

Yes Mail Quick Guide

(Updated 4 March 2011)

General E-mail Help

How to Access Your Yes Mail Account

With Yes Mail, you can choose whatever method of access works best for you.

- **Webmail:** visit <http://mail.yes.my/> from any Internet-connected Web browser, and sign in with your Yes ID and password
- **E-mail programs:** you can use Yes Mail with most popular e-mail programs, including Microsoft Outlook, Mozilla Thunderbird, and Mail on Mac OS. Instructions for configuring Yes Mail for these programs and others are below.
- **Mobile:** you can even get your Yes Mail on the go, on most feature phones and smart phones. Instructions on configuring Yes Mail on mobile phones are below.

Using Yes Mail Webmail

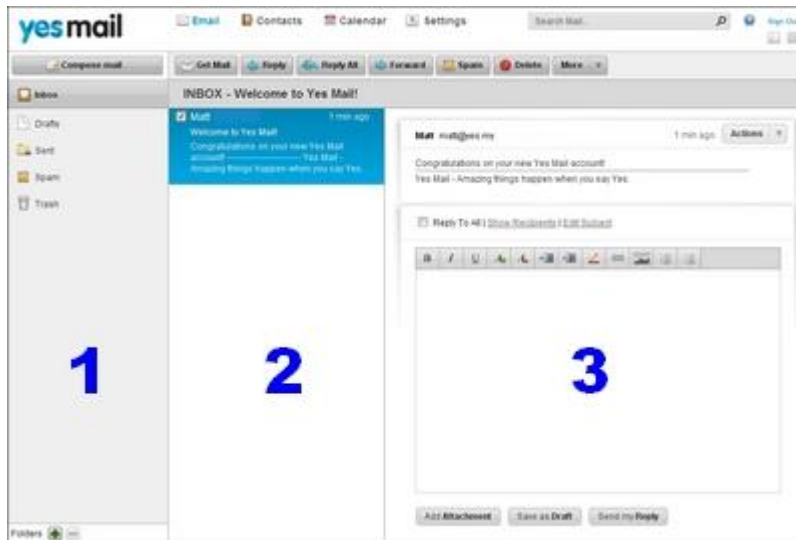
Yes Mail offers two modes for reading and managing your e-mail. One has three sections, or "panes." The other has only two panes. You can switch back and forth between these modes using the "View Selector" buttons in the top right corner of the webmail page.



View selector

The 3-pane mode works like this:

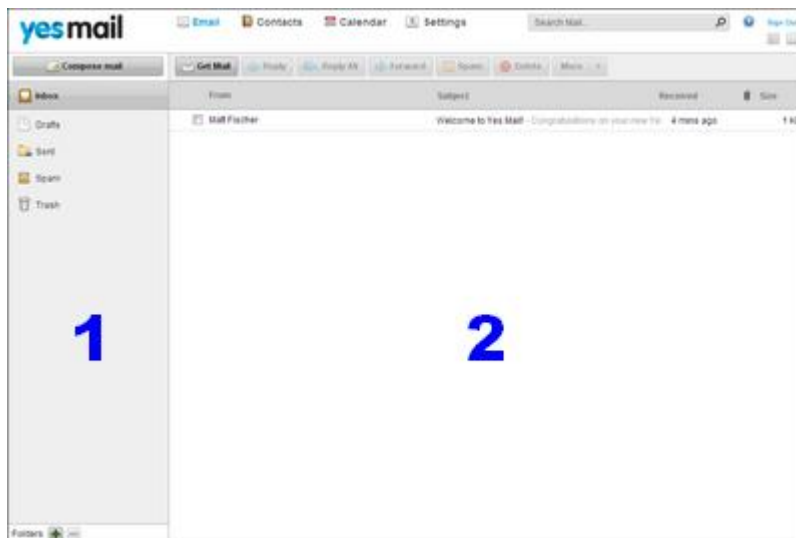
- Left pane (1, below): your e-mail folders (click one to select it)
- Middle pane (2, below): list of e-mails in the currently selected folder (click one to select it)
- Right pane (3, below): contents of the currently selected e-mail



3-pane mode

The 2-pane mode works like this:

- Left pane (1, below): list of your e-mail folders
- Right pane (2, below): contents of the selected folder or e-mail.
 - Click on a folder or message to select it.
 - Selected e-mails will be displayed with a tab at the top of the webmail page.
 - Use tabs to close e-mails by clicking on the "X" next to the message subject in the tab.
 - When the last e-mail is closed, the folder contents will be displayed.



2-pane mode

Using Folders

In Yes Mail, your e-mail is organized in to folders. New mail arrives in the folder called Inbox by default. You can create, move and delete folders whenever you like, using the buttons at the lower-left corner of the Yes Mail webmail page.

Managing Your E-mail

Reading Messages

Yes Mail always displays e-mail in the right-most pane. Click once on a message preview to highlight and read the full message.

E-mail Threading

E-mail threading lets you keep track of e-mail replies automatically, like a conversation. Yes Mail displays the selected message along with a list of prior e-mails from the same conversation - no need to search or sort through months of old messages to find important information. Click on the sender's e-mail address in the list above the current message to view the e-mail; click again to hide the e-mail. You can also click the "Toggle Threads" and "Collapse Threads" buttons to expand or collapse all e-mails in a conversation thread. When a new e-mail in an existing thread arrives, that thread will jump to the top of your inbox.

Replying to Messages

Yes Mail offers new options for answering e-mail - you can now reply directly from the message preview. Just type your reply in the field below the displayed message, add attachments or formatting if desired, and click "Send my Reply". You can also reply and forward mail using the "Reply", "Reply All" and "Forward" buttons above the e-mail display.

Replying to All

When replying to an e-mail with multiple recipients, you can automatically send your reply to all recipients by checking the "Reply To All" box in the e-mail preview pane before sending your reply, or by clicking the "Reply All" button while reading the preview. Click on "Show Recipients" to see a list of e-mail addresses the message will be sent to.

Adding attachments

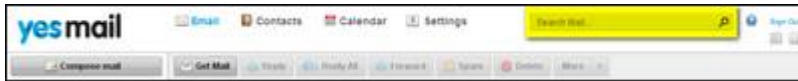
You can add attachments to e-mails by clicking the "Attach File" button above the e-mail composition interface. This will bring up a file selection interface so you can browse for the file you want to attach.

Drag-and-Drop messages

Sort messages into folders by clicking and dragging them to the desired folder. You can delete e-mails by dragging them to the Trash, mark messages as Spam by dragging them to the Spam folder, or save important e-mails in your archive folders without clicking through multiple menus.

Searching Your Mail

You can use the search box to look for words that appear anywhere in a message you have received or sent. For more efficient searching, you may find that Search Mail operators help.



Location of the search box

Search Mail operators are words that perform special actions in Yes Mail search. These operators allow you to find what you're looking for quickly and accurately.

Operator	Description	Example
to:	Used to specify a recipient	to:mary
from:	Used to specify the sender	from:john
subject:	Search for words in the subject line	subject:meeting
body:	Search for words in the message body	body:Yes Mail

Note: You can use multiple operators; just separate each one with a space in between.

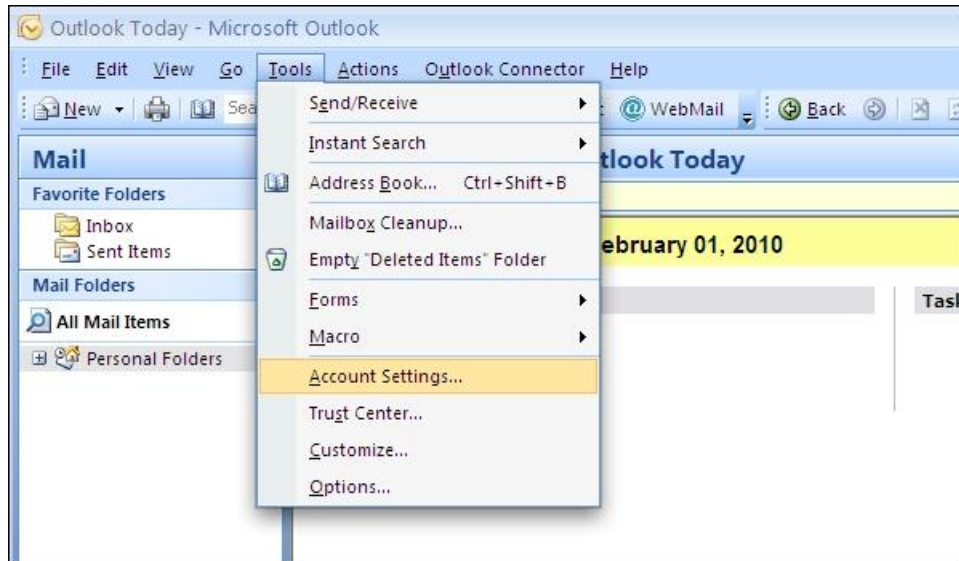
Example: to:mary from:john subject:meeting body:today

Using Yes Mail with Desktop E-mail Programs

Using Yes Mail on Microsoft Outlook

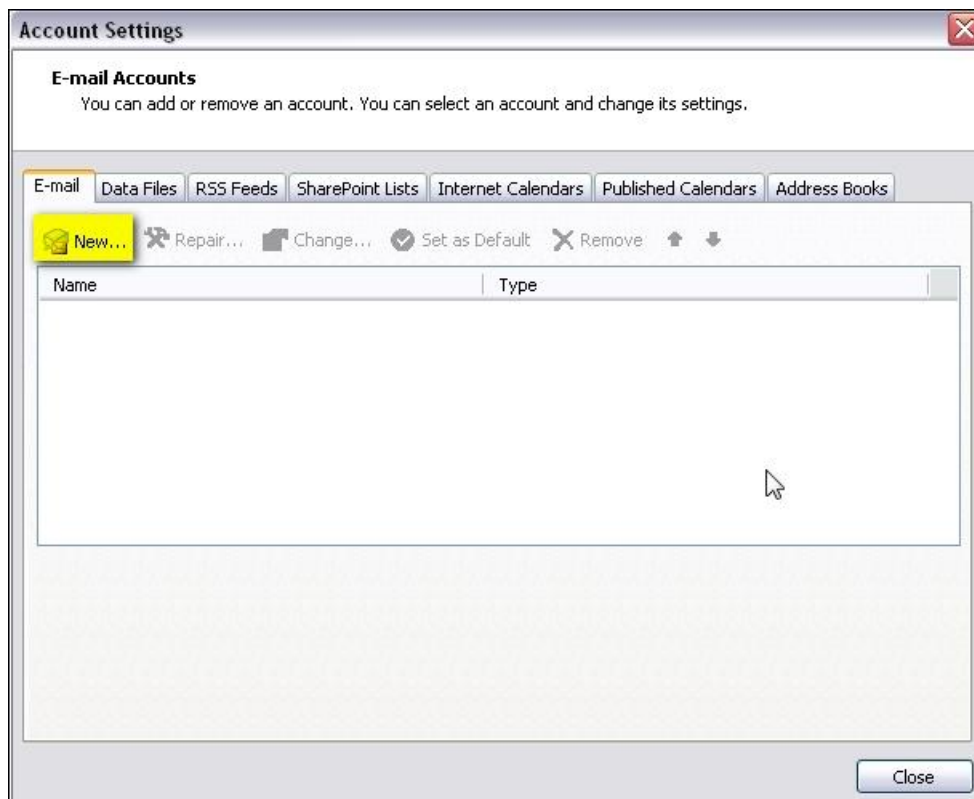
Setting up Yes Mail on Microsoft Outlook is quick and easy.

Open up Outlook 2007 and go to Tools > Account Settings (see below).



Tools > Account Settings...

On the Account Settings screen, click New (see below).



Account Settings Screen

On the next Account Settings screen, check the box for "Manually configure server settings or additional server types" and click Next (see below).

The screenshot shows the 'Add New E-mail Account' dialog box with the 'Auto Account Setup' section. It contains four text input fields: 'Your Name' (with example 'Barbara Sankovic'), 'E-mail Address' (with example 'barbara@contoso.com'), 'Password', and 'Retype Password' (with instruction 'Type the password your Internet service provider has given you.'). A checkbox labeled 'Manually configure server settings or additional server types' is checked and highlighted in yellow. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

Add New E-mail Account Screen

On the Add New E-mail Account screen, select "Internet E-mail" from the list of options (see below).

The screenshot shows the 'Add New E-mail Account' dialog box with the 'Choose E-mail Service' section. It features three radio button options: 'Internet E-mail' (selected and highlighted in yellow, with description 'Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.'), 'Microsoft Exchange' (with description 'Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.'), and 'Other' (with description 'Connect to a server type shown below.' and a list box containing 'Microsoft Office Outlook Connector' and 'Outlook Mobile Service (Text Messaging)'). At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

Choose E-mail Service Screen

On the next Add New E-mail Account screen (see below), fill out each field with the required details as listed below.

The screenshot shows a window titled "Change E-mail Account" with a close button in the top right corner. Below the title bar, the text "Internet E-mail Settings" is displayed, followed by the instruction "Each of these settings are required to get your e-mail account working." A mouse cursor is pointing at a star icon in the top right. The main area is divided into two columns. The left column contains sections for "User Information", "Server Information", and "Logon Information". The right column contains "Test Account Settings" with a "Test Account Settings ..." button. At the bottom right of the main area is a "More Settings ..." button. At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Section	Field	Value
User Information	Your Name:	John Smith
	E-mail Address:	john.smith@yes.my
Server Information	Account Type:	IMAP
	Incoming mail server:	mail.yes.my
	Outgoing mail server (SMTP):	mail.yes.my
Logon Information	User Name:	john.smith
	Password:	*****
Remember password:		<input checked="" type="checkbox"/>
Require logon using Secure Password Authentication (SPA):		<input type="checkbox"/>

Internet E-mail Settings Screen

User Information

- Your Name: enter the name you want to have appear when you send e-mail
- E-mail Address: enter your Yes ID, followed by "@yes.my" (ex: john.smith@yes.my)

Server Information

- Account Type: select POP3 or IMAP (we recommend IMAP for most users)
- Incoming Mail Server: mail.yes.my
- Outgoing Mail Server: mail.yes.my

Logon Information

- Username: enter your Yes ID, followed by "@yes.my" (ex: john.smith@yes.my)
- Password: enter your Yes password

When you've finished entering this information, you can press the Test Account Settings button (see below) to confirm that everything is working properly.

Change E-mail Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: John Smith
E-mail Address: john.smith@yes.my

Server Information
Account Type: IMAP
Incoming mail server: mail.yes.my
Outgoing mail server (SMTP): mail.yes.my

Logon Information
User Name: john.smith
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

More Settings ...

< Back Next > Cancel

Test Account Settings Button

Troubleshooting Outlook Mail Setup

In rare cases, you may need to update some additional information for Yes Mail to work on Outlook.

If you test your account settings, and the account does not seem to work, please try these steps.

On the Internet E-mail Settings screen (see below), click the More Settings button.

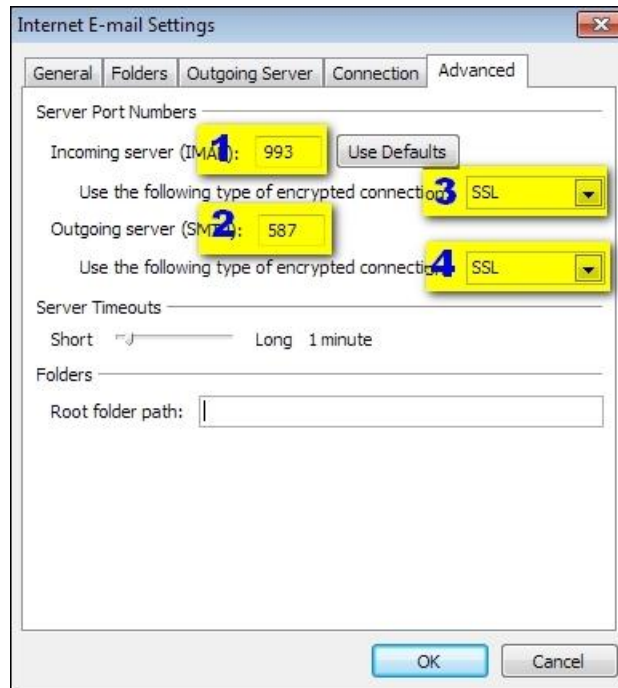
Internet E-mail Settings Screen

On the Internet E-mail Settings More Settings screen (see below), click the Advanced tab.

More Settings Screen

On the Advanced tab of the More Settings screen, change the values 1-4 as indicated:

1. Incoming server port number: 993
2. Outgoing server port number: 587
3. Encrypted connection: SSL
4. Encrypted connection: SSL



More Settings Screen

Click OK.

Using Yes Mail on Other Desktop E-mail Programs

Generally, setting up other desktop e-mail programs works very much like setting up Outlook, using the same or very similar settings.

User Information

- Your Name: enter the name you want to have appear when you send e-mail
- E-mail Address: enter your Yes ID, followed by “@yes.my” (ex: john.smith@yes.my)

Server Information

- Account Type: select POP3 or IMAP (we recommend IMAP for most users)
- Incoming Mail Server: mail.yes.my
- Outgoing Mail Server: mail.yes.my

Logon Information

- Username: enter your Yes ID, followed by “@yes.my” (ex: john.smith@yes.my)
- Password: enter your Yes password

If these settings still do not work, please configure advanced settings using the same values as described in Troubleshooting Outlook Mail Setup, above.

Using Yes Mail on a Mobile Phone

Basic setup for your Yes Mail on a mobile phone is usually very similar to setup on a desktop e-mail program.

On your mobile phone, go through the process of setting up a new e-mail account. This process can vary from phone to phone, but you'll generally find it within your e-mail program on your phone (e.g., on most Android phones and many feature phones), or within the settings area of your phone (e.g., on iPhone and some other phones).

When configuring your account, generally, you can use the same settings as for Microsoft Outlook, above.

User Information

- Your Name: enter the name you want to have appear when you send e-mail
- E-mail Address: enter your Yes ID, followed by "@yes.my" (ex: john.smith@yes.my)

Server Information

- Account Type: select POP3 or IMAP (we recommend IMAP for most users)
- Incoming Mail Server: mail.yes.my
- Outgoing Mail Server: mail.yes.my

Logon Information

- Username: enter your Yes ID, followed by "@yes.my" (ex: john.smith@yes.my)
- Password: enter your Yes password

On iPhone, for example, the setup screen looks like this:

IMAP Account Information	
Name	Yes User
Address	yes.user@yes.my
Description	Yes Mail
Incoming Mail Server	
Host Name	mail.yes.my
User Name	yes.user
Password	••••••••
Outgoing Mail Server	
SMTP	mail.yes.my >

iPhone Setup Screen

If these settings still do not work, please configure advanced settings using the same values as described in Troubleshooting Outlook Mail Setup, above.

Address Book Help

Synchronize with Yes Address Book

Your contacts in Yes Mail will automatically be synchronized with your Yes address book. In Yes Mail, you can add, delete and update contact information, and your changes will be synchronized across your all Yes services and communication device.

Adding new contacts

To add a new contact, click the "New Contact" button and type the contact's information in the appropriate fields. You can add optional information using the "More Information" menu.

Adding a picture to a contact

Click the silhouette icon by the contact's First Name field to open a file selection dialog. Browse your computer for the picture you want to add, then click "OK" to add the picture to the contact. Click on "Save Contact" when finished.

Adding more fields

You can create fields for multiple e-mail addresses, phone numbers, and other information using the green "+" (plus sign) buttons by each input field. Click the green "+" button to create a new field, enter the desired information, and select options from the drop-down menus. You can remove fields from a contact by clicking the red "-" (minus sign button) next to the field. Click on "Save Contact" when finished to save the additional information.

Adding a new group

Click the "New Group" button to create a new Address-Book group. You can add contacts to groups by dragging their names from the contact list in the middle pane to the group's folder in the left pane.

Import

Yes Mail supports importing addresses in two commonly-used formats: vCard and CSV (comma-separated variables).

How to Import vCards

Yes Mail supports vCard format for address book import via many popular browsers such as Mozilla, Chrome and Internet Explorer, however, support for Opera is still unavailable. You can import vCard files from applications like Outlook and Mac Address Book. To do so, follow these steps:

From Address Book

1. Go to **File** and choose **Export**
2. Choose **Export vCard**.
3. Sign in to **Yes Mail**.
4. Click **Contacts** which located next to Email tab on the top of the page
5. Click the **Import** button and locate the vCard file you'd like to upload.
6. Select the file and click the **Open** button.

A few things to keep in mind:

- Yes Mail currently supports a maximum of 500 contacts import in 1 vCard file. If you have more than 500 contacts, please export them in batches of no more than 500. Here's how:
 1. Please separate the large vCard file. vCard file can be opened in any generic text editor such as Notepad.
 2. The key components are the BEGIN:VCARD and END:VCARD tags. These represent the start and end of a specific contact.
 3. To select ONE contact, start copying text from a BEGIN:VCARD line to the END:VCARD line.
 4. To select more than one contact, most text editors allow you to search so you can check how many you have by searching for number of occurrences of BEGIN:VCARD.
 5. Make sure you select less than 500 contacts and the file must starts with BEGIN:VCARD on the first line and END:VCARD at the end.
 6. Lastly, save it with a .vcf file extension.
- The vCard files produced by some applications may not contain all of the supported contact fields. Yes Mail doesn't have a way to know what data was omitted, therefore we suggest that, after you've finished the import, please go through some imported contacts and check the contact fields.

Importing CSV files

Yes Mail supports CSV (comma-separated variable) format for address book import via many popular browsers such as Mozilla, Chrome and Internet Explorer, however, support for Opera is still unavailable. To import contacts in CSV format to Yes Mail:

1. Create a custom CSV file, or export the address book from your other webmail provider or email client as a CSV file.
2. Sign in to **Yes Mail**.
3. Click **Contacts** which located next to Email tab on the top of the page.
4. Click **Import**.
5. Click the **Choose File** button and locate the CSV file you'd like to upload.
6. Select the file and click the **Open** button.
7. **Match** the Field tags with the correct address book fields.
8. Scroll down and click **Import**.

Once you've successfully uploaded the document, Yes Mail will display the number of contacts imported, and these contacts will be automatically synchronize with other Yes services such as Yes Life and Yes Buzz via Yes Network Address Book,

A few things to keep in mind:

- Yes Mail currently support maximum of 500 contacts import in 1 CSV file.
- If you receive error messages when attempting to import your contacts, you may need to edit your CSV file to split it into two or more smaller files.
- We are working to resolve this issue as quickly as possible.

Note: These CSV files produced by some applications may not contain all of the supported contact fields. Yes Mail doesn't have a way to know what data was omitted, therefore we suggest that, after you've finished the import, please go through some imported contacts and check the contact fields.

Creating or editing CSV files

Spreadsheet programs like Microsoft Excel make it easy to create and edit CSV files.

Your CSV file should be formatted as a table and must include a header, or first line, that defines the fields in your table. Yes Mail accepts many common header fields (name, email address, etc.). If you're updating an existing file, you probably won't need to change your header field names; if you're creating a new file and need some guidance, you can use any of the field names used in the examples below.

	A	B	C
1	First Name	Last Name	Email Address
2	John	Doe	john@hotmail.com
3	Mohammad	Ali	mohd.ali@gmail.com
4	Bill	Chan	bill_chan@yahoo.com

Here's an example of a sample file that can be created using Microsoft Excel:

	A	B	C	D	E	
Header >	1	First Name	Last Name	Email Address	Home Address	Mobile phone
Contact info >	2	John	Doe	john@hotmail.com	22-10, Jalan Bukit Bintang...	+60183031234

By saving this table as a .csv file, and importing it in to Yes Mail, one entry – for John Doe – is added to your Contacts list.

Once you've entered all of your contacts into a table, save the document and select **CSV (Comma delimited) (*.csv)** as the type of file you'd like to save. If prompted to verify your selection, click **Yes** or **OK**.

For still more information about CSV files, open **Help** in Excel.

Calendar Help

Navigating the calendar

The calendar appears as a day view by default, displaying the current day's schedule in the right pane. The left pane displays a month view and a list of available calendars. Calendars selected with a check-box here will display events on the schedule in the right pane; uncheck the box next to a calendar to hide its events in the schedule display. You can see the schedule for a different day by clicking the desired date in the left pane's month display. To view a different month, click the "<" or ">" buttons above the month display. To view a different year, click the "|<" or ">|" buttons above the year display.

Month View

You can also click the "Month" button for a month view in the right pane, with an overview of each day's events displayed in the monthly calendar. Click on a day to edit the day's schedule (the right pane will switch back to day view for editing).

Making a new calendar

Click on the "+" (plus sign) button below the list of calendars in the left pane to add a new calendar. Type the name of the new calendar over "Untitled" and click the green check sign to create the calendar. You can delete calendars that you have access to by highlighting them in the list and clicking the "-" (minus sign) button.

Sharing a calendar

To allow other Yes Mail users to read and/or edit your calendars, highlight the calendar you wish to share from the list in the left pane. Click the "*" (gear sign) button to change the calendar's settings, and add the desired username with the "+" (plus sign) button in the "Manage Calendar Access" section. To allow the user to edit as well as read the selected calendar, check the "Write Access" box. Click the "Save Settings" button when finished.

Adding a new event

You can add a new event by double-clicking on the schedule in the right pane, or by clicking-and-dragging your mouse cursor over the schedule to select a block of time for your event. You can also drag-and-drop the buttons at the top and bottom of the event's schedule to change the scheduled time. The new event will be created in the calendar that's currently highlighted in the left pane; the schedule in the right pane displays events from all calendars whose check-box is checked.

Editing an event

Click the "*" (gear sign) button on an event to edit. Enter the appropriate subject, time, date, reminder time, location, and other information for the event, then click "Save Settings" to save your changes.

Sharing an event

When editing an event on a Shared calendar, you can choose participants for the event from a list of your contacts who have access to read the calendar. Add participants for your event, and click "Save Settings" to save your changes and send an e-mail invitation for the the event to each participant.

Managing Tasks

You can toggle the Tasks list on and off with the "Tasks" button. The Tasks list will appear below the list of available calendars in the left pane; you can create a new task by clicking the "+" (plus sign) button below the Tasks list. Edit the highlighted task by clicking on the "*" (gear sign) button and specifying the appropriate details in the task editor display. Click on "Save Settings" to schedule the new task. You can dismiss tasks by highlighting the task in the list and clicking on the "-" (minus sign) button.

Settings Help

Webmail Settings

Account Name

Displays your e-mail account name.

Real Name

This will appear in the "Sender" field on the e-mails you send before your e-mail address.

Reply To

Here you can specify an alternate e-mail address for replies to be sent to.

Thread Support

Check this box to display e-mail conversations as threads.

Interface Language

Select your preferred language for the webmail interface.

Messages per page

Select the number of simultaneous messages to display in the webmail interface.

Timezone

Specify the time-zone for your location. Signature Here you can specify a message that will be added to the end of every e-mail you send from w. You can use plain text or HTML for your signature.

Calendar Settings

CalDAV server URL

Enter the address of the CalDAV server your calendar is stored on. By default this will be the local calendar server.

External Authentication

If your calendar is not on the Yes Mail server or uses a different Username or Password than your e-mail account, you may have to check this box and specify the correct Username and Password for your calendar server.

E-mail Filters

Add New Rule

Use this option to create e-mail filters. Select from the drop down list 'From', 'To' or 'Subject'. Then select from second drop down list 'is', 'is not', 'contains' or 'does not contain'. In the text box enter what you would like to be filtered. Then specify which folder the rule will deliver to.

Example: New Rule: 'From', 'is' and 'account@domain.com'. Move To: 'Trash'.

This will move all e-mails received from account@domain.com to the trash folder.

Mail Options

Enable Forward

Check this box to enable forwarding of your e-mails to another e-mail address.

Forward mail

Specify the e-mail address to forward incoming e-mail to.

Enable Autoreply

Check this box to enable an automatic ("Vacation") reply to incoming messages.

Autoreply message

Specify the message to send to the senders of all incoming e-mail.