Welcome to Arvig's Webmail User Guide

This guide is divided into main subject headings where you will find support and articles such as: how to log in to Webmail, choosing a strong password, composing an email and creating folders in Arvig Webmail.

What is Webmail?

Webmail is an email service for Arvig customers. You can enjoy a personalized, secure and reliable email experience with a 99.99% performance rating, and *it's easy to use!*

Mailboxes are protected by an antivirus and spam protection policy which prevents malicious emails from reaching your inbox.

You can access your email anywhere in the world through an internet browser on your desktop, laptop, tablet or smartphone.

Email Account

All email addresses include 1GB of storage, premium anti-spam filtering, premium malware detection, maximum file attachment size of 25MB, and improved Webmail service with calendar, tasks and auto forwarding. More storage is available for an additional small, monthly fee.

Outgoing emails are limited to 50MB. Visit arvig.com/policies to view Arvig's Acceptable Use Policy.

If you would like to add an email account and are already an Arvig customer, chat with us online at arvig.com or email answers@arvig.com. If you don't have Arvig internet service, call us at 888.992.7844 or sign up online at arvig.com.

Arvig Webmail Guide

Table of Contents

Getting Started **3-9**

- Signing in to Webmail 3
- Setting a Recovery Email 4
- Setting Security Questions 4-5
- Passwords and Password Security 6
- Changing Your Password 6
- Forgot Your Password? 7
- Help in Webmail 7
- Browsers Supported by Webmail 7-8
- Adding an External Email Account 8
- Setting Up Email Fowarding 8
- Does Webmail Time Out? 8
- Mailbox Full 8
- Sending Limits 8
- Important Icons 9

Using Your Webmail Account **9-10**

- Composing an Email 9
- Adding Your Signature to Outgoing Emails 9
- Viewing Email in Different Mailboxes and Folders 10
- Archiving Emails 10
- Deleting Emails 10

Folders **10-11**

Contacts **11-12**

- Creating a Contact 11
- Importing, Exporting, Creating Groups 11-12

Antivirus and Spam Protection **12-13**

- Marking Email as Spam 12
- Whitelisting and Blacklisting Email Addresses and Domains 13

Calendar **13-14**

Tasks **15**

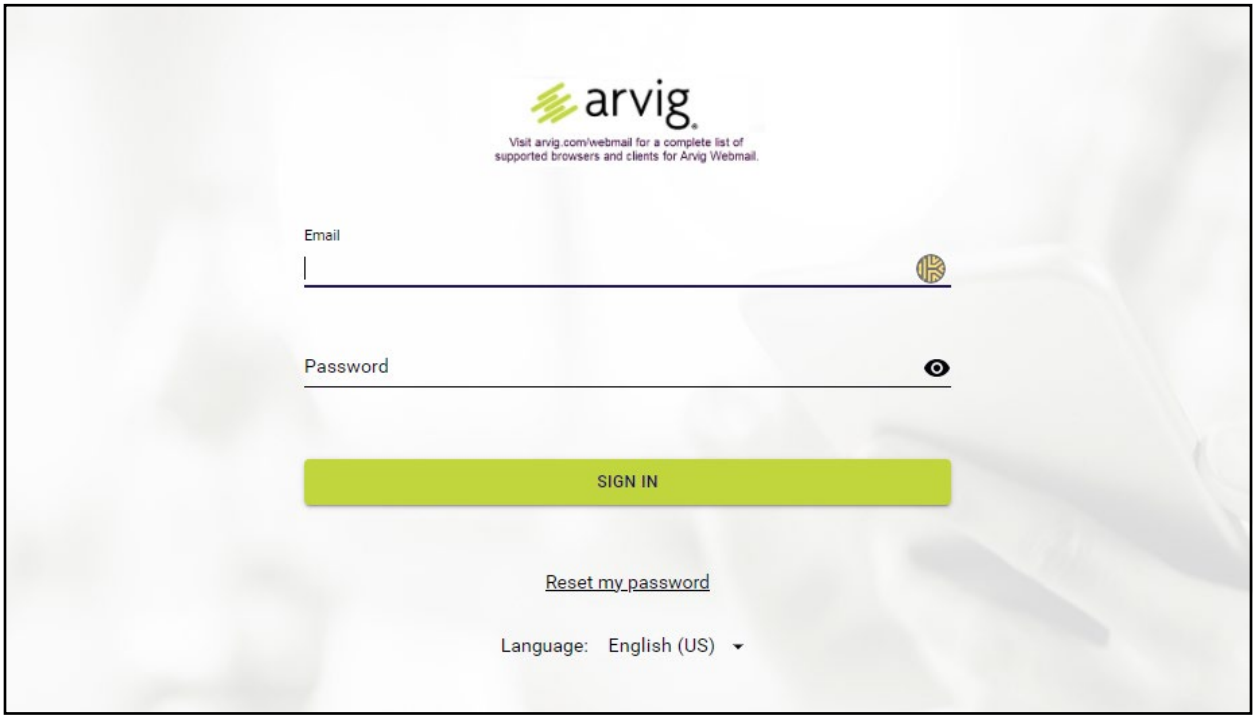
Getting Started

The new Webmail interface is responsive to multiple devices, including your smartphone and tablet, therefore, what you see on your screen may vary from the following images.

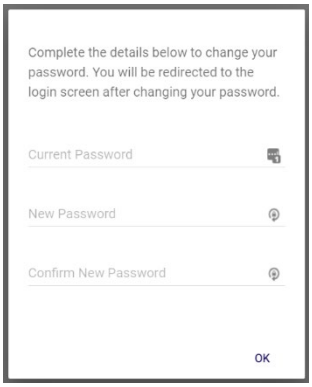
Signing in to Webmail

1. Log in by going to webmail.arvig.net.
2. Enter your Arvig email address and current password.
3. Press the Enter key, or click SIGN IN.

Sign-in Screen:



After you sign in the first time, you will be prompted to create a new password. Follow the on-screen instructions.

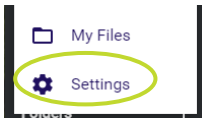


After successfully creating your new password, Webmail will automatically log you out. Log back in using the new password you just created.
You must set up a recovery email address AND security questions to aid you in the event you forget your password. This will allow you to reset it yourself. If you do not set these up and forget, please contact the Arvig Help Desk at 877.290.0560.

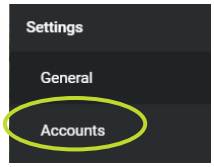
Setting a Recovery Email

1. Log in to your Webmail account.
2. Click on the apps icon in the menu on the left side of your inbox.

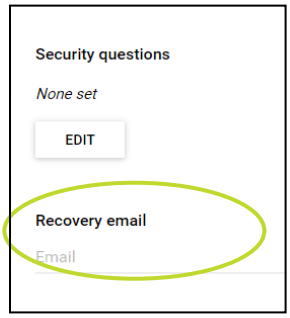
3. Click on *Settings*.



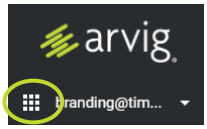
4. This opens General settings where you can choose your Language, Time zone and Notifications. Click *Accounts*.



5. You are now in Account settings where you can add email accounts, change your password, and set up security questions and a recovery email. Click your cursor in the field below *Recovery email* and enter the alternate email address.



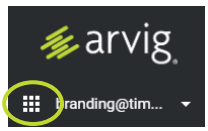
6. Click on the apps icon in the menu, then *Mail* to return to your inbox.



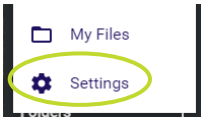
Setting Security Questions

Setting your security questions is done via Webmail, even if you normally access your email through an app on your device. The steps are very similar to **Setting a Recovery Email.**

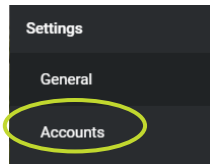
1. Log in to your Webmail account.
2. Click on the apps icon in the menu on the left side of your inbox.



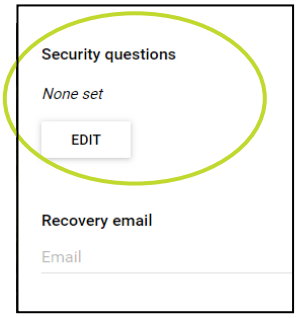
3. Click on *Settings*.



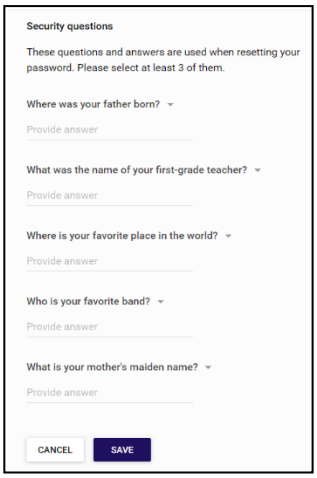
4. Click on *Accounts*.



5. Click the EDIT button under *Security questions*.



6. You will now select three (3) questions from the options provided. Each option has multiple choices if you click the dropdown arrow, including creating a *Custom* question. Answer each question you chose and click the SAVE button.



7. Click on the apps icon in the menu, then *Mail* to return to your inbox.

Passwords and Password Security

Arvig password recommendations:

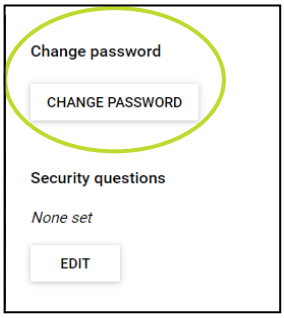
- **Make them long**: Use at least 12-16 characters, with longer being stronger.
- **Combine character types:** Include a mix of uppercase and lowercase letters, numbers, and symbols.
- **Use passphrases:** Create a memorable sentence or phrase, which is easier to recall than a random string of characters.
- **Avoid easy-to-guess information:** Do not use personal details like your name, birth date, or address, or common words and keyboard patterns.
- **Do not reuse passwords:** Use a different password for every account. If one is compromised, the others remain safe.
- **Change passwords periodically:** If you suspect a compromise or as a general security measure, change your password regularly.
- **Avoid storing passwords in plain text:** Do not write down your password in an easily accessible place.
- **Use a password manager:** These tools can generate strong, unique passwords for you and securely store them, so you don't have to remember them all.
- **Do not share passwords:** Never share your email password with anyone.

If you have forgotten your existing Arvig Webmail password, please call the Help Desk at 877.290.0560.

Changing Your Password

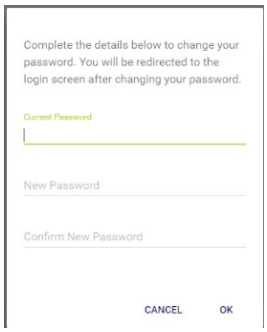
Your password is changed in your Webmail, even if you normally access your email through an app on your device.

1. Log in to your Webmail account.
2. Click on the apps icon.
3. Click on *Settings*.
4. Click on *Accounts*.
5. Click the CHANGE PASSWORD button under *Change password*.



6. A pop-up box will appear on screen; follow the prompts to change your password, then click OK. Note: you will have to log in to your account again after clicking OK.

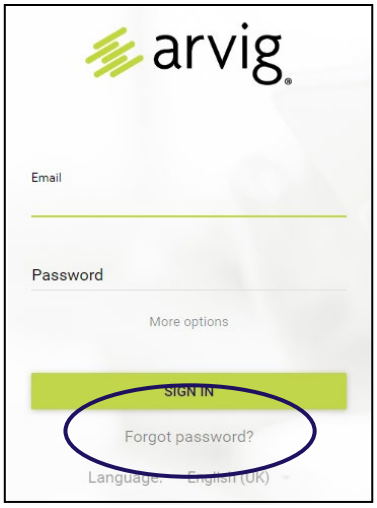
7. Don't forget to update your password on your other devices!



Forgot Your Password?

If you have forgotten your password, you can reset it via Webmail if you have set up a recovery email address and security questions.

1. Go to the log-in screen for Webmail.
2. Enter your email address.
3. Click the *Forgot password?* link under the SIGN IN button.
4. Click the REQUEST RESET button.
5. Log in to your recovery email account, locate and open the email from helpdesk@arvig.com and follow the instructions provided. If you do not see this email, please check your spam folder.



If you did not set up your recovery email address or security questions, please contact the Arvig Help Desk at 877.290.0560.

Help in Webmail

The *Help center* provides many articles covering a wide variety of topics related to your Webmail service, including how to compose a new email, blocking senders, archiving emails and setting email rules.

1. Log in to your Webmail account.
2. Click on the apps icon.
3. Click on *Help center*.

Browsers Supported by Webmail

For the best user experience, we recommend using the latest version of Google Chrome or Mozilla Firefox.

Chrome and Firefox are also available for mobile devices. Visit the Google Play store for Android devices or the App Store for Apple devices.

All supported browsers:

- Google Chrome - latest
- Mozilla Firefox - latest
- Apple Safari - latest
- Microsoft Edge - latest
- Mobile - latest per device

Webmail and Windows

Yes, most Windows email can connect directly to our IMAP/POP3 server.

Webmail and Mac OS X

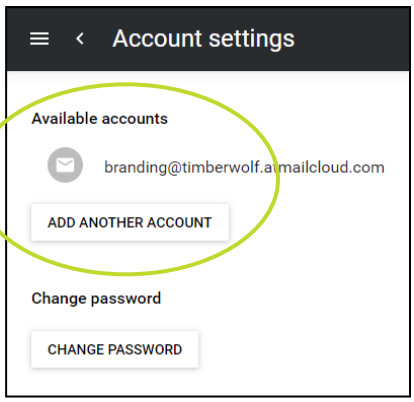
Yes, OS X email users can connect directly to our IMAP/POP3 service.

Webmail and Android

Yes, Android email users can connect directly to our IMAP/POP3 service.

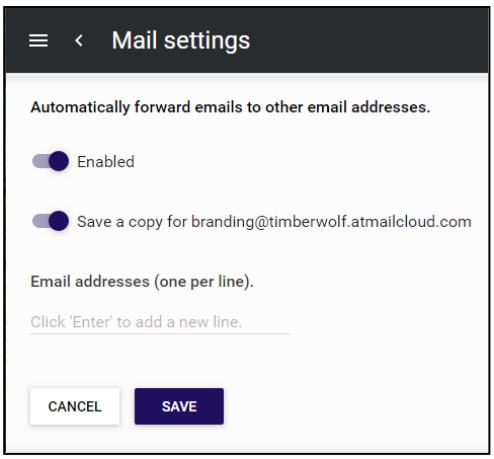
Webmail and iOS
Yes, iOS email users can connect directly to our IMAP/POP3 service.

Adding An External Email Account to Webmail



1. Log in to Webmail and click on the apps icon.
2. Click on *Settings.*
3. Click on *Accounts.*
4. Click the ADD ANOTHER ACCOUNT button.
5. Choose the type of account you want to add.
6. Click OK.
7. You will then be taken to the chosen email provider's sign-in page. Follow their instructions and agree to share your account with your Arvig Webmail account.

Setting Up Email Forwarding



1. Log in to Webmail and click on the apps icon.
2. Click on *Settings*.
3. Click on *Mail* and scroll down to *Automatically forward emails to other email addresses*.
4. Click the EDIT button.
5. To activate, click the *Enabled* toggle; it will slide right and turn purple.
6. If desired, click the *Save a copy* toggle if you wish to also retain a copy in your Arvig inbox.
7. Click your cursor in the field below *Email addresses* and enter the email address you wish to forward to.
8. Click the SAVE button.

Does Webmail Time Out?

If you leave your Webmail unattended for more than 45 minutes, you will be logged out.

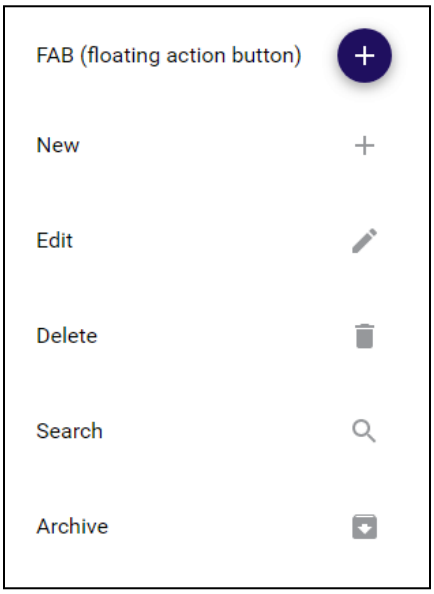
Mailbox Full

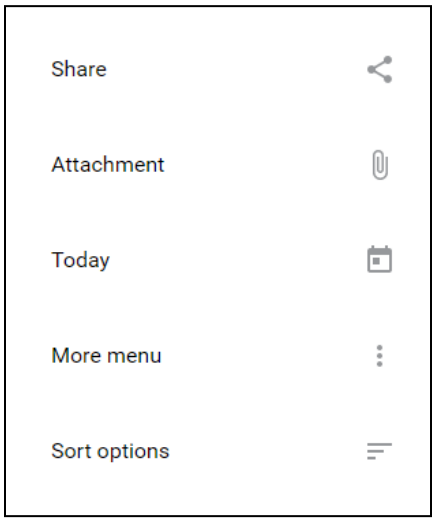
You will receive a notification if you reach maximum capacity in your mailbox. All email accounts come with 1GB of storage. To continue receiving email, you may need to delete unwanted emails (see Deleting Email). Additional email storage is available for a monthly fee, call 888.992.7844.

Sending Limits

All email accounts can send emails (including attachments) of up to 50MB in size.

Important Icons





Using your Webmail Account

Composing an Email

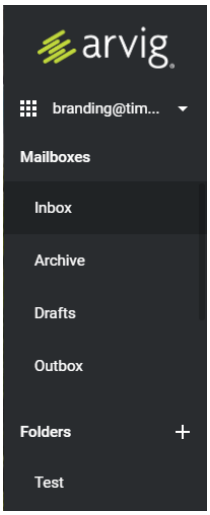
Within your Webmail account, click on the plus icon found in the bottom right corner of the web page; follow the prompts.

Adding Your Signature to Outgoing Emails

1. Log in to Webmail and click on the apps icon.
2. Click on *Settings*.
3. Click on *Mail* and scroll down to *Identities & Signatures*.
4. Click the Edit icon by your email address.
5. A pop-up box opens; follow the prompts.

Viewing Email in Different Mailboxes and Folders

Click on the mailbox or folder you want to view in the side menu.
Once the mailbox or folder is loaded, click on the email you want to view.



Archiving Emails

There are two ways to archive emails:

1. Within an email message, click the Archive icon in the top right corner.
2. Right click on the email, select *Archive*.

Deleting Emails

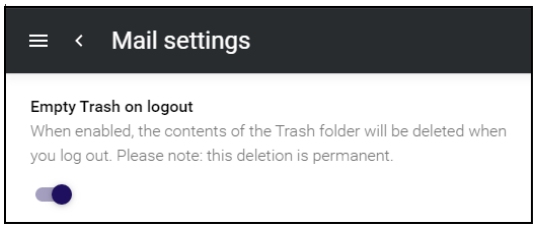
There are two ways to delete emails:

1. Within an email message, click the Delete icon to delete that single email.
2. Click the checkbox under the avatar R symbol next to an email to insert a check mark for each email you want to delete, then click the Delete icon in the upper right corner. Messages will be moved to the Trash immediately.

Auto-Deleting Email

1. Click on the apps icon.
2. Click on *Settings*.
3. Click on *Mail*.
4. Under *Empty Trash on logout*, click the toggle; it will slide right and turn purple.

Note: This deletion is permanent.



Bulk Email Deletion

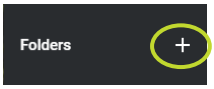
You can delete all emails in a folder at once by clicking the box next to Inbox. Select *All*; this will check mark all items in the folder and give you a quantity of the number of emails selected. Click on the Delete icon to delete all emails.

Folders

Folders allow you to organize, sort and file emails you wish to keep.

Creating a Folder

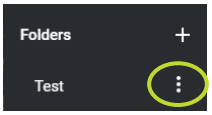
In the menu on the left side of your inbox, click the plus sign next to *Folders*. A pop-up box will appear asking you to enter a name for the new folder, then click OK.



Adding Emails to a Folder

Simply click and drag the chosen email into the preferred folder.

Deleting a Folder



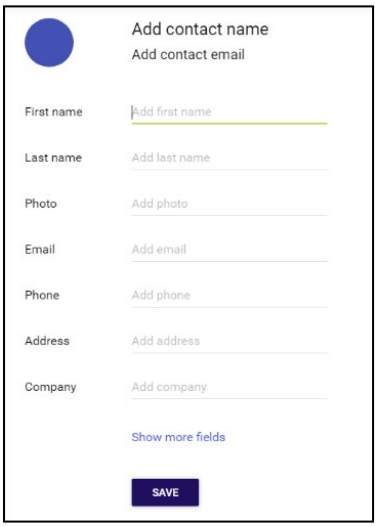
Click on the series of three dots when hovering over the folder name. You will be asked to confirm the deletion of the folder and the number of emails contained within it. Click CANCEL or OK.

How long are emails kept in the delete items folder?

Emails are stored in the Trash Folder for 30 days unless you have set your mailbox to be emptied when you log out. You can delete all items in the trash folder by following the instructions for bulk deletion, but when you click on the trash icon, you will be asked to confirm deletion.

Contacts

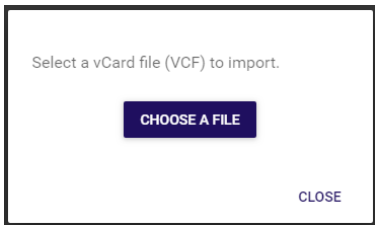
Create, organize and store email addresses and contact information.



Creating a Contact

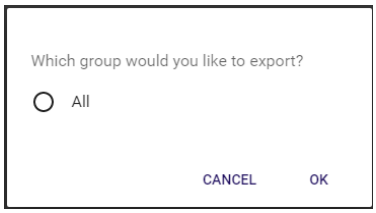
1. Click on the apps icon.
2. Click on C*ontacts*.
3. Click on the plus icon.
4. A contact form will appear.
5. Enter your contact details.
6. Click the SAVE button.
7. Your new contact will appear in the contacts list.

Importing Contacts



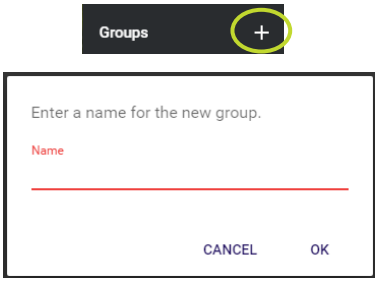
1. Click on the apps icon.
2. Click on C*ontacts*.
3. Click *Import*.
4. A pop-up box will appear asking you to *Select a vCard file (VCF) to import*. Click the CHOOSE A FILE button and follow the on-screen prompts.

Exporting Contacts



1. Click on the apps icon.
2. Click on *Contacts*.
3. Click *Export*.
4. A pop-up box will appear asking you *Which group would you like to export?* If you have contact groups created, select which group to export. Otherwise, you will export All contacts.
5. Select the appropriate option and click OK to export. This will create a VCF file to download.

Creating a Contact Group

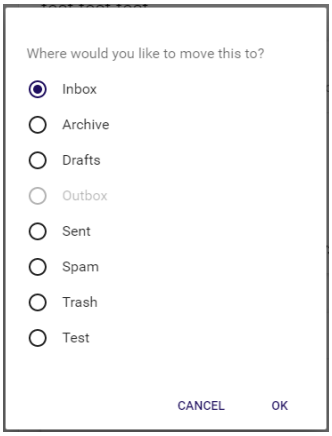


1. Click on the apps icon.
2. Choose *Contacts*.
3. Click on the plus icon next to *Groups*.
4. A pop-up box will appear asking you to *Enter a name for the new group*.
5. Click on the OK button when done.

Antivirus and Spam Protection

Our secure email filters inbound and outbound email to protect you from cyber threats and spam. Non-malicious emails will be tagged "SPAM" by the Spam Protection Filter and delivered to your Spam mailbox.

Marking Email as Spam

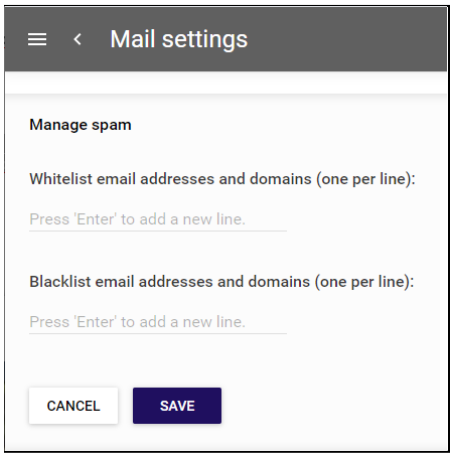


1. Within an email message, click the More menu icon in the upper right corner, and select *Move to* from the dropdown menu.
2. A pop-up box will appear asking *Where would you like to move this to?*
3. Select Spam and click OK.
4. If you feel it needs Arvig's attention, report it. Follow step 1 and select *Report spam*.

You can mark multiple messages as Spam at the same time. While in the inbox, click the checkbox under the avatar (R) symbol next to an email to insert a check mark for each email you want to mark as spam. Click the More menu icon in the upper right corner, and select *Move to* from the dropdown menu. Finish by following steps 2 through 4 above.

Whitelisting Email Addresses & Domains

Email addresses and domains that you know have been incorrectly tagged as spam can be added to the Whitelist.



1. Click on the apps icon.
2. Click on *Settings*.
3. Click on *Mail* and scroll down to *Manage Spam*.
4. Click the EDIT button.
5. Scroll down to *Whitelist email addresses and domains*.
6. Enter the email address and/or domain you wish to flag as OK.
7. Click the SAVE button to finish.

Blacklisting Email Addresses & Domains

Email addresses and domains that you know should be tagged as spam can be added to the Blacklist.

1. Click on the apps icon.
2. Click on *Settings*.
3. Click on *Mail* and scroll down to *Manage Spam*.
4. Click the EDIT button.
5. Scroll down to *Blacklist email addresses and domains*.
6. Enter the email address and/or domain you wish to flag as spam.
7. Click the SAVE button to finish.

Calendar

Use the Calendar feature to organize your life! Create, delete, manage and share events and calendars. Your calendar automatically synchronizes across all your configured devices and will display events as soon as they are available.
For detailed instructions, please visit the Help center within Webmail and click on *Calendar*.

1. To view your calendar, click on the apps icon.
2. Click on *Calendar*.
3. In the upper right corner, choose how you want to view your calendar: Day, Week or Month.
4. While in any view, click the (<) or (>) icons at the top to advance to the next day, week or month.
5. To quickly return to today's date, click the Today icon.

Creating a New Event

1. Within your Calendar, click on the plus icon found in the bottom right corner.
2. A form will open.

3. Enter your event details.
4. Click the SAVE button.

Editing an Event

1. Click on the event you wish to edit.
2. Click on the Edit icon in the upper right corner.
3. The form will open.
4. Enter your changes.
5. Click the SAVE button.

Note: if you edit a recurring event, a pop-up box will ask if you want the changes to apply to just this one occurrence, or all occurrences of the event.

Sharing an Event

1. Within an event, click on the More menu icon and select *Share*.
2. A contact form will appear.
3. Enter your contact details.
4. Click the SEND button.

Deleting an Event

1. Click on the event you wish to delete.
2. Click on the More menu icon and select *Delete*.
3. A pop-up box will ask if you are sure you want to delete the event.
4. Click the OK or CANCEL button.

Note: if you delete a recurring event, a pop-up box will ask if you want to delete just this one occurrence, or all occurrences of the event.

Creating a Calendar

1. Within your Calendar, click on the Settings icon in the left sidebar menu.
2. Click the NEW CALENDAR button under *Manage calendars*.
3. A pop-up box will appear asking you to *Enter a name for the new calendar*.
4. Enter the name of the new calendar.
5. Click the OK button when done.

Sharing a Calendar

1. Within your Calendar, click on the More icon in the left sidebar menu and select *Share*.
2. A pop-up box will appear prompting you to *Share your calendar with other users*.
3. Enter the email addresses of the people you'd like to share the calendar with.

Note: you must decide if you want the users to view the calendar only, or if you want them to be able to also edit the calendar.

4. Click the OK button when done.

Tasks

Use the Tasks feature to keep track of daily, weekly and monthly projects.
For detailed instructions, please visit the Help center within Webmail and click on *Tasks*.

1. To view your calendar, click on the apps icon.
2. Click on *Tasks*.
3. In the upper right corner, choose how you want to view your tasks: Day, Week or Month.
4. While in any view, click the (<) or (>) icons at the top to advance to the next day, week or month.
5. To quickly return to today's date, click the Today icon.

Creating a New Task

1. Within your Task list, click on the plus icon found in the bottom right corner.
2. A form will open.
3. Enter your task details.
4. Click the SAVE button.

Editing a Task

1. Click on the task you wish to edit.
2. Click on the Edit icon in the upper right corner.
3. The form will open.
4. Enter your changes.
5. Click the SAVE button.

Deleting a Task

1. Click on the task you wish to delete.
2. In the upper right corner, click on the Delete icon.
3. The task will be deleted immediately.

Marking a Task Complete

1. Click the check mark icon next to the task you wish to mark complete. You may still view the task details at any time by clicking on the task.
2. Click the check mark again to mark it incomplete.

Based on Arvig service area; some restrictions apply. ©Arvig 2025 Item159