

# EMAIL INTOUCH QUICK START GUIDE

1. Go to [www.neopost.co.uk/intouch](http://www.neopost.co.uk/intouch)

**NEOPOST**  
Send.Receive.Contact

**INtouch**  
Powered by Neopost

## Welcome to INtouch

We are delighted to welcome you to INtouch, the new communication service for forces personnel, their friends and families.

[Register now](#)

**Register for the imail INtouch service. Within 48hrs you will receive you login information for imail.**

### Keeping personnel INtouch with their loved ones

INtouch powered by Neopost technology helps our armed forces stay in contact with home, ensuring that those special moments and important events are not missed whilst on active service. With letters and other items being printed and posted in the UK, on a same day basis, for Royal Mail or British Forces Post Office (BFPO) delivery - keeping in touch has never been easier.

This simple to use service has been designed to be as user friendly as possible, whilst being flexible enough to meet your needs. Some key elements of INtouch are:

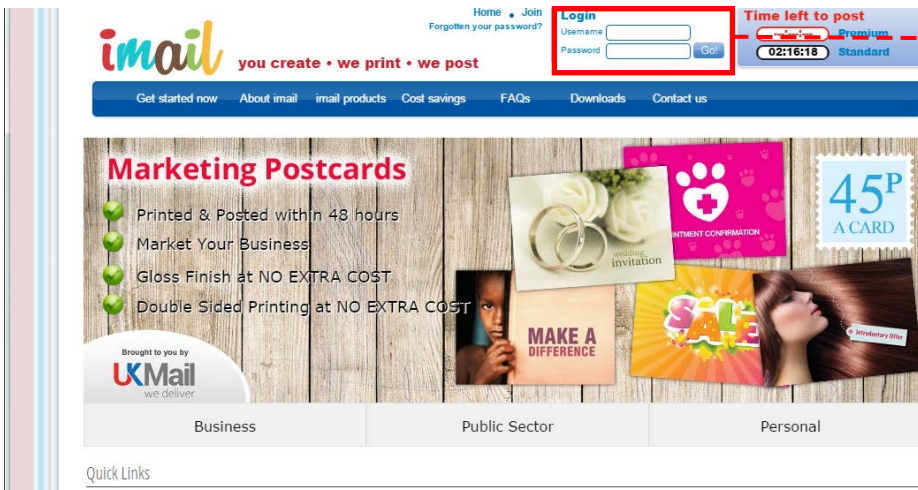
- + Free service for personnel deployed on operations worldwide
- + Accessible to the friends and family of personnel
- + Highly secure service
- + Accommodates letters plus colour photographs and postcards
- + Printed and posted on a same day basis
- + Up to eight pages in each letter

## Registration

In order to use the INtouch service, you need to be registered. Registration is quick and simple; you only need to complete your details below. Once we have received your details you will receive further information as to how to use the service.

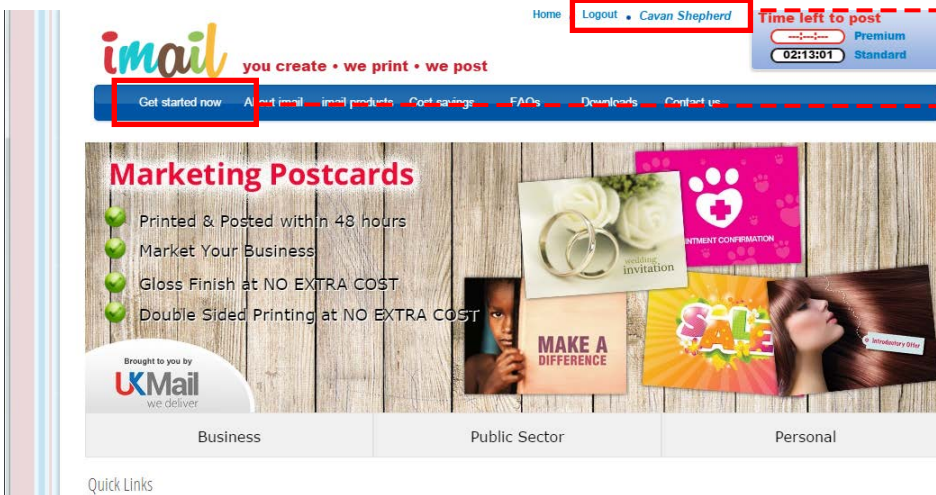
[Register now](#)

2. Go to [www.imal.co.uk](http://www.imal.co.uk)



Login using you Username and password. When you first login, you will be asked to change your temporary password.

3.



Your user name will now be shown in the top right corner. Press 'get started now' to start the letter wizard.

4.



Press 'create letter'.

5.

### Step 1 - Create a letter

- Upload letterhead (and enter text below)
- Upload print ready letter (and jump to step 2)
- Use template

Next

Add addresses

Recipient name / Address



POSTCODE

Font family | Font size

If required, begin typing the body of your letter here.

Begin typing the  
of your letter he

Use template text (?)

Select template text:

Check spelling

Upload additional pages (?)

Add attachment

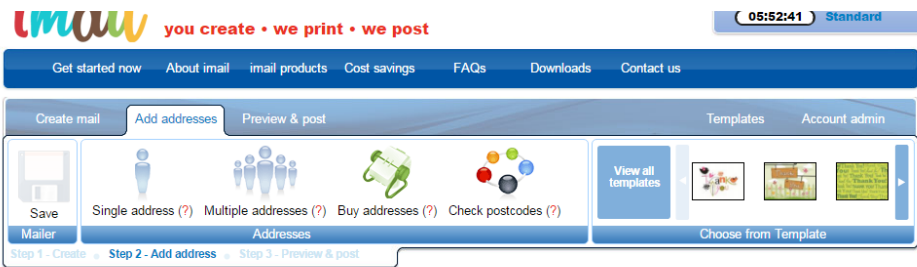
Name: None

Next

Add addresses

Follow the on screen instructions and add text to the letter. You can also add pictures as attachments and check your spelling. When complete click **'Add Addresses'**.

6.



### Step 2 - Add addresses

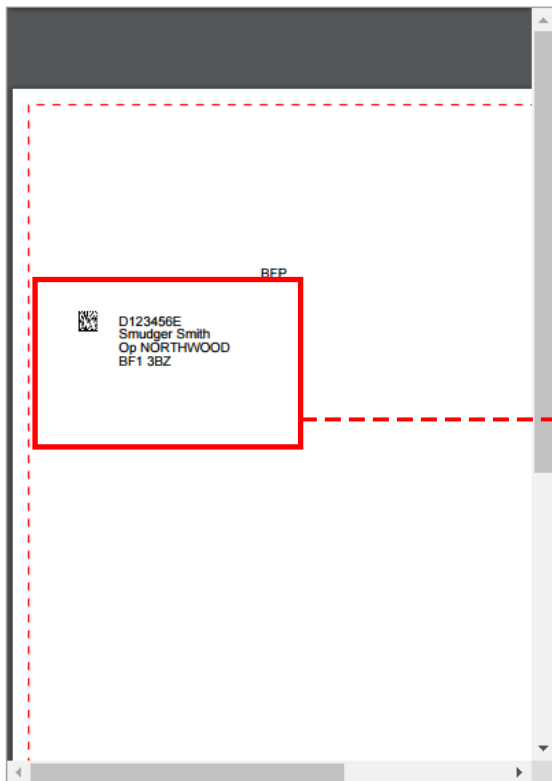
Select one of the buttons within the ribbon above to address your mail



Insert the address directly into the address box, use the full military post code, which can be found at: <https://www.gov.uk/government/publications/british-forces-post-office-locations> When complete press '**Preview & post**'.

7.

### Step 3 - Preview & post



Please ensure all text or important images remain within the dotted red line and that you see every page of your mailing

Discount voucher code

#### Mailing Summary

Mailing type: Colour letter  
Service: Standard  
Number of items: 1  
Price per item: £0.45  
Sub total: £0.45  
Discount: £0.00  
VAT: £0.09  
Grand total: £0.54

Please check this preview of your mail before posting.

NOTE: Once submitted, the mailing cannot be retrieved

Check the address, and press '**Post MAILER**' once you are content.

8.

**mail** you create • we print • we post 05:52:41 Standard

Get started now About mail mail products Cost savings FAQs Downloads Contact us

Create mail **Add addresses** Preview & post Templates Account admin

Save Single address (?) Multiple addresses (?) Buy addresses (?) Check postcodes (?) View all templates

Mailer Addresses Choose from Template

Step 1 - Create Step 2 - Add address Step 3 - Preview & post

### Step 2 - Add addresses

Select one of the buttons within the ribbon above to address your mail

**Next**

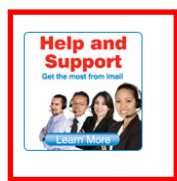
Preview & post

Previous step

Recipient name / Address

POSTCODE

Font family Font size B I U [List icons] [Color icons] [HTML icon]



If you experience any issues using this service use the 'Help and Support' link to provide you with additional guidance.

