

# Webmail Service Frequently Asked Questions

## How much space do I have for my webmail messages?

It depends on your package.

## What is the largest size file I can send via webmail?

25MB

## Why is my webmail grouped together by a sender?

You are looking at your webmail in 'Conversation View' and it is the default setting.

To display each message individually, simply click the **View** button (on the top right) and click **by message**.

## How do I create a signature block?

From the main screen, click on **Preferences** (located near the top on the left).

Select **Signatures** from the column on the left.

Select **New Signature**.

You can change the font or add symbols with the navigation bar.

## What is the briefcase for?

The briefcase is used for storing documents and pictures.

## How do I add a contact?

From the main screen, click on **Contacts**.

Look directly below, click **New Contact**.

Complete the appropriate fields.

Once you are done, click **Save** in the upper left.

## What is the Preferences function for on the navigation bar?

**Preferences** is where a lot of the administration functions are located. For example, you would use the **Preferences** function if you want to import or export your contacts or calendar, set up filters, or create an 'away' message.

## What is a Zimlet?

**Zimlets** are add-on applications that enhance the functionality of your webmail program.

Your ISP may or may not provide this functionality.

## What are tags?

**Tags** are a personal classification system for webmail messages, contacts, tasks and appointments. You can tag as many messages as you want and you can apply multiple tags to the same message and contacts.

## How do I send an attachment?

Compose a message. Then click on the word **Attach** (under Subject) or click the small triangle symbol next to the word **Attach** to locate the attachment.

## Where did my draft go?

If you composed a message but didn't save it as a draft, it will auto-save and link to your navigation bar. Simply click the title (in the below example it's listed as "test") or click the x symbol to delete it.

