

FAQs For Emails

Below are some of our most frequently asked questions regarding your email account. If you are having a problem with your email, please refer to the list below.

1. I'm new, and I want to set up Outlook for my new email account.

While it is possible to set up Outlook, I would like to take a moment to have you consider using a different program. The newest release of Outlook has had a large number of issues with our server, and is far and away the most frequent cause for technical problems. There is a similar program called Mozilla Thunderbird (which you can find at <https://www.mozilla.org/thunderbird/>) which is made by the same company that makes the Firefox web browser. It is 100% free, and is the email client program that I use for both my personal and work email accounts.

Whichever email client program you decide to use, you will need some basic information in order to set up your email client. In the account configuration area, please make sure the following information is present:

Incoming mailserver: mail.YOURDOMAIN.COM

Incoming Port Number: IMAP – 143 or POP3 - 110

Outgoing mailserver: mail.YOURDOMAIN.COM

Outgoing Port Number: SMTP – 26 (sometimes 25 works)

Authentication: Password (NOT SSL/TLS)

Username: your FULL email address, including @YOURDOMAIN.COM

In all of the above, "YOURDOMAIN.COM" is whatever your domain name is for your website.

With that information, you should be able to set up your email client. You will likely get a message asking you to confirm a security exception. Please accept this security exception, it is completely normal for that to pop up. If you get an error saying that it can't connect to the mailserver, please try going to your website. If your website comes up, double-check the information above. If your website does not come up, please go to #8 in these FAQs.

2. Which type of account should I set up, IMAP or POP3?

The difference between IMAP and POP3 is in how the email client interacts with the physical email files on the server. For POP3, the email client removes the files from the server and stores them on your local device. IMAP, on the other hand, reads the files on the server and never downloads a local copy.

So which should you use? It depends on how you use your email account. If you only check your email from one device, then POP3 may be a better choice for you. However, if you check your email account from multiple devices (your work computer, home computer, phone, etc.) then you absolutely should use IMAP. With multiple devices using POP3 settings, the possibility of one device seeing messages that the other will not is extremely high.

3. I forgot my password...

Please give me a call at (352) 464-1279 and I will either retrieve it for you or set you up with a new one. Please do NOT try to guess what it is, as multiple incorrect login attempts will get you blacklisted by the server. If that does happen, your website will not come up, and you will need to follow the instructions in #8 of these FAQs.

4. My Outlook won't send to anyone.

Please try going to your website. If your website does not come up, please go to #6 in these FAQs. If your website does come up, please go into the Account Settings of your email client program to check to make sure the information in there matches what is under #1 in these

FAQs. In particular, check the outgoing mailserv name, which should be mail.YOURDOMAIN.COM, and the SMTP Port number, which should be 26.

5. My Outlook won't receive emails from anyone.

Please try going to your website. If your website does not come up, please go to #6 in these FAQs. If your website does come up, please go into the Account Settings of your email client program to check to make sure the information in there matches what is under #1 in these FAQs. In particular, check the incoming mailserv name, which should be mail.YOURDOMAIN.COM, and the incoming port number, which should be 143 for IMAP accounts and 110 for POP3 accounts.

6. I'm missing emails from certain people that I know tried to email me.

Please send me an email letting me know those email addresses. I will add those to a list that will bypass the spam filter for your account only. Also, have them try to send you another email and CC me on that email (my email address is ryan@naturecoastdesign.net). With the information I get from that, I should be able to solve the issue.

7. My Outlook won't send to some people.

There are many reasons this could be happening. The first thing to do is to check if you are able to send or receive any emails. If you are able to receive some addresses but not others, then it's an issue with just that one source. If that's the case, please email me (assuming, of course, I'm not the one you can't email) letting me know what the email address you can't send to is, and please forward a message you tried to send that didn't go through. With that, I should be able to track down the issue.

8. My website won't come up.

Please look up your IP address (you can do this by going to <http://www.whatismyip.com>). If that site comes up, please give me a call at (352) 464-1279 with the IP address listed from that site. If that site does not come up, your internet is currently down, and that is causing your problems. You will have to work with your Internet Service Provider (ISP) in order to solve that issue. Regrettably, that is not us.

9. Do I HAVE to use an email client program?

Absolutely not! We offer a free, web-based email program that you are more than welcome to use. You can access your webmail by going to <http://webmail.YOURDOMAIN.COM>, where YOURDOMAIN.COM is the domain of your website. You will be prompted for a login username and password. Simply type that information in, including the @YOURDOMAIN.COM portion of your username, and you should be able to log in. Once logged in, you will be given three options: Horde, RoundCube, or SquirrelMail. Please choose either RoundCube or SquirrelMail, and you will be able to access your email.

10. I'm getting TONS of spam. Can you do something about that?

There are a couple of things we can do. First, email me and ask me to make sure your general spam filter is working correctly. If it is, I can somewhat tweak the settings on it. Be warned: the stronger the settings on your spam filter, the more likely it is for legitimate emails to get blocked. If after that you are still getting tons of spam, we recently added a paid option called Spam Soap. Below is some information about them. If you'd like that set up, please simply let me know.

SpamSoap – Reduce Your Spam by 99.7%

We've partnered with SpamSoap to provide the best Spam Filtering Solution found on the Web!

SpamSoap is guaranteed to reduce spam by 99.7%!

Features:

Policy based spam, virus, content and attachment filtering

Disaster Recovery mail spooling for 5 days

Award winning 99.7% spam capture rate

No hardware or software to install

Spam Quarantine Report emails allow end users to manage their own spam

Easy administration with end-user quarantine management.

Price per first 5 email accounts: \$5.00/month per each email account.

If you have more than 5 email accounts, each additional account after the first 5 is \$3.00/month each.

This software must be applied to all email accounts associated with your domain, it will not allow you to pick and choose which accounts.