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

E-mail

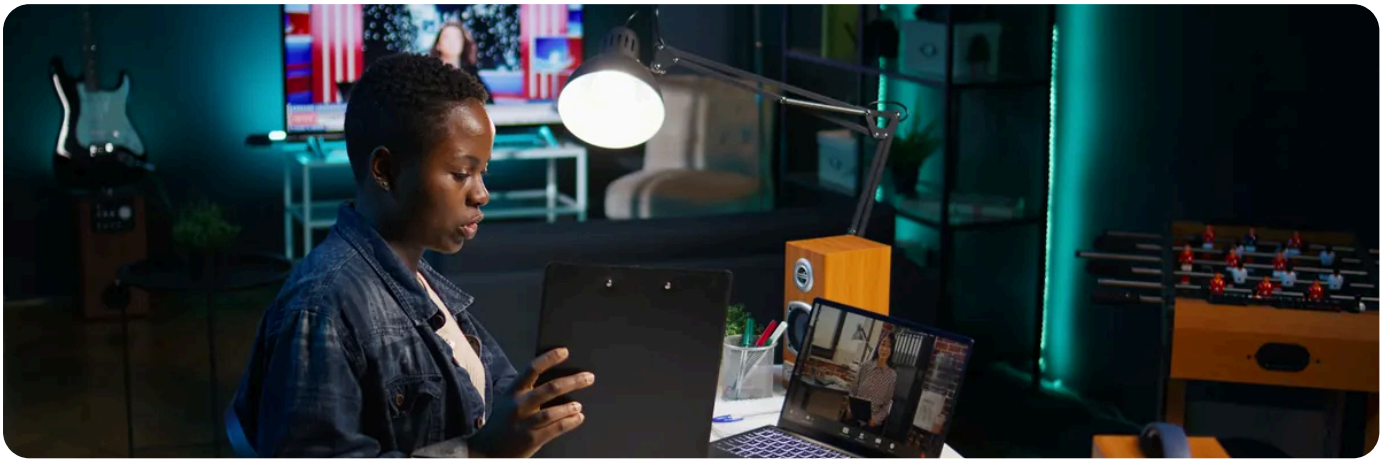
| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
| RLX-AO-KB-2408 | v2026.11.13 | Angola · English |

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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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