



Email Services

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1 Introduction

This document details how to access your email account to do the following:

- Read and compose message using webmail
- Change your password
- Set up email forwarding
- Set up autoresponders
- Use pop3 to download your email

1.1 Conventions

Throughout this document <domain> is used to refer to your domain e.g. snowdoniait.com and <account> is used to refer to the email account being accessed e.g. info. Therefore <account>@<domain> would refer to info@snowdoniait.com

2 Reading your email over the Internet (webmail)

Visit the URL <http://www.<domain>/webmail> and you will be redirected to a secure login page. This has the URL <https://snowdaa1.miniserver.com:2096/>. The certificate used by this page is self-signed and may generate a warning in your web browser.

Note that because the server runs on port 2096 it may be blocked by some corporate firewalls, therefore making your webmail inaccessible from some places of work.

Enter your username, which is `<account>@<domain>` and your password. If you do not know your password please contact your system administrator or Snowdonia IT Services. Note that Snowdonia IT Services will not be able to reset a password without a request from an authorised representative.

Once you have logged in you will be presented with a screen such as that shown in Figure 1.

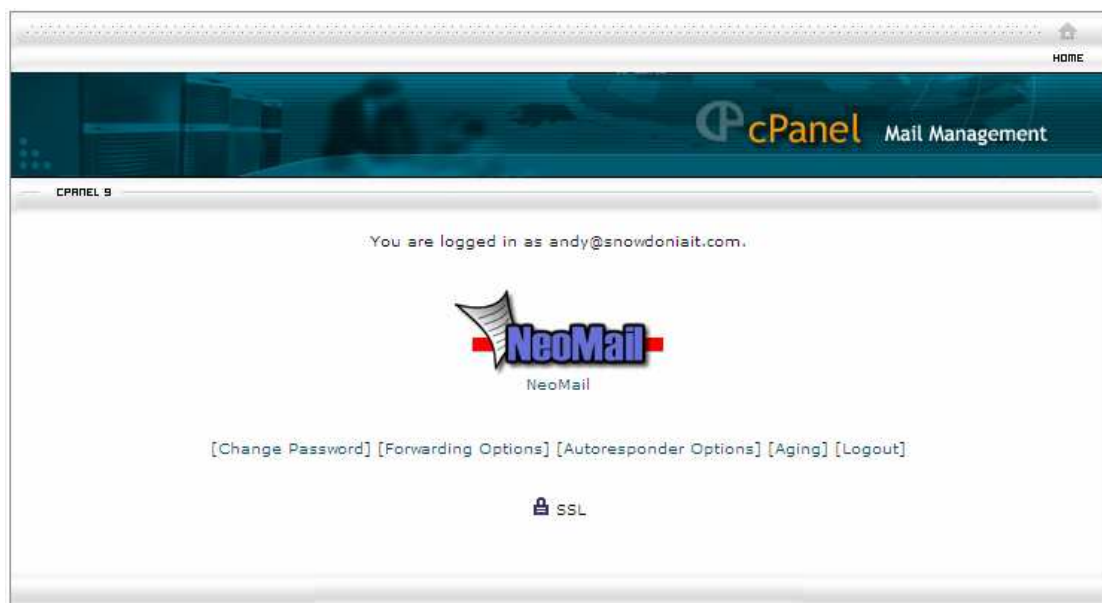


Figure 1 The webmail homepage

To view your webmail click on the NeoMail icon. If this is the first time which you have logged in, you will be prompted to configure some personal settings. You will now be taken to the management screen shown in Figure 2.

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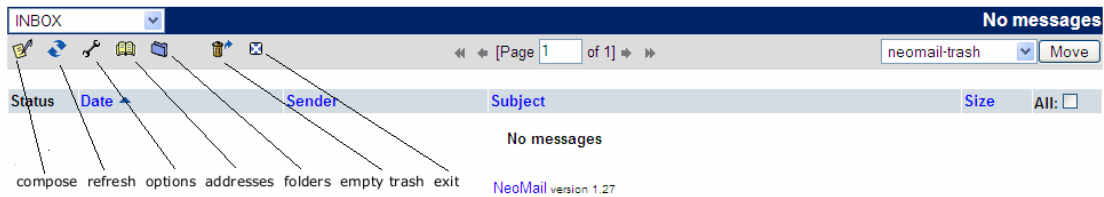


Figure 2 Viewing email messages

Compose allows you to create a new email message. The normal functions are available such as sending of attachments, CC, BCC etc.

Refresh updates the current page with any new items which have arrived in the currently displayed folder (usually the inbox) since your arrival.

Options allows you to configure your webmail and make changes to the preferences you selected when you first logged in.

Folders allows you to add and delete folders. For example you might want to store all of your orders in a new folder called orders.

Empty trash will permanently delete all items which you have moved to the trash can.

Exit will log you out of the webmail system. You should always log out when you have finished using the system

The *move* button will move any messages which you have checked to the folder indicated by the dropdown menu to its left.

The current folder is shown in the top left drop down. This can be changed by selecting a new folder from the dropdown.

By default emails are ordered by date. You can choose to order your emails by another field, simply by clicking on the field name.

If you have more than one page of messages you may move between pages using the arrows in the centre of the toolbar.

3 Changing your password

To change your webmail password go to the screen shown in Figure 1 and select the "Change password" link. Enter your new password in both of the "new password" boxes and click on "change password".

4 Configuring forwarding

Forwarding allows a copy of your email to be forwarded to another address. Note you will still get all messages in your inbox. Click on “Forwarding options” and enter the email address which you wish to receive a copy of your mail.

5 Setting up an autoresponder

An autoresponder will send an automated email to anyone who sends a message to you. Click on “Autoresponder options” and enter the details of the message you would like to send out. Note that care should be taken when using autoresponders since they will reply to all messages including spam, thus indicating a valid email address.

6 Configuring Mail Clients

To use your email account with a mail client (such as Microsoft Outlook) you need to add a new email account with the following settings:

Server type: POP3

Username: <account>+<domain>

Password: <account password>

Incoming mail server: mail.<domain>

Outgoing mail server: mail.<domain>

Note that the SMTP server also requires authentication. To configure this under Microsoft Outlook follow the instructions below (other mail clients should have a similar option):

Under “more settings” you need to select the option “My outgoing server (SMTP) requires authentication” and “use same settings as my incoming mail server” under the “outgoing server” tab.

7 About Snowdonia IT Services

At Snowdonia IT Services we provide a complete and high quality range of IT Services, all at a reasonable price.

We offer on-site services to businesses and home users.

- Website design package with managed hosting and domain name registration options.
- E-commerce website development.
- PC support including system and software installation / troubleshooting and software tuition.
- Linux solutions including server installation and configuration, and desktop systems.
- Information security services including virus protection / recovery, vulnerability scanning. and security programme development.
- Home and business network configuration and troubleshooting.
- Monitoring systems including alerting and availability statistics.
- Data recovery services from a variety of media.

7.1 Contact details

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