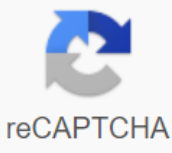




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To get started with Frontier Mail, read the following topics. You can always skip a part and get to it when you need more help. Access and Open My Mail To access your Frontier Mail account: Go to login.frontier.com/webmail/. Enter your full Frontier, FrontierNet, Cillink, Newnorth, Epix, or GVNI email address and password and click Sign In. Click Mail to view your Inbox. To open an email, click the sender's name or subject. To return to your Inbox once you've read your email, click the Inbox link and you'll be able to see your other messages. Create and send mail To create and send a new email message: Click New on the Mail tab and select Message. A new message window appears. Enter the recipient's address in the To: field or click the To: button to access your Address Book. Then click to select the recipient's address. If you send your message to multiple recipients, follow the same procedure to enter more addresses in the To: field or in the Cc: or Bcc: fields. Type the topic of your message in the Subject field and type the message in the Text below window. Click Submit. Attach a file to attach an image to your new email message: Click New on the Mail tab and select Message. Write a message as you normally would. To add an attachment to the message, click Add Attachment above the To: field. An Attach Files window appears in front of the message window. Click the Browse button. This will open the file directory on your computer (or a removable disk that you specify). Then double-click the file of your choice to attach it to the email message. Click Send and the message will be sent with the attachment. Note: An attachment can be any type of file on your computer, such as photos, sound files, video files, text, or graphic files, but it must not be larger than 2-3 megabytes (MB). If you're forwarding an email with an embedded image (an image you can see in the message, rather than an attachment), and you want that image to be displayed, you'll need to change one of three possible default settings in Frontier Mail. While you're signing in to Frontier Mail, click Preferences, and then click Composition on the left side of the window. Do one of the following on the Composition tab: Change Compose as: Text to Compose as HTML. Place a check mark in the box to the right of Reply/Forward using the original message format. Switch forward: When forwarding an email: from include message a include original message as attachment. Click Save. Delete messages To delete a message in your Inbox (or any other Frontier Mail folder), place a check mark in the box to the left of the message you want to delete. Click the Trash icon just above the email messages. Messages you delete will be moved to the Trash folder and will remain there for seven days unless you empty the Trash. To empty the Trash folder: Right-click the Trash icon and select Empty Trash or click a check mark in the box to the left of each message in the Trash and click the Trash icon, or Do nothing at all. Messages left in the Trash for more than seven days will be deleted automatically. You cannot recover messages after they have been deleted from the Trash folder. Create an email signature An email signature is a slogan, or its name and contact information that can be added to the end of outgoing email messages automatically. This eliminates the need to write the same information each time you send a message. To create a signature for your Frontier Mail account: Sign in to Frontier Mail and click the Preferences tab. Enter a name for your signature (for example, my signature) if you prefer not to use Default Identity. Enter the contents of your signature as you want it to appear in your email messages and click Save. Click Accounts on the left side of the screen and click to select the account to which you want to assign a signature. In the Person Settings section of the page, select the desired signature from the Signature drop-down menu, and then click Save. Using My Address Book Your address book is a place to store contact information for everyone you can send an email to. The following instructions will help you with each function in your address book: from creating an entry, to updating an entry, to lists and groups. Don't be overwhelmed! You may not need the most advanced features. If you already have an address book and want to use it with Frontier Mail, click Import an address book below. If a friend sent you an email and you want to add it to your address book, click Save Sender in the address book below. If you want to add a contact manually, click Add and edit contacts below. To use your Frontier email address book when sending an email: Click the New drop-down menu and select Message. Click the To: button to access your address book. Click the name of the person you want to send a message to and click To:, CC:, or BCC:. Note: The following instructions assume that you are already signed in to Frontier Mail. Add and edit contacts To manually add a new contact to the address book: Click the Address Book tab. Click the New drop-down menu and select Contact. Enter your contact's first and last name and full email address. Click Save. Repeat steps 3 through 4 for each person you want to add to your address book. To edit a contact in your Frontier email address book: Click the Address Book tab and click the name of the contact you want to change. Click the Edit button and change the information as needed, and then click Save. View my address book To view your entire Frontier email address book, simply click the Address Book tab and click All. All content in your address book will be displayed. Save Sender to Address Book If you receive an email and want to save the sender's name and address to your address book: Click Mail and click the message from the person whose email address you want to add to your address book. In the message window, click the icon that looks like a person with a green plus sign. This will take you to your address book where you can enter the person's information. Click Save. Import an address book If you've been using another email program and want to bring your address book to Frontier Mail, follow these instructions. (Note: These instructions are written for Outlook Express, but may be similar to several other email programs.) In the other email program: Click File > Export > Address Book. Select Text File and click Export. In the Export CSV window, click Browse and select Desktop. Save the file as filename.csv and click Next. The fields you can import will already be selected for you. If there are any fields that you do not want to keep, remove the check mark to the left of any field name. Click Finish and close the Address Book Export tool. In Frontier Mail, click Preferences and select the Import/Export option on the left side of the window. Click Browse in the Import section of the page. Locate the filename.csv file that you saved to your desktop earlier, and click File > Open > Import. You should see a message that your contacts have been imported successfully. Click Address Book to see your imported contacts. Export the address book If you created an address book in Frontier Mail that you would like to use with another email program, here's how to export your address book: Click Preferences > Import/Export. Select Contacts as the item to export and click Export. A pop-up window will ask if you want to save or open the file. Choose Save. Save the file to the desktop with the default name. Now you will be able to import your saved address book into the desired email program. See the Help feature of your email program if you're not sure how to import your contacts. Create a group/distribution list A group list, also called a distribution list, classifies the email addresses in the address book so that you can send an email to an entire group at the same time. To create a list of groups in your Frontier Mailing Book: Click the Address Book tab and click the New drop-down menu, and then select Contact Group. Enter name for the group on the left side of the screen. On the right side of the screen, click a contact that you want to add to your group, and then click Add. Your new group will now appear in the contents of your address book. You can click All or type the initial letter of the group name to view the group. Changing the address book format Some people find it easier to quickly find a contact in their address book if the names are sorted alphabetically by last name. To change your Frontier email address book from first/last name to last name/first name format, you'll create a temporary temporary address Export the current one for editing, and then import the new address book: Select the Address Book tab and click New Address Book. Enter a name for the new address book. This will become a backup of your original contact list, so you may want to keep that in mind when you are naming it. Click OK and the new address book is created. Click Preferences > Address Book, and in the Export section, select csv, and then click Export. Select Contacts (gray), click OK > Save. Save the file to your desktop and click Close. Go to the Import section of Preferences and click Address Book > Browse. Select the Contacts.csv file on your desktop and click Open > Import. Cov. Click the new address book that you created earlier to select it. Click OK and your original contacts will be imported into the new Address Book. Select the Address Book tab and click the Contacts folder (grayed out). Select each address book entry by placing a check mark in the box next to the entry name. Click Delete. (Note: You must do this before you can place your enhanced contact list in Contacts. If you don't, you'll have duplicate entries.) Open the address book located on your desktop (it will open in Excel or other spreadsheet software) and delete the fileAs column. Review the column data named firstName. If you find that a name is missing, enter it in the corresponding cell. If the entire firstName column is missing, add the column between email and fullName. Save the spreadsheet as a .csv file on your desktop. In your Frontier Mail account, click Preferences > Address Book, and in the Import section, click Browse. Select the Contacts.csv file on your desktop and click Open > Import.CSV File. Click Contacts (grey: empty), then click OK. Your contacts should appear. If your contacts aren't already in alphabetical order by last name, click All. If your contacts are successfully archived, delete the original contact list (the Address Book you created earlier) by right-clicking the folder and selecting Delete. Remove.

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