

USANA-
BRANDED
EMAIL

USER MANUAL

An @USANA.com step-by-step email user guide to add an external account or persona and export or forward emails

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Foreword

As our reliance on digital communication grows, a priority must be placed on preserving emails as valuable business records. However, it's a good practice to avoid using your email account as an information repository. By safeguarding these records through robust data security measures, including our 6-month email retention policy, the confidentiality, integrity, and availability of sensitive information is ensured while shielding us from potential breaches, data loss, or unauthorized access.

This manual guides you on how to best secure your records. Upholding these practices allows us to maintain the trust of our stakeholders and protect our organization's reputation in the industry and beyond.

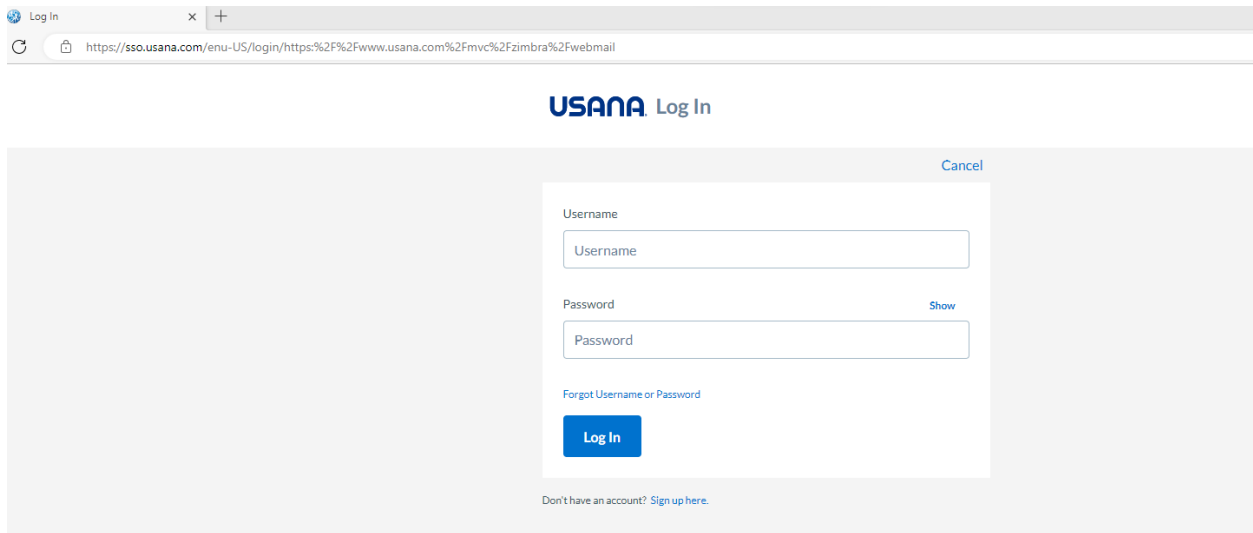
We thank you for your support.

USANA Records Management

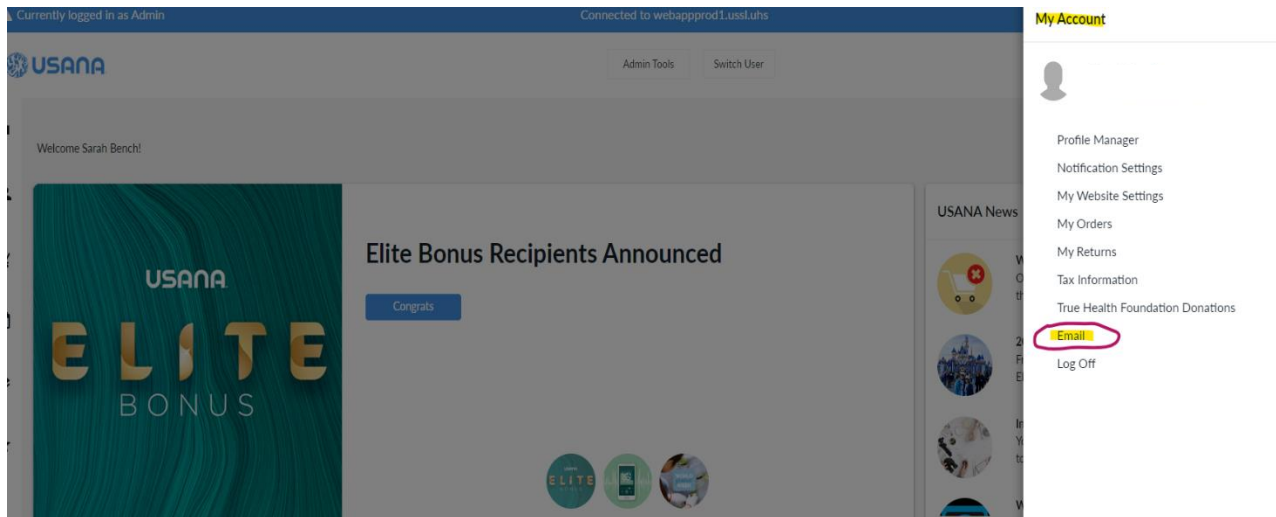
Accessing @USANA.com Email

Your @USANA.com email can be accessed on **The Hub** or via **mail.USANA.com** using your USANA Associate ID# and password. More information about your USANA email can be found on [AskUSANA.com](https://www.usana.com/ask-usana).

Mail.USANA.com



The Hub

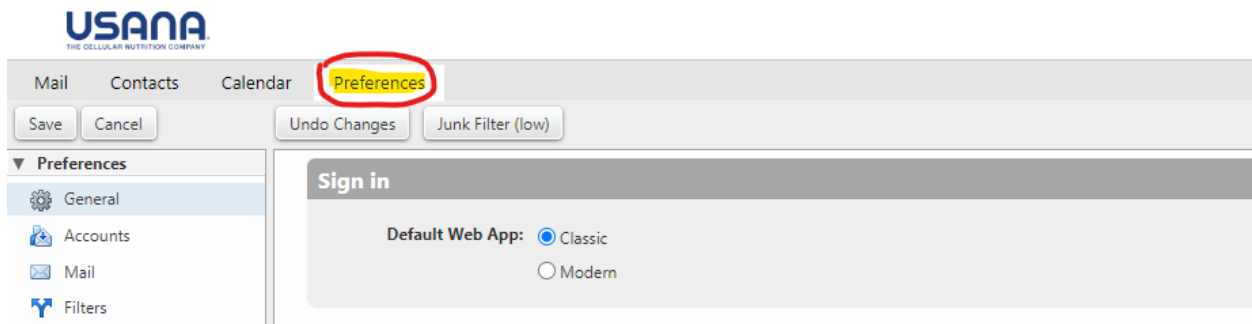


Adding an EXTERNAL USANA.com EMAIL ACCOUNT

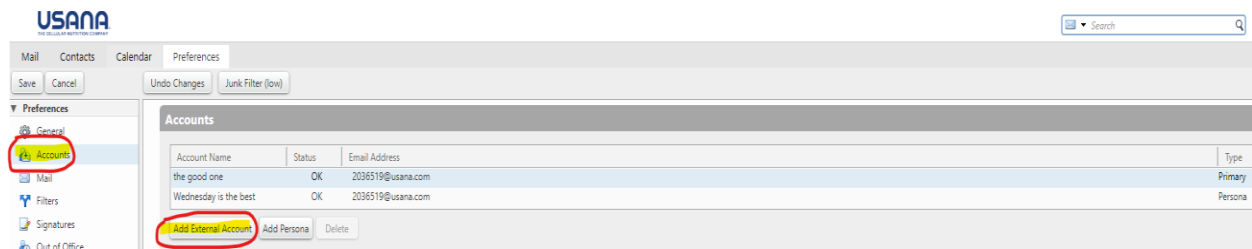
Manage your USANA.com account and other email accounts all in the same place by adding an external account. For example, you can add external, non-Gmail accounts to your Gmail account or non-USANA email accounts to your USANA email account.

Adding non-USANA email accounts to your USANA email account:

1. Log into mail.USANA.com with your email address and password.
2. Click the Preferences tab.



3. On the left of your screen, select **Accounts**.
4. Click **Add External Account** to open the External Account Settings screen.



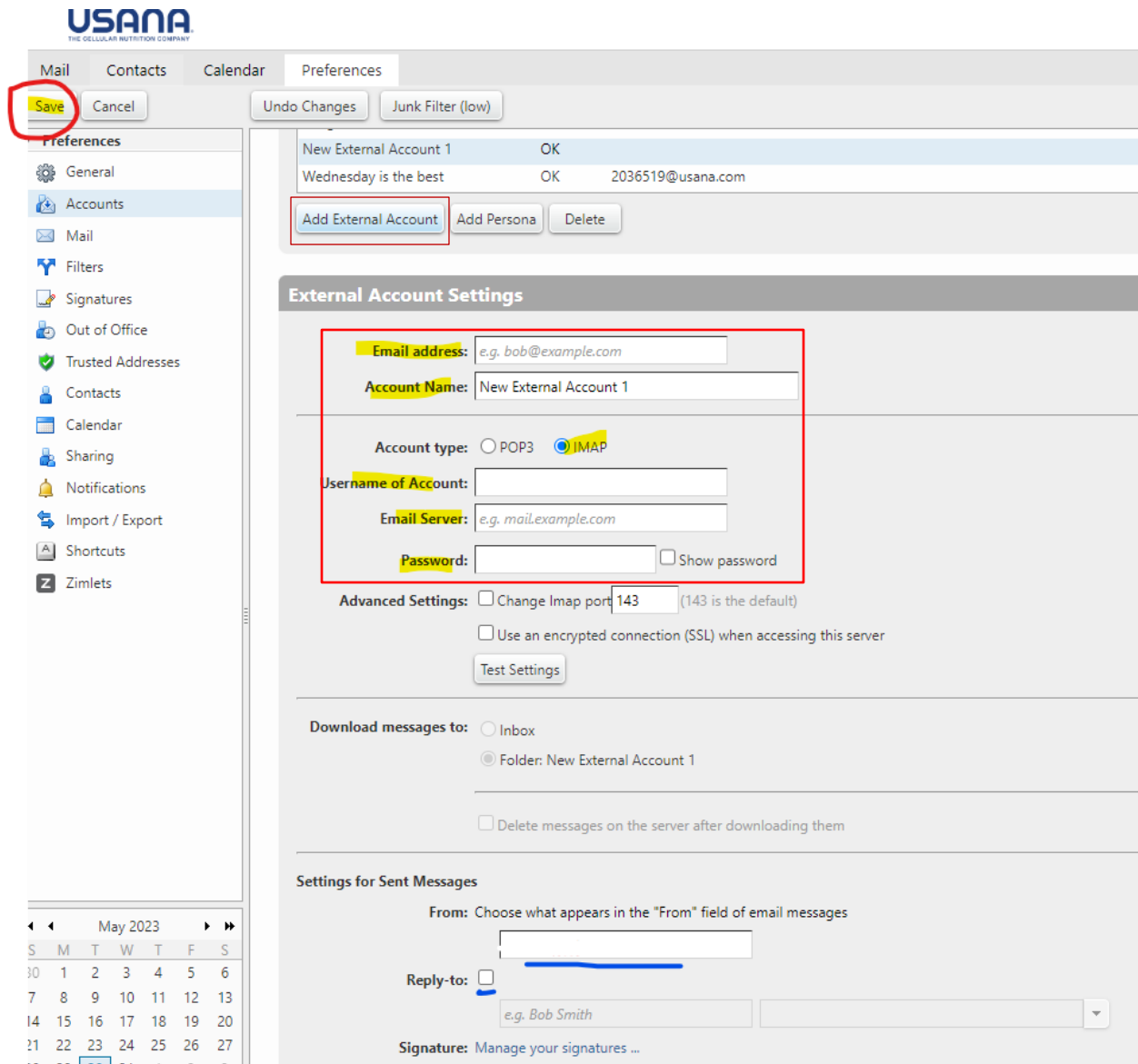
5. Add the email address for your external account and give it a name.
6. Select Account type and set it to pull your mail server either by **POP3*** or **IMAP**** and supply the username, password, server name, port, and encryption.

*POP3 allows you to download the messages into the same inbox but will not preserve folder structure.

**IMAP preserves folder structure but shows the account in a separate inbox.

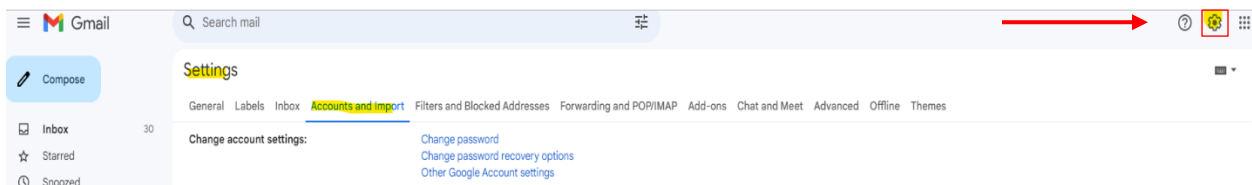
Note: We **STRONGLY** recommend using IMAP only.

7. Optional: set a custom **Reply-to** email address and a customized signature.
8. **Save** the settings to complete adding your external account.

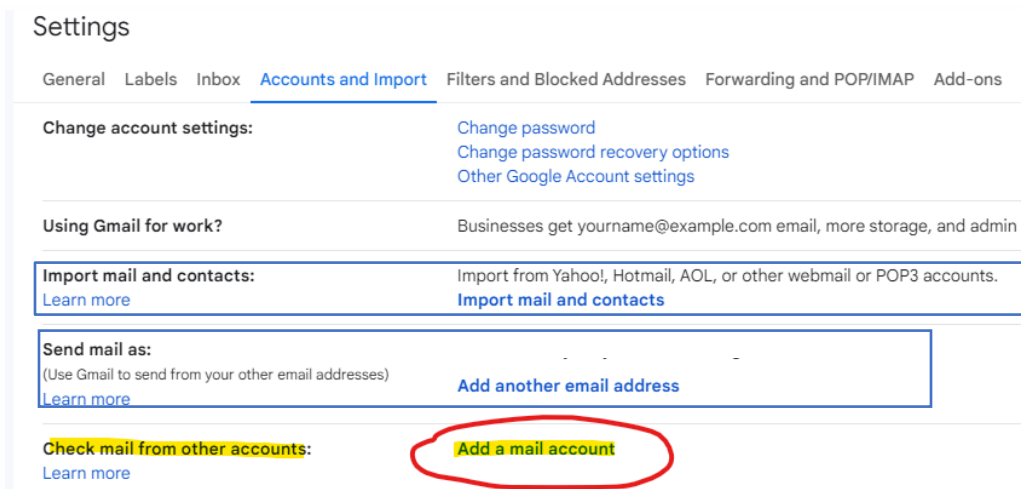


Receiving USANA emails in your Gmail Account

1. Log into Gmail with your email address and password.
2. Go to Settings → Accounts and Import.

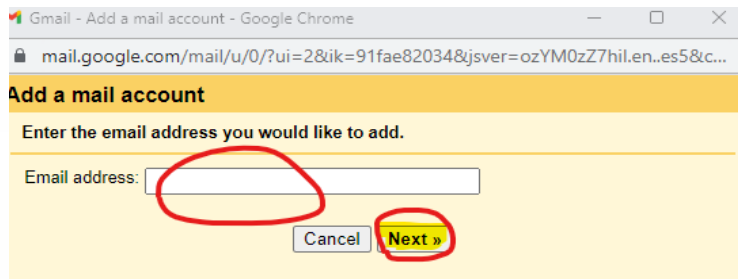


3. Select **Add a mail account** in the **Check mail from other accounts** section.

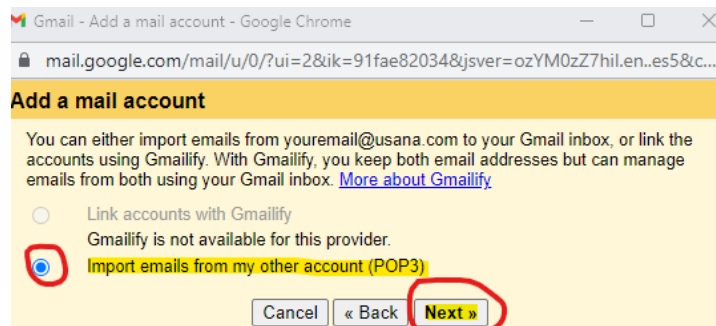


Optionally, you can use Gmail as your primary email account to send your @USANA.com emails by adding it as an alias by clicking **Add another email address** under **Send mail as** section. You can also import your email and contacts from your @USNANA.com to Gmail by clicking **Import mail and contacts** in the **Import mail and contacts** section.

4. Enter the email address you want to receive email from and click **Next**.



5. Select **Import emails from my other account (POP3)** and click **Next**.



6. Add your email settings (your hosting company or email service provider will be able to give you this information):
 1. Add your username (usually the full email address you want to add)
 2. Enter your password for the email you want to add
 3. POP Server
 4. Select the correct port
 5. Check if you want to leave a copy of emails on the server (recommended)
 6. Check **Always use a secure connection**
 7. Select **Label incoming messages** and add the email as the label
 8. To keep these emails separate from your Gmail emails, check **Archive incoming messages (Skip the Inbox)**
 9. Click **Add Account**

Gmail - Add a mail account - Google Chrome

mail.google.com/mail/u/0/?ui=2&ik=91fae82034&jsver=ozYM0zZ7hil.en..es5&c...

Add a mail account

Enter the mail settings for youremail@usana.com. [Learn more](#)

Email address: youremail@usana.com

Username:

Password:

POP Server: Port:

Leave a copy of retrieved message on the server. [Learn more](#)

Always use a secure connection (SSL) when retrieving mail. [Learn more](#)

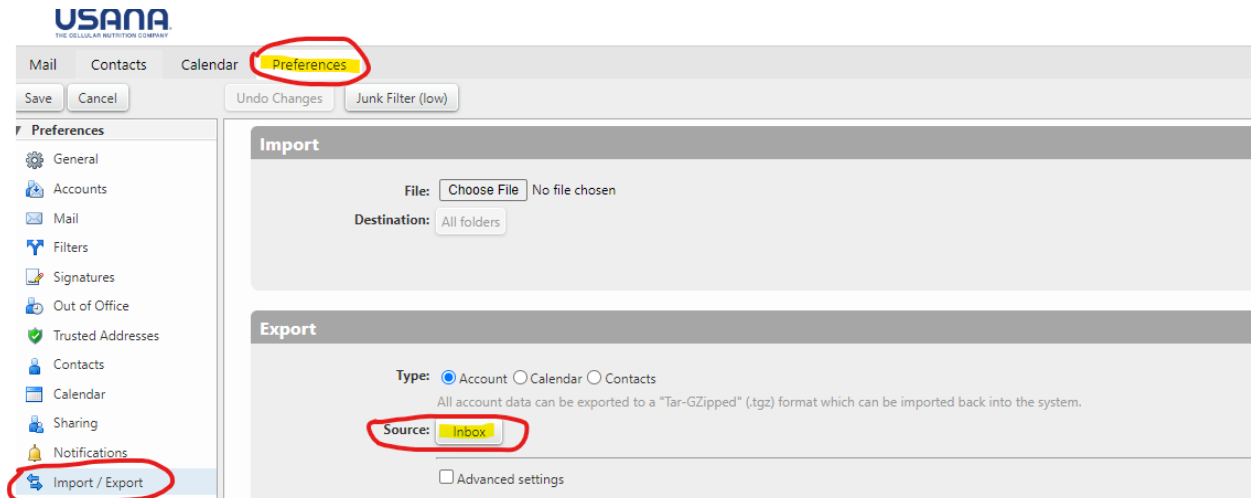
Label incoming messages:

Archive incoming messages (Skip the Inbox)

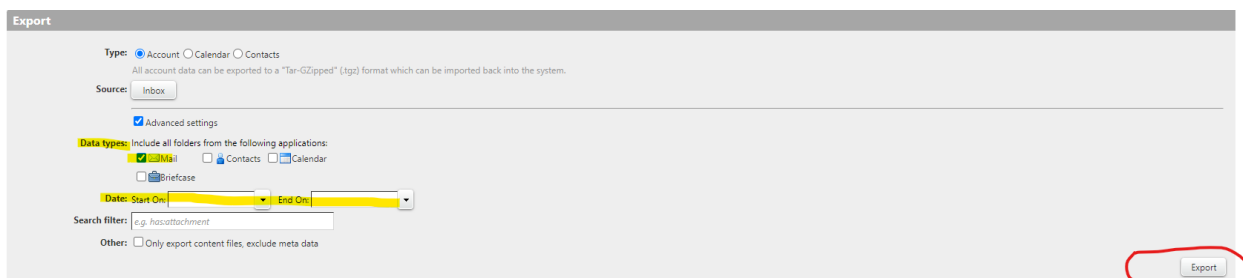
Exporting Bulk Emails

When you export bulk emails from your USANA.com account, you download all the email in your inbox to your computer folder. Opening these exported files will require additional applications.

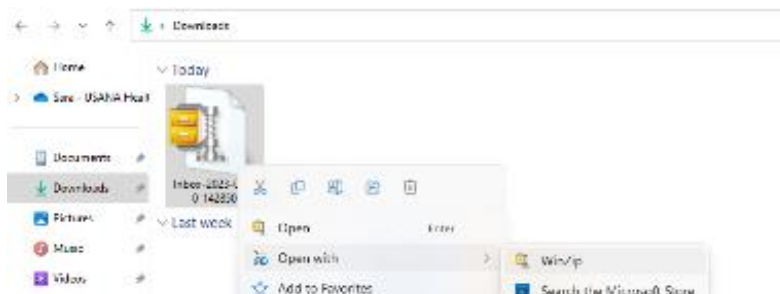
1. Log into mail.USANA.com with your email address and password.
2. Click the **Preferences** tab, and **Import / Export** on the left menu.
3. For emails, choose the source **Inbox**.



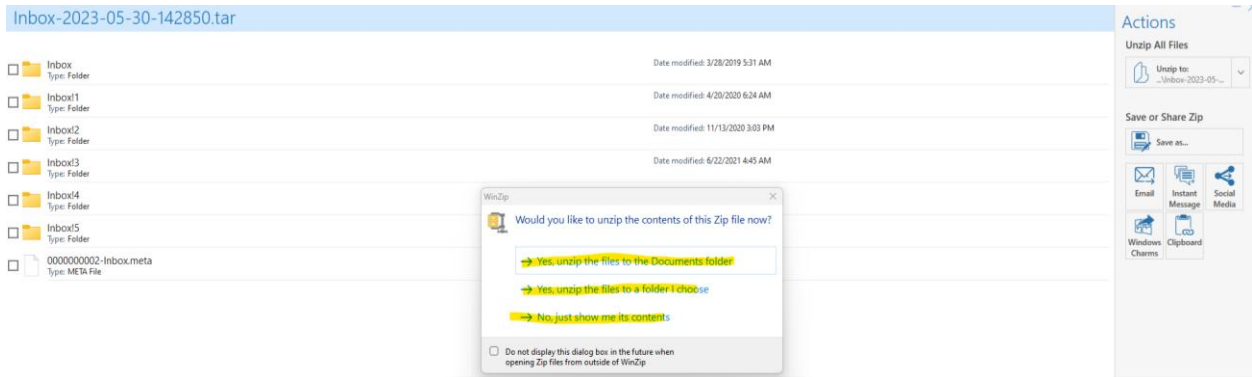
4. To export emails based on specific dates, select **Advanced settings**.
5. Click **Export** on the bottom right. The compressed email files will automatically download to your computer.



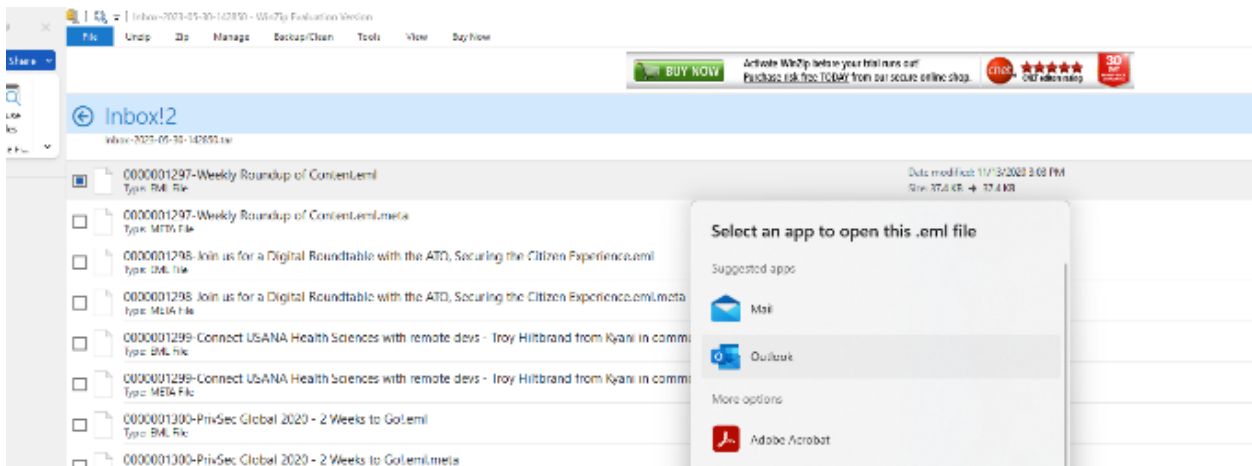
6. Once downloaded, you'll need to install [Winzip](http://www.winzip.com) or a similar application that can open compressed files with the .tgz extension. Note: The Winzip evaluation version gives you the option for a 21-day free trial.



- Unzipped files can be saved to your computer or select **Show me its contents** to open each file.



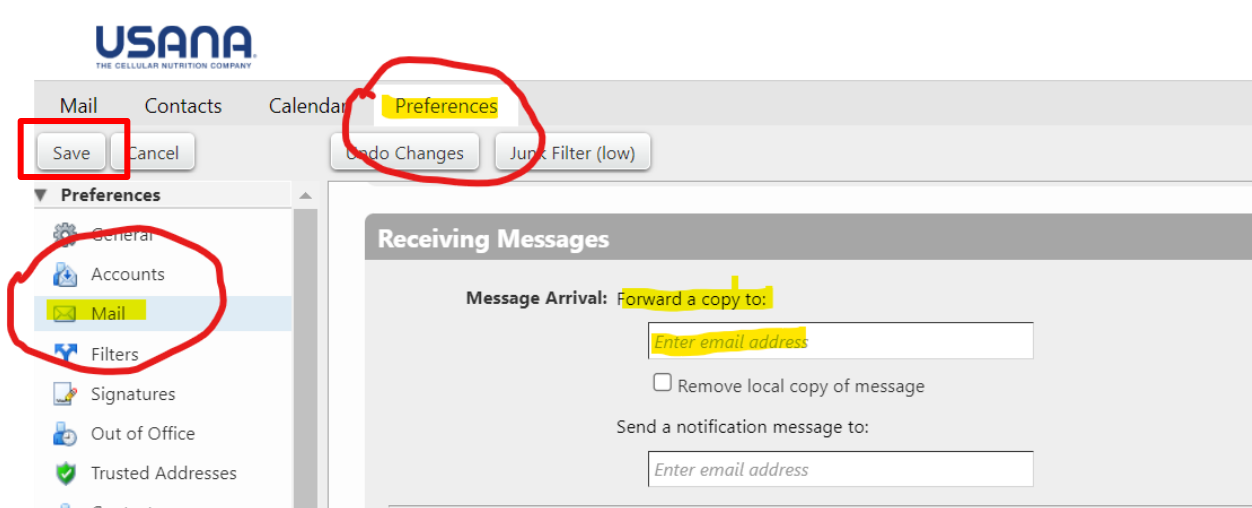
- To open email content, you must have Outlook or another application that can open the .eml extension.



Forwarding a Copy of Incoming Email to Another Email Address

Automatically forward a copy of your incoming email to another address by following the steps below:

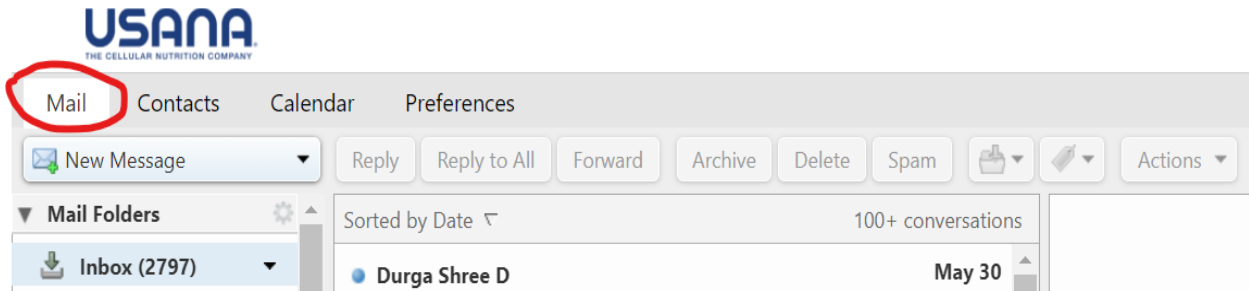
1. Log into mail.USANA.com with your email address and password.
2. Click the **Preferences** tab and select **Mail** on the left.
3. Scroll down to the **Receiving Messages** section and fill in the **Message Arrival: Forward a copy to:** with the forwarding email address. Optional: each time an email is forwarded, a notification message can be sent to another email address.
4. Click **Save** found on the top left.



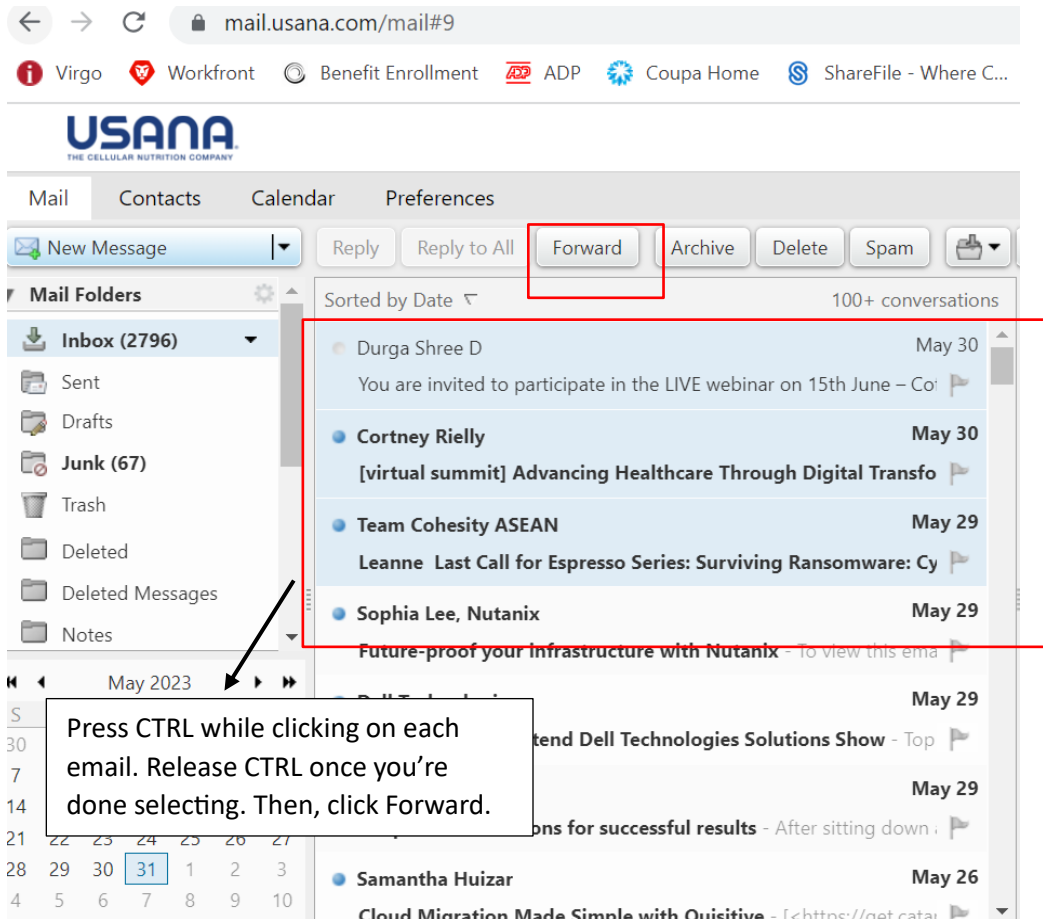
Forwarding Bulk Emails

Forward select bulk emails from your inbox to other email addresses all at once.

1. Log into mail.USANA.com with your email address and password
2. Click on the Mail tab.



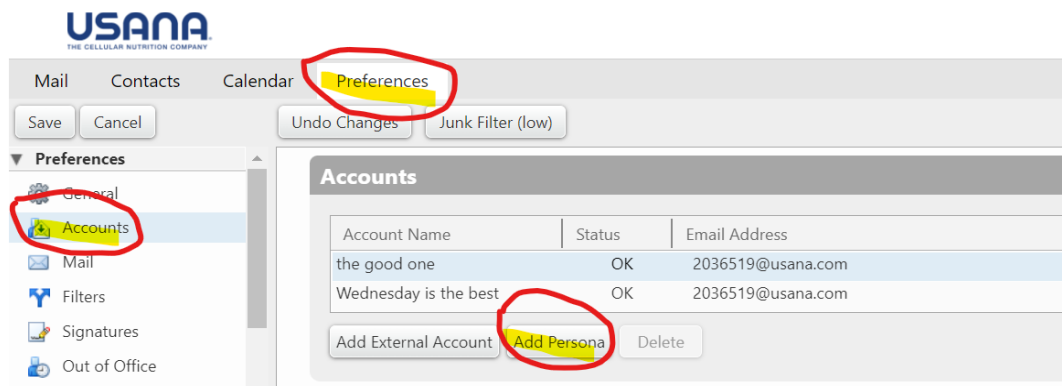
3. Press Ctrl on your keyboard while clicking on each email you want to forward. Once all the emails are selected, click Forward to send the bulk emails to the desired email address.



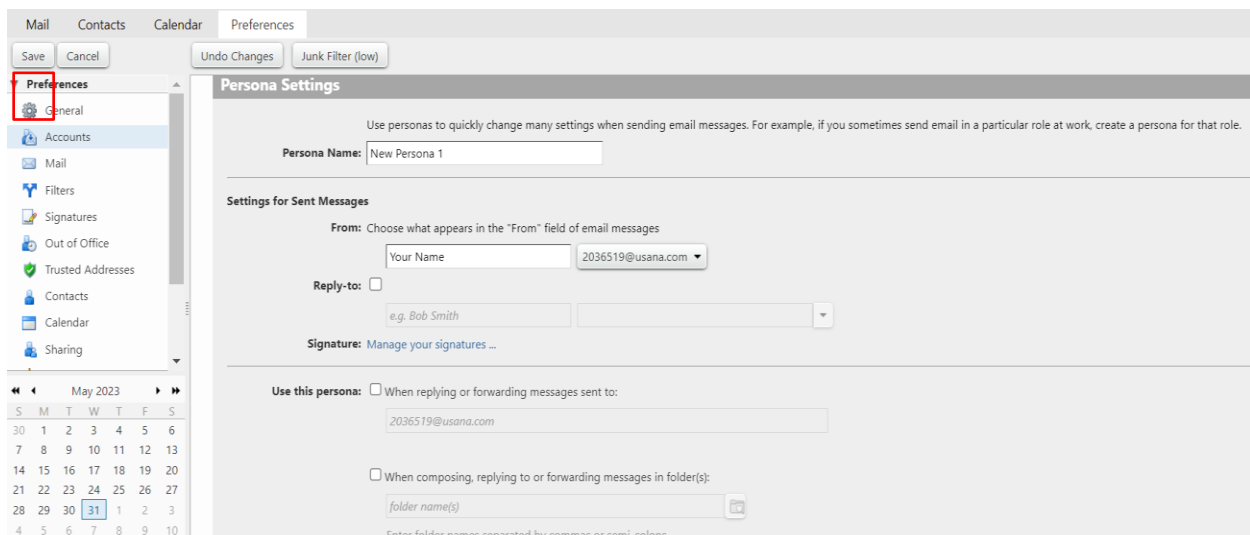
Adding a Persona to Your Email Account

Manage multiple account and domain aliases inside your USANA webmail with the persona setting. Adding Personas allows you to send messages from a different account while inside your USANA email account.

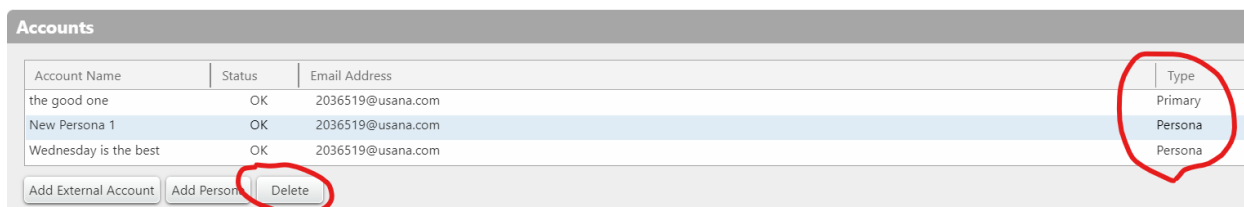
1. Log into mail.USANA.com with your email address and password.
2. Click the Preferences tab.
3. Select **Accounts** on the left menu and click **Add Persona**.



4. Fill in the Persona Settings:
 - **Persona Name** can be anything. We recommend identifying the setting or function—such as Business, Personal, Gold and Above, Downline, etc.
 - **Settings for Sent Messages** is what the recipient will see as the **From:** and **Reply-to:** address (optional). The first field is for the first name associated with the account; the second field is the email address. Don't forget to click **Save** on the upper left.

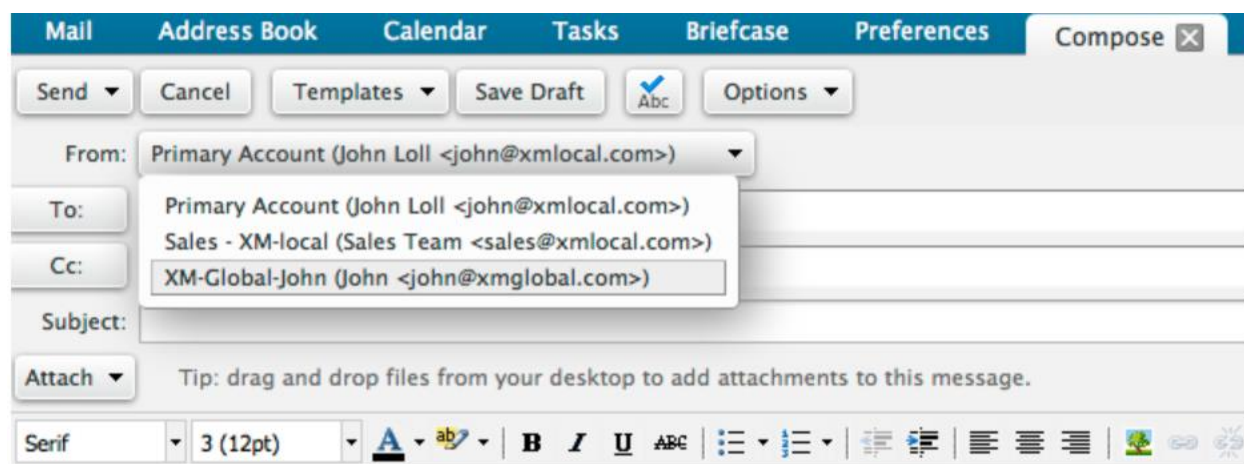


5. To change or delete a Persona, it's as easy a clicking on the persona you created. Refer to the right side to see the account type: primary or persona.



Sending Email Using Persona

To send a new email with a Persona, use the **From:** drop-down menu. Select the account (Persona) to send from. If you respond to an email sent to a specific address, the Persona will already be applied by default.



Note: when using a Persona with a domain name that has an SPF (Sender Policy Framework) record identifying the mail servers and domains allowed to send email on behalf of your domain or DKIM (DomainKeys Identified Mail) record—an email authentication method that uses a digital signature to let the receiver of an email know the message was sent and authorized by the owner of a domain—mail will likely reject/bounce unless those DNS (Domain Name System) records contain domain instructions, including the IP address associated with the domain and how to handle the domain requests, are updated to allow mail to be sent from the mail.USANA.com mail servers.

Contact and Revision History

Please contact your local customer service team for assistance if you are experiencing USANA email platform issues AskUSANA.com or this manual cannot solve.

Document Revision History

This manual is designed in accordance with the latest version of this email platform. Updates will be made as necessary to ensure its accuracy and relevance.

Version	Date	Purpose of Change
1.0	5/2023	Initial Creation

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