# 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 the aACE Email Integration, refer to 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.
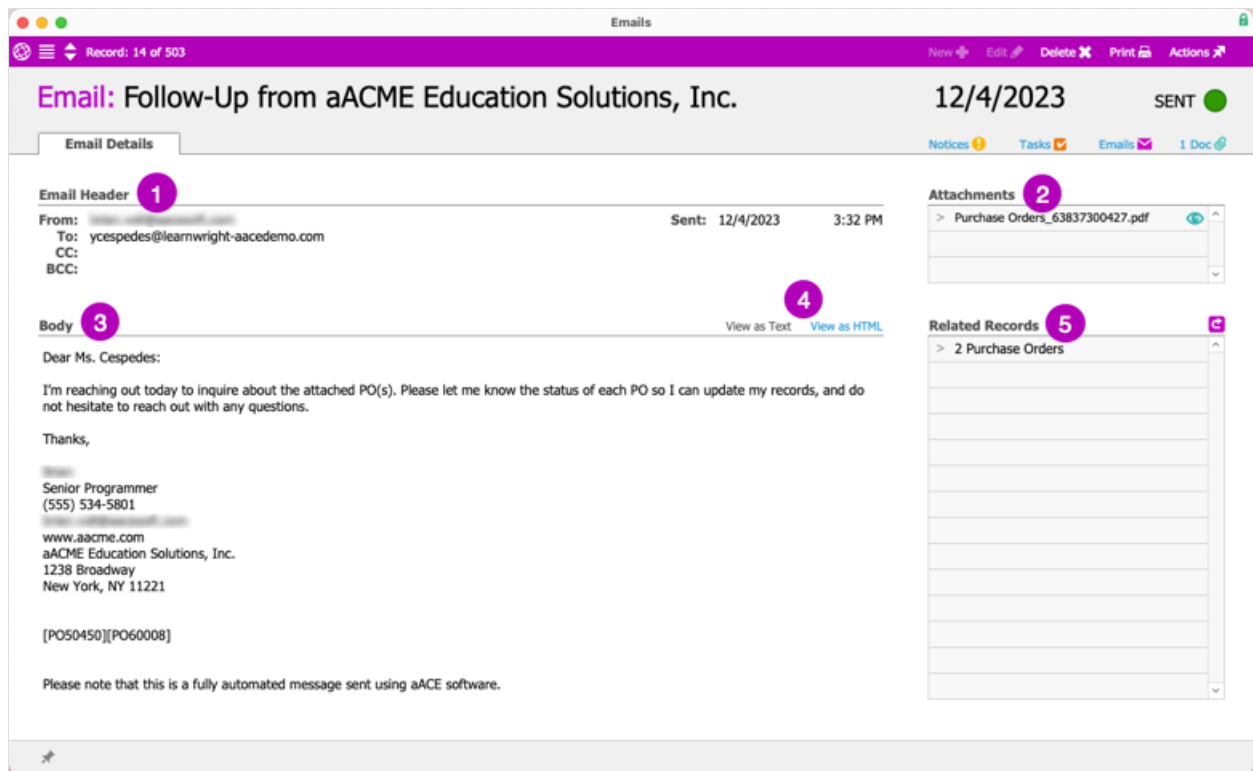
1. Email Header

Like in a traditional email format, the Email Header section displays who is sending and receiving the email, who is CC'ed, and who is BCC'ed. Additionally, aACE shows the date and time for when the email was sent.

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 selecting the provided Go-To link (>). Selecting the View icon (👁) downloads the file to your computer and automatically opens it in your default software for viewing files.

You can also access these attached documents by selecting 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.

4. View Options

aACE provides different view options for readability purposes. You can change the format of the email by selecting 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 select the Go-To link (>) for the listed related records.