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WYAND**O**TTE
M U N I C I P A L   S E R V I C E S

**Electric, Steam, Water
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Service since 1889**

Often people have questions about new or enhanced services. This is a list of commonly asked questions and answers regarding our new WebMail format.

WebMail Frequently Asked Questions (FAQ)

1. What is WebMail?
2. Where can subscribers use WebMail?
3. Why use WebMail instead of a regular e-mail progam?
4. Is there a fee to use WebMail?
5. Can subscribers use WebMail in conjunction with multiple e-mail accounts?
6. Can subscribers add names directly to the address book from an e-mail?
7. Can subscribers use multiple names from the address book?
8. How do subscribers set up a group mailing list?
9. How long do message stay available in WebMail?

1. What is WebMail?

WebMail lets subscribers handle their e-mail through a web browser from any terminal on the Internet, anywhere in the world. The WebMail screens are displayed via the Internet browser (e.g. Internet Explorer or Netscape) that subscribers use, so they will still see other screen toolbars for the browser along the top. WebMail includes all the functionality required from an e-mail program, including support for attachments, contacts, and folders.

WebMail offers Internet subscribers the functionality found in the most popular e-mail clients, such as support for multiple folders, file attachments, address books, draft messages, and signatures. Additionally, WebMail leaves a copy of the e-mail messages on the mail server so Internet users can still pull the message off the server from their e-mail client when they return to their regular computer.

2. Where can subscribers use WebMail?

Any where there is a browser available - they do not need to download or install any additional software. The abundance of public Internet terminals in libraries, cafes, airports and universities makes WebMail highly accessible. Subscribers' regular e-mail addresses and passwords are all that is required to log in.

3. Why use WebMail instead of a regular e-mail program?

WebMail is a convenient way to check e-mail while subscribers are away from their normal computer terminal. It is intended for temporary and occasional use while traveling, when convenience is the most important factor. As long as they have access

to the Internet via a browser, they can send and receive mail, and create and maintain an address book while away from home.

4. Is there a fee to use WebMail?

There is no additional charge for WebMail. However, when accessing the WebMail interface via the subscriber's own high speed cable Internet connection (e.g. from home), normal network traffic usage accumulations apply.

5. Can subscribers use WebMail in conjunction with multiple e-mail accounts?

Yes. If they have activated additional mailboxes with their account, subscribers can access these from WebMail by logging in with the appropriate e-mail address and password. In order to log in as a different user, they must first log out of their existing WebMail session, then close and reopen a browser window before they can log in under a different user name.

6. Can subscribers add names directly to the address book from an e-mail?

Yes. If they view the e-mail there is a line titled 'Options' near the top of the mail. (With default settings, this will be the last line of text in the blue header bar at the top of their e-mail.) The last item on this line is 'Add Sender to Address book'.

7. Can subscribers use multiple names from the address book?

Yes. The address book search will display all matches for the search criteria entered in the search box. If 10 names are displayed any combination may be selected for either the To: or CC: fields. All selected addresses will be inserted into the proper field when the Use Address button is pressed.

8. How do subscribers set up a group mailing list?

Please note that this process has changed from the previous version of WebMail. Subscribers can only add addresses in their address book to groups. Here are the steps that need to be followed:

- o Click on the options icon at the top of the page
- o Click on the 'Address Groups' link on the options page
- o Click on 'Add New Members'
- o Search for members to add or choose 'List all' to list all people in the address book
- o Select the people to add by clicking on the checkbox on the left
- o If the subscriber is setting up a new mailing list, they must enter the name of the list in the box at the bottom
- o Click 'Add' to add the people to the mailing list
- o Note: Subscribers can also view all groups and their members by clicking the
- o 'List All Groups' link on the bottom of the groups option page.

9. How long do messages stay available in WebMail?
Depending on e-mail load, the messages are currently erased from the server under these conditions:

- o Read messages - erased after 30 days*
- o Unread messages - erased after 90 days*

If subscribers need to keep messages for longer periods of time, we recommend using an e-mail program like Outlook Express and downloading the message to their computer.

*Please note that these conditions are subject to change without notice.

If subscribers have any further questions, they should be able to find the answers using the "Help" tool in WebMail (which can be accessed by clicking on the ? in the top right corner of the program).

Spamcontrol Frequently Asked Questions (FAQ)

Often people have questions about new or enhanced services. This is a list of commonly asked questions and answers regarding our Spamcontrol feature.

1. What is Junk E-mail?
2. What does the Spamcontrol filter do? How does it work?
3. What are the configuration options? Which one should subscribers choose?
4. How do subscribers activate filtering?
5. Do subscribers need any special e-mail programs to use Spamcontrol?
6. Do subscribers have to pay to use Spamcontrol?
7. How do subscribers know Spamcontrol is working?
8. What do subscribers do if e-mail messages have been filtered incorrectly?
9. Does Spamcontrol detect messages containing viruses?
10. Does anyone read the subscribers' e-mail?
11. Do subscribers need to take any additional measures to avoid junk e-mail?
12. Will Spamcontrol filtering only work with e-mail that I receive through WebMail, or will it also work if I use e-mail software on my PC such as Microsoft Outlook, Outlook Express, or Eudora, etc?

1. What is Junk E-mail?

Junk e-mail (a.k.a. spam) messages are unsolicited e-mail advertisements. Depending on what service or product they are advertising, these messages may be offensive or even fraudulent. Sorting through these messages is time-consuming and annoying.

2. What does the Spamcontrol filter do? How does it work?

Spamcontrol is a free feature that helps protect subscribers' e-mail addresses from junk e-mail. It operates on ParaSun's e-mail servers, using advanced technology to accurately identify junk e-mail. Its rules for identifying junk e-mail are updated constantly, adapting to changes in the way junk e-mailers try to mask junk e-mail as legitimate messages.   Wyandotte Municipal Services Internet subscribers can choose how their junk e-mail messages are handled by selecting an option in the WebMail Preferences (under "Options", then "Spam Filters"). If they wish, subscribers can even choose not to use Spamcontrol and allow any junk mail to continue through to their Inbox. (See "What are the configuration options? Which one should I choose?" below.)

3. What are the configuration options? Which one should subscribers choose?

There are three different options for handling junk e-mail:

"Spam filter OFF" -which allows all junk mail to be delivered (that is, no filtering occurs)

"Quarantine Suspected Junk E-mail" - which holds junk mail in a quarantine folder for up to 10 days

"Delete Suspected Junk E-mail" - which deletes all suspected junk mail (note: deleted items cannot be recovered)

This information is displayed when subscribers set up their Spamcontrol Preferences.

4. How do subscribers activate filtering?

Subscribers can activate Spamcontrol by modifying their Spamcontrol Preferences in WebMail under "Options" and "Spam Filters".

5. Do subscribers need any special e-mail programs to use Spamcontrol?

No. Spamcontrol operates on ParaSun's e-mail servers, not on personal computers. No additional software is required and the e-mail program subscribers currently use will continue to work when using Spamcontrol.

6. Do subscribers have to pay to use Spamcontrol?

No. Spamcontrol is available to all Wyandotte Municipal Services Internet customers free of charge.

7. How do subscribers know Spamcontrol is working?

If subscribers select "Quarantine" as their junk e-mail configuration option they will be able to see any e-mail that has been identified as spam by viewing the Quarantine folder in WebMail at http://webmail.[domain].com (remember, junk e-mail will be automatically deleted from the Quarantine folder after 10 days). If subscribers selected "Delete" then they will notice a significant decrease in the amount of junk e-mail they receive.

8. What do subscribers do if e-mail messages have been filtered incorrectly?

If subscribers are using Spamcontrol to Quarantine or Delete suspected junk e-mail, they can also use Whitelist and Blacklist features to increase the accuracy of the filtering. By adding the e-mail addresses of their friends and associates to their Whitelist, e-mail from those senders will be assured of not getting caught by Spamcontrol. Adding e-mail addresses to the Blacklist of senders of spam or e-mail addresses that subscribers DO NOT want to receive e-mail from will ensure that messages from those senders will get caught by Spamcontrol in the future.

9. Does the Spamcontrol detect messages containing viruses?

To some extent, yes. While Spamcontrol focuses on detecting junk e-mail, many messages that contain viruses have similar characteristics as junk e-mail messages and will often be detected as junk e-mail. However, using Spamcontrol is not a substitute for using anti-virus software.

10. Does anyone read the subscribers' e-mail?

No. Spamcontrol is a computer software system. Detection and filtering of junk e-mail is therefore accomplished without human interaction with the messages.

11. Do subscribers need to take any additional measures to avoid junk e-mail?

While subscribers should not require other anti-spam software programs for their Wyandotte Municipal Services provided e-mail, regular precautions should still be taken to help avoid becoming a target for junk e-mailers.

12. Will Spamcontrol filtering only work with e-mail that subscribers receive through WebMail, or will it also work if they use e-mail software on their PC (such as Microsoft Outlook, Outlook Express, or Eudora, etc.)?

Spamcontrol filtering will work on any e-mail received through the Wyandotte Municipal Services provided e-mail account that has the preferences set on. Once subscribers have set their preferences for their account via WebMail, the filtering will also take effect on the e-mail for that account if they check it using e-mail software such as Microsoft Outlook, Outlook Express, and Eudora, etc.

Sincerely yours,

Customer Assistance
Wyandotte Municipal Services