Webmail Changes

A tour of some of the new features in Eastex Webmail

Eastex has recently introduced a new way to handle e-mail while you are away from your home computer. We have been testing the new mail server for a few months and feel confident you will like the new look and features. We welcome all feedback from our customers if you have questions or suggestions.

In this article, we will highlight some of the new features as well as point out how to find items that have moved locations since the old webmail.

Overview

The new Webmail has a modern interface which should be familiar for users of Outlook and other mail clients for desktop.

On the left are your folders. By default, you will have Inbox, Drafts, Sent, Junk, and Trash. If you've created additional folders in webmail or from your desktop client using IMAP, you will see those listed.
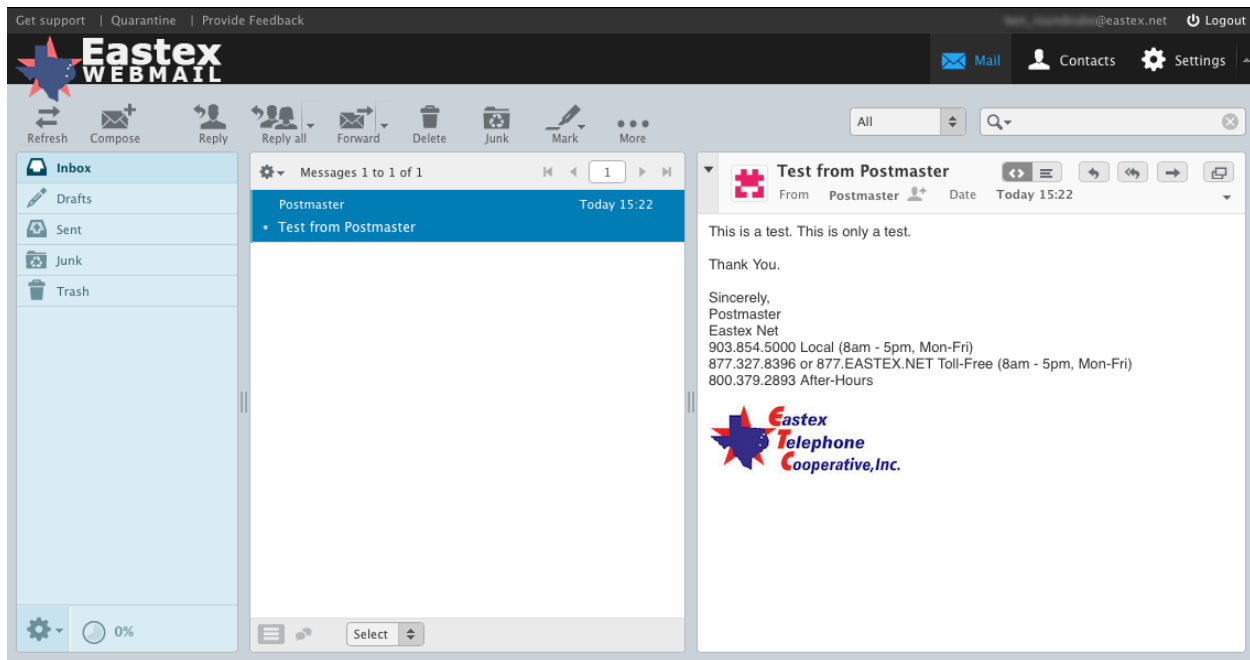
The middle column is your messages list. It may be sorted any number of ways by clicking the ⚙ but by default is sorted by Arrival Time, Descending (ie newest first).
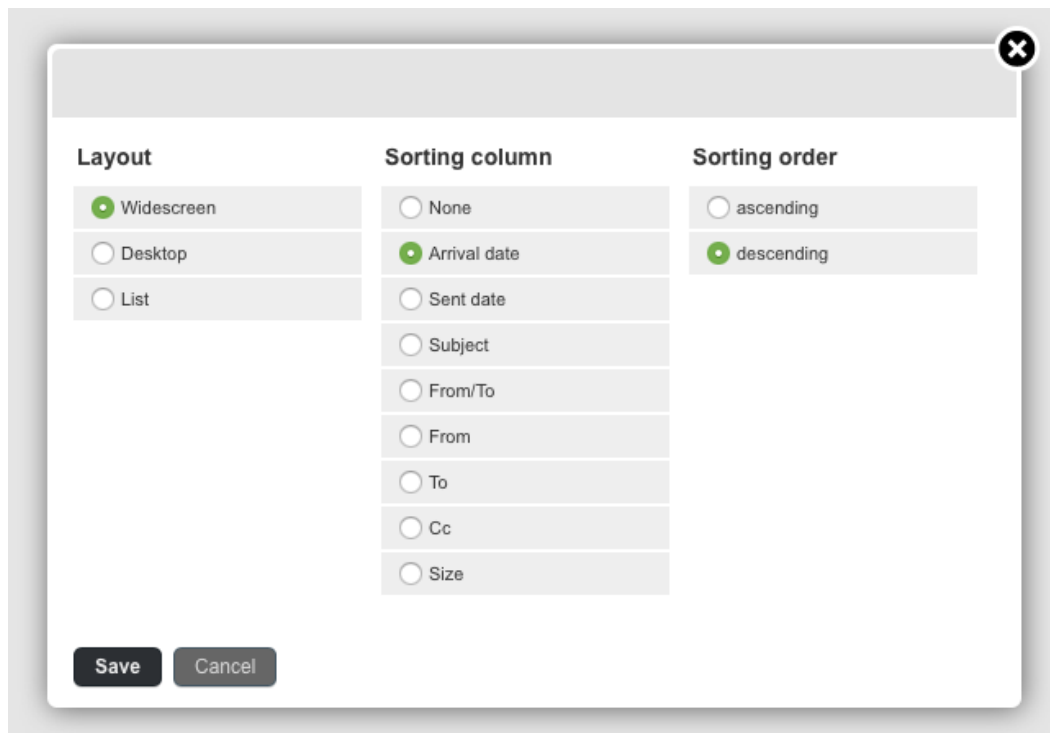
And of course, the right column will show the currently selected message.

Displaying Images

A quick note about messages with images: those pesky spammers have gotten smart! They've started inserting a very small image into messages that is unnoticeable to any casual e-mail reader. The image will report back to the spammer's server, reporting that the e-mail has been opened.

In order to prevent your e-mail from being reported as legitimate to spammers, we have chosen to disable remote image display by default. Those messages displaying remote images will appear with a warning:
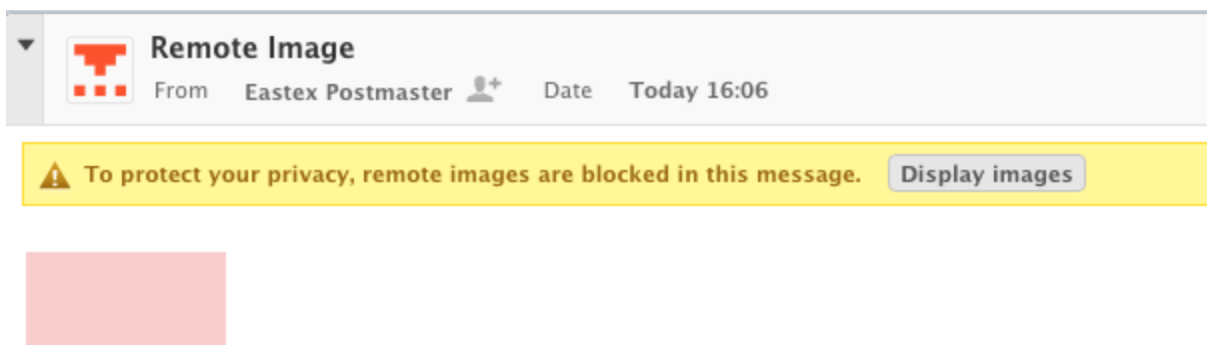
You have a couple of options within webmail. You can click Display Images for the current message if you know that the sender is legitimate. If there is an embedded image reporting back to a server, then it will report at this time.

Your next option is to always display images, no matter the sender. This can be found in Settings > Displaying Messages > Display remote inline images > always > Save:

The last option (and what we recommend) is to select 'from known senders,' allowing you to see images from contacts in your address book and those that you've previously sent messages.
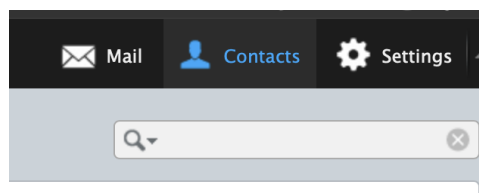
Contacts

If you created contacts in our old webmail that you'd like to carry over, the process is simple. Login to the old webmail (oldmail.eastex.net) using your Eastex username and password. Go to **Contacts**, select the contacts you wish to transfer, then click **Export Contacts**.
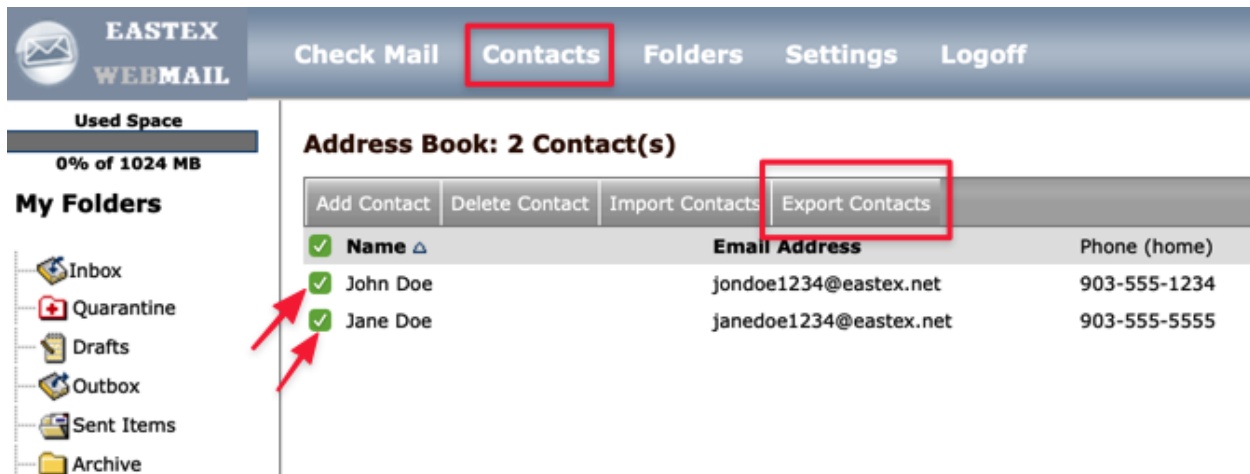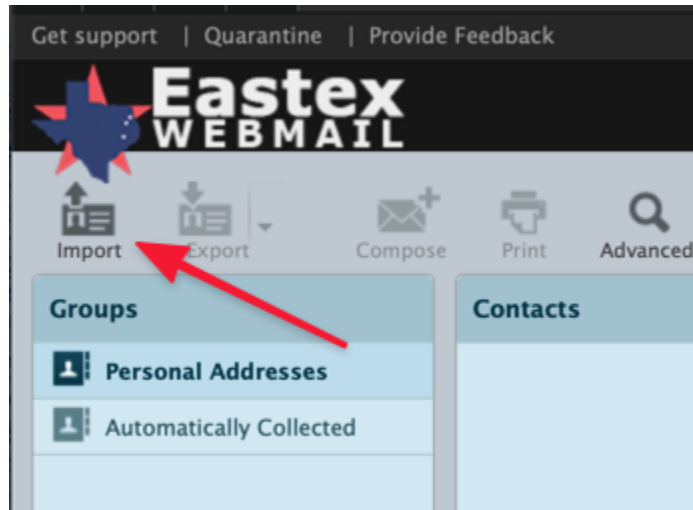
A CSV file will download to your computer. Remember the location (ie, Downloads folder) for the next step.

Go to webmail.eastex.net and login with your Eastex credentials.

Go to Contacts:

Click Import

Import from file, choose the CSV, select your options, and click Import.

A message will show which contacts were imported. Click Done.

Your contacts have now been transferred!

Quarantine

Access Quarantine from the top bar.
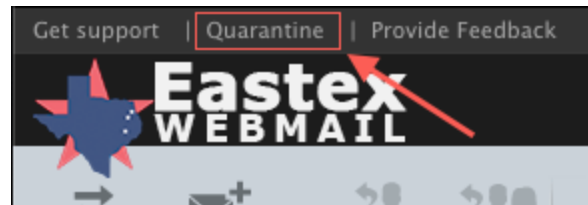
Where is Quarantine?

Quarantine is now accessed from the top bar.

You can also go to our support page from here, or if you are deep within settings, click the logo to jump back to your inbox.
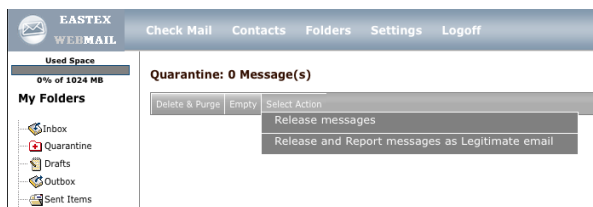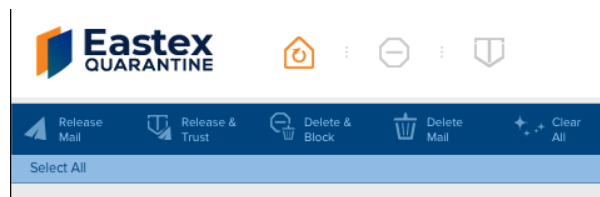
What's new in Quarantine?

Not much: All the same features from the old Webmail system are still there, just found in different spots with a little different color. Let's look around.

Old Webmail

New Webmail

The old webmail had quarantine embedded in the side bar. When you clicked it, all of the quarantined messages were displayed. You could then Delete & Purge, Empty, Release, or Release and Report as Legitimate.

The new webmail has all of those same options:

- Release Mail = Release messages

- Release & Trust = Release and Report messages as Legitimate email

- Delete & Block - This option is new. It deletes the spam and adds the sender to your blocklist, all in one step.

- Delete Mail = Delete & Purge

- Clear All = Delete & Purge without having to check boxes next to each message

Trusted Senders / Block Lists

Since your Blocked List and Trusted List are integral to how Quarantine works, it makes sense to have those options displayed within quarantine, without having to go to a separate menu system.

Old Webmail

New Webmail

So now, instead of going to Settings > Email Filtering > Blocked Senders / Trusted Senders, you simply click one of the icons at the top of the page.

Happy E-mailing!

There are a ton of new features with the new Webmail, and we hope you'll find one or two of them useful. If you ever have any feedback or simply have a question, fill out the Provide Feedback form and we'll get back to you shortly.