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ElectMail Setup & Administration
Manual

Introduction:

The ElectMail system is specifically designed for users looking for privacy and the securement of intellectual property along with a full featured Exchange experience. The Exchange experience is unique in its ability to include Contacts, Calendar and Tasks with your email account.

Privacy:

   * Your data is stored in house by ElectSys Tech LLC and is not available to any 3rd party.

Features:

   * Sync your Contacts, Calendar and Task along with email across multiple devices via any email app that is compatible with Exchange and without the need for additional open source software.

   * Support for non Exchange compatible email apps such as Thunderbird, Live Mail etc.

   * A full featured webmail portal with Instant Messaging and presence management

   * Shared calendars

   * 50G storage per mailbox

Your email account:

Your email address: xxx@yourdomain.com

pswd: xxxx

How to access your account via webmail:

Open a web browser such as Edge, Chrome, Firefox or Safari and enter the following in the address bar:

https://mail.electmail.com

If your computer is not able to browse to the internet, you can try our alternative port at:

https://mail.electmail.com:2096

Enter your full email address as your username: xxx@yourdomain.com

Pswd: xxxx

## How to setup email apps that support Exchange

There are many different email applications out there and this manual does not provide step-by-step instructions on how to set each of them up. We do however provide the information you will need to enter into whatever app

you wish to use. Exchange compatible apps are Outlook, Outlook for Android, Outlook for IOS, Android native, IOS native

    1) From your device, find the option to "add new account"

    2) If required, select "Exchange" as the account type

    3) Enter your email address as the username

    4) Enter your password

    5) Your device should set everything up automatically.

    6) If you receive a Security Alert that "The name of the security certificate does not match the name of the site" click "yes" to proceed
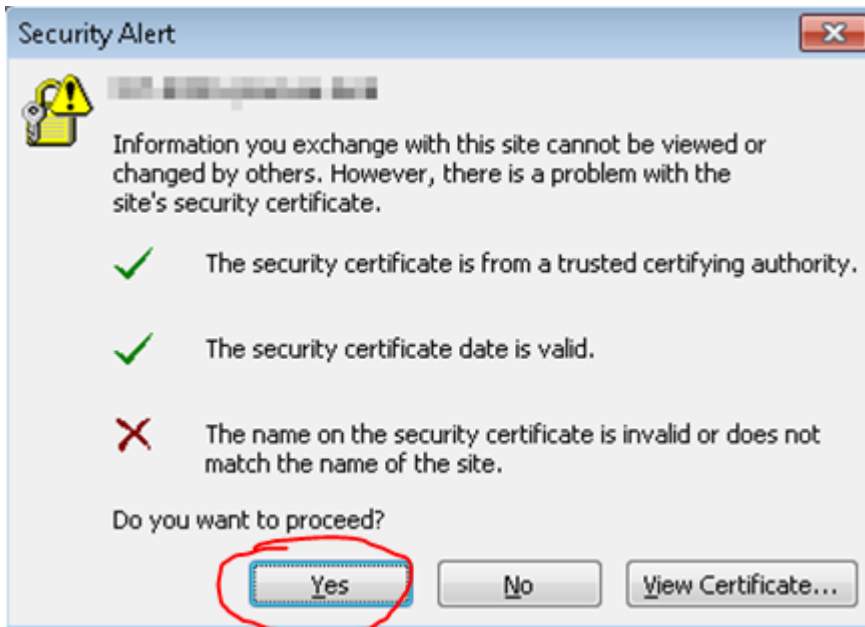
    7) If you receive a prompt to "Allow this website to configure server settings" click "do not ask again" and "Allow"
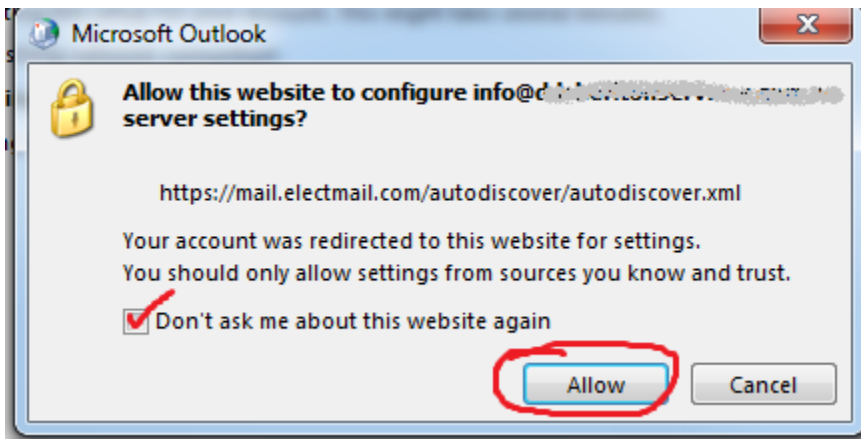
    8) If for any reason, the autodiscover fails, you can manually enter the mail server of mail.electmail.com

How to set your mobile device to save contacts to the email server

Part of privacy is to keep your contact database on the ElectMail Server. Also it is convenient to have your contacts stay in sync between your mobile device and PCs

Note: This feature is only licensed on mailboxes that request it.

    1) For Android devices: click on Contacts > Select the menu icon (3 lines) > Settings > Default Account for New Contacts > Select your Exchange account

2) For IOS devices click Settings > Mail, Contact, Calendar > Look for the Contacts section and Default Account > Set the default account to your Exchange account

How to setup email apps that don't support Exchange

These apps include Thunderbird, Windows Mail, Windows Live Mail, Thunderbird etc. **We recommend using a browser as your email client before considering use of these apps**. If for some reason, you still want to use one these apps, the info is provided below.

Username: yourusername@yourdomain.com
Password: your email password as given above

IMAP server: mail.electmail.com
(best if you plan to access your email address from multiple devices)
IMAP port: 993 Encryption SSL

POP3 server: mail.electsys.biz
(best if you plan to access you email from only 1 device. We recommend that you select the option to Leave a copy of messages on the server for 90 days so that you have the last 3 mo. of email available on your webmail portal.)
POP3 port: 995 Encryption SSL

Outgoing SMTP server: mail.electmail.com
SMTP port preferred: 587 Encryption TLS
SMTP port non-preferred: 465 Encryption SSL

Click my outgoing server requires authentication > use same username and password as incoming server
Do not click use Secure Password (SPA)

How to avoid loss of data:

ElectSys Tech LLC cannot take responsibility for lost data, as retainage is partly in the hands of you (the user). However we will do our part to help avoid data loss.

Things to know:
1) POP3 accounts keep email on your computer only. No messages are on the server unless you've set your email program to leave a copy on the server and even in that case it's only the inbox.
2) Contacts/Address Book, Calendard and Tasks are not kept on the server if:
    a) You are using a POP or IMAP account
    b) You are using an Exchange account but have failed to set your default contacts/calender account to your Exchange account
3) Any messages that have been archived to your PC

Data that resides exclusively on your computer, SIM card etc. can be assumed lost if you haven't backed it up and your device fails or is lost.

What do we recommend for backup.
1) Don't use POP or IMAP email accounts and make sure your device Contacts and Calendar are set to use your email account. This means that all this data will store on our server and be backed up.
2) In other scenerios , a backup storage device such as external hard drive, fire safe external hard drive NAS (Network Accessible Storage) or Cloud backup such as our AVG Cloud storage are recommended repositories.
2) Software such as Windows Backup or Veeam Endpoint Protection that will regularly backup your data to your repository.

How to deal with Spam (unwanted email)

Rule #1: Don't give your email out to just anybody. Especially not to retailers, like Walmart etc.
Your account comes with a default anti-spam configuration. If spam becomes a problem, let us know and we can make some programming adjustments to improve the anti-spam control. We also offer Avast Cloudcare anti-spam for users who desire upgraded features such as a user control panel, or desire to receive only email that is approved on a whitelist.

How to deal with a full mailbox

If your mailbox is approaching the disk quota limit for your account or is full, you can either contact us to purchase more space or you can archive old emails by moving them to an offline location on your computer. This will free up space without having to delete messages. You can't create an additional folder inside your account as this will also be sync'd with the server and you will not gain any space.

To Automatically Archive Emails:
From Outlook click on File > Options > Advanced > Auto Archive
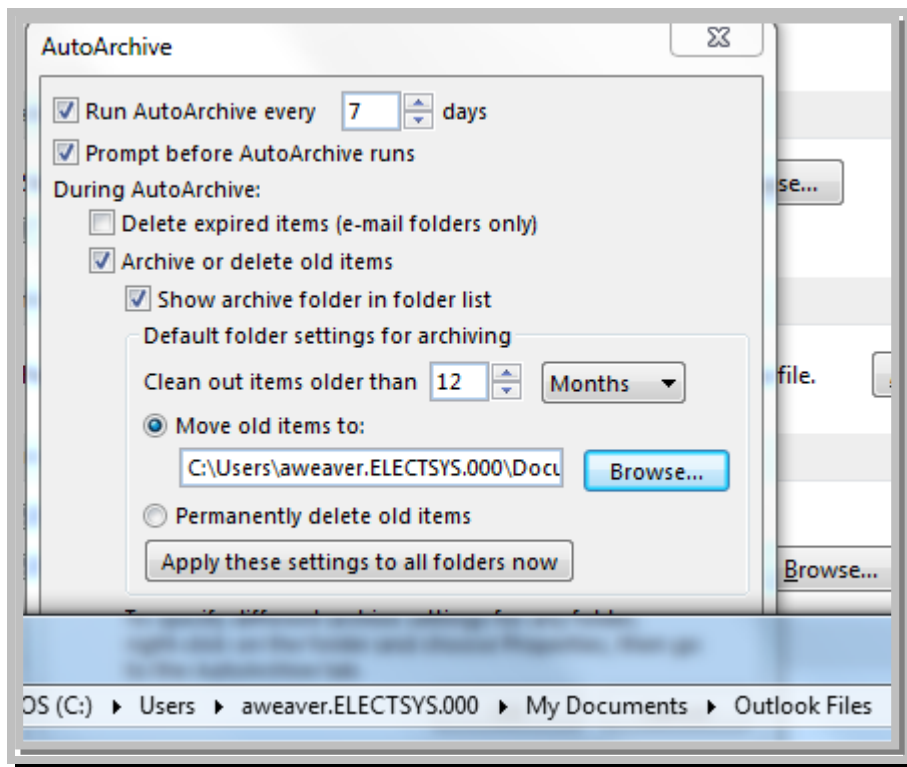
Set the schedule to run every 7 days
Make sure to uncheck "Delete expired items"
Set to clean out items older than 12 months, or whatever length of time you desire
Set the move old items to: C:\Users\YourUserName\Documents\archive.pst.

To Manually Archive Emails:
Simply drag and drop messages from your production folder to the offline folder from within Outlook

Terms of Service:

⚐ Tech support is available at our data support hourly rate. No other tech support of any type is included beyond our standard policy of 10 minutes free **telephone** support per incident. Tech support requiring a connection to your PC does not qualify for free support.

- Billing is annual

- Disk space included on the server is 50G per mailbox. You may eventually require more space if you never archive. Additional space is available for an additional fee.

- Email clients using the SMTP and POP3 protocols will store emails on your computer.   ElectSys Tech LLC does not take responsibility for lost email in the event of computer failure.

- ElectSys Tech LLC retains the right to shut down an account that has been reported for sending out spam. This includes both virus generated spam as well as user generated spam.

- No 3rd party will be provided access to your data without your consent.

- ElectSys Tech LLC will inform you in the event of legal request for your data such a National Security Letter (NSA) or court issued subpoena.