

CHAMBER WORKS EMAIL SERVICES DOCUMENTATION

If you are a Chamber Works customer, you have access to a variety of premium email services. This document is intended to provide you with a summary of the most commonly requested items and how to access them. Chamber Works continually upgrades mail related services so that customers can benefit from world class award winning products to battle SPAM and Virus attacks, and also to provide remote access to mail from a variety of web and other mobile devices. Incoming and outgoing mail can be backed up for 14 days at no cost, enhancing disaster recovery plans currently in place by small businesses.

WEB ACCESS TO MY EMAIL (MailEnable)

If you travel often or otherwise need to access your email remotely, Chamber Works provides a web based mail system on all Chamber Works mail servers. Though not intended to be your primary mail software, this service is quite robust and provides many key features for Chamber Works customers:

- Check email via a web page located at www.chamberworks.com/mewebmail
- Accessing email leaves the mail in your mailbox so that when you return to your office, Microsoft Outlook will still download messages
- Option to delete mail so that Outlook will not download specific messages if this is preferred
- Easy ability for customers to change passwords and manage "out of office" responses

To access your email remotely, open up a web browser and go to www.chamberworks.com/mewebmail. Enter your email address and your password.

NOTE: It is recommended that you change your password periodically and that your password contain at least 8 characters, both a capital and lowercase letter, and at least one number. When you want to change your password, the way to do this is as follows:

- Access your web mail and go to "Options" and enter your new password.
- Log out and then log back in to make sure your new password works as intended.
- If you have MS Outlook, go into Outlook and choose "Tools/Services (or Tools/Email Accounts) and choose to "View or Change Existing e-mail accounts." Choose the "Change..." button and enter your new password.

That is it. Now both Outlook and your web mail have the same password.

NOTE: Any time you want to update your password, simply change it in your web mail account and then in Outlook.

SETTING UP EMAIL IN OUTLOOK

You essentially need to select four settings for email to work properly in Outlook:

1. User Name (your entire email address)
2. Password
3. POP Setting (mail.yourdomainname.com)
4. SMTP Setting (same as POP setting – mail.yourdomainname.com)
5. "My Server Requires Authentication" - This setting needs to be checked because all Chamber Works mail servers require this for security reasons. This setting can be found when configuring your mail account (see below).

Adding my mail account to Outlook

- In Outlook, choose Tools/Accounts or Tools/Services (depends upon your version of Outlook)
- Choose to "Add a New E-Mail Account" and choose NEXT
- Select "POP 3" and choose NEXT
- Fill out the following fields:
 - i. Name
 - ii. Email Address
 - iii. Incoming mail server (POP 3) – use **mail.yourdomainname.com**
 - iv. Outgoing mail server (SMTP) - use **mail.yourdomainname.com**
 - v. User Name – enter your entire email address
 - vi. Password – enter your password
- Double check for spelling errors (especially the essential settings - user, password, smtp, and pop)
- Choose the "More Settings" button and look for the "Outgoing Server" tab. Select the check box that states "My Outgoing Server (SMTP) Requires Authentication" and "Use same settings as my incoming mail server"

Editing my mail account in Outlook (modifying an account added previously)

- Use this option when changing your password or otherwise modifying the account
- In Outlook, choose Tools/Accounts or Tools/Services (depends upon your version of Outlook)
- Choose to "View or change existing e-mail accounts" and choose NEXT
- Make changes as desired and choose "FINISH"

TROUBLESHOOTING EMAIL ISSUES WITH OUTLOOK

- First, be certain that you have a working Internet connection (make sure you can browse to a couple of web sites and that these web pages load correctly).
- There are many methods to test if your mail is working. One simple one is by sending an email to yourself. Also, if you have another email address (yahoo or gmail for example), try sending to this as well (this ensures that you can send outside of your own domain name, etc.).
- If you can send but cannot receive, the issue is usually related to the POP setting, user name, or password.
- If you can receive but cannot send, this ensures that your user name, password, and POP settings are all correct. However, if you cannot send, this is typically associated with having a bad SMTP setting or that "My server requires authentication" is not checked. Double check these settings using the methods noted above in "Setting Up Email In Outlook."
- If mail has always worked but suddenly you cannot send (and you have not changed settings), the issue is likely due to your Internet provider (Cable Company or DSL company). What happens is that periodically your cable company modifies connection regulations and may frown upon using another mail server (mail.yourdomainname.com) to send mail using their connection. This is usually associated with security policies put in place and/or modified.
RESOLUTION: Modify your SMTP setting to that of your Internet connection provider (smtp-maine.rr.com for example). Leave your POP setting as is (mail.yourdomainname.com). Essentially, you will send mail using your cable provider's mail servers and receive mail using Chamber Works mail servers.

MAIL BACKUP - ANTI-SPAM - ANTIVIRUS (ElectricMail)

To compliment our mail services, Chamber Works provides mail backup and retrieval, anti SPAM, and anti Virus services for our customers using ElectricMail. Though this is a fee based service, Chamber Works has a negotiated agreement with ElectricMail and the annual fee is quite nominal for Chamber Works customers (from \$49/year). Key features of the ElectricMail system are as follows:

- If you delete an email (even in Outlook), you can retrieve this email again from the server.
- Viruses are stopped at the server prior to arriving at your network.
- SPAM is held at the server and you receive an email from ElectricMail letting you know that mail is being held for you. You can release email to Outlook with one click and also choose to "Always Allow" future emails from the same sender.
- No configuration changes need to occur by you. The ElectricMail system uses your email address to let you know if mail is being held and you click directly from that email.
- For more premium features, you can log in and access the Chamber Works portal for ElectricMail (change your ElectricMail password, view SPAM and virus reports, set up rules, etc.).

To access the Chamber Works portal for ElectricMail, go to:

<https://mailwise.electricmail.com> and enter your user name (your email address) and your ElectricMail password. Your password may OR MAY NOT BE the same as your standard email password. Once logged in, you can set this password on your own so that the two are the same if desired. Passwords are kept separately, because this service is a separate service altogether and is unrelated to standard (Outlook) and/or web based (MailEnable) email.

Links to web based email (MailEnable) and Anti Virus/SPAM (ElectricMail) are provided at <http://www.chamberworks.com/support>