

# EMAIL INSTRUCTIONS

In this document you will find instructions for:

- Checking Mail
  - Web Interface
  - E-mail Client
- Web Mail Options
  - E-mail Administration via Web Mail
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## Checking Mail

A users mailbox can be accessed in two different ways -- via the Web Mail interface, or a standard e-mail client.

### Web Mail:

If the user's domain is example.com, they can go to <http://mail.example.com> in any web browser that supports JavaScript/DHTML. If for some reason this doesn't work, they can go to <http://mail.abstractionswd.com>.

Then, the user just needs to enter their e-mail address (Ex. [joe@example.com](mailto:joe@example.com)) and their password. The interface is very similar to Microsoft Outlook.

### E-mail Client:

**Outgoing (SMTP) mail server:** This is dependent on the ISP that the user is connecting to, and needs to be set to the outgoing mail server of the customer's ISP. For MapleNet, this is smtp.maplenet.net or can be set to mail.example.com. If mail.example.com is used, you will need to modify properties under the server tab in the account properties. Check "my server requires authentication", and in the settings of this option, check "use same settings as my incoming mail server".

**Incoming (POP, IMAP) mail server:** This should be mail.example.com (if the customer's domain is 'example.com'). If that does not work, mail.abstractionswd.com can also be used.

**Username:** The customer's username (used to authenticate to the mail server) is their full e-mail address. (Ex. [joe@example.com](mailto:joe@example.com)). Some e-mail clients do not handle the @ in the e-mail address well. If this is the case (as in Netscape 4.x), use a % instead.

**Password:** This is whatever has been assigned as the users password.

# Web Mail Options

## E-mail Administration via Web Mail

If a user has been set up as the administrator for a domain, they have three extra administrative options available in the “Options and Styles...” menu.

### User Administration

To **Add** a user, select the “User Administration” option in the “Options and Styles...” menu. Then click the “Add” button. In the window that appears, the three required fields are: UserID, Password and Confirm Password.

The **UserID** is the portion of the e-mail address that precedes the @ symbol. For example, if your domain is example.com, and you want to create an e-mail address named [joe@example.com](mailto:joe@example.com), then simply enter “joe” (without the quotes) in the UserID field. UserIDs can be from 3 to 30 characters long and may only consist of alphanumeric, dashes ( - ), underlines ( \_ ), and periods.

The value entered in the **Password** field determines what password will need to be used to access the e-mail account that is being created. Passwords may be from 4 to 30 characters long and cannot contain spaces.

The value entered in the **Confirm Password** field is matched against the value in the Password field to verify that the password was not accidentally mistyped. This value must be the same as the value in the Password field.

### Alias Administration

What are aliases? An alias is an e-mail address that acts as a pointer to one or more other e-mail accounts. For example, [joe@example.com](mailto:joe@example.com) wants to use the e-mail address [alias@example.com](mailto:alias@example.com) on his website, but doesn’t want to have to check two different e-mail accounts. To accomplish this, an alias called [alias@example.com](mailto:alias@example.com) could be set up to “point” to [joe@example.com](mailto:joe@example.com) (so all e-mail addressed to [alias@example.com](mailto:alias@example.com) would arrive in [joe@example.com](mailto:joe@example.com)’s mailbox). Or, we might want to use an e-mail address called [sales@example.com](mailto:sales@example.com) and have the e-mail for that address delivered to more than one person. In this instance, we could create the alias [sales@example.com](mailto:sales@example.com) and make it point to both [joe@example.com](mailto:joe@example.com) and [john@example.com](mailto:john@example.com).

To **Add** an alias, select the “Alias Administration option in the “Options and Styles...” menu. Then click the “Add” button. The **AliasID** in the screen that appears is similar to the UserID when adding an e-mail account. Whatever value it contains will be prepended to “@” followed by your domain name.

When selecting an **Alias Type**, choose Standard if the alias is going to point to 4 or fewer e-mail accounts, and choose Group if the alias is going to point to more than 4 e-mail accounts.

If you have chosen a Standard Alias Type, you do not need to enter anything in the **Group File** field. If you chose a Group Alias Type, however, you need to enter a name for the file that will contain the e-mail addresses that the alias is pointing to. It is suggested that you make the Group File the same as the AliasID.

Finally, in the **Destination** field, enter the e-mail addresses where the e-mail for the alias should be forwarded. Enter one e-mail address per line.