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Actinic v7 Upgrade

On the 2nd of June, Actinic announced the launch of version 7 of their award winning secure e-commerce shopping cart software.

Used by thousands of online store owners in over 25 countries, the latest version of Actinic promises to make the complex world of online retailing even easier!

To qualify for a FREE upgrade, your Actinic software purchase must have taken place between the 14th of April and the 1st of June 2004. If this applies to you, please contact sales@netenergy.net for details to claim your free upgrade to version 7*.

If you purchased Actinic software between the 14th of February and the 13th of April 2004, you are able to upgrade to version 7 through Actinic Cover at 50% discount off of the normal Actinic Cover price*. As well as receiving version updates, Actinic Cover also includes priority technical support, optional participation in beta programmes, e-mail newsletters and access to tips and advice on current commercial and technical issues.

* Actinic are only running this promotion until the 31st of July, so hurry if you would like to take advantage of a free/discounted upgrade to version 7!

If you would like more information about Actinic software, please visit the e-commerce section on our Web site.

Secure Certificate Renewals

If you own a Thawte or GeoTrust secure (SSL) certificate that will renew shortly, please ensure that your renewal payment reaches us 2-3 days in advance of the renewal date shown on your invoice.

Secure certificates are set to run for one year up until the time of day that they were issued. In some cases, the renewal can take place overnight or over a weekend. **A secure certificate that has expired will stop working and will display an error message to Web site visitors.**

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To ensure that your Web site continues to be secure for visitors entering their details, we recommend allowing 2-3 days to process the renewal of your certificate. If required, it is possible to renew a secure certificate up to 30 days in advance of the renewal date.

When renewing a certificate for a personal Web site or as a sole trader, you may also be asked to provide updated information, e.g. blanked VAT certificate or recent telephone bill. These details will be used by the certificate authority to match your domain name to your trading name and location.

If you have any queries about the renewal of your secure certificate, or if you would like to update the details used by your certificate, please contact support@netenergy.net.

MailSend Update

In addition to the new MailSend features introduced last month (Energise issue 9), we are pleased to announce support for forms using our shared SSL certificate.

For more information about MailSend and step-by-step instructions for creating your own Web based forms, including PGP and Web/E-Mail templates, please visit the knowledge base section on our Web site at www.netenergy.net/support/.

AVAS Update: Virus Notifications

Due to the number of virus infected e-mails sent from fake and/or unattended e-mail addresses, from the 1st of July, AVAS will only send virus notification messages to the e-mail recipient and will no longer send a notification message to the sender.

As an AVAS subscriber, if you have been sent a virus, you will continue to receive the notification message with details of the sender and virus type. This e-mail can be helpful if you would like to contact the person sending the e-mail - either to alert them that you didn't receive their e-mail and/or that their computer may be infected.

If you would like to stop receiving virus notification e-mails at any time, please contact support@netenergy.net quoting your domain name, customer code and password.

If you would like to subscribe to our anti-virus/anti-spam (AVAS) service, please contact sales@netenergy.net.

Special Feature: Using WebMail

WebMail is available with all Net Energy Internet e-mail accounts set up on or after the 16th of March 2004.

To access your WebMail account, simply type <http://webmail.yourdomain.co.uk/> into your browser address bar - replacing 'yourdomain.co.uk' with your domain name. Alternatively, you are able to access WebMail using the 'WebMail' icon in the top right corner at www.netenergy.net.

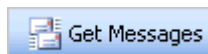
If don't currently have WebMail and would like to upgrade your account for the one-time £10 upgrade fee, please contact sales@netenergy.net.

WebMail interface:



Even if WebMail isn't your first choice of e-mail software, it can be used as easily as Microsoft Outlook/Outlook Express to send and receive messages. Simply log in at home, work or from any Internet connected computer worldwide. Just because you're on holiday, it doesn't mean that you can't keep in touch with the office if you want to!

Any messages that haven't been downloaded will automatically appear in the inbox when you log in.



To check for new messages using WebMail, simply click on the 'Get Messages' button. New messages will appear in the inbox.

You are able to sort messages in the inbox by clicking on the underlined text in the grey bar. For example, to sort messages by time of arrival, simply click on 'Time', or to sort messages by the sender's e-mail name/address, click 'From'.



Use the 'New Message' button to create an e-mail that you would like to send from the WebMail interface. A new window will load and you can either type in, or copy/paste a message. When ready, select the e-mail address you would like to send the message from and click 'Send'.

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If you e-mail friends or colleagues regularly, you may find it helpful to store their addresses in an online address book. To add, update or delete entries, simply click on the 'Address Book' button.

Please note, this is an online address book only and doesn't have access to add, update or delete entries in your desktop e-mail software program.

An online address book can be helpful to easily contact people you know. There's no need to remember long or complicated addresses and there's no limit to the number of names and addresses that you can store via WebMail!



Using the 'Settings' button, you are able to access to a list of options in the left hand menu to manage certain aspects of your e-mail account.

Account

Options include: changing your e-mail password (*remember to update your e-mail software if applicable*), viewing the e-mail address(es) for your account and setting a name which will appear on outgoing messages.

Auto Responder

Use this option to set up text that will automatically be sent when someone e-mails your address. Choose between 'Auto Responder' (sends every time) and 'Respond Once' which will send one response per sender e-mail address until the auto responder text is updated.

Forwarder

This option can be used to forward your e-mails, temporarily or permanently, to an alternative e-mail address.

Processing Rules (*tick to enable*)

Use the 'Processing Rules' menu option to set up filters for e-mails that you receive via the WebMail interface. Rules can be based on the to, from or cc (carbon copy) addresses as well as the contents of the message subject or body.

In addition you are able to specify whether the message contains/doesn't contain, begins/ends with text of your choice.

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Please note: Any processing rules set up here will only work for messages viewed via the WebMail interface and will not affect the way that your desktop e-mail software manages e-mails that are downloaded.

Custom Filters Module (AVAS subscribers only)

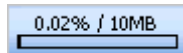
AVAS (anti-virus/anti-spam) subscribers are able to use the 'Custom Filters Module' option to set up filters for a particular user (user level) or, if preferred, for all users under a domain name (domain level).

Although AVAS works 'out-of-the-box', everyone's e-mail is as unique as their tolerance level for the spam that it is increasingly common to receive. The Custom Filters Module offers the ability to set up personalised rules for the complete handling of incoming messages with capacity to accept, reject, delete or mark as spam using a number of filter options.

Please refer to the AVAS manual for example rules and configuration settings.

Depending on your Web or E-Mail hosting plan, AVAS costs between £10 - £40 plus VAT per year. All e-mail addresses and e-mail accounts under your domain name are included for no extra charge.

If you would like to add AVAS to your domain name, please contact sales@netenergy.net for details.



Next to the 'Settings' button, you'll find your e-mail account quota with the current reading for messages stored on the server for your account. Each time you delete a message the quota will update. If you collect using POP3 and don't use the 'store on server' option, each time you collect your e-mail the quota will reset to 0%.

All e-mail accounts include 10MB of storage space as standard, however if you receive a number of large e-mails or would like additional WebMail storage space, you are able to upgrade your account in increments of 10MB at £10 plus VAT per 10MB per year. Please contact sales@netenergy.net if you would like to add additional storage capacity to your account.