

Getting Started with Your Email Account.

Introduction

SonicSpider's domains use the email system provided by Enom.com. This system provides Pop and SMTP services, for all of our hosting customers that have their domains registered with us (via Enom.com) and choose to buy this service. Following is a brief "getting started" guide for your new email account.

Overview

Mail servers basically are a large databases connected to a "listener" that sits and waits for other mail servers to contact it and deliver mail. Each mail server "advertises" its address via addresses (name servers) and listens on either port 25/587 or 110. (smtp and pop respectively) Once it receives an email that is properly addressed to one of its mailboxes (defined by your email address) it stores the email and waits for you to request your mail. You have two ways to access your mail, either via WebMail interface or via an "email client" like Netscape, Outlook, Mozilla, or Thunderbird (to name a few of the more popular email clients, there are others.) Once an email is read or retrieved it is stamped "read" and can be deleted. Both interfaces are a view on the SAME email box. They are not different places.

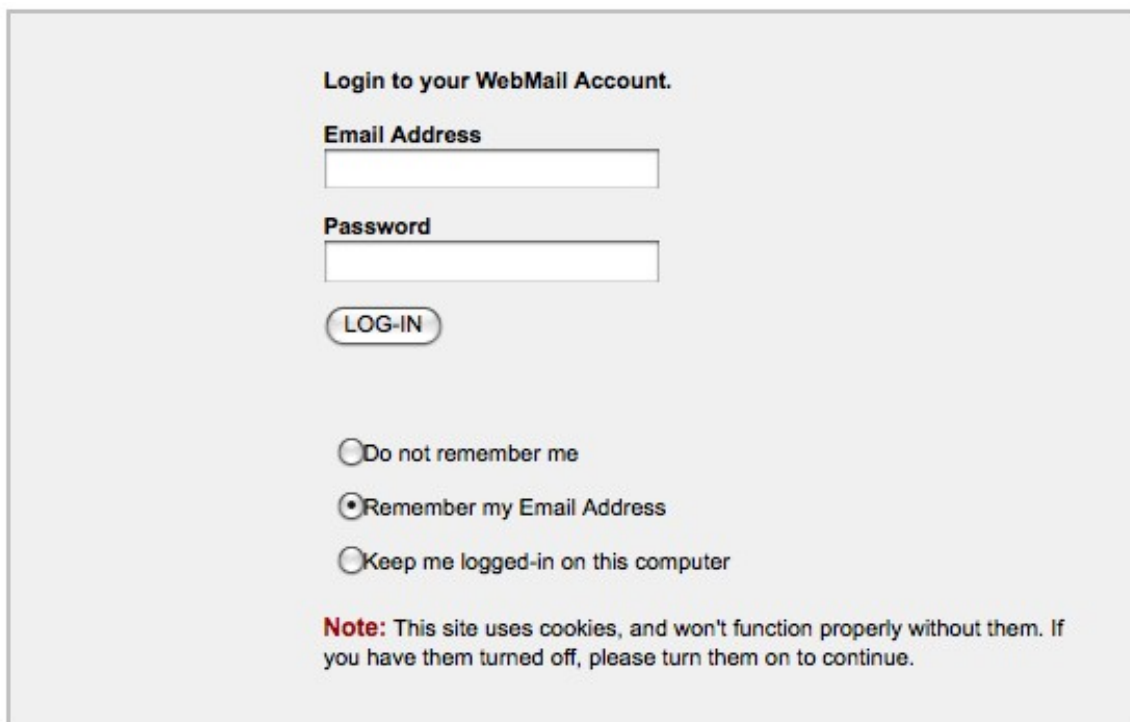
Webmail

Webmail allows you to view and work with your email box on any machine with a browser that is connected to the internet. This is handy when traveling or when you can not connect to your email via an "email client" It is important to understand that once you "read" an email from this view, it will not be "read" by a later request from the "email client" (Outlook, Thunderbird, etc). It will remain in the web mailbox though until you remove it. The other function of the webmail interface is to manage settings for your account. Settings like passwords and email forwarding can be set using the webmail interface. There is a complete help system available online in your webmail account.

Quick Startup

With a new email account there is a number of settings that must be made in the webmail interface before you can get started. First you must login to your webmail browser viewer.

To get to your webmail type in `webmail.yourdomain.com` in the location area of your browser. (Where "yourdomain" is literally YOUR domain name.). This will bring up the following window.



The image shows a login form for a webmail account. The form is titled "Login to your WebMail Account." and contains the following elements:

- Email Address**: A text input field.
- Password**: A text input field.
- LOG-IN**: A button with rounded corners.
- Remember me options**: Three radio buttons with the following labels:
 - Do not remember me
 - Remember my Email Address
 - Keep me logged-in on this computer
- Note**: A red text note stating: "Note: This site uses cookies, and won't function properly without them. If you have them turned off, please turn them on to continue."

To login, use the full email address and your password.

Next you will see the welcome view of your webmail.

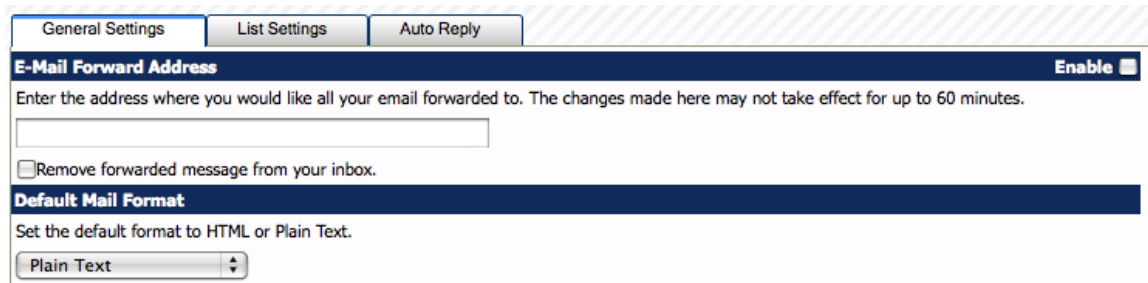
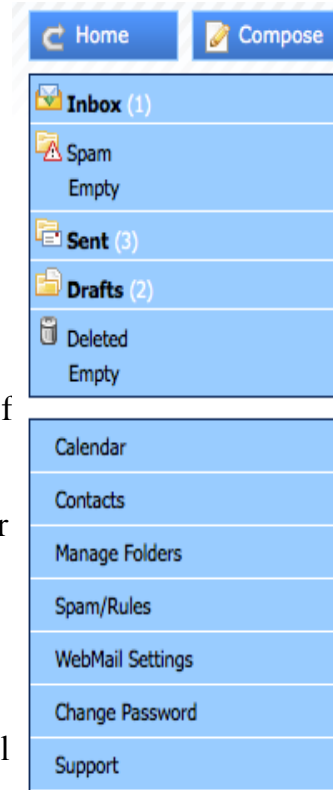
Notice the menu on the left as shown in screen shot:

Click "Webmail Settings"

There are a few settings that you should check as part of getting started. All others are only if use if you use WebMail as your regular email client. If that is the case you should click the "help" link in the upper right corner for a full description of all features.

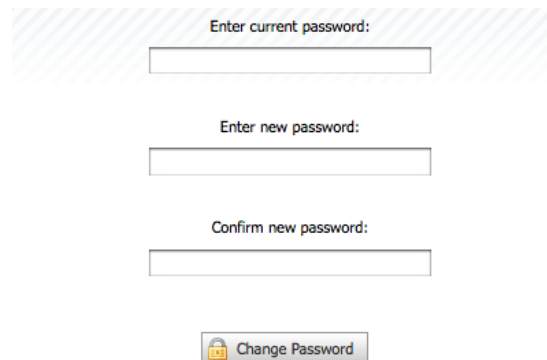
General Settings

E-Mail Forward Address - If you have another email account that is your primary account you can forward all email directly to that account. Click "Enable" and input your forwarding address.



Passwords

Click "Change Password". Use this screen to change your password. It is a good idea to change this password at least once when you start your new account.

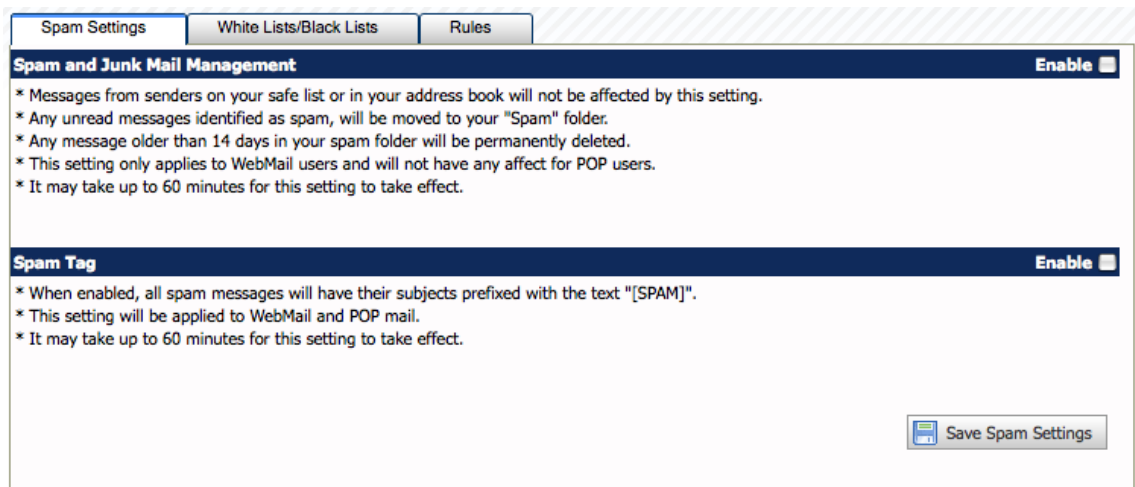


Other Settings

Most of the other settings are fairly self-explanatory and mostly apply ONLY to webmail use. If you use webmail a lot, these settings might be worth considering. If you are primarily using an "email client" then these settings will have no effect.

Spam Rules

If you are using webmail as your primary email interface there is a setting for spam and virus protection. Click "Settings" and then "Spam" for this setting page. If you need further assistance setting up the webmail spam filter, call Rich Peat-Hanna at 760-644-2006 and he will be glad to answer your questions.



The screenshot shows a webmail settings page with three tabs: "Spam Settings", "White Lists/Black Lists", and "Rules". The "Spam Settings" tab is active. The page is titled "Spam and Junk Mail Management" and has an "Enable" checkbox. Below the title, there are four bullet points: "* Messages from senders on your safe list or in your address book will not be affected by this setting.", "* Any unread messages identified as spam, will be moved to your \"Spam\" folder.", "* Any message older than 14 days in your spam folder will be permanently deleted.", and "* This setting only applies to WebMail users and will not have any affect for POP users." Below this, there is another section titled "Spam Tag" with an "Enable" checkbox and three bullet points: "* When enabled, all spam messages will have their subjects prefixed with the text \"[SPAM]\".", "* This setting will be applied to WebMail and POP mail.", and "* It may take up to 60 minutes for this setting to take effect." At the bottom right of the page, there is a "Save Spam Settings" button.

If you are using an email client, many email clients have extensive filtering tools. You can also purchase virus protection that "pre-scans" your email for viruses. Contact Rich Peat-Hanna at 760-644-2006 or your local software professional for assistance.

Display Name and Reply To

Use these settings to set the display name and a replyto email, that will appear on your email ONLY if you send from webmail.

Display Name Enable 

This is the 'from' name that will appear on messages that you send.

Reply To Enable 


Enter the address that you would like to use as your default reply to address, when composing new messages.

 Save Settings

Signatures


Default Mail Format

Set the default format to HTML or Plain Text.

Plain Text 















After sending messages










Copy sent message to 'Sent Items' folder by default

Auto-Signature Enable 

This text will be automatically entered at the bottom of each new email you write.

Rich Text Signature Plain Text Signature

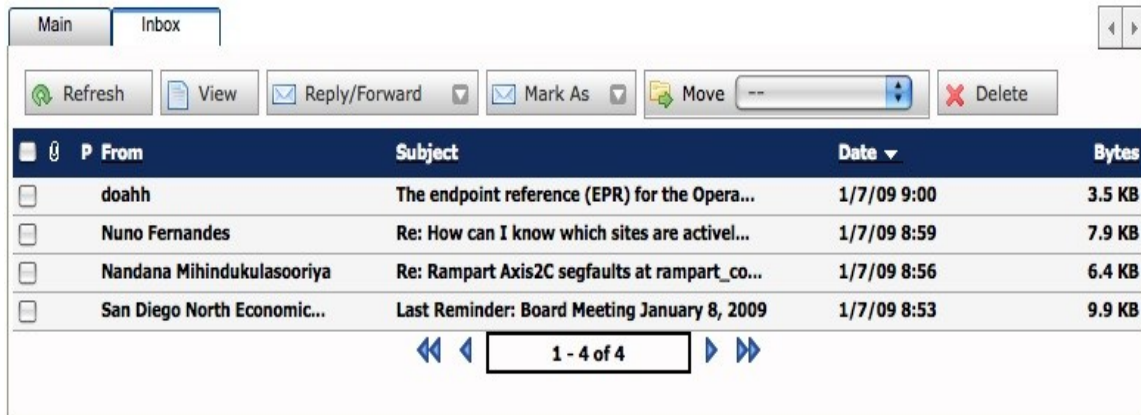
B ***I*** **U** **ABC** x_2 x^2              

     **Font**  **Size**  **Formatting**  **Style** 

Design HTML

Use this setting ONLY if you are sending email from webmail. It places a "signature" block automatically at the end of all outgoing emails.

Inbox View



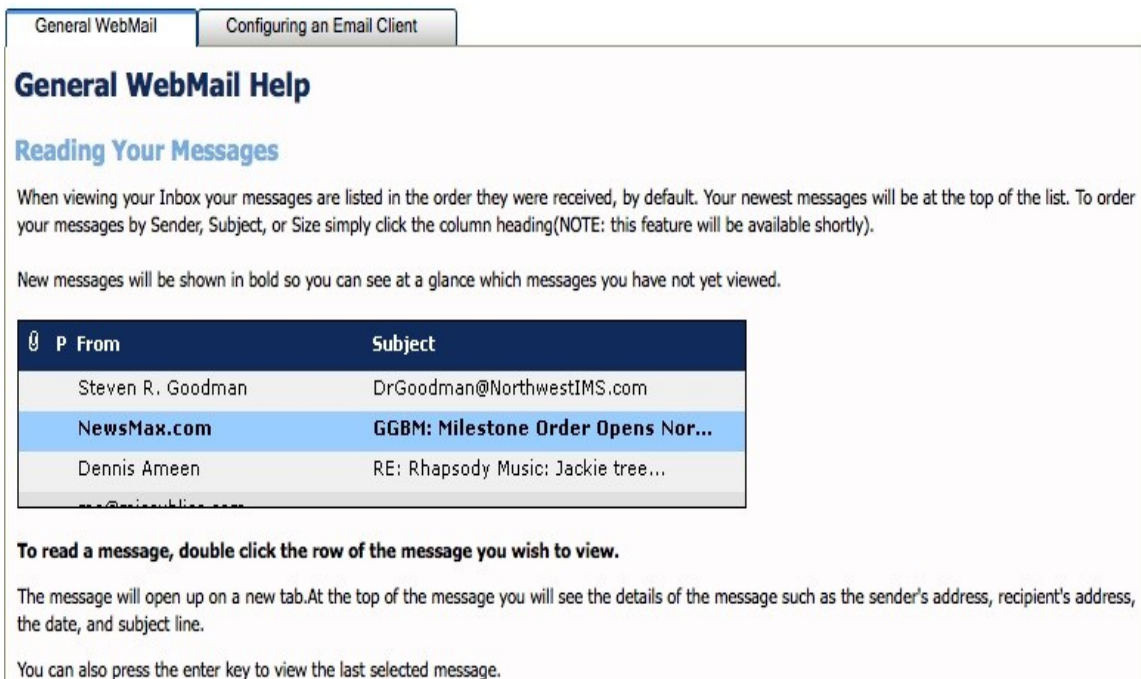
The screenshot shows a webmail interface with a navigation bar at the top containing 'Main' and 'Inbox' tabs. Below the tabs is a toolbar with buttons for 'Refresh', 'View', 'Reply/Forward', 'Mark As', 'Move', and 'Delete'. The main area displays a table of four email messages:

	P From	Subject	Date	Bytes
<input type="checkbox"/>	doahh	The endpoint reference (EPR) for the Opera...	1/7/09 9:00	3.5 KB
<input type="checkbox"/>	Nuno Fernandes	Re: How can I know which sites are activel...	1/7/09 8:59	7.9 KB
<input type="checkbox"/>	Nandana Mihindukulasooriya	Re: Rampart Axis2C segfaults at rampart_co...	1/7/09 8:56	6.4 KB
<input type="checkbox"/>	San Diego North Economic...	Last Reminder: Board Meeting January 8, 2009	1/7/09 8:53	9.9 KB

At the bottom of the table, there are navigation arrows and a box indicating '1 - 4 of 4'.

If you need to use your webmail when traveling this is the screen that you will use to manage your incoming emails. Click "help" for detail instructions.

Help



The screenshot shows a help page with two tabs: 'General WebMail' and 'Configuring an Email Client'. The main heading is 'General WebMail Help'. Below it is a sub-section titled 'Reading Your Messages'.

When viewing your Inbox your messages are listed in the order they were received, by default. Your newest messages will be at the top of the list. To order your messages by Sender, Subject, or Size simply click the column heading(NOTE: this feature will be available shortly).

New messages will be shown in bold so you can see at a glance which messages you have not yet viewed.

P From	Subject
Steven R. Goodman	DrGoodman@NorthwestIMS.com
NewsMax.com	GGBM: Milestone Order Opens Nor...
Dennis Ameen	RE: Rhapsody Music: Jackie tree...

To read a message, double click the row of the message you wish to view.

The message will open up on a new tab. At the top of the message you will see the details of the message such as the sender's address, recipient's address, the date, and subject line.

You can also press the enter key to view the last selected message.

Email Client

An Email Client program (like Netscape, Outlook, Mozilla Mail, Mac Mail, or Thunderbird) transfers your mail from the email server to your local machine. Once the the Email Client makes the transfer it then requests that the transfered emails are deleted from the server. This is a default setting and can be changed so that emails remain on the server. You must consult your documentation for your Email Client to determine the current setting. Generally this is found under "Options" or "Server Settings" and is a check box that indicates whether the emails should be removed or not. [SonicSpider](#) does not support Email clients therefore you may call Rich Peat-Hanna at 760-644-2006, consult the documentation for your software, or a local software support professional for this assistance.

Email Client Configurations

Generally all Email Clients have the same basic requirements. The only difference is in the screens and the sequence in which these settings are found. The primary settings are:

- Incoming Server Name: pop.yourdomain.com port: 110
- Outgoing Server Name: smtp.yourdomain.com port: 25 or 587**
 - NOTE: Your Outgoing Server Name may have to be set to one provided by your Internet Service Provider (ISP). AT&T, Cox, Roadrunner, etc. are a few examples of ISP's who require this setting to control SPAM. If you do not follow their rules you will be able to get but not to send email.
- User Name: <Your full email address>
- Password: <Configured in the Domain Manager>

That seems easy. Unfortunately the writers of the Email Clients can sometime take great pains to make those simple settings hard to find and setup.

**SMTP has a standard port 25 and is the default setting. Unfortunately some ISP will block this port for security reasons so a second port is often available, port 587. If you are having problems with using port 25, try port 587 next.

We have basic "setup" instructions for most of the more common email clients. Let us know which client you are using and we will be glad to send you that documentation. Remember, [SonicSpider](#) does not support Email clients therefore you will need to consult the documentation for your software or a local software

support professional for further assistance.

What goes wrong.

Generally the biggest problems are either during the configuration or during the startup when users are most likely to do "odd" things in trying to get a handle on how to use their email. Couple of points need to be kept in mind when trying to trouble shoot these issues..

- Passwords are case sensitive.
- The User name must be the FULL email address.
- The Outgoing Server is often configured in a different place than the Incoming server. In the Netscape/Mozilla/Thunderbird world this is at the bottom of the server listing after selecting "View Server Configuration".
- Passwords can be changed by us in the Domain Manager. Sometimes it is easier to change the password than try and remember what it "was or is"...
- Once an email is "read" in webmail the Email Client will NOT upload that email. The user must go to their webmail and "forward" that email to themselves. This will make it a "new and unread" email.

What is POP and SMTP?

Without getting very technical, the basics are that SMTP (Simple Mail Transfer Protocol) is the basic system by which mail is transferred from your client email program to your email server and then passed on to the target email server that serves the address to which you sent the email. POP (Post Office Protocol) is the system for "getting" that email from your server. We have documentation and links if you want further information.