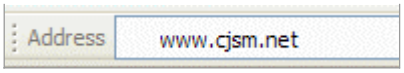
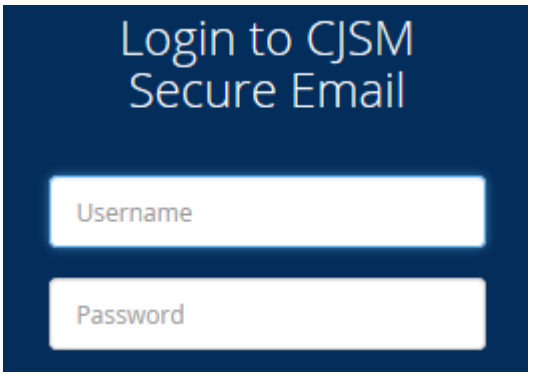
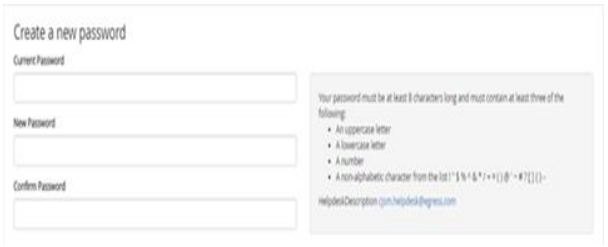
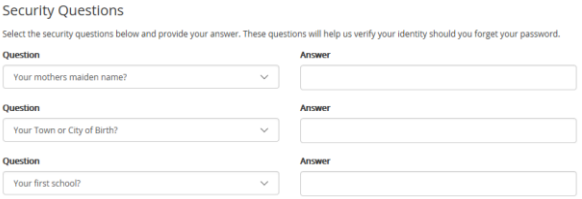
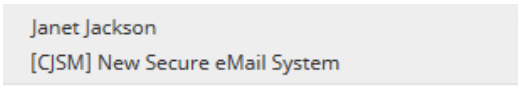
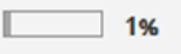
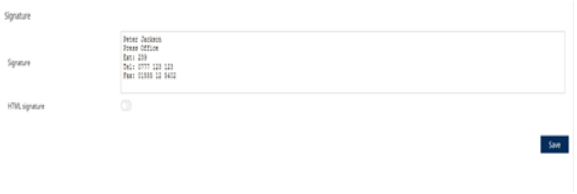
Webmail user quick reference guide

Display the Webmail Screen Click in the Address Bar of the browser and type **www.cjsm.net.**	
Log in The **Username**: is your first name then your last name followed by an @ and the short name or acronym of your organisation. The **Password**: should contain a minimum of eight characters. Five consecutive wrong logins locks you out.	
Set a new password The password must be changed every 90 days. It should also be changed after a user is suspended or forgets their password.	
Security questions Every account holder has to enter three pieces of information about themselves. These will be used later on to prove your identity if you forget your password.	

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.

Open a message From the Inbox, click the message once.	
Close a message Click Cancel to return to the Inbox display.	
Compose a message From the top left – hand side, click Compose to open a new message screen.	
Email address formats All **Secure eMail** addresses have the suffix.cjsm.net. Enter the existing address, then add the extra characters and the message becomes a **Secure eMail**.	john.smith@defra.gsi.gov.uk.cjsm.net john.smith@council.gov.uk.cjsm.net john.smith@abclawyers.co.uk.cjsm.net john.smith@pathlab.cjsm.net
Send a message Enter the name in the To: field and the **Subject**: line (mandatory). Enter the text and click the **Send** button	
Mailbox storage space The **% Used gauge** indicates the remaining storage capacity. When the **50mb** is nearly full, delete obsolete items.	
Add a signature to all messages You can include your name and details on every message. From **Settings**, click **Identities**. In the **Signature** filed, enter your preferred text. Optional to set **HTML signature**. Then click the Save button	

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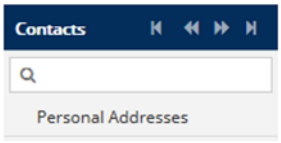
Set an out of office message You can advise colleagues of when you are not in the office. From **Settings**, click **Auto Reply**, enter a **Subject**, a **Message**, set **Auto Reply Start/ End date**, then switch Status to **'On'**. Then click the **Save** button.	
Make a folder You can make folders to store and group messages. From **Settings**, click **Folders** tab then click **'+'** at the bottom. Enter a name for the folder and click the **Save** button. To allow another person access to the contents, double click on the Folder created then click the **'+'** icon, to add the person from and click Save button.	
Delete messages Messages should be deleted to avoid overloading the mailbox. Select the message and click the Delete on the top left-hand side of the screen.	
Find a contact Contacts is your personal address book. You can enter people manually, save addresses from inbound messages, import addresses in bulk and create your own groups.	
Find a person The directory contains all users in the Secure eMail community. From the **Directory** page, click **Users**. Enter the criteria and click the **Search** button.	
Find an organisation You can find the addresses and contact details of any organisation in the CJSM community.	

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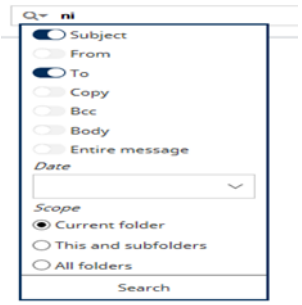
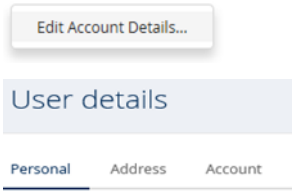
Find a message You can search the entire mailbox for messages by date, by sender or by text in the subject or body of any message.	
Update personal details To update the directory and ensure everyone has your correct contact details, enter changes as they occur. From the Administration page, search for user. Click Edit Account Details, make the changes and click the OK button.	
Log out To avoid compromises in security, always log out when Webmail is unattended. Logout will happen automatically after 30 minutes. Click the Logout button.	

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