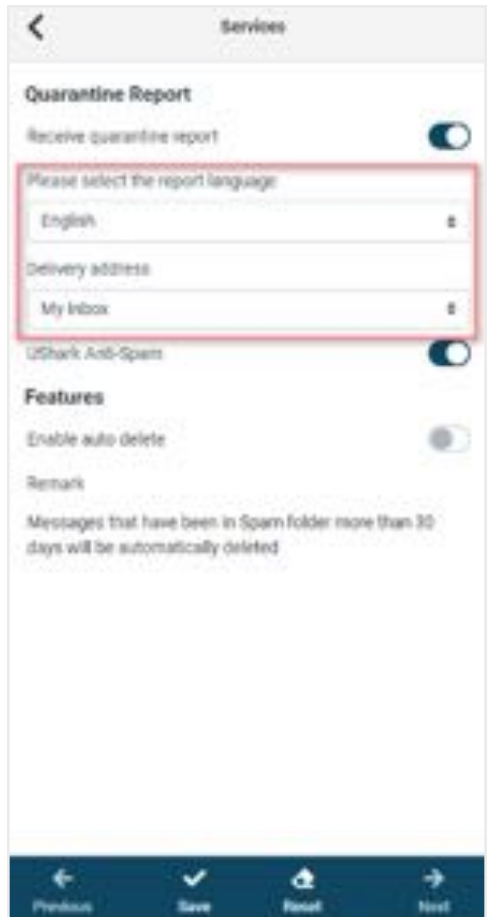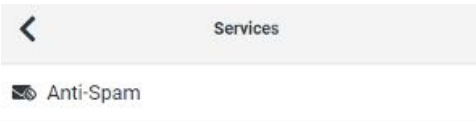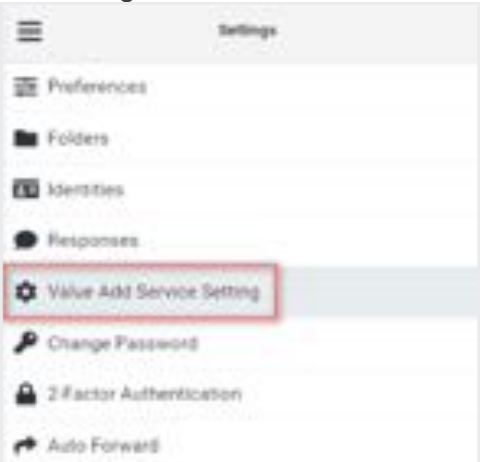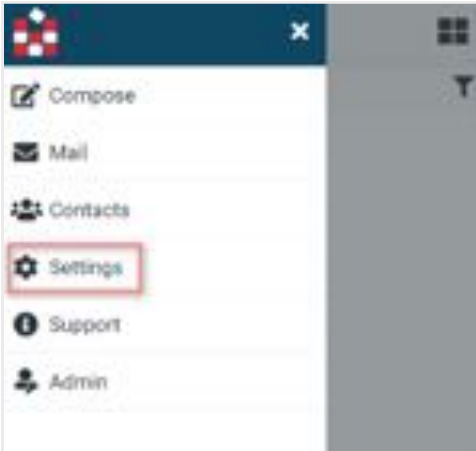### Displaying Message
- set display HTML
- change the default character set

Composing Message
- can set default signature: set a default signature when you compose a new email
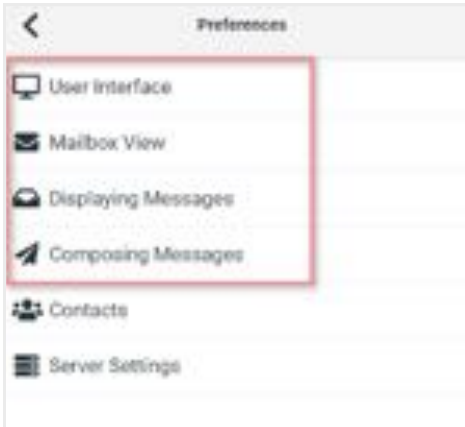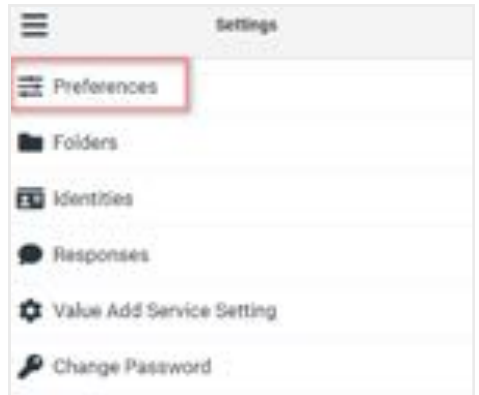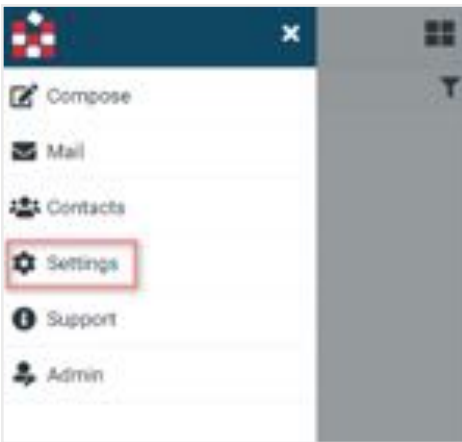
How to enable/disable anti-spam features

1. Tap "**Settings**" and then "**Value Add Service Setting**"
2. Choose "**Anti-Spam**"
3. Choose your favorite and tap "**Save**"

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**If not yet subscribed our Anti-Spam service. The following message will be displayed as below.
Please contact Web Host Customer Service Department for more details:
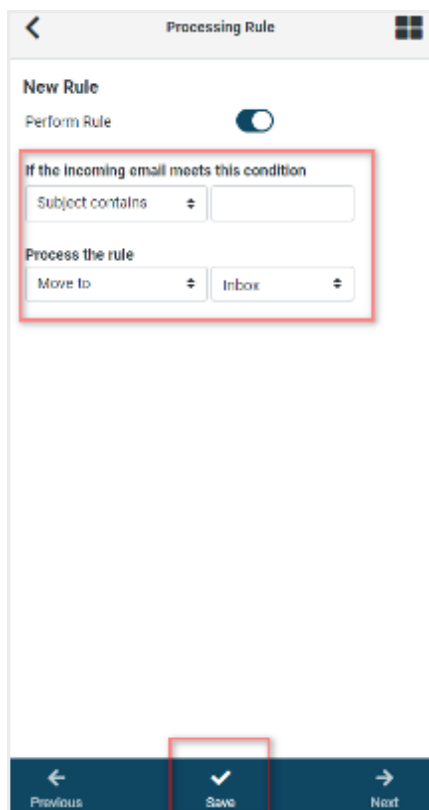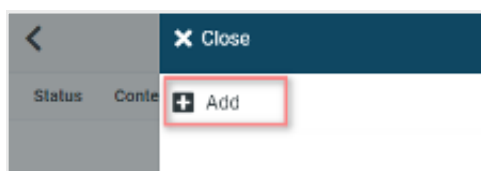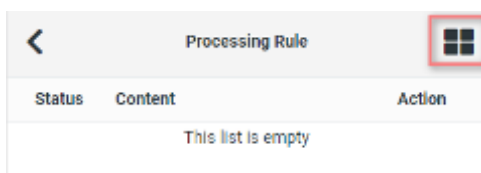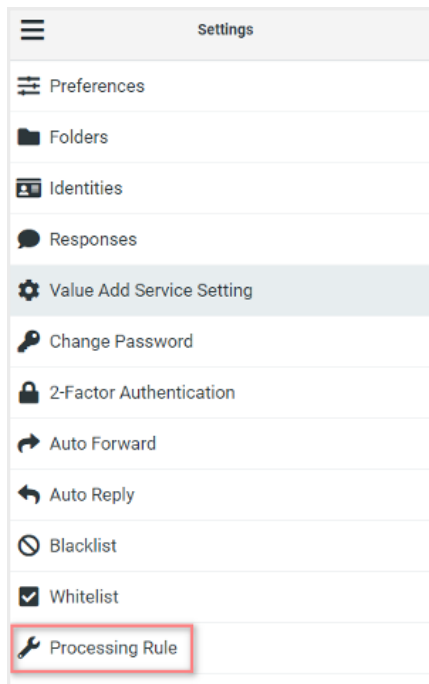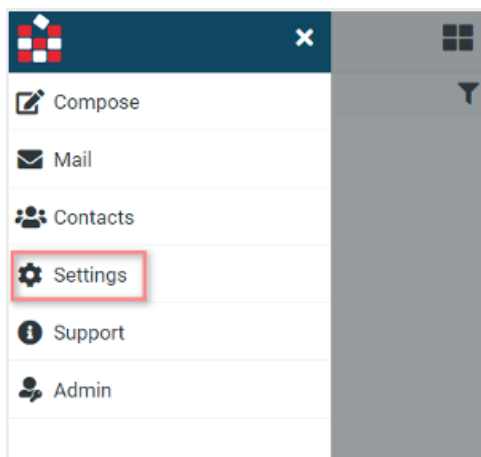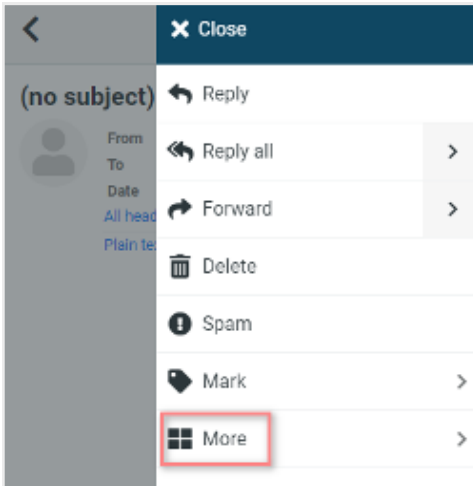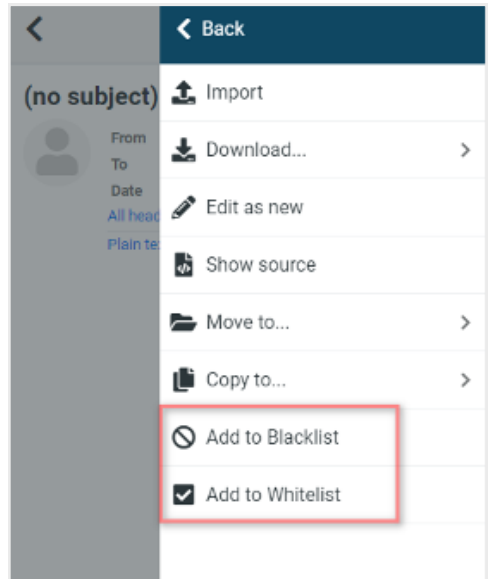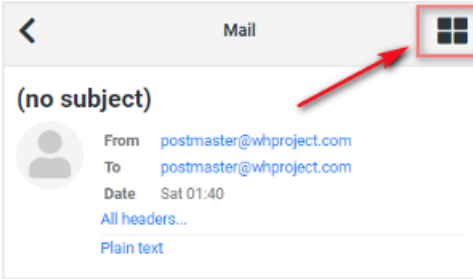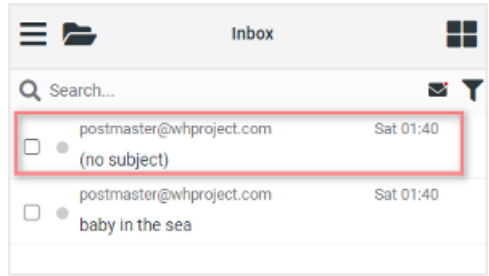Phone: 2528 1683
Email Address: service@webhost.com.hk

How to set the processing rule

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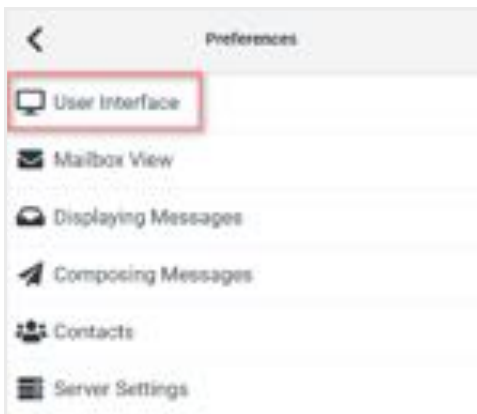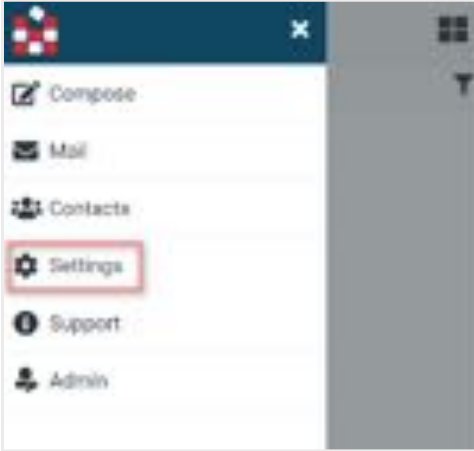3. Fill in your rules
4. Tap "**Save**"

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
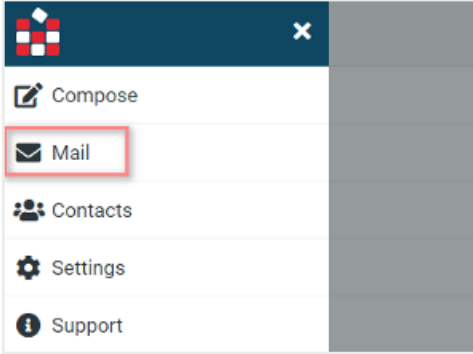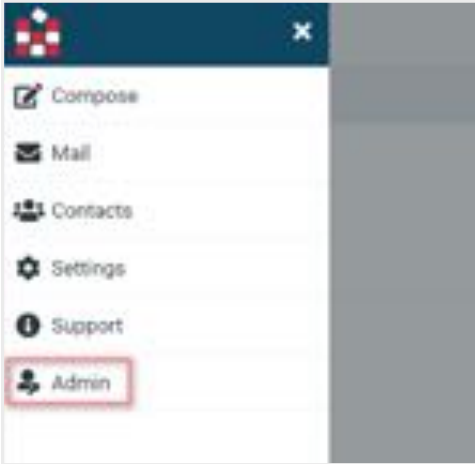
How to change the Web Mail language

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

For Administrator Use

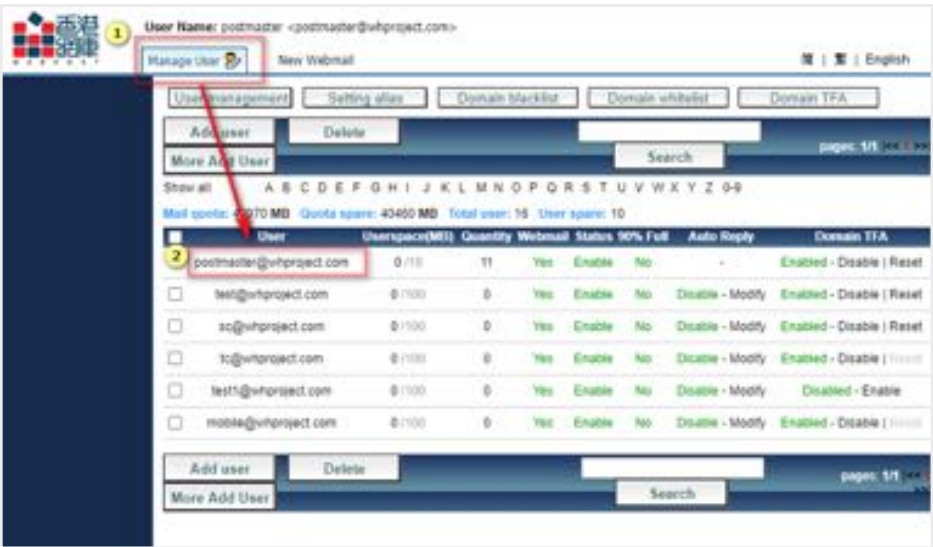**How can I disable/enable TFA/OTP function if user location is in China**
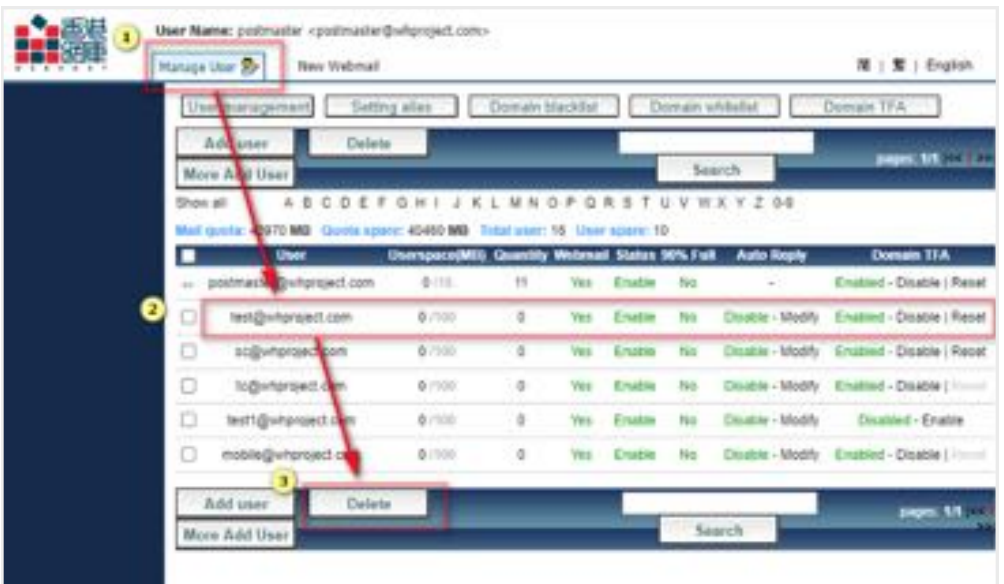
How can I re-set the password for user
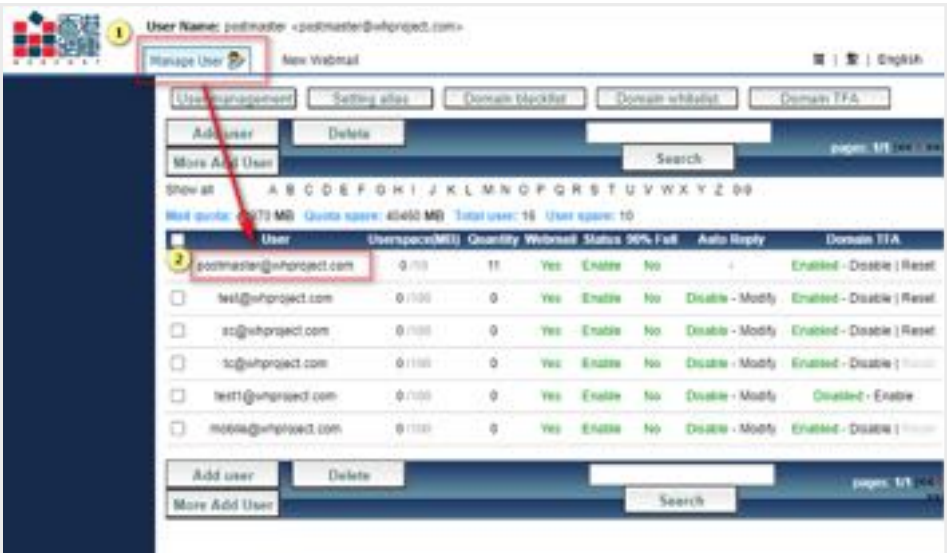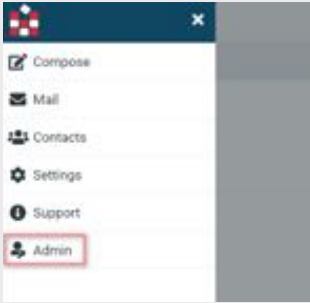
How can I increase/decrease the email quota/storage for user

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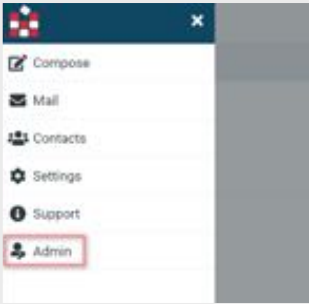
How can I add/remove user account

How can I set the Alias

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