



Email User Guide

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LOGGING IN USING WEBMAIL

You may be viewing your emails through a programme such as Outlook Express. Programmes such as this automatically download your emails from your email box to your computer so you can view and organise your emails.

But you can also log into your email box directly. You may want to do this if you don't have a programme such as Outlook Express to view your emails, if you are logging on to check your emails from a different computer or you are having problems with Outlook Express and urgently need to view your emails.

You can log into your email account directly with the following steps.

Go to the internet and log onto [webmail.yourdomain](#)

For example if your domain name is thegoodwebsitecompany.com you would type in:

[webmail.goodwebsitecompany.com/](#)

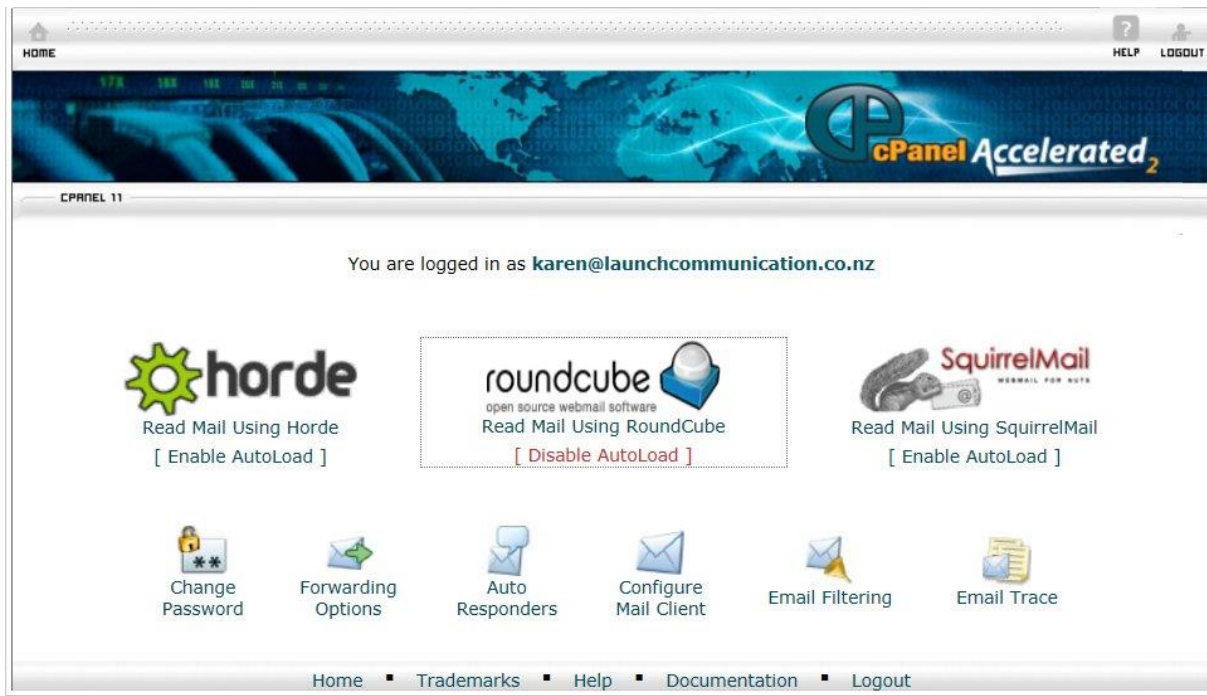
You will see the following box:

A screenshot of a webmail login interface. At the top, the word "Webmail" is displayed in a large, bold, orange font. Below this, there are two input fields. The first is labeled "Email Address" and contains a small person icon on the left. The second is labeled "Password" and contains a small padlock icon on the left. Below the password field is an orange button with the text "Log in" in white.

Type in the email address and password you will have been sent by us and press 'log in'.

You will then be logged into your email box.

You will see this screen:



There are several programmes for reading your emails. I recommend roundcube as the easiest way to view emails. So using this as an example click 'read mail using roundcube'. You will then go straight to your email box.

Autoload

If you like you can click 'enable autoload' or 'disable autoload' [located beneath the roundcube logo – see image above]. If you enable autoload you will automatically be directed to your inbox each time you log in. If you do not enable autoload you will have to click 'read mail using roundcube' each time you log on. You can select the amount of seconds that it takes for the emails to autoload. I recommend setting to 5 seconds as this gives you time to disable this feature at a future date if you would like to.

CUSTOMISING YOUR EMAIL BOX

In the screen above you will see there are a number of options running along the bottom of the screen which allow you to customise your email box. At any time you can click 'back' to return to the previous screen.

Change password

You can change your password by clicking 'change password'. Simply enter your new password then enter it again to confirm and your password will be changed. Please write this down somewhere so you do not forget it.

Forwarding options

Forwarders allow you to send a copy of all mail from one email address to another. For example, if you have two different email accounts, joe@example.com and joseph@example.com, you could forward joe@example.com to joseph@example.com so that you do not need to check both accounts to receive emails from both accounts. Note that the forwarded mail will still be delivered to the original address as well.

Add autoresponder

You can use auto responders to send a message back automatically to anyone who sends an email to a specified account. This can be useful for times when you are on vacation or unavailable, or if you have a generic message that you wish to send from a support email address. Click 'add autoresponder' and follow the instructions.

LOGGING INTO YOUR CPANEL

You can also log directly into your cpanel to do things such as add extra email addresses to your account and change account settings.

You can log on by typing into the internet:

cpanel.yourdomain

For example cpanel.goodwebsitecompany.com

You will then see a login screen. Simply type in the user name and password you will have been given. Please note – the username and password for your cpanel account will be DIFFERENT to the username and password for your email account.

When you have logged in you will see a screen like this:



On the left hand side of this screen you can see the stats for your email box. This tells you things such as how much space you still have left in your email box. If it is full then it is time to log in to your account and empty it!

The other main item in this screen you might need to use is the 'email accounts' icon. Click on this to be taken to this screen:

EMAIL ACCOUNTS

Here you can create different email addresses among other things. Click on the 'email accounts' icon as shown in the image above.

You will see this screen:

The screenshot displays the 'Email Accounts' management page in cPanel Accelerated 2. At the top, there's a navigation bar with 'HOME', 'HELP', and 'LOGOUT'. The main heading is 'Email Accounts' with a sub-note: 'In this area you can manage the email accounts associated with your domain.'

The form for creating a new account includes:

- Email: [input field]
- Password: [input field]
- Password (again): [input field]
- Strength (why?): Very Weak (0/100) [button: Password Generator]
- Mailbox Quota: 250 MB, Unlimited
- [button: Create Account]

Below the form is a search bar and a table of existing accounts:

ACCOUNT @ DOMAIN	USAGE / QUOTA / %	ACTIONS			
nick@.co.nz	0 / ∞ MB	Change Password	Change Quota	Delete	More ▼
office@.co.nz	0 / ∞ MB	Change Password	Change Quota	Delete	More ▼
test@.co.nz	0 / 250 MB	Change Password	Change Quota	Delete	More ▼
tina@.co.nz	0 / ∞ MB	Change Password	Change Quota	Delete	More ▼

At the bottom, there's a section for the 'Default Email Account (?)' with a table:

ACCOUNT	USAGE	ACTIONS
	17.6 KB	Access Webmail

TO ADD A NEW EMAIL ACCOUNT

You might want to add an additional address ie. sales@goodwebsitecompany.com or if you have a new staff member. Simply type in the new email address. Select a password and type it into the password box. Type the password in again to confirm it in the next box. The click create account. You can create up to ten email addresses per account.

Once you have done this you will notice that the new email account will appear in the box below with your other email accounts. In this box you can also select the size of the email box (leave to the automatic setting is best), change password or delete an email account.

These instructions should cover most of your needs. If you have any further questions please do not hesitate to contact us.