

Managing Email

Using the Email Control Center to manage your email accounts.

Managing your email accounts may seem like a big job with many tasks to complete. This guide will help you simplify your email management and walk you step-by-step through the most common tasks that you may need to perform for your email accounts using the Email Control Center.

The new Email Control Center simplifies the email management process. You can easily access all aspects of email management with the click of your mouse. All of the email accounts in your account can be managed from one location.

Using this guide, you can complete the following tasks in the Email Control Center:

- Setting Up Free and Paid Email Accounts
- Setting Up Email Forwarding
- Upgrading/Downgrading Email Plans
- Upgrading/Downgrading Email Plans
- Renewing Email Accounts
- Purchasing SMTP Relay Accounts
- Accessing Web-Based Email

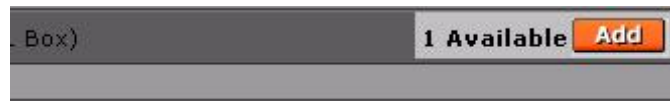
If you need further information regarding any aspect of your account or your email accounts, please check out our Help Center, which you can access from your Account Manager or from our Home page.

SETTING UP FREE AND PAID EMAIL ACCOUNTS

Electronic mail (or “email”, for short) is the method of composing, sending, receiving, and storing messages over an electronic communication system. This makes it possible for people across the Internet to communicate with one another in virtually instantaneous fashion, as well as sharing photos, documents, or any other item that can be ‘attached’ to an email.

► To Set Up Your Free and Paid Email Accounts

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Next to New Account, click **Manage Account**. The Email Control Center opens.
4. Next to either your free or paid email account, click **Add**.



5. Specify the email address you want to create.

A screenshot of a form titled 'Add Email' with a green header. Below the header, there is a green instruction bar that says 'Use a registered or hosted domain name.' Below this, the text 'Email Address:' is followed by a white text input field. To the right of the input field is an '@' symbol and a dropdown menu showing 'COOLEXAMPLE.INFO'.

6. If you are setting up a paid email account, select a domain name from your account or enter a domain name that is hosted or registered elsewhere.

A screenshot of a form titled 'Add Email' with a green header. Below the header, there are two radio button options. The first option is selected and is labeled 'Use a registered or hosted domain name.' Below it, the text 'Email Address:' is followed by a white text input field, an '@' symbol, and a dropdown menu showing 'Select'. The second option is labeled 'Use a domain name hosted or registered elsewhere.' Below it, the text 'Email Address:' is followed by two white text input fields separated by an '@' symbol. At the bottom of the form, there is a note: 'Note: If you are hosting elsewhere, you must modify your domain's MX records at your current host to point to our mail servers. MX records take 4-8 hours for .COM and .NET domains and 24-48 hours for all other domain extensions to propagate.'

7. Enter and confirm a password to use with this email address.

Set Password

Set your email password.

Password: (5-32 characters)

Confirm Password:

8. If you want to add a forward carbon copy address (an email address that will receive copies of each email sent to the address you are creating), enter the address.

Forward Carbon Copy

You may specify one or more email addresses to receive copies of all messages sent to this account.

Send CC To: (separate addresses with comma)

(Warning: Auto-Responders send a response back to the sender.)

9. Specify the amount of space you would like associated with this email address.

Incoming Box Size

Total Space with Plan: **25 MB**

Space Used: **0 MB**

Space Remaining: **25 MB**

Space for this Account:



NOTE

If you are setting up a paid email account, you have the option of increasing the default amount of space associated with the email account. Free accounts are limited to a maximum 25MB.

Incoming Box Size

Total Space with Plan: **1000 MB**

Space Used: **0 MB**

Space Remaining: **1000 MB**

Space for this Account:

10. To make this email address a catch-all (an address specified to receive all messages that are sent to an incorrect email address for a domain), select **Make Catchall Account**.

11. To enable spam filtering for this email address, select **Enable Spam Filtering for this account**.



Incoming Mail Settings

Make Catchall Account [What is this?](#)

Enable spam filtering for this account [What is this?](#)

12. Select the number of **Relays per day** that you want to allow for this email address. .



SMTP Relaying

Bypass ISP restrictions on your outbound emails - with SMTP Email Relay.

Relays per day: 0 used today

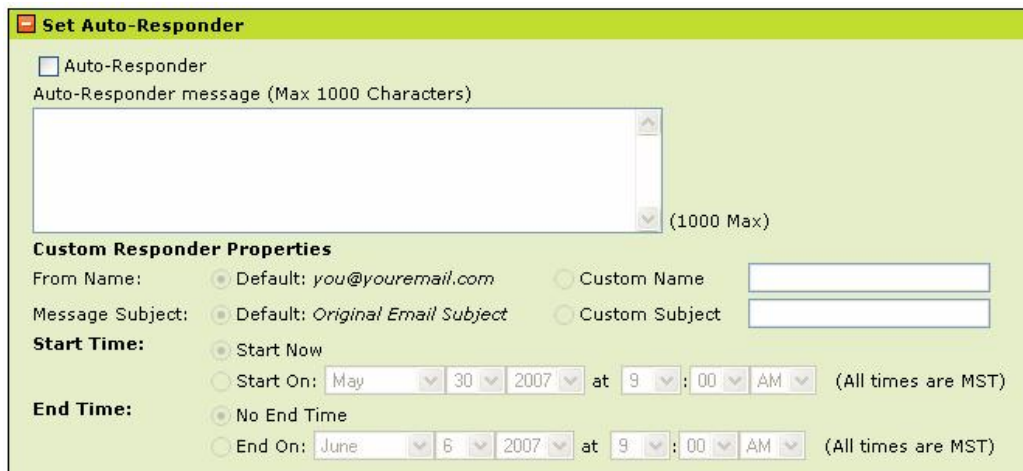
Your outgoing mail server is **smtpout.secureserver.net**



NOTE

SMTP relaying is necessary only if you are using an email client such as Outlook, Thunderbird, Eudora, or MacMail to check your email messages. There is a limit of 250 relays per day per email address.

13. (Optional) To set up an auto-responder for your email address, select **Auto-Responder**, and then enter your response message, set the properties, and specify start/end times.



Set Auto-Responder

Auto-Responder

Auto-Responder message (Max 1000 Characters)

(1000 Max)

Custom Responder Properties

From Name: Default: *you@youremail.com* Custom Name

Message Subject: Default: *Original Email Subject* Custom Subject

Start Time:

Start Now

Start On: at : (All times are MST)

End Time:

No End Time

End On: at : (All times are MST)

14. Click **OK**. Your email address should be completely set up within an hour in our system.



NOTE

If you are setting up a paid email account for a domain that is hosted or registered elsewhere, you must modify your domain's MX records at your current host to point to our mail servers. MX records take 4-8 hours for .COM and .NET domains, and 24-48 hours for all other domain extensions to propagate.

SETTING UP EMAIL FORWARDING

Forwarding email messages enables you to direct incoming messages from one email address to another existing email address. When someone attempts to send an email message to your forwarded email address, our mailservers redirect the message to the email address you specify.

► To Set Up Email Forwarding

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Click **Email Forwarding Accounts**.



4. Determine the type of account you want to set up.
 - To set up a free email forwarding account, next to the free account you want to use, select **Use Credit**.



- To set up a paid forwarding account, next to New Account, click **Manage Account**.

5. In the Email Control Center, specify the email forwarding address you want to create.

[-] Add Email

Use a registered or hosted domain name.

Email Address: @ COOLEXAMPLE.INFO

6. If you are setting up a paid forwarding account, select a domain from your account or enter a domain name that is hosted or registered elsewhere.

[-] Add Forward

Use a registered or hosted domain name.

Forward Address: @ Select

Use a domain name hosted or registered elsewhere.

Forward Address: @

Note: If you are hosting elsewhere, you must [modify your domain's MX records](#) at your current host to point to our mail servers. MX records take 4-8 hours for .COM and .NET domains and 24-48 hours for all other domain extensions to propagate.

7. Specify the email address to which you want incoming email messages to be forwarded..

[-] Forward Mail to:

Email Address:

Want to receive the email that's sent to this account at other addresses too? Enter them in here separated by commas. The maximum length of this field is 149 characters.

Make Catchall Account [What is this?](#)

8. To make this forwarded address a catch-all (an address specified to receive all messages that are sent to an incorrect email address for a domain), select **Make Catchall Account**.

9. (Optional) To set up an auto-responder for your forwarded address, select **Auto-Responder**, and then enter your response message, set the properties, and specify start/end times.

[-] Set Auto-Responder

Auto-Responder

Auto-Responder message (Max 1000 Characters)

(1000 Max)

Custom Responder Properties

From Name: Default: *you@youremail.com* Custom Name

Message Subject: Default: *Original Email Subject* Custom Subject

Start Time: Start Now

Start On: May 30 2007 at 9 :00 AM (All times are MST)

End Time: No End Time

End On: June 6 2007 at 9 :00 AM (All times are MST)

10. Click **OK**.

It may take up to one hour for an email forwarding address to be completely set up in our system.



If you are setting up a paid email forwarding account for a domain that is hosted or registered elsewhere, you must modify your domain's MX records at your current host to point to our mail servers. MX records take 4-8 hours for .COM and .NET domains, and 24-48 hours for all other domain extensions to propagate.

UPGRADING/DOWNGRADING EMAIL PLANS

You can upgrade or downgrade your current email plan(s) at any time through the Manage Email page of your Account Manager.

► To Upgrade/Downgrade Your Email Plan

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Click the name email account you want to upgrade/downgrade.
4. In the **Account Details** section, click **Upgrade/Downgrade Account**.



5. Select one of the available email plans.
6. Click **Continue** and proceed through the checkout process.

MOVING EMAIL ADDRESSES BETWEEN ACCOUNTS

As your email needs change, you may want to consolidate multiple email accounts or organize multiple addresses into different accounts. You don't need to cancel and recreate your email accounts or email addresses in order to do so; instead, you can move email addresses from one account to another. All of the email messages associated with a moved address, are moved into the new account.



NOTE

If you are moving your email address into an account with a smaller plan, and you are near your storage limit, you may need to delete some of your saved messages. Otherwise, your account may go over the allotted limit of the plan and you will not receive new messages until the account is brought back below its limit.

► To Move Email Addresses Between Accounts

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Next to the email account that contains the email addresses you to move, click **Manage Account**. The Email Control Center opens.
4. Next to the email address that you want to move, under **Actions**, click the **Move Email Address** icon (indicated by the folder with a diagonal arrow).

MB/1 Box)		0 Available Add	
Size	Relays	Attributes	Actions
25	n/a		  

5. Select the email account to which you want to move the selected email address, and then click **OK**.



RENEWING EMAIL ACCOUNTS

You can renew email accounts from the Manage Email page in the Account Manager.

► To Renew an Email Account

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Click on the name of the email account that you want to renew.
4. In the **Account Details** section, under **Renew Account**, click **Continue**.



5. Continue through the checkout process to renew the selected email account.

CANCELING EMAIL ACCOUNTS

Once an email address is created, it is not possible to modify the address itself (for example, youremail@yourdomain.com). If you create an email address and later want to change the address (for example, from youremail@yourdomain.com to myemail@yourdomain.com), you will need to create a new email address and then you can cancel the other one.

► To Cancel an Email Address

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Next to the email account that contains the email address that you want to cancel, click **Manage Account**. The Email Control Center opens.
4. Next to the email address that you want to cancel, under **Actions**, click the **Cancel Email Address** icon (indicated by the X).



MB/1 Box		0 Available Add	
Size	Relays	Attributes	Actions
25	n/a		  

PURCHASING SMTP RELAY ACCOUNTS

SMTP Relay lets you send email messages through your email address using your existing email service. For example, you can continue to use an email client (such as Microsoft Outlook) to compose, receive, and send email messages, but the actual email messages are processed through our SMTP relaying services. This lets you bypass ISP restrictions on your outbound email messages and allows you to use your professional looking "sales@coolexample.com" email address rather than a general "sales@ispname" address.

SMTP relay service is provided as part of your email account. To you SMTP relaying, you must set it up when configure your email account settings. Your email account includes 250 SMTP relays per mailbox. If you need more than 250 relays for your mailbox, you can purchase additional relay packs (in packs of 50) from either the Account Manager or from the Email Control Center.

► To Purchase Additional SMTP Relays from the Account Manager

1. Log in to your **Account Manager**.
2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Click **SMTP Accounts**.



4. Under **Purchasing SMTP Relay Accounts**, select **Click here to purchase SMTP Relay accounts**.



5. Proceed through the checkout process.

► To Purchase Additional SMTP Relays from the Email Control Center

1. Log in to your **Account Manager**.

2. In the **My Products** section, click **Email/Email Forwarding**. The Manage Email page opens.
3. Next to the email account that contains the email address that you want to add SMTP relays to, click **Manage Account**. The Email Control Center opens.
4. In the upper right hand corner of the Email Control Center, click **Buy More SMTP Relays**.



5. Proceed through the checkout process.

ACCESSING WEB-BASED EMAIL

Web-Based Email is an Internet-based email system that lets you send and receive email messages from a Web browser. All you need is an Internet connection and an Internet browser (such as Internet Explorer, Firefox, Netscape, or Safari).



NOTE

Not all features of Web-Based Email are available with all versions of all Internet browsers. For a specific list of available/disabled features, please refer to the Online Help Center.

► To Access Web-Based Email

1. In the address bar of your Internet browser, type “**http://email.cooexample.com**”, where cooexample.com is your domain name.
2. In the **Email Address** field, enter your full email address. For example, yourname@cooexample.com.
3. In the **Password** field, enter the password that you created for this email address.
4. Click **Login**.



NOTE

Passwords are case sensitive.