

Factor of 4 OpenSRS E-mail Setup Instructions

Here is basic setup information for your new E-mailbox we created for you at OpenSRS.

Quickstart: Start with #2 below and CHANGE YOUR PASSWORD.

We create your E-mailbox in this format:

Display Name <yourname@organization.tld>

where:

“Display Name” means the human-readable name of the mailbox.

“yourname” is the mailbox name

“organization.tld” is the domain name associated with the mailbox, and

“tld” stands for “top-level domain” e.g. .com, .net, .org, .us, etc.

Each E-mailbox starts with a 5120MB capacity, and a 40MB per message limit. If you need more capacity, we upgrade in 250MB increments upon request. The size of the message limit is set by OpenSRS. If you need to transfer large files, we recommend using an FTP or a Dropbox account. E-mail “netiquette” discourages sending attachments greater than 1MB in size.

E-mailboxes at OpenSRS are accessible by any of Webmail, IMAP or POP protocols.

Each new mailbox also has an initial daily sending limit of 25 messages. This increases to 500 messages per day limit after 2 weeks. If you'd like to send out bulk E-mails, we recommend using an e-list service designed for mass e-mailing, such as mailchimp.

- To access your email account from a web browser (Firefox, Safari, Edge, Opera, etc.), follow the instructions in #3 below.
- To access your account from your E-mail application (Mail, Outlook, Thunderbird), follow the instructions in #4 below.
- To access your account from a mobile device (iPhone/iPad, Android, etc.), follow the instructions in #5 below.

1. (We will have communicated your temporary password previously.)

2. Change Your Password.

Use a browser to log-in to your account management: <<https://mail.hostedemail.com/>>

Use your full E-mail address for the Username: [yourname@organization.tld](#)

Use the temporary Password we provided.

We highly recommend that your new password be long ("length is strength")—at least 25 characters; it doesn't matter if you use digits or special characters.

Click Settings (left column menu) This displays in the next column menu:

select Password to set a new password:

ENTER current password

ENTER new password

ENTER new password again

SAVE

3. Webmail access.

Use a browser to log-in to: <<https://mail.hostedemail.com/>>

Username: [yourname@organization.tld](#)

Password: [your new password]

4. Using an E-mail Application Program

If you want to use a desktop E-mail client application (Outlook, Apple Mail, Eudora, Thunderbird, Entourage, etc),

ADD a new account to your configuration.

We recommend using IMAP/SMTP with SSL enabled (POP3 is also available).

Incoming Mail Server: mail.hostedemail.com

IMAP: port 993 (SSL enabled) or port 143 (SSL disabled)

POP3: port 995 (SSL enabled) or port 110 (SSL disabled)]

Select "needs authentication" using password

Username: [yourname@organization.tld](#)

Password: [your new password]

Outgoing (SMTP) Mail Server: mail.hostedemail.com

SMTP: port 465 (SSL enabled); ports 25, 587, or 8025 (SSL disabled)
Select "needs authentication" using Password

Use your full E-mail address for the account username, and use the new password you set-up in step #2.

Username: yourname@organization.tld

Password: [your new password]

Note: alternatively, you may use your ISP's SMTP server for Outgoing Mail Server if it does not require authentication. (Call us for clarification about this if necessary.)

=====Extra Help=====

If you need additional help configuring your E-mail client, please refer to the original software's help pages. Here are a few of the most popular ones:

Outlook: <http://support.microsoft.com/kb/287532>

Entourage: <http://support.microsoft.com/kb/980617>

Apple Mail: <http://www.apple.com/support/mail/>

Thunderbird: https://support.mozilla.org/en-US/kb/new-email-address#w_how-do-i-set-up-a-new-mail-account

Gmail: <https://mail.google.com/mail/?tab=mm#settings>

5. Using E-mail on Your Mobile Device

If you want to use a mobile E-mail app (iPhone, iPad, Android, Blackberry),

ADD a new account to your configuration.

Incoming Mail Server: mail.hostedemail.com

IMAP: port 993 (SSL enabled) or port 143 (SSL disabled)

[POP3: 995 (SSL enabled) or 110 (SSL disabled)]

Select "needs authentication" using Password

Username: yourname@organization.tld

Password: [your new one]

(Use your full email E-address for the account username, and use the new password you set-up in step #2.)

Outgoing Mail Server: mail.hostedemail.com

SMTP: port 465 (SSL enabled); ports 25, 587, or 8025 (SSL disabled)
Select "needs authentication" using Password

Username: yourname@organization.tld

Password: [your new one]

6. To Change your E-mail Settings, and other E-mail Account Management

Use the webmail interface to your E-mail by going to: <<https://mail.hostedemail.com/>>
Use your full E-mail address for the

Username yourname@organization.tld

Use the new password you created.

EXAMPLE OPTIONS

click Settings (left column menu) This displays in the next column menu:

Preferences

Folders (to create new E-mail folders)

Autoresponder (to use for out-of-the-office messages)

Password (to change password)

Identities (to change tDisplay Name and Signature)

Spam settings

etc.

More info here: <https://mail.hostedemail.com/help/en_US/help.html>

7. Changing Passwords / Lost Passwords

When you change the password, you must change it for access from all computers and devices you are using rather than the previous password.

We cannot recover forgotten passwords because they are “one-way hashed”, but we can reset passwords back to the temporary ones we gave you initially.

NO EMAIL MESSAGES WILL BE LOST IF YOU ASK US TO RESET THE ACCOUNT PASSWORD, but we will charge a \$21.25 service fee.