

# YAHOO! Mail Quick Reference Guide



GIVING YOU A  
HELPING  
HAND!



Sara Barker, AUP  
February 23, 2003

YAHOO!

**Copyright © 2003 Sara Barker. All Rights Reserved.**

**No part of this publication may be reproduced, stored in a retrieval system, translated, adapted, or transmitted in any form or by any means without the prior written permission of Sara Barker.**

The information in this publication is for informational use only and is subject to change without notice. AUP assumes no responsibility for any errors or inaccuracies that may appear in this publication. The software described in this publication is furnished under license. The software may only be used in accordance with the terms of this license agreement.

Any trademark name appearing in this guide is used for editorial purposes only, and to the benefit of the trademark owner, with no intention of infringing upon the trademark.

# Table of Contents

## Table of Contents

---

### **Chapter 1 Introduction**

- Purpose and Scope 2
    - Intended Audience & Guide Overview 2
  - Conventions & System requirements 3
    - Guide Conventions Table 3
    - System Requirements Table 3
  - Interface Information 4
    - Yahoo! Icons and Indicators 4
- 

### **Chapter 2 Organizing Mail**

- Folders & Filters 6
    - Creating Folders 6
    - Creating Filters 6
  - Blocks and Attachments 7
    - Blocking Incoming Mail 7
    - Saving & Viewing Attachments 7
- 

### **Chapter 3 Address Book**

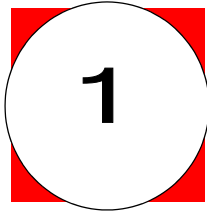
- Contacts 10
    - Using the Quick Add Contact Module 10
    - Using the Add Contact Button 10
    - Using the Quickbuilder Search 10
-

- Categories & Lists 11
  - Creating Categories 11
  - Moving a Contact To a Category 11
  - Creating Lists 12
  - Adding a Contact To a List 12
- Sending Mail To Address Book Contacts 13
  - Mailing From Address Book 13
  - Mailing From the Compose Message Window 13
- Nicknames 14
  - Creating Nicknames 14
  - Sending Mail Using Nicknames 14

---

## **Chapter 4 Mail Settings**

- Incoming Mail Settings 16
  - Setting Incoming Mail Layout 16
  - Blocking Spam 16
  - Setting Up Subscriptions 17
  - Retrieving External Mail Using POP Access 18
  - Editing Options For External Mail Accounts 18
- Outgoing Mail Settings 19
  - Creating Your Signature 19
  - Creating Your Vacation Response 20



# Introduction

---

- [Purpose and Scope \(page 2\)](#)
- [Conventions & System requirements \(page 3\)](#)
- [Interface Information \(page 4\)](#)

# PURPOSE AND SCOPE

---

## Intended Audience & Guide Overview

*This Quick Reference Guide is intended for intermediate and advanced users of the Yahoo! Email service.*

*This guide provides:*

- easily accessible information for users who may need memory-jogging information to complete certain tasks
- quick answers to common questions concerning the Yahoo! Mail Address Book
- a helpful focus on Yahoo! Mail Options

### Mail Options

Personalization	Management	Premium Services
<p><a href="#">General Preferences</a> Customize your Inbox view. Change your outgoing name and address.</p> <p><a href="#">Signature</a> Attach a custom signature to your outgoing messages.</p> <p><a href="#">Vacation Response</a> Send a custom, automatic message response when you are away.</p> <p><a href="#">Subscriptions</a> Have great personalized newsletters, discounts and special offers delivered directly to your Inbox.</p>	<p><a href="#">Mail Accounts</a> Add or edit the email addresses from which you can send mail. Retrieve mail from all your other (POP) accounts into your Yahoo! Mailbox.</p> <p><a href="#">Block Addresses</a> Block addresses from which you don't want to receive mail.</p> <p><a href="#">Filters</a> Sort your incoming mail automatically into designated folders or to your mobile device. Filter out unsolicited email.</p>	<p><b>This guide does not cover premium services.</b></p>

**FIGURE 1-1** Yahoo! Mail Options Page

*This guide does not provide:*

- details regarding basic procedures for the beginner.
- information concerning Yahoo! Mail Premium Services
- instructions for the use of mobile devices with Yahoo!

# CONVENTIONS & SYSTEM REQUIREMENTS

---

## Guide Conventions Table



The exclamation sign indicates a warning



The Helping Hand indicates a helpful hint or shortcut

---

## System Requirements Table

<b>Browser</b>	-Microsoft Internet Explorer -Netscape Navigator
<b>Processor</b>	at least 200 megahertz (MHz)
<b>RAM</b>	at least 16 megabytes (MB)
<b>Operating System</b>	any operating system that allows access to the internet
<b>Internet Connection</b>	-the TCP/IP protocol that is enabled for your network connection. -a modem or other connection to an Internet service provider (ISP). -an account with an ISP
<b>ISP (Internet Service Provider)</b>	any ISP company that provides Internet access

# INTERFACE INFORMATION

---

## Yahoo! Icons and Indicators

*Use these common Yahoo! Icons and indicators as helpful navigation tools*

### Use This Icon

### To Link To



Inbox Folder



Draft Folder



Sent Folder



Bulk Folder



Trash Folder



User Created Folder



Attachment



Yahoo! Mail Page



Yahoo! Address Book Page



Yahoo! Calendar Page



Yahoo! Notepad Page

### This Icon

### Indicates



The Page May Be Viewed In Its Printable Version



Shortcut



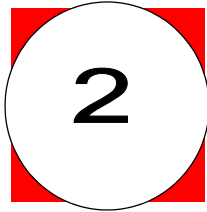
Yahoo! Email List



Another Yahoo! User Is Online



Another Yahoo! User Is Offline



# 2

## Organizing Mail

---

- [Folders & Filters \(page 6\)](#)
- [Blocks and Attachments \(page 7\)](#)

# FOLDERS & FILTERS

---

## Creating Folders

*Create and use folders to organize your mail:*

- 1 open an email
- 2 click on the dropdown "Move to folder..."
- 3 choose "[New Folder]"
- 4 enter a descriptive name for your new folder in the pop-up box
- 5 your new folder will now appear in the dropdown "Move to folder" allowing you to move mail to it.

**Note:** click on "Folders" from the dropdown menu on the "Mail" tab to edit or delete folders

---

## Creating Filters

*Automatically filter incoming mail into designated folders:*

- 1 click on "Options" from the dropdown menu on the "Mail" tab
- 2 click on "Filters" in the middle of the Options page
- 3 click "Add Filter" on the Filters Page
- 4 choose the fields you want the filter to use
- 5 write the words the filter will use to place incoming mail into your chosen destination folder
- 6 choose the destination folder for the mail the filter will capture
- 7 click on the arrow buttons to the right of your filters on the Filters Page to arrange the placement of your filters.

**Note:** Filter order is important because:

- the first filter in the list will be the first to place incoming mail
- the second filter in the list will be the second to place the incoming mail and so on until a match is made

**Note:** If no filters match an incoming message, it will be delivered to your Inbox.

---

# BLOCKS AND ATTACHMENTS

---

## Blocking Incoming Mail

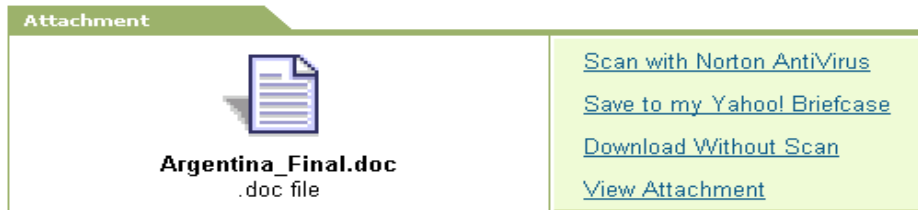
*Automatically block mail coming from a specified address:*

- 1 click on "Block Address" in the middle of the Options page
  - 2 type the address from which you would like all mail blocked
- 

## Saving & Viewing Attachments

*Save an attachment to your personal files or briefcase*

- click on one of the following links located in the box containing the attached file (see figure 2):
  - save to My Yahoo! Briefcase
  - download without scan



**Note:** Yahoo! recommends that you first scan attached files.



**Note:** To quickly see attached Microsoft Word or Excel files without taking time to download and save, simply click on "View Attachment"

*View your saved attachment:*

- if you saved the attachment to a personal file on your PC you can open that file to retrieve the attachment
  - if you saved the attachment to your briefcase, click on the briefcase link on the bottom of the page
-





# 3

## Address Book

---

- [Contacts \(page 10\)](#)
- [Categories & Lists \(page 11\)](#)
- [Sending Mail To Address Book Contacts \(page 13\)](#)
- [Nicknames \(page 14\)](#)

# CONTACTS

---

## Using the Quick Add Contact Module

*Add a contact on the address book page:*

- 1 type address details directly into the Quick Add Contact module
    - located either on the top or bottom of your address book page
  - 2 click “Add”
- 

## Using the Add Contact Button

*Add a contact by clicking “Add Contact” on address book page:*

- 1 click “Add Contact”
    - located on the left side of your address book page
  - 2 type address details
  - 3 click “Save Contact”
- 

## Using the Quickbuilder Search

**Note:** Quickbuilder searches your Yahoo! Mail for contacts to add to your address book

*Add a contact by clicking “Quickbuilder” on your address book page:*

- 1 click “Quickbuilder”
    - located on the left side of your address book page, next to “Add Contact”
  - 2 set up the Quickbuilder criteria to narrow your results and click “search”
  - 3 mark the checkboxes next to the contacts you’d like in your address book
  - 4 click “Add”
-

# CATEGORIES & LISTS

---

## Creating Categories

*Create categories to organize the contacts in your address book:*

- 1 click “Address Options”
  - located in the right corner of your address book
- 2 click “Edit Categories”
- 3 click “Add Category”
- 4 type a name for your new category
- 5 select the sort order for your new category
- 6 click “Add Category”



**Note:** It is possible to create up to 20 categories!

---

## Moving a Contact To a Category

*Organize the contacts in your address book into relevant categories:*

**Note:** Each contact can only belong to one category

- 1 check the boxes next to the relevant contacts on your address book page
- 2 click “Move to . . .” dropdown
- 3 choose the relevant category for your checked contacts
- 4 click “OK”

---

## Creating Lists

*Create a specific list of contacts so you can send the same email to them:*

- 1 click "Add List"
- 2 type a name for your new list
- 3 click "Save"

---

## Adding a Contact To a List

- 1 click on the list you wish to add to
- 2 pick the contact from the contacts box
  - located on the left side of your address book
- 3 click "Add"
- 4 click "Save"



**Note:** Hold down the "Ctrl" key to select and add more than one contact at once



**Note:** Click "Remove" to delete a contact from a list: this action only deletes the contact from the specified list and not from the whole address book



**Note:** List Names do not appear on your recipients' email: only the list members' names as you entered them in your address book appear

# SENDING MAIL TO ADDRESS BOOK CONTACTS

---

## Mailing From Address Book

*Send mail directly from your address book:*

- 1 open address book
- 2 click on contact or list you wish to be the recipient and the Compose Message window pops up with the specified contact or list in the To: field



**Note:** Use the checkboxes next to the contacts and lists to mail to more than one recipient or list

---

## Mailing From the Compose Message Window

*Address mail using your address book from the Compose Message window:*

- 1 click “To,” “Cc,” or “Bcc” to open the pop-up address book



**Note:** Click on “Addresses” in the upper left of the page and any text you’ve written in the Compose Message window will be erased

- 2 mark the checkboxes next to the contacts to select your recipients
  - click “List” to view your lists and use the checkboxes to select your receiving list(s)
- 3 click “Add Checked Contacts” to return to the Compose Message window
- 4 compose and send your mail



**Note:** Use the “Cc” field to send a copy of the mail to a contact and use the “Bcc” field to send a copy of the mail to a contact whose email address will not be visible to the other recipients of the mail.

**Note:** You will receive an error message if you do not have at least one recipient in the “To” field.

# NICKNAMES

---

## Creating Nicknames

*Create a nickname for contacts to save time addressing mail:*

- 1 open address book
- 2 click on “Edit” to the right of the contact
- 3 enter a shorter name for the contact in the Nickname section



**Note:** Nicknames must be unique and cannot contain spaces, commas, or quotes

---

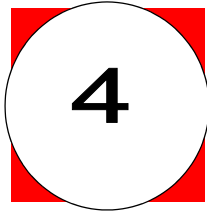
## Sending Mail Using Nicknames

*Address mail using nicknames in the Compose Message window:*

- 1 type the nickname of the recipient in the “To,” “Cc,” or “Bcc” field
  - separate nicknames by a comma if you addressing more than one contact
- 2 compose and send your mail



**Note:** As with List Names, Nicknames do not appear on your recipients’ email: only their names as you entered them in your address book appear



# Mail Settings

---

- [Incoming Mail Settings \(page 16\)](#)
- [Outgoing Mail Settings \(page 19\)](#)

# INCOMING MAIL SETTINGS

---

## Setting Incoming Mail Layout

*Set the quantity of incoming mail per page:*

- 1 click "Options" from the dropdown on the "Mail" tab
- 2 click "General Preferences"
- 3 scroll down to "Messages per Page"
- 4 click the quantity of messages you wish to see displayed per page of your inbox
  - choose from 10, 25, 50, 100, 200
- 5 click "Save"

*Set the ordering criteria for incoming mail:*

- 1 click "Options" from the dropdown on the "Mail" tab
- 2 click "General Preferences"
- 3 scroll down to "Message Ordering"
- 4 click "Descending by date" or "Ascending by date"
- 5 click "Save"

---

## Blocking Spam

*Block unsolicited mail from entering your inbox using SpamGuard:*

- 1 click on your bulk mail folder
  - located in your folders list on the left of the Yahoo! Mail Page
- 2 click "Turn SpamGuard ON"
  - if you see "Turn SpamGuard OFF" this means SpamGuard is already on



**Note:** SpamGuard delivers unsolicited mail to the bulk mailfolder and deletes them after 30 days. If it mistakes a valid piece of mail for spam simply open the mail and click "This is not Spam" to let SpamGuard know.

*Block unsolicited mail from entering your inbox by reporting it to Yahoo!:*

- 1 open a piece of unsolicited mail
- 2 click “This is spam” in the heading
  - this alerts Yahoo! of the spam and enables SpamGuard to send future mail from this address to your bulk mail folder



**Note:** Use your created filters to further prevent unsolicited mail! Simply create filters to deliver mail from certain domains or mail containing certain words to your bulk mail folder!

**Note:** Also use “Block Address” to prevent mail from specific email addresses from being delivered to you!

---

## Setting Up Subscriptions

*Set your preferences for free Yahoo! newsletters to be delivered to you:*

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Subscriptions”
- 3 mark the “Yes” circle(s) next to the newsletter(s) you would like to receive
- 4 click “Save Changes”

*Set your personalization options for your newsletter(s)*

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Subscriptions”
- 3 click “Mailing Details” next to the newsletter you would like to personalize
- 4 mark the checkboxes next the content you would like to have in your newsletter
  - For example: in the Yahoo! Travel Newsletter, mark the checkboxes corresponding to the types of deals and destinations that interest you. Also use the scroll down menus to send Yahoo! your age range and nearest airport.
- 5 click “Finished”

---

## Retrieving External Mail Using POP Access

*Add addresses from which you can receive mail:*



**Note:** Only mail from POP accounts can be retrieved using this service

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Mail Accounts”
- 3 click “Add”
- 4 type the name for the external mail account in the “Account Name” field
  - this is the name that you will click on your Yahoo! Mail page to retrieve your external mail
- 5 click “Continue”
- 6 enter your POP account information and indicate the color you wish to mark messages received from this account
- 7 click “Setup Mail Server”

---

## Editing Options For External Mail Accounts

*Add addresses from which you can receive mail:*

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Mail Accounts”
- 3 click “Edit”
- 4 click the dropdown “Deliver To:” to change the folder to which the external account delivers the mail
- 5 depending on your preference:

- mark the checkbox to opt to leave the external mail on the POP server



**Note:** Choosing this option saves space in your Yahoo! account!

- mark the checkbox to retrieve new messages only
  - mark the checkbox to use filters
- 6 click “Save Changes”

# OUTGOING MAIL SETTINGS

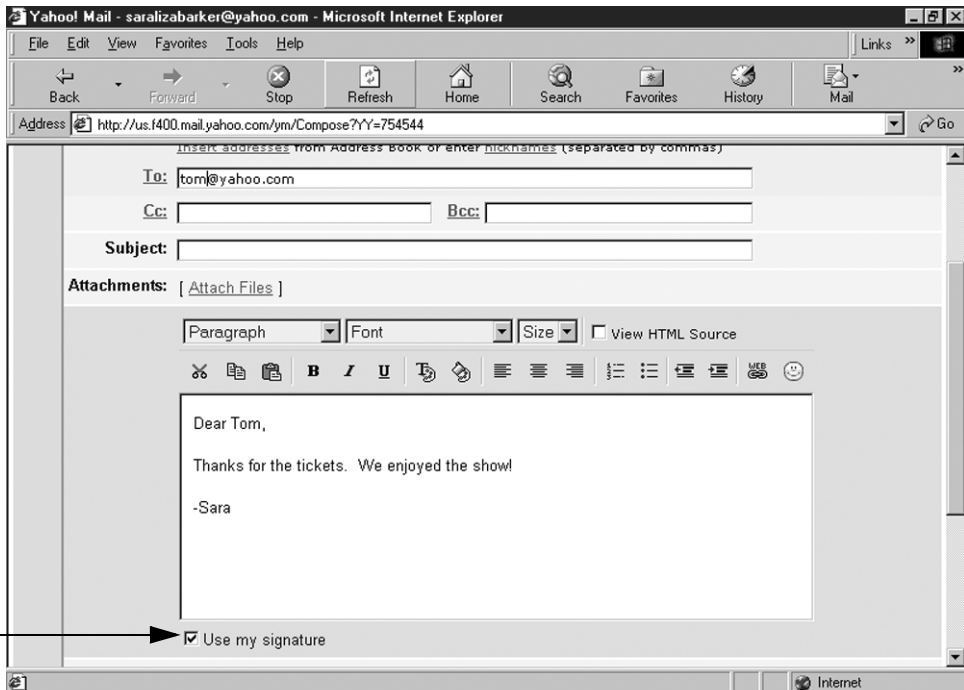
## Creating Your Signature

*Create a signature that appears on all your outgoing mail:*

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Signature”
- 3 type up to seven lines of text in the provided field
- 4 mark the checkbox “Add signature to all outgoing messages”
- 5 click “Save



**Note:** Do not mark the checkbox if you do not want it to appear on all mail. Instead, when writing your mail, simply click on the “Use my signature” box at the bottom of the compose window. See figure 4-1 below.



**FIGURE 4-1**

Mark the checkbox to have your signature appear on this message

---

## Creating Your Vacation Response



*Create a message that will automatically respond to incoming mail:*

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Vacation Response”
- 3 type up to ten lines of text in the “Generic Response” field
- 4 click the dropdowns “Start Date:” and “End Date:” to choose the calendar days your message will automatically respond to incoming mail
- 5 click “Turn Auto-Response On”

*Create a message that will automatically respond to certain domains:*

- 1 click “Options” from the dropdown on the “Mail” tab
- 2 click “Vacation Response”
- 3 type up to ten lines of text in the “Special Response” field
- 4 type -in the fields following the “Special Response” field- the domains to which the automatic message will respond
  - For example: if you type in the domain, “aol.com” all mail arriving from persons with aol accounts (tom@aol.com, jill@aol.com) will receive your automatic response
- 5 click the dropdowns “Start Date:” and “End Date:” to choose the calendar days your message will automatically respond to incoming mail
- 6 click “Turn Auto-Response On”

# Index

---

**A** Add Contact Button 10  
Attachments 7

---

**B** Blocking Incoming Mail 7

---

**C** Categories 11

---

**E** External Mail 18

---

**F** Filters 6  
Folders 6

---

**I** Incoming Mail Layout 16

---

**L** Lists 12

---

**M** Mailing From Address Book 13  
Mailing From the Compose Message Window 13

---

**N** newsletters 17  
Nicknames 14

---

**P** POP accounts 18

---

---

**Q** Quick Add Contact Module 10  
Quickbuilder Search 10

---

**S** Sending Mail Using Nicknames 14  
Signature 19  
Spam 16  
SpamGuard 16  
Subscriptions 17

---

**U** unsolicited mail 16

---

**V** Vacation Response 20

---