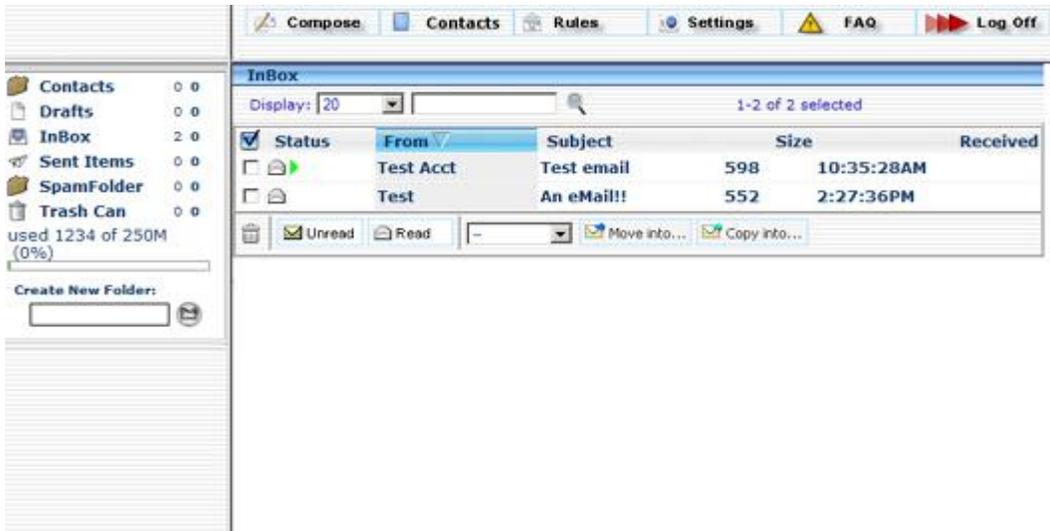




Grand River Mutual

Once you have logged into <http://webmail.netins.net> you will see an interface similar to the one below.

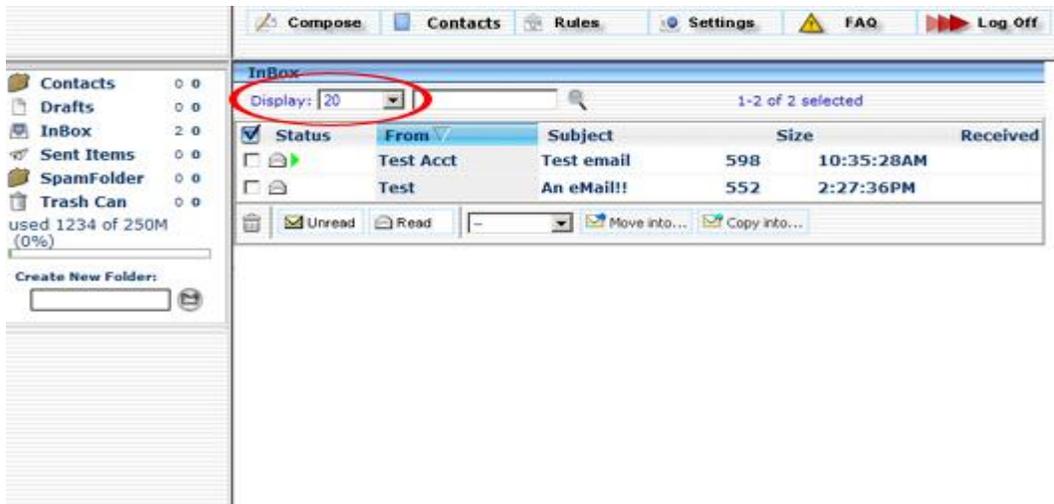


The left column shows a list of your mailboxes and folders. You will see the name of the mailbox or folder, the total number of emails that are in either of them, and the number of emails that are unread (bolded). In the example to the left there are 2 emails in the Inbox; one email that is unread. This area also contains your "Trash Can", "SpamFolder" and shows how much space you are currently using for email storage.

Directly below that is an area where you can create additional folders to help sort your email. To create a new folder, enter a name for the folder in the text box and then click on the folder icon next to the name. Hint:

Make the folder names descriptive so you understand later what you have stored in them. Example: A folder named "Aunt Sue" would only contain email from Aunt Sue.

Moving email messages to the existing mailboxes and folders and how to remove mailboxes and folders that are no longer needed will be covered in the "[E-Mail Management](#)" section.



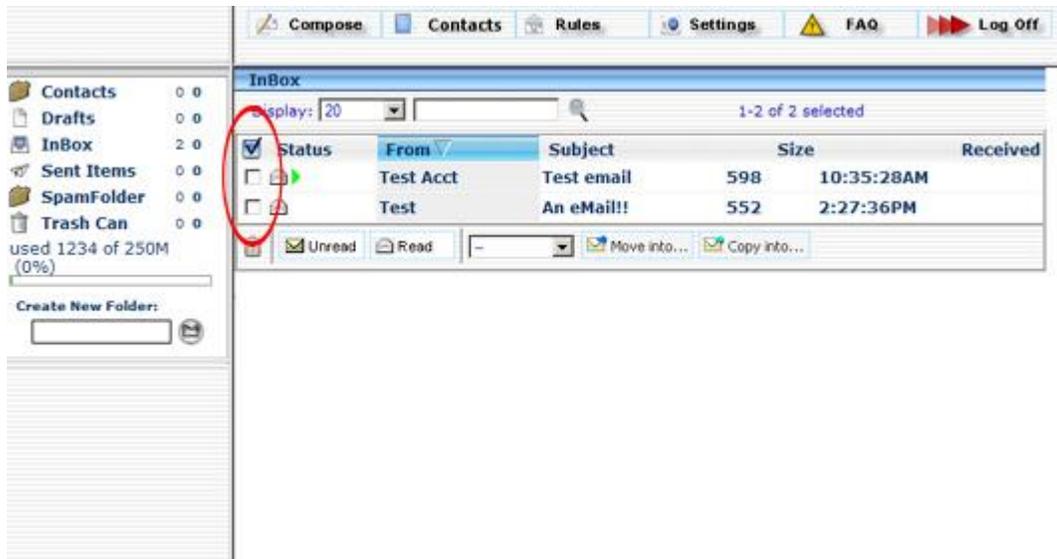
By default, up to 20 messages will be displayed at once. If you would like to view more than 20 messages at once, select a number from the drop-down list and click on the "Display" button. This is especially helpful when checking any of your mailbox folders if they have more than 20 items in them.



To read your email, click on the "From", "Subject", or "Size" links; the email will then be displayed to you. Once it is opened in this way, there are buttons across the top you can use to organize and manipulate your email: "Delete", "Back To Inbox" (the red button towards the top), "Reply" (replies to only the sender), "Reply to All" (replies to anyone whose address shows), "Forward" (Forwards the message to the email address you enter), "Next/Previous Message" (opens the next/previous message in the folder), "Next Unread" (opens the next unread message in the folder, if there is one), "Print" (prints the message), and "Take Address" (takes the from address in the email and adds it to your contacts list).

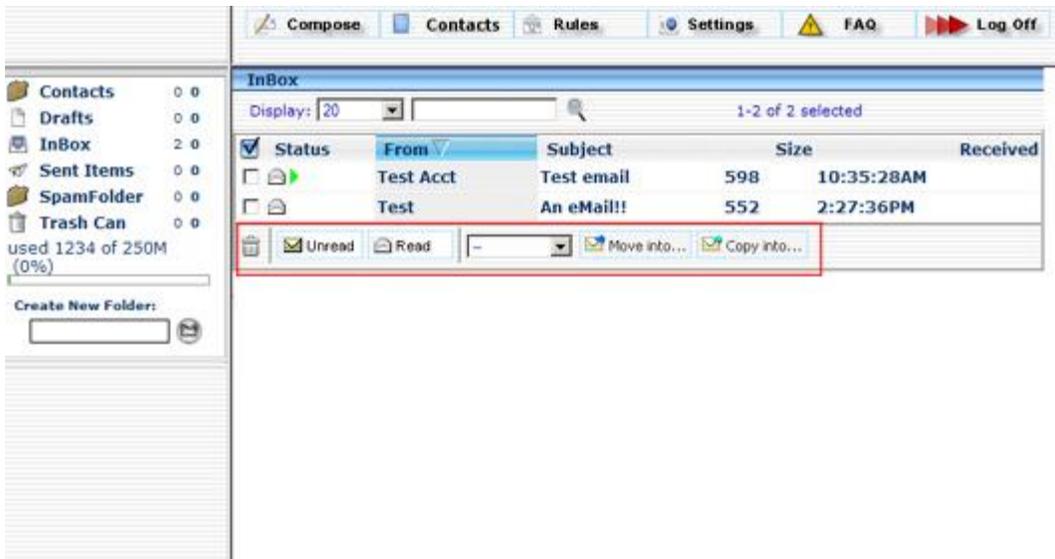
Just below the buttons are also "Full Header" and "Undecoded Letter". The "Full Header" link would show the domain from which it was sent. "Undecoded Letter" shows the full headers and full email message without any special formatting.

Note: If you are ever asked to send something to Abuse@netins.net, this is the version we would need to see.



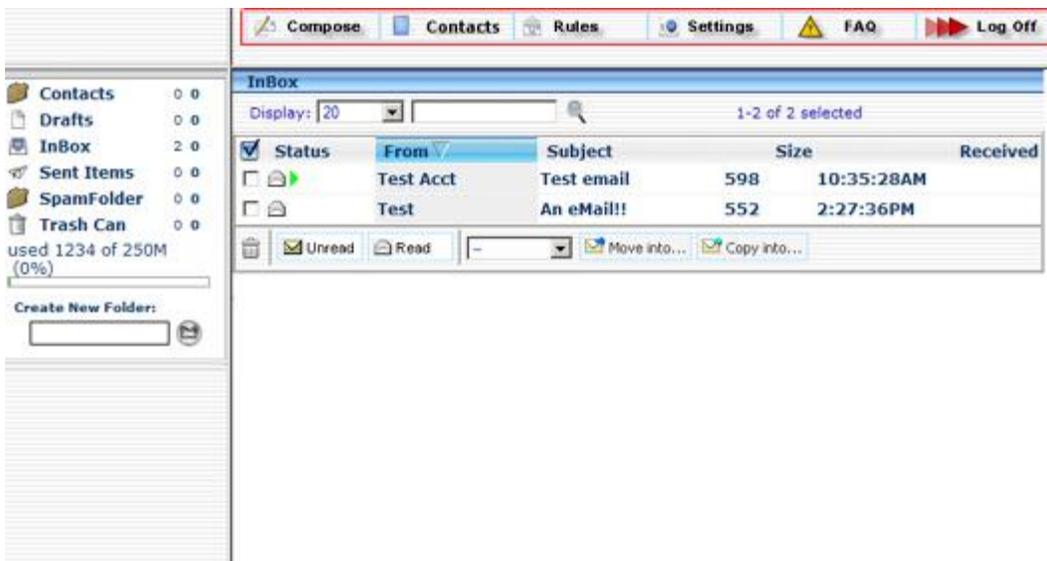
To select emails for deletion, you can either check them individually by putting a checkmark in the box to the left of the message, or you can checkmark all that are displayed by using the "Mark All" button at the top of the checkmark column. After using the "Mark All" button, you can still deselect individual messages by unchecking them.

To remove the check marked email(s) click on the "Delete" button either at the top or bottom of the page. **Caution!!** If all your settings are at "Default", using the "Delete" button will permanently delete any email that was check marked. (The default settings immediately and permanently remove checked items.)



There are several other tasks that you can perform in this area to help you keep track of your email. You can mark email as read or unread by putting a checkmark in the box and clicking on "Read" or "Unread".

The tasks below your messages also have an area to either copy or move an email to another folder. To do this, checkmark the email, open the drop-down list under the "Copy" - "Move" area and select which folder to want as the destination. Then click on either "Copy into..." (which leaves the email where it is and also puts a copy of in the destination folder) or "Move into..." (which actually moves the email out of it's current folder and stores it in the destination folder).



This group of buttons is used to manage your webmail interface.

Contacts: Used to access your Contacts List (Address Book). Please click on this link for more instructions.

Compose: Used to compose (write) and send email to another person. Please click on this link for more instructions.

Rules: Rules as set up by your Spam Filter. Your vacation message can be posted here as well. Checkmarking "Vacation Message" activates it until you turn it off again. Please click on this link for more instructions.

Settings: These determine how you organize, view and send your email. Please click on this link for more instructions.

FAQ: This will take you to our [eSupport](#) site where you can search for answers for your internet or email problems, email your questions to eSupport (answered within 24 hours), or have a live chat with our technicians.

Log Off: Each time you wish to close Webmail, it is recommended that you use the "Log off" button to do so.