
Mailbox control panel

User guide

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Mailbox control panels enable you to configure your settings for a specific mailbox with ease, with features ranging from password changes and autoreply messages, to full control of your email spam filtering.

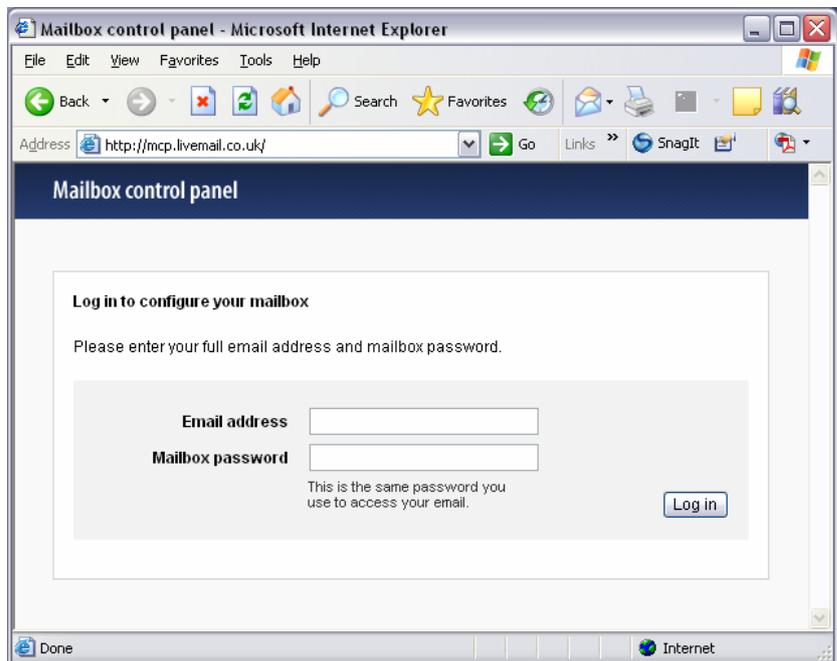
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1. Accessing your control panel

To access your mailbox control panel, open your web browser and visit:

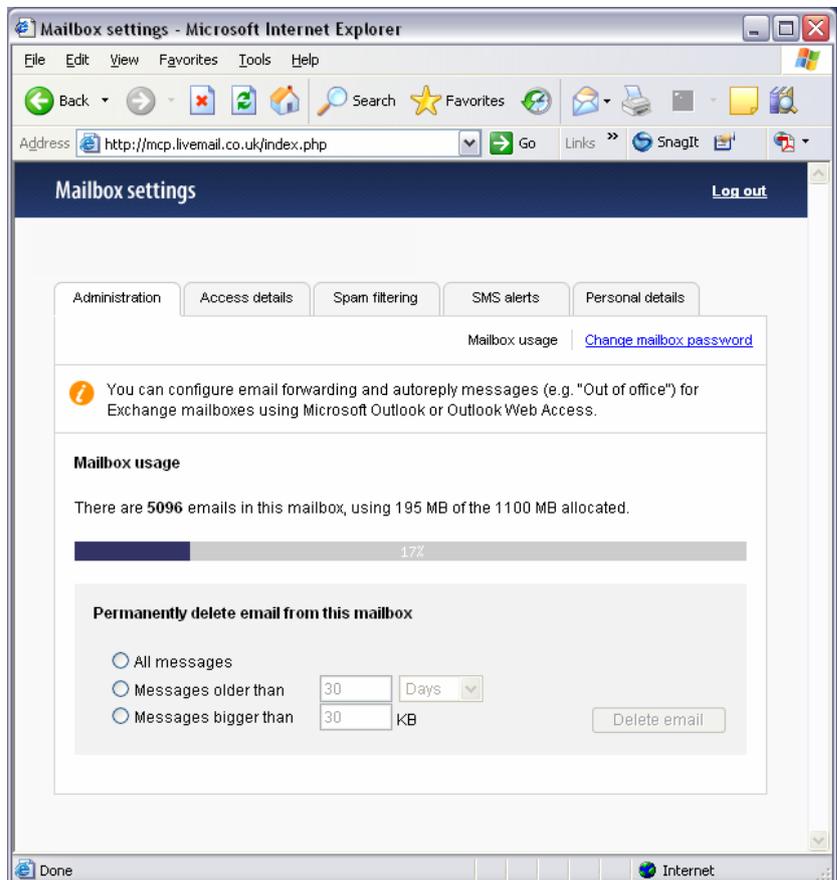
http://mcp.livemail.co.uk

Enter your mailbox username and password then click **Log in**. These are the same details you use to access your email Inbox.



Note: The options you see when you log into your mailbox control panel will depend on the permissions that your email administrator (e.g. your hosting provider) has set up for you.

Illustrations in this guide assume that all options and settings have been made available.



2. Changing your mailbox password

Your mailbox control panel enables you to change the password you use to access your email Inbox. The same password is also used to access your mailbox control panel.

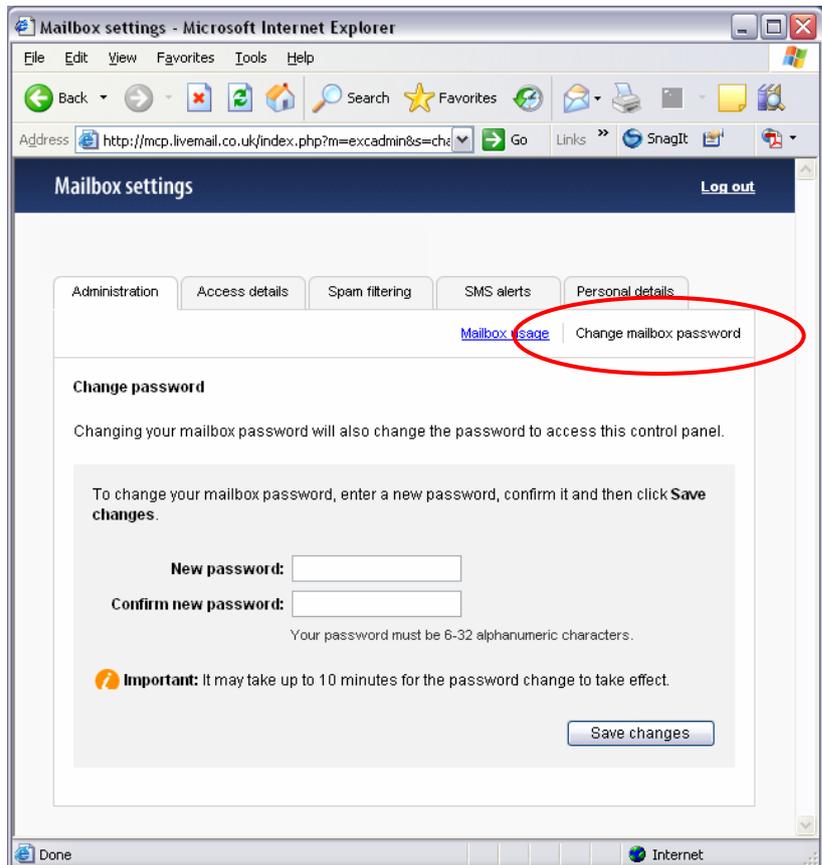
Click the **Administration** tab if it is not already selected.

Then click **Change mailbox password** on the right hand side.

Enter a new password, between 6 and 32 alphanumeric characters, and confirm it by entering it again.

Click Save changes to change your password.

Important: It may take up to 10 minutes for the password change to take effect.



3. Deleting old emails / View mailbox usage

You can permanently delete emails on mass using your mailbox control panel if you wish. This can be useful if you have already downloaded emails and need to clear space for new mail.

You can choose to delete:

- All messages in your mailbox;
- All messages older than a specified number of days or weeks;
- All messages that are larger than a specified size.

Click the **Administration** tab if it is not already selected.

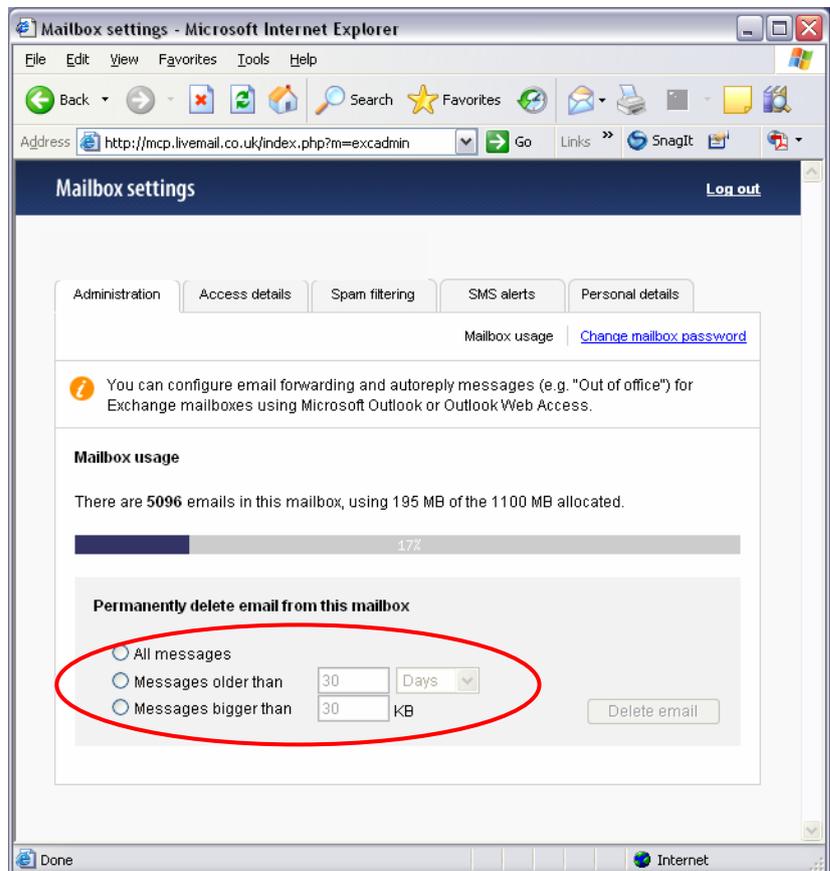
The following mailbox usage information will be displayed:

- Number of emails in your mailbox;
- Mailbox space usage in MB;
- Mailbox space usage as a percentage of the space available.

Choose whether you want to delete all emails from your mailbox, emails older than a number of days or weeks, or emails that are over a specified size.

Click **Delete email**.

Important: This will delete email from our system **permanently**.



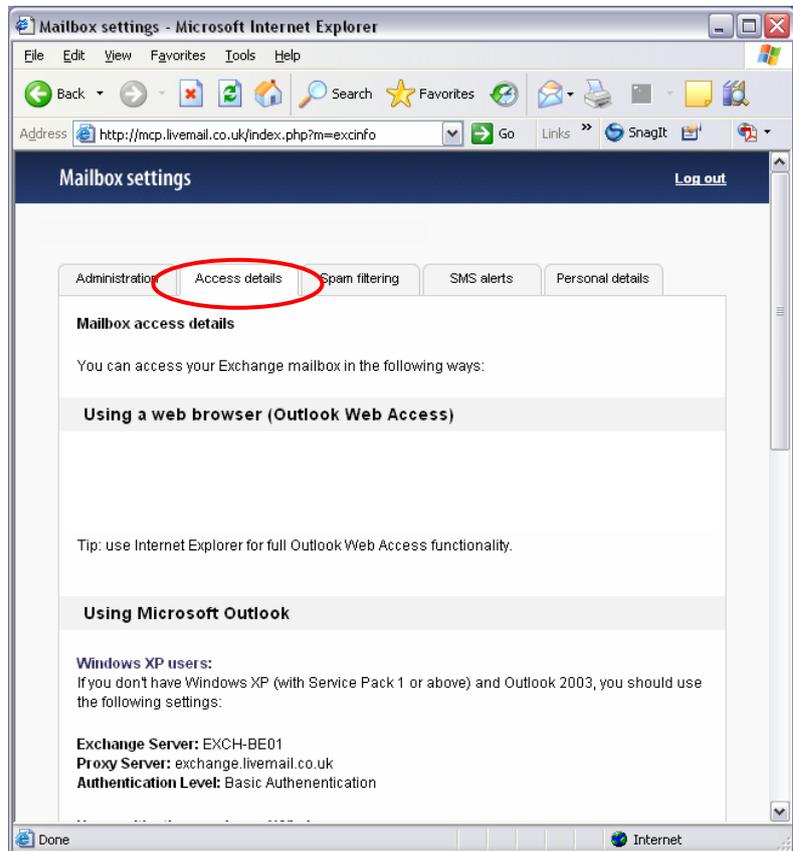
4. Mailbox access details

Find out how to access your mailbox using webmail or with popular desktop email software.

Click the **Access details** tab.

Full details and instructions for accessing your mailbox using a variety of email clients (e.g. Outlook) will be displayed.

Note: the details displayed will depend on your type of mailbox.

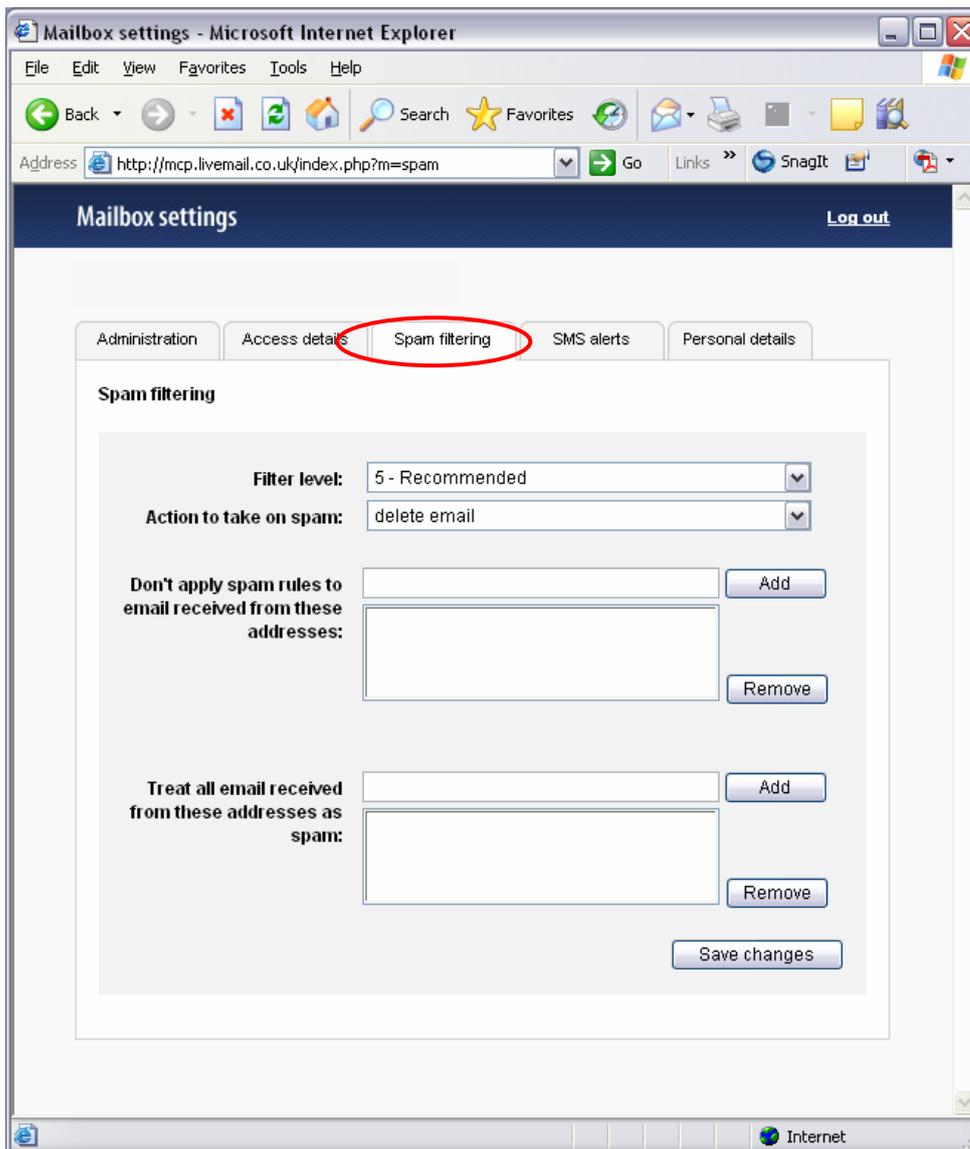


5. Spam filter settings

Control how you want to handle unsolicited commercial (SPAM) emails that are sent to your mailbox to suit your own requirements and preferences.

Each email is checked against selected criteria and, depending on your chosen filter strength, is determined to be spam or legitimate email.

Click the **Spam filtering** tab.



The screenshot shows a web browser window titled "Mailbox settings - Microsoft Internet Explorer". The address bar displays "http://mcp.livemail.co.uk/index.php?m=spam". The page title is "Mailbox settings" with a "Log out" link. A navigation bar contains tabs: "Administration", "Access details", "Spam filtering" (highlighted with a red circle), "SMS alerts", and "Personal details".

The "Spam filtering" section contains the following settings:

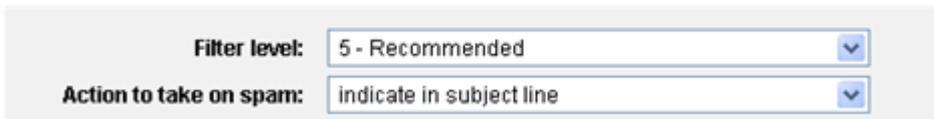
- Filter level:** 5 - Recommended
- Action to take on spam:** delete email
- Don't apply spam rules to email received from these addresses:** (Empty text box with "Add" and "Remove" buttons)
- Treat all email received from these addresses as spam:** (Empty text box with "Add" and "Remove" buttons)
- Save changes** button

Set your spam filter level

The filter level can be set anywhere between 1 (strongest setting) and 15 (weakest setting).

We recommend a setting of 5. However, if you are still receiving spam emails you can increase the filter strength at any time.

By default your spam filter is set up to label suspect emails as “SPAM” in the subject line. Once you are happy that legitimate email is not being incorrectly identified as spam, you can simply change this setting to delete unsolicited email before it even reaches your Inbox.



The screenshot shows two dropdown menus. The first is labeled "Filter level:" and is set to "5 - Recommended". The second is labeled "Action to take on spam:" and is set to "indicate in subject line".

Creating a spam whitelist

You can specify individual email addresses that you deem as legitimate, in what is known as a whitelist (or safe list). Any email sent from addresses in your white list will automatically pass through your spam filters.

To add an email address to your whitelist, enter it into the text-box and click the **Add** button.

Useful tip: To treat all mail from all email addresses using the same domain name as legitimate, enter an asterisk, followed immediately by the domain name. For example *domainname.co.uk



The screenshot shows a text input field with "Deborah@mybrilliantfriend.co.uk" entered. To the right is an "Add" button. Below the input field is a list box containing "bob@bobsdomains.co.uk" and "jim@hotmail.com". To the right of the list box is a "Remove" button.

Creating a spam blocklist

The opposite of a whitelist, and as its name suggests, any email sent from addresses that you add to your blocklist will automatically be deleted by the spam filters, regardless of content or filter level.



The screenshot shows a text input field with "noreply@dodgyadverts.com" and "*spamworld.co.uk" entered. To the right is an "Add" button. Below the input field is a list box containing "noreply@dodgyadverts.com" and "*spamworld.co.uk". To the right of the list box is a "Remove" button.

Once you are happy with your spam filter settings, click **Save changes**.

6. SMS alerts

SMS alerts enable you to receive text messages on your mobile phone when new emails are sent to your mailbox, which meet specific criteria that you choose – useful if you're waiting for important emails.

Note: SMS alert settings will only be available if your email service provider has enabled the feature for you. Additionally, the configuration options available may be different from those shown below, depending on the level of control that has been assigned to you by your service provider.

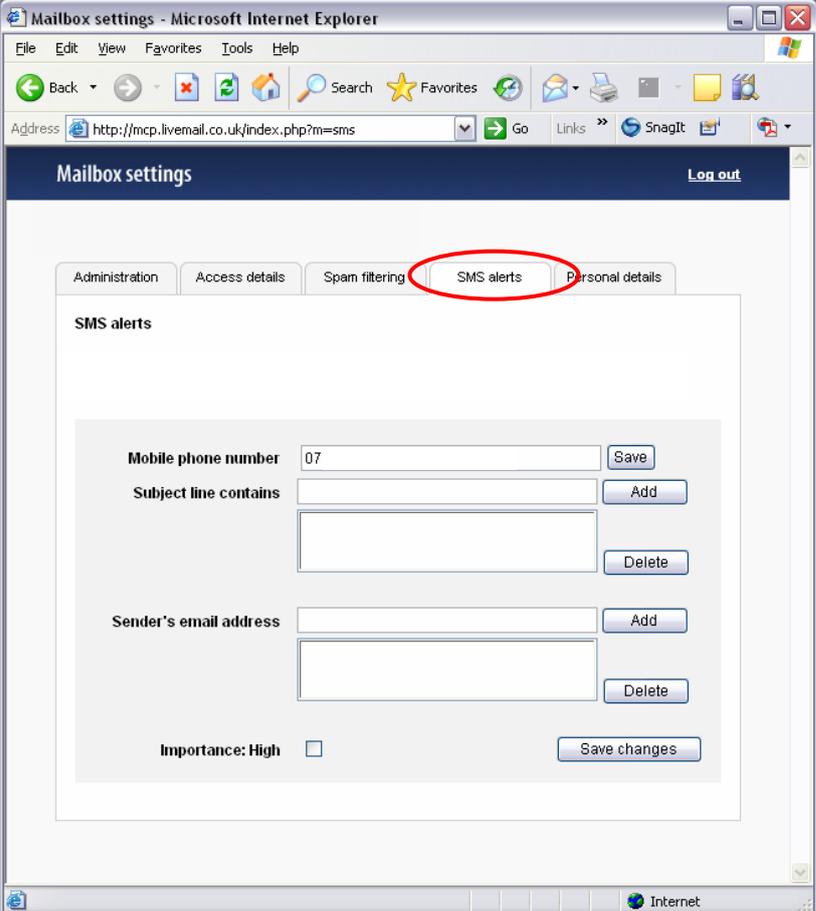
Click the **SMS alerts** tab.

On this page you can change the mobile phone number that SMS alerts are sent to, when they meet certain criteria.

You can also set the criteria to trigger SMS alerts when an email arrives in your mailbox, as follows:

- The email subject line contains specific words or phrases.
- The email has been sent from a specific email address.
- The email is marked as "High importance".

Click **Save changes** once you are happy with your settings.



The screenshot shows a web browser window titled "Mailbox settings - Microsoft Internet Explorer". The address bar shows "http://mcp.livemail.co.uk/index.php?m=sms". The page has a dark blue header with "Mailbox settings" and a "Log out" link. Below the header are several tabs: "Administration", "Access details", "Spam filtering", "SMS alerts" (which is circled in red), and "Personal details". The "SMS alerts" section contains the following fields and buttons:

- Mobile phone number:** A text input field containing "07" and a "Save" button.
- Subject line contains:** A text input field with an "Add" button below it, and a "Delete" button to the right of the input field.
- Sender's email address:** A text input field with an "Add" button below it, and a "Delete" button to the right of the input field.
- Importance: High:** A checkbox that is currently unchecked, with a "Save changes" button to its right.

Important: Your mobile provider will charge you £1.50 for 6 messages, when you receive your first SMS alert. (25p per message).

Quick tip: You can temporarily suspend SMS alerts by texting **DEACTIVATE** (all caps) to 80545 from your mobile phone. Then to reactivate the service simply text **ACTIVATE**.

7. Email forwarding

You can use your mailbox control panel to set up email forwarding instantly.

Note: this feature applies to POP3 mailboxes (i.e. Standard & Advanced mailboxes) only.

Exchange mailbox users can set up email forwarding using Microsoft Outlook or Outlook Web Access.

Click the **Administration** tab then click the **Email forwarding** link.

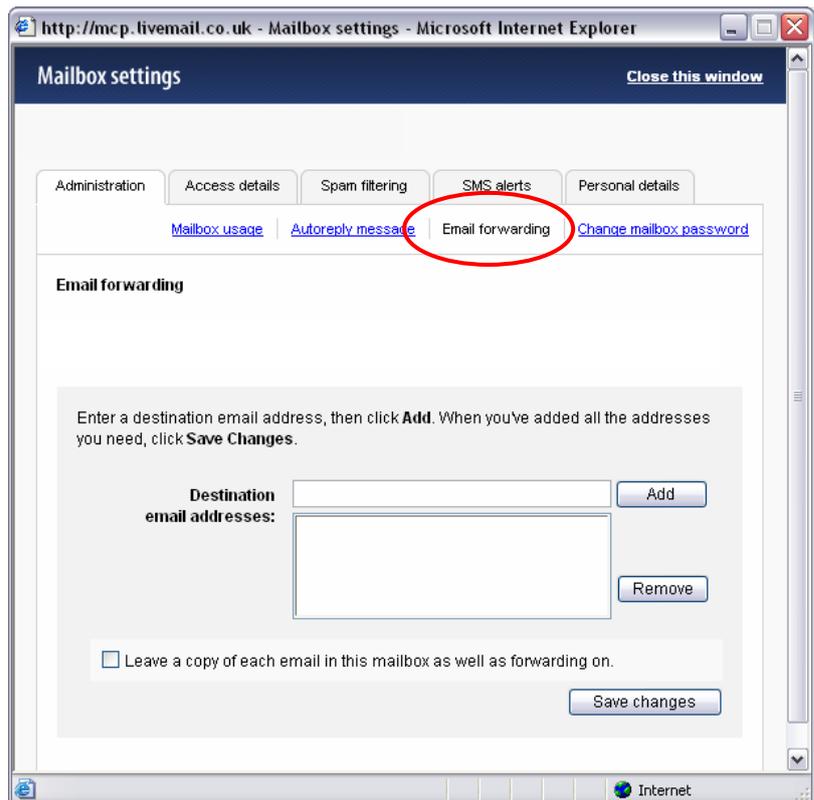
Simply enter a destination email address in the box provided, then click Add.

All email sent to your mailbox will be automatically forwarded to the destination email address you specify.

Tip: Enter multiple destination email addresses to create your own distribution groups.

Tick the check box at the bottom of the page if you still wish to keep a copy of your emails in this mailbox.

Click **Save changes** once you are happy with your settings.



8. Autoreply message

If you are unable to reply to your emails for a period of time, you may wish to let people know that you are unavailable by setting up an autoreply message.

Note: this feature applies to POP3 mailboxes only (i.e. Standard & Advanced mailboxes).

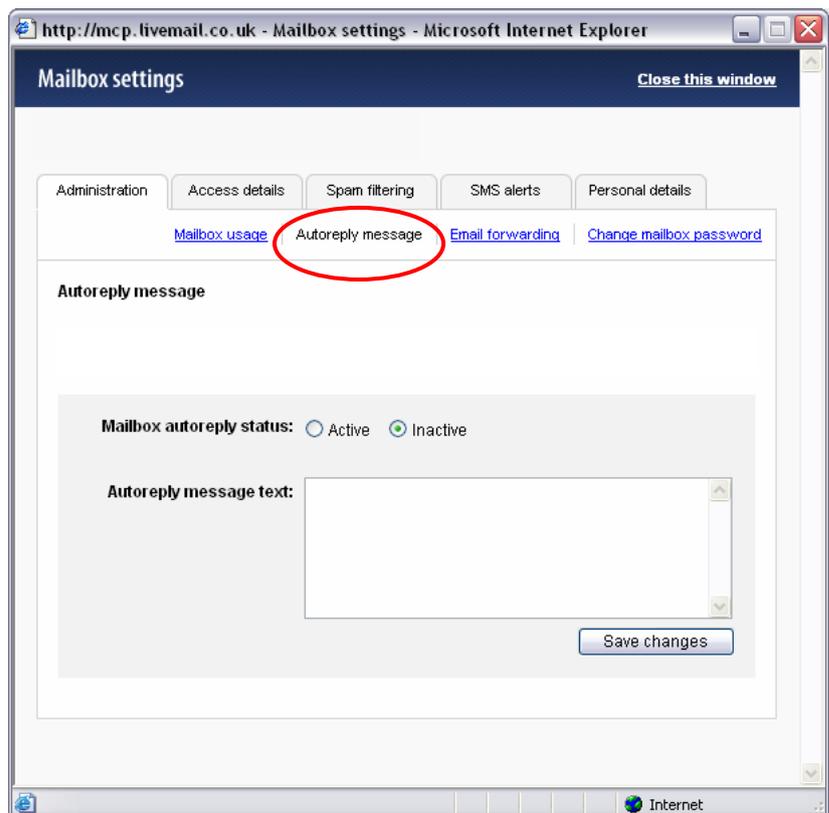
Exchange mailbox users can set up an autoreply message (or “Out of office” message) using Microsoft Outlook or Outlook Web Access.

Click the **Administration** tab then click the **Autoreply message** link.

Switch on your auto-reply message by selecting **Active**.

Enter your autoreply message text in the box, then click **Save changes** to activate your message.

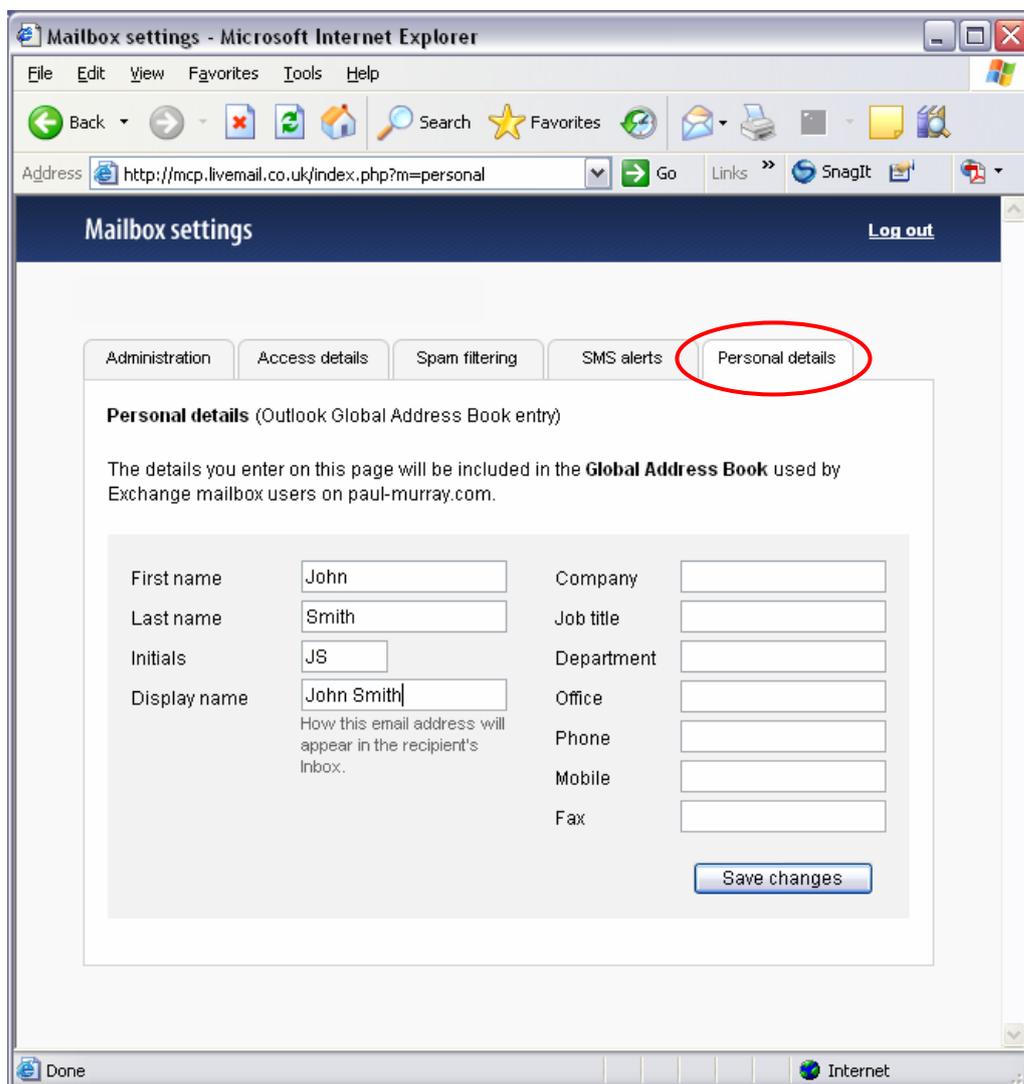
You can switch your autoreply message off at any time, by selecting **Inactive**.



9. Personal details (Outlook Global Address Book entry)

The “Personal details” page enables you to enter details that will be included in the Microsoft Outlook Global Address Book entry for your mailbox. The Global Address Book is only viewable by users with Microsoft Exchange mailboxes using the same domain name.

Exchange mailbox users: You can also specify the display name for outgoing emails on this page. For POP3 mailboxes (i.e. Standard & Advanced mailboxes), users can specify their display name in their chosen email client, for example, Outlook Express.



The screenshot shows a web browser window titled "Mailbox settings - Microsoft Internet Explorer". The address bar displays "http://mcp.livemail.co.uk/index.php?m=personal". The page has a dark blue header with "Mailbox settings" on the left and "Log out" on the right. Below the header is a navigation bar with tabs: "Administration", "Access details", "Spam filtering", "SMS alerts", and "Personal details". The "Personal details" tab is selected and circled in red. The main content area is titled "Personal details (Outlook Global Address Book entry)" and contains the following text: "The details you enter on this page will be included in the **Global Address Book** used by Exchange mailbox users on paul-murray.com." Below this text is a form with the following fields:

First name	<input type="text" value="John"/>	Company	<input type="text"/>
Last name	<input type="text" value="Smith"/>	Job title	<input type="text"/>
Initials	<input type="text" value="JS"/>	Department	<input type="text"/>
Display name	<input type="text" value="John Smith"/>	Office	<input type="text"/>
	<small>How this email address will appear in the recipient's Inbox.</small>	Phone	<input type="text"/>
		Mobile	<input type="text"/>
		Fax	<input type="text"/>

At the bottom of the form is a "Save changes" button.