Logging in to Webmail

To login to webmail, enter your complete email address and your password.

Changing Your Password

- Login to the Web Mail Client
- Click Settings on the left
- Expand My Settings, click Account Settings, click User tab.
- Enter your new password in the New Password and Confirm Password boxes.
- Passwords must be at least 8 characters long and include 1 each of: upper case, lower case, characters and numbers.

Forgotten Passwords and Resets

A Backup Email Address must be present for password resets to be completed. You will be prompted for this the first time you log into webmail. If you did not enter a backup email address, you can add a Backup Email Address by:

- Login to the Web Mail Client
- Click Settings on the left
- Expand My Settings, click Account Settings, click User tab.
- Enter a valid email address in the Backup Email Address field at the bottom of the options.
- If you do not know your password and you did not set up a Backup Email Address, please call technical support.
Password Reset

- Go to the Webmail Client site

- Click the Forgot your password? link.

- Enter your complete email address.
- Correctly enter the CAPTCHA characters.
- Click OK and password reset instructions will be sent to the backup email address.

Email Forwarding

- Login to the Web Mail Client
- Click Settings.

- Expand My Settings, then click Account Settings and then click Forwarding tab.
- Enter the receiving email address in the Forwarding Address field. We recommend enabling Delete messages when forwarded to prevent your mailbox from overfilling.
Self Help

SmarterMail has two options for getting online help. Both are available from the top right corner of the screen once you are logged in.

- **Online Help** is contextual which means that the help message displayed will apply to whatever option you have selected on the left side of the screen. A new tab will open with help on the specific topic. You may have to scroll down a bit for some things.
- **Search Online Help** opens a new tab where you can Enter Search Phrase.

Both Help screens have additional help options at the top of the new tab.

SPAM Filtering

The servers are configured to filter out SPAM messages at an aggressive level. In general, users like to see less spam in their inbox, period. And like any email provider, legitimate messages may be incorrectly marked as spam and delivered to the Junk E-Mail folder. This is simply remedied and the more actions a user takes, the more customized to that user the spam filtering becomes.

Unblocking Senders

- Users may choose to mark a legitimate message **Not Spam**. From Inbox or Junk E-Mail click the Actions Menu; Click **Actions > Mark > Not Spam**.
- Users may also choose to never block a specific sender in the Actions Menu; **Click Actions > Unblock Sender**.
Blocking Senders

- Users may choose to block a sender. Click on a message from a sender you want to block. From the Actions Menu; Click **Actions > Block Sender**.
- Users may choose to mark a message **Spam**. From Inbox or Junk E-Mail click the Actions Menu; Click **Actions > Mark > Spam**.

Trusted Senders (Incoming Email Spam Whitelist)

Users may configure Trusted Senders (incoming whitelist) by adding the source email address to the list of Trusted Senders for the domain.

- **Login to the Web Mail Client**
- Click **Settings**.

  - Expand **My Settings**, then click **Trusted Senders**.
  - Click **New** to add a new trusted sender to the whitelist and enter either an email address or a domain to whitelist any email coming from that domain.

Mailbox Size Limit

If you reach your mailbox size limit all incoming mail will cease. You will be notified by email if you have reached your limit. The email message will inform you as in the following example:

```
From: System Administrator
Subject: Mailbox size limit exceeded
Message:
The size limit of 1024 MB for mailbox 'demo@example.com' has been exceeded. Incoming mail to that mailbox is currently being rejected
```

In order to begin receiving mail again, you must remove unnecessary messages from your mailbox when you receive this message.
Mail Client Setup Reference

(Substitute the proper mail server settings from the chart below the links)

- Mozilla Thunderbird: Set Up SmarterMail With Thunderbird 10
- Microsoft Outlook 2007 Client: Set up IMAP in Outlook 2003
- Microsoft Outlook 2007 Client: Configure Outlook 2007 IMAP or POP Account
- Microsoft Outlook 2010+ Client: Configure Outlook 2010 IMAP or POP Account
- Windows 8 Mail Client: Windows 8 Mail and SmarterMail
- Android Device: https://my.hostmonster.com/cgi/help/android
- iPhone or iPad: Configure IMAP for iPhone or iPad or Configure POP for iPhone, iPad or iPod Touch
- Mac mail: Set up Mac mail with IMAP

Connecting a Mail Client

Follow these instructions to configure a mail client, such as Microsoft Outlook, Mozilla Thunderbird, as well as your email enabled mobile device.

Email Client Settings

<table>
<thead>
<tr>
<th>If your email address is:</th>
<th>use this server name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>@megalink.net</td>
<td>mail.oxfordnetworks.net</td>
</tr>
<tr>
<td>@oxfordnetworks.net</td>
<td>mail.oxfordnetworks.net</td>
</tr>
<tr>
<td>@sover.net</td>
<td>webmail.sover.net or smtpauth.sover.net</td>
</tr>
<tr>
<td>@worldpath.net</td>
<td>mail.oxfordnetworks.net or mail.worldpath.net</td>
</tr>
</tbody>
</table>

The settings below should work for any email client or mobile device. During a new account configuration wizard, select the options to add a new IMAP account:

- **Username**: Your full email address
- **Password**: Your email password
- **Connection Type**: Choose either but IMAP is preferred.
  - IMAP  
    - Incoming Server: Server Name from above  
    - Incoming Port: 143
  - POP  
    - Incoming Server: Server Name from above  
    - Incoming Port: 110
- **SSL**: Disabled
- **Outgoing Server Authentication**: Enabled
- **Outgoing Server Username**: Your full email address
- **Outgoing Server Password**: Your email password
- **Outgoing Server**: Server Name from above
- **Outgoing Port**: 5125