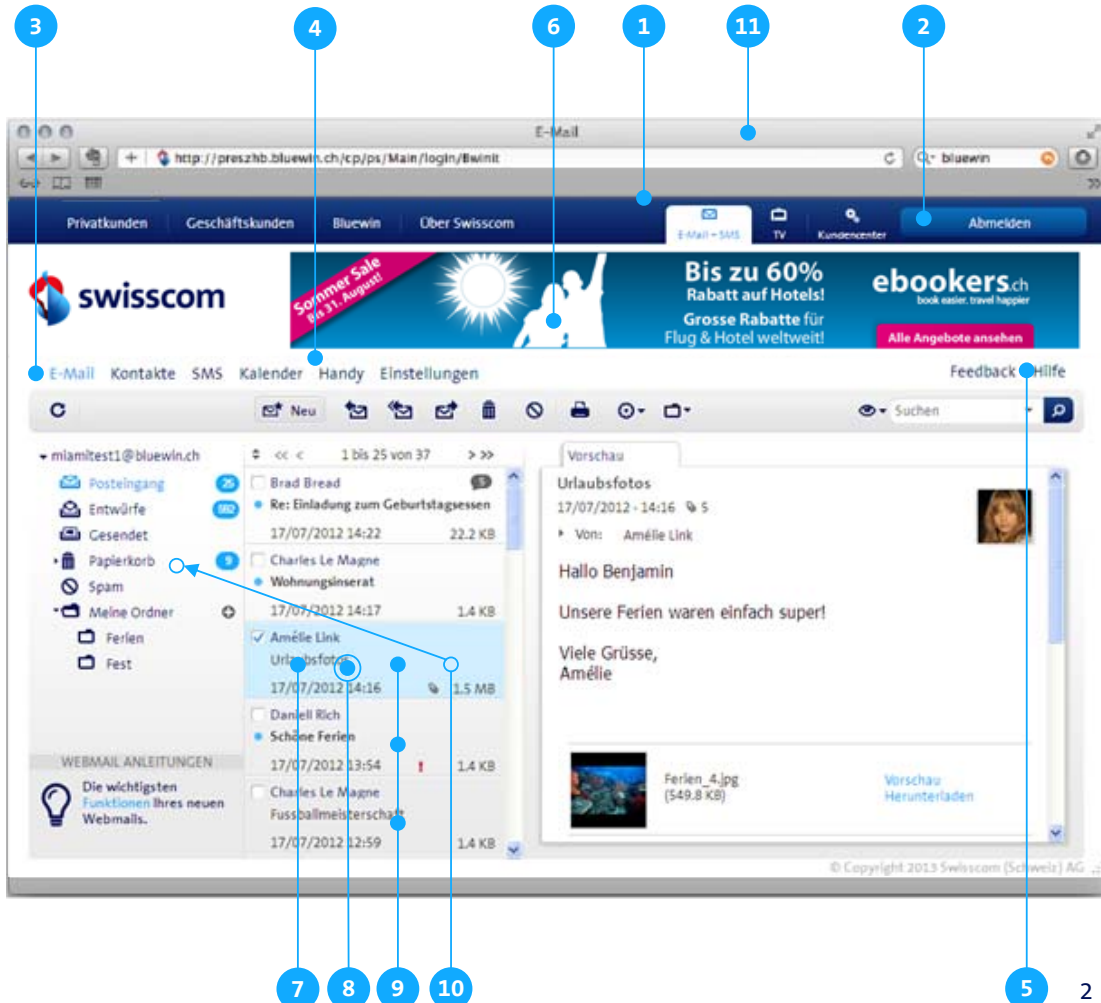


*Instructions for Swisscom Webmail*

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# Getting started



1

## Login

Select the "E-mail + SMS" tab. If you are not logged in already, you will be asked to do so.

2

## Logout

To log out properly from Webmail, click on "Logout" at the top right.

3

## Functions

### E-mail

>> see pages 2-6 for explanations

### Address book

>> see page 7 for explanations

### SMS messages

>> see page 8 for explanations

### Calendar

>> See page 9 for explanations

4

## Mobile phone

If you want to read and edit your e-mails on your mobile phone, the required settings for your phone will be configured automatically here.

## Settings

>> See page 10 for explanations

5

## Help

If you have any questions, select "Help" to access the help available on [www.swisscom.ch](http://www.swisscom.ch).

6

## Would you like less advertising?

Your e-mail address is linked to a Service Package. You can order the Service Package Classic on [www.swisscom.ch](http://www.swisscom.ch) if you would like less advertising.

## Operation

7

## Single-clicking

Select an element with a single click.

8

## Double-clicking

Open or edit an element with a double-click.

9

## Select several elements

Select several elements by holding down the Shift or Ctrl key while selecting several elements. This lets you work on, move or delete several elements at the same time.

10

## Drag & drop

Select one or more elements. Hold the mouse key down and drag the element to where you want it. Release the mouse key and the element will be moved to the desired location.

11

## Recommended browser

Not all browsers support modern web technology. To get the best possible experience, we recommend that you update your browser regularly. In particular, versions that are older than Internet Explorer 9 do not support all functions.

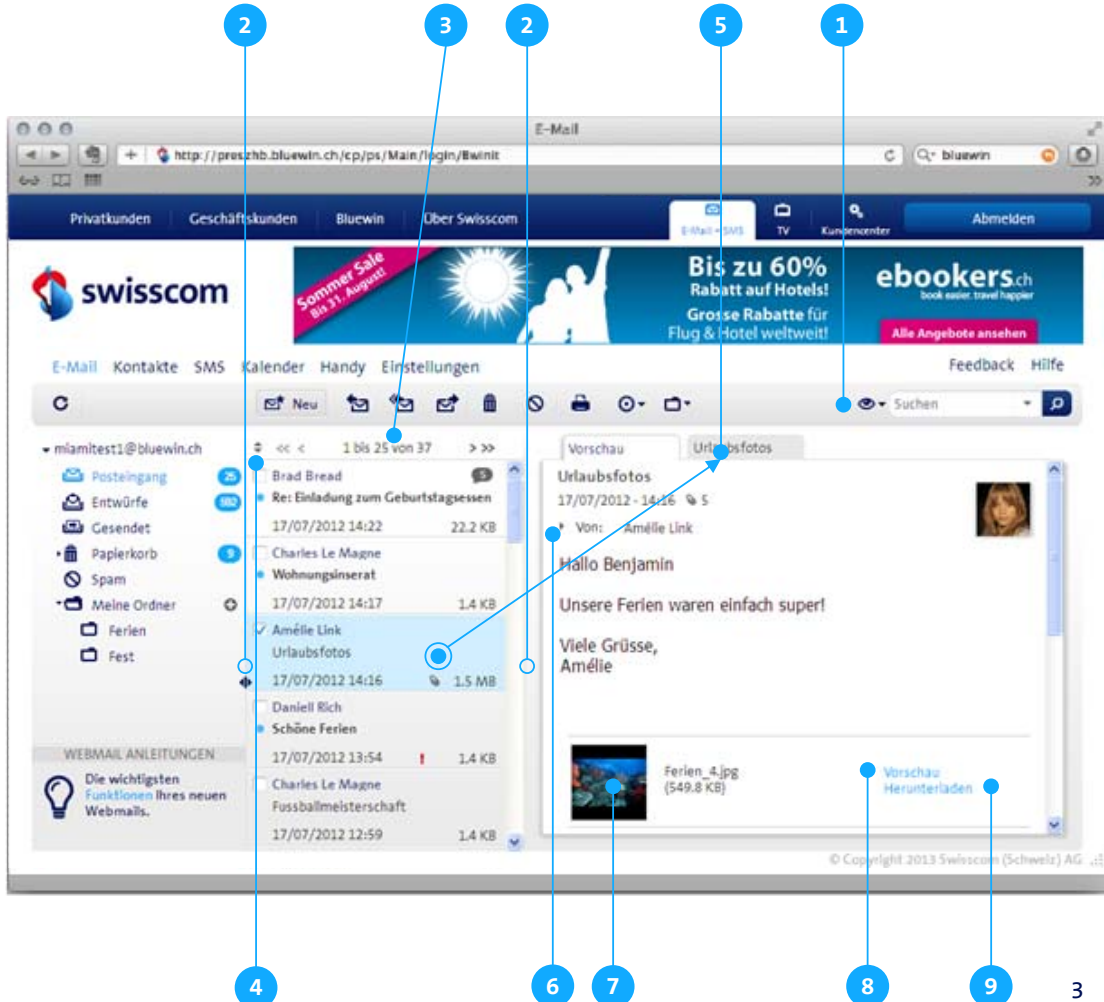


Important

## Tablets & Smart Phones

Webmail can also be accessed on an iPad; however, other tablets and smartphones are currently not supported.

# E-mail: Views



## 1 Defining e-mail view

The "Switch layout" menu (in the top-right of the screen) can be used to set:

... whether the reading pane appears to the right (see image to the left) or below (see image below) the e-mail list

... whether no reading pane appears

... whether an overview of all attachments within the selected folder is displayed.

To return to the normal e-mail view, simply select "Reading pane right", "Reading pane bottom" or "No reading pane".

>> See slide 6 for a more detailed explanation

## 4 Sort e-mail list

Clicking on the double arrow opens a list with various criteria. Choose which of the options you wish to sort the opened folders by.

## 5 E-mail as a tab

double-clicking on a message in the list opens it in a separate tab. If you create a new message, this will also appear in a separate tab. This allows you to have several messages open at the same time.

## 6 Show e-mail details

By default, e-mail details are collapsed. Click on the arrow to make this appear.

## 7 Viewing attachments as thumbnails

## 8 Preview

Clicking on the preview opens the attachment in a separate window, allowing it to be viewed without the need to download it first.

## 2 Defining the size of the elements

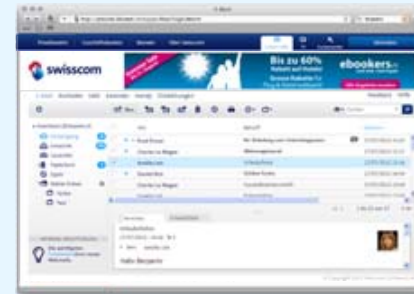
The dimensions of the different elements may be customised. Move the mouse over the lines until the arrow appears. Hold the mouse key down and change the size of the elements as desired.

## 3 Scrolling through the e-mail list

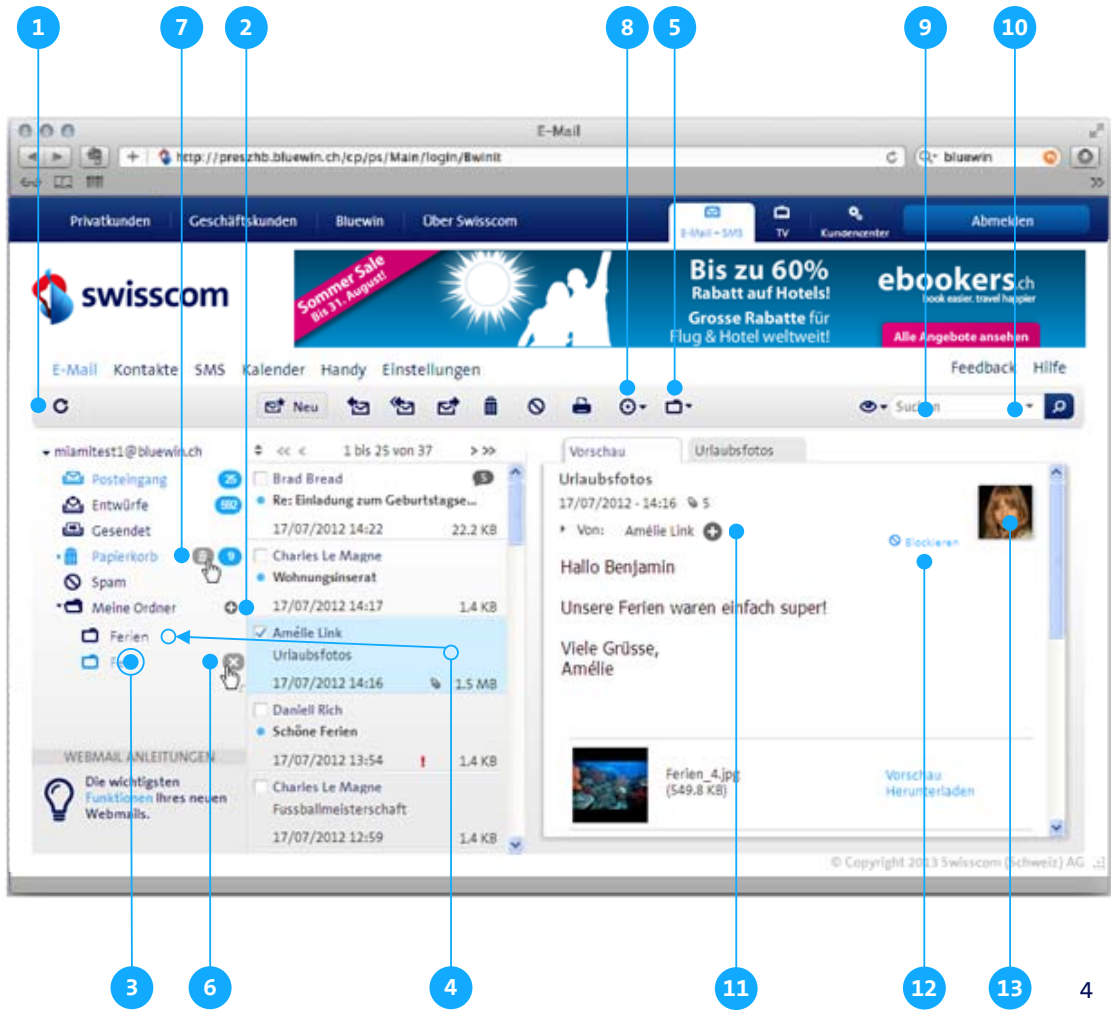
If a folder contains numerous messages, these will be shown over several pages. Select the desired page or navigate with the arrows.

## 9 Downloading files

Click on "Download" if you wish to save the files locally.



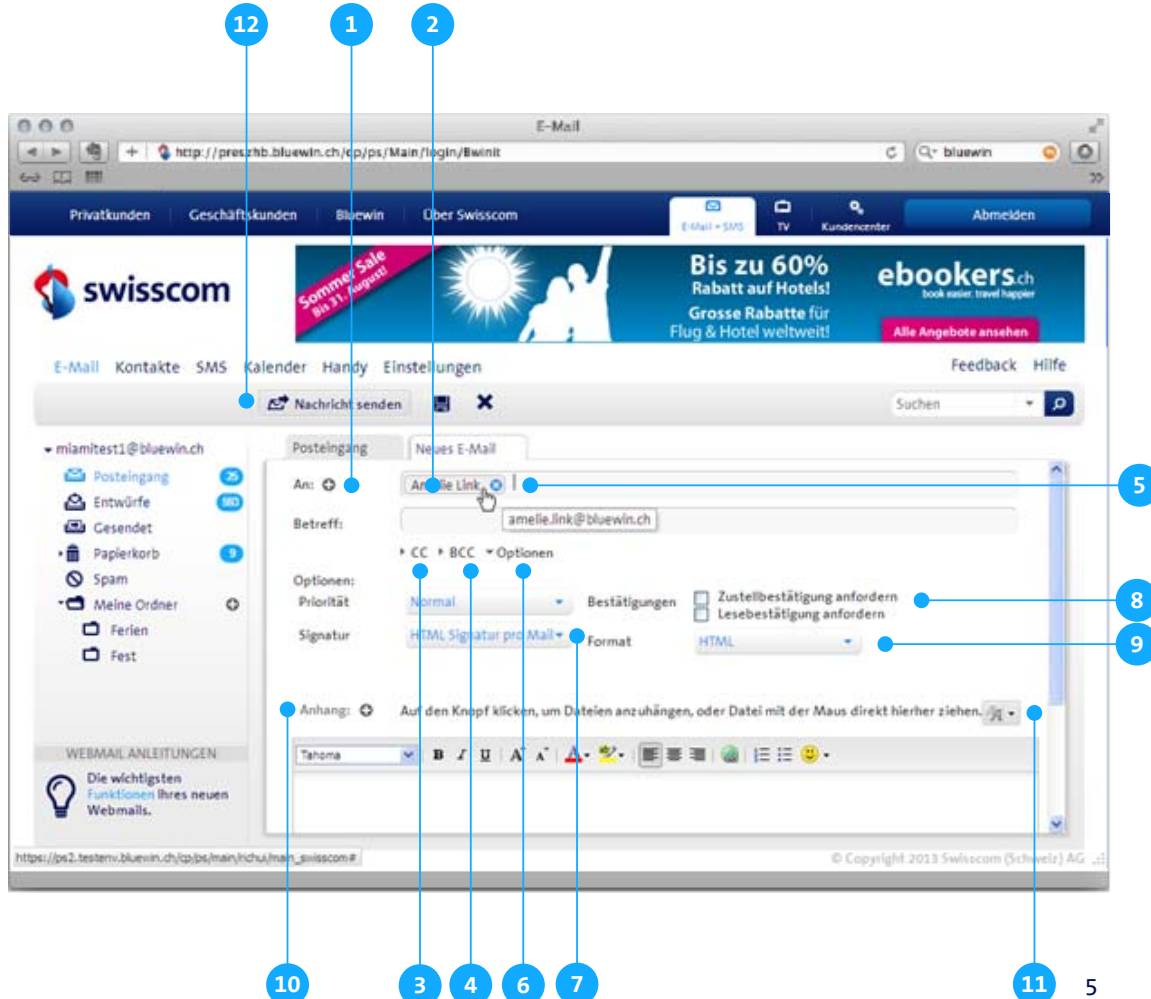
# E-mail: Functions



- 1 Basic e-mail functions**  
Move the mouse over the symbol to discover what functions it conceals.
- 2 Create folder**  
To create a new folder, click on the plus symbol (+) next to "My folders". If the new folder is to be a subfolder, you can move it to the target folder via the drag & drop method.
- 3 Renaming folders**  
double-clicking on a personal folder allows it to be renamed.
- 4 Moving e-mail to a folder**  
Move one or more messages to the desired folder using drag & drop. Alternatively, messages can also be moved using the folder symbol. Select a message and then choose the desired folder.
- 5 Deleting a folder**  
If you move the mouse over a personal folder, a cross will appear to the right. Click on this cross, to move the folder and its contents to the recycle bin.
- 6 Emptying the folder Sent items, Trash or Spam**  
If you move the mouse over the folder "Sent items", "Trash" or "Spam", a small recycle bin will appear to the right. Click on the recycle bin to permanently delete the contents of the folder.
- 7 Further actions**  
The following functions are summarised here:  
- Select all messages  
- Mark message as read/unread  
- Select message/deselect message  
- Save message locally  
- Print message

- 9 Quick search**  
Are you looking for a specific e-mail? Simply click on the folder in which you think it is located and type in a keyword. Clicking on the magnifying glass symbol will now search through all of the emails in the folder, comparing the keyword against the subject, the recipient's name and the sender's name.
- 10 Expanded search**  
Do you want to search for a specific keyword in the subject, content or attachment of an email? To open an expanded search, simply click on the folder to be searched and then on the arrow next to the magnifying glass. Now enter your search criteria and click on the magnifying glass to start the search process.
- 11 Saving a contact in the address book**  
If you have not yet saved a sender's e-mail address in your address book, a plus symbol (+) is displayed next to their e-mail address. You can create a new contact or add the address to an existing contact by clicking on the e-mail address.
- 12 Blocking a sender**  
If you do not want to receive any more messages from a sender, select "Block". Messages from blocked senders are moved straight to the recycle bin. "Settings > E-mail > Blocked sender" allows you to block both individual addresses and entire domains. In the case of newsletters, we would ask you to unsubscribe from them rather than blocking them.
- 13 Contact photo**  
The sender's photo appears if you have added a photo to that contact in your address book.

# E-mail: Composing a message



## Defining recipients

- 1 To**  
Click on the plus sign to add one or more contacts from your address book as recipients.
- Alternatively, you can type in the first few letters of the recipient's name. If there is a similar entry in your address book or the name has been entered before, it will come up as a suggestion. If you enter more than one recipient, separate them with a space.
- CC**  
Clicking on "CC" opens the respective input field. Contacts entered here can be seen by all recipients.
- BCC (blind copy)**  
Clicking on "BCC" opens the respective input field. Contacts entered here can NOT be seen by the other recipients.
- Deleting a recipient**  
If you move the mouse over a contact, a cross will appear to the right. Clicking on this cross removes that contact.

- 6 Open options**  
Click on "Options" to enter further settings.
- 7 Selecting a signature**  
If you are unable to select a signature, you must first define one. This can be done at "Settings > E-mail > signatures".

- 8 Transmission and receipt confirmation**  
You will be sent a transmission confirmation by the system as soon as the message has been successfully sent. You will receive a receipt confirmation only when the recipient of the message confirms this.

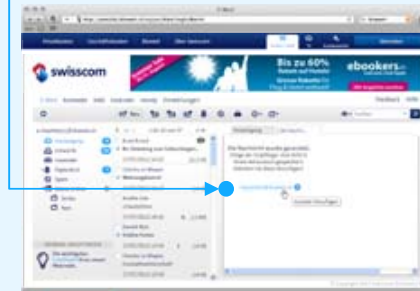
- 9 Formatting the font**  
Select "HTML" if you wish to format the font in your message.

- 10 Attaching a file**  
Click on the plus sign to select one or more files as attachments. Alternatively, you can also attach the files using drag & drop (depending on the browser you are using). To add several files at once, select them by pressing the Ctrl or Shift keys.

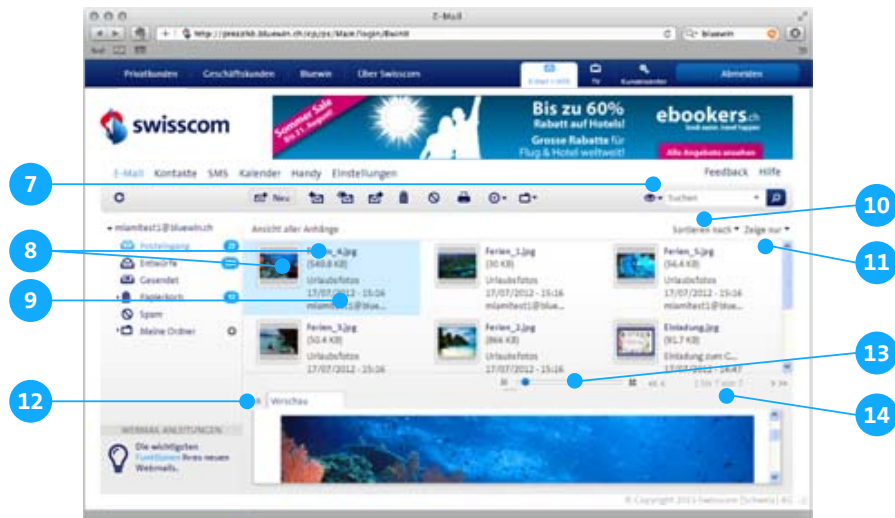
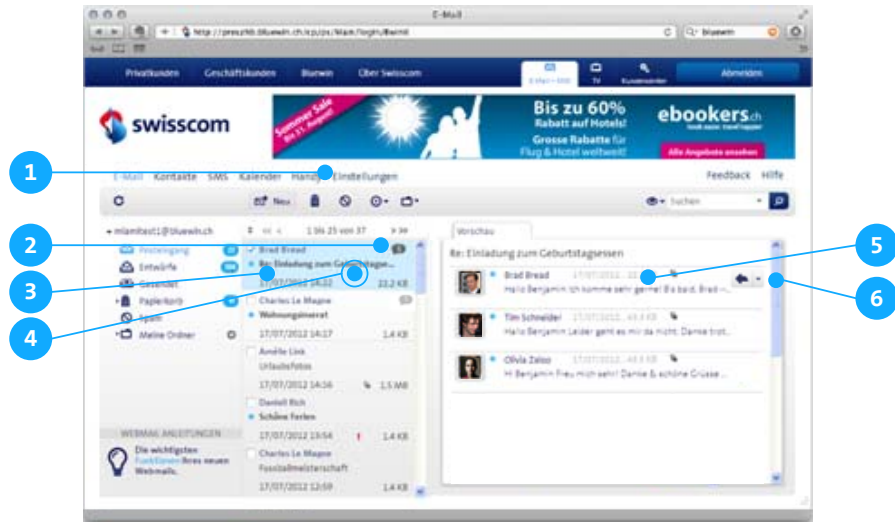
- 11 Spellcheck**  
Select spellcheck if you wish to check your message for spelling mistakes. Ensure that you have selected the right language.

- 12 Sending, saving, deleting e-mails**  
Move the mouse over the symbol to discover what functions it conceals.

- 13 Saving contacts in the address book**  
When you send a message to contacts whose e-mail addresses have not yet been entered into your address book, you will be asked if you wish to save them. Click on the e-mail addresses to generate a new contact or add to an existing contact.



# E-mail: Further views



## Conversations

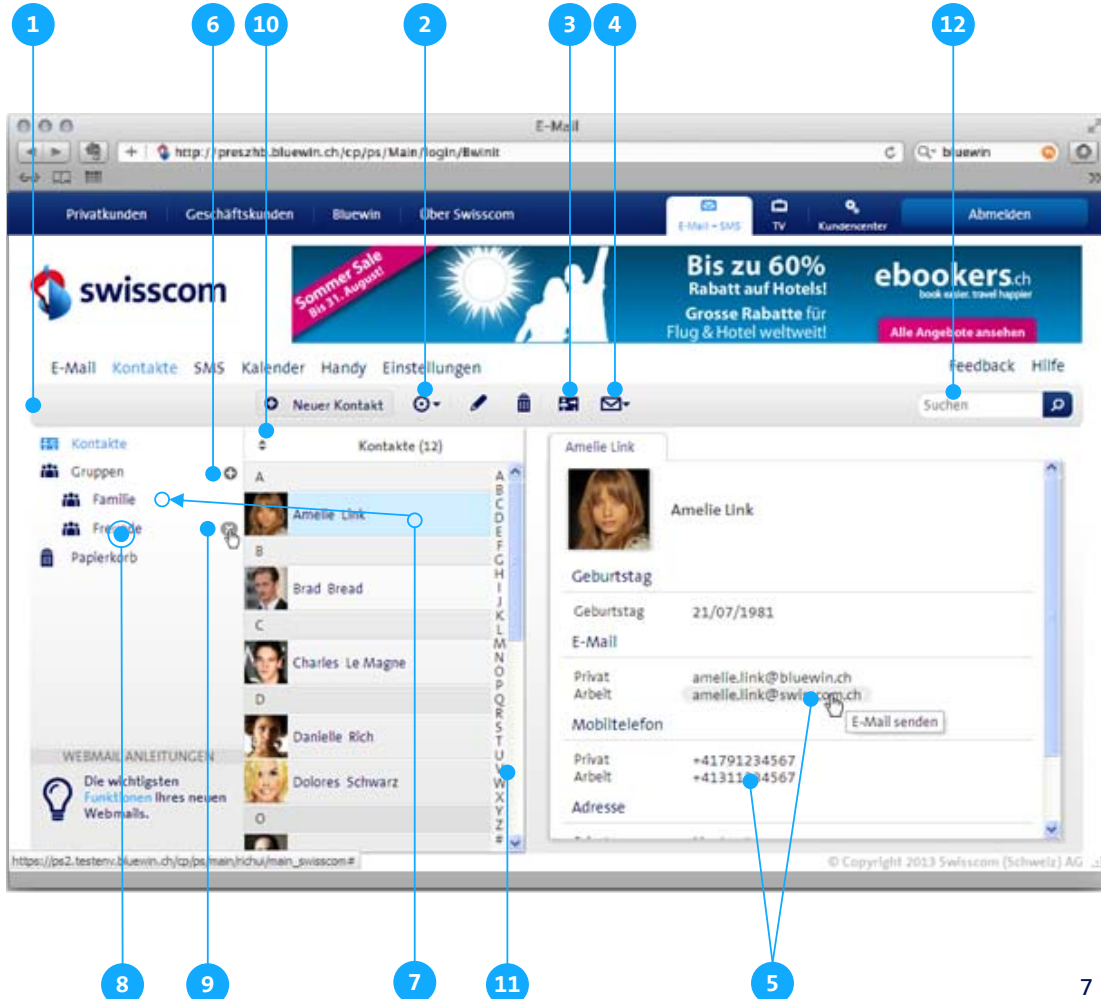
- 1 **Showing conversations**  
Choose whether to group messages with the same subject in conversations at "Settings > E-mail".
- 2 **Number of messages**  
The number indicates the number of received messages making up the conversation.
- 3 **Clicking on a conversation**  
Clicking on a conversation opens the group of received messages sharing the same subject in the reading area.
- 4 **Double-clicking on a conversation**  
double-clicking on a conversation opens it in a separate tab.
- 5 **Opening an e-mail**  
Clicking on a message in a conversation opens it and displays its content (only with the "Reading pane right" view).
- 6 **Editing an e-mail**  
Reading pane right – A "Reply" button is displayed on the right. Click on the arrow next to this button if you want to perform another action.

Reading pane bottom – Double-click to open the conversation in a separate tab. You can now edit the message. Individual messages within a conversation can be opened by clicking on the arrow on the left-hand side of the message.

## Overview of all attachments

- 7 **Overview of all attachments**  
The "Attachment view" shows all attachments in the selected folder at a glance.
- 8 **Clicking on thumbnail views**  
A single click on the thumbnail view or the file name will open the attachment in the reading area below.
- 9 **Clicking on text**  
.By clicking on the details of the message, the message belonging to the annex opens in the underlying reading area.
- 10 **Sorting**  
Choose the criteria by which the attachments should be sorted.
- 11 **Restricting display**  
Choose whether only certain attachments should be displayed.
- 12 **Attachment as full screen**  
Hide the attachment list to see the preview or the accompanying message in full-screen format. Clicking again on the same symbol will make the list appear again.
- 13 **Resizing thumbnails**  
The size of thumbnails can be individually resized using the slider.
- 14 **Scrolling**  
If there are numerous attachments, these will be shown over several pages.. Select the desired page or navigate with the arrows.

# Address book



**1 Basic e-mail functions**  
Move the mouse over the symbol to discover what functions it conceals.

**2 Further actions**  
The following functions are summarised here:

**Importing contacts**  
Contacts may be imported from CSV-format documents in CSV format.

**Exporting contacts**  
Contacts stored in the address book may be exported as a CSV file.

**Merging selected contacts**  
Select two contacts that you wish to merge into one by pressing the Ctrl or Shift key, then select the "Merge contacts" option. This allows you to combine the information within a single contact.

**Search for duplicate contacts**  
Find out whether your address book has duplicate contacts and, if you wish, merge them.

**3 Sending contact data as a vCard**  
Select one or more contacts by pressing the Shift or Ctrl key and click on "Send vCard". This lets you create a message with the relevant contact data as an attachment.

**4 Sending a message**  
Select one or more contacts by pressing the Shift or Ctrl key and click on "Send message". This lets you create an e-mail or SMS message.

**5** Alternatively, you can click on the e-mail address or mobile phone number of the selected contact to send them a message.

**6 Creating a group**  
Create a new contact group by clicking on the plus symbol (+) next to "Groups". You can use the Ctrl or Shift key to select several contacts and add these to the group using drag & drop. The "Send message" function allows you send an e-mail or SMS message to the entire group.

**8 Renaming a group**  
Double-clicking on a group allows you to rename it.

**9 Deleting a group**  
Select a group and click on the delete symbol on the right-hand side next to the group name. The group will then be moved to "Trash".

**4 Sending a message to a group**  
Select a group and click on "Send message". This lets you create an e-mail or SMS message to the entire group.

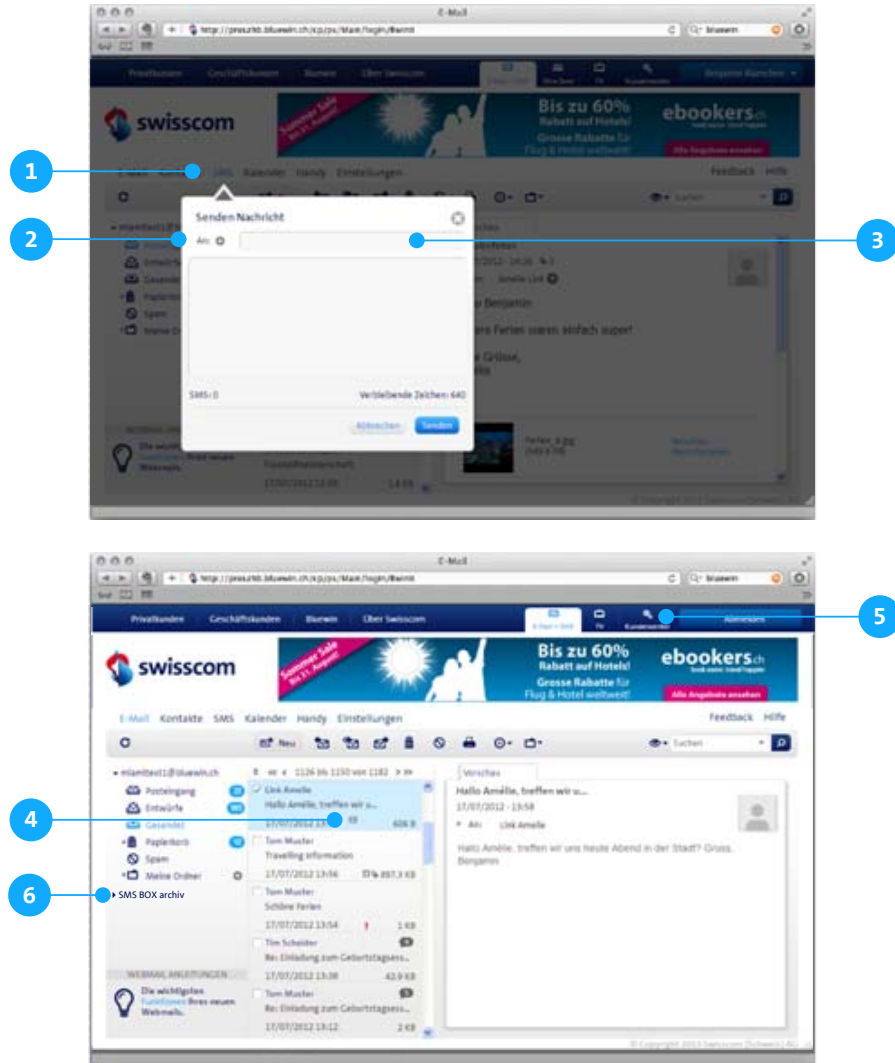
**10 Sorting contacts**  
Clicking on the double arrow opens a list ordered by either first name or surname. Choose which of the options you wish to sort the opened folders by.

**11 Searching contacts alphabetically**  
Select the desired letters and the contact list will jump to contacts with those initial letters.

**12 Searching contacts with search function**  
As soon as you enter a letter or name into the search field, the list reduces immediately to those contacts that correspond to the search term.

**Synchronising contacts**  
>> see page 10 for explanations

# SMS messages



## 1 Setting up the SMS function

To use the SMS function, you need to set it up as follows:

### Step 1: Activate SMS function

Select the "SMS" function. If this has not yet been activated, a link will take you to the Customer Centre. To activate the service, you need to have a fixed-line connection to enable the billing of your SMS messages (Service Package Light: CHF 0.20 per SMS, Service Package Classic: 30 free SMS messages included).

### Step 2: Defining the sender number

Define the sender number from which your SMS messages should be sent at "Settings > Profile > Mobile telephone number". Should you need to, you can change the sender numbers here as well.

## 2 Define Recipient

Click on the plus sign to add one or more contacts from your address book as recipients.

Alternatively, you can type in the number or the first few letters of the recipient's name. If there is a similar entry in your address book or the name has been entered before, it will come up as a suggestion. If you enter more than one recipient, separate them with a space.

## 4 Sent and deleted SMS messages

Messages sent or deleted messages in Webmail are located in the "Sent" or "Deleted" folders of your main e-mail address. You can change your main e-mail address in the Customer Centre under "Internet > Bluewin e-mail > Change main e-mail address".

## 5 Cost overview

You can see the costs you have already incurred in the Customer Centre under "Internet > Bluewin services > SMS Box".

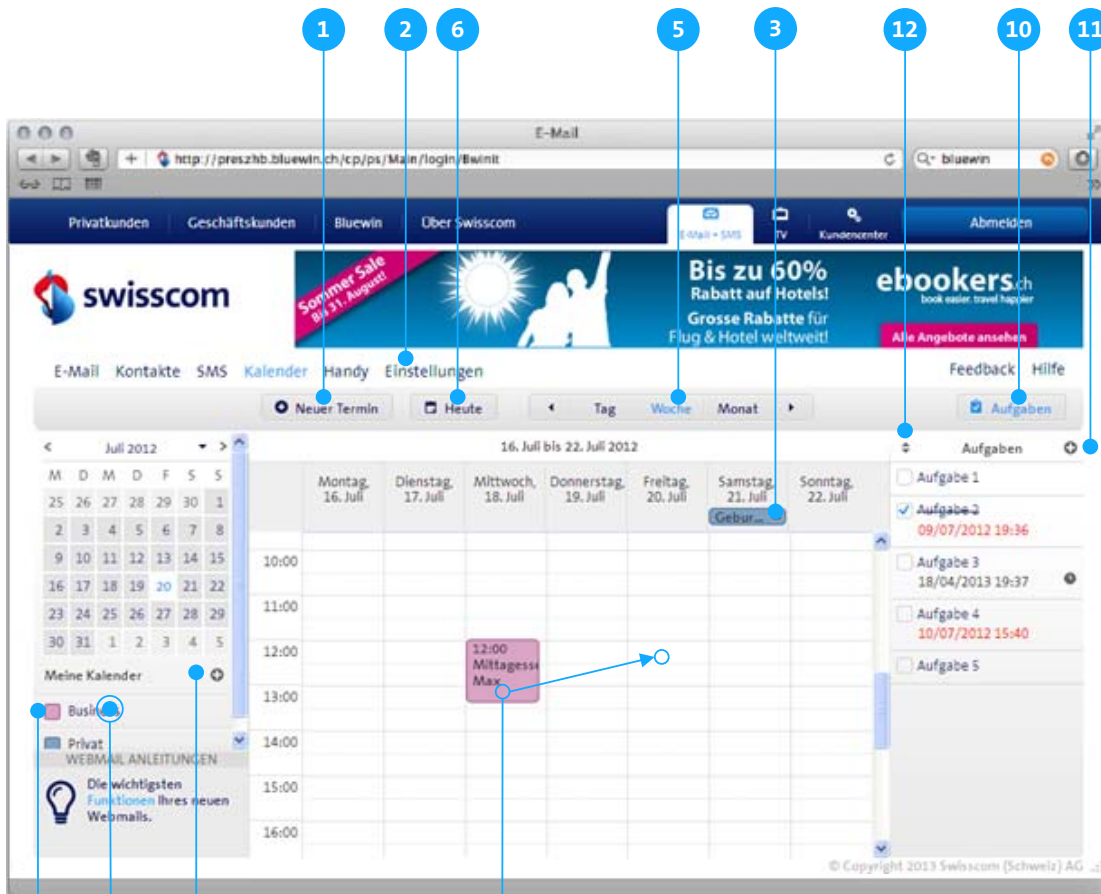
## 6 SMS BOX archive

The former Webmail solution SMS Box has been replaced by a new SMS function. If you used the SMS Box, you will find all the folders in the "SMS BOX archive". This folder serves as an archive in which messages can be read or deleted. All sent or deleted e-mails are now stored in the "Sent items" or "Recycling bin" folders of your main e-mail address.

Check whether the "SMS Box archiv > My folders > Schedules" folder still contains messages. If so, please delete them as these SMS messages will no longer be sent automatically.



# Calendar



## 1 Adding events and reminders

To add your appointments to the calendar and set up reminders, select the "Reminder" option.

## 2 Under " Settings > Notifications" you can choose whether you want to be reminded by e-mail or SMS message (both free of charge).

You can define the e-mail address or mobile phone number to which you want the notification to be sent under "Settings > Profile".

## 3 Birthdays

If you add a birthday to a contact in your address book, this is incorporated into the calendar as an annually-recurring event. You will be reminded automatically by SMS message or e-mail (both free of charge), as long as you have activated reminders under "Settings > Notifications".

If you do not wish to receive reminders, open the relevant event in the calendar and deactivate the "Reminder" option.

Where birthdays are to be changed, this must also be done in the address book.

## 4 Moving an event

The simplest way to move events is with drag & drop. Alternatively, you can open the event by double-clicking on it and amending the data.

## 5 View

Select whether you want the calendar to be displayed in by the day, week or month.

## 6 Today

Click on "Today" and the calendar will display the current date.

## 7 Adding a calendar

You have the option of defining more than one calendar. If you have several calendars, you can add individual activities to the calendar of your choice.

## 8 Showing or hiding the calendar

You can show or hide individual calendars by clicking on the coloured square.

## 9 Renaming calendar

To rename a calendar, click on the edit symbol, which appears when you hover your cursor over the area to the right of the calendar's name.

## 10 Showing or hiding tasks

The calendar also allows you to create a list of tasks.

## 11 Adding tasks and reminders

New task can be added by clicking on the plus sign. To receive a reminder, set a due date and select the "Reminder" option.

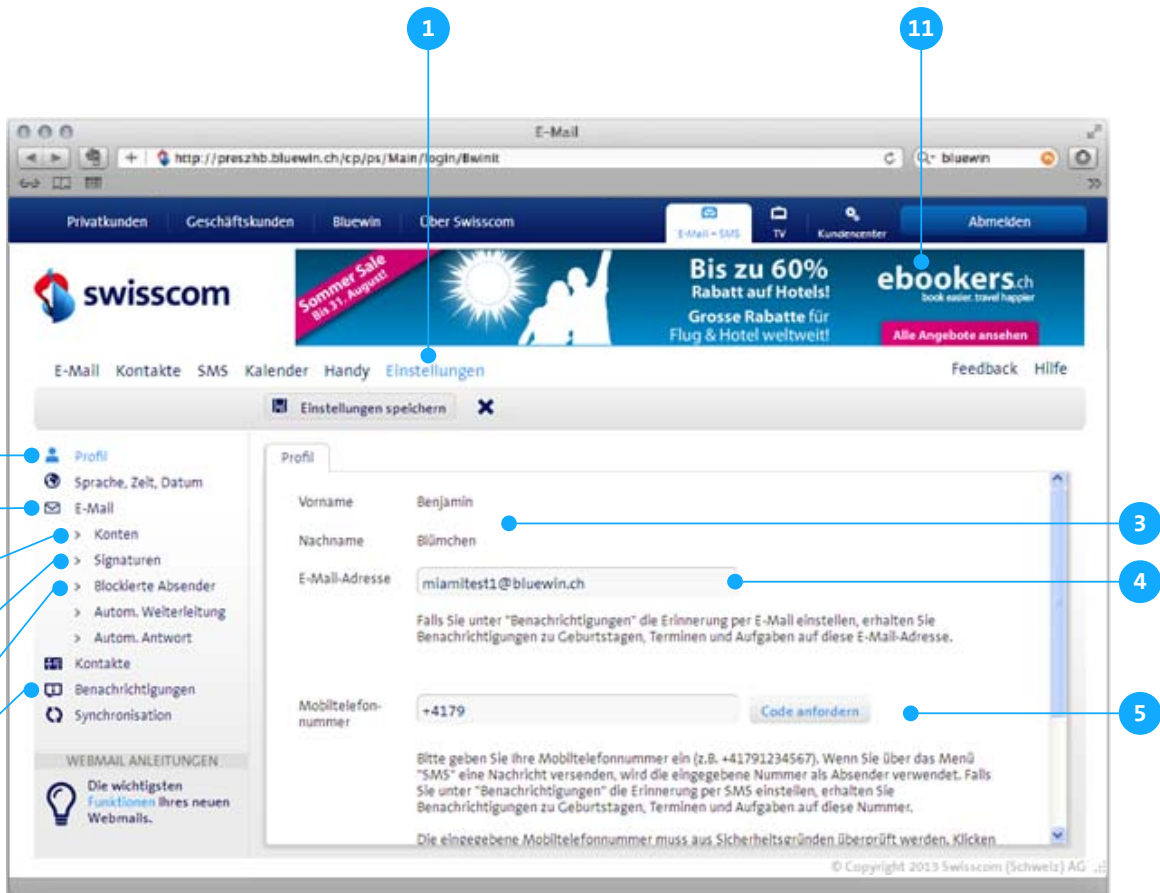
Under " Settings > Notifications" you can choose whether you want to be reminded by e-mail or SMS message (both free of charge).

You can define the e-mail address or mobile phone number to which you want the notification to be sent under "Settings > Profile".

## 12 Sorting

Added tasks may be sorted according to various criteria.

# Settings



## 1 Settings in Webmail

### 2 Profile settings

### 3 User name

The name displayed is your Swisscom login. If this is incorrect, please contact the Hotline on 0800 800 800 (free of charge).

### 4 E-Mail address

If you choose the e-mail notification option in "Notifications", you will receive notifications about birthdays, meetings and tasks at this e-mail address.

### 5 Mobile phone number

If you send messages via "SMS", the number stored here will appear as the sender. If you select reminders via SMS under "Notifications", you will receive reminders about birthdays, events and tasks.

### 6 E-mail settings

#### Used storage space

Shows how much storage space has been used. Depending on your service package, you have up to 5 GB of storage space per e-mail address.

### 7 Accounts:

#### Adding an e-mail address

You can create a further Bluewin e-mail address (only for customers with Service Package Classic) (> this will lead you to the Customer Centre) or attach an external e-mail address.

#### Edit e-mail address

Select an e-mail address from the overview, click on "Edit" and define:

> the name by which you wish to be known to the recipient;

> whether a standard signature should be assigned

## 8 Defining signatures

You can define more than one signature and choose which to enter when you create a message. You can define a signature as the standard signature for all Bluewin e-mail addresses or allocate a different standard signature to each Bluewin e-mail address under "E-mail > Accounts".

## 9 Blocked addresses

Should you no longer wish to receive messages from an address or an entire domain, you can block them.

## 10 Notifications

If you use the reminder function for events or tasks, you can define whether you want to receive them by e-mail or SMS message here.

The e-mail address or mobile phone number to which the reminder is sent can be defined or changed under "Settings > Profile".

## 11 Further settings in the Customer Centre

The following and further settings can be undertaken in the Customer Centre under "Internet":

### Change Service Package

You can change your current Service Package from Light to Classic – or the other way around.

### Administering e-mail accounts

You can add additional Bluewin e-mail addresses and rename, delete or separate them from an existing e-mail account.

### Defining the main e-mail address

If you have the Service Package Classic and use several e-mail addresses, you can define which you would like as your main e-mail address in the Customer Centre.