



Configuring Your Third Party Mail Client

Please provide the following Outlook email settings to your IT person to configure your email to function on your local network:

In Outlook, go to “Tools” and select “Accounts” from the drop-down menu. Following the instructions in Outlook and use the following settings:

1. Setup a new email account. If you have an existing email account, we recommend you delete the old email account at this time. If you are adding another account, simply add a new email. Begin the email setup with the information below.
2. Your Email is a POP 3 type email
3. Email User Name: Enter your full email. (For Example: john@abccorp.com)
4. Email Password: enter the password provided (default password is “mail1234”) (without quotations)
5. Your email does NOT require secure password authentication (SPA). Leave this unchecked.
6. Incoming Mail Server Settings: enter “mail.yourwebsiteaddress.com” (without quotations). (For Example: mail.abccorp.com)
7. Outgoing Mail Server Settings: enter “mail.yourwebsiteaddress.com” (without quotations). (For Example: mail.abccorp.com)

Webmail Access:

To access your email remotely, simply visit: www.yourwebsiteaddress.com/webmail. For example: www.abccorp.com/webmail. Enter your username and password. Select any of the three online mail clients we provide. RoundCube is the easiest to use.

How Emails Move Over The Internet:

When someone sends an email to you it is being routed through numerous channels to get from one computer to the next.

- 1) It is generally created in an email program such as outlook, winmail or various online services such as yahoo mail or Gmail, etc. TOLS has not control over these programs. We can only provide settings that generally work. An IT person would have to make configuration changes if emails don’t work properly. Any number of reasons could cause an email to not work properly on a local level. Generally it would be one of two issues:
A: The computer being used is not configured correctly.
B: The network connecting the computer to the internet service provider is not configured correctly.
- 2) If created locally on the computer, the email leaves the sender’s computer and is being sent via the sender’s internet service provider (Bellsouth, Brighthouse, Roadrunner, Comcast, etc) to the sender’s mail server on the internet. If you are a TOLS client it would route to the TOLS mail server. While the email is on the mail server, TOLS has control over it. When the email leaves the mail server, it is sent via multiple datacenters to the recipient’s mail server. If you are a TOLS customer receiving an email, TOLS has control over the email while it sits on the TOLS mail server.
- 3) From the recipient’s mail server, the email is then sent via the recipient’s internet service provider (Bellsouth, Brighthouse, Roadrunner, Comcast, etc) to the local computer. To reach the specific computer, it again has to move through the local network connecting the computer to the internet service provider.
- 4) Once the email has arrived at the local computer, the third party email program opens the email to be viewed. An IT person would have to make configuration changes if emails don’t work properly. Any

number of reasons could cause an email to not work properly on a local level. Generally it would be one of two issues:

A: The computer being used is not configured correctly.

B: The network connecting the computer to the internet service provider is not configured correctly.

Troubleshooting:

If you are unable to receive emails on your computer using a third party software program, you first need to determine where the problem is. There are three possible problem locations:

- 1) With the TOLS Mail Server: To verify that the TOLS mail server is working correctly, go to www.yourwebsiteaddress.com/webmail. Enter your username and password. Select any of the three online mail clients we provide. RoundCube is the easiest to use. If you are able to login and view your account, the mail server is functioning properly and the problem lies elsewhere.
- 2) With Your Internet Service Provider: This is the company connecting you to the internet. If you are not able to send or receive, or perhaps you are only able to do one of the two, contact your internet service provider and verify that they are not overriding any mail server settings. Bellsouth is notorious for overriding outgoing mail server settings. Also, often you are able to go online and simply search for "Email server settings for (enter your ISP name)"
- 3) Spam Protection Software: If you seem to be having trouble with only certain people you are trying to send emails to, make sure those individuals have your email address "whitelisted". Over 90% of all emails on the internet are now Spam, and spam protection software programs are starting to get rather picky.
- 4) Your Local Network: Your local network could also be causing issues. If you have a network that also utilizes a router, the router's firewall could be causing you issues. This would be especially true, if you are having trouble receiving emails. Your IT person can help configure your router.
- 5) Your Email Software: This is the software program you are using to receive emails locally on your computer (Outlook, Winmail, Apple Mail, etc). Depending on your internet service provider's email requirements, or the network setup your IT person has created, certain special settings may be required. You would have to contact your local IT person to help configure the third party email software.