

1 Information for E-mail Users

1.1 Overview

The servers use a CPANEL v11 based control panel for administration. The online documentation is available. Please follow the following http link for documentation. This e-mail guide outlines the specific information used in the server environment of Precise-ITC.

cPanel 11 Online Document for Email

<http://www.cpanel.net/support/docs/11/cpanel/mail.html>

1.2 Precise-ITC Specific E-mail Quick Guide

1.2.1 General Information

The following outlines all settings and addresses for your email address. Please replace YOURDOMAIN.COM with your own domain name.

- Email configuration and webmail access address :

<http://webmail.YOURDOMAIN.COM>

- Manual E-mail Settings for Email Clients (such as Outlook, Thunderbirds and so on)

Mail Server Username: YourEmailName+YOURDOMAIN.COM

Incoming Mail Server: mail.YOURDOMAIN.COM

Incoming Mail Server: (SSL) ca180.precise-itc.com

Outgoing Mail Server: mail.YOURDOMAIN.COM (server requires authentication) port 25

Outgoing Mail Server: (SSL) ca180.precise-itc.com (server requires authentication) port 465

Supported Incoming Mail Protocols: POP3, POP3S (SSL/TLS), IMAP, IMAPS (SSL/TLS)

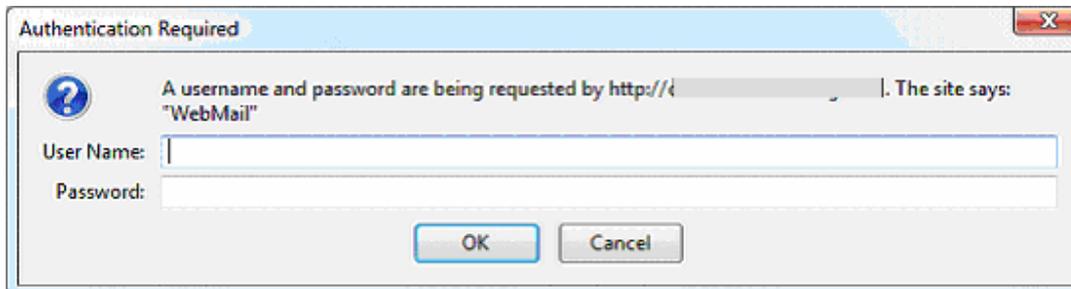
Supported Outgoing Mail Protocols: SMTP, SMTPS (SSL/TLS)

1.2.2 Basic Tutorial for accessing email address administration

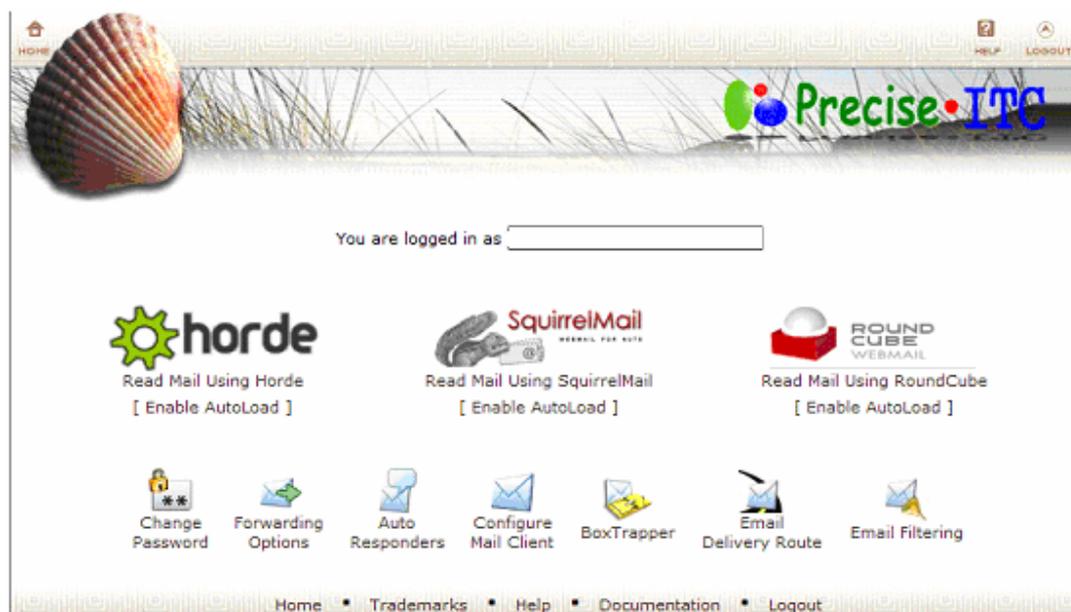
1. Open an web browser such as Firefox and go to your domain's email admin panel. It should look like the following and replace "YOURDOMAIN.COM" to your real domain address.

<http://webmail.YOURDOMAIN.COM>

2. Then, you will be prompted with a pop-up box. Please enter your full email address as username and e-mail password.



3. After successfully logged in, you will see the following email control panel where you can access email using one of the 3 Webmail interfaces – Horde (which we used previously), SquirrelMail and Round Cube WebMail. You can choose any of them to access email online.



In additional, you can do the following functions in this email control panel:

- “Change Password” - Change your email password
- “Forwarding Options” – Set up email forwarding where you can forward your email address to others
- “Auto Responders” – set up auto-reply email when you are in vacation or not available.
- “Configure Mail Client” – tools allow you to set up MS Outlook and MS Outlook Express automatically with your current email address. Also, there are information on how to configure IMAP & POP access for other mail clients.

- “BoxTrapper” - BoxTrapper protects your Inbox from spam by forcing all people not on your white list to reply to a verification email before they can send mail to you. Please refer to the following for details.

http://www.cpanel.net/support/docs/11/cpanel/mail_boxtrapper.html

- “Email Delivery Route” – where you can test the email delivering route information for a specific email
- “Email Filter” – where you can ban certain email addresses from reaching you.