

EMBARQ EMAIL

<http://myembarq.com/support>

- Navigating your Mailbox
- Managing Your Email
- Reading Messages
- Retrieving Mail from Other Accounts
- Composing Email
- Reply to and Forward Messages
- Managing your Address Books
- Managing Your Calendar
- Scheduling Appointments
- Meetings and Events
- Searching for Items
- Using Tags and Folders to Organize Email
- Creating Filters
- Setting Your Preferences
- Using Web Apps

SOME EMBARQ TIPS:

Adding another email address, changing the password, or changing the name that displays when your log in appears in the FROM section of emails sent to you:

To add another email address to your account, log into mybarq.com with your primary username and password.

Click on MY ACCOUNT and the left and then click on the Username Management link.

Here you can add, modify, or remove email addresses on your account.

To add an email address, click on the Add Username link.

To edit an email account's info (name, password or settings), click on the EDIT button to the left of the email address.

After you are done, press the SAVE button.

NOTE: From this page, you can choose between the Basic and the Enhanced webmail (Basic for slower computers, enhanced for faster or newer computers).

There is also the option for STRONG or RELAXED security settings. The strong setting requires the user to log in once to access the homepage and then log in again if they are trying to access email. RELAXED is recommended you use because if you choose the STRONG setting, it will require you to log in multiple times every time you use your email.

Screen Resolution:

If you are using screen resolution lower than 1024x768, you may have difficulties viewing certain things in your webmail.

* Go to START, SETTINGS, CONTROL PANEL, DISPLAY.

* Click on SETTINGS tab at the top and check what the Screen Resolution slide bar of the left is currently set to. If it is set lower than 1024x768, the page may not display correctly. Slide the bar over to at least 1024x768 and click Apply. You will be asked if you want to keep the setting. If you can see everything on your desktop OK, click Yes. If not, click No.

Make Sure Cookies are Enabled

- Open Internet Explorer, go to TOOLS, INTERNET OPTIONS, PRIVACY tab. Be sure your selection is set to Medium or lower.

If cookies are not enabled, you will have trouble logging in or accessing your email.

If you are getting “Java” error messages: Make Sure Latest Java is installed and activated

If nothing happens when you click on “Check Mail” Java may be the problem.

Go to <http://www.java.com/en/download/installed.jsp> and click on VERIFY JAVA VERSION link. If you are redirected to a page with a “Download Now” link, proceed to download the latest version.

While that is downloading, Open Internet Explorer, click on TOOLS, select INTERNET OPTIONS (you may have to press the ALT key to make the Tools menu appear). Click on the DELETE button, then in sequence click on Delete Files, Delete Cookies and Delete History.

Close the window.

Click on SETTINGS button in the BROWSING HISTORY section. Change the selection to “EVERYTIME I VISIT THE PAGE” and click OK. Got to SECURITY tab, click on CUSTOM LEVEL button. Scroll to SCRIPTING category. Make sure Enable is selected next to Active Scripting and click OK.

Finally, go the Advanced tab and click on RESTORE ADVANCED SETTINGS. Click OK and close Internet Explorer.

This should resolve any Java related issues.

Internet Explorer Pop up blocker blocks mail

Sometimes the Internet Explorer built-in pop-up block can block your Embarq mail. To prevent this from happening, do the following:

- Open Internet Explorer, go to TOOLS, INTERNET OPTIONS, PRIVACY tab.
- Click the SETTINGS button at the bottom
- In the field that says “Address of Web Site to allow”, type in “*.embarq.synacor.com”, without the quote marks and with the asterisk, then click ADD button.
- Repeat above step using “myembarq.com” as well (without the quote marks).
- Click OK, then OK again.

The Pop-up blocker in IE should now be setup to allow the Embarq Webmail site to work correctly.

More assistance: MULTIMEDIA ASSISTANT

http://myembarq.com/files/media_assistant2/index.php

This page will tell you what common browser plugins are installed on your computer as well as what version you have, the minimum recommended version and a link to download the latest version if you need it.

And, of course, if you have any questions or need further assistance, please send me an email.

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