Getting Started with Webmail Pro – Basic

There are several options for accessing WebmailPro from your browser. Although WebmailPro supports most browsers, we recommend Firefox or Google Chrome.

To access WebmailPro do one of the following:

    1) Use the links tab in Agent Pro to link to Shorewest E-mail
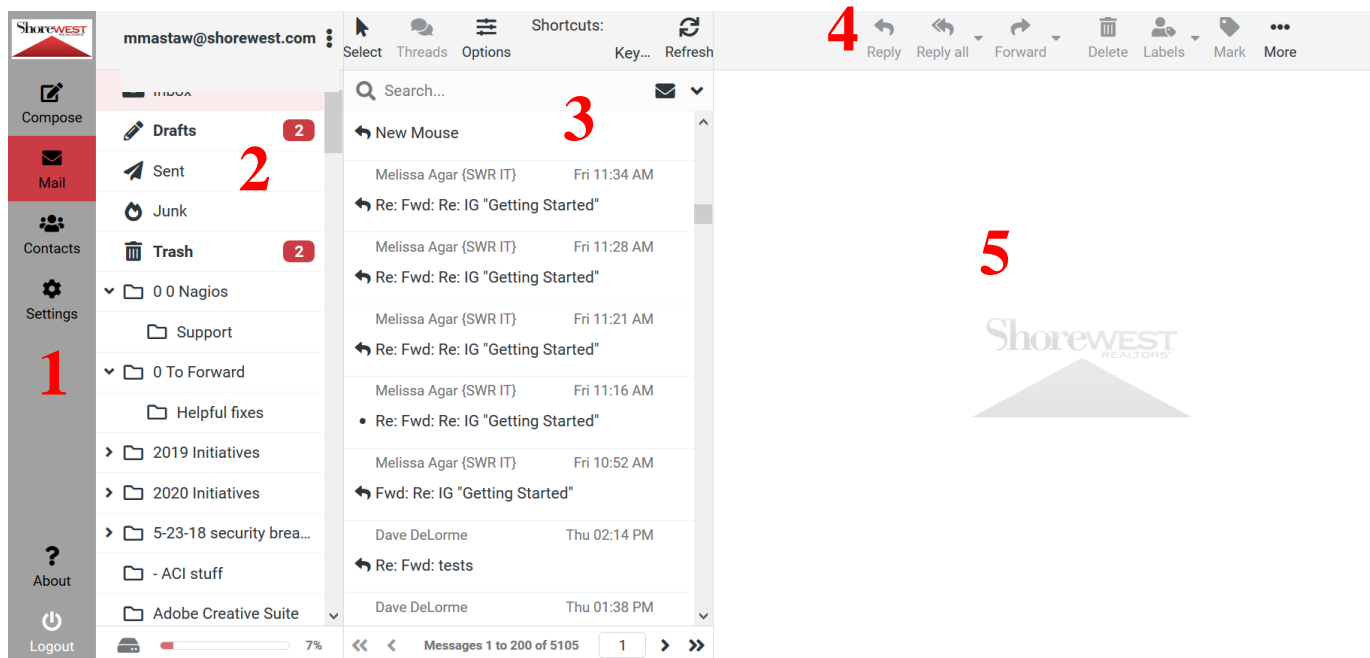   2) Go to the URL webmailpro.shorewest.com in your browser

Once you are at the login page for WebmailPro, you can change your email password, or log in as you normally would do to access your email.

Below is a screen shot from the main page after logging in. **Let's look at each of the four areas from the left menu in detail. We will start with the Mail button.**


1) On the left of the screen are the left menu functions and are used for common tasks. Each is described below. The logout button is in the bottom of the left menu.

Compose – click this button to begin composing a new email.

Mail – click this button to get back to your email and/or list of folders

Contacts – click this button to access your WebmailPro contacts/addresses

Settings – click this button for settings such as preferences, folders, identities, responses, and filters. These will be covered in greater depth in the advanced user guide.
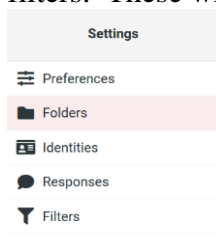

2) This area is the email folder list, containing the standard folders. Note, the Junk folder in WebmailPro corresponds to the Spam folder from webmail.

3) This area lists all of the emails in the selected folder. Highlight one of the messages to make the contents appear in the preview pane. Double click the message to open it. **The search option is explained below.**

4) These are the top menu buttons, which hold common tasks when using email such as reply, forward, delete, and mark. There are many more options such as import, print, download, copy, and move.

5) This is the preview pane. WebmailPro contains a pane which shows you the body of the email you have selected.

Now let's look at the compose window.
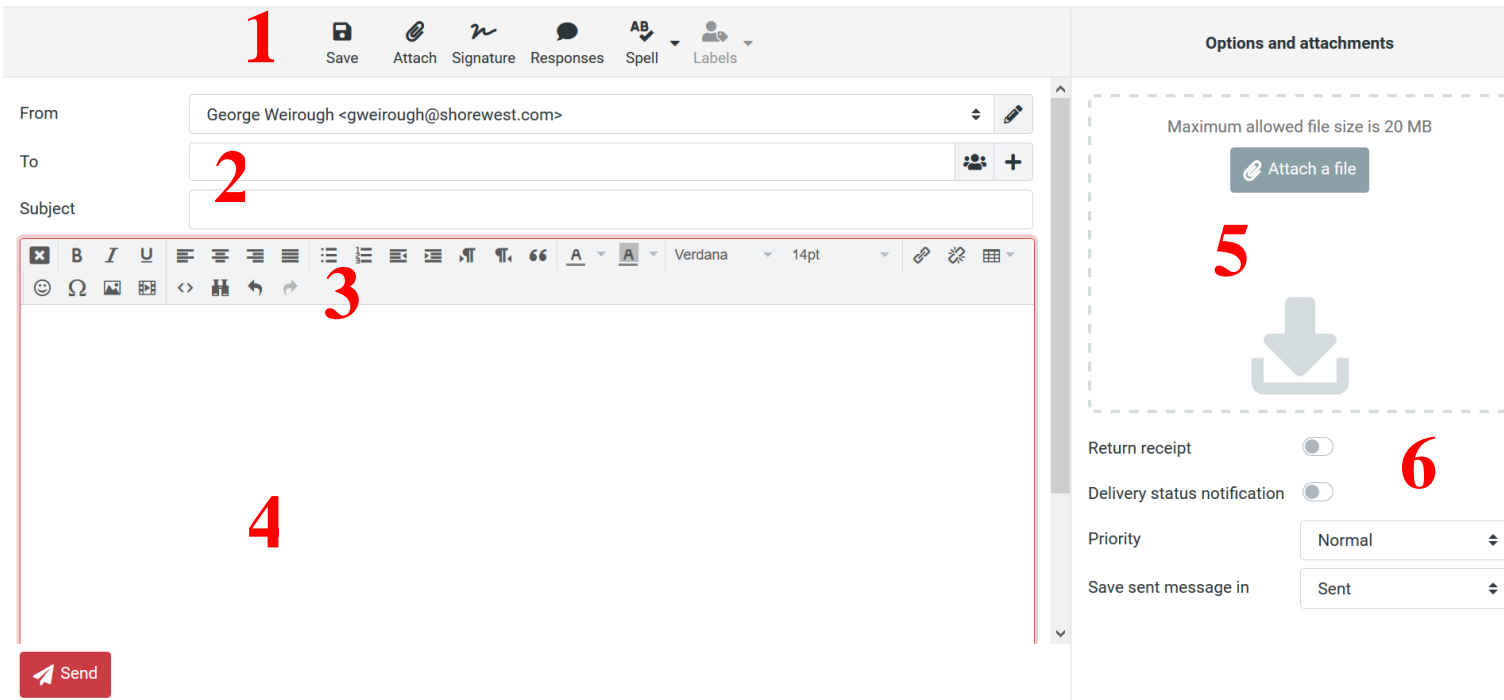
1) The buttons across the top of the screen allow you to do common tasks. Hold your cursor over them to see what they do. From left to right they are:
   Save as draft
   Attach
   Insert signature
   Insert response
   Spellcheck
   Labels

2) Here you can address your message and enter a subject line. As you type the system will search your contacts for a match. Alternatively, you can click the contacts button to insert
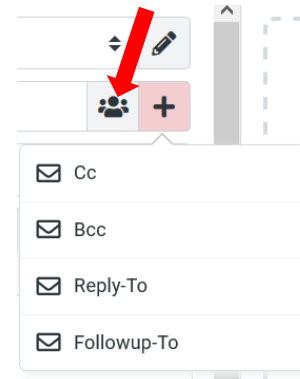

an address from a saved contact. Click the + button to add additional recipients like CC or BCC.

3) This section is the formatting toolbar and contains nearly two dozen tools for formatting

text within your email. These options include bold, italics, underscore, align, indent, insert a numbered list, bullet points, font color, background color, and many more. Hover over each icon to find out what it does.

4) The compose window allows you to compose your message. You can change font size or color and any time by clicking on a button in the formatting toolbar. When finished, click the "send" button in the lower left corner.

5) The attachment window works in two ways. You can drag and drop files into this window to attach them. Alternately, you can click on the + sign to browse your computer for attachments.

6) This area gives you the ability to set additional options such as a delivery notification, the priority of the message, and where the sent message gets saved to.

Next, let's look at the contacts button.
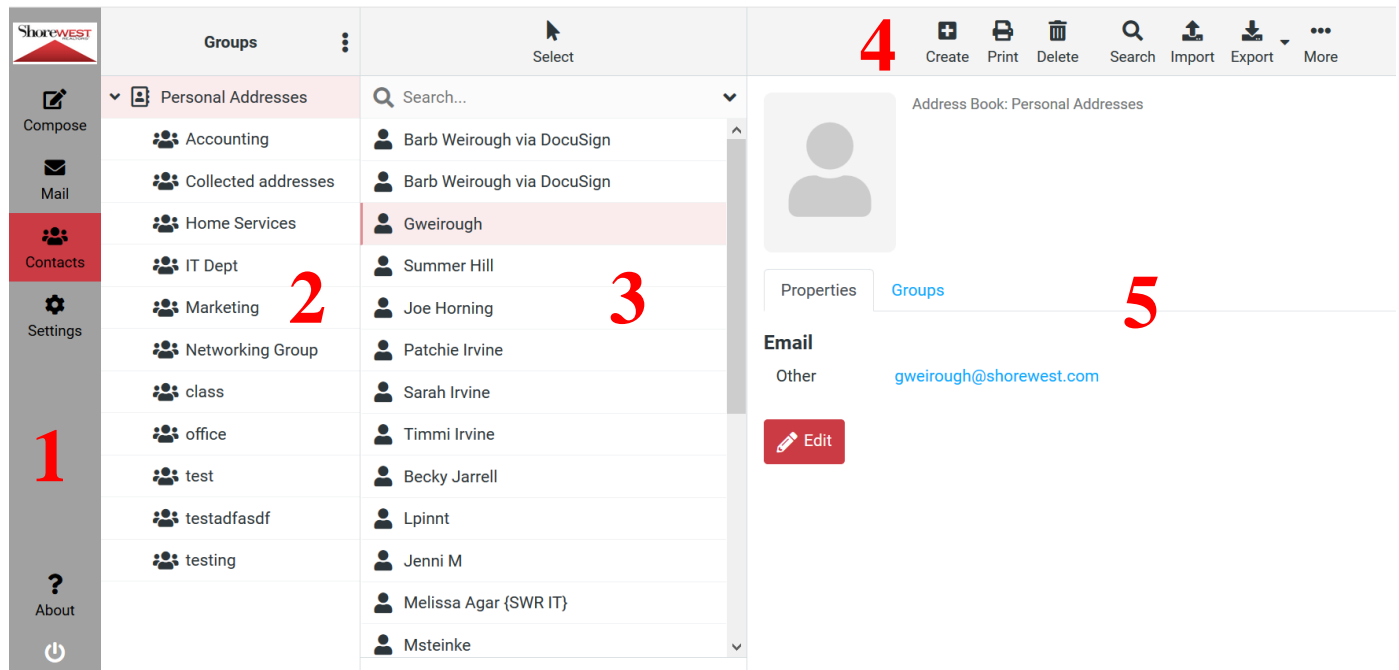
1) The left menu functions of the screen contain the same buttons for common tasks described above. Again, they are **Compose, Mail, Contacts, and Settings**.

2) The contact groups window. This is a list of your personal contact groups. **Note**: individual contacts can belong to more than one group.

    To add a group, click the 3 dots and select "Add group." Similarly, you can rename or delete existing groups. **You can only create groups when you are working within the Personal contacts.**
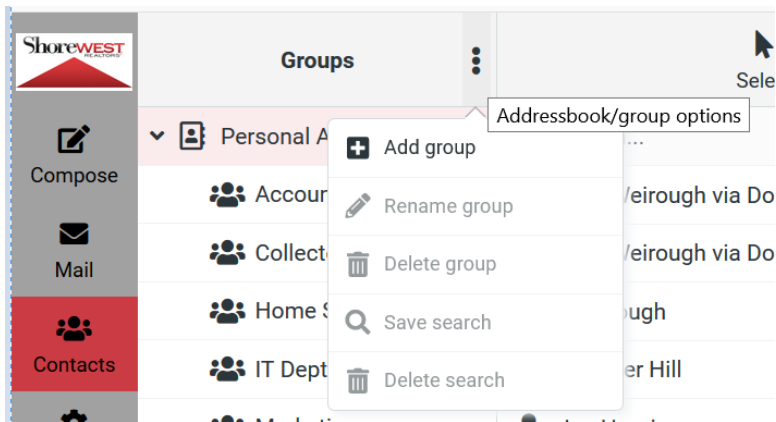

3) The contacts window. All individual contacts within the selected group will be presented here. Click on a contact to be presented with options to compose an email or edit the contact. To create a new contact, click +Create in the top menu buttons described below.

4) These are the top menu buttons, which hold common tasks such as **create new contact, print, delete, advanced search, import and export**. Hover over each icon to find out what it does. Click on "More" to assign a contact to a group or to remove them from one.
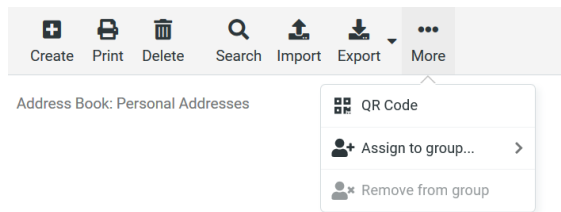

5) This area shows the contact properties and the groups they are members of. From here, you can compose and email to the contact or edit the contact information.
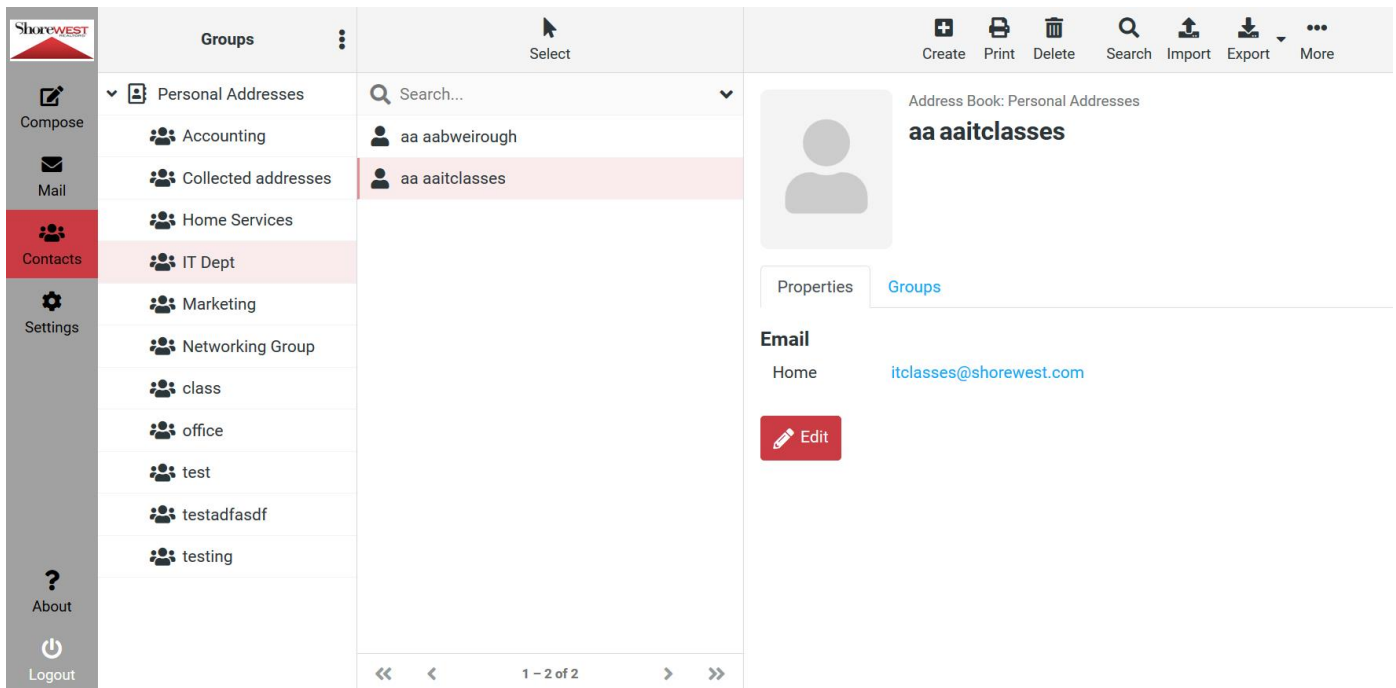
The final left menu button is Settings.
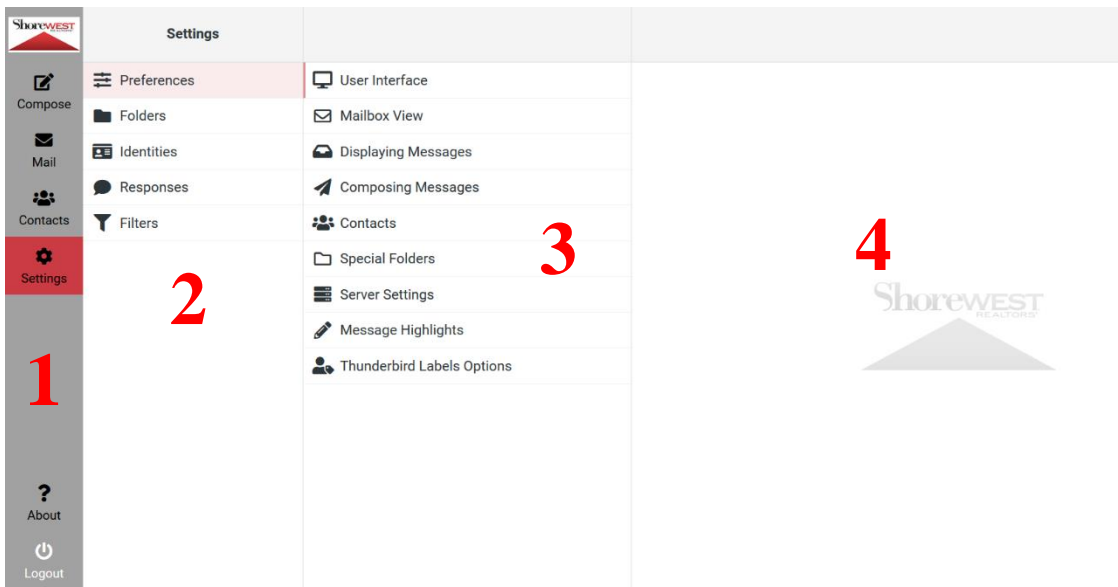
1) Again we have the same left menu buttons for the common tasks of **Compose, Mail, Contacts, and Settings**.

2) These are the five main settings. Click on the desired option to see an expanded menu. These options will be explored deeper in the advanced user guide. The five main settings are:

> **Preferences** – various preferences for mailbox view, displaying messages, etc.

> **Folders** – subscribe or unsubscribe from email folders

> **Identities** – set up an email signature

> **Responses** – common responses that can quickly be inserted into an email

> **Filters** – vacation and out of office messages

3) Contains a list of expanded settings options (sub-menu).

4) The main options to change a setting or preference.
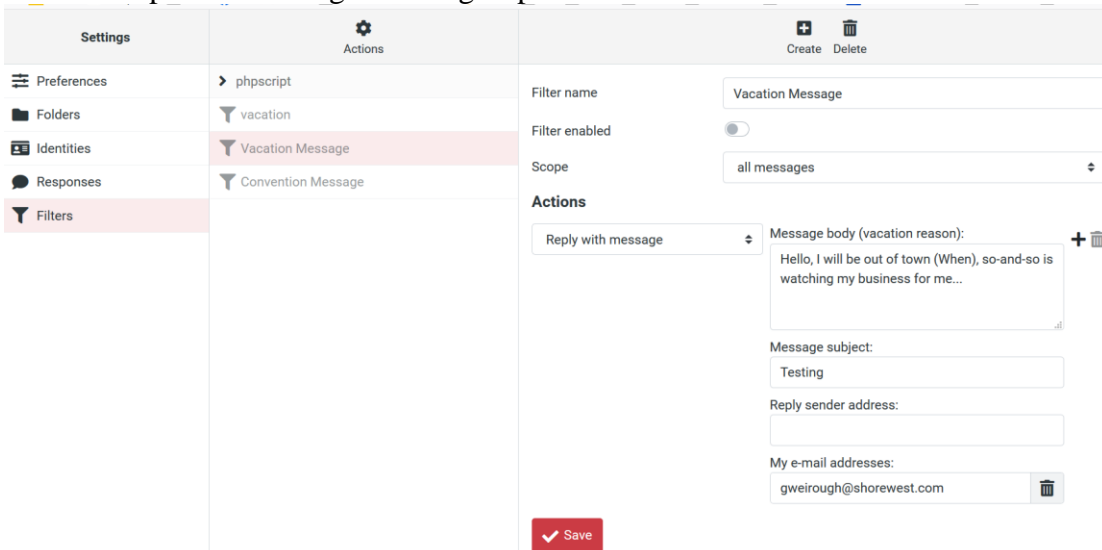
There are two additional functions to cover in this basic user guide. First, let's look at **how to search WebmailPro.**

1) Begin your search by clicking the down arrow located next to the search box directly above the list of email messages.
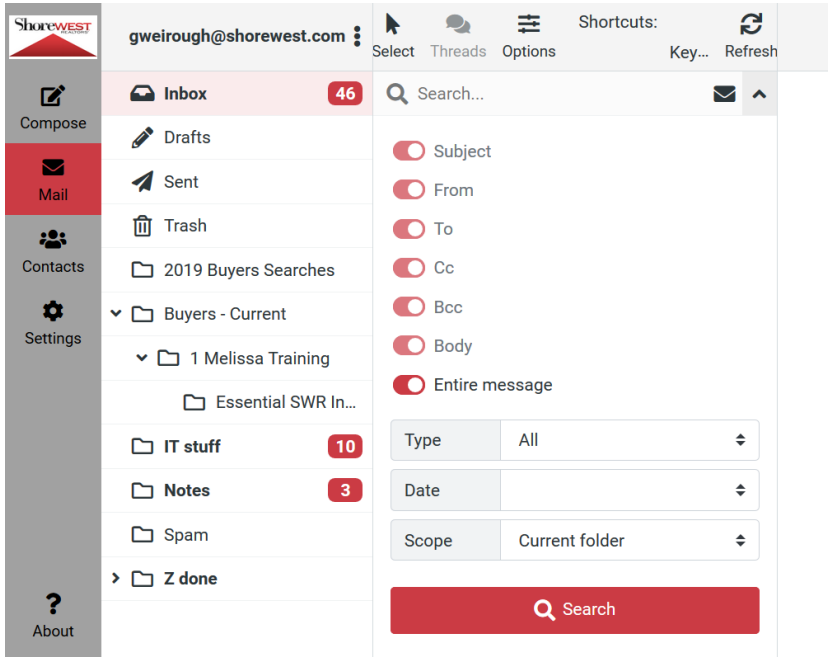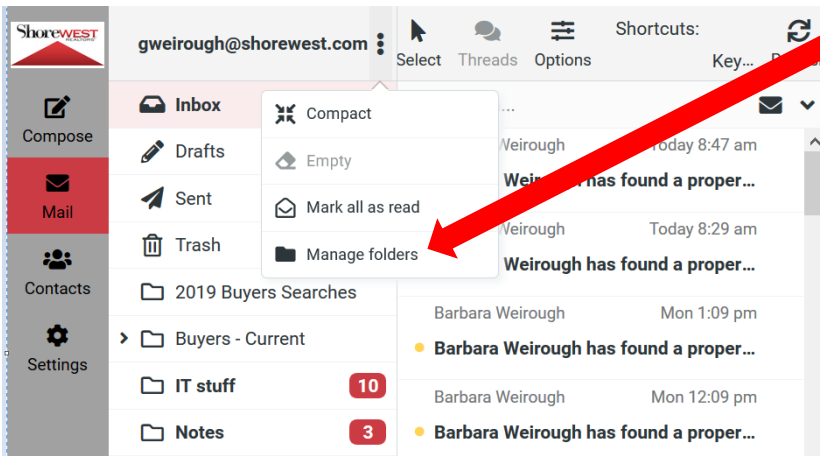

2) In the search box, type in the text you want to search for. Below the search box, select or deslect any options you wish. Clicking the "Entire message" button will enable all options.
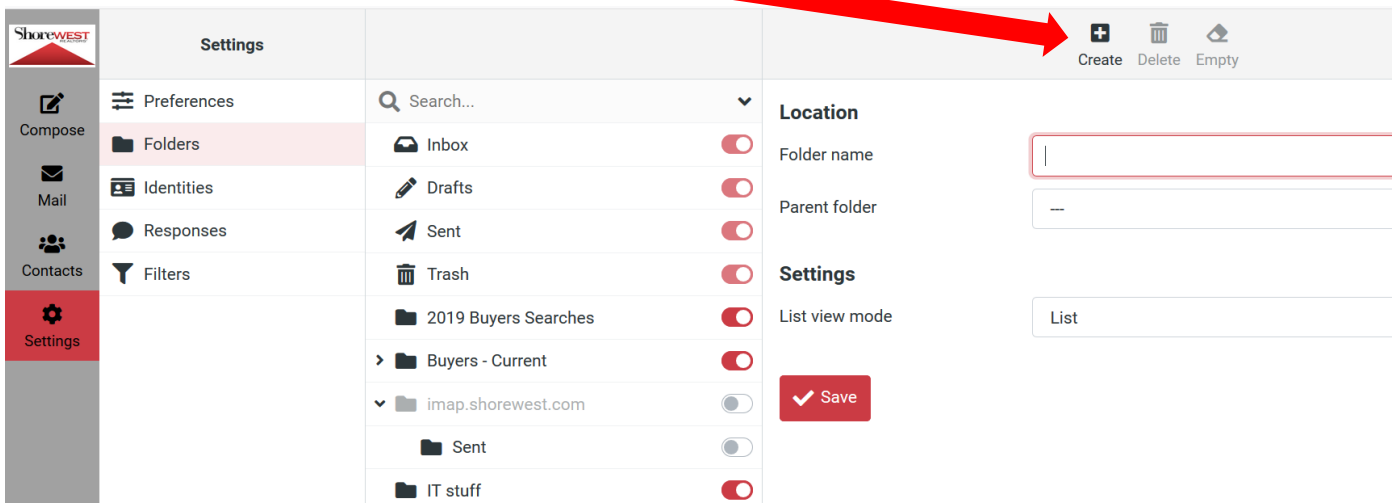
3) Click the Search button to run your search.

Finally, we will look at **how to create email folders.**

Click the 3 dots located next to your email address and select "Manage folders."

Click on +Create from the top menu buttons:

Type in the name of the new folder, select the parent folder, and click "Save."

The newly created folder should now appear in your list of email folders.

Tips and Tricks!

- You will want to set up your signature and display name the first time you log in to WebmailPro. This can be done under Settings -> Identities tab. Click on your email address and on the right side of the page fill out your contact info.

- WebmailPro supports drag and drop functionality in many areas. Messages can be selected and dropped into folders. Likewise, contacts can be dropped into contact groups.

- WebmailPro allows you to right click on many things to get additional options. Right clicking on a selected message will bring up multiple options. Right-clicking on a contact will also bring up a different things you can do with that contact.

- On the main page of WebmailPro click on the keyboard icon to see a list of keyboard short-cuts. These can be huge time-savers.

- Double-clicking on a selected message will maximize that message for easier reading. Click on the mail button or the back arrow to go back to a list of messages.

- Searching contacts in the Shorewest.com group will show an agents contact information, such as mobile number and fax number.

- Its best to search contacts by email address, first name or last name. Other methods may not return any results.

- When browsing for attachments you can select multiple files with the control and shift keys to upload many attachments at once.

- To add a contact in one click, click on their email address and select "Add to address book." name.

- Responses allow you to save blocks of text to be used later. When composing a message, you can insert a response from the buttons at the top of the screen.

- If you are using Firefox you can drop pictures into messages when you are composing. You can also drop a picture into your signature (make sure html message is checked).

- Clicking on the Mail button on the left side of the screen will always return you to the inbox or main screen.

- You can download a video tutorial of WebmailPro here.