



Receiving Mail

Deleted Deleted - 2019-05-22 - in WebMail

How do I manage mail that I've received?

Reading a message: To read a message in your inbox, log on your mail account or click the "Reload" button if you are already logged on to display the inbox screen. Then click on the envelope icon in the "Show" field of the message that you would like to read.

Inbox Screen Layout: There is one horizontal message descriptor for each message received. It contains the message number, an attachment indicator (paper clip icon if attachment present), an envelope icon to display the message, a delete marker for deleting groups of messages, the message "From" address & subject, date, size, and a delete button to delete only this message.

Previous and Next Buttons: If you have more than one message in your inbox, you can switch between messages. Clicking the "Next" button displays the next higher numbered message, or an error message will appear if no higher message number is present. Clicking the "Previous" button displays the next lower numbered message, or a message will appear if no lower message number is present.

Headers Button: Clicking on the headers button reveals additional information that is useful to determine the true origin of questionable messages. The from-address in spam mail is frequently forged. The received-from tells where the message actually came from.

Printing messages: There is no Print option, but you can print your messages using the Print feature included in your browser. To print a message, open the item you would like to print and click anywhere within it to make sure that its frame is active. To print using Netscape, click on the File menu and choose "Print Frame...", click the OK button when prompted. To print using Internet Explorer, click on the File menu and choose "Print...", click the OK button when prompted. This will print all text in the active frame, including any text that you must scroll down to see.

Attachments: When you receive a message that contains an attachment you will see a paper clip icon next to the message number when viewing the contents of your inbox. Attachments may appear in a message in two different places. Sometimes, an attachment will appear within the body of a message itself (such as jpg pictures). At other times, you will find an attachment after the message box.

Saving and Viewing Attachments: To view an attachment that is not displayed in the body of the message, save then open it. To save the attachment, right click the attachment link or image and choose either "Save Link as.." (Netscape) or "Save Target As.." (Internet Explorer). A new window will open where you can save the attachment as a file. Select the destination folder, enter the file name including the file extension (example: myfile.doc), set "Save As Type" to "All Files", and click "Save". Open the saved file to view the attachment.

Deleting Mail: While viewing the contents of your inbox there are two ways to delete messages. Individual messages can be deleted by clicking on the "delete" button for that message. Groups of messages can be deleted by checking the "Mark" boxes, and clicking on the "Delete Marked" button.

Please contact Customer Support with any questions, comments, concerns, or feedback.

Our contact information is as follows:

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