Email Help Centre

White-labelled for your brand

IF YOU VALUE CUSTOMER EXPERIENCE, BUT DON'T HAVE TIME TO ADD VALUE FOR YOUR WEBMAIL CUSTOMERS, WE CAN HELP.

OUR TEAM CAN SAVE YOU TIME AND HASSLE BY CREATING YOUR VERY OWN WEBMAIL HELP CENTRE AND SET OF HOW-TO VIDEOS.

PERFECT FOR SUPPORT TEAMS WANTING A USER-FRIENDLY RESOURCE AND A QUICK RESOLUTION TO CUSTOMER ENQUIRIES.

MAKE YOUR JOB EASIER

With 20+ years of email solutions experience, we have learned from our telco, ISP, and hosting provider customers that the more upfront help you can give to your end users, the easier the job of your in-house Customer Support Desk.

But rather than dedicate your team's valuable time to creating helpful resources from scratch, why not let us create a modern, user-friendly, and white labelled help centre for your webmail users?
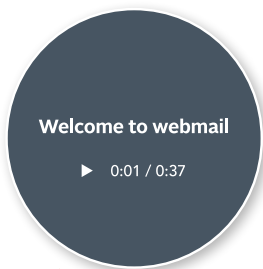
Your customers will love the video experience, and your Support Team will thank you for it.

HOW-TO VIDEOS

Your Email Help Centre would include a range of time-saving, how-to videos aimed at educating your customers and reducing calls to your Support Team. Video topics typically include:

- Logging in
- Sending and managing email
- Creating and using folders
- Adding Contacts
- Calendar views, plus creating and editing events
- Attaching files
- Adding tasks
- Third-party accounts
- Email signatures
- Email forwarding
- Keeping your account secure
- Changing your password
- Managing spam
- Using in-app help
- 2FA

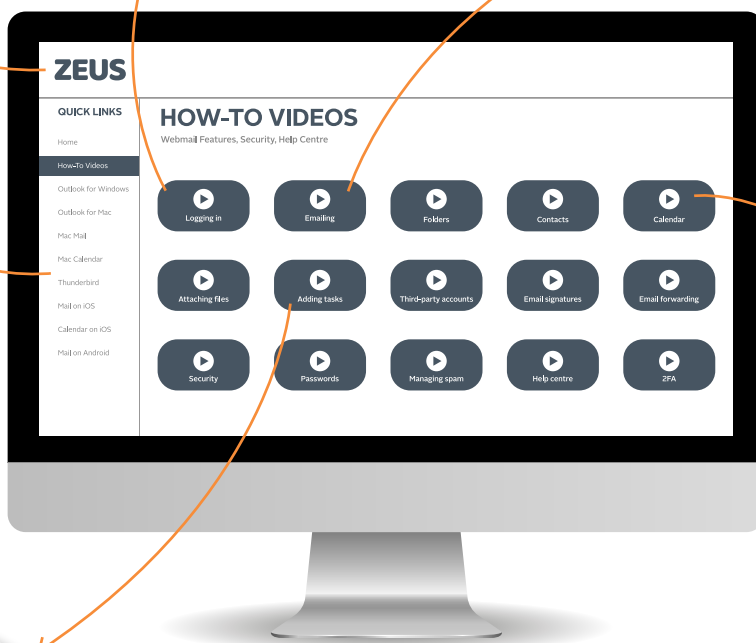**White labelled:** 100% branded and themed for your brand.

User-friendly videos with step-by-step instructions.

Welcome to webmail

▶ 0:01 / 0:37

timmy.tester...

✉ Mail
👤 Contacts
📅 Calendar
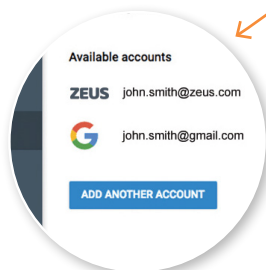☑ Tasks
📁 My Files
⚙ Settings
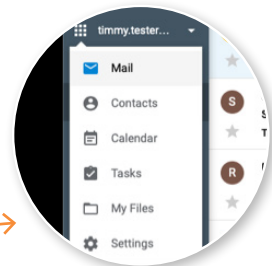
Your customers can quickly learn all of the features and options of their new email service.

Helpful visuals show how to configure email on various clients.

ZEUS

QUICK LINKS

Home
How-To Videos
Outlook for Windows
Outlook for Mac
Mac Mail
Mac Calendar
Thunderbird
Mail on iOS
Calendar on iOS
Mail on Android

HOW-TO VIDEOS
Webmail Features, Security, Help Centre

▶ Logging in
▶ Emailing
▶ Folders
▶ Contacts
▶ Calendar
▶ Attaching files
▶ Adding tasks
▶ Third-party accounts
▶ Email signatures
▶ Email forwarding
▶ Security
▶ Passwords
▶ Managing spam
▶ Help centre
▶ 2FA

Attach from computer
Attach from MyFiles
Attach from Dropbox
Attach from Google Drive
Attach from OneDrive

Your customers can see how to add attachments from various sources.

Available accounts

ZEUS john.smith@zeus.com
G john.smith@gmail.com

ADD ANOTHER ACCOUNT

Your customers can watch how to easily add third-party accounts.

ABOUT ATMAIL

at|mail™

With 20+ years of email solutions experience, we are trusted by some of the world's most well-known telcos to filter millions of messages, as well as deliver stable, secure, and scalable customer email platforms.

Powering more than 170 million mailboxes across more than 90 countries, we offer modern and monetisable platforms with 99.99% uptime and an impressive 99% customer satisfaction rating.