aws

User Guide

Amazon WorkMail



Version 1.0

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Amazon WorkMail: User Guide

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End of support notice: On March 31, 2027, AWS will end support for Amazon WorkMail. After March 31, 2027, you will no longer be able to access the Amazon WorkMail console or Amazon WorkMail resources. For more information, see Amazon WorkMail end of support.

What is Amazon WorkMail?

Amazon WorkMail is a managed email and calendaring service with strong security controls and support for existing desktop and mobile email clients. You can access your email, contacts, and calendars wherever you use Microsoft Outlook, your browser, or your iOS and Android mobile devices. Administrators can integrate Amazon WorkMail with existing corporate directories, controlling both the keys that encrypt their data and the location where the data is stored.

Amazon WorkMail system requirements

When your Amazon WorkMail administrator invites you to sign in to your Amazon WorkMail account, you can sign in using the Amazon WorkMail web client. For more information, see Signing in to the Amazon WorkMail web client.

Amazon WorkMail also works with all major mobile devices and operating systems that support the Exchange ActiveSync protocol. These devices include the iPad, iPhone, Android, and Windows Phone. Users of macOS can add their Amazon WorkMail account to their Mail, Calendar, and Contacts apps.

Amazon WorkMail supports the following operating system versions:

- Windows – Windows 7 SP1 or later
- MacOS – MacOS 10.12 (Sierra) or later
- Android – Andriod 5.0 or later
- iPhone – iOS 5 or later
- Windows phone – Windows 8.1 or later
- Blackberry – Blackberry OS 10.3.3.3216

If you have a valid Microsoft Outlook license, you can access Amazon WorkMail using the following versions of Microsoft Outlook:

- Outlook 2013 or later
- Outlook 2013 Click-to-Run or later
- Outlook for Mac 2016 or later

You can access the Amazon WorkMail web client using the following browser versions:

- Google Chrome – Version 22 or later
- Mozilla Firefox – Version 27 or later
- Safari – Version 7 or later
- Internet Explorer – Version 11
- Microsoft Edge

You can also use Amazon WorkMail with your preferred IMAP client.

For more information, see Setting up email clients for Amazon WorkMail.

Amazon WorkMail quotas

For a list of Amazon WorkMail quotas, see Amazon WorkMail Quotas in the *Amazon WorkMail Administrator Guide*.

Amazon WorkMail languages

Amazon WorkMail is available in the following languages:

- English
- Russian
- French

Setting up email clients for Amazon WorkMail

Amazon WorkMail integrates with most popular email apps and devices. You can synchronize your email, calendar, and contacts between Amazon WorkMail and your client.

When your Amazon WorkMail administrator invites you to sign in to your Amazon WorkMail account, you can sign in using the Amazon WorkMail web client. You can also set up other email clients for use with your Amazon WorkMail account, such as Microsoft Outlook, the stock Android or iOS clients, the Windows Mail client, macOS clients, or IMAP clients. Currently, POP3 clients are not supported.

Note

Amazon WorkMail discontinued support for Transport Layer Security (TLS) 1.0 and 1.1. If you are using TLS 1.0 or 1.1, you must upgrade the TLS version to 1.2. For more information, see TLS 1.2 to become the minimum TLS protocol level for all AWS API endpoints.

Warning

To help protect your computer from malicious email attachments, we recommend that you install antivirus software.

Topics

- Password best practices for security
- Signing in to the Amazon WorkMail web client
- Setting up Microsoft Outlook clients for Amazon WorkMail
- Setting up mobile device clients for Amazon WorkMail
- Setting up the Windows 10 Mail app for Amazon WorkMail
- Setting up the Windows 11 Mail app for Amazon WorkMail
- Setting up macOS apps for Amazon WorkMail
- Setting up IMAP for Amazon WorkMail

Password best practices for security

When you use the Amazon WorkMail web or a third-party client to access your mailbox, you must use a password to sign in. As an Amazon WorkMail web client user, under **Settings**, you can change or update your password. For information on changing the password on the Amazon WorkMail web client, see General settings. You can also ask your system administrator to reset the password using the AWS console.

As part of security best practices, here are some password guidelines recommended by Amazon WorkMail.

- Set a password that contains a minimum of 8 characters. The password should include uppercase and lowercase characters, numerical digits (0 through 9), and special characters (for example, ~ or !).
- Use unique passwords across all online accounts. Avoid re-using the same password for multiple accounts.
- Avoid using common words or phrases related to your username, domain, organization, Amazon WorkMail service, AWS or the account type for which the password applies.
- Use a password manager to securely store your password.

Signing in to the Amazon WorkMail web client

Amazon WorkMail has a web-based client that you use to access your Amazon WorkMail account from a web browser. The Amazon WorkMail web client includes integrated applications, such as Mail, Calendar, and Contacts. To get started with the Amazon WorkMail web client, you need a broadband internet connection and the latest version of one of the following web browsers:

- Google Chrome – Version 22 or later
- Mozilla Firefox – Version 27 or later
- Safari – Version 7 or later
- Internet Explorer – Version 11
- Microsoft Edge

Your Amazon WorkMail system administrator provides you with your initial sign-in credentials, which consist of a user name and a password. To recover a lost or forgotten password, contact your administrator.

Your administrator also provides you with a unique Amazon WorkMail web client URL. This URL contains a unique alias set up by your Amazon WorkMail site administrator. The web client URL looks like this: https://*alias*.awsapps.com/mail. Replace *alias* with the alias you received from your site administrator.

To sign in to the Amazon WorkMail web client

1. In your web browser, enter the web client URL provided by your Amazon WorkMail administrator. For example, https://*alias*.awsapps.com/mail.
2. For **Username**, enter the user name provided by your Amazon WorkMail administrator.

   > **Note**
   >
   > Don't enter your full email address. User names are case-sensitive.

3. For **Password**, enter your password.
4. Choose **Sign In**.

Changing Amazon WorkMail web client settings

You can change many of the default settings for the Amazon WorkMail web client.

To change the Amazon WorkMail web client settings

1. In the Amazon WorkMail web client, on the menu bar, choose **Settings** (the gear icon).
2. In the navigation pane, select the **General** tab, **Email** tab, **Email Rules** tab, **Automatic response** tab, or **Calendar** tab to update setting in each category.
3. Press the **F5** key to refresh and activate the new settings.

For more information about changing specific settings, see the following topics.

Personal access token settings

When your administrator enables multi-factor authentication (MFA), you can use personal access tokens in Amazon WorkMail to authenticate and access your mailbox using various email clients. Personal access tokens provide direct access to your Amazon WorkMail and should be handled securely to avoid unauthorized access to your email.

You can create multiple personal access tokens with different names and expiration dates. This allows you to manage access to your mailbox more granularly, such as creating a token for a specific device or email client, and setting an expiration date for the token.

To manage your personal access tokens in Amazon WorkMail, follow this procedure:

1. In the Amazon WorkMail web client, on the menu bar, choose **Settings** (the gear icon).
2. Choose **Personal access token**.
3. Choose **Create token**.

   The **Create personal access token** page appears.
4. Under **Name**, enter a name for the personal access token.
5. Choose **Create token**.

   > **Note**
   >
   > Copy the generated token immediately and paste the token value in your email client for authentication. Once you leave this page, you will not be able to view the token for security reasons.

6. Choose **Return to list page**.

   The **Personal access token** page appeared. You can view all the existing personal access tokens created.

General settings

View mailbox usage and set your password, preferred language, and default address book from the **General** tab using the following settings.

Change password

To change your password, choose **Change password**, and then follow the instructions on the screen.

> **Note**
>
> If Amazon WorkMail is integrated with your corporate directory, you might have to change your password using Microsoft Windows or corporate password management tools. Contact your Amazon WorkMail administrator for details if you are unsure.

Language

To change the language in which Amazon WorkMail is displayed, select a language from the list. To change your date format and time format, select a format from the list.

Mailbox Usage

Shows the current amount of storage space used. To reduce your mailbox size you can empty the **Deleted Items** folder, delete older messages, or delete messages with large attachments from your folders.

Address Book

To select a default address book, in **Select Default Folder**, select the address book to use.

The default address book is loaded when choosing **Address book** from the main menu bar, or when selecting the **To**, **Cc**, or **Bcc** field when composing a new email.

Email settings

Change email preview, formatting, font, and other options from the **Email** tab using the following settings.

Display preview pane

You can choose to view a preview of items to either the right of the content pane or below the content pane. You can also choose to turn off the preview pane.

> **Note**
>
> Changing the view from the mail application using the **View** menu also updates this **Display preview pane** setting.

Close email when responding

When selected, the original email closes when you reply to it. Deselect this setting to compose replies in a separate tab from the original message.

Format

You can compose new mail messages as **Plain text** or **HTML**.

Default font

Specifies the default font used in all new email messages.

Default font size

Specifies the size of the default font.

Always request a read receipt

Select this check box to automatically request read receipts for every email message you send.

Respond to read receipt

Select whether Amazon WorkMail should always send a read receipt, never send a read receipt, or whether you should be prompted before sending a read receipt.

Signatures

You can create several signatures for different purposes. For example, you can create a signature for business and one for private use, or create a long signature for new email messages and a short signature for replies and forwards.

(Optional) After you create one or more signatures, you can also specify which one to use for new email messages and which one to use for replies and forwards.

Email rules settings

Email rules can help you focus on important email messages and keep your inbox organized. Rules are stored on the server so that they can filter the mail before it arrives in your inbox.

You can create as many rules as you want. With each rule, you can set different conditions to activate the rule. You can also set various follow-up actions to perform after the rule has been activated.

You can construct complex rules to deal with large email volumes or complex workflows.

To create a new email rule

1. From the **Email Rules** tab, choose **New**.
2. In the **New email rule** dialog box, define the rule.

You can set a variety of conditions and actions that Amazon WorkMail performs on every email message that meets your defined criteria.

Automatic response settings

Mark yourself in or out of the office from the **Automatic Response** tab. You can also specify the message that is sent automatically in reply to all incoming messages while you are away.

To prevent someone who is sending you several email messages per day from getting a reply on each message, automatic responses are only sent once to any specific email address. This also prevents a mail flood in case the person who sends you the email message also has automatic responses turned on.

When **Automatic response** is enabled, and you sign on to the Amazon WorkMail web client, a warning message is shown to remind you that the **Automatic response** is set. The warning message also prompts you to turn automatic responses off.

Calendar settings

Set your calendar format, default reminder time, and other options using the following settings.

First day of the week

If your week starts on a different day instead of Monday, you can change it to that day using this setting.

First week of the year

Specify whether the calendar should count weeks from the first full week, or first partial week, of a new year.

Start of workday, End of workday

Specify the part of the day that is marked as your workday. The calendar shows this time period in a different color so that you can see when an appointment or meeting is scheduled outside office hours. The default values for office hours are 8:30 - 17:30 (8:30 AM - 5:30 PM).

Calendar resolution

If your appointments frequently start at times other than each half or whole hour, or have a duration other than multiples of 30 minutes, then change this value to better fit your needs.

> **Note**
>
> Setting the value to less than 30 minutes makes the Amazon WorkMail web application zoom in on the calendar. This may cause you to scroll more when accessing your calendar on a smaller screen.

View multiple calendars

Specify how multiple calendars should be displayed by default in the Calendar. **Side-by-side** displays all calendars next to each other. **Overlay** displays all calendars transparently on top of each other, where each calendar has its own color.

> **Note**
>
> This setting has no effect when you are only displaying one calendar.

Default reminder time

Specify how long before the start of the appointment the default reminder should occur. This setting can be overruled for any appointment by editing it manually in the calendar. The default is 15 minutes.

Default all-day appointment reminder time

Specify the reminder time that is automatically set when you create a new all-day appointment. The default is 18 hours. This setting can be overruled for any appointment by editing it manually in the calendar.

Setting up Microsoft Outlook clients for Amazon WorkMail

To get started with Microsoft Outlook, connect Microsoft Outlook to your Amazon WorkMail account.

Topics

- Connecting Microsoft Outlook clients to your Amazon WorkMail account using AutoDiscover
- Connecting Microsoft Outlook clients to your Amazon WorkMail account manually

Connecting Microsoft Outlook clients to your Amazon WorkMail account using AutoDiscover

Amazon WorkMail uses AutoDiscover to configure your Outlook client. Make sure AutoDiscover is configured before you setup your Outlook client. For information, see Enabling AutoDiscover in the *Amazon WorkMail Administrator Guide*. To set up your Outlook client, you need your Amazon WorkMail email address and password. Amazon WorkMail integrates with the following versions of Outlook:

- **Windows clients** — Office Outlook 2013 or later
- **Mac clients** — Outlook for Mac 2016 or later

> **Note**
>
> You must use legacy mode for Mac Outlook to sync email and fully utilize Amazon WorkMail. The new Outlook mode currently lacks support for Amazon WorkMail profile configuration and features. Switching to legacy mode allows you to set up a complete Amazon WorkMail profile with syncing, sending, and receiving capabilities.

If automatic configuration fails, you can manually configure most Outlook clients, except for Outlook 2016 and Outlook 2019 for Windows. For more information, see Connecting Microsoft Outlook clients to your Amazon WorkMail account manually.

Topics

- Connecting Microsoft Outlook on Windows clients
- Connecting Microsoft Outlook on Mac clients

Connecting Microsoft Outlook on Windows clients

To connect Microsoft Outlook to your Amazon WorkMail account.

1. In Windows, open **Control Panel**, and choose **Mail (32-bit)**.
2. In the **Mail Setup - Outlook** dialog box, choose **Show Profiles**. Then, in the **Mail** dialog box, choose **Add**.
3. In the **New Profile** dialog box, enter `WorkMail` in the **Profile Name** field, and choose **OK**.
4. In the **Add Account** dialog box, in the **E-mail Address** field, enter your Amazon WorkMail email address and choose **Next**.

   If you're prompted to enter your user name and password, make sure that you enter your full email address as your user name.

   If you're prompted to configure server settings in the **Allow this website to configure** dialog box, select the **Don't ask me about this website again** check box, and choose **Allow**.
5. Outlook will prompt you when it finishes setting up your account. Choose **Finish**.

Connecting Microsoft Outlook on Mac clients

To connect Microsoft Outlook 2016 or 2019 to your Amazon WorkMail account.

1. In Outlook 2016 for Mac or Outlook 2019 for Mac, do one of the following:
   - If this is the first account you're creating in Outlook 2016 or later for Mac:
     a. On the **Welcome** screen, choose **Add Email Account**.
     b. Enter your email address, and then choose **Continue**.
     c. Under **Choose the provider**, choose **Exchange**.
   - If you already have an email account for a different email address:
     a. In the **Tools** menu, choose **Accounts**.
     b. In the **Accounts** dialog box, choose **+** (plus sign) and **New Account**.
     c. Enter your **Email Address** and choose **Continue**.
     d. Under **Choose the provider**, choose **Exchange**.
2. In the **Enter your Exchange account information** dialog box, for **Method**, choose **User Name and Password** and enter your email address.

3. For **Domain\Username or Email**, enter your email address, and for **Password**, enter your password.
4. Choose **Add Account** to complete setup.

   Microsoft Outlook will attempt to detect your email server settings. If Outlook prompts you to allow the server to configure your settings, select the **Always use my response for this server** check box, and then choose **Allow**.

   After your account is successfully set up, Outlook displays the account in the **Accounts** dialog box.

For more information about adding accounts in Outlook 2016 or later for Mac, see Add an email account to Outlook

Connecting Microsoft Outlook clients to your Amazon WorkMail account manually

If automatic configuration fails, you can manually configure the following versions of Outlook:

- **Windows clients** — Outlook 2013
- **Mac clients** — Outlook 2016 or later for Mac

Outlook 2016 and Outlook 2019 for Windows can only be configured by using AutoDiscover. For more information see Connecting Microsoft Outlook clients to your Amazon WorkMail account manually.

Topics

- Connecting Microsoft Outlook on Windows clients manually
- Connecting Outlook for Windows on Windows clients manually
- Connecting Microsoft Outlook on Mac clients manually

Connecting Microsoft Outlook on Windows clients manually

To manually configure Outlook on Windows.

Follow these steps to manually configure Office Outlook 2013.

1. In Windows, open **Control Panel**, and choose **User Accounts and Mail (32-bit)**.

   > **Note**
   >
   > If you don't see **User Accounts and Mail (32-bit)**, open the **View by** list and choose either **Large icons** or **Small icons**.

2. In the **Mail Setup - Outlook** dialog box, choose **Show Profiles**. Then, in the **Mail** dialog box, choose **Add**.
3. In the **New Profile** dialog box, enter a name for the profile in the **Profile name** field and choose **OK**.
4. Select **Manual setup or additional server types**, and then choose **Next**.
5. If it isn't already, select **Outlook.com or Exchange ActiveSync compatible service**, and then choose **Next**.
6. Complete the following fields in the **Server Settings** dialog box:

   - For **Your name**, enter the name that you want others to see.
   - For **E-mail Address**, enter your Amazon WorkMail address.
   - For **Mail server**, enter the **`outlook.mail.`*`aws-region`*`.awsapps.com`** server that corresponds to your mailbox's AWS Region
     - US West (Oregon)

       ```
       outlook.mail.us-west-2.awsapps.com
       ```

     - US East (N. Virginia)

       ```
       outlook.mail.us-east-1.awsapps.com
       ```

     - Europe (Ireland)

       ```
       outlook.mail.eu-west-1.awsapps.com
       ```

       > **Note**
       >
       > If you don’t know your mailbox's AWS Region, contact your system administrator.

   - For **User Name**, enter your Amazon WorkMail user name.
   - For **Password**, enter your Amazon WorkMail password.

7. (Optional) Choose **Remember password**.
8. Choose **Next**.

   Outlook tests the connection and displays a message saying that your account is ready for use.
9. Choose **Finish**.

Connecting Outlook for Windows on Windows clients manually

To manually configure Outlook for Windows on Windows.

Follow these steps to manually configure Outlook for Windows, also known as Outlook (new) or the new Outlook.

1. In Windows, open Outlook for Windows.
2. Choose **Add account**.
3. In the **Enter an email address to sign in** text box, enter your email address.
4. Choose **Continue**.
5. On the **Select your email provider** page, scroll down to select **IMAP** and enter the password.
6. Slide the **Show more** button.
7. Under **IMAP incoming server**, replace the URL with `imap.mail.{AWS-region}.awsapps.com` and retain the **Port** to 993.
8. Set the **Secure connection type** as **SSL/TLS**.
9. Under **SMTP username and password**, retain the SMTP username and password.
10. Under **SMTP Outgoing server**, enter the URL `smtp.mail.{AWS-region}.awsapps.com` and set the **Port** to 465.
11. Set the **Secure connection type** as **SSL/TLS**.
12. Choose **Continue** to add the account.
13. On the **Sync your IMAP account** page, choose **Continue**.
14. Choose **Done**.

Connecting Microsoft Outlook on Mac clients manually

To manually configure Outlook 2019 or later for Mac.

Follow these steps to manually configure Outlook for Outlook 2019 or later for Mac.

1. In the **Tools** menu, choose **Accounts**. In the **Accounts** dialog box, choose **+** and **New Account**, type your **Email Address**, choose **Continue**, and under **Choose the provider**, choose **Exchange**.

   - If you're using Outlook for Mac 2011, uncheck **Configure automatically** in the **Enter your Exchange account information** dialog box. For **Authentication**, choose **User Name and Password**.

2. Type your **Email address**, **Password**, and **User name** where indicated. Make sure to type your full password.
3. For **Server**, type the endpoint matching the AWS Region where your mailbox is located.

   - US West (Oregon)

     https://ews.mail.us-west-2.awsapps.com/EWS/Exchange.asmx

   - US East (N. Virginia)

     https://ews.mail.us-east-1.awsapps.com/EWS/Exchange.asmx

   - Europe (Ireland)

     https://ews.mail.eu-west-1.awsapps.com/EWS/Exchange.asmx

   > **Note**
   >
   > If you don't know the AWS Region where your mailbox is located, contact your system administrator.

4. Choose **Add Account** to complete setup.
5. After your account is successfully set up, it displays in the **Accounts** dialog box.

For more information about adding accounts in Outlook for Mac, see the following:

- Add an email account to Outlook for Mac 2011
- Add an email account to Outlook (Outlook 2019 or later for Mac)

Setting up mobile device clients for Amazon WorkMail

> **Note**
>
> Make sure AutoDiscover is configured before you setup your mobile device client.

Amazon WorkMail uses AutoDiscover to configure your mobile device client. For information, see Enabling AutoDiscover in the *Amazon WorkMail Administrator Guide*.

Use Exchange ActiveSync to connect your Android or iOS mobile device to Amazon WorkMail.

> **Note**
>
> Amazon WorkMail does not support draft synchronization with Android or iOS mobile devices.

Topics

- Connect your Android device
- Connect your iOS device
- Manually connect your mobile device
- Setting up Microsoft Outlook for Android and iOS

Connect your Android device

Amazon WorkMail supports Exchange ActiveSync for integration with Android devices. To connect your Android device to your Amazon WorkMail email account, you need your Amazon WorkMail email address and password.

To connect your Amazon WorkMail account to your Android device

1. On your Android device, open the **Settings** page.
2. Choose **Accounts**, and then choose **Add accounts**.
3. Choose **Exchange**, then enter your email address and choose **Next**.

4. Enter your password. After your device connects with the mail server, choose **Save**.

Connect your iOS device

Amazon WorkMail supports Microsoft Exchange ActiveSync for integration with iOS devices. To connect your iOS device to your Amazon WorkMail email account, you need your Amazon WorkMail email address and password.

> **Note**
>
> If your organization has enabled mobile device management, you may be required to set a password when you connect your device.

To connect your Amazon WorkMail account to your iOS device

1. On your iOS device, choose **Settings**.
2. Scroll down to **Mail**.
3. Choose **Accounts**, **Add Account**, and then choose **Microsoft Exchange**.
4. Do one of the following:

   - In iOS 11 and later, enter your Amazon WorkMail email address and a description for the account. Choose **Next**, **Sign in**, and then enter the password associated with your email address.
   - In versions of iOS earlier than iOS 11, enter your Amazon WorkMail email address, password, a description for the account, and then choose **Next**.

   > **Note**
   >
   > In iOS 11 and later, automatic configuration works if you use your organization's *alias*.awsapps.com complementary domain, or if you use a custom domain with AutoDiscover Phase 2 that is configured for the domain. For more information, see Use AutoDiscover to configure endpoints.

5. Do one of the following:

- In the Exchange confirmation dialog box, select the items to synchronize with your device, and then choose **Save**.
- If your account can't be found, you are prompted to provide the name of your Exchange server, the server's domain, your user name, and your password. For more information, see Manually connect your mobile device.

Manually connect your mobile device

If your mobile device doesn't support AutoDiscover, or if automatic configuration failed, you can manually configure the client by providing the following information.

Required Information	Description
Type of account	Exchange
Protocol	ActiveSync
Domain	Empty
User name or **Domain/User name**	Email address associated with your Amazon WorkMail account
Password	Your password
Server	The endpoint matching the AWS Region where your mailbox is located: • US West (Oregon) mobile.mail.us-west-2.awsapps.com • US East (N. Virginia) mobile.mail.us-east-1.awsapps.com • Europe (Ireland) mobile.mail.eu-west-1.awsapps.com

Required Information	Description
	Note If you don't know the AWS Region where your mailbox is located, contact your system administrator.

Setting up Microsoft Outlook for Android and iOS

You can use your Amazon WorkMail account to setup and use Microsoft Outlook on your Android or iOS devices.

To use your Amazon WorkMail to configure Microsoft Outlook

1. Open the Microsoft Outlook app on your device.
2. Choose **Accounts**. Enter your Amazon WorkMail address and choose **Add Account**.

   Note

   If you are asked to select a service or protocol, choose **Exchange**.
3. On the configuration screen, do the following:

   - **Password** –Enter your Amazon WorkMailaccount password.
   - **Server** – Enter the Exchange ActiveSync URL for your AWS Region. For a list of available Exchange ActiveSync URLs, see Amazon WorkMail endpoints and quotas.
   - **Domain** – Enter your Amazon WorkMail address' domain.
   - **Username** – Enter your Amazon WorkMail address
4. Choose **Sign-in**.

Setting up the Windows 10 Mail app for Amazon WorkMail

If you have the Mail app for Microsoft Windows 10, you can add your Amazon WorkMail account.

To connect your Amazon WorkMail account to your Mail app

1. In Windows 10, open the Mail app, and then choose **Accounts**.
2. Choose **Add Account**, and then choose **Advanced Setup**.
3. Choose **Exchange ActiveSync**, and then provide the following information.

Required Information	Description
Email address	Email address associated with your Amazon WorkMail account
Password	Your password
User name	Email address associated with your Amazon WorkMail account
Domain	Leave this field empty
Server	The endpoint matching the AWS Region in which your mailbox is located: • US West (Oregon) mobile.mail.us-west-2.awsapps.com • US East (N. Virginia) mobile.mail.us-east-1.awsapps.com • Europe (Ireland) mobile.mail.eu-west-1.awsapps.com **Note** If you don't know the AWS Region where your mailbox is located, contact your system administrator.

Required Information	Description
Server requires encrypted (SSL) connection	Select **Enabled**
Account name	Your account name

4. Choose **Sign in**.

Setting up the Windows 11 Mail app for Amazon WorkMail

If you have the Mail app for Microsoft Windows 11, you can add your Amazon WorkMail account.

> **Note**
>
> If you are using the Mail app for Microsoft Windows 11, you may receive incompatibility reports that require a fix when connecting your Amazon WorkMail account to the app. Until a fix is released by Microsoft, you will not be able to connect the Mail app to WorkMail. To ensure that you can resolve the issue as soon as a fix is released, make sure that you install Windows 11 updates as they become available.

To connect your Amazon WorkMail account to your Mail app

1. In Windows 11, open the Mail app, and then choose **Accounts**.
2. Choose **Add Account**, and then choose **Advanced Setup**.
3. Choose **Internet email**, and then provide the following information:

Required Information	Description
Email address	Email address associated with your Amazon WorkMail account
Password	Your password
User name	Email address associated with your Amazon WorkMail account

Required Information	Description
Account name	Your account name
Send your message using this name	Your account name
Incoming email server	The endpoint matching the AWS Region in which your mailbox is located: • US West (Oregon) imap.mail.us-west-2.awsapps.com • US East (N. Virginia) imap.mail.us-east-1.awsapps.com • Europe (Ireland) imap.mail.eu-west-1.awsapps.com **Note** If you don't know the AWS Region where your mailbox is located, contact your system administrator.
Account type	IMAP4

Required Information	Description
Outgoing (SMTP) email server	The endpoint matching the AWS Region where your mailbox is located: • US West (Oregon) smtp.mail.us-west-2.awsapps.com • US East (N. Virginia) smtp.mail.us-east-1.awsapps.com • Europe (Ireland) smtp.mail.eu-west-1.awsapps.com **Note** If you don't know the AWS Region where your mailbox is located, contact your system administrator.

4. Choose **Sign in**.

Setting up macOS apps for Amazon WorkMail

Note

Make sure AutoDiscover is configured before you setup the macOS apps.

Amazon WorkMail uses AutoDiscover to configure the macOS apps. For information, see Enabling AutoDiscover in the *Amazon WorkMail Administrator Guide*.

If you use macOS, you can add your Amazon WorkMail account to use with macOS apps such as Mail, Calendar, Contacts, Reminders, and Notes.

To connect your Amazon WorkMail account to your macOS app

1. Open **System Preferences**.
2. Choose **Internet Accounts**.
3. Choose **Microsoft Exchange**.
4. Do one of the following:

   - **If using macOS Mojave or later** – Enter your full name and email address, choose **Sign In**, and then choose **Configure Manually** or **Sign In**. Enter your password and choose **Sign In**.
   - **If using macOS High Sierra or earlier** – Enter your full name, email address, and password, and then choose **Continue**.

> **Note**
>
> If you need to provide an endpoint, see Amazon WorkMail endpoints and quotas for a current list.

The information you provide in step 4 is used to set up your email account automatically. After that, you can select which macOS apps to use with Amazon WorkMail.

Setting up IMAP for Amazon WorkMail

You can connect any IMAP-compatible software to Amazon WorkMail by providing the following information.

> **Note**
>
> If you are using the web application, Microsoft Outlook, an Android or iOS mobile device, or a mail app for Windows 10 or macOS, see Setting up email clients for Amazon WorkMail for specific guidelines that apply to those applications. The following information is intended for use with all other IMAP-compatible clients.

Required Information	Description
Type of account	IMAP
Protocol	IMAPS
Port	993
Secure connection	Select **Required** and **SSL**
Type of authentication	PLAIN
Incoming username	Email address associated with your Amazon WorkMail account
Incoming password	Your password
Incoming server	The endpoint matching the AWS Region where your mailbox is located: • US West (Oregon) imap.mail.us-west-2.awsapps.com • US East (N. Virginia) imap.mail.us-east-1.awsapps.com • Europe (Ireland) imap.mail.eu-west-1.awsapps.com **Note** If you don't know the AWS Region where your mailbox is located, contact your system administrator.

To send email, you also need to configure an outgoing SMTP server in your IMAP-compatible software.

Required Information	Description
Protocol	SMTPS (SMTP, encrypted with TLS)
Port	465
Secure connection	Select **Required** and **SSL** **Note** **STARTTLS** is not currently supported by Amazon WorkMail
Outgoing username	Email address associated with your Amazon WorkMail account
Outgoing password	Your password
Outgoing server	The endpoint matching the AWS Region where your mailbox is located: • US West (Oregon) smtp.mail.us-west-2.awsapps.com • US East (N. Virginia) smtp.mail.us-east-1.awsapps.com • Europe (Ireland) smtp.mail.eu-west-1.awsapps.com **Note** If you don't know the AWS Region where your mailbox is located, contact your system administrator.

Working with email

You can send and receive email, add or remove attachments, share inboxes, and send signed or encrypted email with the Amazon WorkMail web application.

Topics

- Working with email messages
- Working with email rules
- Working with shared and full access inboxes
- Sending encrypted or signed email

Working with email messages

Send, copy, move, print, and delete email messages from Amazon WorkMail. If your administrator has created an alias for you, you can also send email using that alias.

If you are notified that you have reached 90 percent of your mailbox quota, you can delete email to free up space.

Topics

- Sending email messages
- Sending email from an alias
- Sending email to a subaddress
- Copying or moving email messages
- Printing email messages
- Deleting email messages

Sending email messages

You can create and send a message to one or more recipients, include attachments, set the priority, or add a flag to indicate that the message is important.

To send a message

1. In the Amazon WorkMail web application, choose the mail icon on the shortcut bar.

2. On the menu bar, choose **+ New item** and **New email**.

   > **Tip**
   >
   > You can also choose the plus sign (+) on the tab bar.

3. To add recipients, for **To**, type one or more names. Amazon WorkMail suggests previously used email addresses. You can remove suggestions from this list by selecting a name and choosing **Delete**.

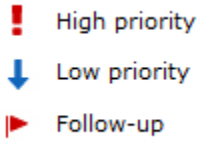
   To add users from the address book or to add them to the **CC** or **BCC** fields, choose **To**, and select one or more users from the address book as appropriate.

4. (Optional) Do one of the following:

   - To add an attachment, choose **Attach**.

     > **Note**
     >
     > The total size of the attached files can't exceed 25 MB.

   - To mark the message as important or high priority, low priority, or for follow-up, choose the exclamation mark (!), down arrow, or flag icon.

   - To mark the message for follow-up or as a completed task, choose the flag or the checkmark icon.

   - To save the message as a draft in the **Drafts** folder, choose **Save**.

5. Enter your text in the lower half of the contents pane, and choose **Send**.

Sending email from an alias

> **Note**
>
> To view the From field on the WebMail client, select the From button above the subject.

You can send and receive email using an alias that your administrator configures for you. Recipients outside of your organization then see the sender as your alias address instead of your primary address. For information about configuring aliases, see Edit User Email Addresses.

> **Note**
>
> Sending email from an alias is not supported for EWS clients, IMAP/SMTP clients, or ActiveSync mobile devices.

If you send an email from an alias to someone in your organization, the message is still received from your primary address.

For information about sending email as a delegate, see Working with delegates.

To send an email from an alias

1. In the Amazon WorkMail web application, choose the mail icon on the shortcut bar and choose **+ New item**, **New email**.
2. For **From**, type the alias from which to send email.

   > **Tip**
   >
   > To include a display name, use the SMTP standard format `Your Name <youralias@example.com>`.

3. When you're ready to send the email, choose **Send**.

Sending email to a subaddress

> **Note**
>
> The email address (anything before the @) cannot exceed 64 characters.

You can add a **+** tag to your Amazon WorkMail email address to help filter your incoming email messages. This is also known as subaddressing.

To send emails to a subaddress, add the **+** sign followed by a text string of your choice to the first part of your Amazon WorkMail email address. The following example shows how to add a **`+sales`** tag to a standard email address (jdoe@example.com), converting it to a subaddress.

```
jdoe+sales@example.com
```

In the preceding example, the recipient can use the **`+sales`** tag to filter the email messages sent to the subaddress. Amazon WorkMail recognizes text after the first **+** sign as a subaddress. If a sender adds a **+** tag that matches an existing email address in your organization, that email message is sent to the existing email address. Amazon WorkMail allows **+** signs in email addresses as well as subaddresses.

You can't send email messages from a subaddress. Instead, contact your administrator to create an alias for you. For more information, see Sending email from an alias.

Copying or moving email messages

You can copy or move a message from one folder to another.

To copy or move a message

1. In the Amazon WorkMail web application, choose the mail icon on the shortcut bar.
2. Do one of the following:

   - To copy an item, select the message in the contents pane and choose **Copy/Move**.
   - To copy more than one message, press the **Ctrl** key while you select each message in the contents pane, and then choose **Copy/Move**.
   - To move a single message, drag the item to its new location.

> **Tip**
>
> The folder names directly under the dragged message are highlighted and show the target location when you release the message.

- To move multiple consecutive messages, press the **Shift** key while you select all the messages to move, and then drag them to the desired folder.
- To move messages that are not consecutive, press the **Ctrl** key while you select each message to move, release the **Ctrl** key, and then drag them into the designated folder.

3. In the **Copy/move messages** dialog box, select the destination folder and choose either **Copy** or **Move**.

Printing email messages

If you have a printer attached to your computer and your computer is set up to print documents, you can print your messages.

To print a message

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, select the folder that contains the message to print.
3. In the contents pane, select the message to print and choose **Print** on the menu bar.

Deleting email messages

When you no longer need an email message, you can delete it. Deleting unwanted email also helps you to free up space in your inbox.

To delete a message

1. In the Amazon WorkMail web application, choose the mail icon on the shortcut bar.
2. Do one of the following:

   - In the contents pane, select a message and press the **Delete** key.
   - In the contents pane, open the message and choose **Delete**.
   - In the **Message** tab, choose **Delete**.

If you mistakenly delete a message, calendar item, or contact, you can restore it. All deleted email, calendar items, and contacts are stored in the Deleted Items folder in the application.

> **Note**
>
> You can only restore items that are still in the Deleted Items folder. If you've emptied the Deleted Items folder, those items are unrecoverable.

To restore a deleted item

1. In the Amazon WorkMail web application, choose the mail icon on the shortcut bar.
2. In the **Deleted Items** folder, select the message to restore and choose **Copy/Move**.

   > **Tip**
   >
   > You can also choose the plus sign (+) on the tab bar.

3. In the **Copy/move messages** dialog box, select the destination folder and choose **Move**.

Working with email rules

You use inbox rules to route emails from your mailbox in Amazon WorkMail. You can forward or redirect emails to external email addresses and to Amazon WorkMail users, resources, or groups, but not to personal distribution lists in your **Contacts** folder.

> **Note**
>
> Email rules don't work for recipients in Bcc.

To create an email rule

1. In the Amazon WorkMail web application, choose the gear icon in the upper-right corner of the screen.
2. Choose **Email rules**, then **New**.
3. In the **Rule name** box, enter a name and ensure that the **Active rule** check box is selected.

4. Under **Conditions**, open the **When the message** list and choose a condition, such as **is sent only to me**.

   To add conditions, choose **Add** and select another condition from the second list.

   > **Note**
   >
   > To match a string with special HTML characters for the condition **Includes these rules in the body**, remove any left angle brackets from the string. This allows matching against email body text that contains HTML markup.

5. Under **Actions**, open the **Then** list and choose an action, such as **Move message to folder**.

   To add an action, choose **Add** and select an action from the second list.

6. Choose **OK**, **Save changes**.

> **Note**
>
> To use the **is sent to** email rule, the **To:** or **CC:** fields of the email message must list the recipients.

To create an email forwarding rule

1. In the Amazon WorkMail web application, choose the gear icon in the upper-right corner of the screen.
2. Choose **Email rules**, then **New**.

   The **New email rule** dialog box appears.

3. In the **Rule name** box, enter a name for the rule and ensure that the **Active rule** check box is selected.
4. Under **Conditions**, open the **When the message** list and choose **is received from**.

   The **Select sender(s)** link appears.

5. Choose **Select sender(s)**, choose the sender whose messages you want to forward, choose **To**, ensure that the sender's email address appears in that box, then choose **Ok**.

> **Note**
>
> To select multiple senders, press **Shift** and choose the additional senders. If you need more conditions, choose **Add** and select another condition from the list that appears.

When done, you return to the **New email rule** dialog box, and the sender or senders' email addresses appear in place of **Select sender(s)**.

6. Under **Actions**, open the **Then** list and choose **Forward the message to**, then choose the **Select recipient(s)** link. Choose the recipient that you want to forward to, choose **To**, then **Ok**.

   That returns you to the to the **New email rule** dialog box, and the sender or senders' email addresses appear in place of **Select recipient(s)**.

   > **Note**
   >
   > To add an action, choose **Add** and select a condition from the second list.

7. Choose **Ok** to accept the new rule. The rule then appears on your **email rules** page.

The recipients see that you forwarded the messages, and the system copies forwarded messages to your mailbox. Finally, Amazon WorkMail doesn't forward bounced messages, messages rejected by a recipient's email server.

To create an email redirect rule

1. Repeat steps 1 through 3 in the previous procedure.
2. Under **Conditions**, open the **When the message** list and choose **is received from**. Choose **Select sender(s)** and follow the steps in the previous procedure to select one or more senders. You can also add conditions as needed.
3. Under **Actions**, choose **Redirect the message to**, then **Select recipient(s)** and follow the steps in the previous procedure to add one or more recipients. You can also add actions as needed.
4. Follow the remaining steps in the previous procedure to save the rule.

The recipient of the redirected email sees it as coming from the original sender. Also, Amazon WorkMail does not redirect bounced emails—messages rejected by a recipient's email server—

unless they pass certain checks. For more information about those checks, contact your system administrator.

Working with shared and full access inboxes

You can open inboxes that other users share with you or that your administrator grants you permission to access.

For information about sharing your inbox with another user, see Sharing your inbox with another user.

Topics

- Opening shared inboxes
- Opening full access inboxes

Opening shared inboxes

You can open an inbox that another user has shared with you.

To open a shared inbox

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. At the bottom of the navigation pane, choose **Open other inbox**.
3. In the **Open other folders** dialog box, choose **Name**.
4. For **Address Book**, select the owner of the inbox to open, and choose **OK**.
5. In the **Open other folders** dialog box, for **Folder type**, choose **Inbox**.
6. Choose **Show subfolders**, **OK**.

   The shared mail folders are now visible in the navigation pane.

> **Note**
>
> The shared folders are stored in your Amazon WorkMail web application profile. The next time you log in to the Amazon WorkMail web application, the opened folders are still displayed.
> If you receive a message saying `You have insufficient privileges to open this folder`, contact the owner of the folder and ask them to grant you access.

To change folder permissions, in the navigation pane, right-click the folder, choose **Properties**, **Permissions**.

7. To close a shared folder, open the context (right-click) menu for the shared folder, and choose **Close store**.

Opening full access inboxes

You can open all the folders in an inbox for which your administrator has given you full access.

To open a full access inbox

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. At the bottom of the navigation pane, choose **Open other inbox**.
3. In the **Open other folders** dialog box, choose **Name**.
4. For **Address Book**, select the owner of the inbox to open, and choose **OK**.
5. In the **Open other folders** dialog box, for **Folder type**, choose **All**.

The shared inbox is now visible in the navigation pane.

Note

The shared inboxes are stored in your Amazon WorkMail web application profile. The next time you log in to the Amazon WorkMail web application, the opened inboxes are still displayed.
If you receive a message saying `You have insufficient privileges to open this folder`, contact your administrator and ask them to grant you access.

To close a shared inbox, open the context (right-click) menu for the shared inbox, and then choose **Close store**.

Sending encrypted or signed email

With S/MIME, you can send signed or encrypted emails inside and outside of your organization. After you configure S/MIME in the email client settings, all emails that you send are automatically

signed. Encryption options depend on different email clients and respective platforms. The Amazon WorkMail web app client is not supported.

> **Note**
>
> AWS Certificate Manager does not currently provide certificates to sign and encrypt email. Get the certificate (`*.p12`) file from your administrator or a third-party certificate authority.

To configure S/MIME in Windows Outlook

1. Get the certificate (`*.p12`) file from your administrator or third-party certificate authority and save it to a folder.
2. Right-click the file and choose **Install PFX**.
3. Choose **Current User**, **Next**, select the `*.p12` file, and then choose **Next**.
4. Enter the password and choose **Next**.
5. Make sure that **Automatically select the certificate store** is selected and choose **Next**.
6. Choose **Finish**.
7. Perform the following steps in Windows Outlook:
    1. Choose **File**, **Options**, **Trust Center**, **Trust Center Settings**, **Email Security**, and **Settings**.
    2. In the **Change Email Security** dialog box, choose **Choose** and select the installed certificate.
    3. Choose **OK**, select one or all applicable options, and choose **OK**.
8. If all email recipients have certificates in the Global Address List (GAL) or Contacts, then all emails sent are automatically encrypted. Otherwise, you receive a warning message and can decide to send an unencrypted message or cancel.

To configure S/MIME in iOS Mail

1. Get the certificate (`*.p12`) file from your administrator or third-party certificate authority in an email.
2. Open the email attachment and choose **Install**.
3. Enter the PIN and follow the instructions.

4. Choose **Settings**, **Mail**, **Accounts**, select your account, and then choose **Account**, **Advanced Settings**.
5. Enable S/MIME and choose one or both of the options to sign or encrypt emails. If you chose **Encrypt by Default**, then all emails sent are automatically encrypted.
6. When you type an email address in the **To** field, iOS loads the user certificate from the Global Address List (GAL) or from Contacts. If the certificate is not found, then the red unlocked icon means that the email can't be encrypted.

To configure S/MIME in Android Nine and the Samsung Mobile devices native mail app

1. Get the certificate (`*.pfx` or `*.p12`) file from your administrator or third-party certificate authority in an email.
2. Download the attached certificates.
3. Open the Android Nine app and choose **Email Settings**, **Accounts**, select your account, and then choose **Security options**.
4. To enable encryption, choose **Encrypt ongoing emails**. Under **Email encryption cert**, choose **Install**, select your certificate used for encrypting your email message, and then choose **Allow**.

> **Note**
>
> If you allow **Email encryption cert**, when you send an email, the app loads and validates the user certificate from the Global Address List (GAL) or from a contact. If the certificate is found for the recipient, the email is sent as encrypted. Otherwise, an error is displayed and the email is not sent. You must disable the **Email encryption cert** setting.

5. To enable signing, choose **Sign all outgoing emails**. Under **Email signing cert**, choose **Install**, select your certificate used for signing your email message, and then choose **Allow**.

To configure S/MIME in Outlook 2016 for Mac

1. Install the certificate on macOS:
   a. Get the certificate (`*.p12`) file from your administrator or third-party certificate authority, and save the file to a folder.

b. Double-click the certificate file to open **Keychain Access** and approve to add the certificate to your keychain.

c. In the list of certificates in your keychain, view the newly installed certificate.

2. In Outlook for Mac, choose **Tools**, **Accounts**, select your account, and then choose **Advanced**, **Security**.

3. In **Digital signing and Encryption**, choose the newly installed certificate from the list and choose from the following options:

   - To sign all outgoing messages by default, choose **Sign outgoing messages**.
   - To encrypt all outgoing messages by default, choose **Encrypt outgoing messages**.
   - To make sure that your signed message can be viewed by all recipients and mail applications, choose **Send digitally signed messages as clear text**.
   - To enable recipients to send encrypted messages to you, choose **Include my certificates in signed messages**.

4. Choose **OK**.

> **Note**
>
> To send an encrypted email to the group, manually expand the group.

Working with folders

The Amazon WorkMail web application uses folders to store email, calendars, and contacts. Email is stored in mail folders, calendar items are stored in calendar folders, and contacts are stored in contact folders, and so on.

You can also share folders with other users.

Topics

- Managing folders
- Sharing folders and folder permissions

Managing folders

You can organize and manage your folders by creating new folders or copying, moving, renaming, or deleting existing ones. You can also mark all the items in a folder as read or unread, empty your Deleted Items folder, and view the size of a folder to see how much storage space it takes up.

Topics

- Creating folders
- Copying, moving, or renaming folders
- Deleting folders
- Emptying the Deleted Items folder
- Marking items as read or unread
- Viewing folder size

Creating folders

Create folders to organize your email, contacts, and calendar items.

To create a folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. On the task bar, choose **+ New item**, **New folder**.
3. In the **Create New Folder** dialog box, for **Name**, enter the name of the new folder.

4. For **Folder contains**, select the type of contents for the folder to contain.
5. For **Select where to place the folder**, select the target location and choose **OK**.

Copying, moving, or renaming folders

You can copy, move, and rename folders.

To copy or move a folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, right-click the folder, choose **Copy/move**, select the target folder, and then choose **Copy** or **Move**.

To rename a folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder, and choose **Rename**.
3. Enter a new name for the folder.

Deleting folders

You can delete a folder that you no longer need. Deleting a folder also deletes any items in the folder.

To delete a folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder, and choose **Delete**.

Emptying the Deleted Items folder

If your inbox is full and you're out of space, you can empty the Deleted Items folder to free up space. When you empty the Deleted Items folder, you cannot recover or undelete those items.

To empty the Deleted Items folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.

2. In the navigation pane, open the context (right-click) menu for the **Deleted Items** folder, and choose **Empty folder**.

Marking items as read or unread

You can mark all items in a folder as read or unread.

To mark all items in a folder as read

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder, and choose **Mark all read**.

To mark all items in a folder as unread

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, select the folder.
3. In the contents pane, select all items in the folder, open the context (right-click), and then choose **Mark Unread**.

Viewing folder size

You can view a folder's size to see how much storage space it takes up.

To view the size of a folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for a mail folder, and choose **Properties**.

> **Tip**
>
> To see more details about the storage size, including the storage sizes of any subfolders, choose **Details**.

Sharing folders and folder permissions

You can share email folders with other Amazon WorkMail users and open folders that have been shared with you. You can also view, change, or remove folder permissions for a shared folder.

> **Note**
>
> If you share a folder with a user that has **Read** permissions, that user can view everything in the folder, potentially including items marked **Private**.

Topics

- Sharing email folders
- Sharing non-standard folders
- Opening shared email folders
- Viewing folder permissions
- Changing folder permissions
- Stop sharing folders

Sharing email folders

You can give another user permission to view an email folder. By default, Amazon WorkMail allows you to share the folders that you use the most, such as your **Inbox**, **Calendar**, and **Contacts** folders. If you need to share a non-standard folder, such as **Sent Items**, see Sharing non-standard folders.

To share email folders

1. On the Amazon WorkMail shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder to share, and choose **Properties**.

   The **Permissions** dialog box appears.
3. Choose the **Permissions** tab.
4. Under **People with permissions**, choose **Add**.

   The **Address Book** appears.

5. Select the users with whom you want to share the folder, and then choose **OK**.

   The **Permissions** dialog box appears.
6. Under **Default**, select a user. You can only set permissions for one user at a time.
7. Under **Permission details**, open the **Profile** list and choose a profile.

   —or—

   Under, **Read**, **Write**, **Deleted items**, and **Other**, choose the types and levels of access that you want to grant that user, and then choose **OK**.

   If you choose options that match an existing profile, the profile name appears in the **Profile** list. For example, **Author**. Otherwise, **Custom** appears in the list.

Sharing non-standard folders

To share non-standard folders, you change a permission setting in your parent email folder.

To share non-standard folders

1. If you run windows, in the Amazon WorkMail navigation pane, above your **Inbox** folder, right-click **My Mail**, and then choose **Properties**.

   —or—

   If you run macOS, right-click the parent email address, also located above your **Inbox**, and then choose **Properties**.

   The **Properties** dialog box appears.
2. Choose the **Permissions** tab.
3. Select the checkbox next to **Folder visible**.
4. Choose **OK**.
5. Follow the steps in the previous section to share the desired folder.

Opening shared email folders

You can open an email folder that has been shared with you.

To open a shared email folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, choose **Open other inbox**.
3. In the **Open other folders** dialog box, choose **Name**.
4. For **Address Book**, select the owner of the inbox to open and choose **OK**.
5. In the **Open other folders** dialog box, for **Folder type**, select the inbox, and choose **OK**.

   The shared mail folders are now visible in the navigation pane.

   > **Note**
   >
   > Your Amazon WorkMail profile stores the shared folders. When you log in to Amazon WorkMail, any opened folders will appear.
   > If you receive a message saying `You have insufficient privileges to open this folder`, contact the folder's owner and ask for access.
   > To change folder permissions, in the navigation pane, right-click the folder, choose **Properties**, and then choose **Permissions**.

6. To close a shared folder, open the context (right-click) menu for the shared folder, and choose **Close store**.

Viewing folder permissions

By default, you have full permissions on all of the folders and items that you own. You can share your folders with other users and groups in your organization by changing the permissions for a folder. The folder permissions provide others with different access privileges to the folder and its contents.

To view folder permissions

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder, and choose **Properties**.
3. In the **Properties** dialog box, choose the **Permissions** tab.
4. For **Profile**, select a predefined set of permissions, or customize the permissions as needed.

Changing folder permissions

You can set the permissions on a shared folder to specify the actions another user can perform on items in folder you shared with them.

To change a folder's permissions

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder, and choose **Properties**.
3. In the **Properties** dialog box, choose **Permissions**, **Add**.
4. For **Address Book**, select the users or groups in your organization with which to share the folder, and choose **OK**.
5. Select the user or group to which to apply the permissions.
6. For **Profile**, select a predefined set of permissions, or customize the permissions as needed.
7. Repeat steps 5 and 6 for each of the users or groups in the list.
8. Choose **OK**.

Stop sharing folders

If you've shared a folder with another user, you can stop sharing it at any time.

To stop sharing a folder

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for the folder, and choose **Properties**.
3. On the **User details** page, under **Permissions**, choose **Add or remove**.
4. For **Permissions**, select the user or group to remove, and choose **< <**.
5. Repeat as necessary, then choose **Save**.

Working with calendars

You can create both appointments and meetings in the Amazon WorkMail web application.

An appointment is an item in your calendar that is only applicable to you. No other participants are invited.

A meeting is an item in your calendar that has more than one participant. As soon as you invite a coworker or schedule a resource with any appointment, it automatically becomes a meeting. When you create or edit a meeting in the Amazon WorkMail web application, there are extra controls and buttons for meeting invitations.

You can share your calendar with other users, and open calendars that have been shared with you.

Topics

- Managing calendars
- Working with calendar settings
- Sharing calendars

Managing calendars

Create, update, and print appointments and meetings from your calendar. You can also cancel, decline, and delete calendar events.

If another user has made you their delegate, you can schedule meetings on their behalf. For more information, see Scheduling meetings on behalf of someone else.

Topics

- Creating appointments
- Creating meeting requests
- Editing meetings and appointments
- Moving meetings and appointments
- Canceling or declining meeting requests
- Printing calendar items
- Deleting meetings and appointments

Creating appointments

You can create an appointment and set a reminder that automatically reminds you before the appointment's start date and time.

To create an appointment

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. On the menu bar, choose **New appointment**.
3. Enter the following:
   - For **Subject**, enter a subject for the appointment.
   - For **Start** and **End**, specify the start and end times for the appointment.
   - (Optional) For **Location**, specify a location.
   - (Optional) For **Reminder**, set a reminder.
4. Choose **Save and close**.

> **Tip**
>
> You can also create an appointment by double-clicking in the calendar.

Creating meeting requests

You can create a meeting request that includes attendees and resources, and set a reminder to remind you before the meeting starts.

To create a meeting request

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. On the menu bar, choose **New meeting request**.
3. To add one or more attendees, type their names in the **To** field. Amazon WorkMail suggests names from the address book. You can remove suggestions from this list by selecting a name and then pressing **Delete**. To add users from the address book or to add them to the **Required**, **Optional**, or **Resource** fields, choose **To**, and select one or more users from the address book and add them to the appropriate fields.
4. Enter the following:

- For **Subject**, enter a subject for the meeting.
- For **Start** and **End**, specify the start and end times for the meeting.
- For **Location**, specify a location.
- (Optional) For **Reminder**, set a reminder.

5. In the lower portion of the meeting invitation, you can add information about the meeting, such as an agenda. To add an attachment to the meeting invitation, choose **Attach**.
6. Choose **Send invitation**.

Editing meetings and appointments

You can edit a meeting or an appointment to make changes.

To edit a meeting or appointment

1. In the Amazon WorkMail web application, on the shortcut bar, select the calendar icon.
2. On the calendar, open the meeting or appointment and edit the meeting as appropriate.
3. If you are the organizer of a meeting, do one of the following:

   - To save your changes and send an update to the other participants, choose **Send invitation**.
   - To save your changes to the meeting without sending an update to the other participants, choose **Save**.

Moving meetings and appointments

You can move a meeting or appointment by clicking it and dragging it to a different day or time. You can also edit the meeting or appointment to move it.

To move a meeting or appointment

1. In the Amazon WorkMail web application, on the shortcut bar, select the calendar icon.
2. On the calendar, do one of the following:

   - Drag the meeting or appointment to a different day and time.
   - Open the meeting or appointment and change the date and time.

3. For a meeting, if prompted to send an update to attendees, choose **Yes**.

Canceling or declining meeting requests

You can cancel or decline a scheduled meeting.

To cancel or decline a scheduled meeting

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. In the calendar, double-click the meeting, and then do one of the following:
   - If you are the meeting organizer, choose **Cancel invitation**.
   - If you are not the organizer, choose **Decline**.
3. In the **Send meeting request cancellation** dialog box, do one of the following:
   - To send a message along with your response, choose **Edit the cancellation before sending**, **OK**.
   - To send your response without comments, choose **Send the cancellation now**, **OK**.

Printing calendar items

You can print a single appointment or meeting, or overviews of a certain time period, such as five or seven days.

To print calendar items

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. In the calendar, open the appointment, and then choose **Print**.

To print a calendar overview

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. In the calendar, open the appointment.
3. Choose **Print**, **Print overview**.

> **Note**
>
> You can print overviews from your work week (5 days) and the entire week (7 days).

Deleting meetings and appointments

You can delete a meeting or appointment that you no longer plan to hold or attend.

To delete a meeting or appointment

1. In the Amazon WorkMail web application, on the shortcut bar, select the calendar icon.
2. On the calendar, open the context (right-click) menu for the meeting or appointment, and choose **Delete**.

Working with calendar settings

View your calendar by day, work week, week, or month. You can also view multiple calendars and update other calendar settings.

Topics

- Changing your calendar view
- Changing calendar settings
- Viewing multiple calendars

Changing your calendar view

You can switch the calendar layout to view appointments by day, work week, week, or month.

To change the calendar view

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. In the navigation pane, choose **Day**, **Workweek**, **Week**, or **Month**.

Changing calendar settings

You can change the default settings for the calendar.

To change calendar settings

1. On the menu bar, choose **Settings** (the gear icon).

2. In the navigation pane, choose **Calendar**.
3. In the contents pane, update the settings as appropriate.

Viewing multiple calendars

You can open multiple calendars in a single overview. You can open the calendars side by side or in an overlay to see the calendars transparently stacked on top of each other. By default, the calendars are opened side by side.

To work with multiple calendars

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. At the bottom of navigation pane, choose **Open other calendars**.
3. In the **Open other folders** dialog box, choose **Name**.
4. In the address book, select the owner of calendar to open and choose **OK**.
5. For **Folder type**, choose **Calendar**.
6. To show the subfolders of the shared calendar, choose **Show subfolders**.
7. Choose **OK**.
8. Repeat steps 1–5 for each calendar to open.
9. To place calendars in the stacked overlay, use the arrow buttons on top of the calendars.

Sharing calendars

You can share your calendar with other users, and view calendars that have been shared with you.

> **Note**
>
> If you share a calendar with a user that has **Read** permissions, that user can view everything in the calendar, potentially including items marked **Private**.

Topics

- Sharing calendars with other users
- Opening shared calendars

Sharing calendars with other users

You can give another user permission to view your calendar within the WorkMail organization. You cannot share calendars externally.

> **Note**
>
> You will need to grant *full details* read permissions to open a shared calendar. *Free or busy* read permissions will only show the availability.

To share your calendar with another user

1. Sign in to the Amazon WorkMail web application.
2. In the navigation pane, choose the calendar icon.
3. Under **My calendars**, open the context (right-click) menu for a calendar.
4. Choose **Properties**.
5. Choose **Permissions**.
6. For **People with permissions**, choose **Add**.
7. Search for and select the users to share your calendar with.
8. Choose **Ok**, and then choose **Ok** again.

Opening shared calendars

You can set permissions on your calendar and share it with other users.

To open a shared calendar

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. At the bottom of the navigation pane, choose **Open other calendars**.
3. In the **Open other folders** dialog box, choose **Name**.
4. In the address book, select the owner of the calendar to open and choose **OK**.
5. For **Folder type**, choose **Calendar**.
6. To show the subfolders of the shared calendar, choose **Show subfolders**.
7. Choose **OK**.

The shared calendar is now visible in the folder navigation pane.

> **Note**
>
> Your opened folders are stored in your Amazon WorkMail web application profile. The next time you log in to the Amazon WorkMail web application, the opened folders are still displayed.
>
> If you receive a message saying `You have insufficient privileges to open this folder`, contact the owner of the folder and ask them to grant you access.
>
> To change folder permissions, in the navigation pane, open the context (right-click) menu for the folder and choose **Properties**, **Permissions**.

Working with contacts

You can add, edit, delete, copy, and print contacts, as well as share contacts with other users.

Topics

- Managing contacts
- Creating distribution lists
- Sharing contacts

Managing contacts

You can create, edit, copy, move, print, or delete contacts from Amazon WorkMail.

Topics

- Creating contacts
- Editing contacts
- Copying or moving contacts
- Printing contacts
- Deleting contacts

Creating contacts

You can create a contact in the Amazon WorkMail web application.

Microsoft Outlook users can import contacts from a `.csv` file.

To create a contact

1. In the Amazon WorkMail web application, on the shortcut bar, choose the contacts icon.
2. Do one of the following:
   - In the row of tabs in the contents pane, choose the **+** (plus sign).
   - On the menu bar, choose **+ New item**, **New contact**.
3. In the contents pane, enter the contact's information in the appropriate fields.
4. When you're finished editing, choose **Save**.

Editing contacts

You can edit your contacts to update their information.

To edit a contact

1. In the Amazon WorkMail web application, on the shortcut bar, choose the contacts icon.
2. In the navigation pane, under **My Contacts**, choose **Contacts**.
3. In the contents pane, open the contact to edit.
4. Update the contact information as appropriate, and choose **Save**.

Copying or moving contacts

You can copy or move a contact to another folder.

To copy or move a contact

1. In the Amazon WorkMail web application, on the shortcut bar, choose the contacts icon.
2. In the navigation pane, under **My Contacts**, choose **Contacts**.
3. Select the contact, choose **Copy/Move**, select the destination folder, and then choose either **Copy** or **Move**.

Printing contacts

If you have a printer configured to print documents from your computer, you can print your contacts.

To print a contact

1. In the Amazon WorkMail web application, on the shortcut bar, select the contacts icon.
2. In the navigation pane, under **My Contacts**, select the **Contacts** folder that contains the contact to print.
3. In the contents pane, double-click the contact to print. On the menu bar, choose **Print**.

Deleting contacts

When you no longer need contacts, you can delete them.

To delete a contact

1. In the Amazon WorkMail web application, on the shortcut bar, choose the contacts icon.
2. In the navigation pane, under **My Contacts**, choose **Contacts**.
3. In the contents pane, open the context (right-click) menu for the contact and choose **Delete**.

> **Note**
>
> To restore a contact that you deleted by mistake, drag the contact from the **Deleted Items** folder back to the **Contacts** folder.

Creating distribution lists

You can create a distribution list that includes all of the people in a group (for example, Sales).

To create a distribution list

1. In the Amazon WorkMail web application, on the shortcut bar, choose the contacts icon.
2. In the navigation pane, under **My Contacts**, select the **Contacts** folder in which to add the new distribution list.
3. On the menu bar, choose **+ New item**, **New distribution list**.
4. In the contents pane, for **Distribution list name**, enter a name for the distribution list. For example, `Sales`.
5. Under **Members**, choose **Add from address book** to add new members from the address book to the distribution list. Or you can choose **Add new member** to add a new contact to the distribution list.
6. Choose **Save and close**.

The distribution list is saved to your **Contacts**. To send an email message to the list, choose the **To** field when you compose your email message. Then choose **View**, **Contacts** and select the distribution list.

Sharing contacts

You can share your contacts with other users, and view contacts that have been shared with you.

> **Note**
>
> If you share your contacts with a user that has **Read** permissions, that user can view all of your contacts, potentially including contacts marked **Private**.

Topics

- Sharing contacts with other users
- Opening shared contacts

Sharing contacts with other users

You can give another user permission to view your contacts.

To share your contacts with another user

1. In the Amazon WorkMail web application, on the shortcut bar, select the contacts icon.
2. In the navigation pane, open the context (right-click) menu for the **Contacts** folder, and choose **Properties**.
3. On the **User details** page, under **Permissions**, choose **Add or remove**.
4. Select the user to share your contacts with and choose **>>** to add them to the **Permissions** list. Choose **Save**.
5. On the **Permissions** tab, select the level of permissions to grant, and choose **Save**.

Opening shared contacts

You can open contacts that other users have shared with you.

To open shared contacts

1. In the Amazon WorkMail web application, on the shortcut bar, choose the contacts icon.
2. At the bottom of the navigation pane, choose **Open other contacts**.
3. In the **Open other folders** dialog box, choose **Name** to open the address book.
4. Select the owner of contacts to open, and choose **OK**.
5. For **Folder type**, choose **Contacts**.

6. To view the subfolders of the shared contacts, choose **Show subfolders**.
7. Choose **OK**.

The shared contacts are now visible in the folder navigation pane.

> **Note**
>
> Your opened folders are stored in your Amazon WorkMail web application profile. The next time you sign in to the Amazon WorkMail web application, the opened folders are still displayed.
>
> If you receive a message saying that `You have insufficient privileges to open this folder`, contact the owner of the folder and ask them to grant you access.
>
> To change folder permissions, in the navigation pane, open the context (right-click) menu for the folder, and choose **Properties**, **Permissions**.

Working with delegates

You can specify another user as a delegate who can send email on your behalf. For example, if your coworker grants the appropriate permissions to you, you can send emails and schedule meetings on their behalf. In this case, an email or meeting request is sent with the following in the **From** field: you on behalf of `coworker`.

You can specify delegates in Microsoft Outlook. To do this, connect to your Outlook account, and then choose **File**, **Account Settings**, and **Delegate Access**.

Topics

- Sending email on behalf of someone else
- Sending email as someone else
- Scheduling meetings on behalf of someone else
- Sharing your inbox with another user

Sending email on behalf of someone else

You can send email on another user's behalf if they've made you their delegate.

To send email on behalf of someone else

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. On the menu bar, choose **+ New item**, **New email**.

   > **Tip**
   >
   > You can also choose the plus sign (**+**) on the tab bar.

3. Under the **To** field, choose **From**.
4. For **From**, enter the name of the person for whom you are sending email.
5. In the contents pane, type your message and choose **Send**.

The mailbox owner appears in the **From:** header, and you appear in the **Sender:** header.

> **Note**
>
> If you have not been granted delegation permissions for the person you specified in the **From** field, you receive an email message in your own inbox indicating that you don't have the required permissions.

Sending email as someone else

You can send email as another user or group if your administrator has granted you the **Send As** permission.

To send email as someone else

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. On the menu bar, choose **+ New item**, **New email**.

   > **Tip**
   >
   > You can also choose the plus sign (**+**) on the tab bar.

3. Under the **To** field, choose **From**.
4. For **From**, enter the name of the person or group for whom you are sending the email.
5. In the contents pane, type your message and choose **Send**.

The mailbox owner appears in both the **From:** and **Sender:** headers.

> **Note**
>
> If you have not been granted **Send As** permissions for the person or group you specified in the **From** field, you receive an email message in your own inbox indicating that you don't have the required permissions.

Scheduling meetings on behalf of someone else

If another user has made you their delegate, you can schedule meetings on their behalf.

To schedule a meeting on behalf of someone else

1. In the Amazon WorkMail web application, on the shortcut bar, choose the calendar icon.
2. At the bottom of the navigation pane, choose **Open other calendars**, **Name**.
3. In the address book, select the owner of the calendar to open and choose **OK**.
4. For **Folder type**, choose **Calendar**. To show the subfolders of the shared calendar, choose **Show subfolders**.Choose **OK**.

   The shared calendar is now visible in the folder navigation pane.

   > **Note**
   >
   > Your opened folders are stored in your Amazon WorkMail web application profile. The next time that you log in to the Amazon WorkMail web application, the opened folders are still displayed.
   > If you receive a message saying that `You have insufficient privileges to open this folder`, contact the owner of the folder and ask them to grant you access.
   > To change folder permissions, in the navigation pane, open the context (right-click) menu for the folder and choose **Properties**, **Permissions**.

5. To create a meeting request, open the day and time on the calendar when the meeting should occur.
6. To add one or more attendees, type their names into the **To** field. Amazon WorkMail suggests names from the address book. You can remove suggestions from this list by selecting a name and then pressing **Delete**. To add users from the address book or to add them to the **Required**, **Optional**, or **Resource** fields, choose **To**, and select one or more users from the address book and add them to the **Required**, **Optional**, or **Resource** fields as appropriate.
7. Enter values for the following:

   - For **Subject**, enter a subject for the meeting.
   - For **Start** and **End**, specify the start and end times for the meeting.
   - For **Location**, specify a location.
   - (Optional) For **Reminder**, set a reminder.

8. In the lower portion of the meeting invitation, you can add information about the meeting, such as an agenda. To add an attachment to the meeting invitation, choose **Attach**.

9. When you're ready to send the meeting invitation, choose **Send invitation**.

Sharing your inbox with another user

You can give another user permissions to view your inbox.

To share your inbox with another user

1. In the Amazon WorkMail web application, on the shortcut bar, choose the mail icon.
2. In the navigation pane, open the context (right-click) menu for **Inbox**, and choose **Properties**.
3. On the **User details** page, under **Permissions**, choose **Add or remove**.
4. Under **Users and groups**, select the user to share your inbox and choose **>>** to add them to the **Permissions** list. Choose **Save**.
5. On the **Permissions** tab, select the level of permissions to grant, and choose **Save**.

Working with accessibility features

You can use screen readers and keyboard shortcuts with Amazon WorkMail for easier accessibility.

Topics

- Supported screen readers
- Using shortcut keys with Amazon WorkMail
- Working with general and email settings
- Using the global address book
- Working with email
- Working with folders

Supported screen readers

You can use the following browser-based screen readers with Amazon WorkMail:

- Firefox - NVDA
- Safari - VoiceOver

> **Note**
>
> For **NVDA**, some actions work best when you enter or exit **Forms** mode.

Most of the commands provided can be used across all screen readers. Some screen readers, such as VoiceOver, offer keyboard-based combinations for voiceover controls. For example, in VoiceOver use **VO+Right** arrow in place of the right-arrow key on your keyboard.

> **Note**
>
> The following exceptions apply only to VoiceOver:
>
> - **VO+Spacebar** replaces **Enter**.
> - **VO+Left/Right** arrows replace **Tab** and **Shift+Tab**.

- **Fn+Delete** replaces **Delete**.

For best accessibility, use plain text as the email format and disable the **Preview** pane. For information, see the *Email settings* section in Working with general and email settings.

Using shortcut keys with Amazon WorkMail

Shortcut keys are globally applicable and not specific to screen reader software. Keyboard shortcuts are disabled by default. To enable keyboard shortcuts, see Working with general and email settings.

> **Note**
>
> For Mac, use **Cmd** instead of **Ctrl**.

Keyboard shortcuts for creating new items

- **Ctrl+Shift+A** - New appointment
- **Ctrl+Shift+B** - New meeting request
- **Ctrl+Shift+X** - New item
- **Ctrl+Shift+C** - New contact
- **Ctrl+Shift+D** - New distribution list
- **Ctrl+Shift+F** - New folder
- **Ctrl+Shift+M** - New message (email)

Keyboard shortcuts for basic navigation

- **Ctrl+0-9** - Switch between context such as inbox, calendar, etc.
- **Ctrl+Shift+1-9** - Switch between different views
- **Ctrl+Shift+Arrow keys** - Switch between tabs
- **Ctrl+Shift+L** - Close tab
- **Alt+S** - Open shared folder or store

Keyboard shortcuts applicable to all views

- **F5** - Refresh
- **Enter** - Open selected items
- **Delete** - Delete selected items
- **Ctrl+A** - Select all items
- **Ctrl+P** - Print selected items
- **Ctrl+M** - Open copy and move dialog
- **Ctrl+Shift+G** - Print list

Items

- **Ctrl+P** - Print item
- **Ctrl+S** - Save an item, such as a message, contact, etc.
- **Ctrl+Enter** - Send an item, such as a message, meeting request, etc.

Email

- **Ctrl+R** - Reply
- **Ctrl+F** - Forward
- **Ctrl+Shift+U** - Toggle between read and unread
- **Ctrl+Shift+H** - Toggle red flag and complete
- **Ctrl+Shift+Y** - Reply all

Working with general and email settings

You can modify the default and email settings in the Amazon WorkMail web application.

General settings

The general settings have the following defaults, which can be modified.

- **Date format** - **English (US)**
- **Address Book** - **Global Address List**

- **Keyboard shortcuts** - Off

To change the default account settings

1. In the Amazon WorkMail web application, press **Tab**.
2. At the *Username* prompt, enter your username and press **Tab**.
3. At the *Password* prompt, enter your password and press **Tab**.
4. At the *Sign in* prompt, press **Enter**. The default starting point for the cursor is the **Inbox**.
5. Hold down **Shift+Tab** until the screen reader reads *Settings button*. Press **Enter**.
6. In the **Settings** screen, the default landing point is the **General** tab.
7. Press **Tab** until the screen reader reads *Date format English (US) combo-box read only*. Hold down **Alt+Down** to open the field and use the **Up/Down** arrows to select the date format.
8. Press **Enter** to confirm the selection.
9. Press **Tab** to move to the next section, which is **Mailbox Usage**. This section is read-only. Press **Tab** again to reach **Address Book**.
10. Use **Alt+Down** to open the **Select Default Folder** menu, and the **Up/Down** arrows to change the default view. Press **Enter** to accept the change.
11. Press **Tab** to move to the **Keyboard shortcuts** menu. The default setting for this is off. Press **Tab** to select the field. You can select and clear the box using the **Spacebar**.
12. Hold down **Shift+Tab** until the screen reader reads *Save changes button*. Press **Enter** to save the changes.

> **Note**
>
> Restart Amazon WorkMail to have the date format and keyboard shortcut changes take effect.

Email settings

Email settings have the following defaults, which can be modified.

- **Display preview pane** - Right
- **Close email when responding** - On
- **Format** - HTML

- **Default font** - Narrow Sans Serif
- **Always request a read receipt** - Off
- **Incoming mail** - **Ask me before sending a response**

To change email settings

1. In the Amazon WorkMail web application, hold down **Shift+Tab** until the screen reader reads *Settings button*. Press **Enter**.
2. In the **Settings** screen, the default landing is the **General** tab. Press the **Down** arrow to select the **Email** tab.
3. Press **Tab** to access the **Display preview pane** field. Hold down **Alt** and use the **Up/Down** arrows to choose a display setting.
4. Press **Enter** to confirm the selection.
5. Press **Tab** to choose whether to **Close email when responding**, using the **Spacebar** to select or clear the field.
6. Press **Tab** to move to **Compose email**.

   - For **Format**, use **Alt+Down** and the **Up/Down** arrows to toggle between **HTML** and **Plain Text**. Press **Enter** to confirm the selection.

   - For **Default font**, use **Alt+Down** and the **Up/Down** arrows to scroll through the list of available fonts. Press **Enter** to confirm the selection.
7. Press **Tab** to move to the **Always request a read receipt** checkbox. Press **Spacebar** to select or clear the box.
8. Press **Tab** to move to **Incoming mail** for the **Respond to read receipt** setting. The default setting is **Ask me before sending a response**.
9. Press **Tab** to move to **Signatures**. Press **Enter** to open the **New signature** composer. Compose your signature. When you're finished, hold down **Shift+Tab** until the screen reader reads *Save changes button*. Press **Enter** to save the changes.

Using the global address book

You can use the Global Address Book to search for a user, change the default view, and send email to specific contacts.

Using the Global Address Book

1. In the Amazon WorkMail web application, hold down **Shift+Tab** until the screen reader reads *Address Book pop-up button*. Press **Enter**.
2. In the **Address Book** window, the default landing is the search bar.
3. Start typing in the search bar and press **Enter** to search for matching entries. You can also press **Tab** until the screen reader reads *Submit search button*. Press **Enter** to select it. To clear the search, press **Tab** until the screen reader reads *Clear search button*. Press **Enter**.
4. You can send a message to a contact with the Address Book using the **Up/Down** arrows to navigate the list and select a row. Hold down **Shift+F10** to open the context menu, and choose **Send email**.

Working with email

You can send, read, reply to, and delete email in Amazon WorkMail.

To send email

You can create and send email to one or more recipients, include attachments, set the priority, and add flags to indicate importance.

1. In the Amazon WorkMail web application, press **Tab** until the screen reader reads *Create new item, button list item*. Press **Enter**.
2. The message opens with the cursor in the **To** field. Add a contact using one of the following methods:

   - **Add a contact from the Address Book**. Hold down **Shift+Tab** to highlight the **To** field, then press **Enter**. Start typing a contact's name into the field. A list of suggested matching names is provided. Use the **Up/Down** arrows to navigate through the list. Press **Enter** to select a contact. To add multiple contacts, continue selecting names; the separator is added automatically.
   - **Search for the contact**. You can search for a contact using the Using the global address book.

> **Note**
>
> If a recipient's name is ambiguous or has multiple matches, the screen reader reads *Check ambiguous names, dialog*. Select the correct recipient from the list provided.

3. Press **Tab** to navigate to and set the **Cc**, **Bcc**, **From**, **Subject**, **High Priority**, **Low Priority**, **Set Flag**, and **Options** fields for the message.
4. Press **Tab** to get to the message composition field and type your message.
5. To send the message, use **Shift+Tab** until the screen reader reads *Send button*. Press **Enter** to send.

> **Note**
>
> If there are any unresolved recipients, the screen reader reads *Not all recipients could be resolved. OK button*. Review the recipients and correct them as needed.

To read email

Reading the email in your inbox.

1. In the Amazon WorkMail web application, press **Tab** and, depending on your screen reader, use the **Up/Down** arrow keys or table navigation to navigate through the messages.
2. Select the row of the message to read. Press **Enter** to open the message in a new tab.
3. Press **Tab** to navigate through the **Response** toolbar. Use the **Up/Down** arrows to navigate through the page and read the body of the message line by line.

To reply to email

1. In the Amazon WorkMail web application, press **Tab** to navigate to the message. Use the **Up/Down** arrows to navigate scroll through the messages in the table.
2. Select the row of the message to read. Press **Enter** to open the message in a new tab.
3. Use **Tab** to read the **Response** toolbar. You can select **Reply**, **Reply All**, **Forward**, or **Delete**. You can navigate using the screen reader or the following keyboard shortcuts:

Action	Windows	Mac
Reply	Ctrl+R	Cmd+R
Reply all	Ctrl+Shift+Y	Cmd+Shift+Y
Forward	Ctrl+F	Cmd+F

4. Type your reply in the message form. To send the message, use **Shift+Tab** until the screen reader reads *Send button*. Press **Enter** to send.

To delete email

When you no longer need a message, you can delete it. This also helps free up space in your inbox.

1. In the Amazon WorkMail web application, press **Tab** to navigate to the message. Use the **Up/Down** arrows to scroll through the messages in the table.
2. Select the row of the message to read. Press **Enter** to open the message in a new tab.
3. To delete the message, press **Delete** on your keyboard. You can also navigate to the **Delete** button using **Shift+Tab**.

To copy and move email

You can copy email or move it from one folder to another.

1. In the Amazon WorkMail web application, press **Tab** to navigate to the message. Use the **Up/Down** arrows to scroll through the messages in the table.
2. Press **Shift+Tab** until the screen reader reads *Copy/Move button*.
3. In the **Copy/move message** dialog, choose the destination folder. Then use **Tab** to select either **Copy** or **Move**.
4. Press **Enter** to complete the action.

To search for email

You can search all the folders to find a specific message.

1. In the Amazon WorkMail web application, press **Tab** to navigate until the screen reader reads *Mail action toolbar, toolbar, search text, edit text*.
2. Type the keyword into the search bar, and press **Enter**.
3. To clear the search term, press **Tab** until the screen reader reads *Clear search button* and the focus moves to the **X** button, then press **Enter**. To search again, repeat the process.

Working with folders

You can create folders to organize your email, contacts, and calendar items.

To create a new folder

1. In the Amazon WorkMail web application, press **Shift+Tab** until the screen reader reads *New item pop-up button*. Press **Enter** to select it. Use the **Up/Down** arrows to select **New folder**. The cursor focus is in the **Name** field.
2. Enter the name of your new folder. Navigate through the items using **Tab**.
3. Select the destination folder of the new folder. Navigate through the items using the **Up/Down** arrows.
4. Press **Enter** to select a destination folder, press **Tab** to navigate to **Ok**, and then press **Enter** to save.

To delete a folder

You can delete folders you're no longer using. Deleting folders also deletes the email in the folders.

1. In the Amazon WorkMail web application, press **Shift+Tab** until the screen reader reads *Inbox*. Press **Enter** to select it. Use the **Up/Down** arrow keys to select the folder to delete.
2. On the confirmation screen, the screen reader reads *Are you sure you want to move the folder [subfolder] and all of its contents into the **Deleted items** folder?*.
3. The cursor focus is on the **Yes** option. Press **Enter** to delete the folder.

To copy or move folders

You can copy and move folders within Amazon WorkMail.

1. In the Amazon WorkMail web application, press **Shift+Tab** until the screen reader reads *Inbox*. Use the **Up/Down** arrow keys to select the folder to be copied or moved.
2. Press **Shift+F10** to open the context menu, and select **Copy**.
3. In the dialog box press **Shift+Tab** to move to the destination folder, then use the **Up/Down** arrows to choose the destination folder.
4. Press **Tab** and **Enter** to copy or move the folder.

Troubleshooting the Amazon WorkMail web application

Solutions to the most commonly encountered Amazon WorkMail web application errors are listed below.

Connection loss

If you lose connection to the server due to a network error, Amazon WorkMail displays a warning message at the top of the screen. You cannot retrieve data from the server, but you can continue working with items that are currently open. In the warning message, the timeout is shown for the next time the Amazon WorkMail web application will try to connect to the server. To skip this timeout, and immediately retry, you can click the warning message. If the connection has been reestablished, the warning message is removed, and you can continue working.

Secure connection failed

If this message appears when signing in to the Amazon WorkMail web client, update your web browser to the latest version and try again. For more information about compatible web browsers, see Signing in to the Amazon WorkMail web client.

Session expired

If your session has expired on the server and you are no longer logged in to the server, Amazon WorkMail displays a warning message. You can return to the login screen, or you can keep the Amazon WorkMail web application open (without being allowed to open or save any data).

Mail cannot be saved

If your email gets stuck in your outbox and doesn't get sent, Amazon WorkMail displays this error message. This may be due to a network issue. Try saving the email again to resolve this error.

If your Amazon WorkMail administrator asks for email headers to help troubleshoot an email issue, you can copy and paste the email headers from your email to send to them. For more information, see Viewing email headers in the *Amazon WorkMail Administrator Guide*.

Document history

The following table describes important changes in each release of the *Amazon WorkMail User Guide*. For notification about updates to this documentation, you can subscribe to an RSS feed.

Change	Description	Date
End of support notice	End of support notice: On March 31, 2027, AWS will end support for Amazon WorkMail. After March 31, 2027, you will no longer be able to access the Amazon WorkMail console or Amazon WorkMail resources. For more information, see Amazon WorkMail end of support.	March 31, 2026
Transport Layer Security (TLS) support	Amazon WorkMail discontin ued support for Transport Layer Security (TLS) 1.0 and 1.1. If you are using TLS 1.0 or 1.1, you must upgrade the TLS version to 1.2.	November 2, 2023
Support for Windows 11 Mail app	You can now setup Windows 11 Mail app with Amazon WorkMail. For more informati on, see Setting up the Windows 11 Mail app in the *Amazon WorkMail User Guide*.	October 4, 2022
Support for subaddresses	Amazon WorkMail supports sending emails to subaddres ses. For more information, see Sending email to a subaddres	August 17, 2020

	s in the *Amazon WorkMail User Guide*.	
Support for Outlook 2019	Amazon WorkMail supports Outlook 2019 for Windows and macOS. For more information, see Amazon WorkMail System Requirements in the *Amazon WorkMail User Guide*.	October 1, 2018
macOS Mojave support	Amazon WorkMail supports macOS Mojave. For more information, see Getting Started with the macOS Mail App in the *Amazon WorkMail User Guide*.	September 24, 2018
Various updates	Various updates to topic layout and organization.	July 12, 2018
Manual Outlook configuration	You can manually configure Microsoft Outlook connections to Amazon WorkMail. For more information, see Manually Connect Microsoft Outlook to Amazon WorkMail in the *Amazon WorkMail User Guide*.	May 29, 2018
Mailbox permissions	Various updates related to the **Permissions** UI.	April 9, 2018

Push notifications	With the Amazon WorkMail EWS API, you can receive push notifications about changes in your mailbox, including new email and calendar updates. For more information, see Working with Notifications in the *Amazon WorkMail User Guide*.	February 7, 2018
Support for SMTP	You can configure your IMAP email client to send email through Amazon WorkMail. For more information, see Connect to Your IMAP Client Application in the *Amazon WorkMail User Guide*.	May 10, 2017
Support for a wider range of email clients	You can now use Amazon WorkMail with Microsoft Outlook 2016 for Mac and IMAP email clients. For more information, see Connect Microsoft Outlook to Your Amazon WorkMail Account and Connect to Your IMAP Client Application in the *Amazon WorkMail User Guide*.	January 9, 2017
Support for Amazon WorkDocs email attachments	You can attach a file from WorkDocs and save an email attachment to WorkDocs. For more information, see Download Attachments in the *Amazon WorkMail User Guide*.	October 19, 2015

Support for Microsoft Outlook 2011 for Mac	Updated guidance for using Microsoft Outlook 2011 for Mac with Amazon WorkMail.	August 18, 2015
Preview release	The preview release of Amazon WorkMail.	January 28, 2015

AWS Glossary

For the latest AWS terminology, see the AWS glossary in the *AWS Glossary Reference*.