

# Smithville<sup>®</sup> E-mail Quick Start Guide

This guide is designed to help acquaint you with the new Smithville E-Mail system and some of its advanced features.

**Note:** There is an extensive self-help section within the E-Mail interface.

Please direct any questions about this document to our Technical Support Department for assistance.

They can be reached by E-Mail at [support@smithville.net](mailto:support@smithville.net) or by phone at (866) 470-2583.

This guide covers the following items related to your account:

- Anti-spam technology used to block unwanted E-Mail
- Review of the features found in your E-Mail settings
- Getting started with your new webmail
- Basic details on properly configuring an external E-Mail client (i.e. Microsoft Outlook or Mozilla Thunderbird).

## 1. Anti-Spam Features

Spammers use more and more complex methods to send junk E-Mail everyday. To help combat this, the methods used to block unwanted E-Mail from your Inbox are more numerous and diverse. Smithville E-Mail is designed to give you the maximum control over your mailbox. You now control whether you want to receive messages identified as 'spam' in a special quarantine IMAP folder, or have them rejected right away to keep your mailbox clean. There is also the option within webmail to select a message you no longer want to receive, then simply click 'Block Sender' – or optionally, if there is a fringe case message in your Spam folder you can simply select it and click on 'Allow Sender' so such messages will be placed directly in your Inbox in the future.

## 2. User Management Interface

You will use the included web interface to manage your E-Mail settings. Every account will have a Master user. The Master user is able to use the web interface to add a forward, set an auto-reply, change a password, or customize anti-spam settings for themselves and all secondary accounts. Secondary accounts, while logged in, can also manage all of these features for themselves. You can access your web interface by visiting: <https://webmail.smithville.net/>

Once you have logged in, you will see the menu on the left. The menu provides several choices including:

- **Spam Management:** Allows you to modify your anti-spam configuration. **CAUTION:** You must be careful making changes here or you may inadvertently identify E-Mail you wish to receive as spam. If you are unsure how to proceed, please E-Mail support at [support@smithville.net](mailto:support@smithville.net).
- **E-Mail Options:** Allows you to modify your E-Mail options. You can forward your E-Mail to another address, or set up a vacation auto responder. Be sure to save your changes.
- **Help:** Once you log in to the management interface, the Help button in the top right corner can walk you through almost any task.

## 3. Webmail

If you have not used webmail before, you will find it extremely useful to send a message or check your E-Mail when you are away from your normal computer. When you use webmail to check your E-Mail, your messages remain available to download to your local computer when you return, unless you delete them. Many features are directly built into webmail such as spam management. Whether you choose the light version or the advanced version, you can use webmail on the go or as your default E-Mail client.

To log in to your webmail, it is best to visit: <https://webmail.smithville.net/>

Once you log in to webmail with your E-Mail address and password, you will see your messages displayed. Here, you will be able to view, reply, and send new messages.

Don't forget to log out when you are finished with your webmail session.

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#### 4. E-Mail Client Configuration

When setting up a 3rd party E-Mail client on your own computer or E-Mail capable device, you may be asked to provide details about your E-Mail account. Below are some of the details you may be asked. Simply fill in the values specified in the fields.

***For the incoming account:***

- Connection Type: IMAP
- Port: 993
- Security Option: SSL
- Hostname: mail.bluemarble.net
- Username: <your E-Mail address>
- Password: <your password>

***For the outgoing account:***

- Hostname: mail.bluemarble.net
- Port: 587
- Security Option: STARTTLS (TLS)
- Check "My server requires authentication"
- Username: <your E-Mail address>
- Password: <your password>

If you are having difficulty with this configuration or need help with your username or password, please contact support at: [support@smithville.net](mailto:support@smithville.net).