



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	Your New Email Works Fine

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

Horde Mail

The screenshot shows the Horde Mail web interface. At the top, there is a navigation bar with icons for 'Inbox', 'New Message', 'Folders', 'Search', 'Fetch Mail', 'Horde', 'Filters', 'Calendar', 'Notes', and 'Open Folder'. Below this is a secondary bar with 'Tasks', 'Address Book', 'Options', and 'Help'. On the left, a sidebar lists folders: 'Horde', 'Mail (1)', 'New Message', 'Search', 'Inbox (1)', 'Drafts', 'Junk', 'Sent', 'Trash', 'Filters', 'Organizing', 'Information', 'Options', and 'Log out'. The main area displays the 'Inbox (1)' with a search icon and the text '1 to 1 of 1 Messages'. Below this is a toolbar with 'Select:', 'Mark as:', 'Move | Copy', and 'Messages to'. A row of actions includes 'Delete | Undelete | Blacklist | Whitelist | Forward | View Messages' and 'Hide Deleted | Purge Deleted'. A table lists the message:

	#	Date	From	Subject [Thread]	Size
<input type="checkbox"/>	1	01:47:59 P...	Scott Laughead	Your New Email Works Fine	6 KB

Below the table are icons for 'Unseen', 'Answered', 'Important', 'Deleted', 'Draft', and 'Personal'.

Roundcube Mail

The screenshot shows the Roundcube Mail web interface. At the top left is the 'WEBMAIL' logo with 'POWERED BY ROUNDcube' below it. The top right has links for 'E-Mail', 'Address Book', 'Settings', and 'Logout'. Below the logo is a toolbar with icons for 'Compose', 'Reply', 'Reply All', 'Forward', 'Delete', 'Print', 'Settings', and a search box. On the left, a 'Folders' sidebar lists 'Inbox (1)', 'Drafts', 'Sent', 'Junk', and 'Trash'. The main area displays a message in a table:

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

At the bottom, there is a status bar with 'Folder: Compact Empty', 'Select: All Unread Invert None', 'Disk usage:', and 'Messages 1 to 1 of 1'.

Change Password

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

HOME

HELP LOGOUT

hostmonster

CPRNCL 11

Change Mail Account Settings

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

New Password:

Password (Again):

Strength (why?):

[Go Back]

Home ▪ Trademarks ▪ Help ▪ Documentation ▪ Logout

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: 

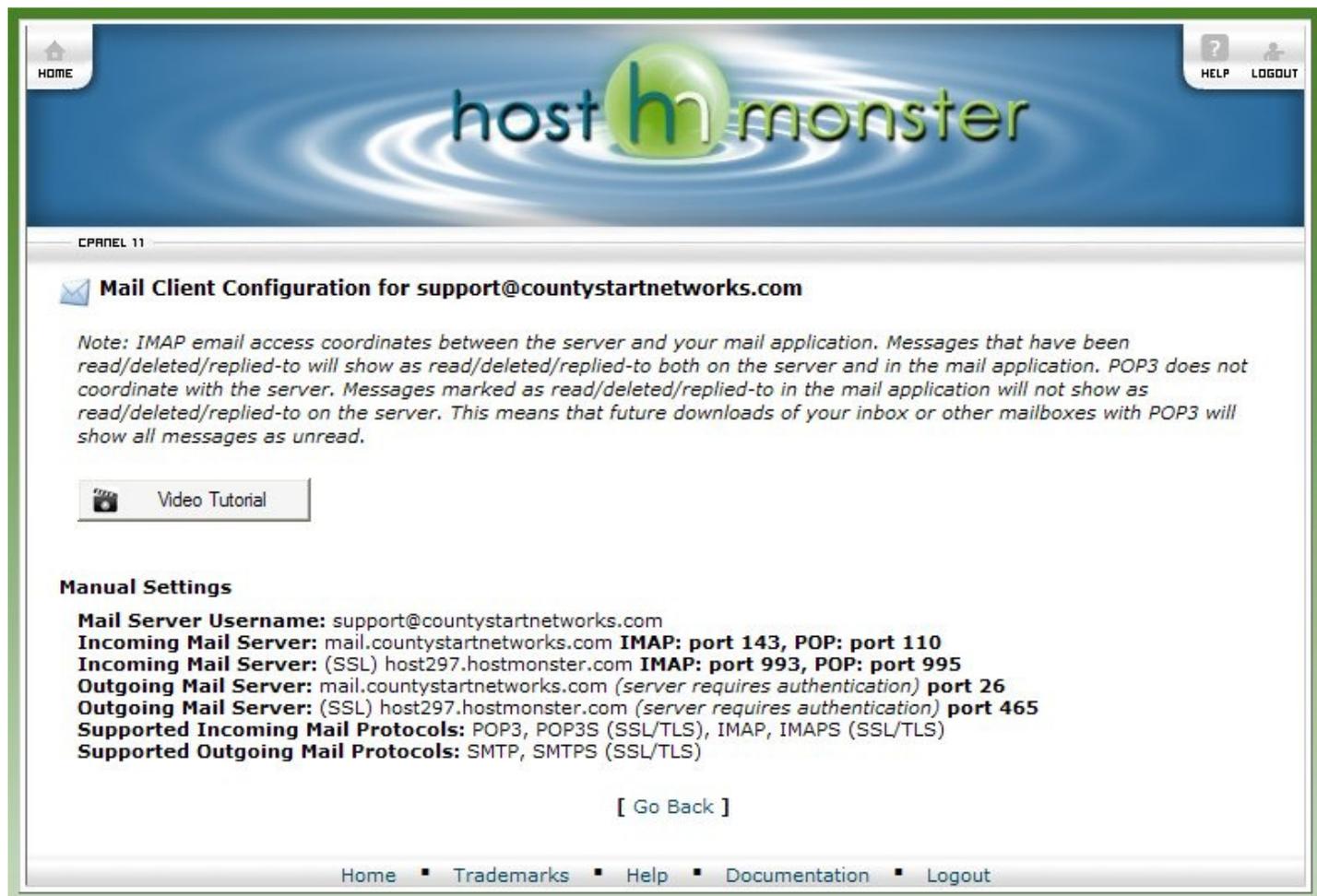
HTML Message: This message contains HTML.

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 displays 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, which consists of the word "host" in blue, a green sphere with a white "h" inside, and the word "monster" in blue. Below the header, the page title is "CPANEL 11". The main content area is titled "Mail Client Configuration for support@countystartnetworks.com" and includes a note about IMAP and POP3 email access. A "Video Tutorial" button is located below the note. The "Manual Settings" section lists the following information: 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). A "[Go Back]" link is positioned below the settings. At the bottom of the page, there is a navigation bar with links for "Home", "Trademarks", "Help", "Documentation", and "Logout".

HOME

HELP LOGOUT

hostmonster

CPANEL 11

 **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)

[Go Back]

Home ▪ Trademarks ▪ Help ▪ Documentation ▪ Logout

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:

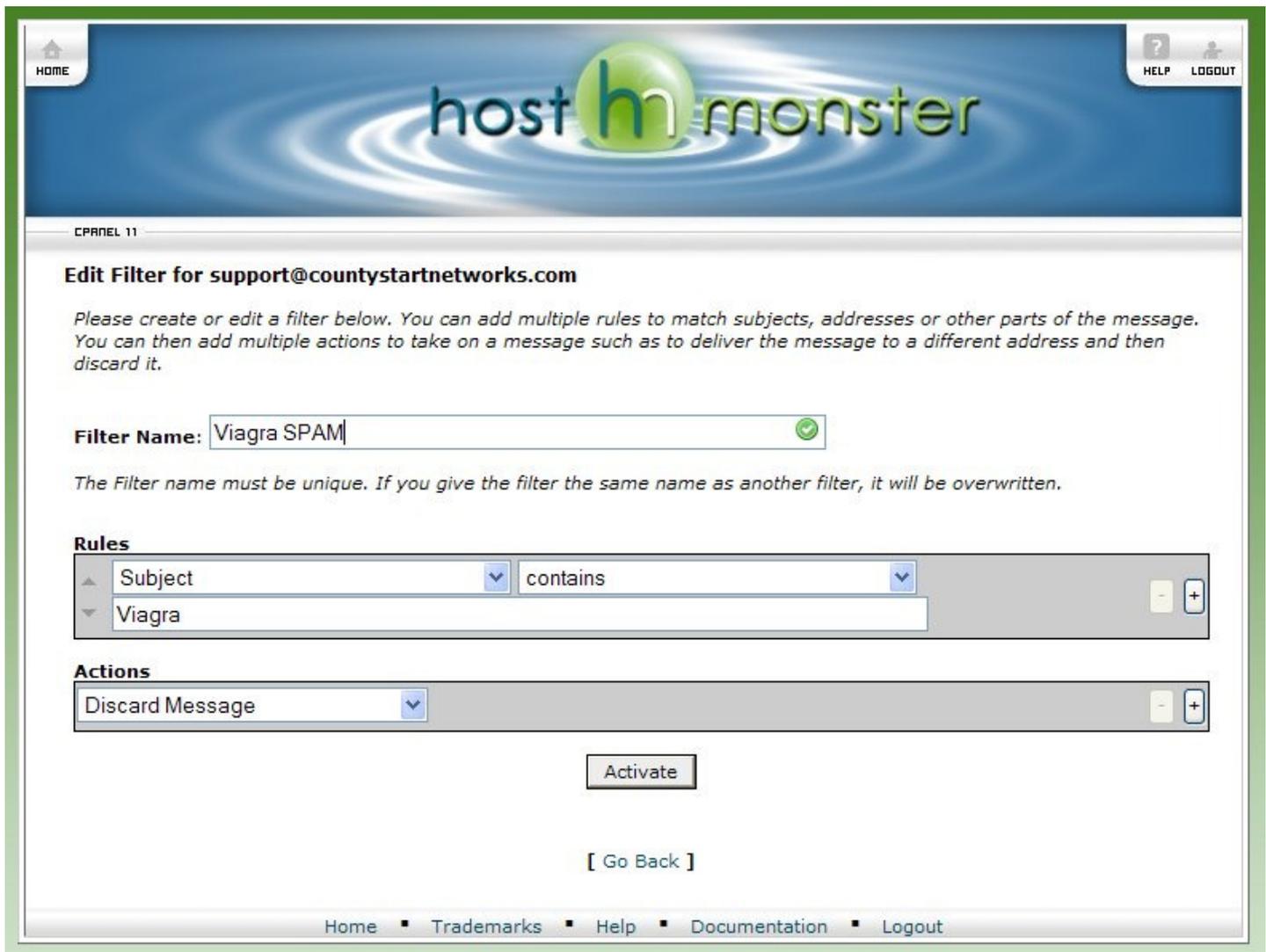


The screenshot shows the HostMonster CPANEL interface. At the top, there is a navigation bar with a 'HOME' button on the left and 'HELP' and 'LOGOUT' buttons on the right. The main header features the 'hostmonster' logo in a stylized green font with a green sphere behind the 'h'. Below the header, the 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' (red exclamation mark), 'Filter/Alias File' (document icon), 'SMTP Destination' (green globe), and 'Local MailBox' (orange folder). At the bottom of the main content area, there is a '[Go Back]' link. The footer contains a navigation menu with 'Home', 'Trademarks', 'Help', 'Documentation', and 'Logout'.

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.



The screenshot shows the HostMonster web interface for editing an email filter. At the top, there is a navigation bar with 'HOME', 'HELP', and 'LOGOUT' links. The main heading is 'Edit Filter for support@countystartnetworks.com'. Below this, there is a text box for the filter name, which is currently 'Viagra SPAM'. A note states: 'The Filter name must be unique. If you give the filter the same name as another filter, it will be overwritten.' Under the 'Rules' section, there is a dropdown menu set to 'Subject' and another set to 'contains', with a text input field containing 'Viagra'. To the right of the rule list are minus and plus buttons. Under the 'Actions' section, there is a dropdown menu set to 'Discard Message' and minus/plus buttons. At the bottom of the form, there is an 'Activate' button and a '[Go Back]' link. The footer contains links for 'Home', 'Trademarks', 'Help', 'Documentation', and 'Logout'.

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.