

Webmail for Standard and Advanced mailboxes

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How do I access my email from a web browser (Webmail)?

Webmail allows you access to send/receive emails through any web browser, and provides all the tools you need to administer and maintain your mailbox. Using webmail you can do the following:

- View your emails
- Reply to and create new emails
- Move emails between folders
- Update your address book
- Set up auto-responders

This article will help you connect to a Standard or Advanced mailbox in your web browser. There is a different method of viewing your email over the internet if you have an [Exchange](#) or [Starter](#), [StarterPlus](#) or [Professional](#) mailbox.

Difficulty

Beginner

How long will it take me?

Less than a minute

What will I need?

- A Standard or Advanced Mailbox. [How can I create a mailbox?](#)
- Your mailbox username and password. [Where can I find these details?](#)
- A domain name pointing towards Fasthosts. [How can I check my domain name?](#)

Log in to Webmail

Step 1

You can access your webmail by visiting <http://webmail.livemail.co.uk> or you can access webmail using <http://webmail.yourdomain.com> (Replacing *yourdomain.com* with your actual domain name).

You can also use webmail followed by your domain name. For example if your domain is *yourdomain.com* then enter <http://webmail.yourdomain.com>.

Step 2

Enter your email address and the mailbox password in the text boxes provided.

Step 3

Select which interface you wish to use from the drop down menu.

There are three types of Webmail interface, the advanced option which is better for Internet Explorer or Firefox, the Simple version for any modern browser, or the Basic view which has been designed for any other browser.

More recent versions of Firefox may not be compatible with the Advanced interface. If you experience problems, choose the Simple or Basic interface when logging in.

To access your email, please enter your full email address and mailbox password.

Email address	<input type="text" value="ralph"/> @ <input type="text" value="ralphsdomainname.com"/>
Password	<input type="password" value="....."/>
Interface	<input type="text" value="Advanced (IE/FF)"/>
<input type="button" value="Log in"/>	

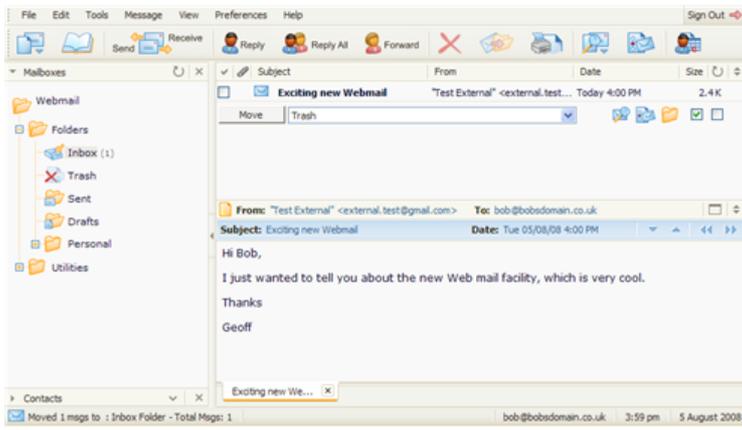
Step 4

Click the **Log in** button to access your Webmail.

If you have logged into webmail and are unable to send or receive emails, then your domain name is probably pointing elsewhere. Our [domain name health checker](#) can check this and advise you of any issues.

A brief overview (Advanced mode)

If you are using Internet Explorer or FireFox and chose the Advanced (IE/FF) option from the drop down on the log in page, Webmail may look familiar. It is similar to many email applications, such as Outlook or Thunderbird, with a list of folders on the left of the page, and a toolbar at the top. If you click on the **Inbox** from the folder list you will see all incoming messages on the account, and if you click an email in the list you will see a preview underneath.



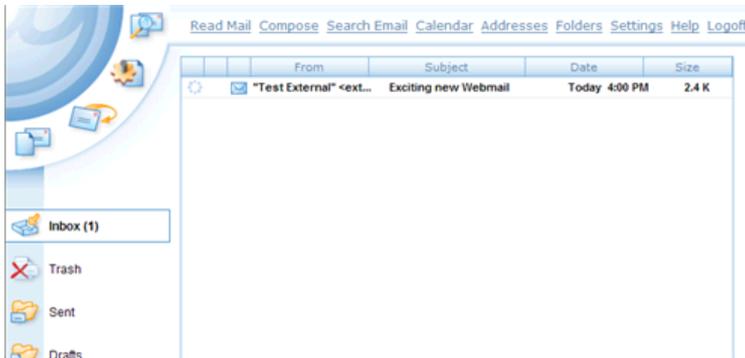
The toolbar at the top of the window will give you instant access to the features you will need, such as creating a new message, accessing your address book of contacts, or searching for messages. With a message selected, you will be able to click the **Reply** or **Forward** buttons, or **Delete** button to move the message to the Trash folder.

You can check for new mail at any time by clicking the **Send and Receive** button on the toolbar.



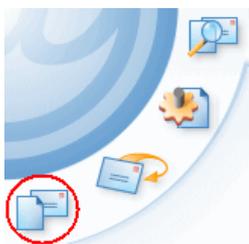
A brief overview (Simple or Basic mode)

If you chose the Simple (AJAX Browser) or Basic (Any Browser) option when you logged in, you will be logged straight in to your inbox, and will see a navigation menu on the left. This menu will allow you access to other folders, such as the **Trash** and **Sent** items.

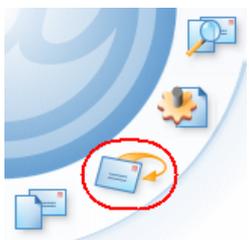


You can double click an email from this list to read it, and you will notice the menu on the left will change to give you extra options, such as **Reply** or **Forward**, and you can click **Delete** to move the folder to the Trash. To go back to the previous page, click the **Back to Inbox** option.

To compose a new email message, click the **Compose** link at the top of the page, or the icon in the top left corner.



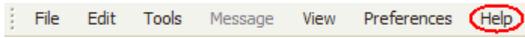
You can check for new mail by clicking **Read mail** at the top of the page, or the icon in the top left corner of the screen.



Where to get further help

You can get help at any time from Webmails' comprehensive help system, available from the **Help** menu at the top of the page.

Advanced interface:



Simple interface:



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Additional Details

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