Support - email user account setup and facts

FYI - we recommend "IMAP" over "POP3" especially if using more that one device to access email. If you have issues and are accessing with multiple devices, let us know and we can look through our logs to see if changing parameters for that login will help.

Quick Facts and Set Up

Here are some quick facts about where to access WebMail functionality and information relating to setting up POP and IMAP.

Mail Access Method	Details
WebMail website to access mailbox	If you host with us, instead of using "www" Use "mail" as the prefix for the address (url)
password, set forwarding and auto response.	Your username may not be your email address, contact us if in unsure.
	(it may redirect to https:/mail.webengr.com/ - if so that is nominal)
	(If using frequently, please verify your pesonal information under Options.)
WebMail website to securely access mailbox	https://mail.webengr.com/
WebMail " Options " allows you to change password , set forwarding and auto response .	Your username is probably not your email address. (If using frequently, please verify your pesonal information under Options.) (FYI - The mail server ssl server certificate is set for the default domain mail.webengr.com. The additional costs of a dedicated certification and IP address for each domain is not necessary for most situations.)
email client setup ' gotcha ' NOTES IMAP prefix, directory path	Don't use "secure authentication" for password type, plain text is protected if the all the traffic is encrypted. WHY? Securing the authentication on many applications only secures the username/password but not the rest of the email. We support the option of securing all the email by using SSL/TLS for all the incoming and STARTTLS for all the outgoing/smtp communication. Yes the naming methods are for email encryption are confusing. Ask us if unsure. When using imap, set the 'path' or 'root folder' to mail (may need to go into advance settings) The



	webmail also uses that folder to put mail folders into.
POP/SMTP setup information * For email clients (e.g., Outlook/Thunderbird)	Incoming Server: your server with "mail" instead of "www"
	Outgoing Server: your server with "mail" instead of "www"
	We recommend that you use IMAP but if you must we do support pop3. The pop3 port number is by default 110, and if using SSL encrytion on port 995 or 8995)
Secure POP/SMTP setup information * For email clients (e.g., Outlook Express)	Incoming Server: mail.webengr.com
	Outgoing Server: mail.webengr.com
	We recommend that you use IMAP but if you must we do support pop3
	For SMTP, outbound, we recommend port 587 instead of 25 for outgoing, 587 is the 'submission' port which works better that the "relay" port number, also you can use encryption method STARTTLS for either.
	The pop3 port number is by default 110, but if you are using SSL/TLS for encryption the port number is 995 or 8995.
	FYI - The mail server ssl server certificate is set for the default domain mail.webengr.com. The additional costs of a dedicated certification and IP address for each domain is not necessary for most situations.
IMAP setup information * For email clients (e.g., Outlook/Thunderbird)	Incoming Server: your server with "mail" instead of "www" root mail folder: mail
	Outgoing Server: your server with "mail" instead of "www"
	Notes:
	 <u>Outlook may need send/receive disabled</u> <u>for imap.</u>
	 You should set your mail prefix sometimes called your root folder to be mail



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	The imap port number is by default 143, but if you are using SSL/TLS for encryption the port number is 993 or 8993
Secure IMAP setup information * For email clients (e.g., Outlook/Thunderbird)	Incoming Server: mail.webengr.com root mail folder: mail Notes:
	 Outlook may need send/receive disabled for imap. You should set your mail prefix sometimes called your root folder to be mail The imap port number is by default 143, but if you are using SSL/TLS for encryption the port number is 993 or 8993 For outgoing, smtp, we recommend port 587 instead of 25 for outgoing, 587 is the 'submission' port which works better that the "relay" port number - both ports support STARTTLS FYI - The mail server ssl server certificate is set for the default domain mail.webengr.com. The additional costs of a dedicated certification and IP address for each domain is not necessary for most situations.

Accessing Your Mailbox

There are two ways to access your mailbox: (1) through WebMail from any computer connected to the Internet and (2) through your email application on your computer (e.g., Outlook, Thunderbird, Cloud service, Cell phone App, etc...). There are a few simple steps to connect to your mailbox before being able to send and receive messages:

Accessing your mailbox via WebMail

Access your mailbox by opening your web browser (e.g., Internet Explorer® or Firfox® or Chrome® or other) and entering your mail.domainname.tld into the address bar (i.e., with domainname and tld being your personal domain name such as companyabc.com). It is that easy! Don't put the www in front of the address though or it won't work.

Enter your assigned user name (a unique name, not necessarily your email name) and your password and click on the 'Login' button. You are now ready to send and/or receive messages. You may also want to edit 'Personal Information' under 'Options' page because the default email address may be an alias.

Accessing your mailbox via the email client OUTLOOK

Of note, outlook 2010 seems to do a lot better than its earlier versions at

handling IMAP. If using a previous version of Outlook, our customers that upgraded had a lot of gremlins dissappear. As of Outlook 2010, Microsoft finally supports seting IMAP trash folders and SENT folder to be on the server. Things to watch out for:

Outlook Configuration Notes:

• These instructions were created with Outlook 2003 (if you have another version, it will be similiar, but expect variations).

Configure Outlook

Either start Outlook and go to "TOOLS" and "ACCOUNTS or you may can click 'Start-Settings-Control Panel' and find the 'Email' Icon, and open it (double-click). You should see the following screen.

Mail Set	up - Outlook	×
E-mail Ad	ccounts Setup e-mail accounts and directories.	E-mail Accounts
Data File	es Change settings for the files Outlook uses to store e-mail messages and documents.	Data <u>F</u> iles
Profiles	Setup multiple profiles of e-mail accounts and data files. Typically, you only need one.	Show Profiles
		⊆lose

Click on the 'Email Accounts' button.



E-mail Accounts	? ×
E-mail Accounts	
You can change the e-mail accounts and directories that Outlook us	es. >
E-mail	
Add a new <u>e</u> -mail account	
View or change existing e-mail accounts	
Directory	
Add a new directory or address book.	
C View or change existing directories or address bool	5
2 P	

Select "add a new email account". Then click next.



ierver Tyne		/
You can choos	e the type of server your new e-mail acount will work with.	R
c	Microsoft Exchange Server	
	Connect to an Exchange server to read e-mail, access public folders, and share documents.	
C	<u>Р</u> ОРЗ	
	Connect to a POP3 e-mail server to download your e-mail.	
œ	IMAP	
	Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.	
C	НТТР	
	Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.	
C	Additional Server Types	
	Connect to another workgroup or 3rd-party mail server.	
		C 1
	< <u>B</u> ack <u>N</u> ext>	Cancel

Select IMAP and click next.



User Informat	ion	Server Information	
Your Name:	My Name	Incoming mail server (IMAP):	mail.webengr.com
<u>E</u> -mail Address:	name@webengr.com	Outgoing mail server (SMTP):	mail.webengr.com
Logon Informa User Name:	username		
eassword:	****		
	Remember password		
	in Tompor bassillera		

Fill in all the information on this page. Please make sure you do not have a checkmark for "Log on using Secure Password"

(SPA only supports encryption for username/password, and is not compatible with full encryption....) You will also need to use the button "more settings" for the next window:



nternet E-mail Settings	? ×
General Outgoing Server Connection Advanced	
Mail Account Type the <u>n</u> ame by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"	
mail.webengr.com	
Other User Information	
Organization:	
Reply E-mail:	
OK Ca	ncel

Select "outgoing server" tab and check the box that says "my outgoing server requires authentication".



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Select the "Advanced" tab and check both boxes for enabling SSL on incoming/outgoing servers. Also change the outgoing mailserver port to 587.

It is recomended that you select a "root folder path". For legacy support recommend seting this to "mail". This puts your IMAP folders under a directory called "mail" in your unix home directory. Also the web email is configured to use mail folders in the same directory. If you use different IMAP applications and some are not set, they may make folders above this directory and the web mail will not see them.

NOTE !!!! on OUTLOOK 2007 select "auto" from the drop down box, instead of SSL



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Internet E-mail Settings 🛛 🛛 🗙
General Outgoing Server Connection Advanced
Server Port Numbers Incoming server (IMAP): Image: This server requires a secure connection (SSL) Outgoing server (SMTP): Image: This server requires a secure connection (SSL) Server Timeouts Short Image: This server requires a secure connection (SSL) Server Timeouts Short Image: This server requires a secure connection (SSL) Server Timeouts Short Image: This server requires a secure connection (SSL)
OK Cancel

Select "OK", "Next", "Finish" and then close all the windows.

OUTLOOK SEND/RECEIVE FOR IMAP:

If you are using IMAP, you need to either turn off automatic send and receive or make sure that the IMAP account is not included in that. Automatic send and receive interferes with the IMAP update which happens separately.

To explain the option:

* If your IMAP account is the only account you have, then you can simply turn off automatic send and receive because it is unnecessary.

* If you have other email accounts that are using POP, you will probably want them updated regularly, so leave on the auto s & r for them, but disable it for the IMAP accounts. You could also just do the s & r manually

example w/ Outlook 2007

Configure Outlook to behave properly with IMAP

Note: These steps are very important. By default, Outlook will periodically check for new mail and check all subscribed folders. This places unnecessary load on our mail servers, and will give you annoying error messages as the extra unecessary connections timeout. Within the IMAP configured environment a mail server will notify a desktop mail client as soon as the new message enters the INBOX.

Disable periodic new mail check

- 1. Click Tools -> Options, and choose the "Mail Setup" tab.
- 2. Click the Send/Receive button.
- 3. Find "Schedule an automatic send/receive every XX minutes". line and remove the corresponding check mark.
- 4. Click Close, then click OK.

Send/Re	eceive Groups		? <mark>x</mark>
êz	A Send/Receive grou folders. You can spe during a send/receiv	up contains a collection of O cify the tasks that will be pe e.	utlook accounts and erformed on the group
	<u>G</u> roup Name	Send/Receive when	
	All Accounts	Online and Offline	<u>N</u> ew
			<u>E</u> dit
			<u>C</u> opy
			Remove
			Rename
Setting	for group "All Accounts		
Secong	Include this group	,) in send/receive (F9),	
	Schedule an auto	matic send/receive every	30 🔶 minutes.
	Perform an autom	natic send/receive when exi	ting.
Wł	nen Outlook is Offline		
	Include this group	in send/receive (F9).	
	Schedule an auto	matic send/receive ever <u>y</u>	30 🚔 minutes.
			Close



------ more problems with i phones ?

PROBLEM

Error message when trying to delete a message from iPad or iPhone:

Unable to move message. The message could not be moved to the Trash.

SOLUTION

Navigate to your email account's settings

- Go To Settings (Gear icon).
- Tap Mail, Contacts, Calendars.
- Select your email account (You will want to make sure this is set for all your IMAP accounts.)
- Tap Account Info (in iOS 8, tap the item named "Account [your email address]").
- Tap Advanced (At the very bottom. You may need to hide the keyboard to see this.)

Set up Mailbox Behaviors to store message in the correct folders "On The Server"

- Under the "Mailbox Behaviors" section, select "Drafts Mailbox"
- In the new window, select the "Drafts" folder from the "On the Server" section. You should see a check mark next to this folder. Do NOT check the "On My iPhone" "Drafts" selection at the top.
- Tap the "Advanced" button on the top left to go back to the advanced page.
- Repeat this process for the "Deleted Mailbox" and "Sent Mailbox", selecting the corresponding "On The Server" mailboxes. With Gmail accounts, you will also have the ability to map an "Archive Mailbox", which can be linked to the "All Mail" mailbox.

Back Out to Complete the Changes

- Tap the "Advanced" button on the top left.
- Tap on "Account Info".
- Tap "DONE" (do not tap Cancel).

You may need to then completely shut down, and then turn your iPhone back on.

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