

## EMAIL USER GUIDE





# Welcome to LUS Fiber.

With an LUS Fiber email account you will be able to send and receive email from any computer or device (including smartphones and tablets). This means that you will enjoy access to your email when at home or traveling. In addition, your messages and contacts will be stored safely on our network, and you will have plenty of storage available. Our easy-to-use email service is upfitted with the kinds of features necessary to keep you communicating efficiently.



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## **GENERAL INFORMATION**

Your LUS Fiber Internet service connects to your computer via Ethernet. No modem is required.

Your LUS Fiber Internet service is compatible with all modern web browsers, such as Internet Explorer, Mozilla Firefox and Safari. If you experience a problem, try updating your browser software to the latest version.

## **WHAT MUST I DO TO SET UP MY LUS FIBER EMAIL SERVICE?**

Your email is already setup. Your customer service representative set up your account/password when you placed your order for service. If you don't know your email address and password, please call **99-FIBER (993-4237)**.

## LOGIN

There are two ways to access your LUS Fiber Email service.

- The first way is to go to the LUS Fiber home page ([lusfiber.com](http://lusfiber.com)). At the top center of the page, select **Check My Email**.

Interested in LUS Fiber for Business Services? [Click Here.](#)

**Welcome to LUS Fiber.**  
Lafayette's Only 100% Community Owned  
& 100% Fiber Optic Network.

[Check My Webmail](#) -   
[View or Pay My Bill](#) -

WEB / MOBILE

[Video On Demand](#)  
**Now Playing**

HOME / ABOUT LUS FIBER / HELP + SUPPORT / VIDEO / INTERNET / PHONE / COMMUNITY CENTER

**LUS Fiber puts Lafayette on Top for Fastest Internet in the World!**  
[Click to learn more.](#)

**Offices Closed**  
We will be closed January 19th.

**Click to see your YouTube HD Quality results!**

**1<sup>st</sup>**  
We provide the Fastest Internet in the World! Click to read more.

**Get \$75!**  
Sign & Save: the simple way to receive as much as \$75!

- The second is to log directly into the Email service. In your web browser, enter the URL <http://myaccount.lusfiber.net>.

Either method will bring you to the Login page.

The screenshot shows the LUS Fiber App Portal Login page. At the top, there is a navigation bar with a home icon, 'Contact Support', a search bar with 'Google Custom Search' placeholder, and a 'Search' button. Below the navigation bar, the page is divided into three main sections. On the left is a vertical menu with the LUS FIBER logo and links: 'LUS Fiber Home', 'Pay Bill Online', 'Allons TV - Watch TV Online', 'Remote DVR', 'Channel Guide', 'Educational Library', and 'Email Help'. The middle section is titled 'App Portal Login' and contains the text 'Log in with your lusfiber.net email address and password to access your account services'. It features input fields for 'Username:' and 'Password:', and a blue 'Login' button. On the right is a 'Communication Center' section with a large red banner that reads 'LUS Fiber-Fastest Home Internet in the World.' and features an image of the Earth. Below the banner is a 'Click to learn more.' link and two small navigation arrows.

At the User Login screen, enter your master email account web address (**user@lusfiber.net**) and your password in the appropriate fields. Select the onscreen **Login** button. A welcome screen will appear with several options available.

The screenshot shows the LUS Fiber App Launcher screen. It has a similar top navigation bar to the login page. The main content area is divided into three sections. On the left is the same vertical menu as the login page. The middle section is titled 'App Launcher' and contains the text 'Launch your favorite recently used applications:'. It displays a grid of application icons: 'Fiber Mail', 'Fiber Calendar', 'Fiber Tasks', 'Overview', 'Spam Settings', 'Local Weather', 'Zone Alarm', 'Speed Test', and 'Facebook'. Below the grid are tabs for 'MY APPS' and 'BOOKMARKS'. On the right is the 'Communication Center' with the same red banner and Earth image as the login page. Below the banner is a 'Click to learn more.' link and two small navigation arrows. At the bottom of the screen, there is a 'Gadgets' section with four widgets: 'Calendar' (showing 'No events scheduled for today'), 'Unread Email' (showing '5 unread of 5 total' and a list of emails), 'Lafayette' (showing weather '54° Variable 4mph' and 'Last Updated on January 6, 9:53 AM CST'), and 'Tasks' (showing 'No tasks are active').

From this screen, you can navigate all of the email features.

If you have trouble logging in or forget your user name or password, please call Technical Service at **99-FIBER (993-4237)**. They are available to assist you 24/7.

## APP LAUNCHER

The **App Launcher** allows you to launch your favorite recently-used applications. There are two tabs to choose from here: *My Apps* and *Bookmarks*.

**MY APPS** is where you can access your most frequently used apps. The default apps include:

- Fiber Mail
- Fiber Calendar
- Fiber Tasks
- Overview
- Spam Settings
- Local Weather
- Zone Alarm
- Speed Test
- Facebook
- Twitter

Hovering over each app displays an icon that allows you to rearrange the available apps.

The screenshot displays the LUS Fiber Demo Portal interface. At the top, there is a navigation bar with 'Contact Support', a search bar, and a 'Search' button. The main content area is divided into three sections:

- App Launcher:** A grid of application icons including Fiber Mail, Fiber Calendar, Fiber Tasks, Overview, Spam Settings, Local Weather, Zone Alarm, Speed Test, and Facebook. A 'Rearrange' icon is visible above the Fiber Mail icon.
- Communication Center:** A large red banner with the text 'LUS Fiber-Fastest Home Internet in the World.' and a globe image.
- Gadgets:** A row of four widgets: Calendar (showing 'No events scheduled for today'), Unread Email (showing '5 unread of 5 total'), Lafayette (showing weather '54° Variable 4mph'), and Tasks (showing 'No tasks are active').

**BOOKMARKS** allows you to save the location of your favorite websites for easy access.

The remainder of these apps are fairly straight forward and resemble the most current email applications. You may want to explore the app called **SPAM SETTINGS**.

## SPAM SETTINGS

This Personal Dashboard is a web-based interface for managing all your messaging security services. Depending on the service to which you have subscribed, you can configure and maintain your Email Filter (EMF), as well as access your mail when Email Continuity is enabled from this page.



The Personal Dashboard has four tabs:

- **Messages:** View, delete, and release filtered messages.
- **Settings:** Manage your Spam Digest settings, such as frequency, format, content and sort order.
- **Policies:** Manage your filter settings.
- **Status:** View a report of your mailbox name, aliases, digest status, digest history, and monthly activity.

## MENU BAR

The **Menu Bar** below the LUS Fiber logo on the left side of the welcome screen directs you to other useful locations that allow you to:

- Visit the LUS Fiber home page
- Pay your LUS Fiber bill online
- Watch TV online via the Allons TV portal
- Schedule recordings via the Remote DVR
- Access LUS Fiber's channel guide
- Search for useful information in the LUS Fiber Educational Library
- Get help with your LUS Fiber Email service

## GADGETS

At the bottom of your dashboard, you can add up to four information panels—aka “**gadgets**”—to show at-a-glance information about your apps and services.

- **Calendar:** View scheduled events.
- **Unread Email:** View your Inbox's unread emails.
- **Weather Information:** View the local weather information.
- **Tasks:** View tasks with an “active” status.

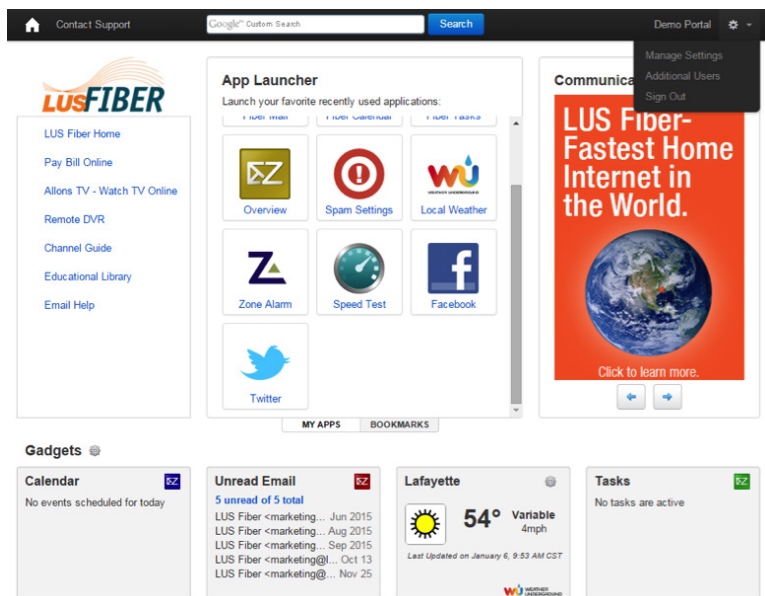
To change which gadgets are on your dashboard, click the ⚙ gear icon to the right of Gadgets.



## ACCOUNT SETTINGS

Account Settings can be found under the ⚙ gear icon to the top right of the screen. From here you can:

- **Manage Settings**
- Include **Additional Users**
- **Sign Out** of the email system



## QUICK SERVER SETTING

Incoming Server Name: mail.lusfiber.net

Outgoing Server Name: smtp.lusfiber.net

Username: user@lusfiber.net email address

## EMAIL SERVICE FREQUENTLY ASKED QUESTIONS

- How much space do I have for my email messages?

All Internet service packages include 5 GB of storage.

- What is the largest size file I can send via email?

25MB.

- Why is my email grouped together by a sender?

You are looking at your email in 'Conversation View' and it is the default setting. To display each message individually, simply click the **View** button (on the top right) and click **by message**.

- How do I create a signature block?

From the main screen, click on **Preferences** (located near the top *Continued*

on the left). Select **Signatures** from the column on the left. Select **New Signature**. You can change the font or add symbols with the navigation bar.

- What is the briefcase for?

The briefcase is used for storing documents and pictures.

- How do I add a contact?

From the main screen, click on **Contacts**. Directly below, click **New Contact**. Complete the appropriate fields. Once done, click **Save** in the upper left area of the screen.

- What is the Preferences function on the navigation bar?

**Preferences** is where a lot of the administration functions are located. For example, you would use the **Preferences** function if you want to import or export your contacts or calendar, set up filters, or create an 'away' message.

- What is a Zimlet?

**Zimlets** are add-on applications that enhance the functionality of your email program. Your ISP may or may not provide this functionality.

- What are tags?

Tags are a personal classification system for email messages, contacts, tasks and appointments. You can tag as many messages as you want and you can apply multiple tags to the same message and contacts.

- How do I send an attachment?

Compose a message, then click on the word **Attach** (under Subject) or click the small triangle symbol next to the word **Attach** to locate the attachment.

- Where did my draft go?

If you composed a message but didn't save it as a draft, it will auto-save and link to your navigation bar. Simply click the title (in the below example it's listed as "test") or click the x symbol to delete it.



## **EMAIL SPAM (JUNK MAIL)**

- How will I know what spam (junk mail) is collecting for my account?

You will receive a **Daily Digest** email once a day with a link to access your spam.

(See an example below.)

- How do I gain access to the settings of my spam?

There are two ways to access spam:

1. Go to **greymail.redcondor.net**.
2. You will receive a Daily Digest email once a day alerting you of the spam (junk mail) your account is collecting. From the Daily Digest email, click **My Account** (See an example below.)

- How long does my spam remain at this site?

Everything older than 35 days is automatically deleted.

- How can I change how often I get the Daily Digest email?

Once you are logged into the spam mail system, simply click the **Settings** tab (see diagram below). You have three choices: Never, Daily or Weekly. Simply choose the preferred option.

- What if mail is quarantined at this site, but is not spam?

You may release the mail in two ways:

1. Highlight the message and simply click the **View** button. Once you have clicked **View**, you will see options displayed at the bottom.

2. Click the **Settings** tab, highlight the message you want, then click **Release** and it will be forwarded to your inbox.

- How can I block certain emails from entering my inbox?

From the Daily Digest email, click **My Account**, then click on the **Policies** tab. Scroll down to where it says **Enemies**, type the email address in the field and then click the plus (+) sign.

To remove the email address, click on the email address and then hit the red **x**.

- How can I make sure I always receive emails from a specific sender?

From the Daily Digest email, click on **My Account**, then click on the **Policies** tab. Scroll down to where it says **Friends**, type the email address in the field and then click the plus (+) sign.

To remove the email address, click on the address and then hit the red **x**.

- How often can I check this account?

You can log in as much or whenever you want. Simply click on the link within the Daily Digest email or visit **greymail.redcondor.net**.

## Spam Digest for Monday, July 21, 2014

One entry found for Test@test.net

Takes you to your spam home page

Takes you to your settings on the homepage

[My Account](#) [Settings](#) [Support](#)

### Red Zone — Spam, phish, viruses and potentially dangerous mail One entry

View	type	Date	Time	Size	Country	Sender	Mailbox	Subject
<a href="#">View</a>	Spam	Jul 21	11:11AM	12KB	US	spam.com	test@test.net	Luxury Watches

Messaging Assurance powered by EdgeWave.

To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days. Please contact your Email Administrator if you have any questions or issues.

[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)

## **CONTACT | SUPPORT**

### **PHONE**

Customer Service/Technical Support

99-FIBER (993-4237)

### **ORDERING AND BILLING ASSISTANCE**

Monday – Friday, 8am – 7pm

Saturday, 8am – 5pm

### **TECHNICAL SUPPORT**

Available 24 hours a day, 7 days a week

### **CUSTOMER SERVICE CENTERS**

1875-B W. Pinhook Road

Monday – Friday, 8am – 5pm

2701 Moss Street

Monday – Friday, 8am – 5pm

### **MAILING ADDRESS**

#### **PAYMENTS:**

PO Box 4030-C

Lafayette, LA 70502

#### **GENERAL INQUIRES:**

PO Box 61490

Lafayette, LA 70596

### **ONLINE**

[lusfiber.com](http://lusfiber.com)

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## NOTES

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Thank you for choosing  
LUS Fiber – Lafayette's only  
100% fiber-optic network.

Congratulations on redefining fast with LUS Fiber  
Internet service. You can have the same level  
of quality, functionality and reliability with your  
television and phone services.

*Bring home everything 100% fiber optics  
have to offer.*



## **CUSTOMER SERVICE**

1875-B W PINHOOK RD | 2701 MOSS ST  
99-FIBER (993-4237) | LUSFIBER.COM