

Accessing Your Email

1. Introduction

Please use this guide if you:

Have a new Website

Have a new website from Radius and you are setting up your email accounts in Outlook or equivalent for the first time.

Having Email Problems

Are having problems with your current email account and need to rebuild it.

If you are using IMAP, then you will not lose any emails as they will re-download.

If you are currently using POP3 then please save and store any email you need to keep on your hard drive, away from your email client, before deleting any email accounts. Instructions for these are in Section 2 of this document.

Wish to use Webmail

Are unsure how to set up email client accounts or you do not wish to do so as you may not have an email client or you want to access email from a variety of remote devices e.g. while on holiday.

To do this you can use **Webmail** which is where you access the server directly through a browser as you would a website.

Instructions for this are in Section 3 at the bottom of this document.

2. Setting up your Email Client Accounts

2.1. The Differences between IMAP and POP3

Options

When you go to set up your email client you should be asked whether you wish to use POP3 or IMAP. These are two different protocols for downloading and accessing email. What are the differences?

POP3

This is an older protocol for the days when people had one email client. If you choose POP3, you are downloading the email directly from the mail server into your email client, whether it is a desktop-based client or another webmail client.

Your system stores a local copy of the email and deletes it from the server. You can create local folders on your computer to organise the email, but then when you log in using your webmail, you will not see the folders.

Because your email is being downloaded and deleted from the server, the only mail that counts against your mailbox limits are the ones left undownloaded in your inbox.

IMAP

This is a newer protocol for today's environment where we access email on a number of devices. If you choose IMAP, you are downloading the email from the mail server into your email client, but you are also leaving it on the server.

If you create folders on your computer to organise the email, you will also see these folders in your webmail unless these are created outside your email client.

Also, when you mark a message as 'Read' in webmail, it appears 'Read' on your computer. This can be useful if you access your email on several devices.

But because your email is being left on the server, you will need to keep track of how much email you have and if you are close to your mailbox limit you will need to delete some emails. We suggest you select IMAP in all cases.

2.2. Setting up your Email Client e.g. Outlook, Apple Mail, Thunderbird.

Please try Option 1 first then option 2 if no success as this is quite common with automatic set up.

Option1: Automatic setup

Most modern email clients have an automatic set up facility. Please try this first. All you will need is your email address and password issued to you by Radius.

If you are asked to use either POP3 or IMAP select IMAP.

Be aware they are sometimes unsuccessful so if so please go to the next stage below.

Option 2: Manual Set up

Due to the number of email clients and hardware devices these instructions are generic.

You may need to have 1 - 2 attempts before you are successful, especially if you are unfamiliar with setting up email clients.

Where it says 'yourdomain' please replace these with your *email* and you *domain*.

You must use secure SSL/TLS Settings

Username: Your email (eg: xzy@yourdomain.xxx)

Password: Use the email account's password given to you by Radius.

Incoming:

Incoming Server: mail.yourdomain

Ports:

- IMAP Port: 993
- POP3 Port: 995

Outgoing:

Outgoing Server: mail.yourdomain

Port:

- SMTP Port: 465 (for both POP3 and IMAP)

The settings for Outgoing often say the username (email address) and password are optional. They are not. Fill both fields.

Other:

Some systems ask for your name. Don't be fooled - they mean your email address, *not* your actual name. If you get stuck check this option.

Security Settings: Select SSL

Authentication is required for IMAP, POP3, and SMTP.

For authentication method, if asked, please select normal password.

Testing

To test, please use your email client's test facilities or send an email from another PC using another email address and see if it arrives. Please then reply to it and see if the reply arrives back again.

You may be asked about Security Certificates depending on your email client's settings. Please accept the Certificate. This may be a slightly convoluted process, but persist. Once done, you should not see this warning again.

Problems

If you continue to have problems, please call Radius. Please bear in mind we only contract to provide email services as far as our server.

We cannot be held liable for problems associated with customer computer or email client installations given the sheer number and variety of these. We will of course do our best to help and we have, to date, always succeeded in getting customer email clients to work.

If you continue to have problems then we advise you call your PC support company. Please give them access to these instructions and they, given their familiarity with your network, will get your email working for you.

3. Accessing Webmail

Webmail is where you access your email by accessing the server directly via a browser and not via an email client such as Outlook.

Radius currently has two servers, Toba-lon and Yttrium. If you've not been told which you are on please ask.

We use this option if you are away from your PC, say on holiday, or if you are having trouble setting up your email client. As a result, you always have access to your email, regardless of your location or client issues.

This is very straight forward. Please access this link for Toba-lon:

<https://toba-lon.cloudhosting.uk:2096>

..and this link for Yttrium:

<https://yttrium.cloudhosting.uk:2096>

Enter your email address and Password as issued by Radius and you are in the remote email client. Please use as normal. Remember to log out.

If there are any omissions in this document or you feel it could be clearer in places please do let us know.