

Email

Mailboxes

A mailbox allows an email address to be setup on a local computer using programs such as Outlook and Outlook Express.

To add, edit or delete mailboxes go to Email > Mail Boxes within Global Office. Any mailboxes that the business has will be listed with options to delete or change their passwords.

Click Add Mailbox to create a new mailbox for the site.

The first part of the email (the part before the @mydomain.co.uk) should be entered in the email address field, and then a password should be entered twice. Press add to create the new email address.

Setting up a Mailbox in Outlook or Outlook Express

Microsoft Outlook XP

To set up a mailbox in Outlook follow these simple instructions.

Open Outlook

Go to Tools >Email Accounts

Select 'Add a new Account' and press next

Select POP3 and press next

Fill in the following fields :

Your Name - Your Name

Email Address - The mailbox address you are adding

Incoming mail(pop3) - See the settings under EMAIL in Global Office

Outgoing mail(smtp) - See the settings under EMAIL in Global Office

Username – see the help file on line for more details

Password - the password you entered when you created the mailbox

Click on More Settings

In the Outgoing Server Tab tick the box that says 'My outgoing server (SMTP) requires authentication'

Press Finish.

You can now send emails using your mailbox. If you experience problems sending email then the SMTP settings should be changed to those which your ISP has issued.

Microsoft Outlook Express XP

Open Outlook Express

Go to Tools >Accounts

Click on Add >Mail

Enter the person or organisation that the name belongs to

Press next

Enter the mailbox email address

Press next

Make sure the incoming mail server is selected as a POP3 server

Incoming server >See the settings under EMAIL in Global Office

SMTP server >See the settings under EMAIL in Global Office

Press next

Enter the account name which will be your email address

Enter the password that was used when the mail box was setup

At the bottom where it says 'Outgoing Mail Server', tick the box that says 'My Server Requires Authentication'

Press next

Press finish

You can now send emails using Outlook Express

Forwarding Addresses

Email forwarding enables you to forward mail sent to a certain address at your domain to another email address or a mailbox. For example you may have a forwarding email address such as 'me@mydomain.co.uk' which could then forward all emails sent to this address to another email such as hotmail.

To add or delete email forwarding addresses go to Email > Forwarding.

Default Routing

This option decides what happens to emails sent to the organisation without a valid email address. This could include spelling mistakes (eg officce@mydomain.co.uk) or previously deleted email addresses. The options for unknown emails are either to send them onto a default mailbox or to 'Bounce' them back to the sender.

Main Email

The main email address will be the address from which all email is sent to from the site such as when issuing Global Office usernames

Email Footer Message

This allows a message to be placed at the bottom of every email sent from the site. If this is left blank then nothing will displayed.