

E-Mail Settings for YOURDOMAIN.COM

GENERIC SETTINGS NEEDED BY VARIOUS DEVICES AND APPLICATIONS:

User Settings:

Email Address: user@YOURDOMAIN.COM **NOTE: use your email address – NOT “user@YOURDOMAIN.COM”**
Username: user@YOURDOMAIN.COM **NOTE: use your email address – NOT “user@YOURDOMAIN.COM”**
Password: Use new secure passwords **NOTE: the new passwords are stricter for security reasons**
(sent as email attachment)

Inbound Servers:

Type	Server Address	Port	
POP Server (SSL):	secure.emailsrvr.com	995	NOTE: We recommend SSL for all modern devices and applications.
IMAP Server (SSL):	secure.emailsrvr.com	993	This encrypts your credentials and email content while connecting to the mail server.
POP Server (Non-SSL):	pop.emailsrvr.com	110	
IMAP Server (Non-SSL):	imap.emailsrvr.com	143	

Outbound Servers:

Type	Server Address	Port
SMTP Server (SSL):	secure.emailsrvr.com	465
SMTP Server (Non-SSL):	smtp.emailsrvr.com	25, 587, 8025, 2525

Help:

For step-by-step help setting up specific computers, devices, or applications visit: <https://help.emailsrvr.com>
Login with your new email address and password. Select the appropriate device and software, and follow the step-by-step instructions. NOTE: if you already have email setup, but you want to make changes, you may be able to skip the first few steps and start on the “account settings” screen or similarly name screen for your device.

Webmail for Users:

(used to view mail from any Internet device, or to change your settings – such as password - on the mail server).

<http://www.srv.email>

<http://webmail.YOURDOMAIN.COM> (available a few days after move - after old server is shutdown)

Users can change their passwords and settings such as vacation messages, white lists and black lists, etc... on the “Settings” menu that is accessible by clicking the little icon next to their name in the top right corner of the screen.

Administrative Control Panel: (used only by your company’s person who is in charge of email).

Web Address: <http://www.cpanel.email>

Username: YOURDOMAIN_postmaster **Actual username will be provided in separate email**

Password: Fancy-CRYPTIC-PassWord **Actual password will be provided in separate email**

The administrator can add and remove accounts, manipulate user settings, set defaults for the entire domain, create lists, and perform several other administrative tasks.

FREQUENTLY ASKED QUESTIONS:

1. **Why are you doing this?**

The old server is at end of life and is being decommissioned. The new email server offers more security, reliability, and self-service features that clients expect with modern email services.

2. **Is there an extra cost for this?**

Email accounts are \$4 per month per mailbox. You only pay for the mailboxes – not the aliases. For example, you could have one box named “joeschmo@yourcompany.com” and two aliases pointing to it: “sales@yourcompany.com” and “joe@yourcompany.com”. This would count as one mailbox. Hosting packages include some number of email boxes in the base rate. Details vary by plan.

3. **Why did you change my old password?**

We needed to know the password in order to copy all of the old email to the new server. We don't have records of every password for privacy reasons, we couldn't chase everyone down to collect the old passwords, and the passwords would likely have to change on the new server anyhow due to tighter security rules.

4. **Who made up these crazy new passwords?**

The computer created random secure initial passwords for each account.

5. **Can I change this stupid hard-to-type password that I'll never remember!!!!**

Yes, login to the Webmail service, and look for the change password link under “settings”. You will have to create a password that contains at least one lower-case letter, upper-case letter, number, and symbol. After you change the password on the server, you'll have to go back and change the email password on your computer, tablet, phone, etc...

6. **Where can I get help?**

We've done this a lot – all of the settings you need are in these instructions. However, your computer or application may have different ways of collecting or using these settings, and may include other distracting options, checkboxes, and menus. Our help system at <https://help.emailsrvr.com> has step-by-step instructions for the most common computers and applications. Note: if you are just changing your existing settings, you may be able to skip the first few steps in the instructions.

7. **Do I want POP or IMAP?**

This varies by customer and need. POP email pulls the mail from the server to your local computer/device. This is great for people who always use one device for email and want all their email on their own computer/device. IMAP leaves the mail on the server, and is useful for people who want to be able to access their mail from multiple devices. NOTE: IMAP does not encrypt your mail on the server. It's password protected, but if someone gets your password, they can get to your email.

8. **What happened to the Barracuda system?**

The new server includes integrated spam and virus detection. We've been moving customers to the new servers for several months. Most find the new servers better at filtering than the old system. However, spam processing is an annoyance for everyone, regardless of your email service provider and software applications, and your results may vary. Your spam goes into the “Spam” folder. You can see the “Spam” folder using Webmail or IMAP. You can add email addresses, domains, or IP addresses to “safe lists” or “black lists” using the settings menu in Webmail. You should do this if you see regular mail getting tagged as “spam”, or if you're getting inundated with junk mail from particular senders.

9. **My Mac or iPhone won't save the settings, what's going on?**

This is a known annoying problem, and we haven't found a solution that works for every scenario.

You may need help from an Apple expert. See: <http://meandmymac.net/2014/10/trouble-with-yosemite-mail/>

A solution for some seems to be to uncheck “Automatically detect and maintain account settings”.

Other users report that it's easier to create a new account than it is to edit an existing account. Results vary with device, operating system, and mail program version.