RED STAMP MAIL – USER GUIDE

Red Stamp Mail is a web-based email client, which means that it connects to your existing email account and downloads messages from it. The messages are displayed in a simple and clear user interface which was built especially for senior users.

This user guide will help you make the most out of your Red Stamp Mail account.

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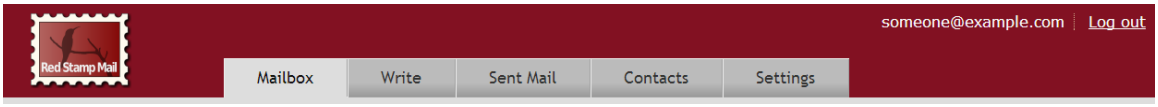
BASIC NAVIGATION

The top of the screen always shows the main areas of Red Stamp Mail:



From left to right, the main areas are:

- **Mailbox** – where you can read and reply to messages that were sent to you.
- **Write** – where you can write new messages as well as greeting cards and send them to friends and family.
- **Sent Mail** – where you can see messages that you've previously sent.
- **Contacts** – where you can manage your contact list (the people whose email address you want to keep).
- **Settings** – where you can modify various aspects of your Red Stamp Mail account.

The tab of the currently selected area is marked in a lighter shade of grey. Clicking on one of the other tabs will take you to the relevant section.

At the top-right of the screen there's a **log out** link. Click it if you want to exit your account.

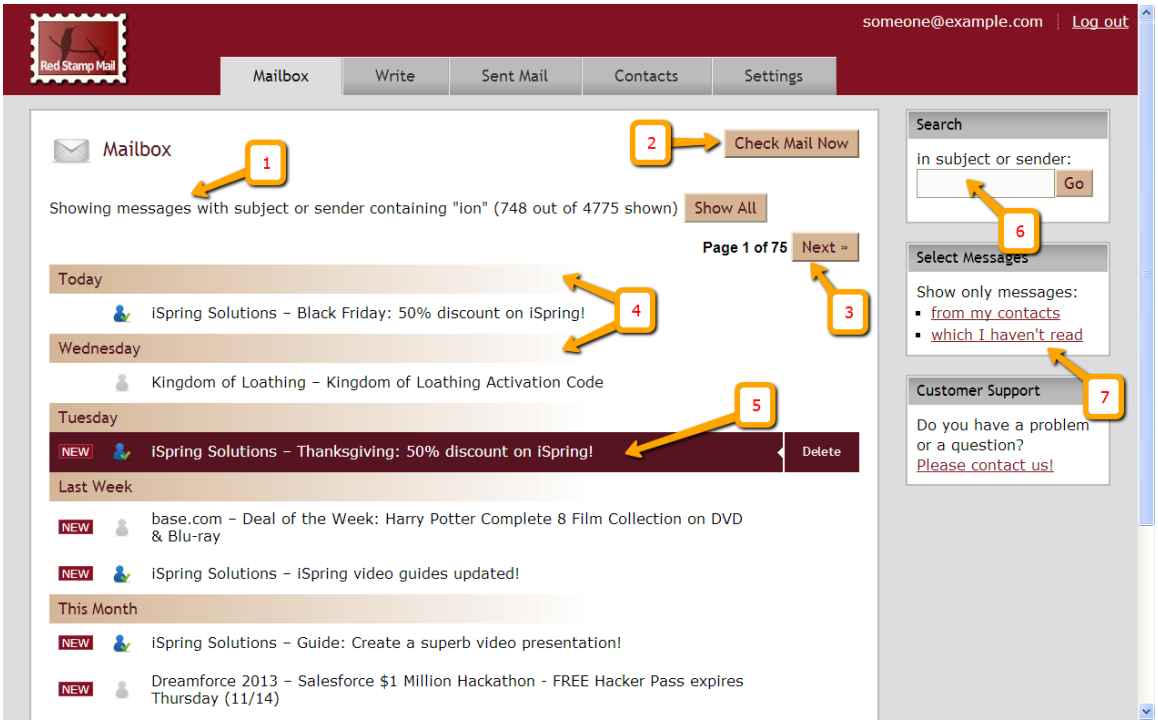
Should I log out of Red Stamp Mail?

If you are using Red Stamp Mail on a computer which is shared with other people, be sure to click the log out link before closing the browser window. Otherwise you will remain logged in, and other people will be able to access your emails.

On the other hand, if you are using a private computer logging out is strictly optional. You might find it more convenient to stay logged in and just close the browser window. This way you will not be asked for your password the next time you use Red Stamp Mail.

THE MAILBOX

The mailbox is where you can see email messages which were sent to you.



The important parts of the screenshot above are numbered as follows:

1. The first line shows how many messages are in your mailbox, and whether there is any message filtering active at the moment (see 6, 7 below). To clear the current filter, click on the **Show All** button.
2. The **Check Mail Now** button allows you to check if any new messages were sent to you.
3. The mailbox is split into pages of 15 messages each. This area shows the current page number out of the total, and includes buttons for going to the next and previous pages (when relevant).
4. The messages in the mailbox are ordered from newest to oldest. There are headlines showing how long ago the messages were sent – today, yesterday, last week and so on.
5. If you hover with the mouse cursor over a message, it will be highlighted in red. Click the message to view it. Click **Delete** on the right to erase the message without reading it.

6. This search box lets you filter the messages by any text that appears in their subject lines, sender name or sender email. Use this to easily look for specific old messages.
7. These links allow you to filter the messages and either see only those that you did not read yet, or those that were sent from people in your contact list.

Message Markers

Each message can have some of the following markers next to it:

The message has not been viewed yet.

The message has been marked for deletion.

The message is from someone in your contact list.

The message is from someone who isn't in your contact list.

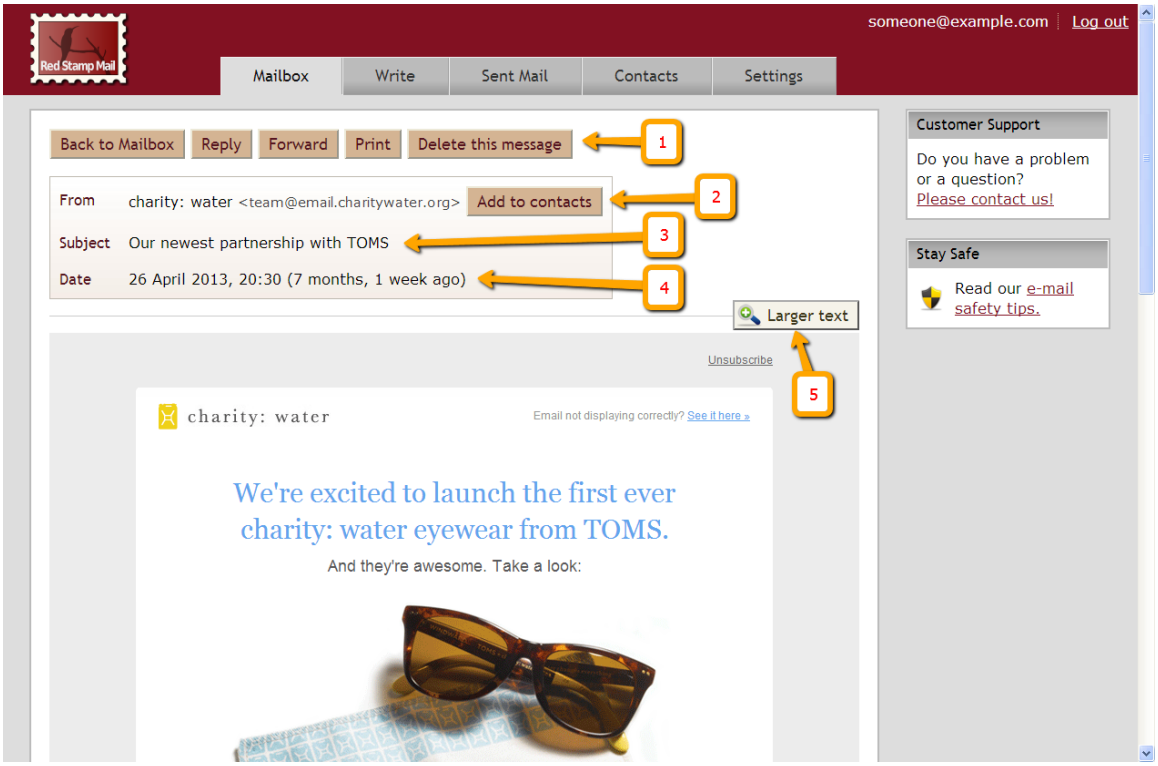
Deleting Messages

If you click on the **Delete** link next to a message, it will be marked for deletion. The DEL marker will appear next to it, and its subject line will be crossed out. At this point the message still exists, and you have a chance to change your mind. If you now click on the **Undelete** link, the message will return to normal.

The next time that you click on Check Mail Now, all messages which were marked for deletion will be permanently erased. Keep in mind that there is no way to restore messages which were erased – they are gone for good.

VIEWING A MESSAGE

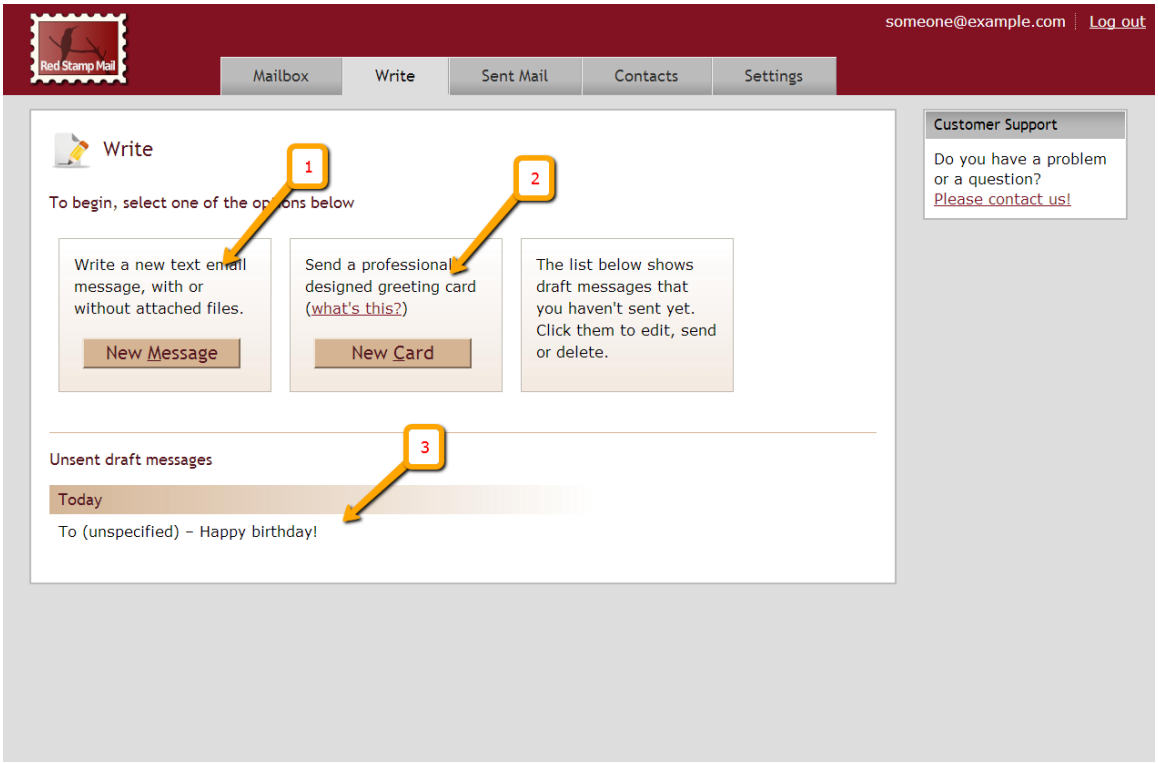
Clicking on a message in the mailbox will show you the contents of that message.



1. The top row of buttons are actions you can perform:
    - **Back to Mailbox** – takes you back to the mailbox.
    - **Reply** – lets you write a reply to the sender of this message.
    - **Reply All** – write a reply to the sender and everyone else who received this message (this button only shows up when there were other recipients)
    - **Forward** – sends this message to other people
    - **Print** – prints this message (assuming you have a printer connected to your computer)
    - **Delete this message** – marks the message for deletion and returns to the mailbox.
2. **From** – the sender of this message. If he is not in your contact list, you can click on **Add to contacts** and he will be saved as a new contact.
3. **Subject** – the subject given to this message.
4. **Date** – when this message was sent.
5. **Larger text** – if you have trouble reading the message, clicking on this button will show it in a simplified format, with less visual distractions and larger text size.

WRITING A MESSAGE

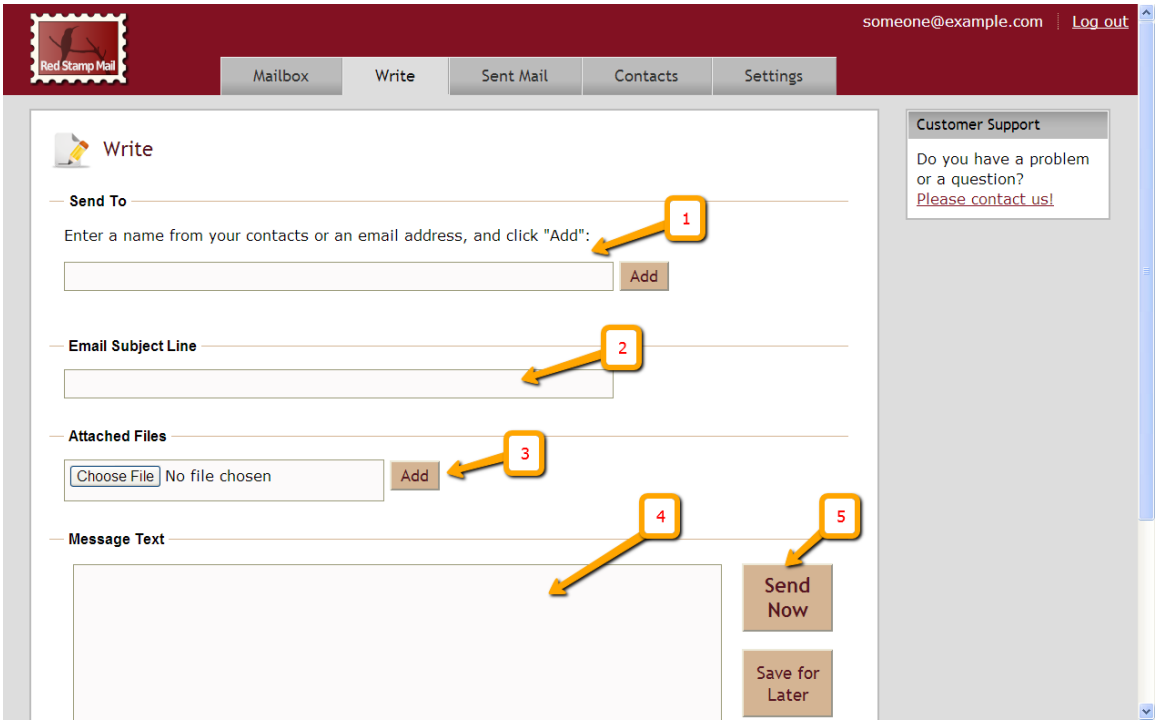
Click on the **Write** tab and you'll see these options:



1. **New Message** – click here to write a regular email (see details below).
2. **New Card** – click here to create a greeting card (see details below).
3. **Unsent draft messages** – this is a list of messages which you started writing, but did not send yet. You can click on a message to go back to writing and sending it.

WRITING A REGULAR EMAIL MESSAGE

After clicking on the **Write** tab and then clicking on the **New Message** button, you'll see this screen:



The important parts of the screenshot above are numbered as follows:

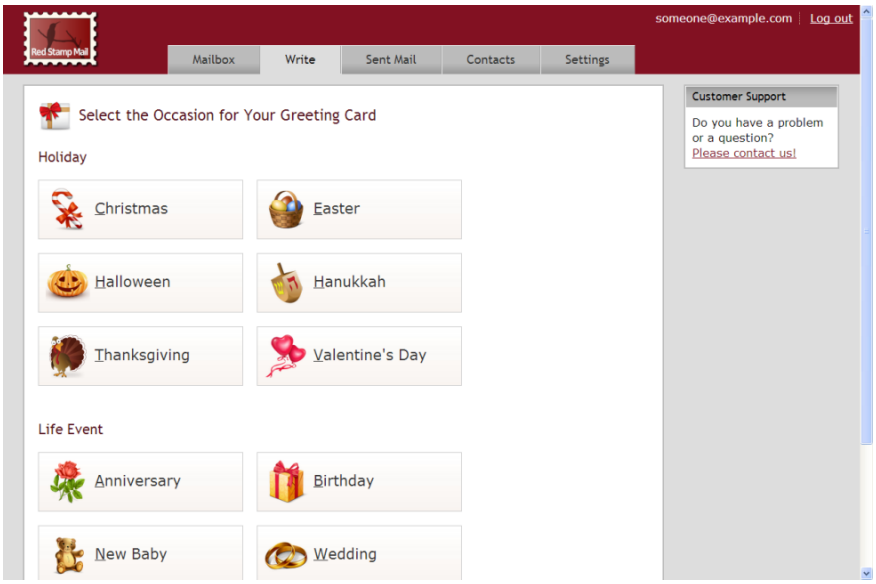
1. **Send To** – this is where you enter the recipients of your message. Start typing a name or email address from your contacts, and a list of matching contacts will appear. Click on the one that you want, and then click on the **Add** button. The recipient will be added to the mail message. Repeat this if you want to send the message to additional people.
2. **Subject** – enter the subject of your email message (this is the line the recipient will see before opening the message)
3. **Attached files** – if you want to add files such as photos or documents to the message, click the **Choose File** button and select the file to attach. Then click the **Add** button and the file will be attached to the email message. Repeat the process to add more files. Note: depending on your browser, the button could say "Browse" instead of "Choose File".
4. **Message text** – type your message here.
5. When your email message is ready, click the **Send Now** button. Alternatively, you can click **Save for Later** and the message will not be sent but rather saved in

the unsent draft messages list. If you want to erase the message for good, click on the **Discard** button.

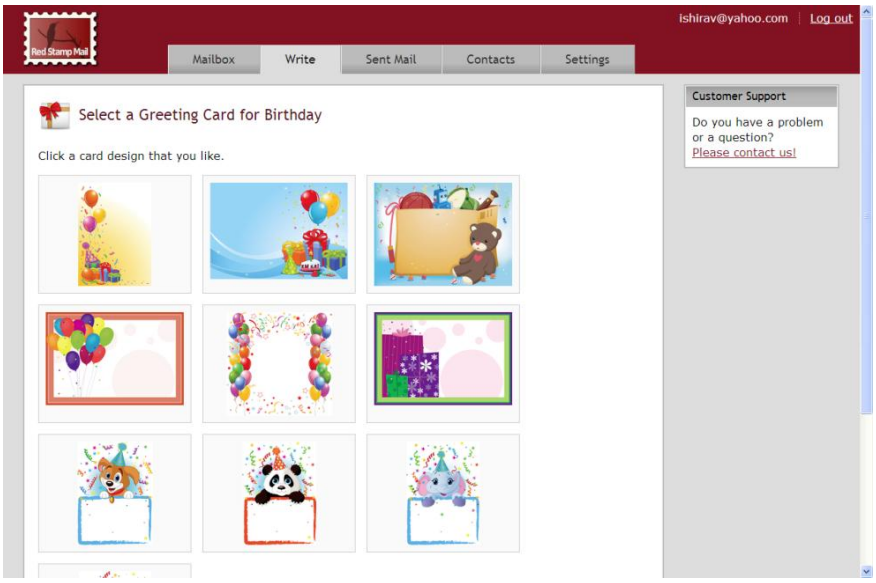
CREATING A GREETING CARD

Use this option when you want to send someone a professionally designed greeting card by mail.

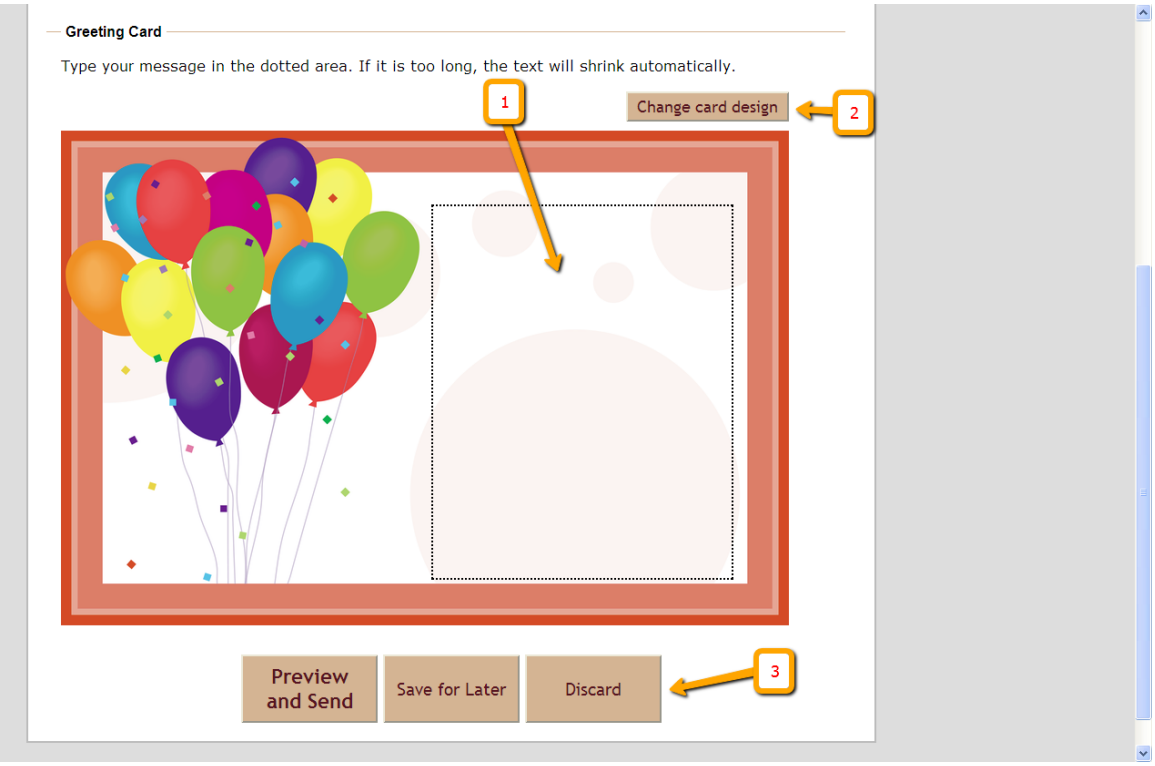
After clicking on the **Write** tab and then clicking on the **New Card** button, you'll will be asked to choose the occasion that your card is for:



After clicking on the chosen occasion, you'll see a selection of designs to choose from:



Click on the design that you prefer, and you'll be taken to the next screen, where you will enter the card's recipients and text:



The top of this screen is very similar to the one used for regular email messages. It lets you choose the recipients and enter the subject line for your email message. At the bottom, you'll see the design you previously chose, and the following important areas:

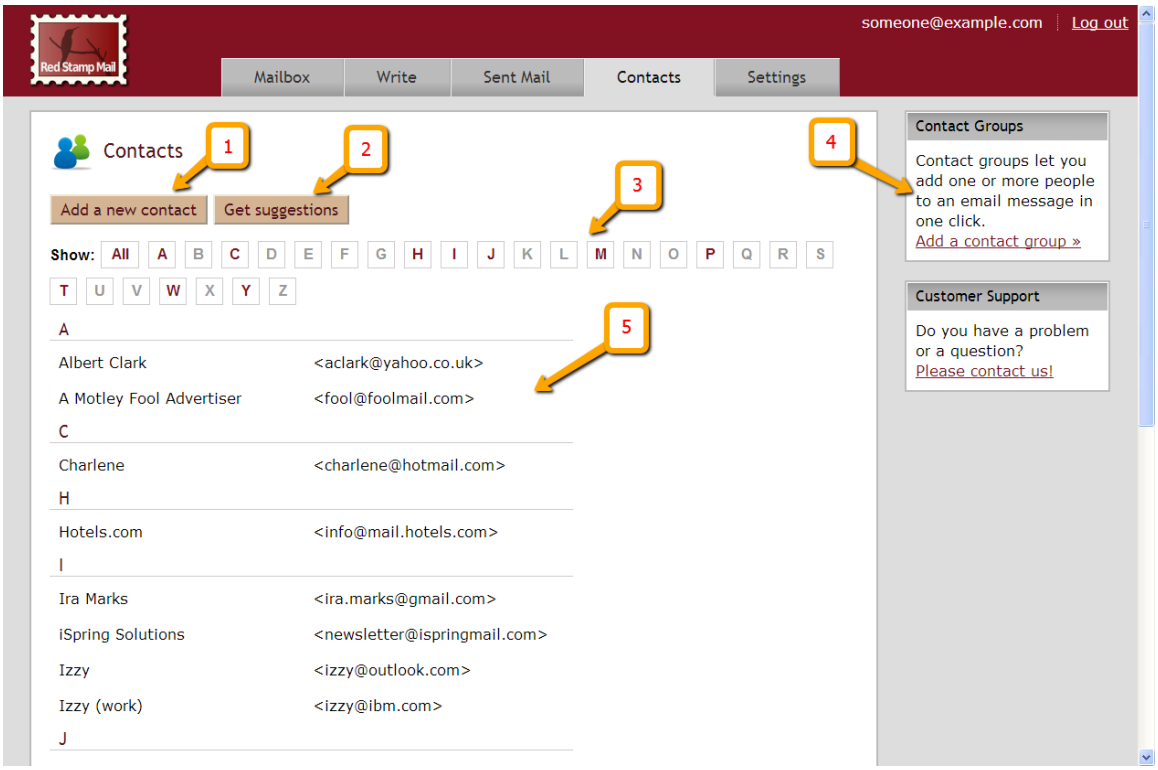
1. The dotted rectangle is where you type the card's text. Don't worry if you run out of space – the text will shrink automatically so it will all fit into the allotted area.
2. If you want to switch to a different card design, click the **Change card design** button. You will not lose the text you've already entered.
3. When the card is ready, click **Preview and Send** to see the final result and then send it. If the result is not satisfactory you'll be able to go back to this screen and edit the card. The **Save for Later** and **Discard** buttons are identical to those available on regular email messages.

MANAGING YOUR CONTACTS

The contacts screen is where you save the names and email addresses of people you know. When you receive an email message from someone in your contacts, the message is marked with this:

Contacts are also useful when writing an email message, since you only need to start typing a contact's name and it will appear (instead of entering his full email address).

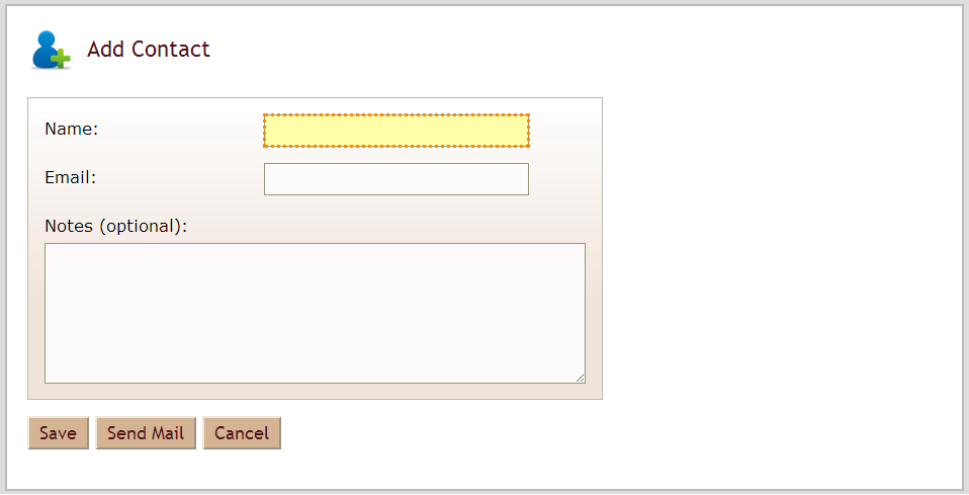
Here are the parts of the contacts screen:



1. **Add a new contact** – click this to add a contact to your list (see below).
2. **Get suggestions** – click this to get a list of suggested contacts, based on the people who sent you emails. You can then choose which of the suggested contacts will be saved in your contacts list.
3. Click one of the letters to see only contacts starting with that letter. Click **All** to go back to seeing all your contacts.
4. You can create contact groups for quickly adding several people to an email message (see below for details).
5. This is the list of your saved contacts. Click a contact to edit it, or to send an email addressed to that contact (see below).

ADDING A NEW CONTACT

Click on the **Add a new contact** button to enter a new contact. You'll see this form:



Enter the new contact's name, his full email address (e.g. bruce@hotmail.com) and optional notes. The most important thing is the email address – you must enter it correctly without any spaces or extra characters. Think of it as a telephone number – if you get just one digit wrong, you won't be able to reach the intended person.

Click **Save** to save the new contact, **Send Mail** to save him and immediately write him an email, or **Cancel** to exit without saving.

Note: instead of filling this form, you can also add a contact quickly when you get an email message from him. You'll see an **Add to contacts** button next to his name, which you can click in order to save that person in your contacts list.

An email address is always made up of three parts, written without any spaces between them: the **user name**, an "at" character (**@**), and the **domain**. For example gary44@gmail.com or susan_wright@ibm.co.uk

1. The user name is often the person's first name, last name or some mixture of both; but it can be anything that the person chose.
2. The "at" character separates the user name from the domain name. To type this character, hold down the **Shift** key while pressing the **2** key.
3. The domain name specifies the organization providing the person's mail account. Common mail domains are gmail.com, aol.com and others.

Editing an Existing Contact

If you click on a contact in your contacts list, you'll be able to edit it:

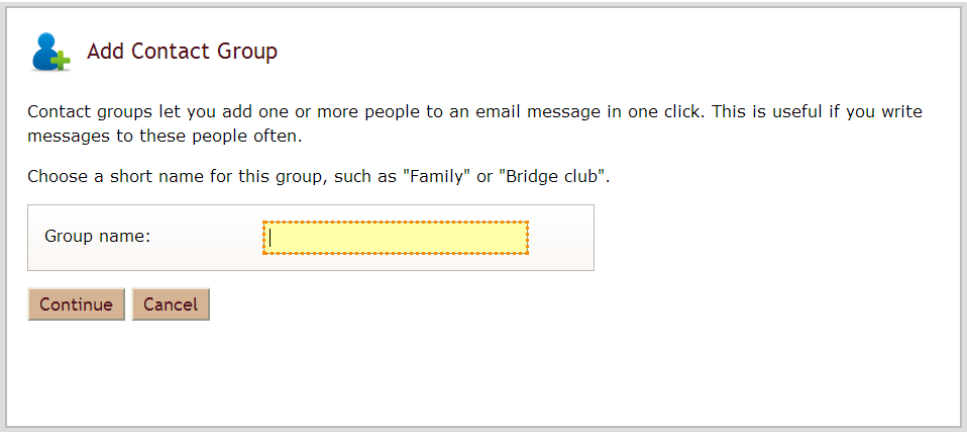
This is very similar to entering a new contact, except that the **Save** button does not create a new contact but rather updates the existing one.

You can also remove a contact from your contacts list using the **Delete** button.

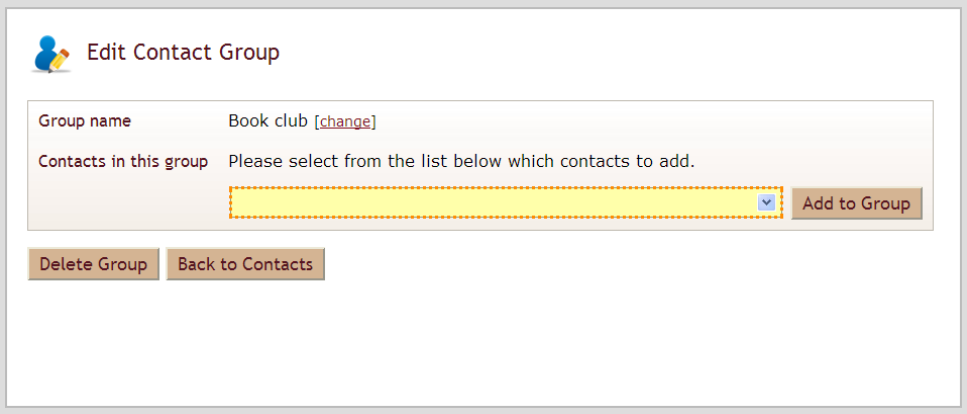
Using Contact Groups

Contact groups let you add one or more people to an email message in one click. This is useful if you write messages to these people often.

To create a contact group, click on the "Add contact group" link at the right side of the contacts screen. You will be asked to name the new group:



Then you will need to add one or more contacts from your contacts list to the new group:



Select a contact from the list and click **Add to Group**. Repeat this to add more contacts to the group.

When you're done, click **Back to Contacts**. You'll see your new group listed on the right side of the screen, where you can click it in case you ever need to add or remove contacts from it.

Now when writing a new email message, you'll see buttons that you can click in order to easily add the whole group to the email's recipients. For example: