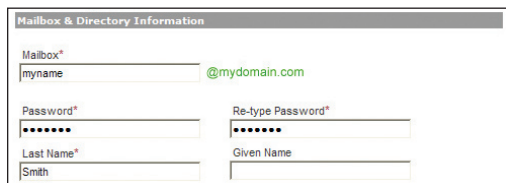


Using the Control Panel

Creating a New Email Account

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. If prompted, select a domain from the list. Or, to change domains, click the [change domain](#) link.
4. Click the [Add Mailbox](#) button.
5. Enter the following information in the spaces provided:
 - Mailbox—Enter a unique username for the email account. Please use all lowercase letters.



- Password—Enter a password for the email account.
 - Re-type Password—Retype the password you entered in the Password box.
 - Last Name—Enter the user's last name.
6. If desired, you can enter additional information about the user in the fields provided. This is not required.
 7. Click the [Save](#) button.

Note: If you are unable to create a new account because you have reached your maximum number of mailboxes, you can click [My Account / Upgrade Services](#) to submit a request for more mailboxes.

Creating Multiple Accounts

1. To set up multiple email accounts at one time, click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Click the [Add Multiple Mailboxes](#) button.
4. For each user, enter the following information: mailbox name, password, and then a *1* (active) or *0* (inactive), using one line per user. For example:
 - *mary, mypassword, 1*
 - *joe, mypassword, 0*
 - *bill, mypassword, 1*
5. If desired, you can enter additional information about the user, according to the field order that appears on the page. To skip a field, just enter a comma.
 - *mary, mypassword, 1, Jones, Mary, My Company, Sales, 540-555-5555, , Springfield, VA*
6. Click the [Add Mailboxes](#) button.

Editing an Email Account

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Locate the account you want to edit. Click the account's [Edit Settings](#) link. Or, to manage aliases for the account, click the account's [Alias](#) link.
4. Make changes, as desired.
5. When you are done, click the [Save](#) button.

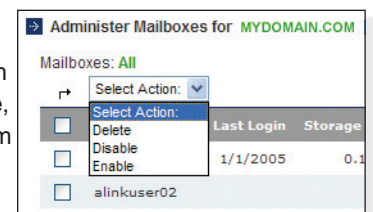
Logging In as a User

1. Select [Email Accounts / Mailboxes](#).
2. Locate the mailbox you want to log into.
3. Click the [Log-In as User](#) link for that mailbox.
4. If you have several webmail sites associated with your domain, select a webmail site from the drop-down menu.
5. To use a secure connection, check the [Use SSL \(Secure\)](#) checkbox.
6. Click the [Log-In](#) button. (You must log out of all other webmail sessions before clicking the Log-In button.)
7. You will then be logged in as that user. To log out, click the [Log Off](#) link, located in the upper right corner.

Deleting an Account

When you delete an account, you delete the email address and all of its email messages.

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Check the box next to each account you want to delete, and then select [Delete](#) from the [Select Action](#) drop-down menu.



4. You will be asked to confirm that you want to delete the account. Click the [OK](#) button.

Note about Multiple Domains

If you have more than one domain, you will be prompted to select a domain when you click on certain submenu items. To switch domains later, click the [change domain](#) link, located at the top of most windows.

Setting up Mail Forwarding

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Locate the account for which you want to set up mail forwarding. Click the account's [Edit Settings](#) link.
4. Scroll down to the [Mail Forwarding](#) section.
5. You can forward email from this account to up to 15 email addresses, four of which can be outside of your domain. Please separate multiple email addresses with a comma, and use all lowercase letters.
6. To keep a copy of messages that are forwarded, check the [Save copies of forwarded emails](#) box.
7. Click the [Save](#) button.

Creating a Vacation Message

When you will be out of the office, you can automatically send a message to each person who sends you an email, letting them know you are away and when you will return.

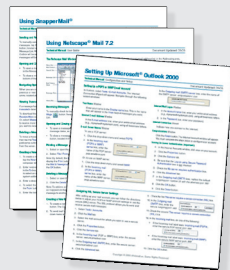
1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Locate the account for which you want to set up mail forwarding. Click the account's [Edit Settings](#) link.
4. Scroll down to the [Vacation Message](#) section.
5. Check the [Activate vacation message below](#) box.
6. Enter your vacation message in the box. This is the text that will be sent to each person who sends you an email message.
7. Click the [Save](#) button.
8. When you return to the office, you can turn the vacation message off by unchecking the [Activate vacation message below](#) box.

Note: Each person who sends you an email message will receive your vacation message only once. To reset your vacation message, turn the vacation message off, click the [Save](#) button, and then follow the steps above to re-enable the message.

Support

Viewing Documentation

To access user documents and our Acceptable Use Policy, select [Customer Care / Support](#). All documents are available as PDF files. (Requires Adobe® Reader)



Requesting Help

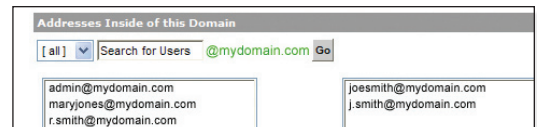
To contact customer support, select [Customer Care / Ticketing](#). Click the New Ticket button and fill out the form, providing as many details as possible. After you click the [Send](#) button, our support staff will contact you promptly.

Aliases

Creating an Alias

When you create an alias, you are creating an email address that points to an actual email account or accounts. For example, the alias *sales@mydomain.com* can point to *joe@mydomain.com*, *mary@mydomain.com*, and *bill@mydomain.com*. Each of those recipients (Mary, Joe, and Bill) would receive the message that was sent to *sales@mydomain.com*.

1. Click the [Email Accounts](#) link.
2. Click the [Aliases](#) link.
3. Click the [Add Alias](#) button.



4. Enter a unique alias name in the [Alias](#) box.
5. Click the arrow on the [Filter](#) drop-down menu and select [All](#). Or, to view addresses according to the first letter, select a letter from the list. To search for a specific address, enter the username in the [Search for Users](#) box and click the [Go](#) button.
6. Click once on the address you want to add, and then click the [Add](#) button. The address will appear in the right-hand box.
7. Repeat Step 6 for each address you want to add.
8. You can send email from this alias to up to 50 total email addresses, four of which can be outside of your domain. To add an address outside of your domain, enter it in the [Addresses Outside of this Domain](#) section.

We do not recommend delivering an alias' messages to an account outside of your domain because the messages will bypass your domain's spam filters.

9. Click the [Save](#) button.

Note: To manage aliases for a specific mailbox, select [Email Accounts / Mailboxes](#), and then click the mailbox's [Alias](#) link.

Creating a Catch-All Alias

A catch-all alias will receive all email messages sent to unknown users as your domain. Spammers tend to guess addresses at each domain, and may send thousands of email messages to invalid users.

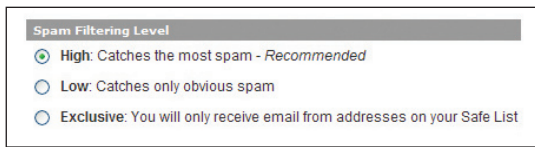
With this feature enabled, you will receive all of those spam messages rather than letting the server reject them. For this reason, we discourage use of this feature.

1. Click the [Email Accounts](#) link.
2. Click the [Settings](#) link.
3. Click the [Catch-All Alias](#) link.
4. Enter the email address that should serve as the "catch all" account. It will receive all email that is sent to invalid users at your domain.
5. Click the [Save](#) button.

Spam Filtering

Adjusting the Spam Filter

1. Select [Email Accounts](#) link.
2. Click the [Filtering](#) link.
3. Click the [Spam Filtering Options](#) link.
4. Choose one of the following:
 - To make changes that affect the entire domain, click the [Edit filters for this entire domain](#) link.
 - To make changes to a user's filter settings, click the [Edit filters for individual users in this domain](#) link. Then select a user from the drop-down menu and click the [Customize](#) button. Or, if a user already has customized filter settings, click the user's [Modify](#) link.



5. Make changes to the Spam Filtering Level, as desired.
 - High—This is the recommended setting. It will catch most spam.
 - Low—This setting catches only the most obvious spam.
 - Exclusive—This setting will block email from all recipients who are not included on your Safelist.
 - None—This setting will turn off spam filtering.
6. In the Spam Handling section, indicate what should happen to spam messages.
 - Deliver to Spam folder—Spam messages will be sent to your Spam folder.
 - Delete the email immediately—Spam messages will not be delivered to you, but will be deleted immediately.
 - Ignore (take no action)—Spam messages will arrive in your Inbox. This option essentially turns off the spam filter.
 - Deliver to this alternate email address—Spam messages will be sent to the email address you specify.
 - Include “[SPAM]” at the beginning of the subject line—Spam messages will arrive in your Inbox, but the *[SPAM]* tag will be inserted into the message's Subject line.
7. If you selected [Deliver to Spam folder](#) option, you should indicate how often to purge or delete messages from the Spam folder. Choose one of the following:
 - Delete after ... days or ... total emails—To delete old spam after a specific number of days or spam emails. (This is the recommended setting.)
 - Never automatically delete emails—To never automatically delete spam.
8. Select a greylisting option, as desired.
9. Click the [Save](#) button. Or click the [Override](#) button to override spam filtering settings for all users.

Using the Blacklist

Email addresses or domains in your Blacklist will always be blocked.

1. Click the [Email Accounts](#) link.
2. Click the [Filtering](#) link.
3. Click the [Blacklist](#) link.
4. Choose one of the following:
 - * To make changes that affect the entire domain, click the [Edit spam filtering blacklists for this entire domain](#) link.
 - * To make changes to a user's blacklist, click the [Edit spam filtering blacklists for individual users in this domain](#) link. Then select a user from the drop-down menu and click the [Customize](#) button. Or, if a user already has customized blacklist settings, click the user's [Modify](#) link, as it appears in the Username list.
5. Enter an email address, domain, or IP in the first box.
6. Click the [Add](#) button. The email address or domain will be added to the list box.
7. If you want to remove an email address or domain, click once on the item and then click the [Remove](#) button.
8. When you are done, click the [Save](#) button.

Using the Spam Filtering Safelist

When you add an email address or domain to the Safelist, you ensure that spam filters will not incorrectly identify as spam the email you receive from those addresses and domains.

1. Click the [Email Accounts](#) link.
2. Click the [Filtering](#) link.
3. Click the [Safelist](#) link.
4. Choose one of the following:
 - To make changes that affect the entire domain, click the [Edit spam filtering safelists for this entire domain](#) link.
 - To make changes to a user's safelist, click the [Edit spam filtering safelists for individual users in this domain](#) link. Then select a user from the drop-down menu and click the [Customize](#) button. Or, if a user already has customized safelist settings, click the user's [Modify](#) link, as it appears in the Username list.
5. Enter an email address, domain, or IP in the first box.
6. Click the [Add](#) button. The email address or domain will be added to the list box.
7. If you want to remove an email address or domain, click once on the item and then click the [Remove](#) button.
8. When you are done, click the [Save](#) button.

Searching Safelists and Blacklists

To search for specific safelisted/blacklisted email accounts, domains, or IPs in the domain, select [Email Accounts / Filtering](#), and then click the [Search Blacklist/Safelist entries](#) link.

Settings

Adjusting Storage Space

If you have purchased additional storage space, you can allocate storage for each user. (If you have not purchased additional storage space, this feature will not be visible in your control panel.)

1. Click the [Email Accounts](#) link.
2. Click the [Settings](#) link.
3. Click the [Adjust Storage](#) link.
4. Your total allocatable storage will be displayed, as well as how much of that storage has not yet been allocated. You can assign extra storage to each user by entering a MB value in the spaces provided.
5. Click the [Save](#) button when you are done.

Adjusting Language and Time Settings

To select a default language and time setting for all mailboxes in the domain, select [Email Accounts / Settings](#), and then click the [Language and Time Settings](#) link.

Setting Up Full Mailbox Notification

When a user's mailbox is nearing its capacity, the Full Mailbox Notification feature can automatically send the user a notification email message.

1. Click the [Email Accounts](#) link.
2. Click the [Settings](#) link.
3. Click the [Storage Notification](#) link.
4. Check the [Activate full mailbox notification](#) box.
5. Select a capacity from the drop-down menu.
6. If you would like to send a copy of this notification to another account (e.g., the administrator's email account), enter that email address in the [Send a carbon copy \(Cc\) to this email address](#) box.
7. Make changes to the notification message, as desired.
8. Click the [Save](#) button when you are done.

Tools

Sending an Email to All Users

1. Click the [Email Accounts](#) link.
2. Click the [Tools](#) link.
3. Click the [Email Everyone](#) link.
4. Enter the following information in the spaces provided:
 - **Sender's Name**—Enter your first and last name.
 - **Sender's Email Address**—Enter your email address.
 - **Subject**—Enter the subject of your message.
 - **Message Body**—Enter the body of your message.
5. Click the [Send](#) button to send the message to all users in your domain.

Group List

Creating a Group List

When you create a group list, you can send email to an unlimited number of internal email addresses (email addresses within your domain), and up to 50 external email addresses. You can also specify which email addresses can send email to the group list.

1. Click the [Email Accounts](#) link.
2. Click the [Group Lists](#) link.
3. Click the [Add List](#) button.
4. Enter a name for the group list.
5. Enter a subject line tag, which will be added to all emails sent to the group list.
6. Specify whether, by default, the sender or the group should receive replies to group list emails.
7. In the [Group List Recipients](#) area, select the users that should be included in the group list.
8. In the [Group List Senders](#) area, select the users that should be allowed to send email to the group list.
9. Click the [Save](#) button.

RSS Feeds

Adding and Modifying RSS Feeds

You can automatically subscribe users to specific RSS feeds, and permit or restrict the users' ability to subscribe to feeds of their choice.

1. Click the [Email Accounts](#) link.
2. Click the [RSS Feeds](#) link.
3. Choose one of the following:
 - To require your users to use the RSS reader, click the [Required](#) button.
 - To give your users the option of whether or not to use the RSS reader, click the [Optional](#) button.
4. To automatically add certain RSS feeds to each user's RSS reader, click the [Add Feed](#) button.
5. Enter the feed's URL in the first box.
6. If a username and password are required to access the feed, enter the username and password in the fields provided.
7. Click the [Confirm](#) button.
8. Make changes to the feed name in the [Feed Title](#) box, as desired.
9. Click the [Confirm](#) button. The feed will be automatically added to each user's RSS reader.
10. Click the [Save](#) button.

Collaboration

Creating a New Company Directory

The company directory allows your users to share and view contact information, via the Contacts link in webmail.

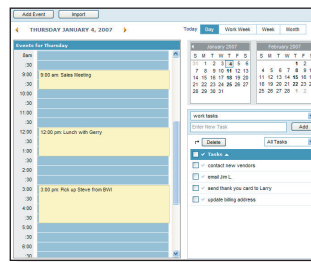
1. Click the [Collaboration](#) link.
2. Click the [Company Directory](#) link.
3. Click the [Create Directory](#) button.
4. Enter a unique name in the [Directory Name](#) box.
5. To allow users to edit their personal contact information, check the [Allow users to edit their profile in webmail](#) box.
6. In the [Domains](#) section, click once on a domain you want to add to the directory, and then click the [Add](#) button. You can add several domains to the same directory, but each domain can belong to only one directory.
7. Click the [Save](#) button.
8. In the next window, select [All](#) from the [Domains](#) menu.
9. In the [Select Mailboxes](#) section, click once on the mailbox(es) you want to include, and then click the [Add](#) button.
10. To add mailboxes that are outside your domain, click the [Modify Users](#) link, and then enter the user's information in the [First Name](#), [Last Name](#), and [Email Address](#) boxes, and then click the [Add](#) button.
11. Click the [Save](#) button.

Note: Users (with mailboxes that belong to your domain) can access the company directory by clicking the [Contacts](#) tab in webmail. There, they can view contact information for other users in the directory, and can edit their own profile information.

Managing Shared Calendars

The shared calendar feature enables users to view one another's calendars and event details. Users cannot, however, edit or add events to another user's calendar.

1. Click the [Collaboration](#) link.
2. Click the [Shared Calendar](#) link.



Webmail Calendar

3. Choose one of the following:
 - Do not allow users to share their personal calendar.
 - Require users to shared their calendar with all users in the domain only.
 - Allow users to share their calendar with the users they specify.
4. Click the [Save](#) button.

Domain Management

You can manage your domain renewals, domain registration, and DNS settings from the [Domain Names](#) section of the control panel. To make changes to a domain, click the domain name, as it appears in the domain list.

Email Reports

Viewing Reports

To view email reports, click the Email Reports link. From here, you can view the following reports:

- Mailbox Count—View the total number of mailboxes and domains, per customer account.
- Mail Forwarding—View a list of all mailboxes that have the “forwarding” feature enabled, and view the corresponding forwarding addresses.
- Last Login Dates—View the last login time for each user in your domain.
- Mailbox Aliases—View all mailbox aliases and the associated email addresses.

Viewing Administrator Logs

To view the administrator log, select [Email Reports / Administrator Logs](#).

Whenever an administrator makes a change in the control panel, it will be added to the Administrator Log. You can view

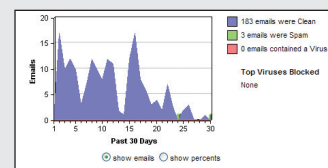
changes according to a specific date range, control panel area, or action. You can also sort the list according to any heading (date and time, user, etc.).

Viewing Statistics

The Statistics feature displays information about email messages being sent and received from your domain. It is updated each evening.

Domain	Received	Sent	Spam	Viruses	Logins
mydomain.com	6	29	0	2	2518

1. Click the [Statistics](#) link.
2. Select a domain from the [Domain](#) list.
3. To adjust the date and range, make changes in the [Date](#) section, and then click the [Go](#) button.

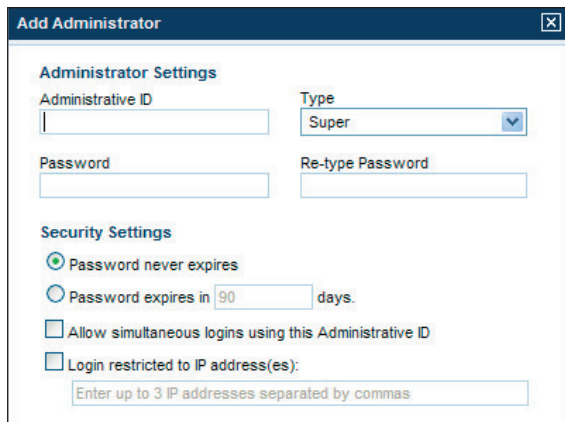


4. To view the statistics as a graph, click the domain name, as it appears in the Domain column.

My Account

Adding a New Administrator

1. Click the [My Account](#) link.
2. Click the [Administrators](#) link.
3. Click the [Add Administrator](#) button.



4. Enter the following information in the spaces provided:
 - **Administrative ID**—Enter a unique name for the account.
 - **Type**—Select the level of security the administrator will have:
 - **Super**—Allows full access to the control panel, and includes the ability to create and manage administrator accounts.
 - **Standard**—Allows full access to the control panel, but does not include the ability to create and manage administrator accounts.
 - **Limited**—Allows access to only the control panel areas you specify. (You will select the specific areas after clicking the [Add ID](#) button.)
 - **Password**—Enter a password for this administrator account.
 - **Re-type Password**—Retype the password.
5. In the [Security Settings](#) section, indicate whether the administrative password should never expire, or expire after a specific number of days.
6. To allow this administrator to log in to the control panel from multiple locations (or multiple browser windows) at the same time, check the [Allow simultaneous logins using this Administrative ID](#) box.
7. If you want the administrator to be able to access the control panel only from a specific IP address (or up to 3 IP addresses), check the [Password Restricted to IP Address\(es\)](#) box and enter the IP addresses in the space provided.
8. In the [Optional Information](#) section, enter additional information about the administrator, as desired.

9. To sign up for email notifications and alerts, enter the administrator's email address in the [Email Address](#) field.
10. Click the [Save](#) button.
11. If you indicated that this administrator has "Limited" access, you will be prompted to select which areas the administrator can access. When you are done, click the [Save](#) button.

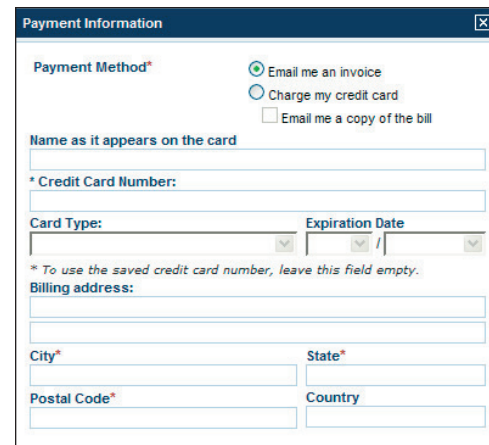
Editing or Disabling an Administrator

To make changes to an administrator's settings, select [My Account / Administrators](#), and then click the administrator name, as it appears in the Administrator column. Or, to adjust a Limited Admin's permission settings, click the administrator's [Permissions](#) link.

To disable an administrator, click the [Disable](#) link. Or, to disable several administrators, check the box next to each administrator and then select [Disable](#) from the [Select Action](#) drop-down menu.

Updating your Contact and Billing Information

If we ever need to contact you, we will use the contact information stored in your control panel's Contact Info section. Please keep this information up to date.



To make changes to your contact and billing information, select [My Account / Billing Information](#) or [My Account / Company Contacts](#). Click the [Edit](#) links and make changes, as desired.

Viewing Invoice History

To view your invoices, select [My Account / Invoice History](#).