

## How can I check and send SMTP/POP3/IMAP/Web email?

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To get your IMAP Mail, use a IMAP compatible mail agent, such as Outlook, iMail, or any smartphone

Set your mail client to login as follows:

IMAP Server: `imap.your-site.com`

SMTP Server: `smtp.your-site.com`

Username: [USER@DOMAIN.com](#)

Password: `password`

Note the at symbol (@) separating your username and domain. It is necessary to use both your username and domain separated by an at symbol as your username when logging into our IMAP (mail) server, as illustrated above. This applies only to mail.

SMTP authentication required, so you will want to look for a setting that is similar to "My Server Requires Authentication" or "Use SMTP Authentication" and make sure it is enabled on your client.

Do not check "Login using Secure Password Authentication (SPA)" if you are using Outlook.

Certain ISPs (comcast, sbcglobal, verizon and other large providers) do not allow you to send email from any email server but their own. If you are having problems connecting to our servers to send email and all your settings are correct, this may be the problem. We have a work around for this issue.

In your email client, locate the default SMTP port setting (usually found in the advanced settings), which should be listed as 587.

If this is instead set to 25 change it to 587 instead and this should get around the block and allow you to send email via our servers.

Web based email checking and sending is also available. To enter the web mail please visit the following URL:

<http://webmail.your-site.com>

This website will allow you to check and send email from your accounts.

Please note that this will not work until your web site is completely accessible by its domain name and DNS has fully propagated.

As an alternative to IMAP, we also offer POP3 email. All settings are the same as a IMAP account except the incoming server is "pop.your-site.com" and the server type is "POP3".

In each example above, replace DOMAIN.com with your actual domain name.