



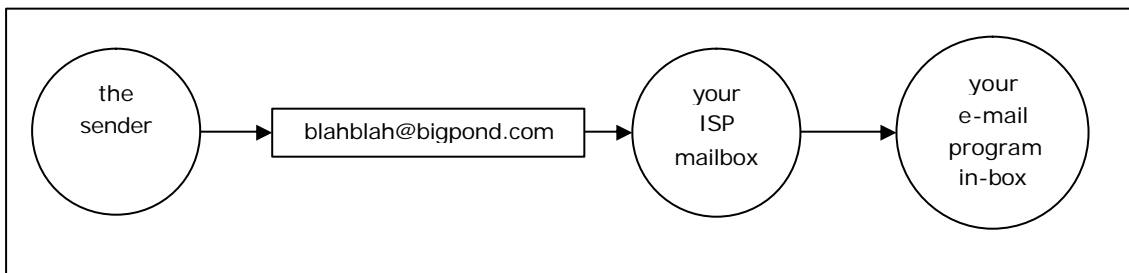
# Web Site Mini-Guide: E-Mail Accounts

Your Web host, ICDSOft allows you to create multiple e-mail accounts. This guide describes the different types of accounts and how to create them. It also tells you how to configure your e-mail program to use these accounts.

## What is an e-mail address?

Before we get into any practical instructions, it's useful to understand exactly what these addresses *are*, and why you might choose to have different addresses.

When you sign up with an Internet Service Provider (ISP) for Internet access, they usually give you an e-mail address and an e-mail box for incoming e-mail. For example, if you sign up with Telstra BigPond, you might get the e-mail address `blahblah@bigpond.com`. When somebody sends e-mail to that address, BigPond stores it in your e-mail box, and you later retrieve that into your e-mail program's In-box. The process looks like this:



As you can see, you have one e-mail address and it corresponds to a single mailbox. This leads some people to believe that this is always the case – i.e. an e-mail address always corresponds to one mailbox.

But this isn't the case, and when you understand this, you can be much more flexible with the e-mail addresses that you use.

When you have your own domain name (as you do when you use our Web site package), you can create an unlimited number of e-mail addresses at your domain name. For example, if your domain name is `example.com`, you can have `fred@example.com`, `sales@example.com`, `info@example.com` and so on. You might use the `fred@` address for yourself (if your name is Fred!), the `sales@` address for sales enquiries, and the `info@` address for everything else.

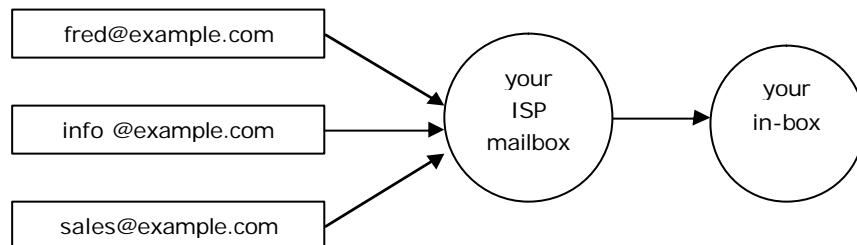
Now the important point to understand is that these e-mail addresses are just **addresses** (or names, if you like). They do **not** necessarily correspond to different mailboxes. To the outside world, they are simply different places to send e-mail. To **you**, you get to decide how to handle the incoming e-mail.

Each e-mail address you create can be one of three things:

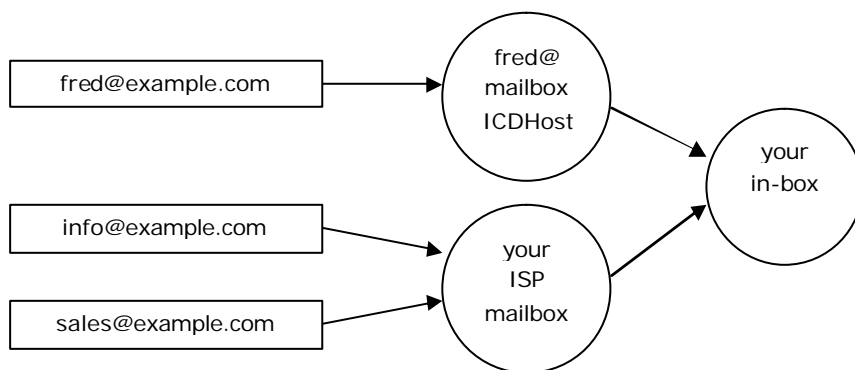
- It can be a **mailbox**, where the e-mail is stored for you to retrieve later (just like you do with your ISP e-mail).
- It can be a **forwarding address**, where e-mail sent to this address is forwarded immediately to another address.
- It can be an **auto-responder**, where an automatic message is sent back whenever somebody sends e-mail to this address.

Let's consider a few scenarios to clarify this point, using the fred/sales/info address we mentioned earlier:

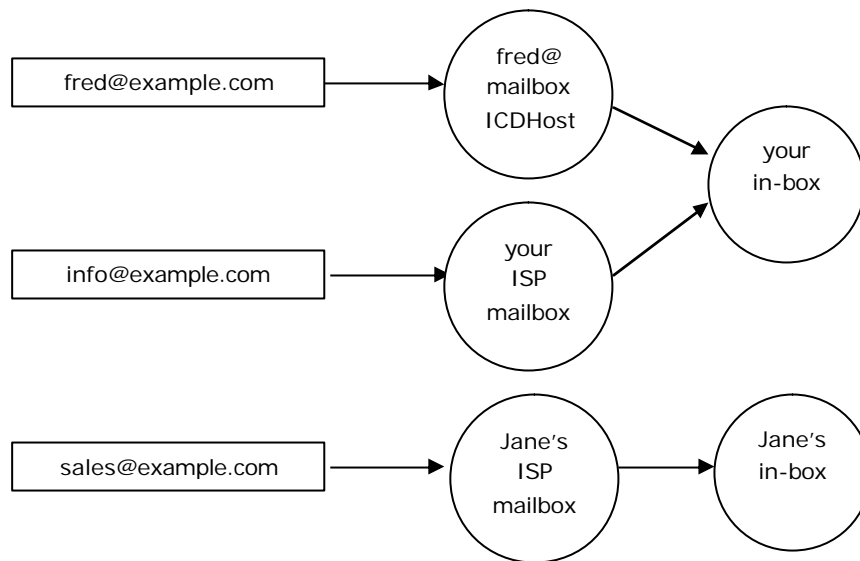
- Scenario 1: If you operate a small business and you're the only employee, you might have all of these addresses forwarded directly to your ISP's mailbox. So, even though outsiders might be sending e-mail to different addresses, they all end up in the same place, like this:



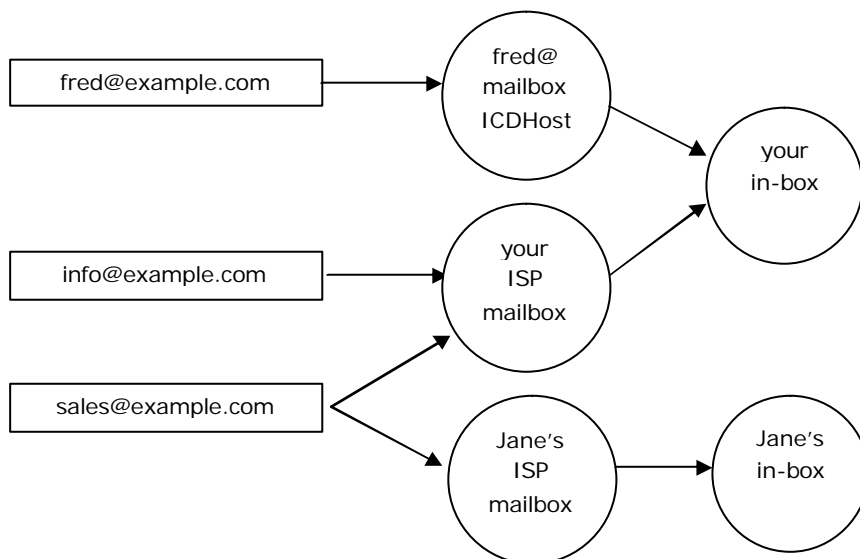
- Scenario 2: You're still the only employee in your business, but you would like to read e-mail from two different mailboxes (For example, you might only give out the fred@ address to personal friends and family, and you decide not to read that mailbox during working hours). In this case, you filter off the fred@ mail into a separate mailbox at the Web host (ICDHost), so it ends up like this:



- Scenario 3: Now suppose that your business expands to the point where you hire an employee or contractor, Jane, who will handle all your sales enquiries. Outsiders still send e-mail to the sales@ address, but you now forward that to Jane's e-mail address, like this:



- Scenario 4: You might decide that even though Jane is handling sales e-mail, you would also like to see this incoming e-mail just to keep track of what's happening. To do this, you simply forward the sales e-mail to two separate mailboxes, like this:



These scenarios should give you some idea of the flexibility available to you with e-mail addresses. Note these things in particular:

- In this series of scenarios, even though things change within your business, everything remains the same to the outside world. This is very useful, because it means that you don't have to notify everybody when you make internal changes.

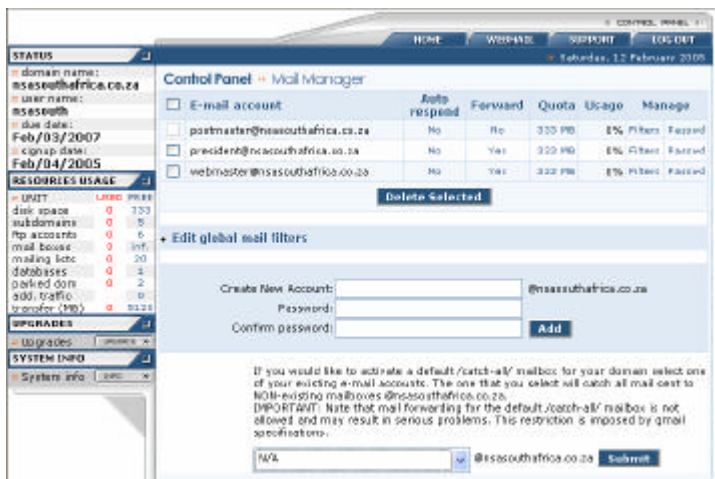
- For the same reason, if you've previously been giving out your ISP-based e-mail address (e.g. blahblah@bigpond.com), **stop doing that now!** Instead, set up an e-mail address at your domain, as in Scenario 1. Not only does it make you look more professional (a good enough reason in itself!), but it also gives you more flexibility to change your internal set-up later.
- In the four scenarios above, although we've described some e-mail boxes as "ISP mailboxes" and others as "ICDHost mailboxes", in effect there's no real difference. The only real practical difference is that most ISPs charge a fee for additional mailboxes, whereas ICDHost allows you to create as many as you like free of charge.

We haven't yet discussed how to make sure that your **outgoing** e-mail has the correct outgoing address – for example, when Jane is replying to your sales e-mail, you would like her e-mail to come from sales@example.com or jane@example.com rather than her personal e-mail address. We'll discuss this later, in the "Configuring your e-mail program" section.

That completes our overview of how you use e-mail addresses for your incoming e-mail. Now we'll talk about the practical aspects of creating the three different types of e-mail addresses (mailboxes, forwarding addresses and auto-responders).

## Creating a Mailbox

From the Control Panel, click Mail Manager, which shows you a list of your current e-mail accounts:

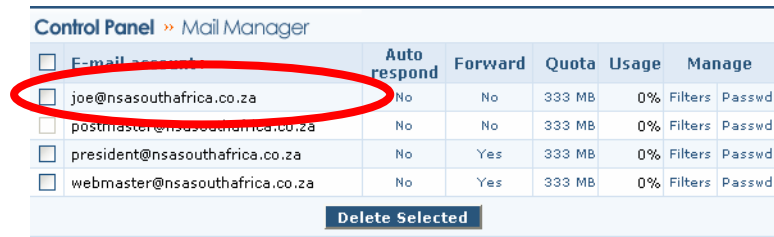


Create the account by filling in the details in this box:

• Edit global mail filters

Create New Account:  @nsasouthafrica.co.za  
 Password:   
 Confirm password:

You will then see the new entry in the list:



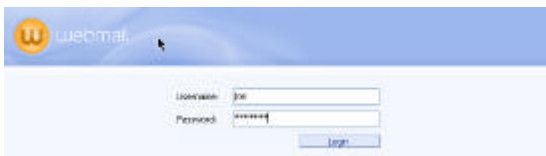
Your new mailbox is now ready, and can accept mail.

### ***Reading mail from your Web browser***

The Web host has a facility for you to read your e-mail directly from your Web browser. This is probably not the way you would usually do it (you would usually do it from your e-mail program – see below). However, it's handy when you're travelling or don't have access to your main e-mail program.

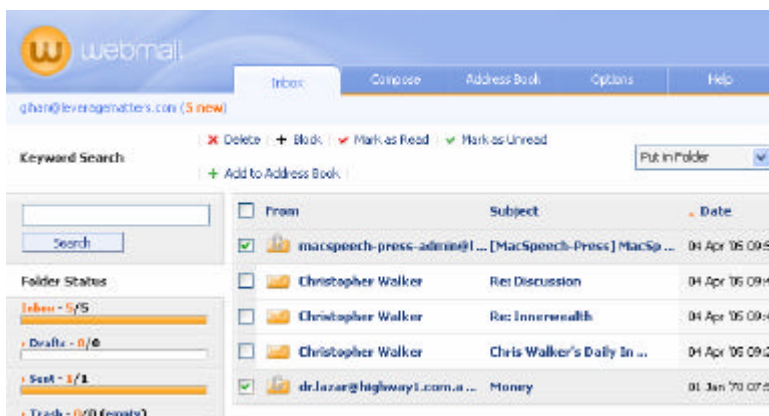
Your Webmail address is "webmail" followed by ".", followed by your domain name. For example, if your domain name is example.com, your Webmail address is **webmail.example.com**.

When you go to this address, you will see a login page like this:



Before you log in, send a test e-mail to the mailbox you created.

Then log in, using the user name and password you created. You will see the list of messages waiting for you, including your test message:



### ***Reading mail from your e-mail program***

More commonly, you will read your e-mail directly from your e-mail program – e.g. Microsoft Outlook. See the "Configuring your e-mail program" section later for details.

## Creating a Forwarding Address

Instead of reading the e-mail directly, you can forward it to an existing address.

Start by creating the account as before:

Look for that person in the list and click the link in the "Forward" column (It will currently be "No"):

<input type="checkbox"/> E-mail account	Auto respond	Forward	Quota	Usage	Manage
<input type="checkbox"/> joe@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> mary@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> postmaster@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> president@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/> webmaster@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd

**Delete Selected**

Tick the "Enable forward" checkbox. Optionally, tick the "Keep a copy ..." checkbox, though it might be better to turn this off so that mail doesn't accumulate here.

Also fill in the forwarding address:

**<< BACK**

Enable forwarding  
 Keep a copy of the forwarded messages

Use ", " - ";;" or **Enter** to split your email accounts  
 Example:  
**test@domain.com,info@domain.com;probe@domain.com**  
 or  
**test@domain.com**  
**info@domain.com**

Your Forward list:

**Update**

Click Update and confirm that the forwarding is in place:

Control Panel » Mail Manager

<input type="checkbox"/> E-mail account	Auto respond	Forward	Quota	Usage	Manage
<input type="checkbox"/> joe@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/> mary@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/> postmaster@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> president@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/> webmaster@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd

**Delete Selected**

Then send a test message to confirm that the forwarding address receives the e-mail.

## Creating an Auto-Responder

Create a new account:

Edit global mail filters

Create New Account: @nsasouthafrica.co.za  
 Password:   
 Confirm password:  **Add**

Check that it's there and click the "Auto respond" column (it will currently be "No"):

Control Panel » Mail Manager

<input type="checkbox"/> E-mail account	Auto respond	Forward	Quota	Usage	Manage
<input type="checkbox"/> freebook@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> joe@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> mary@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/> postmaster@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/> president@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/> webmaster@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd

**Delete Selected**

Tick the box and fill in the details of your message:

Control Panel » Mail Manager

**« BACK**

Autoreponder

Your Autorespond message:

Thanks for enquiring about our free book.  
 You can download it from  
<http://example.com/freebook.pdf>

**Update**

Check that the column is now "Yes":

Control Panel » Mail Manager		Auto response	Forward	Quota	Usage	Manage
<input type="checkbox"/>	E-mail account					
<input type="checkbox"/>	freebook@nsasouthafrica.co.za	Yes	No	333 MB	0%	Filters Passwd
<input type="checkbox"/>	joe@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/>	mary@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/>	postmaster@nsasouthafrica.co.za	No	No	333 MB	0%	Filters Passwd
<input type="checkbox"/>	president@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd
<input type="checkbox"/>	webmaster@nsasouthafrica.co.za	No	Yes	333 MB	0%	Filters Passwd

**Delete Selected**

Test this by sending a message to that address.

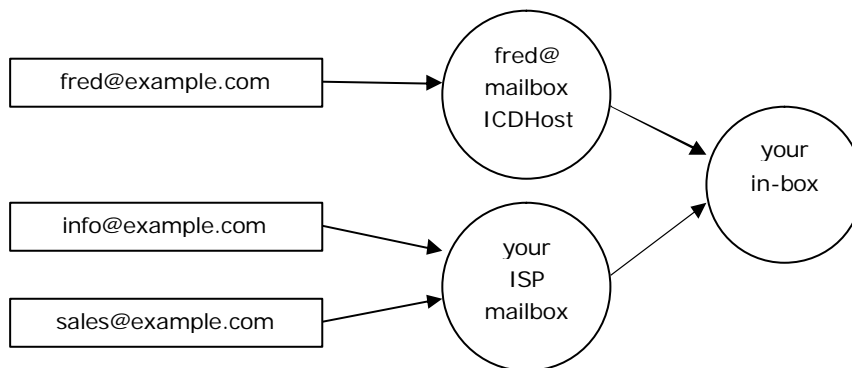
## Configuring your e-mail program

In this section of the guide, we'll describe how to configure your e-mail program to use the e-mail addresses that you create. The process varies for different e-mail programs. We'll use Microsoft Outlook for these examples.

### Your e-mail accounts

Modern e-mail programs allow you to create various e-mail "accounts", mainly to allow you to read your e-mail from different mailboxes.

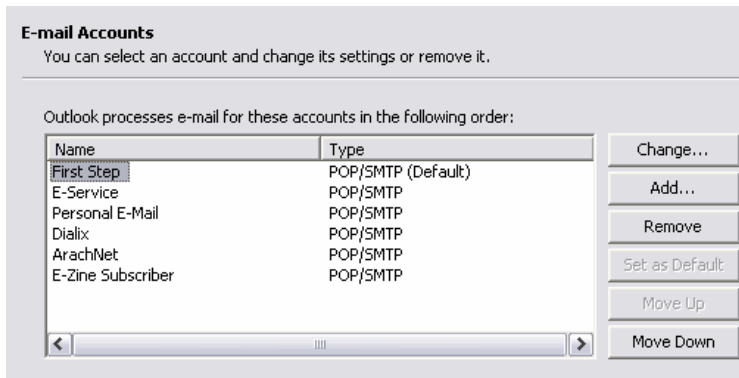
For instance, consider our Scenario 2 earlier, where you create a mailbox for your personal e-mail, so that you can read it at a lower priority than your business e-mail. In this case, you create two e-mail accounts so that your e-mail program can read both into your in-box:



But in fact, we could take this a step further. In this scenario, you receive business e-mail at two addresses info@example.com and sales@example.com. Both of these addresses are forwarded to the same mailbox (as you can see above), so you can read them from the one account. However, when you **reply**, you might like to sometimes reply as info@example.com and at other times as sales@example.com. To do this, you create an additional account that you use only for replying. We'll discuss this later.

In Microsoft Outlook, to see your accounts, go to the Tools menu and choose "E-Mail Accounts". Then click "View or change existing accounts". This shows you all

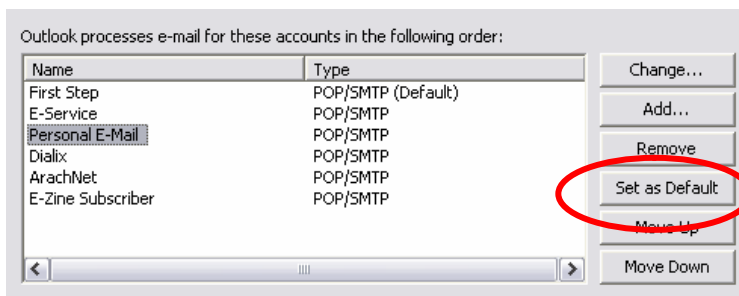
your existing accounts (which might be only one). For example, here is a program with six accounts:



These accounts are for Gihan Perera's e-mail program. Yours will be different, but it might be useful to see Gihan's six accounts as examples:

- First Step – His main incoming e-mail account
- E-Service – He uses a special e-mail address for sending his regular newsletter, so that subscriptions, unsubscriptions and undeliverable mail comes back to that address rather than cluttering up his main account.
- Personal E-Mail – His private e-mail address
- Dialix – An account for an ISP that Gihan uses when travelling
- ArachNet – An account provided by his regular ISP. This account is rarely used, but occasionally the ISP sends administrative messages to that address.
- E-Zine Subscriber – When he signs up for other people's newsletters, he uses a different e-mail address, so that he can read it at a lower priority than regular e-mail.

Notice that one of these accounts (First Step, in Gihan's case) is marked "Default". That should be the account corresponding to your main e-mail address. If that isn't the case, find the account that should be the default, click it once and then click the "Set as Default" button:



### **Properties of an account**

To see the properties of a particular account, select it on the left-hand side and click the "Change..." button. This displays a properties window for that account – e.g.

This window contains extremely important information. We will describe these in more detail as we go. However, it's handy to understand some of these fields now:

- **Your Name:** When you send e-mail, Outlook uses this as your name. It's typically your name or business name.
- **E-Mail Address:** Similarly, this is the e-mail address that Outlook uses when sending e-mail on your behalf.
- **Incoming Mail Server:** This tells Outlook where to find the mailbox for this account.
- **Outgoing Mail Server:** This tells Outlook how to send outgoing mail. **This will usually be the same for all your accounts.**
- **User name and Password:** The user name and password of the mailbox on the incoming mail server.

Now let's consider some common configuration tasks.

### ***Setting your identity***

Go through each of the accounts (there might only be one), looking at the Your Name and E-Mail Address fields.

In particular, check the E-Mail Address field of each account. If you've never set this, it will probably be your ISP-based address (e.g. blahblah@bigpond.com). As soon as you've set up a domain-based address, as described earlier in this guide, put that in here instead.

You don't have to use a different name and address for each account (though you can do so if you choose). It's quite acceptable for more than one account to have the same name and address.

For instance, in Gihan's e-mail program, the First Step account has his main e-mail address gihan@firststep.com.au. The Dialix account, which he uses when travelling, has the same address.

## Reading e-mail from a mailbox

If you've created any mailboxes on ICDHost, you can read them directly from your e-mail program. First, we recommend that you test reading them from your Web browser, as described earlier, to ensure that you have created it correctly.

Before you create your new account, go into the settings for one of your existing accounts and make a note of the Outgoing Mail Server setting:

Then Cancel this page and create a new account in Outlook using the Add button:

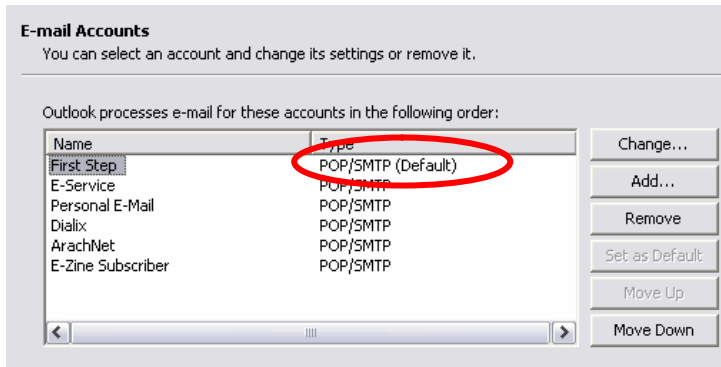
Choose POP3, then fill in the form with these settings:

- Your Name: The name you'd like to people to see when they receive your e-mail.
- E-Mail Address: The e-mail address you'd like them to see.
- Incoming Mail Server: Set this to mail.example.com, replacing example.com with your domain name (e.g. You might set it to mail.firststep.com.au).
- User Name: The name of the mailbox on ICDHost. This will be the first part of the e-mail address. For example, if you created an address fred@example.com, set this field to fred.
- Password: The password you used when creating the mailbox.
- Outgoing Mail Server: Copy the setting you saved earlier.

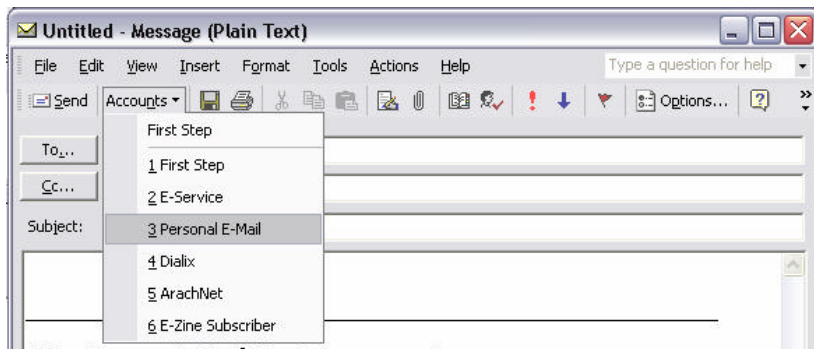
To test this, send a test message to the new e-mail address, do a “Send and Receive” in your e-mail program, and make sure that you receive it.

***Sending from different accounts***

When you send a new message from Outlook, by default it uses the settings in the account marked “Default” in your account list:



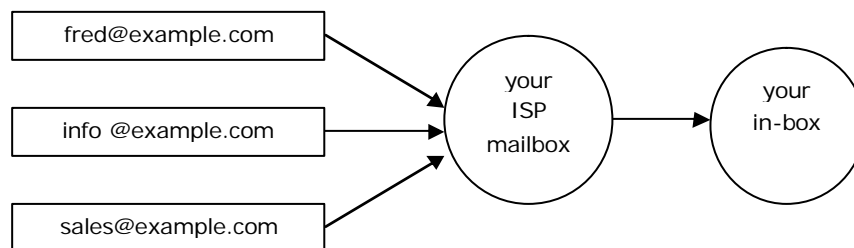
To send mail from a different account, click the “Accounts” button in the menu and you’ll see all your accounts listed:



To send e-mail from a different account, simply choose an account from that menu. This means that the person receiving your e-mail sees it coming from the name and e-mail address you specified for that account.

***More than one e-mail address for a mailbox***

The situation we’ve just described allows you to switch accounts when you have different mailboxes. But what about the situation where more than one e-mail address gets forwarded to the same mailbox? For example, in Scenarios 1 earlier, we had three e-mail addresses feeding into one account:



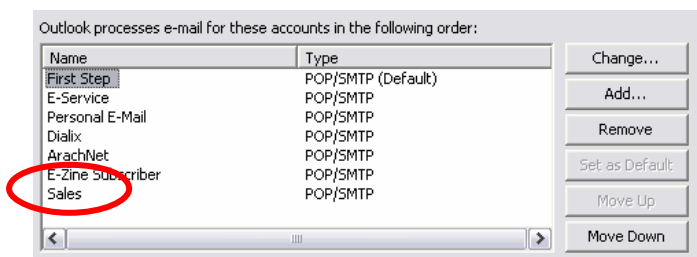
In this case, you probably only have one account to read from the mailbox, using one of the three addresses – say, the fred@ address. As it is now, if somebody sends e-mail to sales@, your reply will look like it's coming from fred@. This is not ideal; ideally you'd like it to look like it's coming from sales@.

To allow this, you have to create two "phantom" accounts, for info@ and sales@. The purpose of these accounts is purely for your outgoing e-mail, so they appear in the Accounts menu when you're sending a message.

Broadly, you will create a new account **exactly as if it was for a mailbox**, but with some variations. Follow these instructions:

- Go into the settings for one of your existing accounts and make a note of the Incoming Mail Server and Outgoing Mail Server settings.
- Then Cancel this page and create a new account in Outlook using the Add button. Choose POP3 and click Next, which brings you to a blank form.
- Fill in the Your Name and E-Mail Address fields with the settings you'd like to use for this account.
- Fill in the Incoming Mail Server and Outgoing Mail Server fields with the settings you noted earlier.
- Click the More Settings button and look at the General tab. You'll see the incoming mail server in the Mail Account setting:

- Change "xxx" to the name you would like to use for this account (e.g. Sales), then click OK and Next to create the account. You will see the new account in the list:



- Click "Finish" and you're done.

To test this, send a message from this new account to your normal e-mail address. When you receive it, reply to it. Then wait for that to come in as well.