



# CountyStart Networks Support

*CountyStart.net Works!*

## CountyStart Networks Support Topic

**How do I log into my webmail and how do I work with the various features?**

You will need to log into your webmail account through the following address:

<http://mail.yourwebsiteaddress.com> (of course yourwebsiteaddress will be your domain name)

You will get to the following screen:

**WEBMAIL**

**Login**

Email:

Password:

Login

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Enter your full email address in the "Email:" field and your password below it in the "Password:" field.

Click Login.



On your introductory screen into webmail, you will notice several features available to you.

- 1) You have three different webmail interfaces: Horde, SquirrelMail, RoundCube.
- 2) Change Password for email account
- 3) Auto Responders for away time
- 4) Configure Mail Client settings
- 5) Email Delivery Route ping
- 6) Email Filtering Options

The following three screen captures are the interfaces for each webmail browser:

## Squirrel Mail

**Folders**  
Last Refresh:  
Thu, 1:55 pm  
([Check mail](#))

- **INBOX** (1) ←
- Drafts
- Sent
- Trash

Current Folder: **INBOX** [Sign Out](#)

[Compose](#) [Addresses](#) [Folders](#) [Options](#) [Search](#) [Help](#) [SquirrelMail](#)

[Select All](#) Viewing Message: 1 (1 total)

Move Selected To:

INBOX

[Thread View](#)

Transform Selected Messages:

From <input type="checkbox"/>	Date <input type="checkbox"/>	Subject <input type="checkbox"/>
<input type="checkbox"/> Scott Laughead	1:47 pm	<a href="#">Your New Email Works Fine</a>

[Select All](#) Viewing Message: 1 (1 total)

## Horde Mail

**Inbox (1)** 1 to 1 of 1 Messages

#	Date	From	Subject	Size
1	01:47:59 P...	Scott Laughead	Your New Email Works Fine	6 KB

## Roundcube Mail

**WEBMAIL** POWERED BY ROUNDcube

**Folders**

- Inbox (1)
- Drafts
- Sent
- Junk
- Trash

Subject	Sender	Date	Size
Your New Email Works Fine	Scott Laughead	Today 20:47	6 KB

Folder: Compact Empty    Select: All Unread Invert None    Disk usage:    Messages 1 to 1 of 1

## Change Password

The Change Password feature, in the initial webmail Interface, is pretty self-explanatory:

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CPRNCL 11

**Change Mail Account Settings**

Changing password for **support@countystartnetworks.com**

New Password:

Password (Again):

Strength (why?):

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## Auto Responders

Auto Responders allow you to send out a generic message to whoever may be sending you messages while you are away from the office or on vacation. These can come in very helpful during this period, so that your clients or associates do not think you are ignoring their email.

CPANEL 11

### Modify/Add Autoresponder

If you do not create a forwarder or email account with the same address as this autoresponder, mail sent to this autoresponder will only be handled by the autoresponder before it is discarded. The interval is the time period in hours between automatic responses to the sender.

What this means is, if the address you chose to auto-respond to, this will be the address placed in the Email field below, does not exist, the incoming message will be responded to, then discarded permanently. You will not have access to the message and this action can not be undone. It is recommended to create the address that will be used for the auto-responder to ensure message delivery. Please visit our [Video Tutorial](#) for a visual walk through.

When configuring an autoresponder you can use the following tags to insert information into the message that is returned to the user:

- `%subject%` - The subject of the message received by the auto-responder.
- `%from%` - The name of the sender of the message received by the auto-responder, if available. (If the sender's name was not received, `%from%` will print the sender's email address.)
- `%email%` - The email address of the sender of the message received by the auto-responder.

Character Set:   *Note: You must select this option before changing anything else or you will lose your changes.*

Interval (hours):

Email:

From:  

Subject:  

HTML Message:  This message contains HTML.

Body:   
 

## Configure Mail Client

Configure Mail Client is an easy way to discover what your manual settings are for your incoming and outgoing pop boxes when configuring in Outlook, Outlook Express, or any other mail client.

We highly recommend you use your ISP's Outbound SMTP account to prevent against getting flagged as a Spammer, especially if you send out a lot of emails. As a small hosting server, we do not have the same rights as large ISP's do on out going mail numbers. Therefore, we highly recommend you use your ISP as your Outgoing SMTP Server to prevent against any delays in service. In your "Configure Mail Client" Settings, you will discover the local server's Outgoing SMTP and all other settings associated with your account for easy setup.



The screenshot shows the HostMonster CPanel interface. At the top, there is a navigation bar with a home icon, the HostMonster logo, and help/logout links. Below the navigation bar, the page title is "CPANEL 11". The main content area is titled "Mail Client Configuration for support@countystartnetworks.com". It includes a note about IMAP and POP3 email access, a "Video Tutorial" button, and a "Manual Settings" section. The manual settings list the mail server username, incoming and outgoing mail servers, and supported protocols. At the bottom, there is a "Go Back" link and a footer with navigation links for Home, Trademarks, Help, Documentation, and Logout.

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 **Mail Client Configuration for support@countystartnetworks.com**

*Note: IMAP email access coordinates between the server and your mail application. Messages that have been read/deleted/replied-to will show as read/deleted/replied-to both on the server and in the mail application. POP3 does not coordinate with the server. Messages marked as read/deleted/replied-to in the mail application will not show as read/deleted/replied-to on the server. This means that future downloads of your inbox or other mailboxes with POP3 will show all messages as unread.*

 Video Tutorial

**Manual Settings**

**Mail Server Username:** support@countystartnetworks.com  
**Incoming Mail Server:** mail.countystartnetworks.com **IMAP: port 143, POP: port 110**  
**Incoming Mail Server:** (SSL) host297.hostmonster.com **IMAP: port 993, POP: port 995**  
**Outgoing Mail Server:** mail.countystartnetworks.com (server requires authentication) **port 26**  
**Outgoing Mail Server:** (SSL) host297.hostmonster.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)

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## Email Delivery Route

The Email Delivery Route is an easy way to discover what IP address a certain email account will send to. This is for more technical users that are establishing a ping to see if a server is up and operational, if a certain IP is blacklisted on spam locators, ect. Below is a quick example of what you can expect to see data come back as:



The screenshot shows the HostMonster CPANEL interface. At the top, there is a navigation bar with a 'HOME' button on the left and 'HELP' and 'LOGOUT' buttons on the right. The main header features the 'hostmonster' logo. Below the header, the page is titled 'CPANEL 11' and 'Email Address Trace'. The main content area displays the email address 'support@countystart.net' and its delivery route: 'mxi\_mailproxy via 67.222.39.56 [67.222.39.56]'. A legend below this shows icons for 'Mail Routing Error', 'Filter/Alias File', 'SMTP Destination', and 'Local MailBox'. At the bottom of the main content area, there is a '[ Go Back ]' link. The footer contains a navigation menu with links for 'Home', 'Trademarks', 'Help', 'Documentation', and 'Logout'.

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CPANEL 11

 **Email Address Trace**

support@countystart.net  
mxi\_mailproxy via 67.222.39.56 [67.222.39.56]

**Legend**

-  Mail Routing Error
-  Filter/Alias File
-  SMTP Destination
-  Local MailBox

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## Email Filtering

The final feature is Email Filtering. This allows an email user to fine tune their settings for how SPAM is being filtered. If there is a pesky sender who keeps sending you information you do not want, you have a variety of ways to establish a "blacklist" item to make sure you no longer getting email from that sender.

The opposite is also true. You can create a "whitelist" item by flagging a particular sender as OK to deliver email regardless of the subject, if your SPAM filter keeps flagging them for whatever reason. This will assure you receive email from this person no matter the subject, or content.

HOME ? HELP LOGOUT

**hostmonster**

CPANEL 11

### Edit Filter for support@countystartnetworks.com

*Please create or edit a filter below. You can add multiple rules to match subjects, addresses or other parts of the message. You can then add multiple actions to take on a message such as to deliver the message to a different address and then discard it.*

**Filter Name:**  ✓

*The Filter name must be unique. If you give the filter the same name as another filter, it will be overwritten.*

#### Rules

▲ Subject	▼	contains	▼	-	+
▼ Viagra					

#### Actions

Discard Message	▼	-	+
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You can click on the + buttons to the right to expand your filtering even further. This way you do not have to have multiple filters to ensure one particular type of message or sender does not get through.