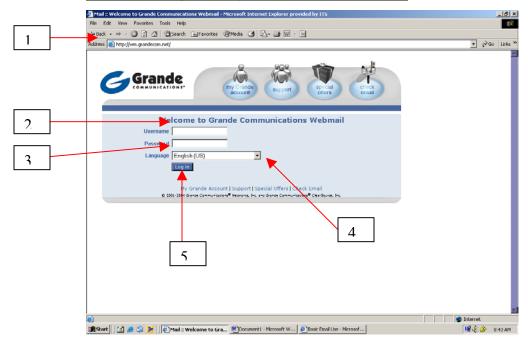The following manual provides information on how to use your Grande Communications® email account. It will instruct you on how to send, receive, and complete many other tasks you may need. Below is a list of topics that may aid you in working with your email account.

- Login
- Receiving Email
- Sending Email
- Attachments
- Reading Your Emails
- Replying
- Forwarding
- Saving
- Deleting

How to Log in to your email account

1. Go to www.grandecom.net
2. Under username, type the Grande username you were assigned*
3. Under password, type the password that you chose (you may change your password after you have logged in)
4. If you prefer a language other than English, click on the down arrow and select your desired language
5. Click on the **Login** button

* If you do not remember your Username or Password, please contact your local Customer Care Center
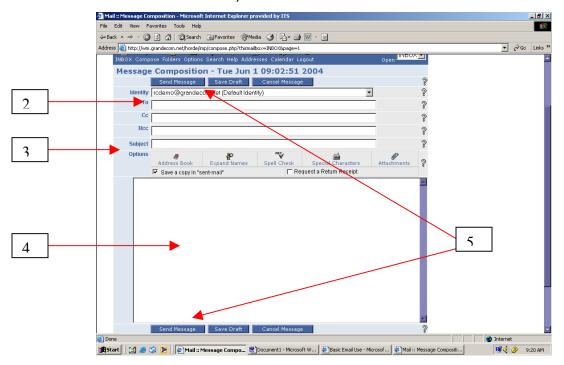
How to receive email

After you have logged in to your email account, the email system will automatically check for new messages. If you are expecting an email and suspect that it may have been sent after you logged in, click on **Check Email** located on the bottom right, and the system will check for new messages.

How to send an email

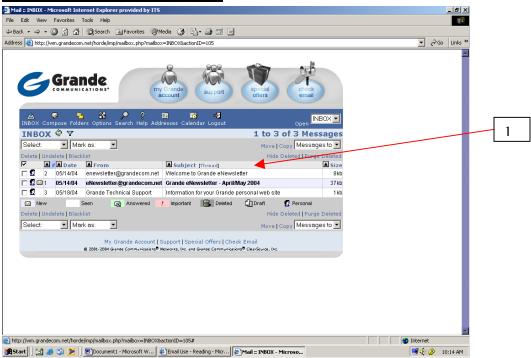After you have logged in to your Grande email account, you are only five simple steps away from sending an email.

1. Double-click on the **Compose** button
2. In the "To" box, type the email address of the person you want to send the email to
3. In the "Subject" box, type the subject of the email
4. Type your message
5. After you have checked that the previous steps have been executed, double-click on the **Send Message** button which is in two areas (either one will work)
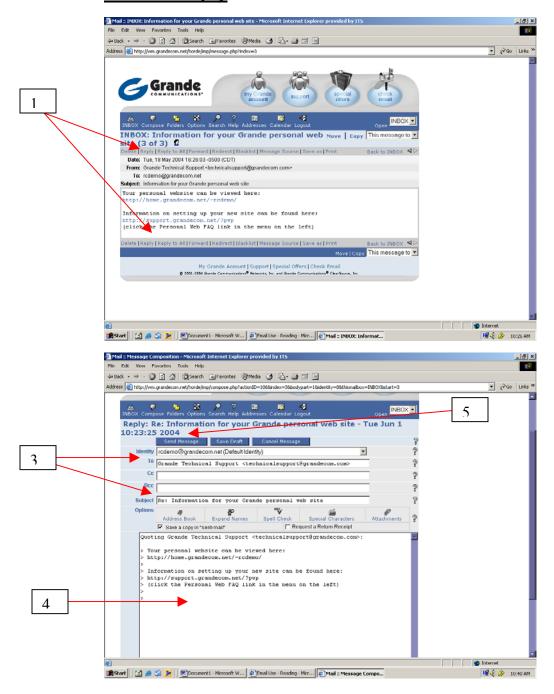
How to add an attachment

1. Either, type the path and name of the file you want attached to the message, or click the **Browse** button and select the file to be attached. The path and name of the file will now appear in the Attachment box.
2. Click the **Attach** button. The file name and size will be added to your list of attachments. Please note that for large files and/or slower Internet connections, the process of uploading and attaching your file to the email may take a while.
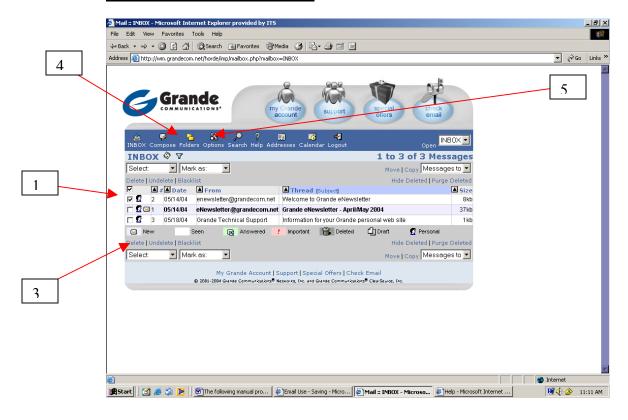
How to read your emails

1. Click on the Subject of the desired email. Once you do, that specific email will open.
2. To open a different email, you will have to click the INBOX button. This will take you back to the Inbox folder where you can open a different email by clicking on its subject.

How to Reply
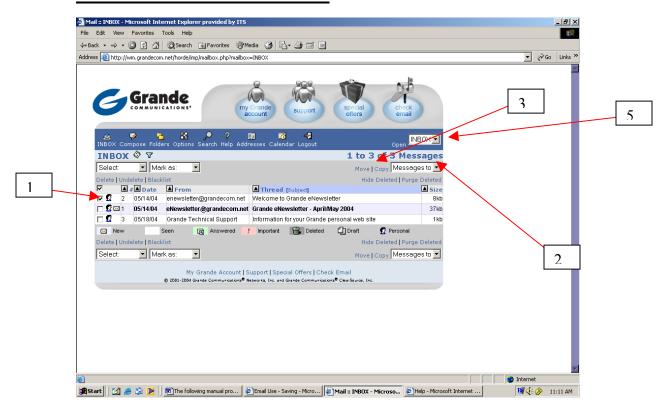

1. After you have opened an email, locate the "Reply" and "Reply to All" text.
2. If you want to reply to the person who sent you the message, click on the "Reply" text. If you want to reply to everybody the original message was sent to, click on the "Reply to All" text.
3. Notice that your email already has the email address of the recipient and the subject.
4. Type your message and then click on "Send Message."

How to Delete an email

1. Click on the white checkbox to the left of the desired email that you wish to delete. A checkmark will be placed within the box after you click it.
2. Do this to as many emails as you desire to delete.
3. After you have selected the emails you want to delete, click on the "Delete" text.
4. Your emails have now been sent to a "Trash Folder" which can be accessed by clicking on the "Folders" icon.
5. In Maintenance Operations, which can be accessed through the options icon, you can set up your account to purge your deleted messages after a set time period, so that your disk storage quota will not be used up as quickly.
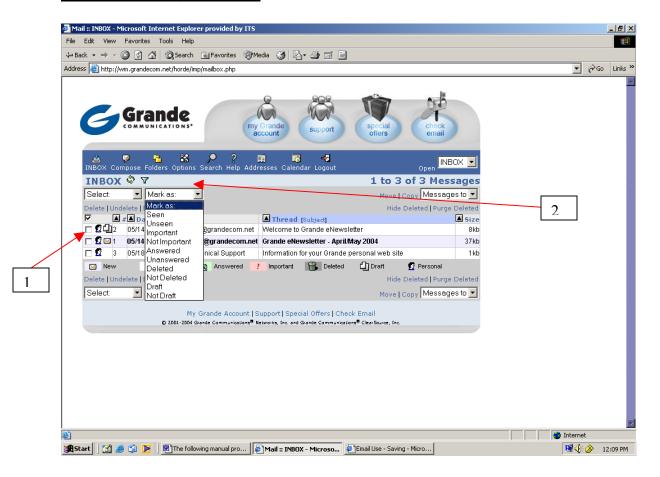
How to Create Other Folders

Many users often create other folders to help organize email. After reading your mail, you can put it in a folder organized by theme, date, etc.

1. Click on the checkbox next to the email you want copied or moved to a different folder. After you have clicked it, the box should be marked with a checkmark.
2. Click on the Down arrow next to the "Messages to" text and click on "New Folder."
3. Click on "Move" or "Copy" depending on whether you want to move the email to a new folder or want another copy of the specific email in a new folder.
4. A box will then appear asking you to name the new folder. Type in your desired name and click **OK**.
5. To view the folder, click on the down arrow by the "Open" text and click on the name of the new folder.

How to Mark your mail

To help organize your email, Grande allows each user to color-code their mail by type. For example, if you feel that a certain message is very important, you can mark it as important. There are several options you have in terms of marking your mail such as seen, unseen, important, not important, answered, unanswered, deleted, not deleted, draft, and not draft.

1. Click on the email that you want to be marked. After you have clicked it, the box should be marked with a check.
2. Click on the down arrow by the text "Mark as" and click your desired category. The email will now be a different color depending on how you categorized it.