

## Using Your New Email Address

Email address	Password
youremailaddress@yourdomain.com	yourpassword

You may use webmail from any browser (such as Microsoft Internet Explorer, Mozilla Firefox, Safari, Opera, etc.), on any computer at the following address:

<http://www.yourdomain.com/webmail/>

When prompted, enter the following information:

**User Name:** youremailaddress@yourdomain.com      **Password:** yourpassword

Once you are logged in, you may change your password, or click on SquirrelMail, Horde, or RoundCube. You may choose a different one any time, so feel free to try them all and see which one you prefer.

### Configuring your e-mail in Outlook:

1. Open Outlook
2. Click on the "Tools" menu and then select "E-mail Accounts..."
3. From "Internet Accounts" select "Add" and "Mail"; You may also edit an existing account
4. When the "Internet Connection Wizard" opens, type the name you want displayed on your email messages in the text box (i.e. John Smith) and click next
5. On the "Internet Email Address" screen, enter your email address in the text box (youremailaddress@yourdomain.com) and click next
6. On the "E-mail Server Names" screen, select POP3 as your server type in the pull-down Enter your incoming mail (POP3) server (mail.yourdomain.com) and outgoing mail (SMTP) server (mail.yourdomain.com) in the appropriate text boxes and click next
7. Type in your account name (youremailaddress@yourdomain.com) and password (yourpassword)
8. Check "use the same settings as my incoming mail server."
9. Click "Finish."

If you have configured everything correctly, you should be able to "send and receive" with no errors.

### Manual Settings – Advanced Users Only

**Mail Server Username:** youremailaddress@yourdomain.com  
**Incoming Mail Server:** mail.yourdomain.com  
**Incoming Mail Server:** (SSL) mail.yourdomain.com  
**Outgoing Mail Server:** mail.yourdomain.com (server requires authentication) port 587  
**Outgoing Mail Server:** (SSL) mail.yourdomain.com (server requires authentication) port 587  
**Supported Incoming Mail Protocols:** POP3, POP3S (SSL/TLS)  
**Supported Outgoing Mail Protocols:** SMTP, SMTPS (SSL/TLS)

#### Shipping:

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Tupelo, MS 38801-3415

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## Hosting Account and Email Disk Quotas

### Understanding Quotas

Each hosting account has an overall disk quota, determined by your hosting plan, and each email address mailbox has its own individual quota, determined by the settings for the mailbox. The quotas limit the number of messages, and their attachments, that can be stored in each mailbox, and across all mailboxes on the account.

If an individual email account exceeds its quota, then that address will be disabled automatically until either the quota is increased, or email messages are downloaded or deleted from the mailbox for that address.

If the disk quota is exceeded, then all email addresses on the account will be disabled until either the issue is resolved or the hosting account is upgraded to a hosting plan with a larger quota.

### How to Avoid Exceeding Quotas

Most hosting customers use an email client, such as Outlook or Thunderbird on their PCs or laptops; once messages are downloaded to the computer, the copies of the messages on the server are deleted. If the email client is configured to leave messages on the server, then they will continue to accumulate until the quota for the mailbox is eventually exceeded. To avoid this, each email client should be configured to delete messages once they are downloaded.

It is perfectly fine to use a mobile device configured to leave messages on the server, as long as the mailbox is *also* checked regularly using an email client that downloads and then deletes the messages.

Using webmail to access a mailbox also works fine, as long as, once again, the mailbox is *also* checked regularly using an email client that downloads and then deletes the messages. Messages can also be manually deleted from within the webmail interface, and the trash should be emptied, or “purged” regularly. Mail that has been “deleted” or “trashed” still counts against the quota until the trash is “emptied” or “purged”.

### What to do if Quotas have been Exceeded

If the overall disk quota has been exceeded, the hosting account can be upgraded to a plan with a larger quota, as long as the plan is not already the highest level available. Exceeding the disk quota is almost always due to one or more email addresses with an excessive number of messages, so using webmail to delete messages, or an email client to download and delete the messages can bring down the usage of the mailboxes, and therefore the overall disk usage.

If an individual email quota has been exceeded, then checking the mail with an email client configured to download and delete messages should “clean out” the mailbox on the server. Likewise, the webmail interface can be used to access the mailbox and manually delete messages. Once messages have been deleted, the trash should be emptied, or “purged”. Messages that have been “deleted” or “trashed” still count against the quota until the trash is “emptied” or “purged”.

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