Web Mail Client Configure Guide

Web mail address   : https://www.mailme.com.hk


1. Important Notice for IE 11 users
   Please kindly aware that there is a known compatibility issue when using IE11 to visit MailMe.
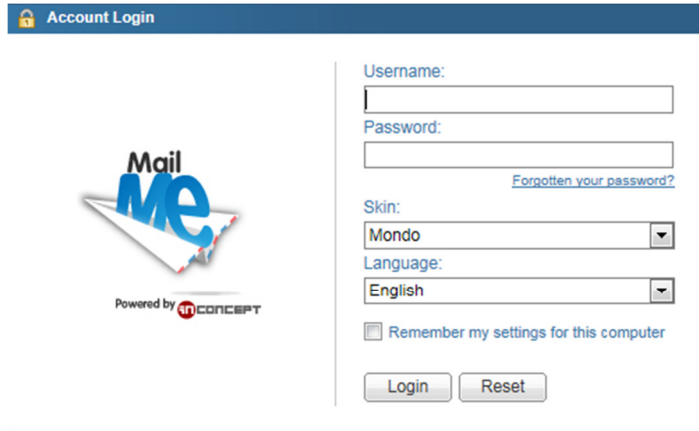   To guarantee the user experience will not be affected, utilize the Compatibility View is recommended:
   1. Go to https://mailme.com.hk
   2. At the top right hand side, Click Compatibility View Settings, Adding "mailme.com.hk" to the list. Close the dialog box and refresh the page.
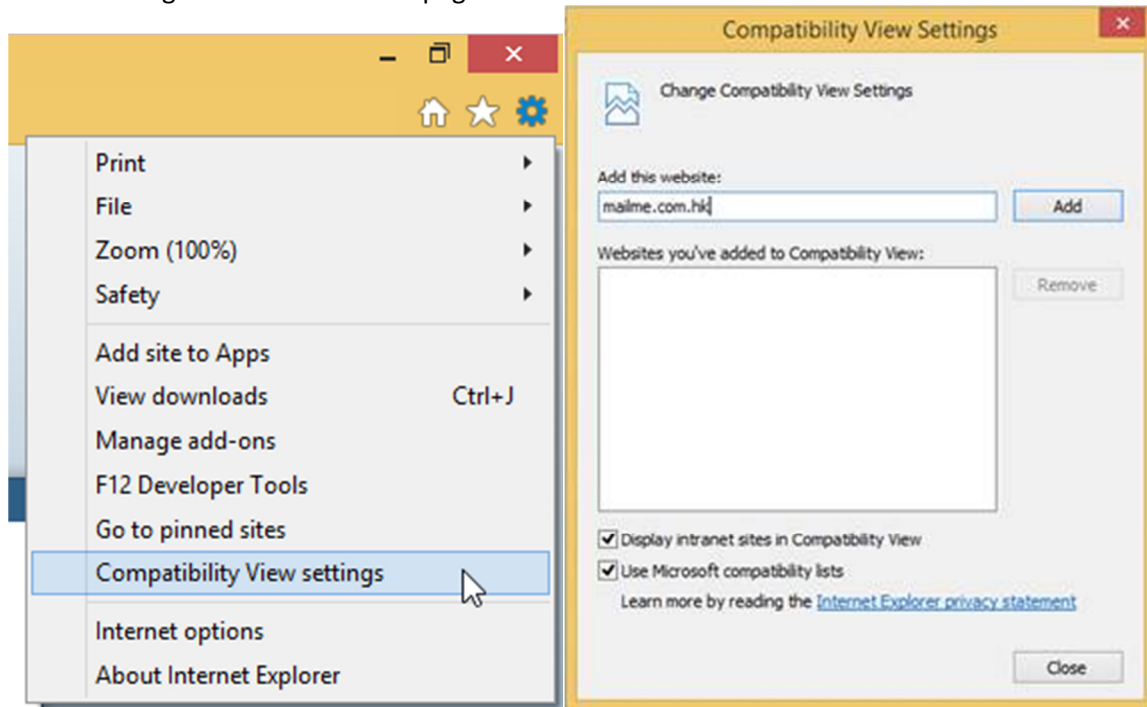
2. Change Password
    Login with your user name and pre-assign password
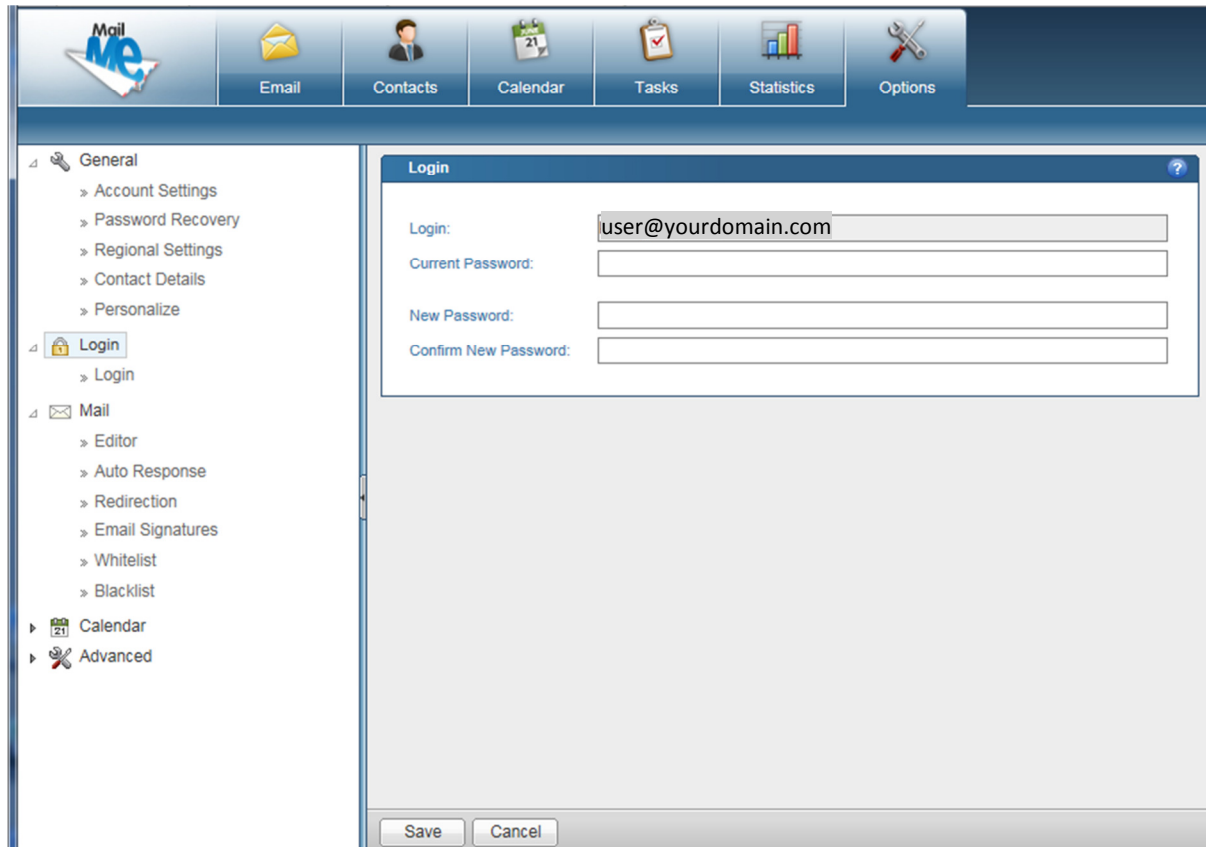
Select Options → Login to update your password. Click Save when you are done.

3. Password Recovery

   You can enable password recovery; it will be useful just in case someday you forgot the password

   To enable password recovery, go to Option → General → Password Recovery

   Check the highlighted checkbox. You can setup two secret questions and answers, just in case you forget the password, you can still retrieve your password by providing correct question and answer sequence. Or you can also set "Send new password to alternate email address.

4. Change Display Name

By default, all outgoing email will send as the name of your email address. To change display name:

Go to Option → General → Account Settings, add a display name. After save the setting, the sender field in all outgoing email will display as the name you defined instead of email address.

Note that, all setting from the webmail interface will **only apply to the web mail. For example, the display name will only apply to the email that sent via webmail interface.

5. Change Time Zone & Character Set
   a. Time Zone
      Some of the users might use the webmail service in a different time zone. To prevent wrong time display/send & receive problem cause by wrong time zone setting, it should change the time zone when you use the webmail service in a different time zone.

Go to Option → General → Regional Settings; choose a suitable time zone from the dropdown menu.

   b. Character Set
      Some of the email might edit in a different character set than the recipients. If the email you received is unreadable, you can always try to change the character set.
      Go to Option → General → Regional Settings; choose a suitable character set from the dropdown menu. Note that the default value should be enough to handle most of the emails.

6. Auto Response

   You can turn on the "Auto Response" function, in case you were not be able to check the email, and also let the sender know you are actually "Out-of-Office".
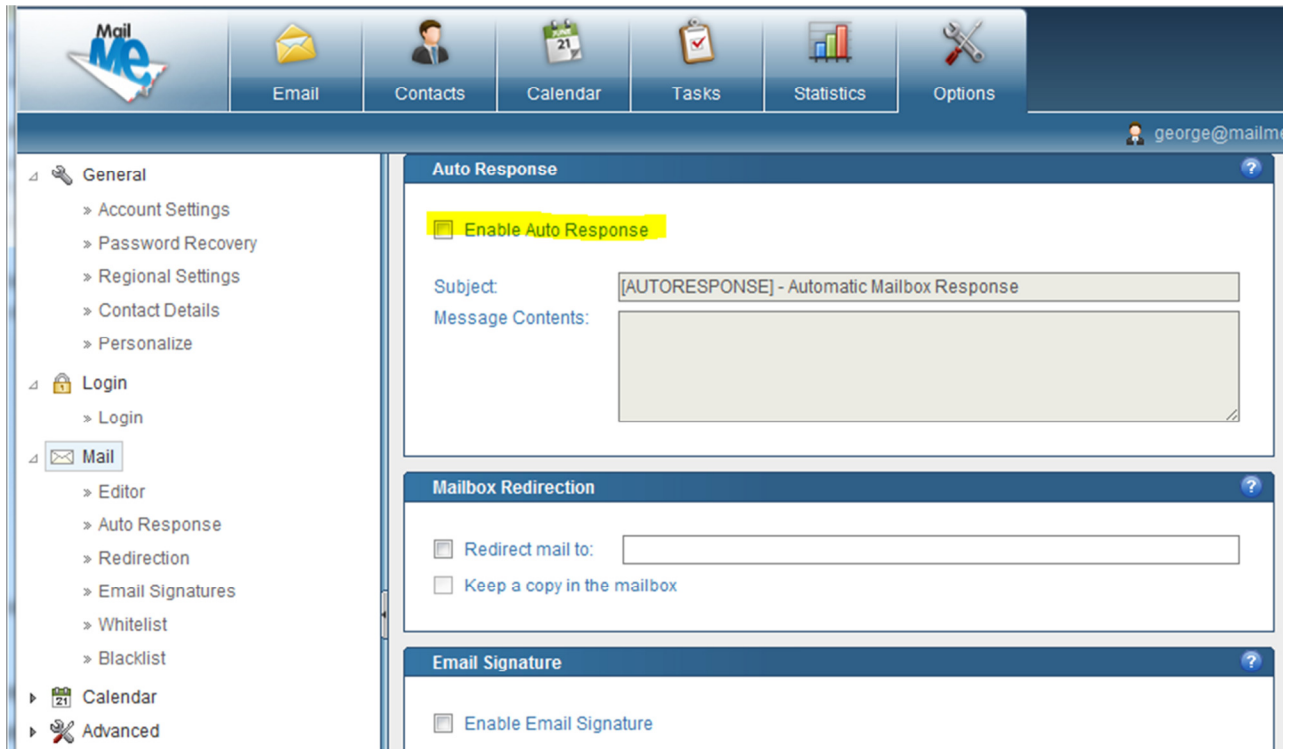
   Go to Option → Mail → Auto Response, Enable Auto Response. You can customize the subject and the content of the auto response emails.

   **Please be reminded that,
   One single recipient can only be able to receive **One** Auto Response message from one user mailbox within 24 hours.

7. Mailbox Redirection & Signature
   a. Mailbox Redirection
      In the case that your mailbox was almost full, but there are still have important mail to receive, enable the mail redirection, so the mail will directly redirected the mailbox you want.
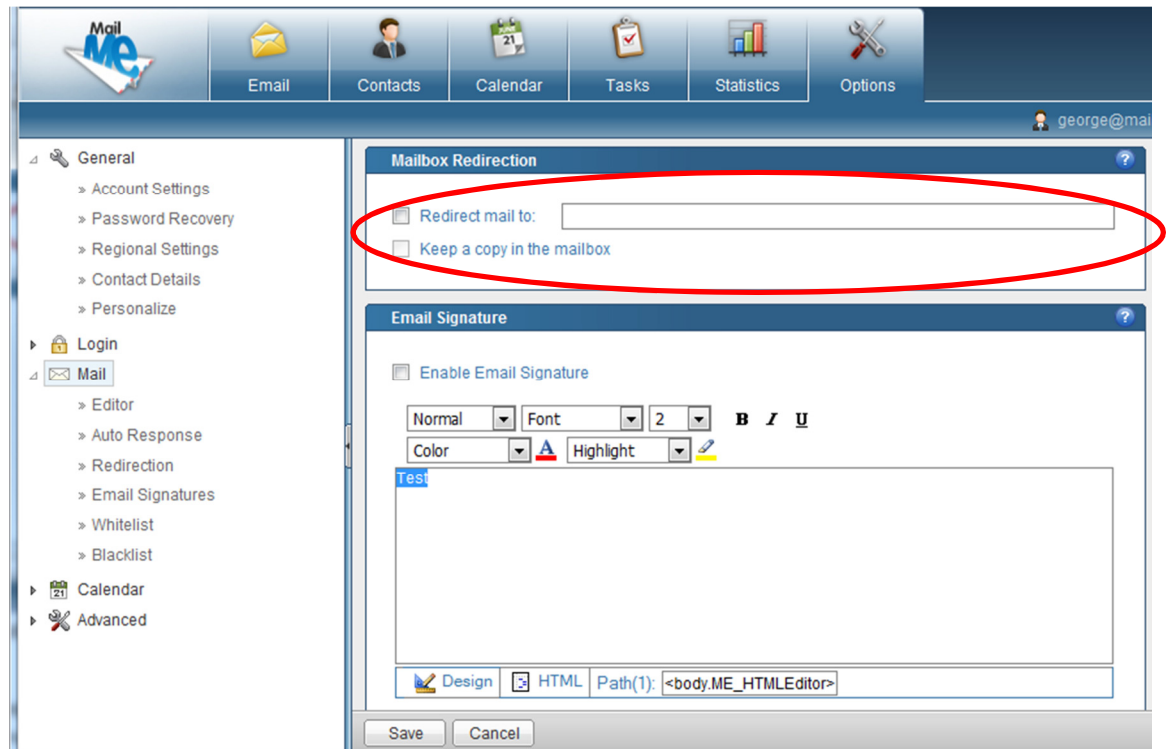
Select Options → Mail → Redirection, and then type the e-mail address you wish to redirect to.

** You can always check "Keep a copy in the mailbox" checkbox as you want to have copies to both your current mailbox and designated mailbox

b. Email Signature

Check the Checkbox to enable email signature. You can customize your signature in the text editor below. You can always change the font style/size/color. We also provide a set of pre-defined font style and size. To select the pre-defined font style, click onto the "Paragraph" dropdown list.
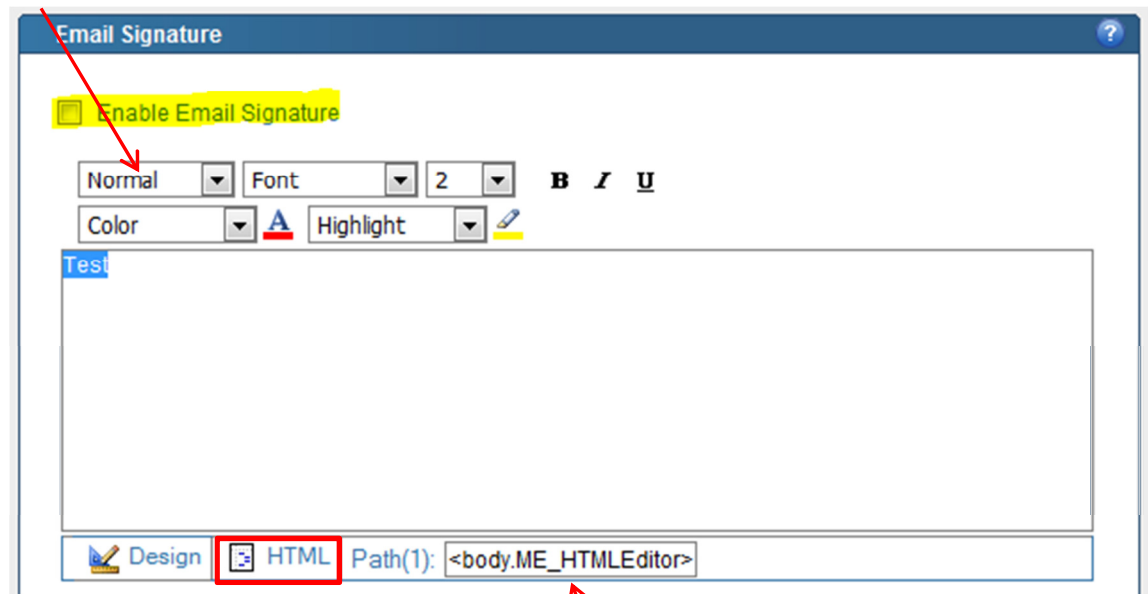
Moreover, if you wish to add style in a more detail way, you can switch to HTML mode to edit your signature. Another way to enable HTML editor is to highlight to word you wish to change its style, right click "<body.ME_HTMLEditor>". New Window will open.
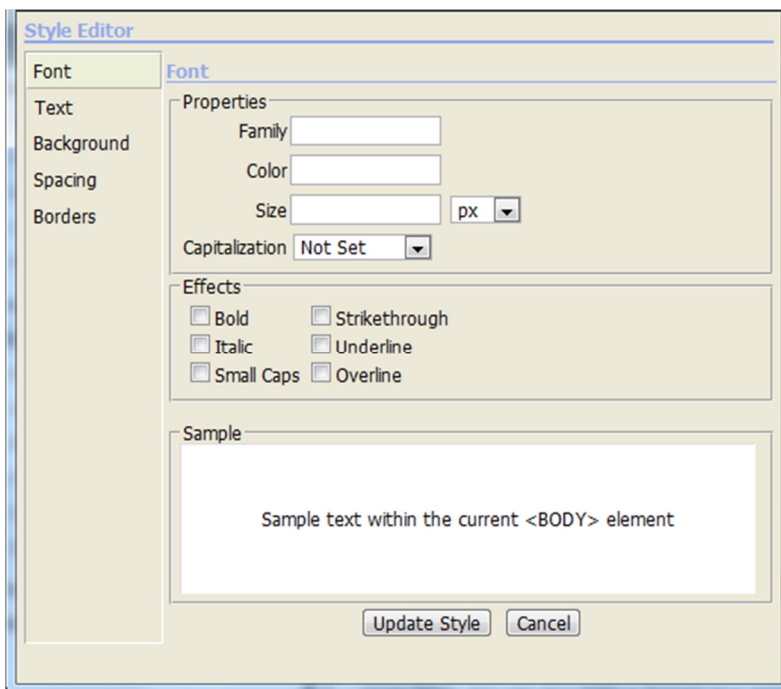
Style Editor provides the function of style editing more detailed.

Font is to edit size, style and color.

Text is to edit text flow and alignment.

Background is to define the BG color.

Spacing is to define margin and padding.

Border is to add full or individual borders.

All above setting will have a live preview in the Sample area. Click "Update Style" to apply changes.

8. Whitelist & Blacklist
   a. Whitelist
      A list that emails were always being accept from the sender who were on the list
   b. Blacklist
      It's an opposite side of whitelist; means you will no longer received emails from the senders whose addresses were on the list
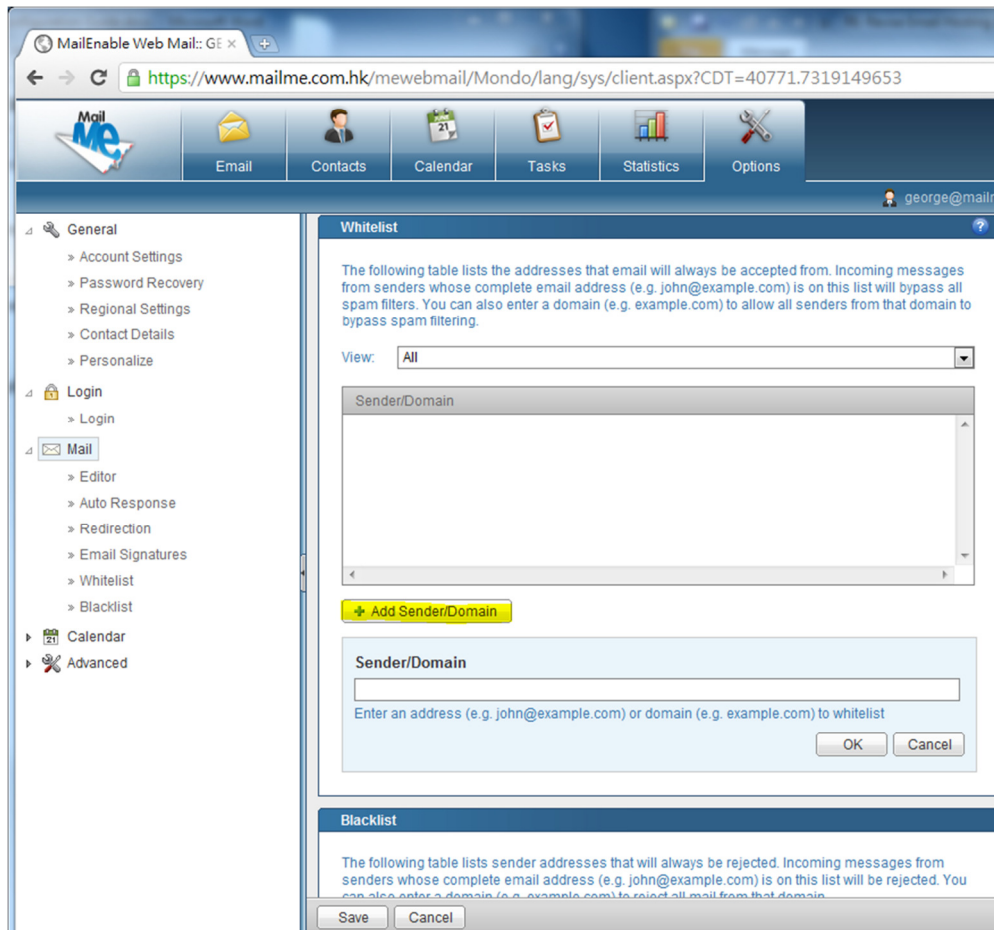
*Whitelist and Blacklist will work as same procedure

Go to Option → Mail → Whitelist/ Blacklist. Click "Add Sender/ Domain" to edit the list

Change the "View" outside of "All" to apply the rule on Whitelist or Blacklist.

9. Spam Filtering

You can enable spam filtering and choose what will happen when messages that are marked as spam are sent to your inbox. To enable spam filtering:

Go to Option → Advanced → Spam Rules. Check the checkbox highlighted as above.

When enable, you can choose the action to perform when different predefined risk level spam mail had sent to your inbox:

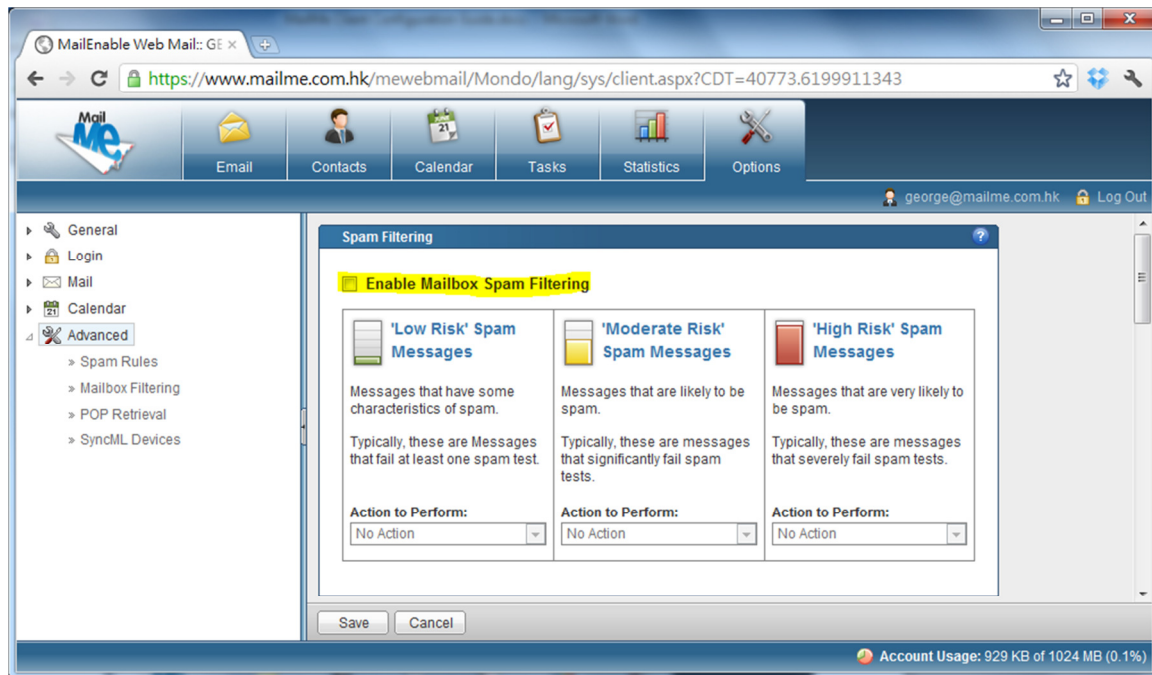|	
No Action	Messages marked as spam will deliver to the inbox as normal.
Delete the message	Messages marked as spam are deleted.
Move message to folder...	Messages marked as spam will move to a selected folder. The folder can be selected in the option box that appears after selecting this option.
Copy message to folder...	Messages marked as spam will copy to a selected folder. The folder can be selected in the option box that appears after selecting this option.
Move message to Junk mail folder	Messages marked as spam will move to the Junk mail folder.
Add prefix to subject	A prefix will add to the subject of messages marked as spam. The prefix can be typed into the text box which appears after this option is selected.

Noted that, all the settings (5-8) were only apply to the webmail interface, which means no single setting will be applied outside of the webmail interface (such as email client software)
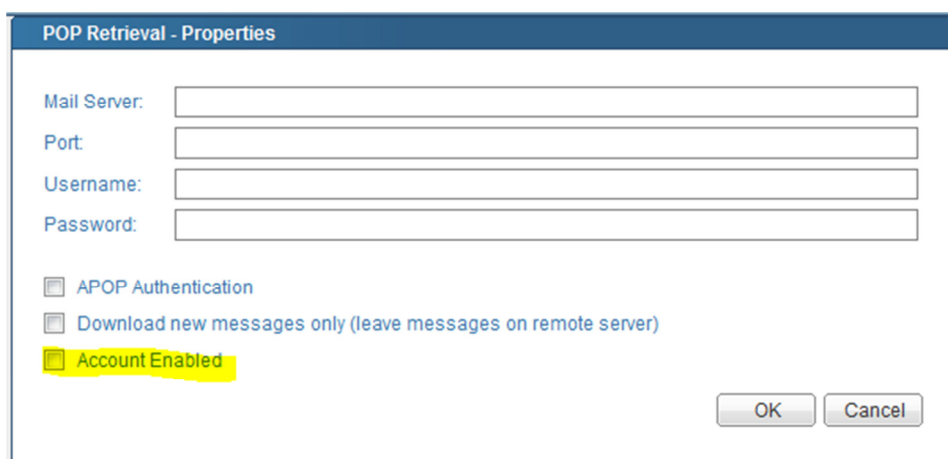
10. POP Retrieval

You can redirect mail from other POP server, so it can be receive in MailMe email service.

To enable POP Retrieval:
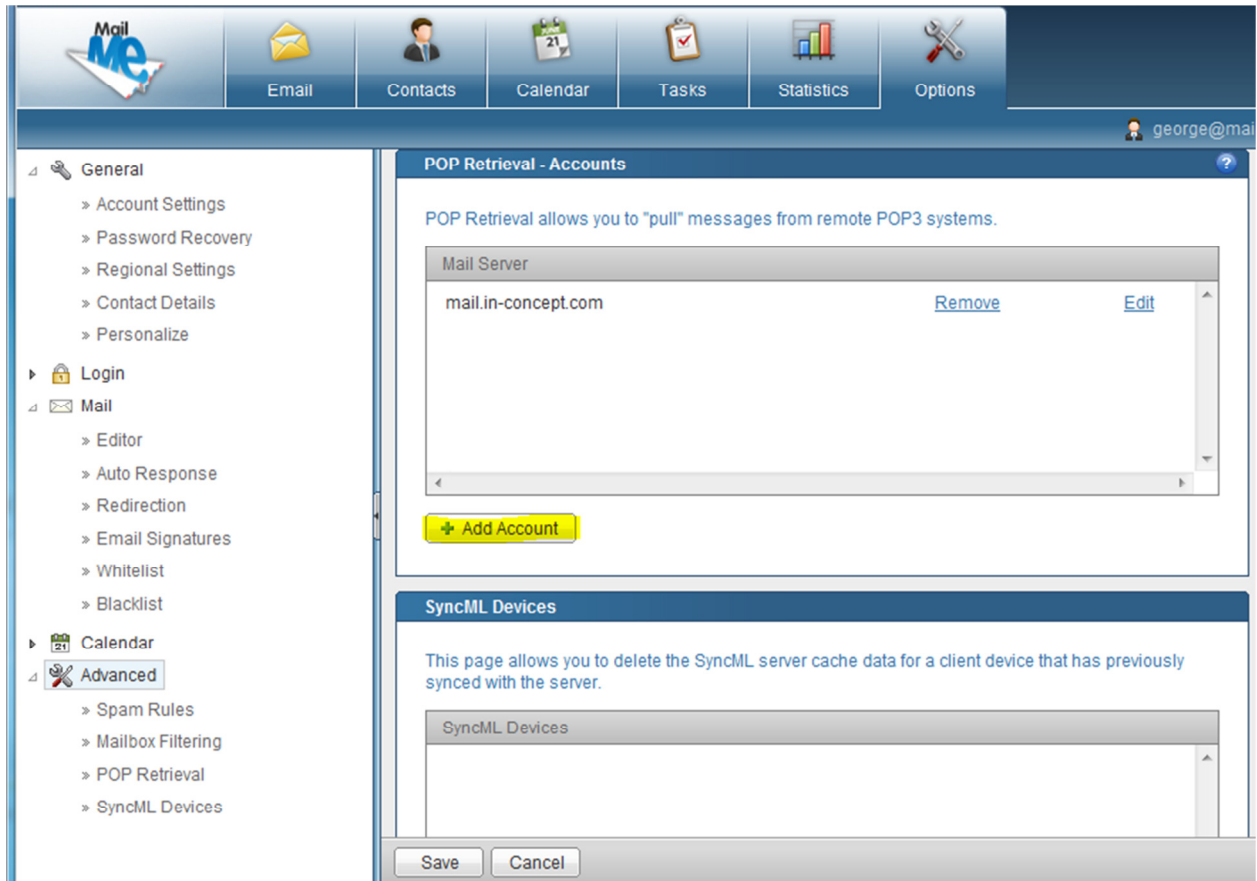
Go to Option → Advance → POP Retrieval. Click Add Account.

Enter the Mail Server you wish to retrieve email from, Port number, Username and Password.

Make sure check Account Enabled checkbox to activate the retrieval.

Noted that, email be suffer some delay, as the email need to be transfer over.

11. Manage & Import Contacts

Go to Contacts. Left pane is the contact list, and the right pane is the detail view pane.
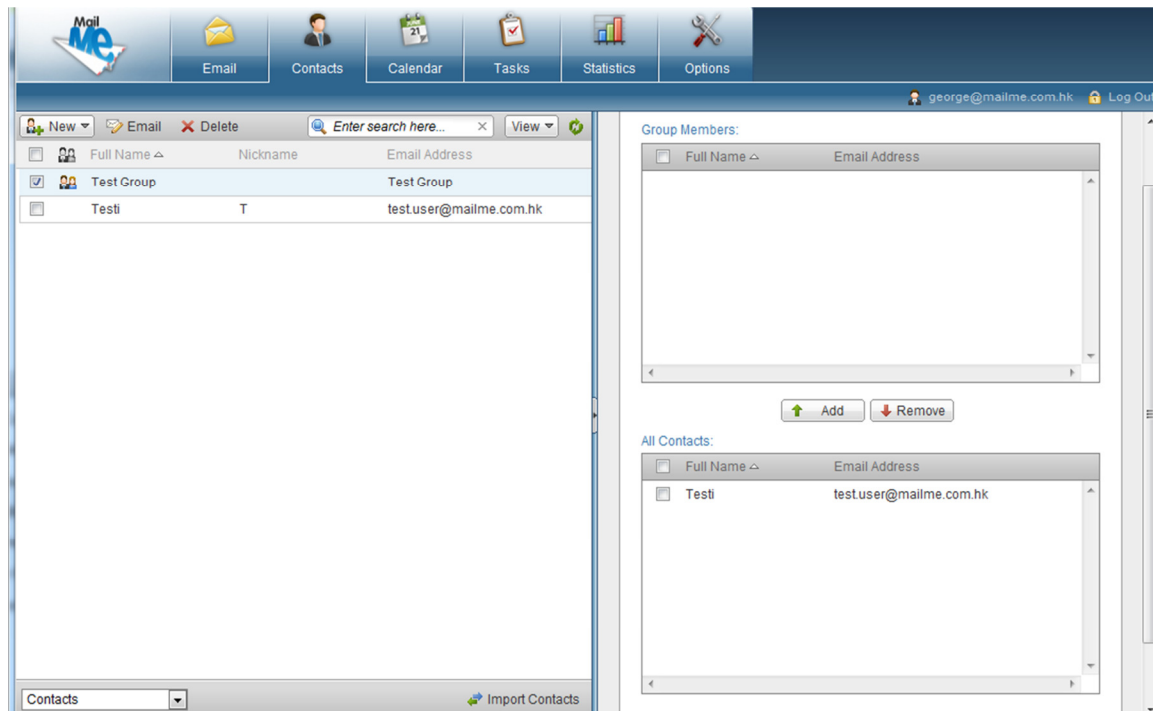
a. Manage Contacts

   i. Add new contact/ group

You can use the "New" dropdown menu to choose to add new contact/ group.

   ii. Edit contact/ Add group member.

Choose the contact/ group you wish to modify. Its detail information will display on the right pane. Directly add/ modify the information, click "Save" when you are finished edit. For adding new group members, select a group from the list, in the right pane, choose from the "All Contacts:", then click the add button above it. Click "Save" when you are finished edit.

b. Import Contacts

Click "Import Contacts" at the bottom right of the left pane. New dialog box will be open. Click the "Browse" button to browse a CSV file. Then Click "Import".