



Basic Web Mail Instructions

Welcome to World Client – your email access portal. This manual serves as a quick reference for basic email tasks.

LOGIN TO EMAIL

To access your mail account, open any browser (i.e, Internet Explorer, Mozilla Firefox, etc.) and enter in the following address:

Substitute "companyName"
with your company domain name

<http://mail.companyName.com>

The main Login screen for your mail account will appear. Enter your username and password as shown below:

Webmail Login

Enter Full Email Address

Password

Customer Support - Monday - Friday 8am-5pm
Phone: 516-855-4360

Your email interface will resemble the following:

The screenshot shows an email client interface with a dark blue header. The header includes the PromptWeb.com logo, navigation tabs for Email, Contacts, Calendar, Tasks, and Notes, and a search bar for email folders. Below the header is a toolbar with actions like Compose, Check Email, Reply, Reply All, Forward, and More. The main interface is divided into three panes:

- Left Pane:** A sidebar with folders: Inbox, Drafts, Sent, Spam (1), Trash, Deleted Messages, and Sent Messages. A yellow box labeled "Email List" with a circled "1" and a red arrow points to the list of emails.
- Middle Pane:** A list of emails. The selected email is from Facebook, titled "Bill, you have 95 new notifications, 9 close friend updates and 2 messages".
- Right Pane:** The main viewing pane for the selected email. It shows the sender (Facebook), the subject, and the body text. A yellow box labeled "Main Viewing Pane" with a circled "2" and a red arrow points to this area.

The email content in the right pane includes a notification summary, a link to view notifications, and a "Go to Facebook" button. At the bottom of the right pane, there is a footer with unsubscribe information.

CHANGING YOUR PASSWORD

To change your password, select the **3 Bars** button to the right of the screen. Then click on **SETTINGS** then **CHANGE PASSWORD**. The password personalization will immediately appear as shown below:

The image shows a screenshot of the PromptWeb.com web interface. At the top right, the email address 'prompt@promptweb.com' is displayed next to a three-bar menu icon, which is circled with a '1' and has a red arrow pointing to it. A yellow callout box with a red arrow pointing to the menu icon contains the text: 'Click 3 bars - click on setting - Then change password'. In the center of the screen, a 'Change Password' dialog box is open. It contains the following text: 'Change your password regularly as a best security practice.' Below this are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom of the dialog are 'Save' and 'Cancel' buttons. A red arrow points from a yellow callout box labeled 'Change information' (with a circled '2') to the 'New Password' field. Another red arrow points from a yellow callout box labeled 'Click Save' (with a circled '3') to the 'Save' button. The background shows an email inbox with various messages, including one from Facebook.

MESSAGE FORWARDING

To forward messages to another email address, click on the **3 Bars** button to the right of the screen, and do the following:

- Click on **INCOMING MAIL**
- Click on **FORWARDING**
- Status is set to **ON**
- Enter **FORWARDING EMAIL ADDRESS**
- Click on **SAVE**

The screenshot displays the PromptWeb.com email interface. A 'Forwarding' dialog box is open, showing the 'Forwarding' tab. The dialog box contains the following elements:

- Auto-Reply** and **Forwarding** tabs.
- Text: "Automatically forward email to a maximum of 15 other addresses (if any can be outside of the domain). Settings can take 5-10 minutes to take effect."
- Status: On Off. A callout (4) points to the "On" radio button with the text "make sure radio button is set to 'on'".
- Checkbox: Save a copy of forwarded email.
- Field: "Forward to:" with a callout (5) pointing to the input field with the text "Enter forwarding email address".
- Section: "Enable only during the following time frame" with "Start on:" and "End on:" fields.
- Buttons: "Cancel" and "Save". A callout (6) points to the "Save" button with the text "Click Save".

Numbered callouts (1-6) are placed on the screenshot to guide the user through the steps:

- 1: "click on 3 bars" - points to the menu icon in the top right.
- 2: "click on Incoming mail" - points to the "Incoming Email" option in the left sidebar.
- 3: "Click on forwarding" - points to the "Forwarding" tab in the dialog box.
- 4: "make sure radio button is set to 'on'" - points to the "On" radio button.
- 5: "Enter forwarding email address" - points to the "Forward to:" input field.
- 6: "Click Save" - points to the "Save" button.

FILTERS/SPAM FOLDER

Check the Junk E-mail folder at least every week to assure that “wanted” mail was not improperly directed to this folder.

The screenshot shows a webmail interface for PromptWeb.com. The top navigation bar includes 'Email', 'Contacts', 'Calendar', 'Tasks', and 'Notes'. A search bar is located in the top right corner. Below the navigation bar, there are action buttons: 'Compose', 'Check Email', 'Reply', 'Reply All', 'Forward', and 'More'. The left sidebar contains a list of folders: 'Inbox', 'Drafts', 'Sent', 'Spam', 'Trash', 'Deleted Messages', and 'Sent Messages'. The 'Spam' folder is highlighted with a red arrow pointing to a callout box that says 'Check the spam folder on a weekly basis'. The main content area shows a list of emails, with the top one selected: '[SPAM] Confidential documents' from Tricia.Johnson@anz.com, dated Mon 11/28 5:59 pm. The email details on the right show the sender's name, email address, and phone numbers. The email body contains a confidential notice and a disclaimer.

Check the spam folder on a weekly basis

[SPAM] Confidential documents
From: Tricia.Johnson@anz.com
Sent: Mon, Nov 28, 2016 at 5:59 pm
To: prompt@promptweb.com
ANZ-message49389.doc (105.4 KB)

Tricia.Johnson@anz.com
Australia and New Zealand Bank
1800-797-642 office
1800-948-744 cell

Investments in securities and insurance products are:
NOT FDIC-INSURED/NO BANK-GUARANTEES/MAY LOSE VALUE

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