

WEBMAIL GUIDE

- ▣ Accessing your Webmail
- ▣ Email Set-up Guide
- ▣ POP and IMAP
- ▣ Spamming
- ▣ FAQ
- ▣ White-Listing Emails

splashweb

WEBMAIL VS. EMAIL

With your hosting plan, you will automatically get a number of Webmail/Email addresses. These are POP/IMAP accounts, which are the most basic, but standard email options out there. Splash will need to set these up on your mailservers for you.

Splash offers these accounts at no additional charge with your hosting plan as Webmail accounts. Once these accounts are set up on the server, we will send you your User and Password for each account to then access them using a website interface.

Webmail is very much like Hotmail or Gmail. You would typically go to the Gmail website, enter your user and password and then have access to your account. To access your Webmail portal, you would go to:

www.yourdomain.ca/webmail (or .com, depending on your primary domain)
- see Webmail access on Page 3

IF you would like to set up your mail account using your computer, or mobile devices, email systems, this can be done as well, but please note that if assistance is needed to set this up, minimal IT fees will be charged. If this is something you would like to attempt yourself, we have provided instructions to help you through the process.

WEBMAIL

You can always access your email through any web browser, wherever you are in the world.

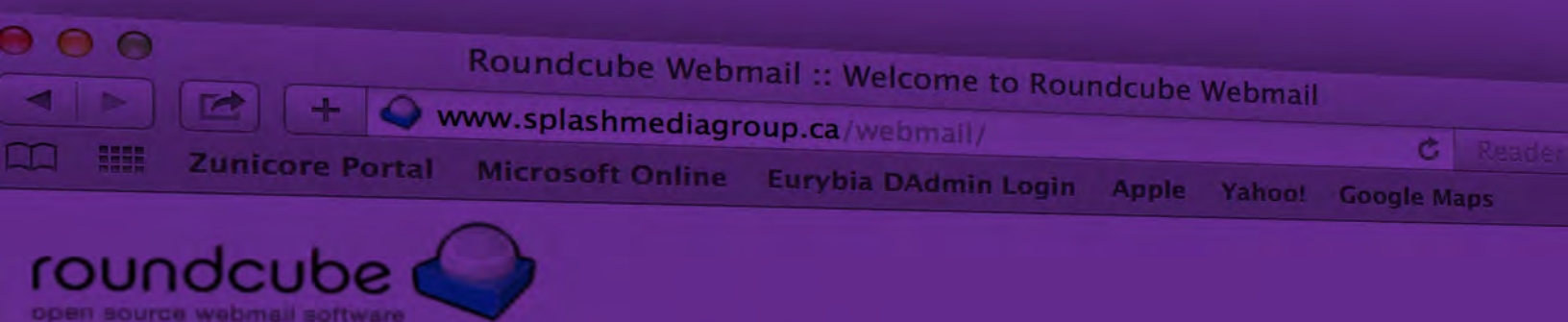


STEP 1: Enter your website, then put **/webmail** behind it
Roundcube screen should come up

STEP 2: Enter your Username - **your email address**

STEP 3: Enter your Password - **the one we assigned you**

Now you will be in a web based email system that is similar to Hotmail, GMail, etc.



Welcome to Roundcube Webmail

Username

Password

POP vs IMAP

IF YOU ARE GOING TO ATTEMPT TO SETUP YOUR MAIL ADDRESS AS A WORKING EMAIL ADDRESS WITH YOUR DEVICE, YOUR FIRST STEP IS TO UNDERSTAND IF IT SHOULD BE A POP ACCOUNT, OR AN IMAP ACCOUNT.

BOTH OF THESE ARE EMAIL PROTOCOLS AND ALLOW YOU TO READ EMAIL LOCALLY USING A THIRD PARTY APPLICATION PROGRAM LIKE OUTLOOK, THUNDERBIRD, EUDORA, MAC-MAIL, ETC.

POP:

The original protocol for the web world is POP (Post Office Protocol) and was created in 1984 as a means to download emails from a server.

Being the original protocol, POP follows the simplistic idea that only one client requires access to mail on the server and that mails are best stored locally. This leads to the following advantages:

- Mail stored locally, i.e. always accessible, even without internet connection.
- Internet connection needed only for sending and receiving mail.
- Saves server storage space.
- Option to leave copy of mail on server.
- Consolidate multiple email accounts and servers into one inbox.

IMAP:

IMAP (Internet Message Access Protocol) was designed in 1986 to allow remote access to emails stored on a remote server.

IMAP was created to allow remote access to emails stored on a remote server. The idea was to allow multiple clients or users to manage the same inbox. So whether you log in from your home or your work computer, you will always see the same emails and folder structure since they are stored on the server and all changes you make to local copies are immediately synced to the server.

WHEN TO USE POP

USE POP WHEN:

- You want to access your mail from only one single device.
- You need constant access to your email, regardless of internet availability.
- Your server storage space is limited.

POP ADVANTAGES:

Being the original protocol, POP follows the simplistic idea that only one client requires access to mail on the server and that mails are best stored locally. This leads to the following advantages:

- Mail stored locally, i.e. always accessible, even without internet connection.
- Internet connection needed only for sending and receiving mail.
- Saves server storage space.
- Option to leave copy of mail on server.
- Consolidate multiple email accounts and servers into one inbox.

POP EMAIL SETUP GUIDE

You will need to know:

- **Your email address** - name@yourdomain.ca (.com)
- **Your password** - a complex mix of letters, numbers, symbols (supplied by Splash)
- **Your mailserver** - **mail.yourdomain.ca (.com)**

STEP 1: Open your desired application / program for your email account and select Account Settings or Add Account

STEP 2:

- Enter your name: we recommend that you put your email address here
- Enter your email: the email address we have provided to you
- Enter incoming server type: POP3
- Enter incoming mailserver: **mail.yourdomain.ca (.com)**
- Enter Internet Mail Logon: "Account Name", this **NEEDS** to be your full email address we provided to you.
- Enter your password: the password we have assigned to you
 - 'remember password' is ON
 - SSL Checkbox is OFF
 - SPA Checkbox is OFF (if you have this)

Your account should be set up ... but we are not done.

STEP 3:

- Go back to the 'Account Settings' menu, highlight the new account you just created and select the properties of the account.
- Go to the tab that is called 'Servers' or 'Advanced Settings'
 - 'Log on using Secure Password Authentication' is OFF
 - Make sure the "My server requires authentication" box is ON
- **Outgoing mail** port number should be 587, or try 25
- **Outgoing mail: make sure the SSL check box is OFF**
- **Incoming mail** port number should be 110
- **Incoming mail make sure the SSL check box is OFF.**

Save the new settings and exit out of the window.

Please test your account for Incoming and Outgoing emails.

WHEN TO USE IMAP

USE IMAP WHEN:

- You want to access your email from multiple different devices.
- You have a reliable and constant internet connection.
- You want to receive a quick overview of new emails or emails on the server.
- Your local storage space is limited.
- You are worried about backing up.
- If in doubt, go with IMAP. It's the more modern protocol, it allows you to be flexible, your email is automatically backed up on the server, available server space usually isn't an issue these days, and you can still store important emails locally.

IMAP ADVANTAGES:

- Mail stored on remote server, i.e. accessible from multiple different locations.
- Internet connection needed to access mail.
- Faster overview as only headers are downloaded until content is explicitly requested.
- Mail is automatically backed up if server is managed properly.
- Saves local storage space.
- Option to store mail locally.

IMAP EMAIL SETUP GUIDE

You will need to know:

- **Your email address** - name@yourdomain.ca (.com)
- **Your password** - a complex mix of letters, numbers, symbols (supplied by Splash)
- **Your mailserver** - **mail.yourdomain.ca (.com)**

STEP 1: Open your desired application / program for your email account and select Account Settings or Add Account

- STEP 2:**
- Enter your name: we recommend that you put your email address here
 - Enter your email: the email address we have provided to you
 - Enter incoming server type: IMAP
 - Enter incoming mailserver: **mail.yourdomain.ca (.com)**
 - Enter Internet Mail Logon: "Account Name", this NEEDS to be your full email address we provided to you.
 - Enter your password: the password we have assigned to you
 - 'remember password' is ON
 - SSL Checkbox is OFF
 - SPA Checkbox is OFF (if you have this)

Your account should be set up ... but we are not done.

- STEP 3:**
- Go back to the 'Account Settings' menu, highlight the new account you just created and select the properties of the account.
 - Go to the tab that is called 'Servers' or 'Advanced Settings'
 - 'Log on using Secure Password Authentication' is OFF
 - Make sure the "My server requires authentication" box is ON
 - **Outgoing mail** port number should be 25
 - **Outgoing mail make sure the SSL check box is OFF**
 - **Incoming mail** port number should 143
 - **Incoming mail make sure the SSL check box is OFF.**

Save the new settings and exit out of the window.

Please test your account for Incoming and Outgoing emails.

SPAMMING

Splash has a strict policy on spamming and we do our best to educate our clients on how to use their email so they don't cross the spam line. We encourage everyone to read this quick Spam guide.

What is Spam?

By definition, email Spam is: irrelevant or inappropriate messages sent on the Internet to a large number of recipients.

EVERY email is scanned and given a Spam score!

Every email you send is given a spam score. If your email scores high enough it could get caught in a spam filter along the way to your recipient. Here are some tips to keep your Spam score low:

- make sure you have something in the subject line
- do NOT use ALL CAPS
- do NOT use excessive punctuation
- ensure everything is spelled correctly, especially in the Subject line
- eliminate excessive use of different colours, fonts, sizes, images, etc.
- keep your email clean
- certain words like; Free, Limited Time, Act Now as they could be seen as an advertisement

Sending out large volumes of email at a time.

It's important to note that even if you are technically not spamming, your email actions may still get you caught in spam filters and potentially get you blacklisted, as the actions are similar to those who are actually spamming.

If you plan to send out volumes of emails, we strongly encourage you look at systems like MailChimp, Constant Contact, or Campaign Monitor to handle this.

SPAMMING

Sending out a lot of emails within a period of time.

Your mailservier with Splash has a number of security checks in place. If your business sends out a large number of emails within an hour, you will be flagged with our system for us to double check and ensure something bad isn't happening. In this scenario we would usually call to clarify.

If a volume of email goes out that seems completely out of the ordinary, Splash will suspend the account immediately and contact you. Typically, this is when someone has a virus, or malware on their system and they are unknowingly spamming.

SPAMMING COSTS

It's important to note that whether you are spamming, or not. If your email server is compromised, or if you are having issues with your email that require Splash to rectify situations. There will be a charge for our time to fix everything.

Most cases this is a couple of hundred dollars. In some cases this has been a couple of thousand dollars.

FAQ

This FAQ section has been created to help you understand typical email scenarios and help you trouble shoot things before you contact us at Splash. These steps will help eliminate unnecessary charges from Splash.

Someone I've sent emails to before is not getting my email now?

It is possible that your mail is now being marked as spam and is being sent to their junk folder. We suggest you contact them, have them check in their Spam / Junk folder to see if it is there. You may need to ask the recipient to "White List" your email with them. If it isn't there, it is possible that your email has been caught in one of their other Spam filters. They may need to have their IT person check into it.

I forgot my password, what should I do?

If your email is hosted with us at Splash, contact us and we will issue a new password. If not, contact your current email host and request a password reset from them.

It says that my mail is "undeliverable"?

This means that the receiving server is unavailable. Either it's temporarily unavailable, overloaded, or it couldn't be found. We suggest you double check the email address is spelled correctly and give it another try. If you continue to get this message, then I would contact the recipient and see if they have made any changes to their email.

When I get email, in the subject line it says **SPAM****, what is this?**

When mail with spam in the subject line is found in your inbox, it means that the mail wasn't picked up by your spam filter because it could be a new updated type of spam, or that the sender is listed in your trusted senders.

Do I have a max file size I'm allowed to add as an attachment?

Most email clients have a max of 15mb per email (this is what you get at Splash), but usually 10mb is the standard.

FAQ

Do I have a virus protection on my email?

Virus protection is typically installed on your computer as a program that continues to run in the background while you work, but most antivirus software can be set to scan incoming mail for viruses.

How do I know when it is okay to open an email that may be questionable?

You can scan the email with your antivirus to be sure, but normally all email can be opened, as long as any attachments that look suspicious are left alone. If the email it came from

What is Malware?

Malware refers to any software that is hostile or intrusive. Like a virus, this is something someone is doing to potentially cause you harm, or harvest information from you to cause harm.

I haven't received any emails for a couple of hours, how do I know if my email is down?

You can do a send/receive, send a test email, or have someone outside your office send a test email to you. If you don't receive anything, a great way to see if there is a problem with your mailserver is to use the Webmail login and see if these test emails are showing up in there. If they are, the issue is with your computer, if they aren't please contact Splash.

How often should I delete email from my account?

It is a good practice to delete unwanted email from your inbox, sent, spam/junk, and deleted folders. It helps clear up space so that you don't max out your email quota on the server.

How do I "white-list" someone in my email program?

If you are receiving email from someone and it is automatically going to your junk/spam folder, you may need to "white-list" this person with your computer system. PLEASE SEE OUR WHITE-LIST SECTION FOR THIS.

FAQ

Does tagging email as "Spam" do anything?

Depending on your email client settings, marking mail as spam could have future emails from that sender marked as spam as well. This is a good practice if you are certain you don't want email from this sender.

I'm going away on holidays, how do I set up a Vacation Message?

If your email client program doesn't allow you to set up your own vacation message and your email is hosted with Splash, contact us and we will set it up. Please note that there is a \$10 charge to do this.

I accidentally deleted some messages, can I get them back?

Usually deleted mail are sent to a "Deleted/Trash" folder before they are entirely removed, so they can be recovered from there.

I receive an error stating "failure to connect to incoming/outgoing server". What does it mean?

It means that your email account is failing to connect to the server your account is hosted on. Either the server is unavailable, or you are being blocked from logging in due to a blacklisting of your IP on the server. If your email is hosted with Splash, you will have to contact us to have your IP removed from the blacklist, but if it's hosted elsewhere contact your host and have them make the required changes.

I can no longer send or receive email, and any sent emails bounce back. Why is that?

This is because your email quota has been maxed out. Once your email quota is maxed, you are no longer able to send or receive emails, and any outgoing emails bounce back. To fix this you have to start clearing out your folders and permanently deleting old emails that are no longer needed. This includes cleaning out your sent, junk, inbox, and deleted folders.

WHITE-LISTING EMAILS

How do you “White-List” an email address?

If you receiving email from someone and it automatically goes into your spam/junk folder, you will need to “white-list” this email address in your email client program.

Whitelisting email addresses will allow email to always be received from that sender, even if it matches the criteria of spam or junk mail. Adding an email to your whitelist can vary depending on which email program you are using, and whether it’s an application or a web client. But they usually all follow a basic procedure.

Web based:

1. Go to your preferences or email settings
2. Within there, find “trusted senders” or a similar setting.
3. Add the email address or addresses you would like whitelisted.

Email Application:

1. Go to your junk mail.
2. Click on options.
3. Find “trusted senders” or a similar setting.
4. Add the email address or addresses you would like whitelisted.

If you have tried to solve your email problem with this guide and you have either not found your answer, or are still experiencing it, please feel free to **contact us at Splash at 250-562-6255**. **Our IT team will be happy to assist you** and please note that charges may apply.

splash

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