

## 20.1 Work with Email Files



As a FileCloud user, you can now access a viewer for email files (.eml).



On the User Portal, you can open an email file to:

- View the From, To, Subject and Body
- View any file attachments
- Forward that email without any change to other email addresses

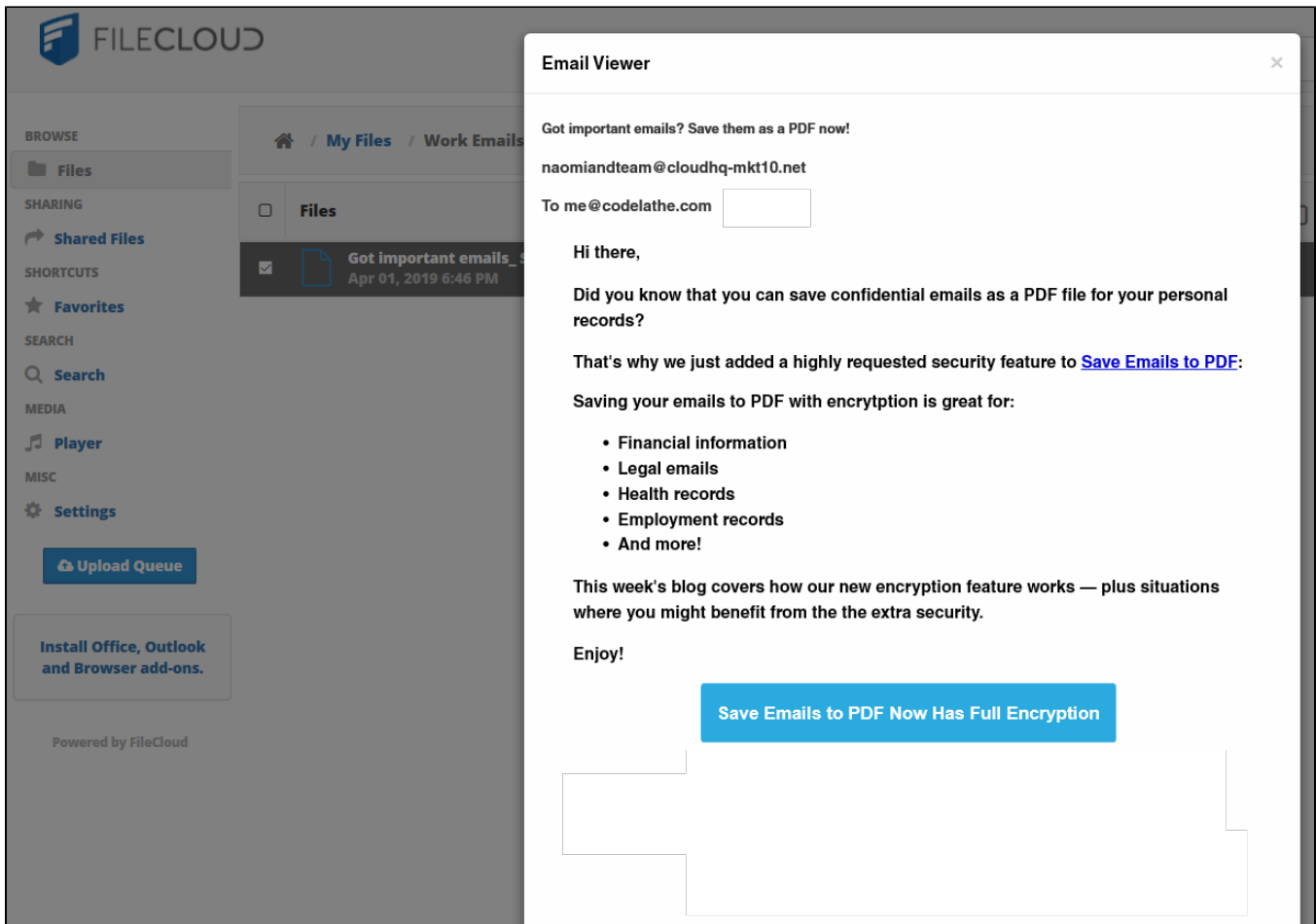
### What do you want to do?

Uploading an email is the same process you use for any other file.



[Upload a file](#)

Opening an email file allows you to read the message, view any attachments, and forward the email to anyone with an email address without any change to email addresses that were originally on the email.



To open an email file:

1. Open a browser and log in to the *User Portal*.
2. Navigate to the email file you want to open.
3. Click the file name.
4. Above the file listing, click the *Open* button.

Attachments display at the top of the viewer next to the *Subject* and the *Sender's* address.

- 
- Attachments are displayed in a blue box with a download arrow
- You can click on the blue box to open the attachment

In the following example, the attachment is called *approve.png*.

## Email Viewer

Fwd: Got important emails? Save them as a PDF now!

To me@codelathe.com

 approve.png

----- Forwarded message -----

From: cloudHQ <naomiandteam@cloudhq-mkt10.net>

Date: Wed, Mar 20, 2019 at 5:10 AM

Subject: Got important emails? Save them as a PDF now!

To: <melissa.massy@codelathe.com>

To open an attachment:

1. Open a browser and log in to the *User Portal*.
2. Navigate to the email file you want to open.
3. Click the file name.
4. Above the file listing, click the *Open* button.
5. In the viewer, to open an attached file, click on the attachment icon.

Once you open the email file, you can forward the email to anyone with an email address.

- You will not be able to change any of the email addresses that were originally on the email
- Any email addresses on the original email will be preserved and will display correctly in other email applications
- You cannot identify a CC: recipient
- You will not be able to edit the Subject line

### Saving your emails to PDF with encryption is great for:

- Financial information
- Legal emails
- Health records
- Employment records
- And more!

This week's blog covers how our new encryption feature works — plus situations where you might benefit from the the extra security.

Enjoy!

Save Emails to PDF Now Has Full Encryption

*Copyright © 2019 cloudHQ LLC. All rights reserved.*

Our mailing address is:

cloudHQ LLC

2127 30th Ave

San Francisco, CA 94116

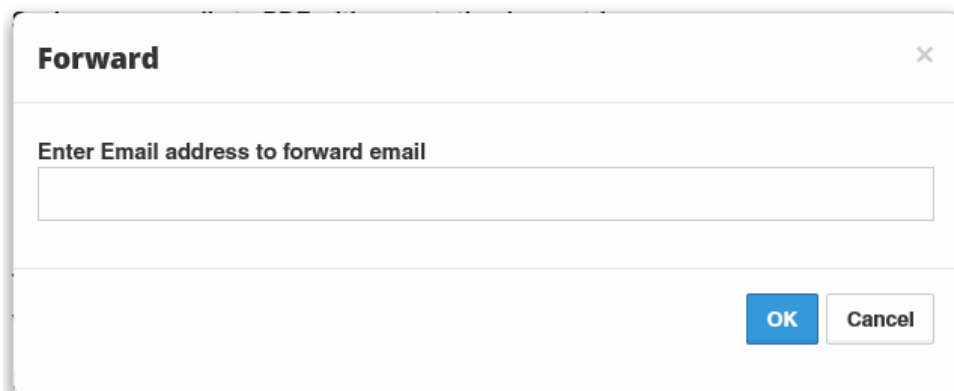
This email was sent to [melissa.massy@codelathe.com](mailto:melissa.massy@codelathe.com) because you're using cloudHQ  
[unsubscribe from this list](#)

Forward

Close

To forward the email message:

1. Open a browser and log in to the *User Portal*.
2. Navigate to the email file you want to open.
3. Click the file name.
4. Above the file listing, click the *Open* button.
5. In the viewer, scroll to the bottom of the email, and then click on the *Forward* button.
6. In the *Forward* dialog, type in the email address where you want to forward the message.
7. To send the message, click *OK*, and then in the email viewer, click *Close*.

A screenshot of a 'Forward' dialog box. The title bar says 'Forward' with a close button (X) on the right. Below the title bar, there is a label 'Enter Email address to forward email' above a text input field. At the bottom right, there are two buttons: 'OK' (blue) and 'Cancel' (white with a grey border).

Sharing an email is the same process you use for any other file.



[Sharing a file](#)