

TELSTRA MAIL™ WEBMAIL USER GUIDE

Everything you need to know about
using Telstra Mail™ on your browser via
your desktop or laptop computer



TELSTRA MAIL™ ICONS REFERENCE GUIDE

Homepage

- Refresh Screen/Check for New Email
- Telstra Mail™ Help
- Settings
- Securely Logout
- Preview pane view

Compose, reply to or forward emails

- Compose a New Email
- Insert an Image (computer file)
- Insert an Image (web URL)
- Add an Attachment
- Add or Remove a Link (Web Address)
- Add an Emoji (emoticon)

PERSONALISE TELSTRA MAIL™

Click **Settings** to personalise your Telstra Mail™ with the following options:

| | |
|-----------------------------|--|
| Profile | Edit your profile settings |
| Time zone & date | Set your time zone and date preferences |
| Mail | Define the settings for reading and sending your email, including adding safe senders and blocking senders |
| Calendar | Set your preferred settings for new calendars and events |

Create an email signature

1. Click **Settings**
2. Select **Mail**
3. Click **Signature**
 - ▶ Auto Insert Signature will be selected by default
4. Set signature position to above or below email content
5. Click **Add**
6. Tick the checkbox **Set as default** if you would like this to be your default signature
7. Select **Plain** or **Rich** text from the Format dropdown menu
 - Rich text will allow you to use the formatting toolbar for your email signature
8. Enter in a **Name** to identify the signature
9. Enter in your signature details and select **Save**

Create an email auto-reply

1. Click **Settings**
2. Select **Mail**
3. Click **Auto-reply**
4. Tick the checkbox **Turn on auto-reply**
5. Enter your message in the **Your auto-reply message** field
 - ▶ If you want to include the sender's message in your auto-reply tick the checkbox **Quote original email in auto-reply**
6. Click **Save**

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Mail features

Delete emails

1. Tick the checkbox of the email(s) you want to delete
2. Select
- ▶ Deleted emails will be moved to the **Trash** folder

Recover deleted emails

1. Select the **Trash** folder in **MY EMAIL**
2. Tick checkboxes of the email(s) you want to recover
3. Click **More**
4. Select **Move To**
5. Select your preferred folder from the dropdown menu

Mark email as unread

1. Tick checkboxes of the email(s) you want to mark as unread
2. Click **More**
3. Select **Mark as Unread**

Block or show images in your emails

1. Click **Settings**
2. Select **Mail**
3. Click **Block Images**
4. In the window on the right, select your preferred option
5. Click **Save**

Preview or download an attachment

1. Select the email with attached file
2. Scroll down to the bottom of the email (in the window on the right)
3. Select to preview or to download

Print an email

1. Tick checkbox of the email you want to print
2. Select **More**
3. Select **Print Email**

Find an email

1. Enter your key search terms in the Search Mail box on the toolbar
 -
2. Select **Search**
3. For advanced email search, select in the search box

Personal folders

Create a personal folder

1. In the **MY EMAIL** menu select next to **My Folders**
2. Enter a folder name in the pop-up window
3. Click **Save**
4. To change a folder name, hover your mouse over the folder and select **Rename Folder**

Spam email

Report a spam email

1. Tick the checkbox of the email(s) that you want to mark as spam
 2. Click  **More**
 3. Select **Mark as Spam** from the dropdown menu
- ▶ All emails that are identified as spam will automatically be moved to **Junk** folder

Un-mark a message as spam

1. Select the **Junk** folder in the **MY EMAIL** menu
 2. Tick the checkbox of the email(s) that you want to un-mark as spam
 3. Click  **More**
 4. Select **Mark as Not Spam** from the dropdown menu
- ▶ All emails that are marked as not spam will automatically be moved to the **Inbox**

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Contact features

Create a new contact

1. Select **Contacts**
2. Click  **Add Contact**
3. Enter **Contact details**
4. Click **Save** 

Create a new contact or add to an existing contact from a received email

1. Open the email from the sender you want to save
2. Click name or email address of the sender in the open email
3. Select **Create New Contact** or **Add to Existing Contact**
4. Enter the contact information in the **Contacts** window
5. Click **Save** 

Export contacts

1. Select **Contacts**
 2. Tick the checkbox of the contacts that you want to export
- ▶ To select all of your contacts at once, tick the checkbox next to the **Search Contacts** field, located above your list of contacts)
3. Click  **More**
 4. Select **Export Contacts** from the dropdown menu
 5. Select **Yes**
 6. Enter a **File name** for your contacts in the pop-up window
 7. Select **CSV** (spreadsheet) or **vCard** (electronic business card)
 8. Click **Submit**
- ▶ The **Contacts** file will be saved in your computer's **Downloads** folder

Import contacts

To import your contacts into Telstra Mail, they first need to be exported from elsewhere in either **CSV** (spreadsheet) or **vCard** file format.

1. Select **Contacts**
 2. Click  **More**
 3. Select **Import Contacts** from the dropdown menu
 4. Click on **Select a file**
 5. Locate your **CSV** or **vCard** file and select **Open**
 6. Click **Upload** to import these contacts
- ▶ Your contacts will be uploaded into Telstra Mail™

Manage address books

Telstra Mail™ Address Books allow you to create single or multiple address books for storing your contacts.

Create a new Address Book

1. Select **Contacts**
 2. Click  **More**
 3. Select **Add Address Book**
- ▶ A new address book will be created under **MY CONTACTS** which you can rename

Rename an existing address book

1. Select **Contacts**
2. Hover over the address book that you want to rename
3. Select **Rename**  and edit the Address Book name

Delete an address book

1. Select **Contacts**
2. Hover over the address book that you want to remove
3. Click **Delete** 

Manage contact groups

Telstra Mail™ Contact Groups allow you to send e-mail to groups of people without having to enter each recipient's individual address.

Create a new contact group

1. Select **Contacts**
 2. Click  **More**
 3. Select **Add Group**
- ▶ A **New Group** will be added under the Address Book which you can rename

Remove a contact group

1. Select **Contacts**
2. Hover your mouse over the contact group that you want to remove
3. Click **Delete** 

Add a contact to a contact group

1. Select **Contacts**
2. Hover your mouse over the contact that you want to add
3. Click **Add to Group** 
4. Select the contact group

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Calendar features

Create a new calendar

1. Select **Calendar**
2. Click  **More**
3. Select **Create New Calendar**
4. Enter a **Calendar Name**
5. Select a **Color** for your Calendar (which will also be used for displaying that calendar's events)
6. Click **Save** 

Create a new calendar event or meeting

1. Select **Calendar**
2. Click **New Event** 
3. Enter in the event's details
4. Click **Save** 

Delete a calendar event

1. Select **Calendar**
2. Select the event that you want to delete
3. Click **Delete** 

Subscribe to an external calendar

You can subscribe to someone else's calendar (eg your sporting club or other groups)

1. Select **Calendar**
2. Click  **More**
3. Select **Subscribe to Other Calendar** from the dropdown menu
4. In the pop-up window:
 - Enter a **Calendar Name** for the subscribed calendar
 - Enter the **iCal Address** for this calendar
5. Click **Save** 

Share a calendar

1. Select **Calendar**
2. Hover your mouse over the calendar you want to share, located in the left-hand navigation
3. Click **Share this Calendar** 
4. Add the email address of the person you want to share with
5. Select their permission option (ie Public, View Only or View and Edit)
6. Click **Add**  to add them to the Calendar Sharing List
 - ▶ Tick the checkbox if you want to allow anyone to subscribe to your View Only calendar (optional)
7. Click **Save** 
- ▶ A notification will be sent to your invitees to view your calendar

Import events into a Telstra Mail™ calendar

To import calendar events into Telstra Mail, you first need to export the calendar information as an .ics file from its current application. Please refer to your email or calendar application's help section for instructions on how export as an .ics file

1. Select **Calendar**
2. Click  **More**
3. Select **Import Event** from the dropdown menu
4. Click on **Choose file** to select the ics file with the events to be imported
 - ▶ If you have more than one calendar, click on the **Import Into** dropdown menu and select which calendar you want these events to appear in
5. Click **Import**

Export Telstra Mail™ calendar event

1. Select **Calendar**
2. Click  **More**
3. Select **Export Event** from the dropdown menu
4. Enter a **File name** for your exported events
 - ▶ If you have more than one calendar, use the **Calendar** dropdown to specify which calendar to export events from
5. Click **Export**
6. The calendar file will be saved in your computer's **Downloads** folder as an .ics file format

ADVANCED

Advanced email settings

Import emails to Telstra Mail™ from another email account

1. Click **Settings** 
2. Select **Mail** from the menu
3. Click **Add Email Account**
4. Click **Add** 
5. Enter details into the **Add Account** pop-up window:

| | |
|-------------------------|--|
| Description | Your email account name (eg "John's Gmail account") |
| Username | Username for this account (this is the first part of your email address before the @ symbol) |
| Email address | Email address for this account |
| Password | Your account password (password for the email account you are adding) |
| Mail server type | Select IMAP or POP (check your other email service to see which of these email protocols they use) |

6. Click **Save** 
 - ▶ Your added email account will now appear in the **MY MAIL** menu
- Note: If you are adding an email account (eg. Gmail account) where you've enabled the 2-step verification security feature, you'll need to sign in to that account and enter in your 2-step verification code.

Add a rule to manage your emails

1. Click **Settings** 
2. Select **Mail**
3. Click **Organise Inbox**
4. Click **Add**  and enter a **Rule Name**
 - ▶ **Active** will be ticked by default
5. Select the action you would like to take
 - ▶ If selecting **Forward to Email**, enter the email address in the field to the right
6. Enter criteria for your rule to apply to an email
7. Click **Save** 

Set up email auto forwarding

You can automatically forward all incoming emails to another email address

1. Click **Settings** 
2. Select **Mail**
3. Click **Auto-forward**
4. Tick the checkbox to **Enable Auto-forward** (if it's not already ticked)
5. Enter in the full email address where you want emails to be sent in the **Destination** field
 - ▶ To specify several email addresses, separate each one with a comma
6. **Keep a copy in your inbox** will be ticked by default
 - ▶ Untick this if you do not require copies to be kept
7. Select **Save** 