Introduction of Webmail
- General Intro
- About the System
- Software
    - Browser Requirements
    - Securing Your Browsers
        - Saved Passwords
        - Cache
        - Authenticated Sessions

Initial Login
Accessing:
- URL for accessing (webmail.domain.ext)
- User (user@domain.ext = "user")
- Password
- Click Login
Setup Default Identity:
- NOTE: Why at least one must exist.
- Display Name (Full Name)
- From Address
- Organization Name
- Reply To (what and why?)
- BCC (what and why?)
- Signature
    - HTML (why?)
- Default (must have one identity set to default)
- SAVE
Folder Subscription:
- (Make certain basic folders exist and are subscribed.)

Inbox, Trash, Sent, Drafts
Email List:
- Click Email link (top-right)
- Displays Inbox
- (Read Email section for more info / Link Here)

Main Screen

Describe Sections:
- Folder List
- Main Nav (Top-Right)
- Sub Nav (Top-Left)
- Bottom Nav (Bottom Area)
- Content Area (changes based on area being accessed – Read/Compose, etc.)
    - Preview Pane (optional / only on email lists)
        - Welcome Page (Unique to Bez)

Address Book

Describe Layout

Add Contact:
- Click on "Add Contact" button
- Contact pane is shown on right
- Display Name
- First Name
- Last Name
- Email Address
- Click "Save"

View Contact:
- Click on name in left list
- Displays contact info in right pane

Edit Contact:
- Click on name in left list
- Click on "Edit Contact" button
- Update Information
- Click "Save" button

Delete Contact:
- Click on name in left list to select
- Click on the "Delete Contact" button
- "Do you really want to delete the selected contact(s)?"
  - Yes/OK
- NOTE: "Select Multiple Contacts" applies to the Delete function

Select Multiple Contacts:
- Hold Shift and click on a beginning contact and ending contact to select a range at once
- Hold CTRL and click on individual contacts at once

Compose Message to Contact:
- Click on name in left list to select contact
- Click on the "Compose Mail To" button
- Notice "Compose" window is opened and contact(s) display in the "To" field
- Proceed to create and send an email message
- NOTE: "Select Multiple Contacts" applies to the "Compose Mail To" function

Print/ Export/ LDAP
- Functionality is currently in development and disabled in client.

Personal Settings

Describe Layout:
- 3 tabs, etc.

Preferences:
- Language
- Time Zone
  - Set to -05:00 – EST for those in South Carolina/East Coast (Unique to Bez)
- Daylight Savings (check how this works? auto adjusts? or offsets hours by one if enabled?)
- Rows per page
  - number of messages listed per page
- Pretty Dates
  - Feb. 04, 2007 vs 2007-02-04 (verify)
- Display HTML
  - why good and why bad
  - how Bez Webmail tries to protect messages displayed in webmail (here or other place?)
- Compose HTML Messages
  - why good and why bad
  - *verify if it sends plain text along with html, etc
- Show Preview Pane
- Auto Save Draft

Folders
- Discuss what it means to "subscribe" to a folder
- Discuss how IMAP handles folders
- Discuss why to name folders "INBOX._name_", etc.
- Subscribe To Folder:
  - Check box in the "Subscribed" column
- Rename Folder:
  - Click "Rename Folder" button beside desired folder
  - Change Name
  - Press "Enter" to make change
- Create Folder:
  - Type new folder name in bottom text box
  - Click "Create" button to save
  - "INBOX." / "." separates folder and subfolder, etc.
- Delete Folder:
  - Select "Trash" / "Delete Folder" icon beside the desired folder
  - Will be prompted with "Do you really want to delete this folder?"
    - Press "OK" for yes

Identities:
- Covered majority of functionality in "Initial Login" section
- Should see at least the initial identity in the list
- To Edit:
  - Click desired Identity
  - *Repeat initial setup info here for changing*
  - Click "Save"
- To Add:
  - Click "New Identity" button
  - *Repeat initial setup info here for changing*
  - Click "Save"
- To Delete:
  - *No confirmation will be asked when deleting Identities*
  - Click desired Identity in the list
  - Click the "Delete" button beneath information
- Multiple Identities:
  - Why would you want multiple identities?
  - How do you use them in the "Compose" screen?
    - *See information in "Compose" section*

Email

Reading Messages:
- Folder Listing:
    - Describe
        - Displays a list of Folders to which the user is currently subscribed. (Link to subscription info here)
        - May move from one folder to the other by clicking on the name of the folder.
        - There are special folders (Inbox, Trash, Junk, Drafts, Sent) – they have special icons
    - Folder Functions:
        - Compact
            - (Search for description)
        - Empty
            - Applies only to Trash and Junk folder
            - Purges all emails from the selected folder.
            - (Empties the trash/junk)
- Top Nav (While in message listing view):
    - "Check Email" button
    - Compose/ Create a new message
    - Reply to the message
        - replies to currently highlighted msg
    - "Reply to send and all recipients" button
        - replies to everyone on the previous email
    - Forward the message
        - Forwards a copy of the highlighted msg as an attachment
    - Move message to trash
        - Deletes highlighted message(s)
    - Print this message
        - Opens up the highlighted message in a new window and formats for printing on a selected printer. Also launches "Print" dialog window.
    - Search
        - searches content/sender/subject of all messages in the selected folderl
        - lists all messages that apply in the current list
- Content Pane
    - Message List:
        - Read Status (* vs *)
        - Subject
        - Sender ("Recipient" when in the "Sent" folder)
        - Date
            - (Pretty Date: Tuesday, 12:10PM / Non-Pretty Date: 2007-02-04 12:10PM)
        - Size
        - Attachment
            - if paper clip image is displayed, there is an attachment on that msg
        - NOTE: May sort on any column in ASC or DESC order
        - NOTE: If message is **bold** it is Unread
        - NOTE: Single Click to select and display in Preview Pane
        - NOTE: If Preview Pane is disabled, double click to open in full-size individual message screen.
    - Preview Pane:
        - Displays content of currently selected/highlighted message
        - Can be resized vertically to take up more or less of the screen. Message list is adjusted to accommodate.
        - User can turn the Preview Pane on or off.
            - If off, message list fills remainder of screen. (show image here)
        - See explanation of Displaying Messages in Full Window for more details.
- Bottom Nav
    - Selections
        - Used to select messages in the currently displayed list

- All (selects all msgs in the current list)
- Unread (selects all msgs in the current list that have not been read)
- None (unselects any msgs that are currently highlighted)
- NOTE: May use SHIFT/CTRL + Click for multiple selection (See info in Multiple Selection Section)
  - Disk Usage
    - "X" / "Y" MB ("Z" %)
    - Reports your current usage of your account's quota
    - (Describe quotas)
    - "X" is the current amount stored in your complete account (in MB's)
    - "Y" is the current file-size limit of storage in your complete account (in MB's)
    - "Z" is the percent of usage of your accounts quota
  - Message List Navigation
    - |< < "X" to "Y" of "Z" > >|
    - Shows you your current position within your list of messages in the selected folder.
    - Also provides navigation through the list of messages
    - |< takes you to the first page of messages in the folder (first 40 msgs)
    - < takes you to the previous page of msgs
    - > takes you to the next page of msgs
    - >| takes you to the last page of msgs in the folder
- Full Screen Display of Single Message:
  - How to open in Full Screen/Frame Display
  - Top Navigation
    - Back to message list
    - Compose/ Create a new message (See above)
    - Reply to the message (See above)
    - "Reply to send and all recipients" button (See above)
    - Forward the message (See above)
    - Move message to trash (See above)
    - Print this message (See above)
    - Show source
    - "move to.." Drop Box
  - Content Pane
    - Subject
    - Sender
      - How to add to Addressbook
    - Recipient
      - How to add to Addressbook
    - Date
    - Attachments
      - How to Open
      - Info about the "Attachment Frame"
    - Message Body
  - Any alerts that might be displayed.
    - To protect your privacy, remote images are blocked in this message. (Display Images)
    - Any others? HTML maybe?
  - Bottom Nav
    - Message count for current folder
      - (See: **Message List Navigation**)

Composing Messages:
- Multiple Ways of Starting Composition:
  - Compose a new message
    - From Message List or Full Screen Display
  - Reply to
    - Reply to message from Message List or Full Screen Display
  - Reply to all

- "Reply to sender and all recipients" from Message List or Full Screen Display
  - Forward
    - "Forward the message" from Message List or Full Screen Display
  - From Address Book
    - Single
    - Multiple (CTRL or SHIFT and click)
- Composition Screen
  - Top Nav
    - "Send the message now"
    - Check spelling
    - Attach a file
    - Save this draft
    - Priority
    - Return Receipt
  - Attachment Listing
    - "+" button for adding an attachment
      - Browse
      - Upload
      - Close
    - Item Listed
      - Delete
    - NOTE: Discuss upload size limits by PHP
  - Main Content Pane
    - Sender
      - NOTE: Discuss usage of Identities
    - Recipeint
      - "Complete as you type"
    - CC / BCC Links
      - "Complete as you type"
    - Subject
      - If none put in, what happens
    - Message Body
      - How it may display an HTML/Text Signature
    - Spell Check
      - "Check Spelling"
      - "Resume Editing"
      - Highlighted Words
      - Drop Down Replacement
      - Manually Insert Word
    - NOTE: Point out how "Signature" works/shows up.
  - Bottom Nav
    - "Send the message now" Button
    - "Cancel" Button
    - Charset (Default: UTF-8)
    - Editor: HTML / TEXT
      - Explain difference
      - Explain why HTML may not be the best bet...?
      - Possibly pull documentation from elsewhere about the HTML editor
      - Explain option of setting either as default in Preferences.

Organizing(?):
- Drag And Drop
  - Move messages from one folder to another
  - Use of SHIFT/CTRL + Click to select multiples
- Folders
  - Add/ Delete/ Rename
  - How to "move" folders (By renaming, etc.)

<u>Troubleshooting</u>
- How to report issues
  - Support Link in Webmail <mark>(Unique to Bez?)</mark>
- Webmail Addressbook vs. Email Client Addressbook
- Webmail vs. POP3 Email Client
  - Differences in Storage (Storage on server versus in the email client.)
  - Sent Mail in Webmail (Why it may not show up in your email client.)
- Other?

Possible Links to information (aka, why reinvent the whole wheel?)

Webmail:
http://www.technion.ac.il/webmail/help2.htm
https://webmail.artic.edu/guide/

FCKeditor:
http://wiki.fckeditor.net/UsersGuide

Thanks to Charles Dostale for sending in a portion of RC documentation that he has worked on in the past.

The idea of an "Introduction" and "Troubleshooting" section was taken from his documentation.