Access your email using webmail

Webmail lets you read and send your business email from any web browser, with nothing to install. It's handy when you're away from your usual computer.

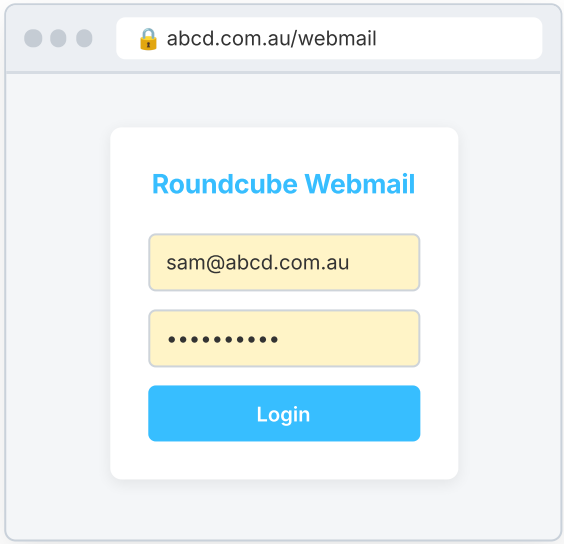
WEBMAIL ADDRESS
yourdomain.com.au/webmail
Your own domain, then /webmail

USERNAME
Full email
e.g. sam@abcd.com.au

WORKS ON
Any browser
Computer, tablet or phone

Log in to webmail

1. Open a web browser such as Chrome, Safari, Edge or Firefox.
2. In the address bar, type your domain followed by `/webmail` and press Enter. For example, if your email is **sam@abcd.com.au**, go to `abcd.com.au/webmail`.
3. Enter your **full email address** as the username.
4. Enter your **email password** and click **Login**. Your inbox will open.



The webmail login page

> **Save time next visit:** bookmark the page once you're logged in, or add it to your phone's home screen.

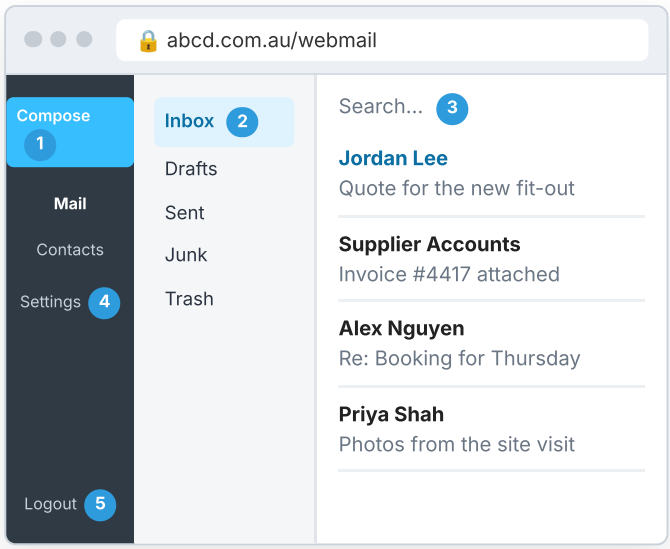
If you can't log in

What you see	What to try
"Login failed"	Check you've entered your **full email address**, not just the part before the @. Passwords are case-sensitive, so check Caps Lock is off.
The page doesn't load	Check the address is your domain followed by `/webmail`, with no "www" or extra words. If it still won't load, try `yourdomain.com.au/roundcube`.
You've forgotten your password	Contact us and we'll reset it for you. For your security, we'll confirm who you are first.

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Finding your way around

1. **Compose** starts a new email. Use the **Attach** button in the new message window to add files.
2. **Folders** sit on the left: Inbox, Drafts, Sent, Junk and Trash. Check Junk if you're expecting an email that hasn't arrived.
3. **Search** above your messages finds emails by name, address or subject.
4. **Settings** is where you add a signature and change how webmail looks.
5. **Logout** signs you out. Always log out on a shared or public computer.



Numbers match the list on the left

Common tasks

Task	How to do it
Reply or forward	Open the email, then click **Reply**, **Reply all** or **Forward** in the toolbar at the top.
Add an email signature	Go to **Settings › Identities**, click your email address, type your signature in the **Signature** box and click **Save**.
Add a contact	Open an email from them and click their name, or go to **Contacts** and click **Create**.
Mark an email as junk	Select the email and click **Junk** (or **More › Mark as junk**) to move it to your Junk folder.
Empty the trash	Click the three dots next to the **Trash** folder and choose **Empty**. Deleted emails can't be recovered after this.

Stay safe: only log in by typing your webmail address yourself. Never enter your password on a page you reached from a link in an email, even if it looks like it's from us.

Still stuck? We're here to help

Tell us your email address and the device you're using and we'll walk you through it. We're available 9am to 5pm Melbourne time.

1300 144 414
info@visualweb.com.au

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