

Using your webmail – Plusnet Help

(DESCRIPTION)

A woman in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

Hi, I'm Katie and welcome to Plusnet Help. Today we are going to show you how to use your webmail service to access your Plusnet E-mail address.

First of all, make sure you are on the [Plusnet home page](#). Then select My Account followed by Broadband, phone & TV.

Towards the top left you should see the heading E-mail.

Alternatively you can go to your address bar and type in webmail.plus.net and hit return.

Here type in your full E-mail address or type in your Plusnet username and password.

If you are using an additional mailbox rather than your main address, you will need to enter the username then a Plus (+) symbol followed by the first part of your e-mail address.

Once you're ready, you can login.

This will open your inbox and display your E-mails.

We want to make sure this is set up correctly for you.

On the top right, we want to go to Settings.

As you can see you have a lot of control on how you control your e-mails but for now we just want to select the Identities tab at the top.

(DESCRIPTION)

Multiple tabs are shown at the top of the page; Preferences, Folders, Identities, and Responses.

(SPEECH)

Katie: On the left you need to highlight the identity and the details will appear. At this point we just want to make sure your display name and E-mail address is correct. If not you can edit these and then Save.

While we're here, we can also set a signature.

(DESCRIPTION)

The 'Signature' sub-tab is selected.

(SPEECH)

Katie: We save again just to confirm.

To go back we can select Mail at the top or even just click on the Plusnet logo.

On the left you have your folders; these can be useful for checking E-mails you have sent or making sure E-mails you want are not accidentally going into your junk folder.

To the right you have a list of all your E-mails that has come through. To view them you can click to highlight them, and they will appear in the reading pane below.

If you prefer. You can untick the option here to remove the reading pane.

(DESCRIPTION)

In the middle of the page is a tick box for 'Show preview pane:' this is changed to be unticked, and the reading pane disappears.

(SPEECH)

Katie: This way you need to double click an E-mail to read them.

Once you're done, just use the green back arrow to return to your inbox.

Above your E-mails you can do all the usual things, including refresh and check for updates, send a new e-mail, reply to Emails selected below or forward them onto friends. You can also delete them or mark them as spam.

A useful tip, if you wish to delete multiple E-mails at once, you can press and hold the Control key on your keyboard and select them individually.

Alternatively, you can do the same with the Shift key to select them all.

Once highlighted. You can just delete.

Let's create a new message. So, go to the pen and paper icon and starting writing.

(DESCRIPTION)

The 'To' and 'Subject' fields of the email are filled, with some test content added to the body.

(SPEECH)

Katie: To attach a file, such as a picture, choose the paperclip icon at the top.

This will prompt you to choose a file from your computer.

Click open, then in the bottom of the screen, you need to choose Upload.

When we're ready, we'll Send using the letter box icon.

Alternatively, we can save this and come back to it later.

(DESCRIPTION)

The folder with an arrow pointing to it icon is highlighted, this has the description 'Save this draft'. This is clicked, and a pop up advising the email has been saved appears.

(SPEECH)

Katie: This will then be stored in the drafts folder.

And that's it! Sorted.

We would just like to thank you again for using Plusnet as your broadband provider.

Check out our other helps videos or go to plus.net/help to see our troubleshooting guides.