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Hosted Email Setup & Administration Manual

Your email account:

Your email address: **xxx@yourdomain.com**

pswd: **xxxx**

How to access your email from a browser:

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

<https://mail2.electsys.tech:2096>

Enter your email address: **xxx@yourdomain.com**

Pswd: **xxxx**

We recommend using Horde because it has a web calendar. Click on Horde or Click on “Enable Autoload” to always open in Horde.

How to setup your computer's email application

There are many different email applications out there and this manual does not provide step-by-step instructions on how to set them up. We do however provide the information needed for setting up whatever email application you want to use, whether it be Outlook, Windows Mail, Windows Live Mail, Thunderbird etc. Note: We do not recommend using Windows Live Mail for IMAP accounts because of folder sync issues and outdated cyphers.

Secure SSL/TLS Settings:

Username: yourusername@yourdomain.com

Password: your email password as given above

IMAP server: **mail2.electsys.tech**

(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: mail2.electsys.tech

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 emails:

ElectSys cannot take responsibility for lost emails as email retainage is largely in the hands of you (the user). However we want to do our part in helping to 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 unless you have entered this data via the webmail portal.
- 3) Any messages that have been archived in your email client are kept on your computer only.
- 4) Emails stored on the server cannot be guaranteed agains dataloss. Only backups can protect against data corruption such as Ransomware.

Data that resides exclusively on your computer can be assumed lost if you haven't backed it up and your computer fails.

What do we recommend for backup.

- 1) 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.
- 2) Software such as Windows Backup or Veeam Endpoint Protection that will regularly backup your data to the data storage device of choice.

How to deal with Spam (unwanted email)

Rule #1: Don't give your email out to just anybody. Especially not to retailers, like JC Penney etc.

If spam becomes a problem, we have two solutions: Boxtrapper and Cloudcare. Boxtrapper is free and you can enable it from the webmail portal on a per email basis. Call us for pricing on the higher quality Cloudcare solution.

Boxtrapper only allows email to be received from users who are listed in your "whitelist". If someone sends you an email and they are not whitelisted, they will receive an automated response from the system asking them to reply to the email in order to be automatically added to your whitelist. This method weeds out lots of trash advertising because only mail sent by a real human being will be received. If someone whitelists themselves and you don't want them whitelisted, then you can add them to your blacklist.

Messages that are trapped because they are either not whitelisted or are blacklisted will be held by the server for about 2 weeks. You can log in and review trapped messages and decide whether or not to receive them.

To manage your boxtrapper:

Open a web browser such as Internet Explorer, Chrome, Firefox or Safari and enter the following in the address bar: <http://mail2.electsys.tech:2096>

Enter your email address

Enter your password

Click on "Enable" to turn the boxtrapper on

Click on “Edit White/Black/Ignore lists” to edit your lists

To add a single email address you will need to enter it like this:

from sam\@gmail\com

This will block or allow email from sam@gmail.com

To add a domain you will need to enter it like this:

from .+\@gmail\com

This will block or allow email from anyone who uses gmail.com

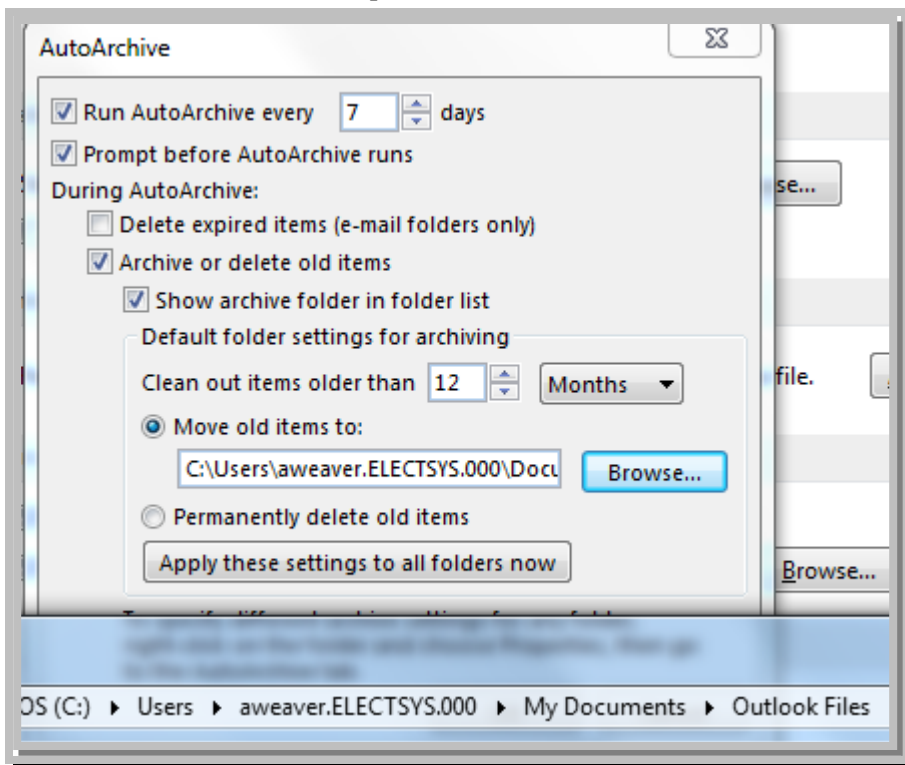
Click on Boxtrapper>Mail Que to check for messages stuck in the trap.

How to deal with a full mailbox

If your IMAP 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 in your IMAP 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. This will allow you to

To Manually Archive Emails:

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 support per incident.
- ⤴ Billing is annual
- ⤴ Disk space included on the server starts with 2G on our entry plan and is shared by all mailboxes. If you are using IMAP protocol, you may eventually require more space. Additional space is available for an additional fee.
- ⤴ Email clients using the SMTP and POP3 protocols will store emails on your computer. ElectSys does not take responsibility for lost email in the event of computer failure. We recommend a backing up your email data files to prevent data lose.