Gridmail

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HELP CENTER GUIDE

WEBMAIL HOW-TO

Webmail User Guide

Everything you can do inside your Gridmail webmail — personalizing the interface, folders and spam control, chat & video meetings, file sharing, EasyMeet scheduling, the AI Assistant and calendar tools.

Applies to Basic & Enhanced mailboxes

Version 1.0

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Applies to Basic & Enhanced mailboxes · Features marked **ENHANCED** require an Enhanced mailbox

IN THIS GUIDE

1 Accessing your webmail

Your webmail works in any modern browser on any device — nothing to install. You can reach it three ways:

- **Your branded address (recommended):** go to `webmail.yourdomain.com` — replacing *yourdomain.com* with your own domain. Bookmark it; this is the easiest address to remember.
- **Direct server address:** replace the dots in your domain with a double dash and go to `yourdomain--com.w.emailarray.com`. For example, *howm.org* becomes `howm--org.w.emailarray.com`.
- **Universal login:** `login.emailarray.com` works for every Gridmail mailbox from anywhere.

Sign in with your **full email address** and your mailbox password.

> i **Can't reach your branded address?** If `webmail.yourdomain.com` doesn't load, your domain's DNS may not have the webmail record yet — contact your administrator or **support@grid365.com**. The direct server address always works in the meantime.

2 Make it yours

Your administrator sets sensible global defaults (timezone, date formats), but the "Look & feel" of your own mailbox is fully in your control.

Open your personal settings

1. Log in to your webmail.
2. Click the **user icon** in the top-right navigation bar.
3. Select **My account** from the menu.
4. Open the **Look & feel** tab in the left sidebar.

Themes & layout

- **Theme:** *Paper* for a classic, high-readability look, or *Compact* to fit more on screen.

- **Mode:** Light, Dark, or System (follows your device setting).
- **Start in module:** choose which app opens first — E-mail, Calendar, or Tasks.
- **Rows in lists:** show up to 50 items per page.
- **Sort names by** first or last name, and toggle **smilies** (text emoticons converted to graphics).

Region & language

- **Language:** the interface is available in 30+ languages.
- **Timezone:** keeps calendar invites and timestamps accurate.
- **Date & time format:** Day-Month-Year or Month-Day-Year; 12- or 24-hour clock.
- **First day of week:** start your calendar on any day you like.

> i **Moved things around and regret it?** The **Reset windows and grids** button at the bottom of the Look & feel page restores the original layout.

Notifications & sounds

- **Mute all sounds** with one switch, or mute only reminder sounds or new-mail alerts.
- **Mail reminders:** enable browser notifications so you're alerted even when the webmail tab isn't active.

Customize the message list

Click the **three vertical dots** in the message-list header (next to the Date column) to:

- **Choose visible columns** — toggle Date, From, Labels, Size and more; the list updates instantly.
- **Change grouping** — group messages by *Date* received, *Date sent*, or choose *None* for one continuous list.

Create an email signature

1. Click your profile image → **My account**.
2. In the left pane open the **Email** tab and scroll to **Templates**. Click **Add**.
3. Compose your signature — paste your logo if you like. To edit the HTML source, click the three dots in the editor.
4. Use the **Autodata** values on the right to insert personalized fields automatically.
5. Click **Save**.

To use it: in a **Compose** window, click the **Templates** icon (the last icon before the three dots), pick your signature, and optionally choose **Set current template as default for this email account** so it loads on every new message.

Send from an alias

If your address has aliases (e.g. *info@* alongside *you@*), you can send mail as the alias. The alias must already exist — your administrator creates those.

1. Go to the **E-mail** tab, click the **three dots** on the right of the email panel, then **Accounts**.
2. **Double-click** the account that has the alias, then click **Aliases**.
3. Fill in the **Name** (what appears in the From field), the full alias **Email** address, and an optional **Signature**.
4. Click **Save**. The alias is now selectable in the From field when composing.

3 Staying organized

Show, hide and create folders

Your folder list (left side of the E-mail tab) shows only the folders you're *subscribed* to.

- **Show or hide a folder:** right-click the folder list → **Subscribe to folders** → check a folder to show it, uncheck to hide it.
- **Create a folder:** right-click the folder list → **Add folder** → name it → **OK**.

Mark spam & block senders

- **Mark as spam:** in your Inbox, right-click the unwanted email → **Move to spam folder**. The filter learns, and future mail from that sender goes to Spam.
- **Block a sender completely:** in the **Spam** folder, right-click the message → **Blacklist**. All future mail from that sender is rejected outright — no copy is kept.
- **Rescue a legitimate email:** in the Spam folder, right-click it → **Move to Inbox folder**. That whitelists the sender so future mail arrives normally.

> i **Whitelisted but still landing in Spam?** There may be a conflicting blacklist entry for the sender or their domain. Contact your administrator or **support@grid365.com** to check.

4 Calendar import & export

Moving your schedule in or out takes a minute — useful when switching apps or keeping a backup.

Export your calendar

1. Open the **Calendar** tab and click the **cogwheel** icon to list your calendars.
2. **Double-click** the calendar you want to export.
3. On the **Properties** page, scroll down and click **Export**. You'll download an `.ics` file that virtually every calendar app can read.

Import a calendar

1. Open the **Calendar** tab → **cogwheel** → double-click the destination calendar.
2. Click the **Import** tab at the top of the settings window.
3. Click **Import** and choose your file — `.ics` works best, and `.csv` files are accepted too. Events appear in your calendar as soon as the upload finishes.

5 Chat & video meetings

Live chat and video are built into your webmail and **active by default** — the chat panel is right in the interface every time you log in.

Add a contact

1. Find the **CONTACTS** section in the chat panel.
2. Click the **hamburger menu** (three horizontal lines) next to CONTACTS → **Add a contact**.
3. **Colleagues on your domain:** search by name or email address.
4. **People outside your domain:** enter them manually in the exact format `Full Name <email@otherdomain.com>` — for example `John Doe <john@otherdomain.com>`.

5. Optionally assign the contact to one or more **Groups** (comma-separated), then click **Add**.

> i **Name showing in red?** A colleague whose name appears red hasn't logged into their webmail yet, so their chat account isn't active. They'll be addable after their first login. The other person must also accept your invitation before you can chat.

Start a chat or video meeting

- **Chat:** click a contact's name — a chat window opens, start typing.
- **Video:** in a chat window, click the **camera** button, optionally name the room, and hit **Start Meeting**. A secure room is created and the link is shared with your contact.
- **Invite anyone:** the meeting link works for people outside your contact list too — share it by email or chat, and start now or use the link later.
- **Stay multitasking:** run the meeting inside the webmail window (minimize/maximize as needed) or pop it into its own browser tab.

Meeting features

- HD video and audio, screen sharing (full screen or a single window), and text chat during the meeting.
- Recording, when enabled for your organization.
- Security: password-protect the room, or enable a **lobby** so participants wait for approval before joining.
- Grant **moderator** rights to other participants to help run larger meetings.

Use chat in other apps (XMPP)

Your chat account speaks the open **XMPP** protocol, so desktop apps like Thunderbird and eM Client can connect to it:

Setting	Value
Username / Jabber ID	Your full email address
Password	Your mailbox password
Server host	`xmpp.emailarray.com`
Port	`5222`
Connection security	Require encryption

- **eM Client:** Menu → **Accounts** → **+ Add account** → **Chat / Group Chat** → **XMPP / Jabber** → choose *Use existing Jabber account*, then enter the details above (untick auto-detect so you can type the server manually).
- **Thunderbird:** open the **Chat** tab → **Get started** → network **XMPP** → username is the part before the @, domain is the part after → password → in XMPP options set the server and port above → **Finish**.

6 Files & document editing

Your Personal Drive lives in the **Files** section of the webmail. What you can do with documents depends on your mailbox type: **Basic** mailboxes upload and view; **Enhanced** mailboxes edit and collaborate in real time — Word documents, spreadsheets, presentations and PDFs, right in the browser.

Share a folder with your team

Folder sharing is for people **within your domain**.

1. Right-click the folder → **Properties**.
2. Check **Activate sharing**. Optionally enable *Notify me about changes in this folder* or *Apply the folder's display settings for everyone*.
3. Open the **Permissions** tab, click **+** to add users or groups (new users start read-only; you can also share with your whole group at once).
4. Double-click a user's permission level to change it, use the **trash icon** to remove someone, then **Save**.

Permission	What it allows
Read only	View and download files
Read and create	View files and upload new ones — no editing or deleting
Write	View, upload and edit existing files
Write and delete	View, upload, edit and delete files
Manage	Full access, including sharing the folder onward

Folders shared *with you* appear under the **Shared** section of your file sidebar — a natural home for your team's central document library.

Share a single file by link

1. In **Files**, right-click the file → **Share Externally**.
2. Click **Create Share**.
3. Choose the access level and an expiration date, then copy the link and send it by email or chat.

- **Download only** — recipients save the file to their device.
- **View in browser** — read-only viewing online.
- **View and edit collaboratively** — multiple people edit at once; each verifies their email and shows up by name.

> ! **Anyone with the link can open the file.** Share links carefully and set an expiry date. You can review or revoke active links anytime: right-click the file → **Share externally**, or click the file once and choose **Manage External Access** in the details pane.

Right-clicking a file also offers **Email files** — attach it straight to a new message.

7 EasyMeet scheduling ENHANCED

EasyMeet is appointment scheduling built into your webmail — share one link, and clients book a slot that's open for both of you. It syncs with your calendars to prevent double-bookings. No separate apps, no data sharing.

Turn it on

Click the **EasyMeet** tab in the top navigation. First time in, you'll see an enablement screen — click **Enable EasyMeet**.

Set your availability

1. Open the **Availability** section in the left sidebar.
2. Toggle the days you're available and set time slots for each (e.g. 9:30 AM – 5:00 PM).
3. Pick your **Timezone** so bookings land correctly for both sides, then **Save**.

4. For holidays or one-off changes, click **Add an override**, choose the date, and mark yourself *Unavailable (all day)* or set custom hours for just that day.

Create event types

Event types are the kinds of meetings people can book — a 15-minute "Quick chat," a 60-minute "Consultation," and so on.

1. Go to **Event Types → + New**.
2. Set a **Title**, **Description**, **Duration**, and **Location** (e.g. Video Meeting), and customize the **URL** slug.
3. Click **Save** to publish.

Share your link & manage bookings

- **View public page** (bottom-left) shows exactly what your guests see; **Copy public page link** grabs the URL for your email signature or chat.
- New bookings email you and appear in your calendar automatically.
- The **Bookings** tab lists everything — filter Upcoming, Past or Canceled, jump into the video meeting, or **Reschedule**/**Cancel** from the booking details.

Fine-tune an event type

- **Setup:** AI-translate the title/description to the visitor's browser language, set the booking-page language, let bookers pick their own duration, and choose the meeting location.
- **Limits:** add buffers before/after meetings, require minimum notice (e.g. 2 hours), control time-slot intervals, and cap bookings per day or how far ahead guests can book.
- **Booking rules:** require manual confirmation, email verification before booking, disable guest cancel/reschedule, redirect to a custom URL after booking, or offer multiple seats for group sessions.
- **Privacy:** generate private links with expiry and usage limits, hide your email or event notes, lock the timezone for in-person events, and set a custom reply-to address for confirmations.

8 AI Assistant

The AI Assistant is included with every Gridmail mailbox and **already set up** — no API key, no configuration, nothing to install. If you don't see the AI Assist button, ask your administrator to enable the AI permission on your account.

What it does

- **Draft messages:** turn brief notes or bullet points into complete, polished emails.
- **Smart reply:** generate professional, context-aware responses based on the conversation.
- **Summarize:** distill long threads into the key takeaways in seconds.

Where to find it

Look for the **AI Assist** button in the **Compose** window (drafting), in **Reply** windows (suggested responses), and on messages for **summaries** of long threads. Enhanced mailboxes with document editing also get AI assistance inside the office document editor.

> i **Privacy-first:** AI requests run through Gridmail's managed, enterprise-grade AI provider. Your messages are never used to train public AI models, and there's no extra fee — fair use applies.

9 Enhanced mailbox extras ENHANCED

All your mailboxes in one webmail

An Enhanced mailbox can consolidate other accounts — Basic, Enhanced, or even external addresses — so you read and send from every address in a single interface. Have the other account's email address, password, and server names ready.

1. Click the **user icon** → **My account** → **E-mail Accounts & Aliases** tab → **Manage E-mail Accounts and Aliases**.
2. Click the **+** button (top right) to add an account.
3. On **Properties**, fill in the display **Name** and full **E-mail** address.
4. On **Server**, choose **SSL** encryption for incoming and outgoing mail, then enter the servers and the account's username and password. For outgoing mail, check **Use IMAP credentials**.
5. Click **Apply**, then **Ok**.

Account location	IMAP host	SMTP host
Hosted on Gridmail	`imapin.emailarray.com`	`smtpin.emailarray.com`
Gridmail (standard names also work)	`imap.emailarray.com`	`smtp.emailarray.com`
External provider	Use the server names your external provider publishes	

Edit files from the free ONLYOFFICE apps

You don't need the webmail open to work on your files. The free ONLYOFFICE desktop and mobile apps connect straight to your Personal Drive:

1. In the ONLYOFFICE app, add a cloud of type **OnlyOffice**.
2. Enter your webmail URL — e.g. `https://yourdomain--com.w.emailarray.com`.
3. Log in with your email address and password. Your webmail Files section appears in the app, kept in sync.

Allow deletes via calendar & contact sync

To protect against a known Android bug that mass-deleted contacts, deletes made on a synced device (CalDAV/CardDAV) are **ignored by default**. If you understand the risk and want deletes to sync:

1. Click the **user icon** → **My account**.
2. Open the **Synchronization** tab and find **Allow delete via synchronization**.
3. Enable the checkmark and click **Save**.

? **Need help?** Email **support@grid365.com** with a description of what you're trying to do and, if relevant, a screenshot. Never include your password in a support request.