

Email

Frequently Asked Questions about Email

- Email FAQ
- Webmail FAQ
- emScan Spam & Virus FAQ

Related Links

- Authenticated SMTP
- Open Relay

Sending and Receiving Email

The first step to receiving and sending email is to ensure you have a valid connection to the Internet. Email messages that are sent to you from others are received and stored in a designated mailbox on the server.

The messages that are on the server can be viewed by using Webmail, or these messages can be downloaded to your PC using various email clients.

You may also find our Email FAQ helpful.

Webmail

Webmail can be used as an easy way to receive and send messages without an email client. Webmail allows you to view the messages on the server without downloading email to your PC.

There is a storage limit of 250 MB on the server for each mailbox. It is suggested that all customers use a mail client to download messages frequently, as there is no set limit on how much mail can be stored in a mail client.

Downloading email can help to ensure that the storage quota is not met or exceeded on the server. Deleting messages from the server is another way to make sure the storage quota is not met. An over-quota message will be generated and returned to the sender if your mailbox that has reached or exceeded the storage limit. Messages will not be delivered to your mailbox until mail is either downloaded or deleted from the server.

You also have the option to create folders and store messages on the server through Webmail for your mailbox. Messages contained in created folders, trash folders, and sent folders are a part of the storage quota.

For more information on Webmail, please visit the [Webmail FAQ](#) .

Setting Up Email Clients

Each email program, also called an email client, is a little different and requires different steps to configure the settings for your email account.

Before you setup your email account, make sure that you have a valid Internet access account and that you have all the necessary settings from your Internet service provider. If you haven't already done so, or if your computer does not have an email client pre-installed, you will need to install your email client. Be sure that the email client you plan to install is compatible with your operating system and follow the manufacturer's instructions for installing the software.

Step-by-step instructions for setting up your email account in several widely-used email clients are provided on the [Email Client](#) page.