**Welcome to your MailCore Pro Account**

MailCore Pro is a powerful collection of email and collaboration tools that add enterprise-level features to regular group email. The following guide will take you through the various features of the service when using the web interface.

Please refer to separate set-up instructions for specific platforms.

Logging into your MailCore Pro account

Go to **mail.overssl.net** and you should see the following screen - enter your email address and password:
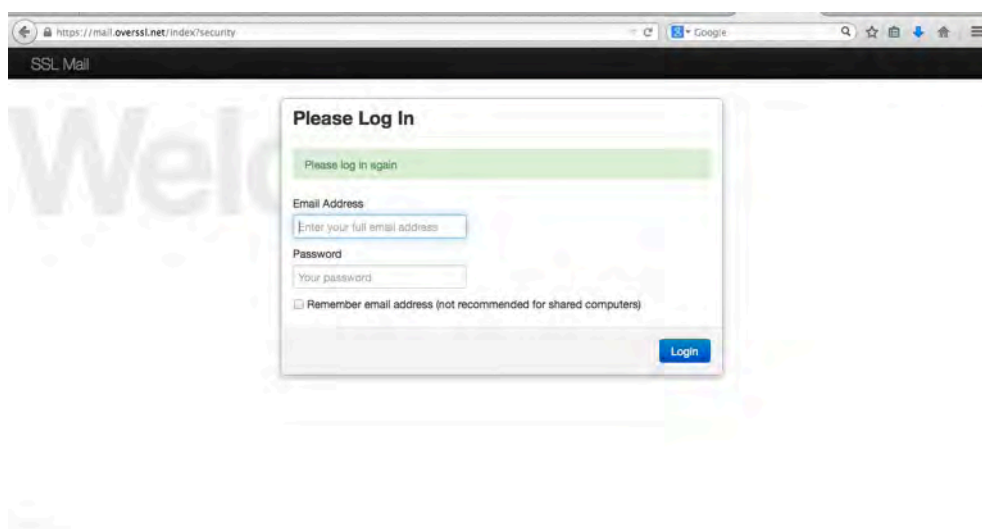
When you log in for the first time you'll be asked to complete your identity details - all straightforward.

Once completed make sure you click on the save changes button!

Next you'll need to set your general email settings - go to 'Mail' - 'General'.

You should see the following default settings which should be a good basis for most users, but feel free to configure in a way that best suits your preferences:

To add additional identities, or configure a standard signature block go to 'Mail' - 'Identities'. An example is illustrated below.

Again, once you've entered your details make sure you select the 'Save changes' button!

The Folders view enables you to manage what folders are viewed as standard within the webmail client. Note that a number of tick boxes are greyed out - these will always appear by default, but any additional folders you create will appear here and will have selectable tick boxes.
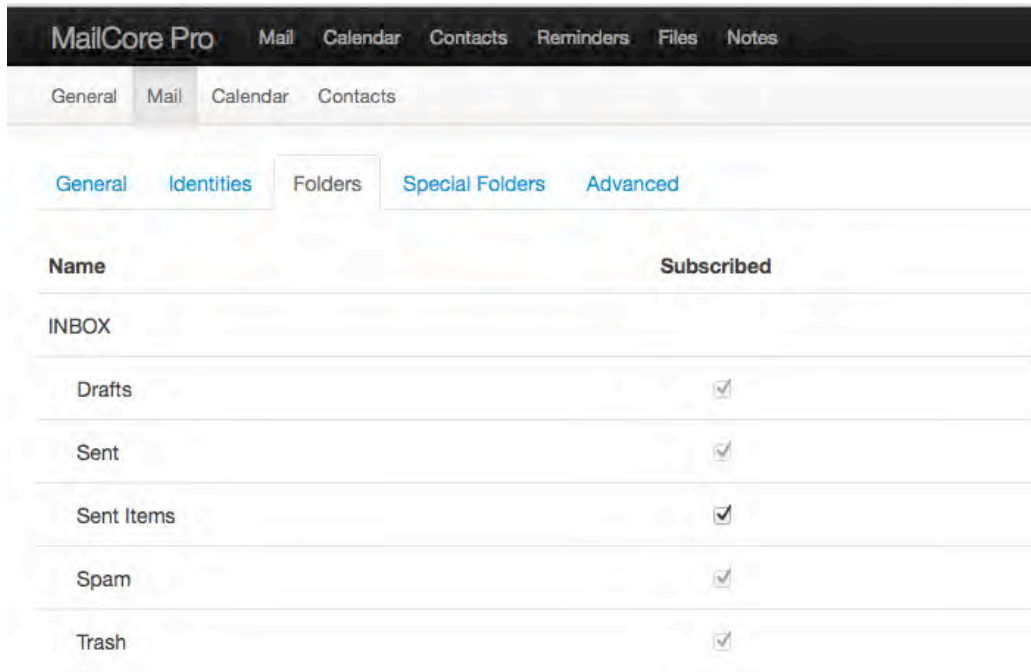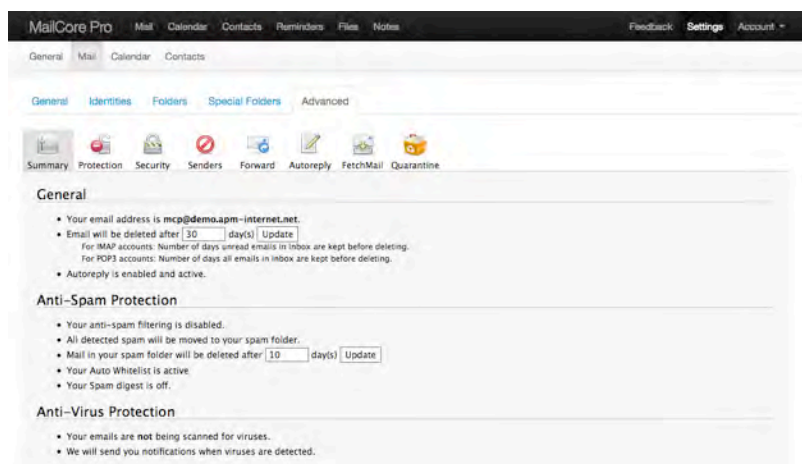

These folders assist with certain mail operations and may be customised if you wish. Please note these assignments only apply to this interface and may be different in other email clients.
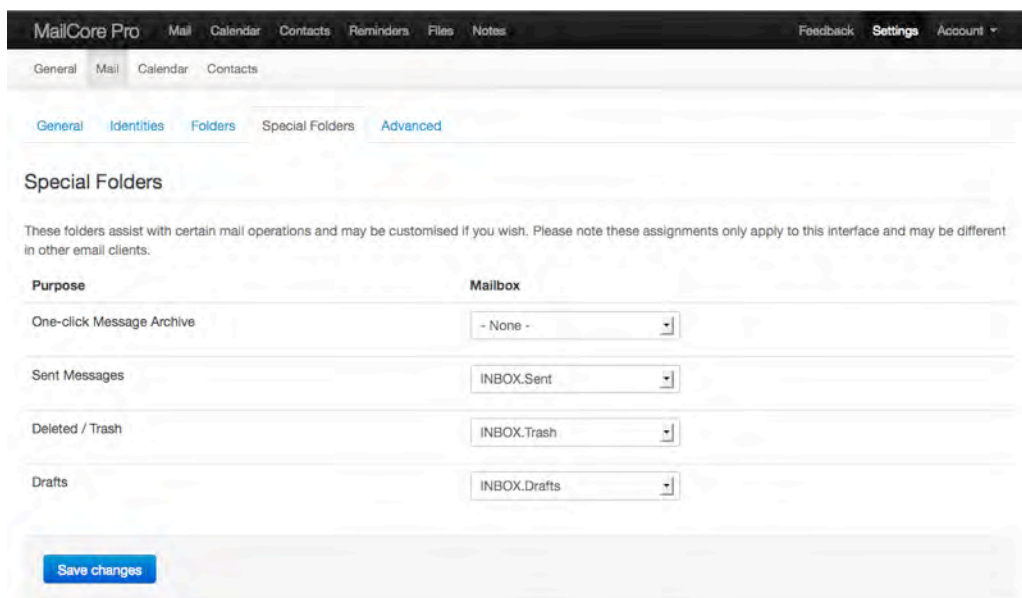
Advanced Settings

Summary: an overview of the mailbox's settings.

Protection: view or modify the mailbox's protection settings.

Default Anti-Spam Setting: The 'default' value for anti-spam settings. A slider defines the the Anti-Spam level - ranging from 1 to 5 where 1 is the lowest level of protection. Level 5 is Level 4 + IP reputation.

Available settings are 'Disabled', 'Low', 'Medium', 'High' and 'Extreme'. Despite it's name, we find that 'Extreme' works best! End-users are free to change these settings. The additional value of 'Unavailable' means that the user will have no anti-spam on the account.

Default Anti-Virus Setting: As with Anti-Spam, you can set the default value. Anti-virus is included as standard but if you wish to switch this off simply set to 'Off'.

Spam Lifespan: The amount of time that spam sits in the quarantine folder before being deleted. We recommend you keep this reasonably short as spam affects quota.
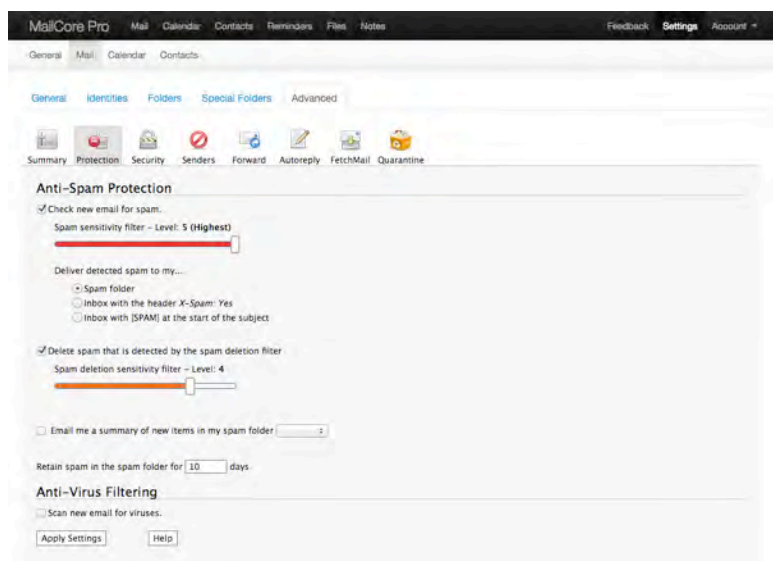
Security: change the mailbox's password.
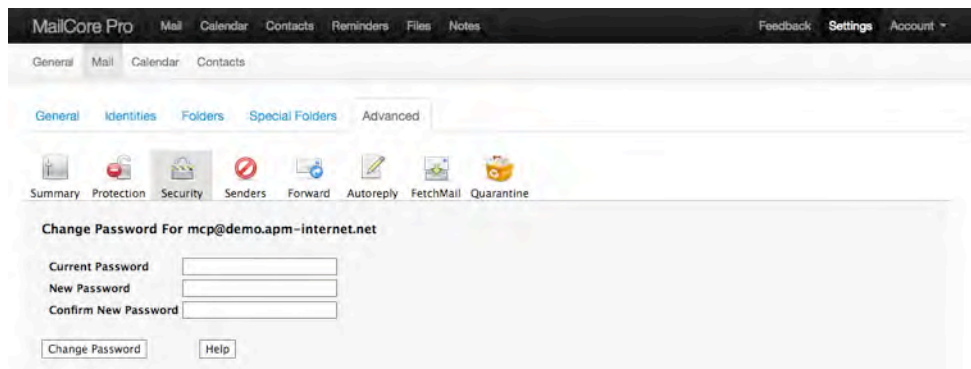
Senders: view, or modify, the mailbox's white and blacklists.

Use the Whitelist function to ensure that emails from specific addresses aren't accidentally filtered out of any incoming mail.

Blacklist is used to block emails from specific email addresses.

The Auto Whitelist function creates a list of email addresses that won't be removed by the Spam Filters - based upon addresses you have previously sent emails to. To enable this ensure that the 'Add all my email recipients to my auto whitelist' tick box is selected.
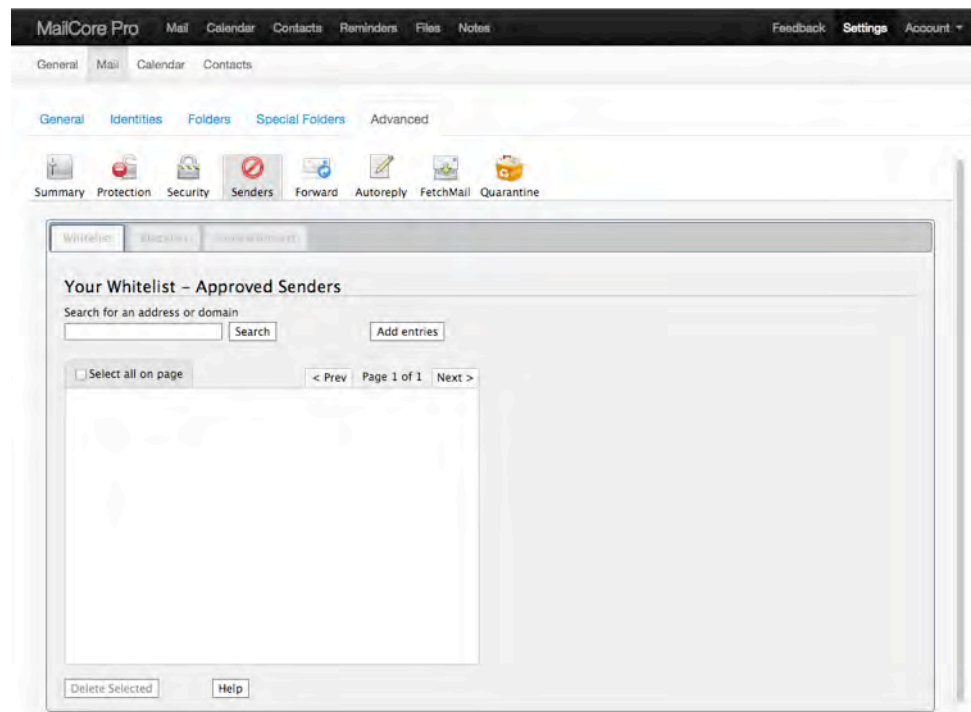
Forward: view or modify SMTP forwarding settings.

Forwarding does just what it says - forwards any email received to another email address - with the option of not keeping a local copy:
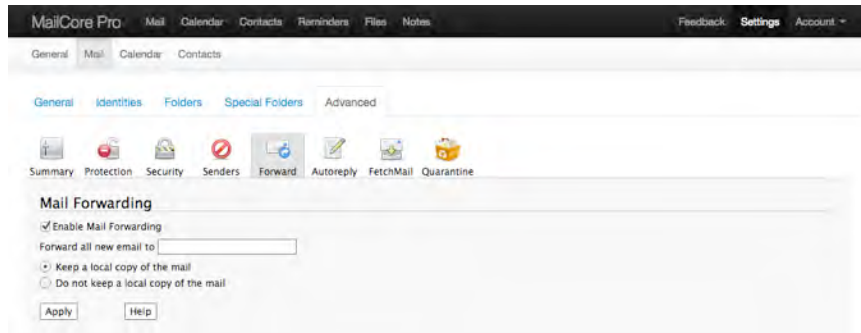

Autoreply: view or modify the mailbox's autoreply setting.

Autoreply, sometimes referred to as 'Out of Office', is very straightforward to use - simply tick the box and enter the text you'd like sent as a reply to any new inbound emails. You also have the option of pre-setting a time range by selecting the relevant 'button'.
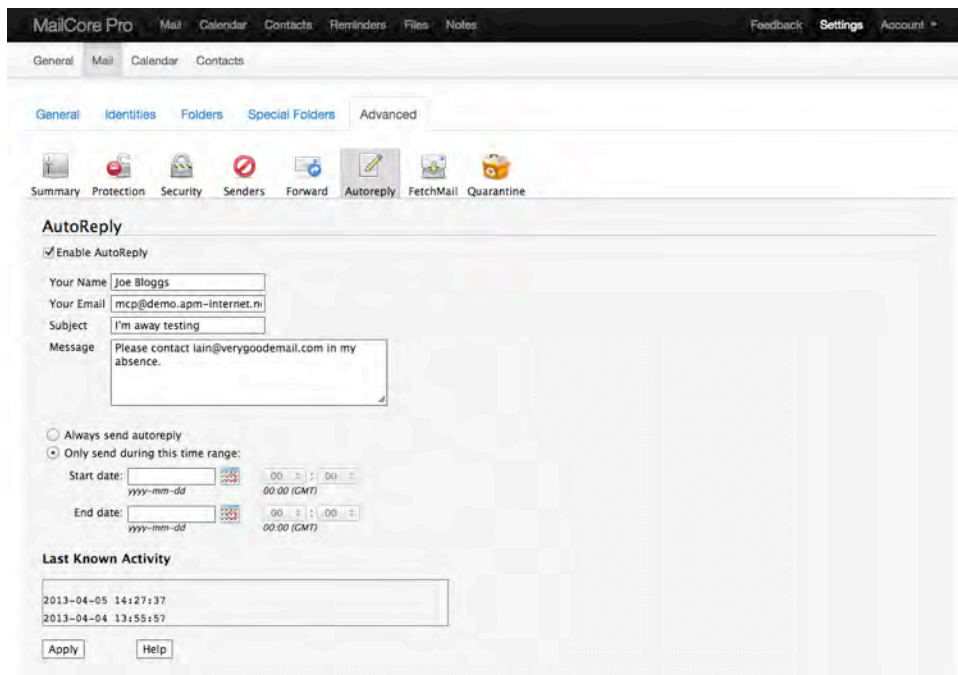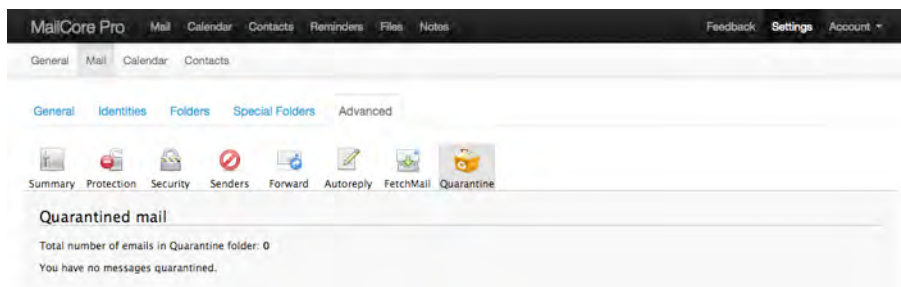
Fetchmail: view or modify fetchmail settings.

Fetchmail is a program for retrieving POP3 emails from remote servers. Simply enter the account details and click 'apply'.
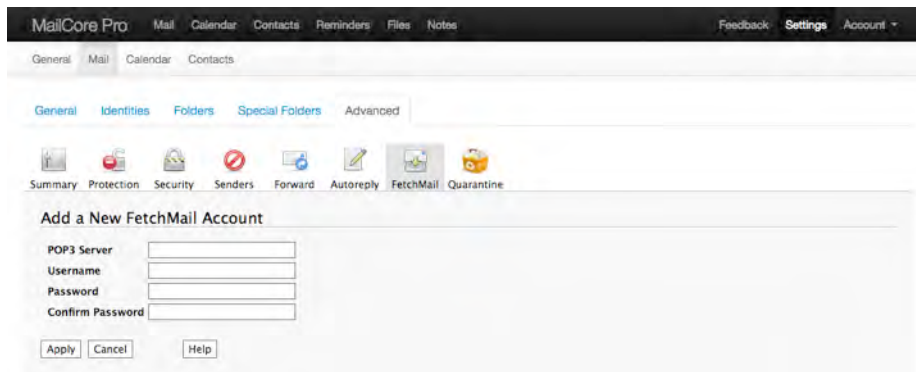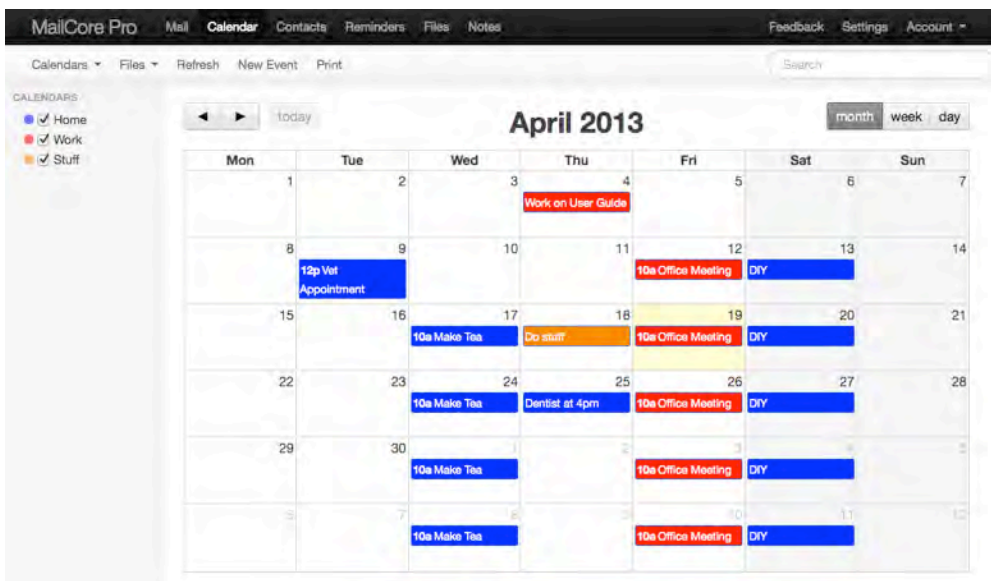

Quarantine: view or modify the mailbox's spam messages. These should also appear in your Spam folder.
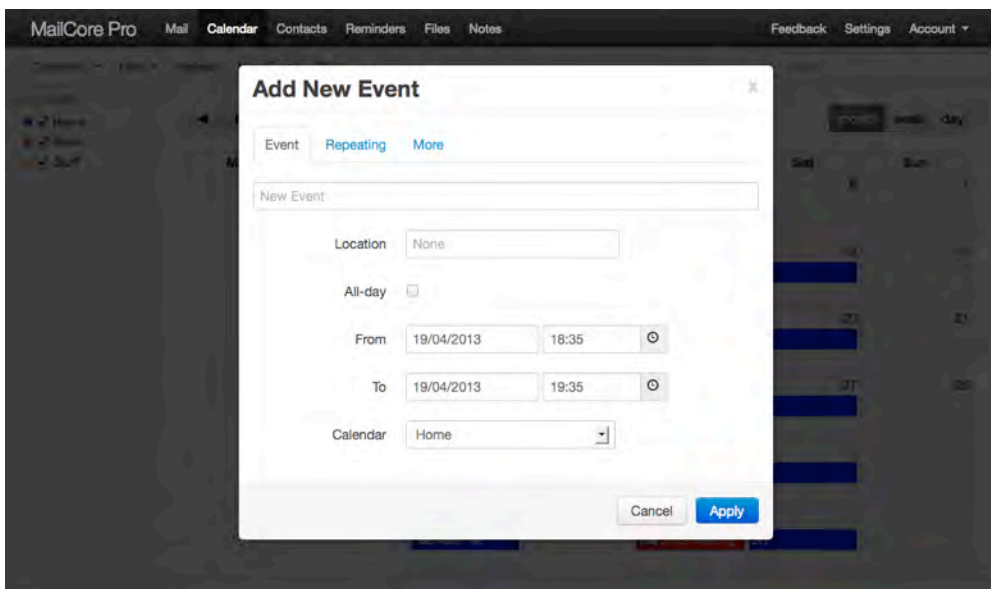
## Setting up Calendars

Calendar view

Add New Event:

Select 'Calendar' - 'New event'

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Import

You can import existing calendar files from other platforms into MailCore Pro - go to 'Calendar' - 'Files' - 'Import'. Simply export the relevant calendar from your old calendaring software as a .ics file and save to a suitable location on your PC/Mac/tablet etc. and use the 'Import' tool from within MailCore Pro.

Please note that uploading and importing can take some time depending upon the size of the files concerned. Please do not close the browser window or click stop during this time.
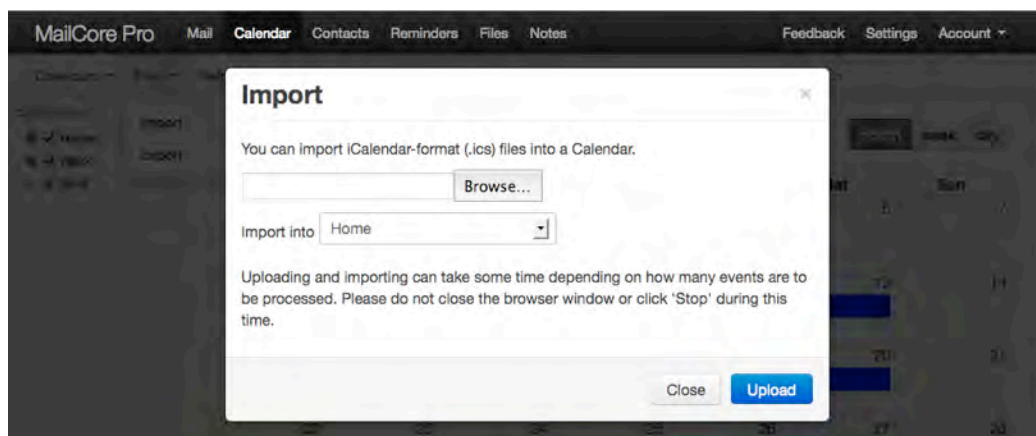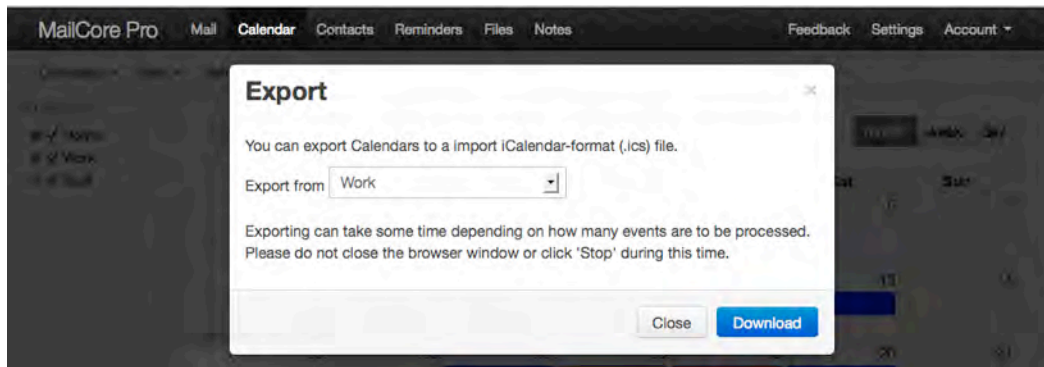

The 'Modify Calendar' screen enables you to manage the titles, descriptions and colours of each of your calendars, or delete them completely.
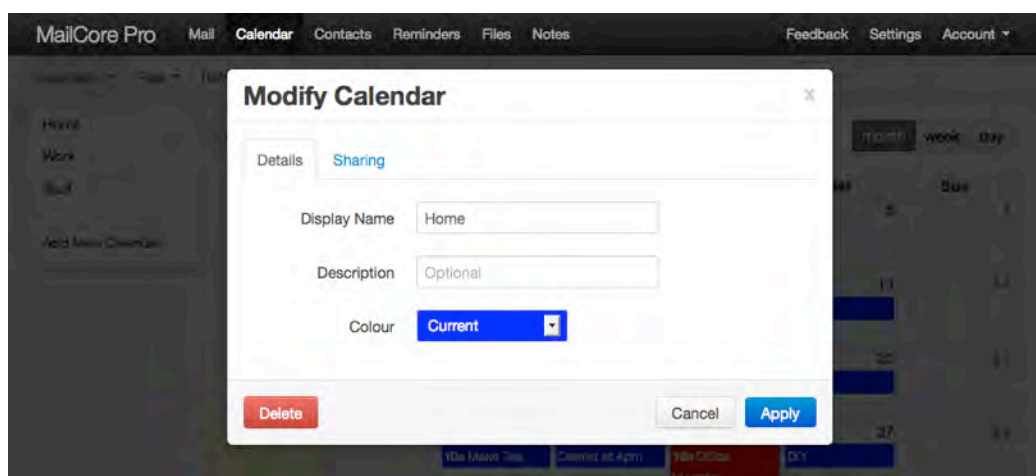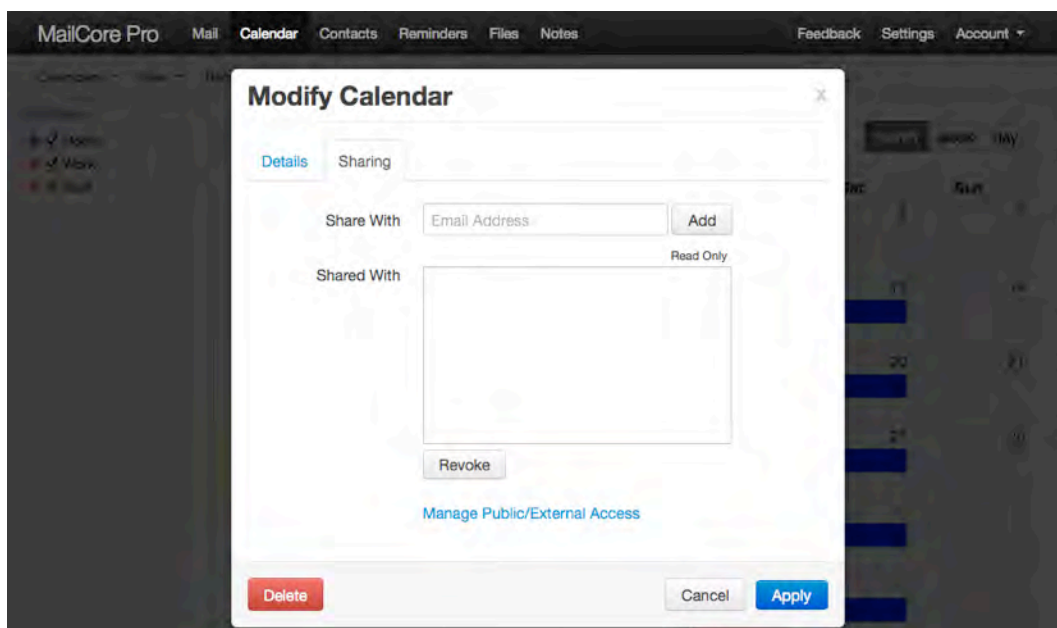
Export Calendar as an .ics file.

The Export tool enables you to create a portable .ics format file that you can then import into another Calendar program. Go to 'Calendar' - 'Files' - 'Import'

Share your calendar with other users - select the relevant calendar - then 'Modify Calendar' and add the email address of the user you wish to share the Calendar with.

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Managing Contact Lists

Creating a new contact:

And once saved:

Importing contact list files

Go to 'Contacts' - 'Files' - 'Import':
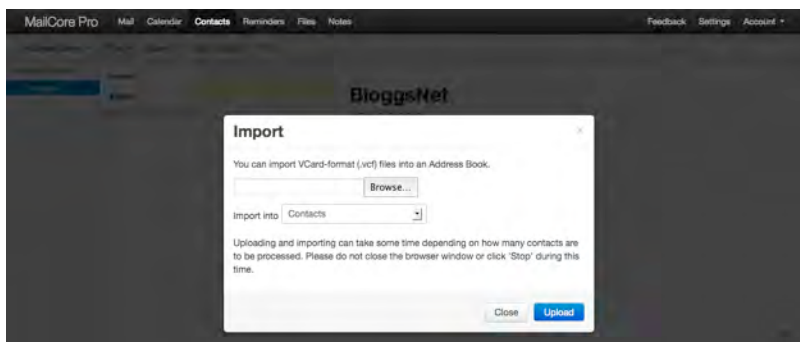
Exporting contact list files

Go to 'Contacts' - 'Files' - 'Export':

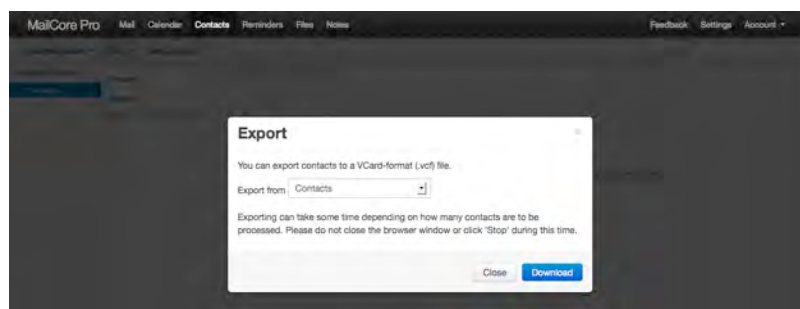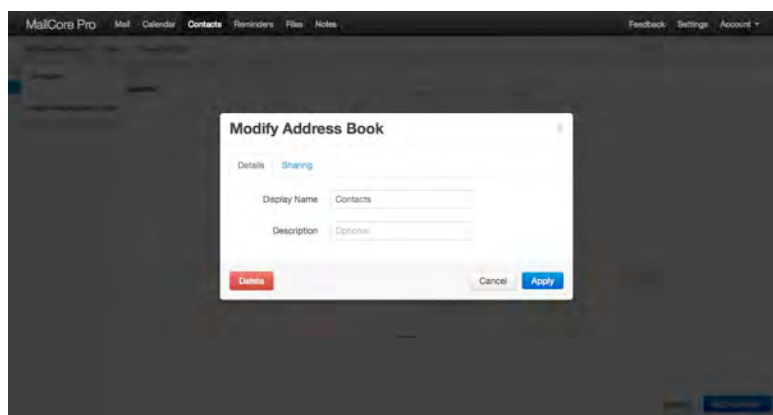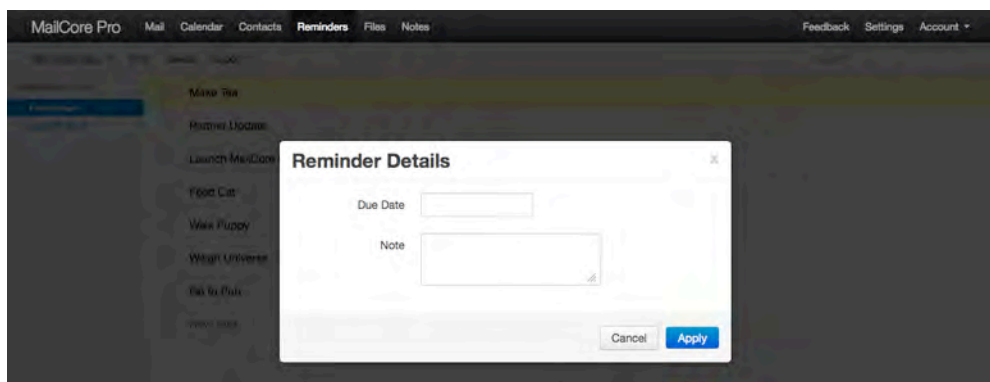## Importing contact list files

Go to 'Contacts' - 'Address Books' - 'Contacts':

Reminders

To add a Reminder go to 'Reminders' and overtype the 'New Reminder' text.

To edit the Reminder select 'More' to the right of the one you wish to modify:


Reminders may be shared/sent to an external email address by selecting the 'Reminders' - 'Reminder Lists' - then select the relevant Reminder List - followed by 'Sharing'. Enter the relevant email address and 'Apply'.

Managing and Sharing Files

File management in MailCore Pro is powerful - yet simple.

To upload files select 'Files' - 'Upload Files'.

There is no restriction on the file type - the storage limit on each mailbox is 25GB in total for non-email storage.
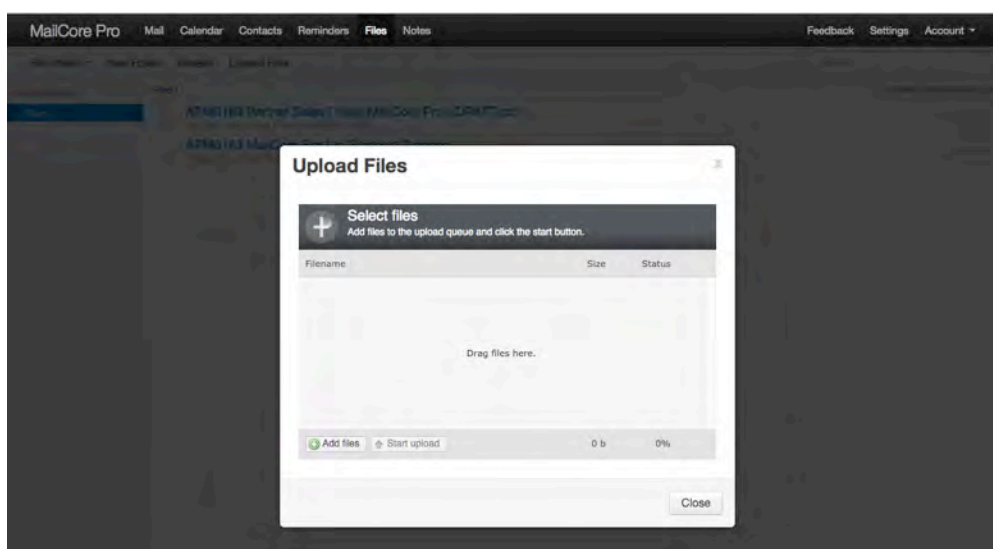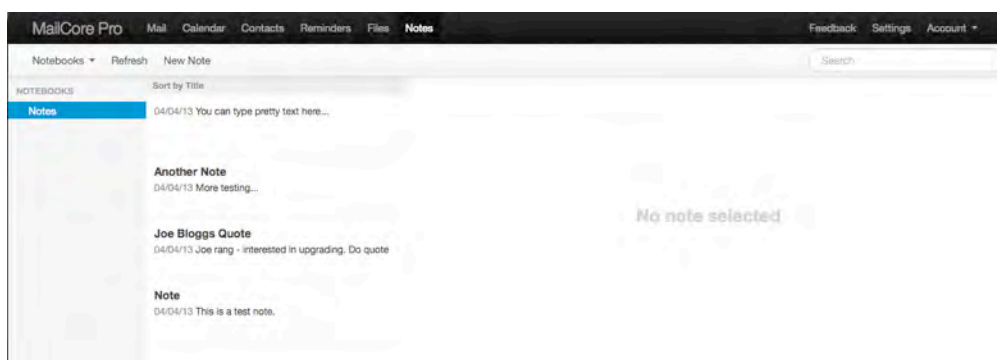
Files can be shared with other MailCore Pro users, as well as anyone with an Internet connection if required. A number of options are available providing a unique URL with, or without logins and passwords.

Using Notes

Using the Notes section is pretty self-explanatory

General

As always, the support team are available to help where required - please contact them - preferably using email as this automatically creates a Support Ticket.

email: support@verygoodemail.com

Phone: +44 (0)1442 927470

Standard support hours 09:00 to 17:30 Monday – Friday.