# Overview of Emails

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This guide provides an overview of the Emails module. It is intended for general users.

The Emails module lists all the emails downloaded into aACE when you use your unique aACE email address. Any attachments to the emails are also included in this module. For more information about aACE's email integration (Mailgun), please read our guide Understanding aACE Email Integration (https://aace6.knowledgeowl.com/help/understanding-aace-email-integration).

To access the Emails module, navigate from Main Menu > CRM & Sales > Emails.
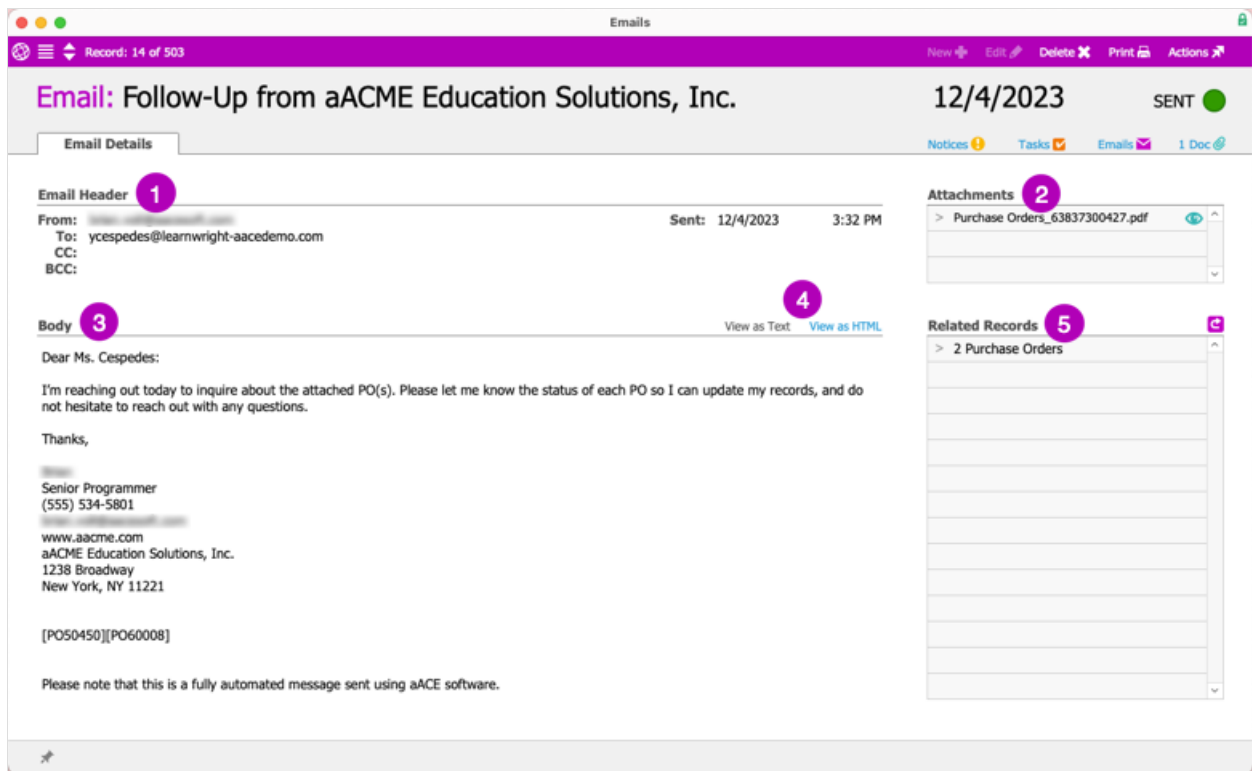
1. Email Header

Like in a traditional email format, the Email Header section displays who the email is to and from, who is CC'd, and who is BCC'd. Additionally, aACE shows when the email was sent (date and time).

2. Attachments

If the email has any attachments, aACE presents them in the Attachments section. You can

view the attached documents in the aACE [Documents module](https://aace6.knowledgeowl.com/help/overview-of-documents-and-the-documents-viewer) by clicking the provided Go-To link (>). Clicking the View icon (👁) downloads the file to your computer and automatically opens it in your default file-viewing software.

You can also access these attached documents by clicking the [Docs link](https://aace6.knowledgeowl.com/help/working-with-documents#DocsLink).

3. Body

The Body section of the email includes the content of the communication, as a normal email would.

4. View Options

aACE provides different view options for readability purposes. You can change the format of the email by clicking either the "View as Text" or "View as HTML" option.

5. Related Records

If the email is linked to any aACE records, you can view them in the Related Records section. You can also click the Go-To link (>) for the listed related records to view them in aACE.