



SmarterMail Email User Guide

The purpose of this manual is to help any user who has their email currently hosted with RLComputing get acquainted with the setup, configuration and options available to them.

Any user who currently has their email hosted with RLComputing has the option to check their e-mail from the internet using webmail, an email client, such as Microsoft Outlook or on their smartphone.

NOTE: For the purpose of the manual we will use a generic address of yourdomain.com. While you are setting up your e-mail configuration be sure to replace the yourdomain.com with your actual web site address.

Eg. Yourdomain.com will be rlcomputing.com

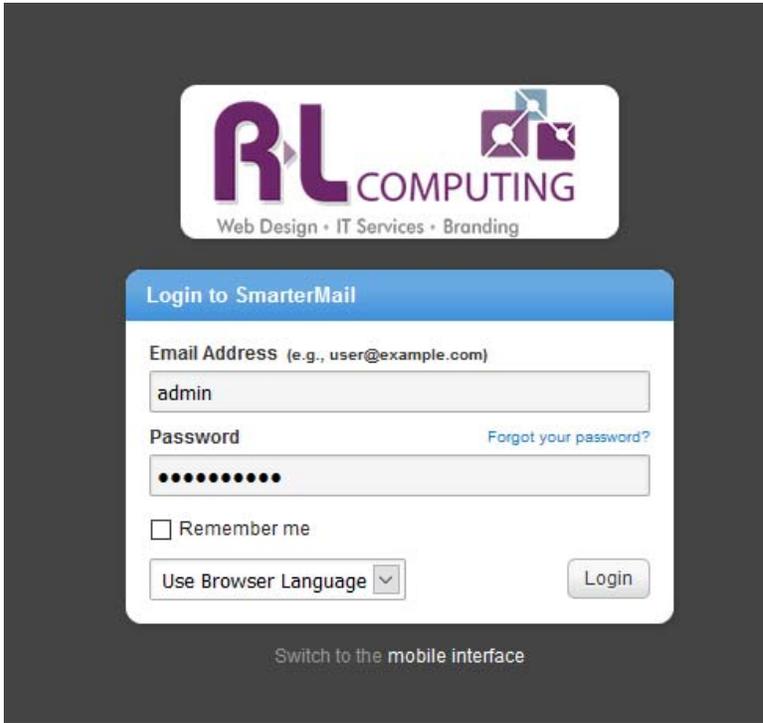
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Accessing Email via Webmail

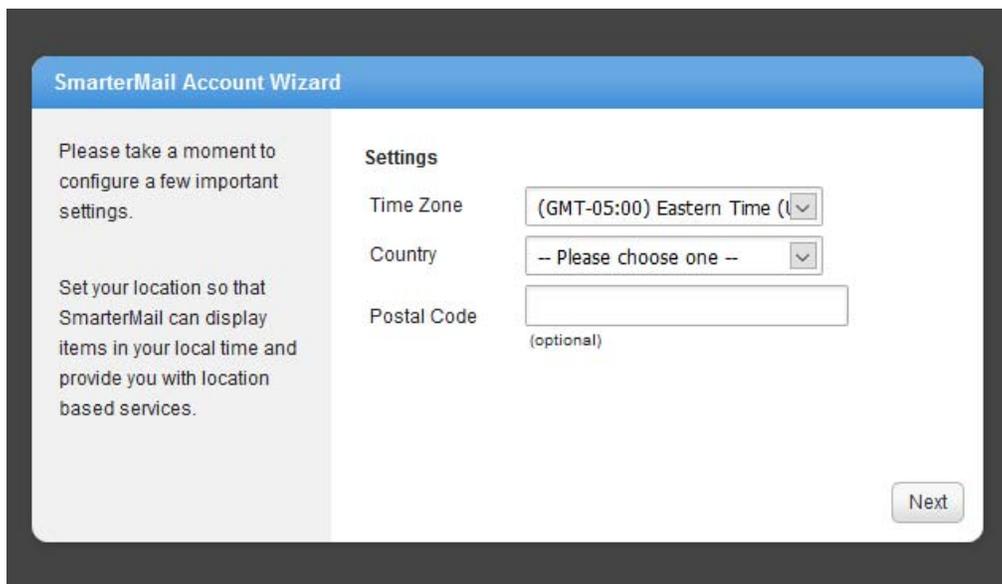
All users have the ability to check their email from any device connected to the internet. You can use any internet browser to check your email.

Open up your preferred web browser and go to **mail.yourdomain.com**. Be sure to replace yourdomain.com with your actual domain name. Enter your **full email address** and password. Then hit the login button.



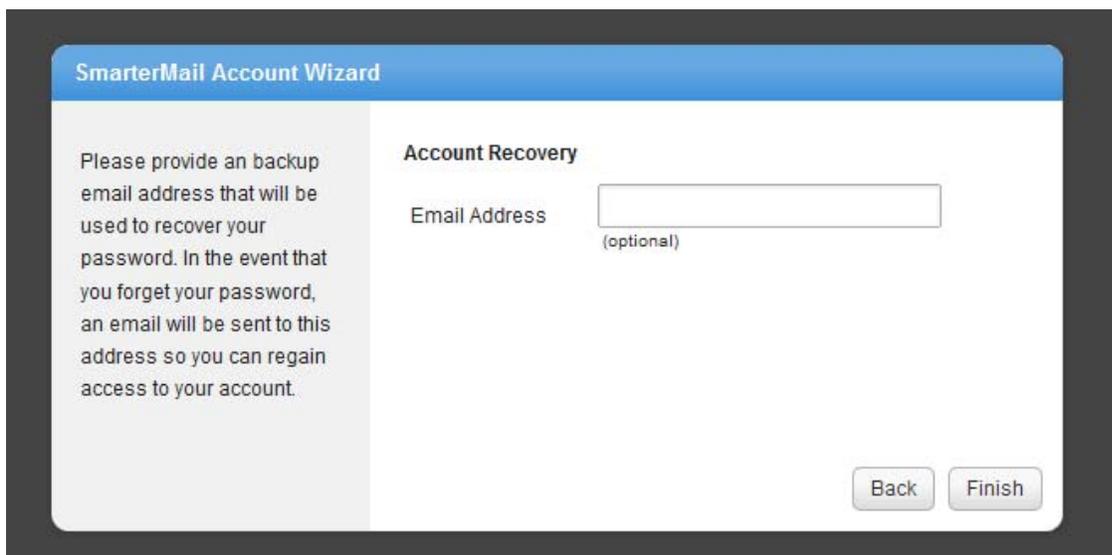
The screenshot shows the SmarterMail login page. At the top is the RL COMPUTING logo with the tagline 'Web Design • IT Services • Branding'. Below the logo is a blue header bar that says 'Login to SmarterMail'. The main form area contains the following elements: an 'Email Address' field with the placeholder '(e.g., user@example.com)' and the text 'admin' entered; a 'Password' field with masked characters and a 'Forgot your password?' link; a 'Remember me' checkbox; a 'Use Browser Language' dropdown menu; and a 'Login' button. At the bottom of the form, there is a link that says 'Switch to the mobile interface'.

On the next screen, you will be prompted to enter your time zone and country. You can leave the Postal Code field blank. Please select your time zone and hit the **Next** button on the lower right hand side of the window.



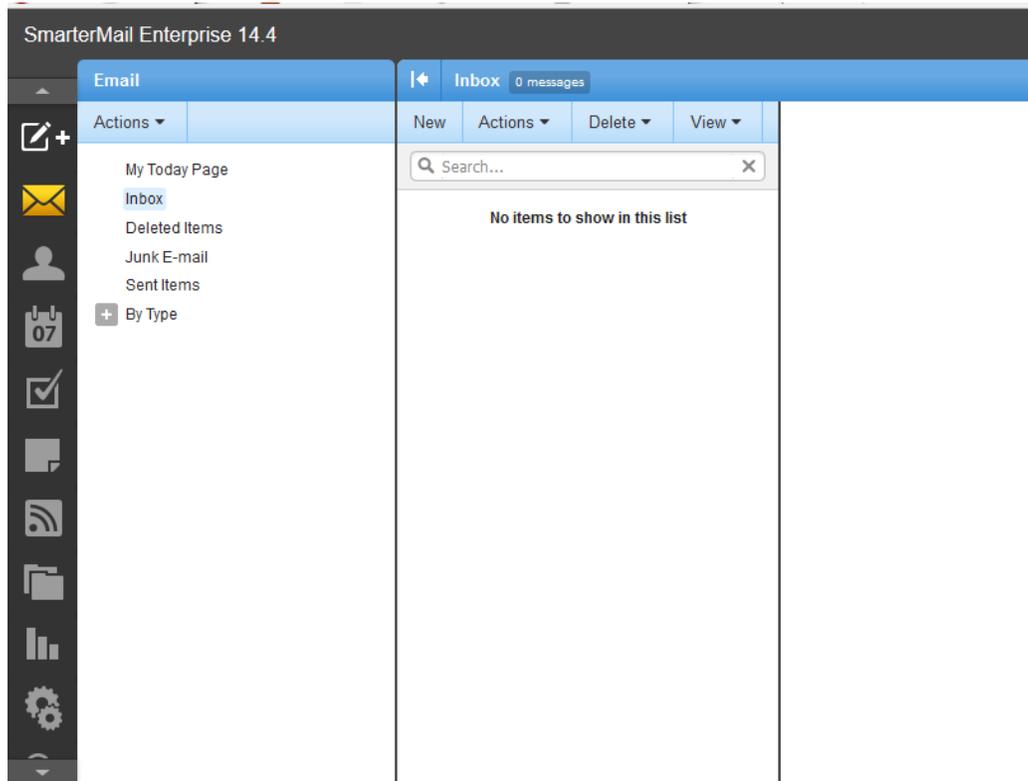
The screenshot shows the 'SmarterMail Account Wizard' window. On the left, there is a grey sidebar with the text: 'Please take a moment to configure a few important settings. Set your location so that SmarterMail can display items in your local time and provide you with location based services.' The main area is titled 'Settings' and contains three fields: 'Time Zone' with a dropdown menu showing '(GMT-05:00) Eastern Time (l...)', 'Country' with a dropdown menu showing '-- Please choose one --', and 'Postal Code' with a text input field and '(optional)' below it. A 'Next' button is located in the bottom right corner.

Next you will be asked if you want to set up a backup email in case you forget your password. This is a very good idea to do. It will be required to reset your password.



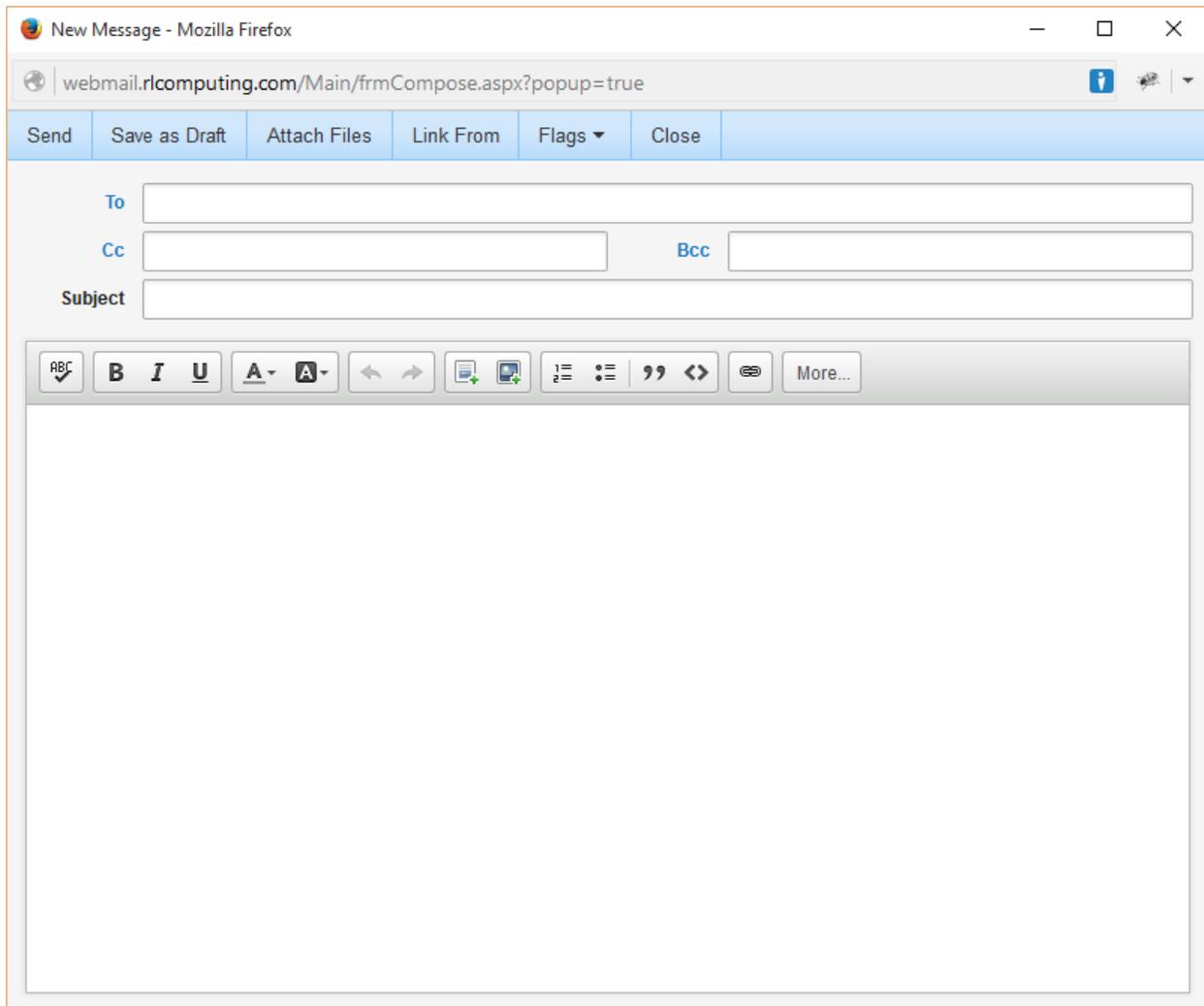
The screenshot shows the 'SmarterMail Account Wizard' window. On the left, there is a grey sidebar with the text: 'Please provide an backup email address that will be used to recover your password. In the event that you forget your password, an email will be sent to this address so you can regain access to your account.' The main area is titled 'Account Recovery' and contains one field: 'Email Address' with a text input field and '(optional)' below it. 'Back' and 'Finish' buttons are located in the bottom right corner.

You will now see your inbox.



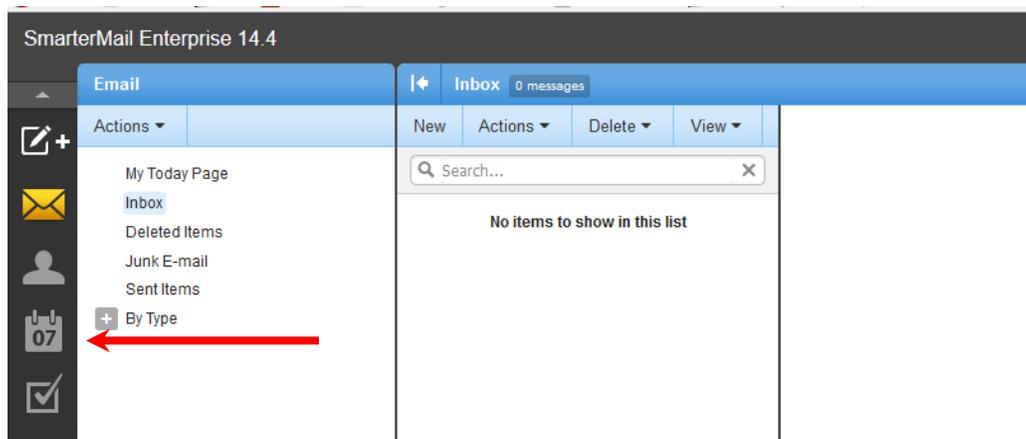
Create a new email

1. Click on **New**.
2. A new window will open.

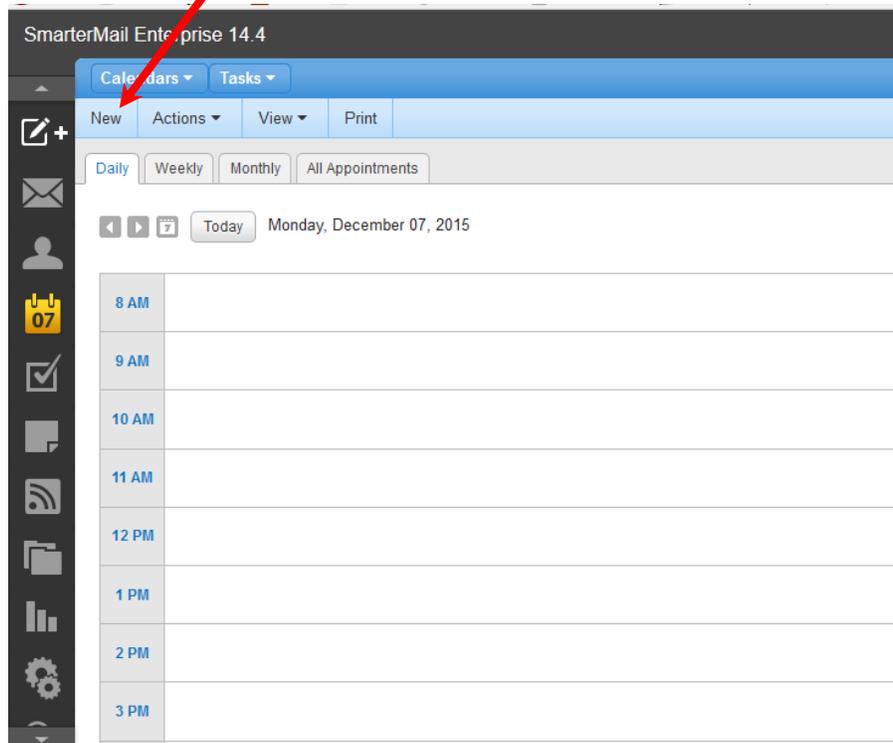


Calendar

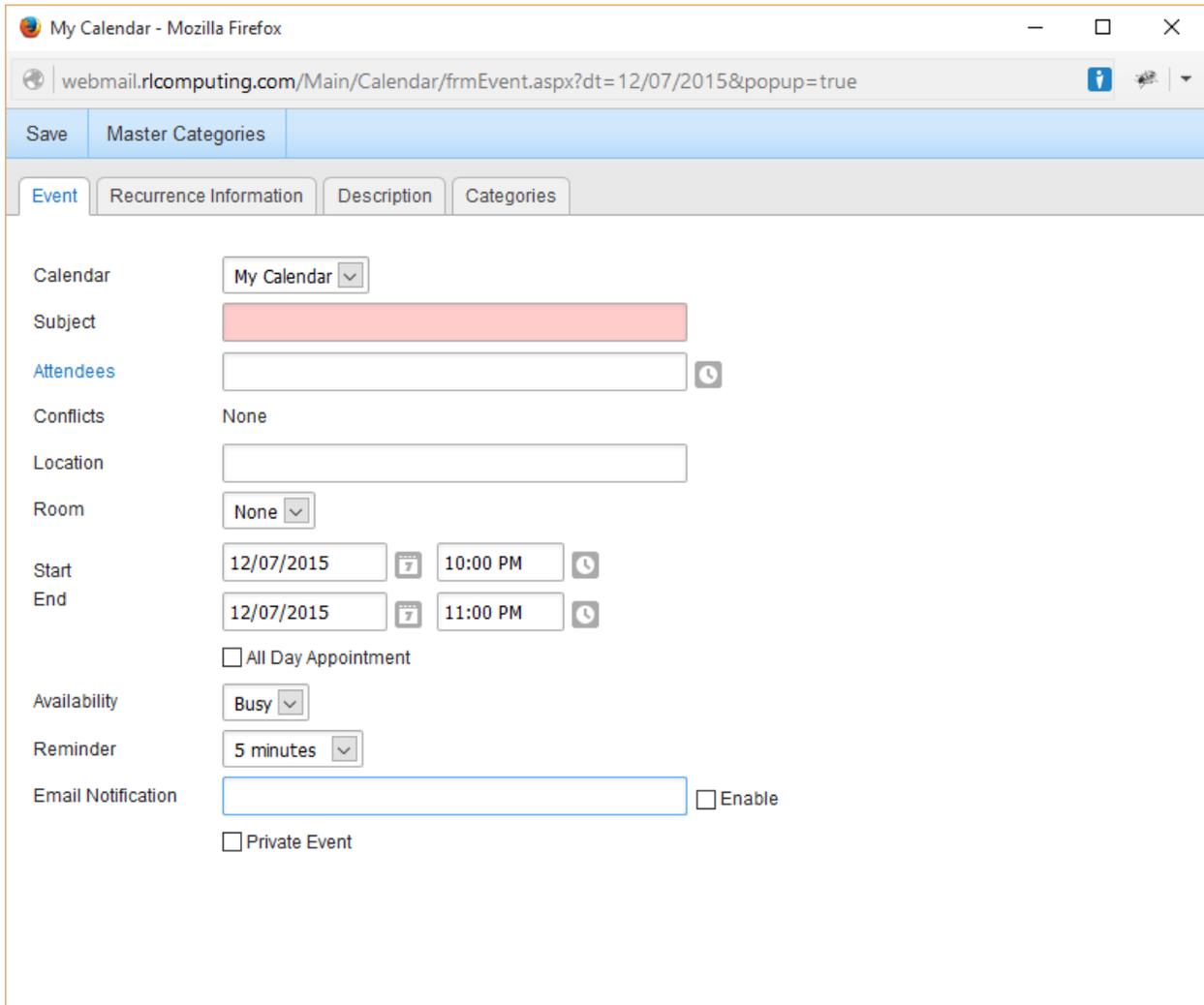
To view/edit your calendar, select the **Calendar** button from the side menu bar. Once you have clicked on the calendar button, the main window will change to the calendar.



To add a new Appointment, select the **New** from the top.



A new window will open where you can enter the Calendar event details. After you have entered all the details, hit the **Save** button in the upper left hand corner of the window.



My Calendar - Mozilla Firefox

webmail.rlcomputing.com/Main/Calendar/frmEvent.aspx?dt=12/07/2015&popup=true

Save Master Categories

Event Recurrence Information Description Categories

Calendar: My Calendar

Subject: [Redacted]

Attendees: [Empty]

Conflicts: None

Location: [Empty]

Room: None

Start: 12/07/2015 10:00 PM

End: 12/07/2015 11:00 PM

All Day Appointment

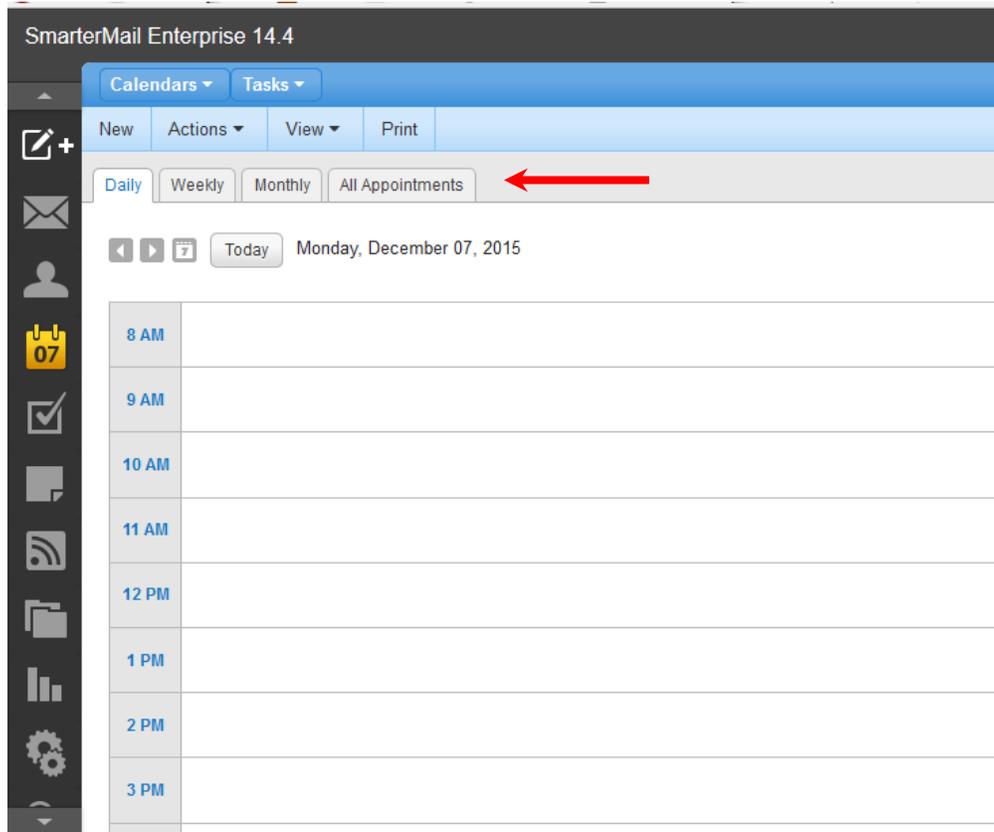
Availability: Busy

Reminder: 5 minutes

Email Notification: [Empty] Enable

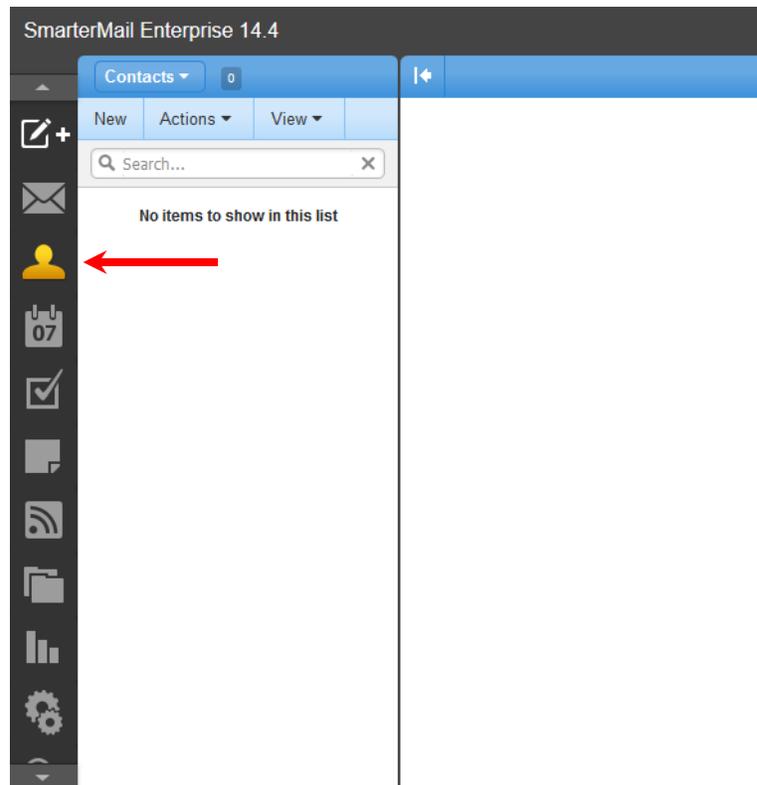
Private Event

You also have the option to view your calendar by day, week or month. To do so select your preferred viewing option from the menu towards to the top of the calendar window.



Contacts

To view all your contacts, select the **Contacts** from the side menu.



To add a new contact, click **New** at the top of the Contacts window.

A new window will open where you can enter the details for the new contact. Once you have entered all desired details, hit the **Save** button in the upper left hand corner for the new contact window.

My Contacts - Mozilla Firefox

webmail.rlcomputing.com/Main/frmContact.aspx?popup=true

Save Master Categories

Personal Info Contact Info Work Info Additional Info Categories

Account My Contacts

Display Name

Title (Mr./Mrs./etc)

First Name

Middle Name

Last Name

Suffix

Email Address

Email Address 2

Email Address 3

Instant Messenger

Home Page

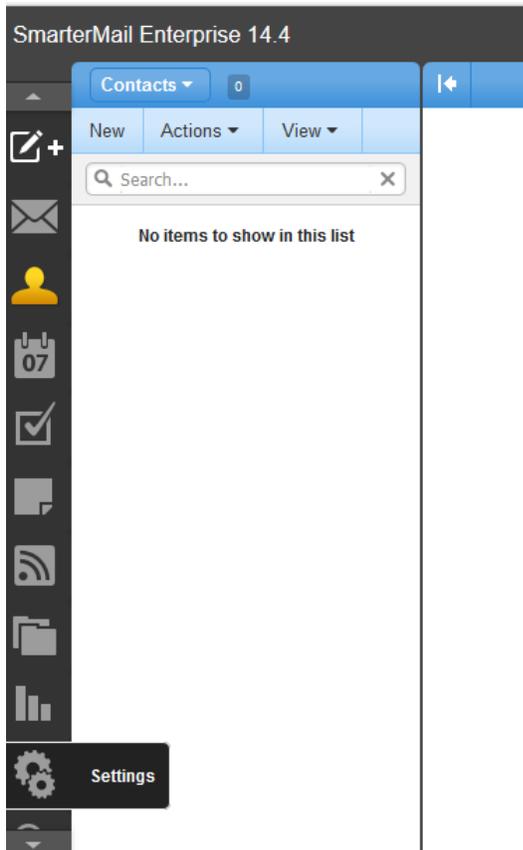
Birthday

Picture



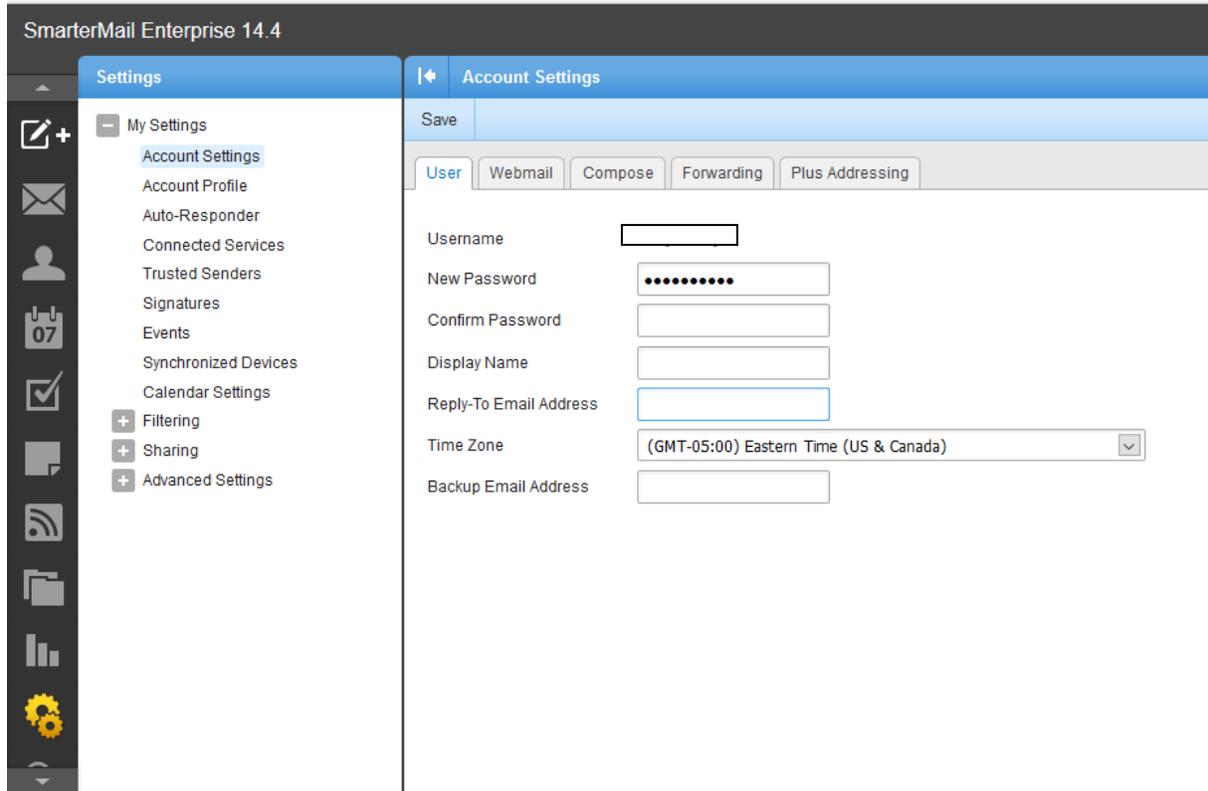
Change Your Password

To change your password, select the **Settings** button in the left menu.



Then select the **Account Settings** option from the My Settings menu. You then have to enter your new password in both the **new password** field and the **confirm password** field.

*** This should be the first thing you do after receiving your email account. You will be required to change your password every few months. You will get an email notification 7 days prior to having to change your password. Do not ignore this email. Once 7 days has passed you will not be able to send any email until you change it.



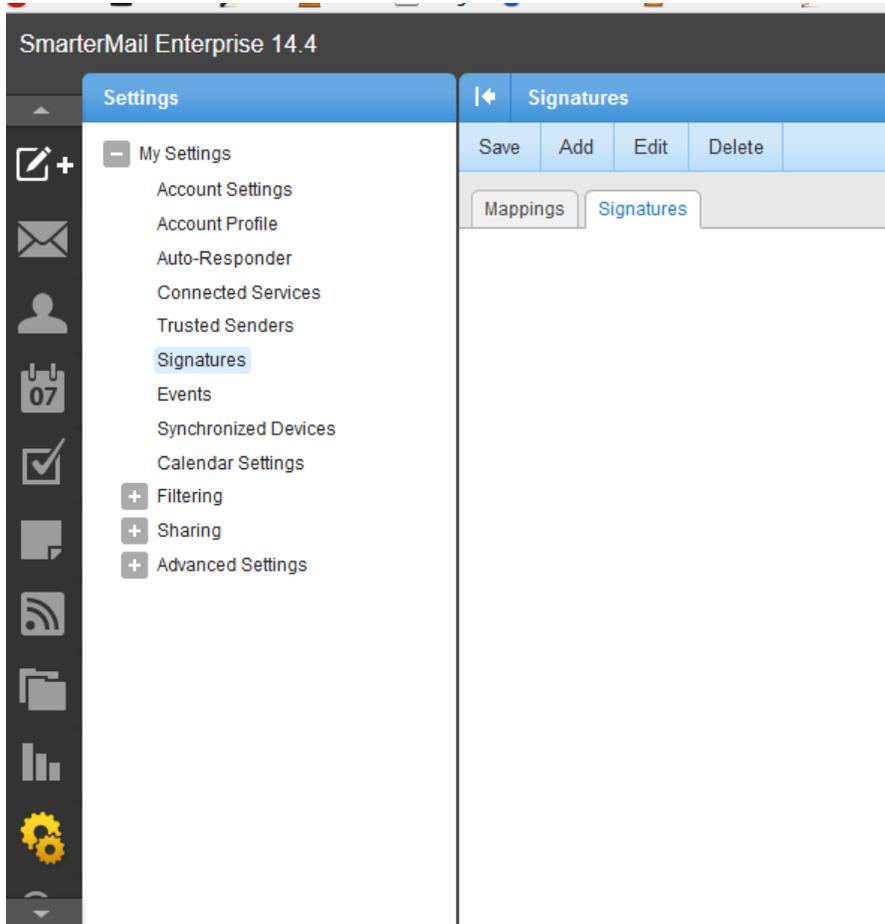
Logout

To logout of webmail, simply click the **Logout** link in the upper right hand corner of the window.

Adding a Signature to Your Account

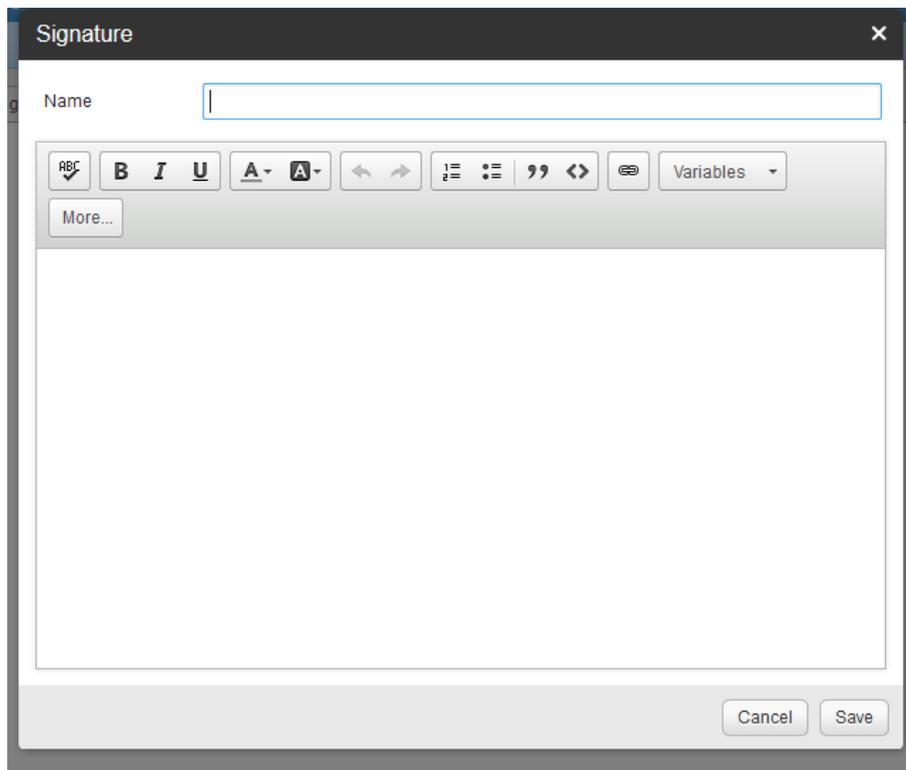
To setup a default signature on all your emails:

1. Select the **Settings** menu from the left side.
2. Select the **Signatures** option from the My Settings menu.
3. Click **Add**.



This signature is for webmail ONLY. You will need to set up a signature in Outlook and on your phone too.

A new window will open where you can enter the details of your signature. Be sure to give it a name in the **Name** field at the top of the new signature menu. When you are done entering your email signature, hit the **Save** button at the bottom right hand corner of the window.



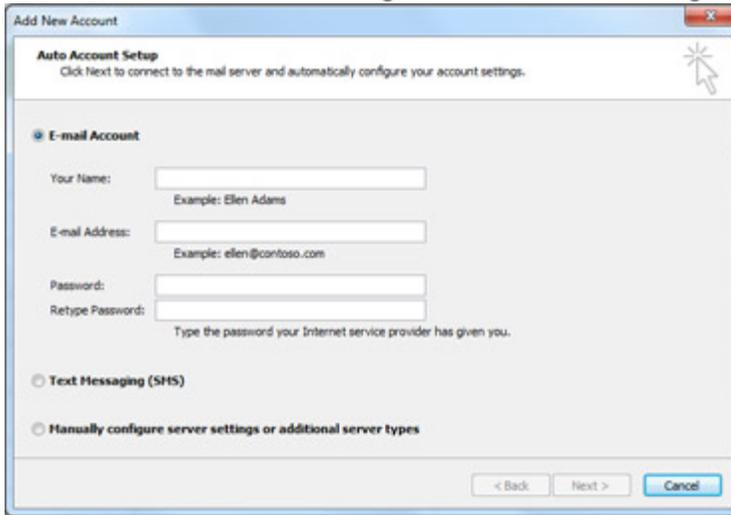
Setting up Outlook 2010 or higher

Many users choose to check their e-mail from a client such as Microsoft Outlook. You will see the same email in webmail and in Outlook. They will sync up automatically.

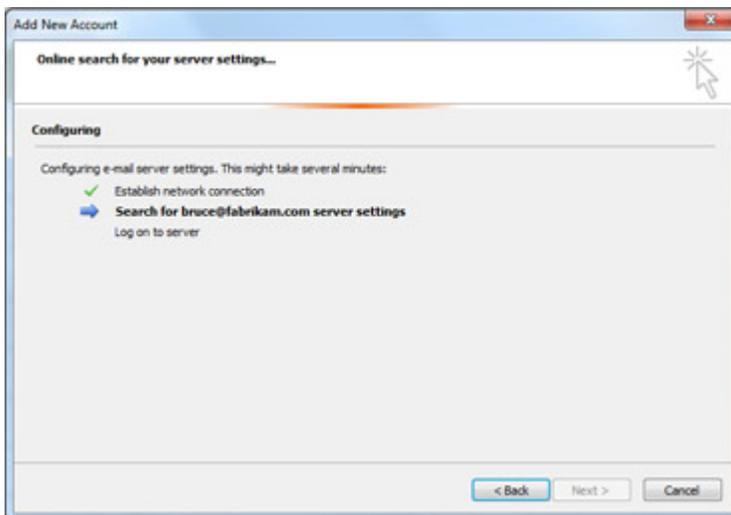
1. Open Outlook
2. If you have already used Outlook go to File -> Account Settings. Then choose Accounts. Go to Step 5.
3. If you have never used Outlook, when prompted to configure an email account, click **Next**.



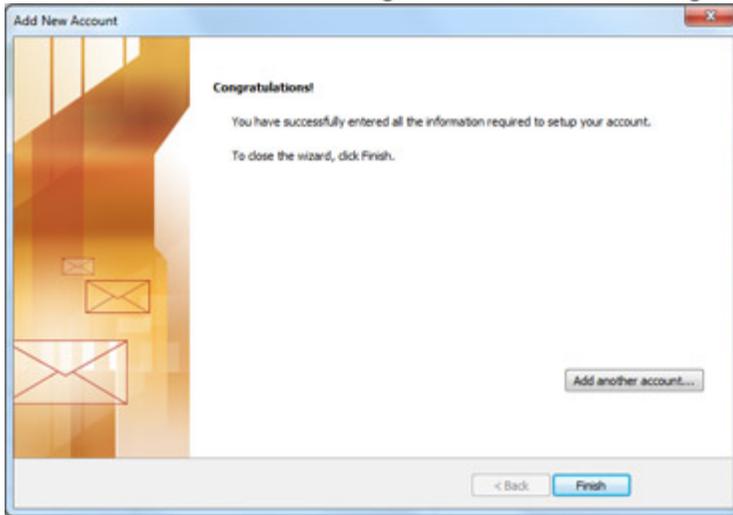
4. To add an email account, click **Yes**, and then click **Next**.
5. Enter your name, email address, and password, and then click **Next**.



6. A progress indicator appears as your account is configured. The setup process can take several minutes.

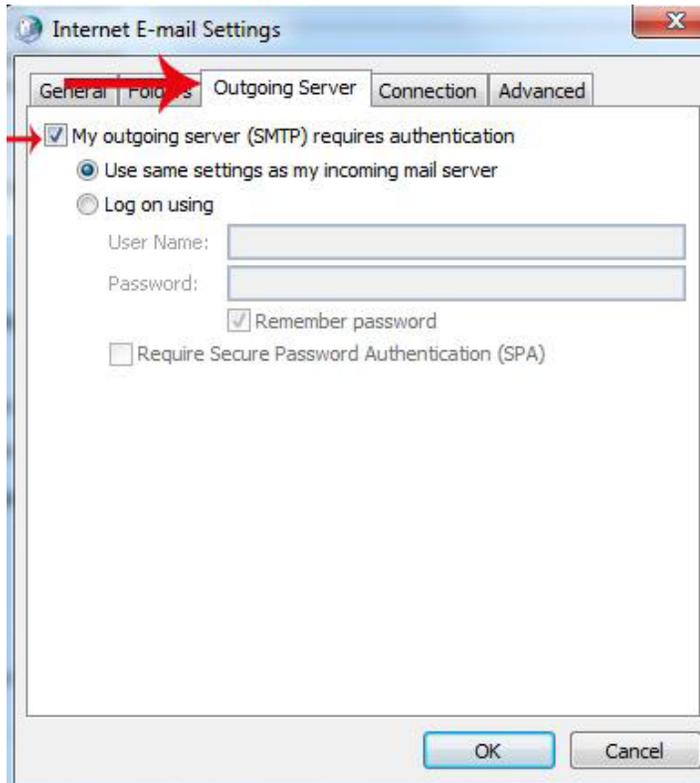


7. If the initial attempt to configure your account fails, a second attempt can be made using an unencrypted connection to the mail server. If you see this message, click **Next** to continue.
 - a. If the unencrypted connection fails, you will need to manually enter all the settings. This is unusual and normally means there is an internet connection issue. Go to page 20 in this manual for the settings.
8. Click Finish



9. Once you are back in the Outlook windows with your email, go to the file tab -> account settings.
10. Highlight your account and choose change.
11. Click on more settings.
12. On the Internet Email Settings window, select the “Outgoing Server” tab from the top menu. Then select the “My Outgoing server (SMTP) requires authentication” checkbox. Leave the “Use same settings as my incoming mail server” button selected.

13. Click the **Connection** tab. For the outgoing/SMTP service change the port to 585.



14. Click the OK button to close the window.

15. Click OK a few times until you are out of the account settings windows and back in Outlook.

Setting up a SmarterMail account in Windows Mail 8 using IMAP

1. If you're setting up Windows 8 Mail for the first time, when you open the client you'll see the option to "Add your email accounts". Otherwise, simply bring up the Mail settings, click on Accounts and Add an Account.
2. As you're setting up an IMAP account, click on the Other Account (Connect) option.
3. Select IMAP and click Connect.
4. Add in your full email address and password, then click Connect.
5. If it cannot connect, click on the "Show more details" link.
6. With the details expanded, you will have the ability to add a bit more detail for the account:
 - a. Email address - your full email address
 - b. Username - your FULL email address
 - c. Password - your email password
 - d. Incoming (IMAP) email server - the URL of your mail server (e.g., mail.domain.com)
 - e. Outgoing (SMTP) email server - the URL of your mail server (e.g., mail.domain.com)
 - f. Port – Enter 585.
 - g. Outgoing server requires authentication
 - h. Use the same username and password to send and receive email - check if your full email address is required for both sending and receiving email. If NOT, uncheck and add in information as needed.
7. Click Connect

It may take a few seconds but your account should come up and start syncing your mail. Remember, IMAP is only for syncing email, NOT calendars or contacts. After everything syncs up, your Windows 8 Mail client will begin working.

Setting up your Smartphone

Your email can be viewed on any Smartphone. Each phone has a different way to set up your email. Please refer back to the user guide for your phone for exact instructions. The information you will need to enter is below. If you have questions about how to set up your phone, please contact us with the carrier, make and model of your phone.

Username – full email address

Password – the password you created

Type – IMAP

Server – mail.yourdomainname.com

Outgoing Server - mail.yourdomainname.com

- Requires authentication. Username is your full email address.

iPhone or iPad - <https://portal.smartertools.com/kb/a2659/configure-imap-for-iphone-or-ipad.aspx>

Outlook App on Android Devices - <https://www.godaddy.com/help/outlook-app-on-android-set-up-email-19297>

Getting help with email

1. **PERFERED METHOD** - Create a ticket in the help desk – <https://support.rlcomputing.com> OR
2. Email IT@RLComputing.com OR
3. Call the office – 716-656-8958 – Please leave a detailed message if the phone is not answered.