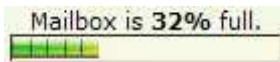


## Polka inTouch

### What is polka inTouch?

*Polka inTouch* is an online message centre service for polka subscribers, around which access to email, faxing and other value-added services are provided. *Polka inTouch* can be used as your primary mailbox, or as an alternative when travelling and your primary mailbox is unavailable.

### Mailbox size indicator



The mailbox indicator gauge in *polka inTouch* will show you how many emails are stored in your mailbox. It will read, “**Mailbox is ...% full**”, depending on the amount of email in your mailbox.

### A. Your polka inTouch Inbox

In your inbox, you can view 25 email messages at a time. Your email can be sorted according to the “**From**” address, the email “**Subject**” line, the email “**Size**” or the “**Date Received**” of the email. You can also mark your emails as “unread”, “has attachments” or “has been flagged”, will be indicated by a relevant icon.

The screenshot shows the Polka inTouch interface with several callouts:

- H. Create a Email**: Points to the 'Create E-mail' button.
- I. Create a Polka Fax**: Points to the 'Create Fax' button.
- B. Search your email**: Points to the search bar and 'SEARCH' button.
- A. Inbox View**: Points to the email list table.
- C. Mailbox and Folder View**: Points to the left-hand navigation menu.

The interface includes a top navigation bar with 'Create E-mail', 'Create Fax', and 'Refresh Inbox' buttons. Below this is a mailbox status indicator showing 'Mailbox is 1% full.' and a toolbar with 'Select All', 'Delete', and 'Mail Actions' options. The main area displays a list of messages with columns for 'From' and 'Subject'. The left sidebar shows a folder view with 'Inbox [22]', 'Junk Mail', 'Sent Items', and 'Sent Fax'.

Figure 1: Polka inTouch and all its functionality

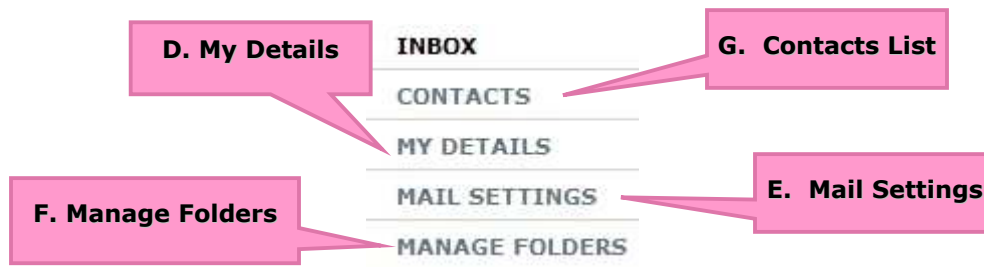
### B. Search Your polka inTouch Email

Polka inTouch gives you the ability to search the email inside your inbox. All you need to do is enter your search criteria and click the green “**SEARCH**” button to search your email. If your search was not successful, you’ll see the following text, “**Messages 0 to 0 of 0**”.

### C. Polka inTouch Mailbox and Folder View

To know the folder that you are viewing, simply look at the folder or mailbox that is bolded and highlighted. In your polka inTouch, the following standard folders will be displayed:

- **Inbox**
- **Drafts**
- **Sent Items**
- **Junk mail**
- **Sent Fax**



**NB.** Any folders that you create in *polka inTouch*, along with any mail stored in those folders, are unique to *polka inTouch* – i.e. you won't see it in your Outlook Express. If, however, you create an imap account in Outlook Express and then synchronise that imap account with your polka inTouch mailbox, then you'll be able to see the folders.

### D. Polka My Details

You can access your *polka My Details* from inside *polka inTouch*. Just click the **My Details** link in left navigation menu and you'll be linked straight to *polka My Details*: <http://www.polka.co.za/services/mydetails/Default.aspx>

## E. Your polka inTouch Mail Settings

With polka inTouch, you can go the extra mile and customise your email experience. Simply click on the Mail Settings link in the left navigation menu and you'll get to customize the following:



### 1. Signature – personalise your email with a signature

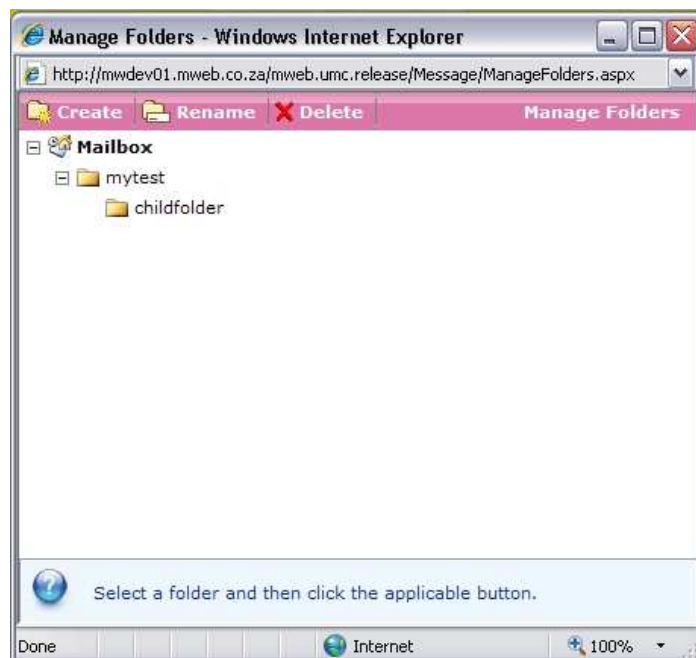
- When you click on the **“Signature”** icon, a window will pop up
- In this pop-up window, type out the signature that you would like to use to end off you email
- Selecting the **“Apply Personal Signature”** checkbox adds the signature to every email sent
- Click **“Save and Close”** to save your signature

### 2. My Contact Details – your email business card

- Clicking on the **“My Contact Details”** icon, launches a *Contact* card
- Type in all your details in the spaces provided
- Click **“Save and Close”** to save your contact details

## F. Manage Folders in polka inTouch

Organise your email into mail folders. To do this, click the **“Manage Folders”** link in the left navigation menu. A window will pop up.



### Creating a Folder

- Select a folder to create a subfolder and click the **“Create”** button
- Another window will pop up for you to enter the folder's name in the space provided
- Click **“Ok”** to save the folder

### Renaming a Folder

- Select the folder that you would like to rename and click the **“Rename”** button
- A window will pop up with the existing folder name pre-populated.
- Change the folder name in the space and click the **“Ok”** button to save the folder name

### Delete a Folder

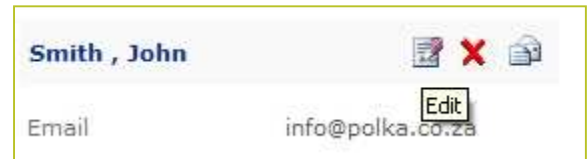
- Select the folder that you want to delete and click the **“Delete”** button.

**NB:** Deleting a folder will delete the emails inside the folder.

## G. Your polka inTouch Contacts List

Use *polka inTouch* to store your contacts' email addresses, contact numbers and addresses.

To access your Contacts List, click "**Contacts**" in the left navigation. You'll see an alphabet list that is clickable. All your contacts will be stored in that list according to the **Last Name** that you enter for your contact. For example, if your contact's name is **John Smith**, the contact will be stored in "**S**".




### Add a Contact to your Contacts List

- Click the "**Add Contact**" button on the top menu, which launches a *Contact card*
- Type in all the details, in the spaces provided, that you would like to save for your contact. You are required to enter a "**First Name**" and "**Last Name**"
- Click "**Save and Close**" to save your contact's details

### Editing a Contact

- If you are viewing the address cards, select the *Edit* icon next to the applicable contact, as shown in the image above. Alternatively, if you are viewing lists of contacts, selecting the contact will allow you to edit the information.
- The contact's card will pop up.
- Edit the information in the spaces available and click the "**Save and Close**" button to save the information

### Deleting a Contact

- If you are viewing the address cards, select the *Delete* icon  next to the applicable contact to delete the contact. Alternatively, if you are viewing lists of contacts, select the *Delete* icon next to the applicable contact.
- If you are viewing the contact's card, click the "**Delete**" button next to the "**Save and Close**" button to delete the contact.

### Add an email Group to your Contacts List

"Groups" are handy when you regularly email the same group of people, such as Family

- Click the "**Add Group**" button on the top menu, which will pop up a window
- In the space provided, type in the name of the email group, e.g. Family.
- To add contacts to that group, select the "**Select Contacts**" button. This will pop up another window, listing all of your contacts.
- Select the **checkbox** of the contact(s) that you want to add to the group. You'll see that the selected contacts are added to a box at the bottom of the window.
- Click the "**Apply**" button to add the selected contacts to the group.
- When the contacts are added, you have the option of removing the contact(s) from the group by clicking the *Delete* icon

- Click **“Save and Close”** to save the email group

## H. Create and Send an Email with *polka inTouch*

If you are in your Contacts List, click “Inbox” to return to your *polka inTouch* inbox

- Click the **“Create E-mail”** button in the top menu. A “Create E-mail” will pop up
- Type out your email in the space provided. You can customise the colours, styles, alignment and sizes of your fonts.

### Adding Contacts to your email

- To add email addresses to your email, simply type in the email addresses in the **“To”**, **“Cc”** or **“Bcc”** fields. Alternatively, you can select the **“Address Book”** button or the **“To”**, **“Cc”** or **“Bcc”** buttons, which launches your Contact List.
- Select the checkbox of the contact(s) or group(s) that you want to add into each field of the email and click the **“Apply”** button. The email addresses will be added to the email.

### Adding an attachment to your email

- In the email, select the **“Add Attachment”** link
- You’ll see a field, a **“Browse”** button and a **“Cancel”** button
- To search your computer for the file that you want to attach, click the **“Browse”** button
- Find the file on your computer and click the **“Open”** button to add the file to your email as an attachment
- Click the **“Remove”** link to remove the attachment.

When you’ve completed compiling your email, click the **“Send”** button or **“Save Draft”** button to save the email as a draft. You can view this email again in your drafts folder

## I. Create fax and send a fax with *polka inTouch*

To send a fax using *polka inTouch*, click the **“Create Fax”** button, which creates a fax cover page and pops up a window. You can customise your fax cover page with the following options available - font specifications and sizes, spell check, font colours and fills, paragraph alignments, numbering, bulleting and indenting.

- Click the **“Attachments”** link to browse your computer for files to attach and then send as the actual fax
- Enter the fax number in the **“To”** field or click the **“To”** button to access your Contacts List to search for a specific fax number
- Enter a subject line for the fax in the space provided
- If you don’t have fax credits to send a fax, click the **“Buy Credits”** button. You’ll be directed to *polka My Details* where you can purchase *polka* fax credits
- There’ll be an indication of the number of fax credits you have available next to the **“Buy Credits”** button: **“You have ... fax credits available.”**
- When you’re ready to send the fax, click the **“Send fax”** button

## Questions & Answers

**Q. Is *polka inTouch* compatible with all Internet browsers?**

A. *Polka inTouch* is compatible with Internet Explorer 5.5, 6 and 7 and Mozilla Firefox.

**Q. I can't read my emails, what do I do?**

A. The old *polkamail* is available if your Internet browser is incompatible with *polka inTouch* or if you are having problems logging in. You can access polkamail from the polka inTouch sign in page, as shown below:

**Polka mail**  
Send and receive emails anywhere in the world.

Send and receive email anywhere in the world, from any computer connected to the internet. Sign in using your email address and password to connect to polka.

**Sign Me In** [What is this ?](#)

Never signed in before? [Click here to register.](#)

E-mail Address »

Password »

Remember me

**SIGN IN**

[Forgotten Password?](#)

To login to old polkamail, click [here](#).