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Webmail settings worth changing: time zone, reply style, HTML and refresh

E-mail

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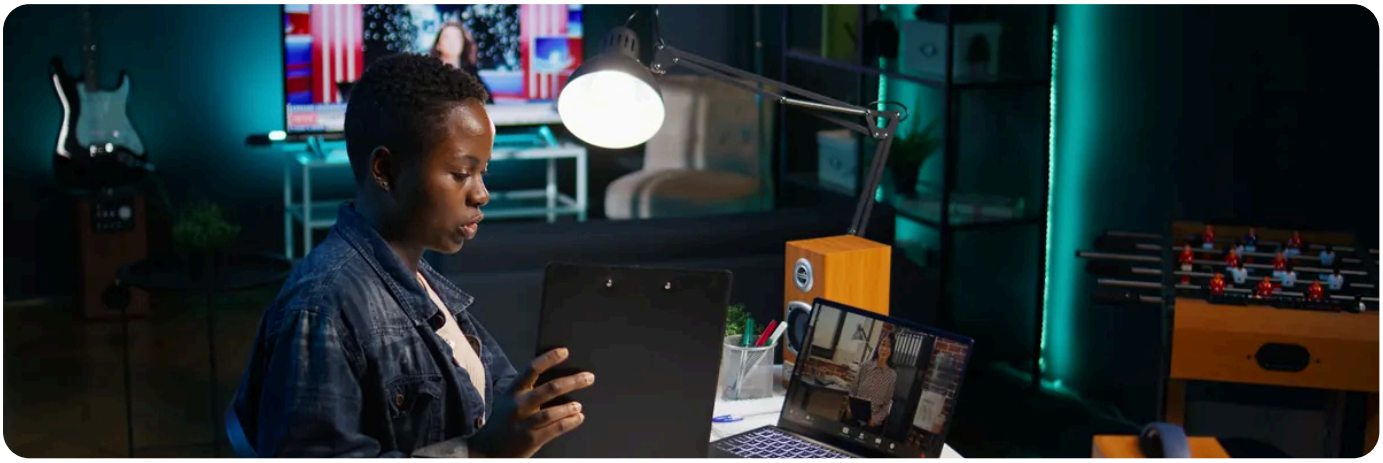
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Webmail settings worth changing: time zone, reply style, HTML and refresh

E-mail Created on **November 13, 2026** 3 min read



The short answer: our webmail is **Roundcube**, and nearly everything that gets in the way day to day is changed under **Settings, Preferences**: the wrong time on messages (time zone), your reply appearing below the quoted text, messages going out as plain text when you wanted formatting, or new mail taking a while to show. Each person changes their own: the settings apply only to the mailbox you are logged in to.

Where they are

Log in to **webmail**, open **Settings** in the left-hand menu, then **Preferences**. Preferences are grouped into sections. The names can vary a little with the language you chose, but the order is this:

Section	What is worth a look
User Interface	Language, **time zone**, date and time format, and how often webmail checks for new messages.
Mailbox View	When a previewed message is marked as read, and whether conversations are grouped.
Displaying Messages	Open in a new window, show the sender's full address, and **allow remote resources** (images).
Composing Messages	**Compose in HTML** or plain text, where a reply starts, where the signature goes, and how often drafts are saved.
Special Folders	Which folders are Drafts, Sent, Junk, Trash and Archive.
Server Settings	Empty Trash on logout, and permanently remove messages flagged as deleted.

The five changes that fix the most

1. **Time zone.** If message times are wrong, pick your time zone instead of "auto". Webmail then shows the right time, and your replies carry it.

2. **Reply on top.** Under Composing Messages, choose to start the new message **above** the quote. That is what customers expect: your answer first.

3. **HTML.** If you want bold, lists or a signature with a logo, choose to always compose in HTML (or at least when replying to HTML messages).

4. **New mail sooner.** Under User Interface, set the refresh interval to the shortest the list allows.

5. **The right special folders.** Check that Sent and Trash are the same folders your phone and computer use. If not, what you send in one place does not show in the other.

Others that save time

1. **Identities:** under Settings, Identities, set your name the way it should appear, and a Reply-To if you need one: **setting Reply-To**.

2. **Responses:** under Settings, Responses, save the texts you write again and again and insert them with one click while composing.

3. **Filters:** move a customer's or a list's mail into folders automatically: **creating filters**.

Settings live on the server.
Log in from any computer and webmail is as you left it. You do not need to repeat them in each browser.

Be careful with "empty Trash on logout".
It saves space, but whatever was in Trash is gone for good, also on phones and computers connected by IMAP.

NEED A HAND?

A webmail setting you cannot find, or that will not stay saved? Talk to us.

Open a support ticket →

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- How to access your webmail
- Images not showing in webmail messages: remote content, privacy and when to allow it
- Replies going to the wrong address: setting Reply-To in webmail and Outlook
- How to create e-mail filters in Roundcube
- Adding a signature to your e-mails: webmail, computer and phone
- Common webmail errors and how to fix each one

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