# Migration User Guides:
# The Console Webmail User Guide

# Version 1.0

# Contents

# DomaiNZ Webmail Access

Webmail allows access to your email accounts through a web browser such as Chrome, Firefox or Internet Explorer. The main advantage to checking your email via a web browser is there's no need to install or configure email software on your computer. Also it means you can check your emails on any computer, laptop or smart phone you use.

**Cloud Webmail**

To access webmail on Cloud Hosting, follow the below steps.

> 1.Click here to visit the Webmail log in page
> 2.Type in your log in details
>
> 3.Click [Login]

Alternatively, you can visit http://webmail.your-domain.com.au and enter in your email address and email password.

**cPanel Webmail**

To access webmail on cPanel hosting, follow the below steps.

1. Log into cPanel
2. Click the Email Accounts icon.
3. Locate the email address you with to access and click on [More].
4. Select Access Webmail.
5. Type in your email password.

6. Select your webmail client (we recommend Horde).

7. Select your language and click [Login]

Alternatively, you can visit http://your-domain.com.au/webmail and enter in your email address and email password.

# How do I delete emails in webmail?

When users delete emails using webmail, deleted emails remain on the server indefinitely. To free up disk space on your email account, you must remove deleted emails off the server permanently. To do so, follow the instructions below.

**Deleting Cloud Hosting emails using At Mail**
1. Tick the check box next to the emails you want to delete
2. Click **[Delete]**
3. Navigate to the Trash folder
4. Click **[Empty]**

**Deleting Cloud Hosting emails using Horde**
1. Tick the check box next to the emails you want to delete
2. Click **[Delete]**
3. Click **[Other]**
4. Click **[Purge Deleted]**

**Deleting Cloud Hosting emails using WebmailOX**
1. Tick the check box next to the emails you want to delete
2. Click **[Delete]**
3. Go to the Trash folder
4. Click **[Empty]**

**Deleting cPanel Hosting emails using Horde**
1. Tick the check box next to the emails you want to delete.
2. Click **[Delete]**
3. Click **Purge Deleted**

# How do I create an email signature in WebmailOX?

WebmailOX has a marginally different way of setting up an email signature to most email platforms. It requires some HTML knowledge, particularly if you want to add an image or logo.

1. Click on the **Gear** icon in the top right hand corner
2. From the drop down, click **Settings**
3. Inside the settings portal, choose '**Email'** from the left hand side menu
4. Scroll down to Signatures and click '**Add a new signature'**
5. Fill in the text boxes with the information you want in your signature
6. You can add several different signatures and set one as a default, or choose one each time you send an email from the panel on the left hand side in the email window

As mentioned above, you need to create your email signature in HTML coding. You can use an email signature generator to do this. We recommend http://htmlsig.com/ - just fill in the information and click 'View Code'. Copy and paste this code into the signature window in WebmailOX and click 'Save.'

# How do I manage a full email inbox?

All email accounts have maximum disk space limits. If emails are left on the email server indefinitely, the email inbox may get full.

The server will send a notice to your inbox when it reaches 75% capacity. If this email is ignored, the email account can get full. If the account becomes full, you might stop receiving emails. Anyone who sends you an email will receive a bounce back stating that your inbox is 100% full and that their message was undeliverable. Below are several ways to resolve this problem.

**Delete emails using webmail**

For instructions see the section above.

**Set email application to automatically delete old emails**
You can automatically set your email application to delete old emails which have already been downloaded from the server. If the email application is set up to connect to the server via POP, there should be an option in the email application to allow users to leave a copy of emails on the server, or to delete them from the server. This setting can be changed after set up to clear out old emails from the web server. To change this setting in Outlook:

1. Open Outlook and click on **Tools** from the top menu
2. From the drop down menu, click on **Account Settings** (some versions of Outlook may title this item **Accounts** or **Email Accounts**)
3. Select **View or Change existing email accounts** then click next (some versions of Outlook will not have this option. If you do not see this option, skip to the next step)
4. Select the email account you wish to make changes to by clicking on it once, then click on the **Change** button (some versions of Outlook will have a **Properties** button rather than a **Change** button)
5. Click **More Settings** (some versions of Outlook will not have this option. Skip to the next step if you do not see it)
6. Click on the **Advanced tab** on the very right
7. Under the **Delivery** heading you will see a tick box next to the words **Leave a copy of messages on the server**. Check the box.
8. If you wish to leave a copy of your emails on the server for a number of days, tick the corresponding box and select the number of days you wish to leave the emails on the server for
9. Once complete, click on the **Ok** button, then the **Next** button, then **Finish**
10. To update the mail server with your new settings, click **Send/Receive** or the equivalent command in your version of Outlook

This will update your Outlook to the mail server and delete any older emails that have already been downloaded. All other software and devices should have a similar option. If unsure of where

this option is, seek assistance from the software or device provider's manual or online support pages.

**Increase email storage on cPanel Hosting**

cPanel hosting plans share their disk space between email and website files, which means that if a customer has left-over space, they can increase disk space allocated to individual email inboxes.

1. Log in to the console
2. Hover over 'Domains' and click 'Manage'
3. Click on the domain you want to edit
4. Click **cPanel Login**
5. Click on the **Email Accounts** icon in the cPanel interface
6. Locate the email address you wish to increase the disk space for and adjust the quota accordingly

**Increase email storage on Cloud Hosting**

Email storage on Cloud Hosting has fixed limits and can't be modified by customers. Depending on your current hosting plan, it may be possible to upgrade to a plan that includes additional email storage.