

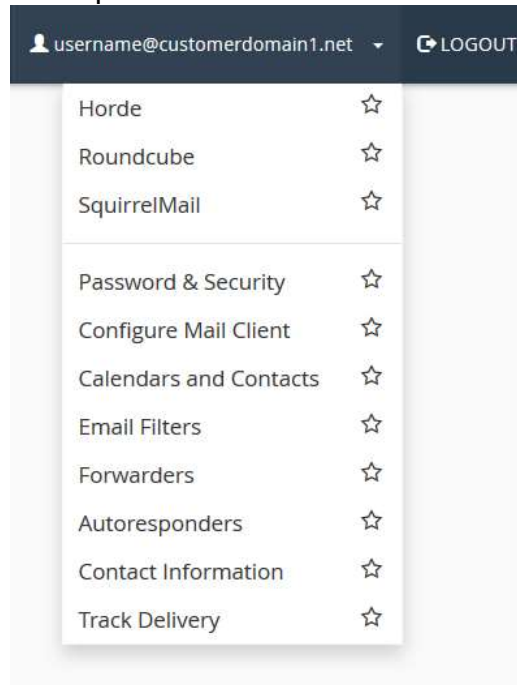
## Webmail Access

To access your email via the web from anywhere: [www.CustomerDomain.com/webmail](http://www.CustomerDomain.com/webmail)

If you have a **split domain**, then use [webmail.CustomerDomain.com](http://webmail.CustomerDomain.com).

You have 3 choices for the webmail client. Horde and RoundCube work with 1 click; SquirrelMail requires a little initial configuration.

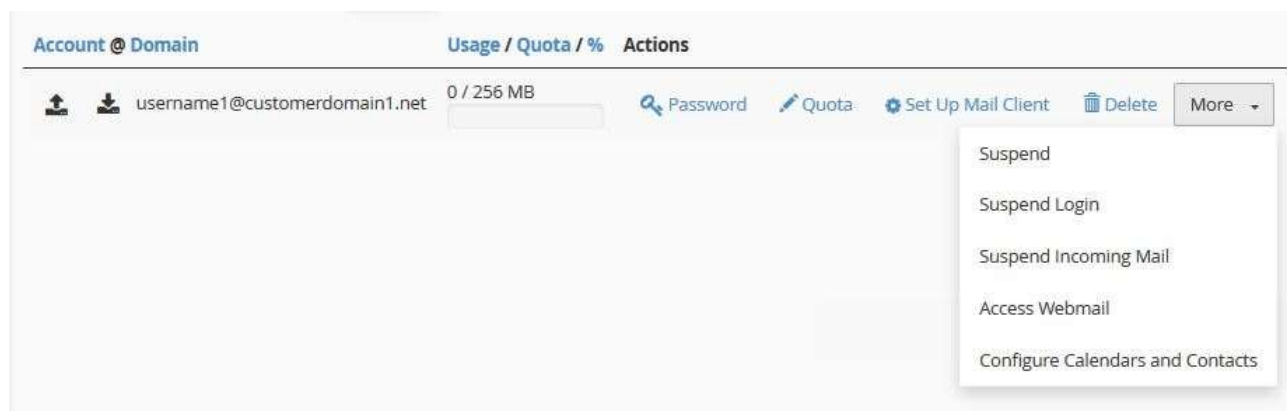
To switch between them use the dropdown to the right of your username. It is in the upper right corner of the browser window. An expanded screenshot is below.



**To add, remove or make changes to email users**, login to the control panel with your main username. Look for the EMAIL section and Email Accounts icon.



An expanded screen shot of a single user account is below. The blue clickable options are self-explanatory. The More dropdown has additional options.



## Email Application Settings

Email client settings are generically presented below. Please note that if you go into your cPanel account the configuration settings can be found there. Email > Email Accounts > Set Up Mail Client.

### Secure SSL/TLS Settings (Recommended)

**Username:** *UserName@CustomerDomain.com* (full email address)

**Password:** Use the email account's password

**Incoming Server:** *mail.CustomerDomain.com*

IMAP Port: **993**

POP3 Port: **995**

**Outgoing Server:** *mail.CustomerDomain.com*

SMTP Port: **465**

**Authentication is required** for IMAP, POP3, and SMTP

### Non-SSL/TLS Settings (NOT Recommended)

Username: *UserName@CustomerDomain.com*

Password: Use the email account's password

Incoming Server: *mail.CustomerDomain.com*

IMAP Port: 143

POP3 Port: 110

Outgoing Server: *mail.CustomerDomain.com*

SMTP Port: 25

Authentication is required for IMAP, POP3, and SMTP

In addition to the above settings, the cPanel interface provides mail client configuration scripts for common Windows and Apple email applications. Log into cPanel with the device you wish to configure. Click on "Set Up Mail Client" for the user you want to configure. In the Auto Configuration Scripts section, under the Protocols heading, click the appropriate blue link. The script will auto start.

Scripts are provided for the following applications:

Microsoft Outlook 2010 for Windows

Windows Live Mail

Microsoft Outlook 2007 for Windows

Microsoft Outlook 2000 for Windows

Microsoft Outlook Express for Windows

MacOS Mail.app for "Pre Lion" (10.4+)

MacOS Mail.app for "Lion" (10.7+)

Postbox

iOS for iPhone/iPad/iPod and MacOS Mail.app for Mountain Lion (10.8+)

Mozilla Thunderbird

KDE Kmail

## Spam Filtering

Spam filtering is included with all email services and is handled by Mail Scanner in cPanel. The icon depends upon your configuration but will be like this one in the EMAIL section:



It puts email into 3 categories. High scoring spam will be dropped – some 50%+ of all email. The rest will be delivered. However, if it might be spam, it will be flagged and delivered. A few quick mail rules and you can have it all land in the Junk Folder. Or you can create an email account that will get all tagged email.

You can change the thresholds for delivery, markup and delete in cPanel. Go to the Email section >> MailScanner >> "Other settings" right near the top. Defaults are clearly marked. We recommend lowering the thresholds 1 or 2 values at a time and waiting several days between changes. A detailed document is available on our website.

Whitelists and blacklists are set at the domain level. At present, you are limited to 40 values in each list.

A detailed document is available on our website.

## Outlook Configuration

- 1) After creating the email account in Outlook, go to Tools >> Account Settings
- 2) Select the email account in the list and click on "Change"
- 3) Click the "More Settings" button

Change Account

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**  
Your Name: Oxford Test  
Email Address: test@CustomerDomain.com

**Server Information**  
Account Type: POP3  
Incoming mail server: mail.CustomerDomain.com  
Outgoing mail server (SMTP): mail.CustomerDomain.com

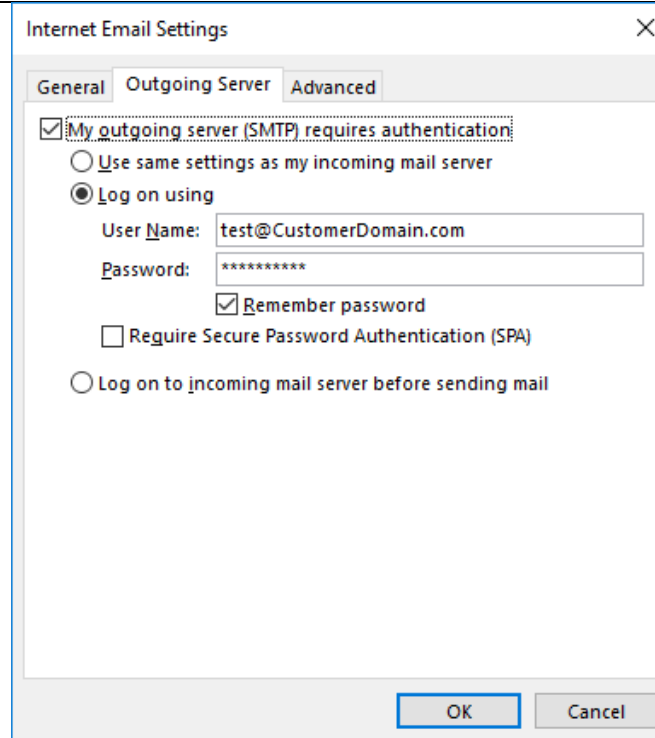
**Logon Information**  
User Name: test@CustomerDomain.com  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
Test Account Settings ...  
 Automatically test account settings when Next is clicked  
You may find it convenient to uncheck this box!  
More Settings ...

< Back Next > Cancel

Note that this setup is for POP. If you want to change from POP to IMAP or vice versa, you must create a new account. Once the account is created you cannot change between incoming mail server types.

4) Click on the "Outgoing Server" tab



The screenshot shows the 'Internet Email Settings' dialog box with the 'Outgoing Server' tab selected. The 'General' tab is also visible. The 'Advanced' tab is not selected. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. Below it, the 'Log on using' radio button is selected. The 'User Name' field contains 'test@CustomerDomain.com' and the 'Password' field contains '\*\*\*\*\*'. The 'Remember password' checkbox is checked. The 'Require Secure Password Authentication (SPA)' checkbox is unchecked. The 'Log on to incoming mail server before sending mail' radio button is unselected. The 'OK' and 'Cancel' buttons are at the bottom right.

5) Check the "My outgoing server (SMTP) requires authentication" box (if it's not already checked)

6) Select "Log on using" and then specify the full email account and its password. "Use same settings as my incoming mail server" should work as well...

7) Click on the "Advanced" tab

Internet Email Settings

General | **Outgoing Server** | Advanced

Server Port Numbers

Incoming server (POP3): 995 Use Defaults

This server requires an encrypted connection (SSL)

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short Long 1 minute

Delivery

Leave a copy of messages on the server

Remove from server after 2 days

Remove from server when deleted from 'Deleted Items'

OK Cancel

Internet Email Settings

General | **Outgoing Server** | Advanced

Server Port Numbers

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items

Do not save copies of sent items

Deleted Items

Mark items for deletion but do not move them automatically

Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

Purge items when switching folders while online

OK Cancel

Left shows POP3 configuration for Incoming server and right show IMAP for Incoming.

8) Change the "Outgoing server (SMTP) port to 465 and select "SSL" from the "Use the following type of encrypted connection" drop down.

9) Click the "OK" button

10) Then click the "Next" button when you're back at "Change E-mail Account"

11) Finally click the "Finish" button