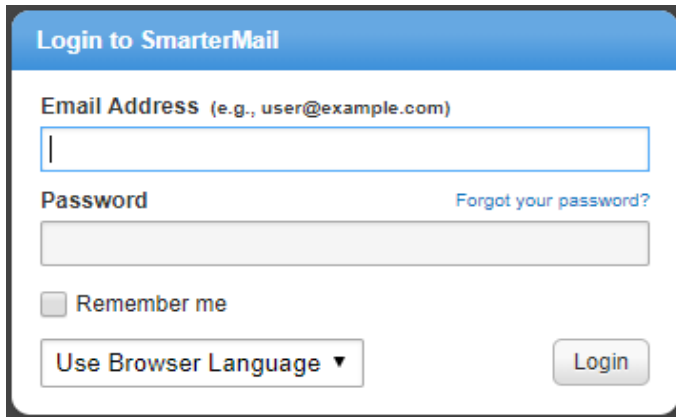


## Logging in to Webmail

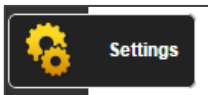
To login to webmail, enter your complete email address and your password.



The screenshot shows the 'Login to SmarterMail' interface. It features a blue header with the title. Below the header, there are two input fields: 'Email Address (e.g., user@example.com)' and 'Password'. A 'Forgot your password?' link is positioned to the right of the password field. Below the password field is a 'Remember me' checkbox. At the bottom left, there is a 'Use Browser Language' dropdown menu, and at the bottom right, there is a 'Login' button.

## Changing Your Password

- **Login to the Web Mail Client**
- Click **Settings** on the left

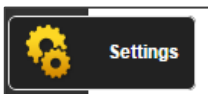


- Expand **My Settings**, click **Account Settings**, click **User** tab.
- Enter your new password in the **New Password** and **Confirm Password** boxes.
- Passwords must be at least 8 characters long and include 1 each of: upper case, lower case, characters and numbers.

## 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:

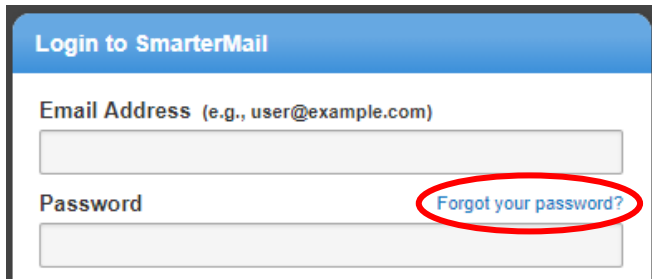
- **Login to the Web Mail Client**
- Click **Settings** on the left



- 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

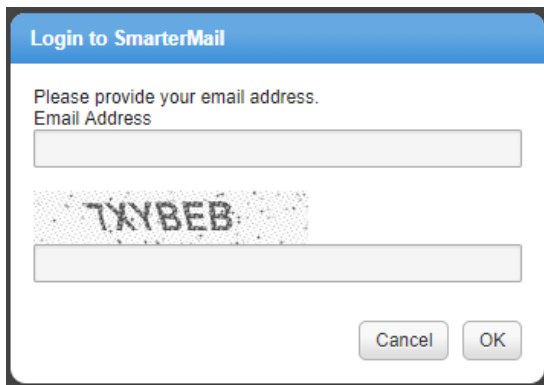


Login to SmarterMail

Email Address (e.g., user@example.com)

Password [Forgot your password?](#)

- Click the **Forgot your password?** link.



Login to SmarterMail

Please provide your email address.

Email Address

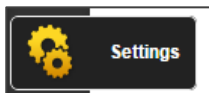
TXYBEB

Cancel OK

- 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

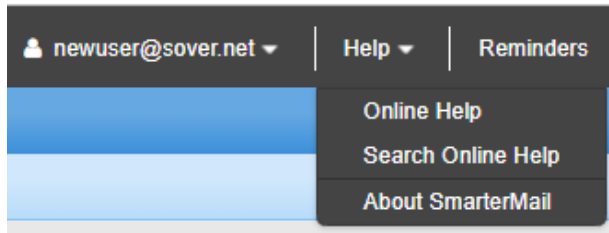
- **Login to the Web Mail Client**
- Click **Settings**.



- 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 overflowing.

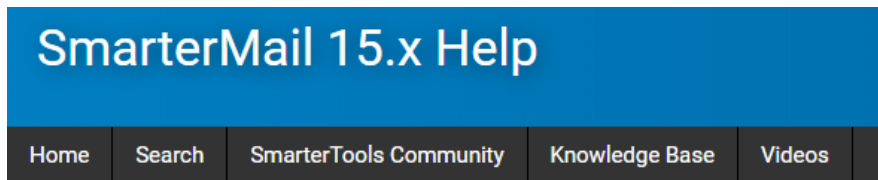
## Self Help

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.

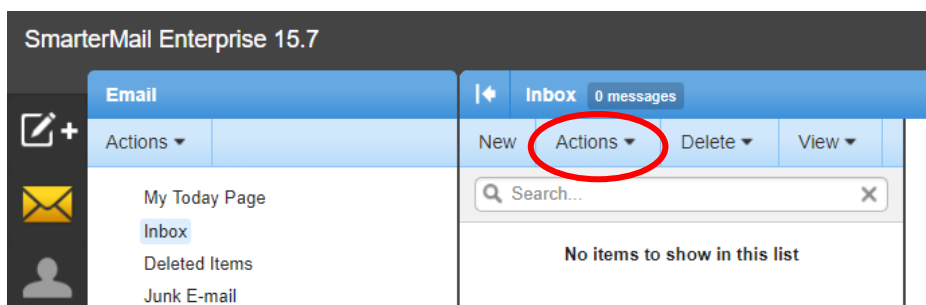


## SPAM Filtering

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**.



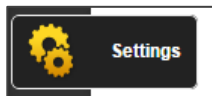
## Blocking Senders

- 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

If your email address is:	use this server name:
@megalink.net	mail.oxfordnetworks.net
@oxfordnetworks.net	mail.oxfordnetworks.net
@sover.net	webmail.sover.net or smtpauth.sover.net
@worldpath.net	mail.oxfordnetworks.net or mail.worldpath.net

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**