# (mt) Mail Help Guide

(mt) Mail is a legacy product and is no longer sold. This guide contains archived Help content for (mt) Mail to help answer questions. However, it's no longer being updated as of June 2023.

To find answers in this guide:

- Select any title in the Contents to go directly to a specific Help article.
- Use the **Find** function (**Ctrl + F** for Windows OR **Command + F** for Mac) in your browser to search the PDF for specific keywords.

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# Creating/editing users

This article contains information on adding email users to your hosting service.

Creating an Email Address

- 1. Sign in to your GoDaddy product page.
- 2. Select Media Temple. Then, next to the (mt) Mail account you want to use, select Manage.
- 3. Select Add/Edit Email Users
- 4. Select +ADD NEW.
- 5. Complete the email form:
  - a. **Username:** Capitalization does not matter and please keep in mind that usernames can only contain letters, numbers, hyphens (-), underscores (\_) and periods (.). No spaces or other special characters are allowed and usernames cannot begin with a number.
  - b. **Domain:** If you want this new user to receive mail at all of the domains on your account, the default value for this field (all domains) will accomplish that. Otherwise, select an individual domain from the drop-down menu.
  - c. **Description:** A short description to identify this email address. This acts as a label for your reference in the Account Center.
- 6. Next, you will need to create a password for this user. Please note the password requirements on the right side of the screen.

Password *	Password requirements:
·	✓ At least one lower case letter [a-z]
	✓ At least one upper case letter [A-2] ✓ At least one numeral [0-9]
Re-enter Password: *	✓ At least one symbol [!@#^&*()+_,.)?-] ✓ Minimum 8 characters

**NOTE:** Each of the password requirements will turn green and show a checkmark when they have been met, as seen in the above screenshot. If any password requirements are shown in grey, they are not met, and **you will not be able to save** until they have been corrected.

7. At the bottom of the screen, select ADD USER

Removing an Email Address

1. To remove a user, navigate to the desired user and select 🖉.

# How do I create an email alias/forwarder?

This article explains how to create email aliases and forwarders. You can create an alias or forwarder on its own. In this case, you just need to create the alias. This is explained below. You can also create an alias for an existing address with its own mailbox. If you want the alias or forwarder to have its own mailbox, please first add the email user.

1. Sign in to your GoDaddy product page.

- 2. Select Media Temple. Then, next to the (mt) Mail account you want to use, select Manage.
- 3. Click on Email Aliases & Forwarders.
- 4. Click the option to **+ADD NEW**.
- 5. Enter the name for your new alias, and select the domain. This example shows how to create useralias@mt-domain.com.

useralias @	mt-domain.com	•
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- Special Option: Leave the address blank to receive all email for the chosen domain (excluding existing email addresses). Note that you will receive increased amounts of spam if you do this.
- 6. Then, choose the addresses to which you want it to forward. You can choose internal addresses in the first box, and type external addresses in the second box. Hold down *Control* (Windows) or *Command* (Mac) to be able to click on multiple addresses.



(e.g., user@gmail.com. One per line.)

johndoe@gmail.com

**NOTE:** If you are creating an alias or forwarder that already has its own mailbox, you MUST make it forward to itself. Otherwise, messages will skip the original inbox and go only to the other email addresses on the list.

- 7. Of course, if you do want mail to skip the original inbox, you don't need to select it.
  - Special Option: Choose (*trashcan/blackhole*) to automatically delete mail that comes to this address.
- If desired, you can set up an auto-reply for this email alias.
   Subject

Out of office

Message

I'll be on vacation until January 5th. In the case of an emergency, please contact michael@gs-example.com.

9. Click Save to create this alias.

Your new alias will now begin forwarding email as specified.

**NOTE:** Gmail will not send messages to an alias that forwards back to itself. e.g., if you set up an alias that forwards to username@gmail.com, you will not be able to test the forwarder FROM username@gmail.com, although it will work for other Gmail accounts.

Forwarding Loops

Make sure that you don't have two email addresses set up to forward to each other, either on this server or elsewhere. If you have an alias forwarding to a large group of people, and one of those people is also an alias that forwards back to the original address (or to a third address that then forwards to the original!), this can cause such a loop.

# How do I set up spam filtering for my server?

The following guide will show you how to mange the spam filter settings for your email.

MailProtect (Global Settings)

- 1. Sign in to your GoDaddy product page.
- 2. Select Media Temple. Then, next to the (mt) Mail account you want to use, select Manage.
- 3. Click on MailProtect (Anti-Spam Settings).



4. Configure your settings:

#### Delivery

Delivery

The action to be taken when incoming mail is determined to be spam.

Move spam into IMAP subfolder

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• Move spam into IMAP subfolder - This is useful if you use webmail or the IMAP protocol to check your mail. This will move any spam mail to a spam folder in your IMAP account.

**NOTE:** You may need to subscribe to the spam folder before you can see it. Check with your email client software documentation.

- Add tag to the spam's subject This is useful if you are going to check your mail with a thirdparty email client on your desktop. You can use the rules available in your mail client to perform various actions like moving the messages to a folder, deleting them, flagging them, and so on.
- Delete the spam The message will be deleted from the server entirely. You would not be able to retrieve any emails that were deleted permanently using this method.
- Do nothing MailProtect will still scan the emails and apply a spam score in the mail headers themselves, but will not modify or move any messages. This is useful if you would rather have a client-side program to filter your messages based off the spam score provided in the headers. Rules set by entries in the Allow/Block list are still honored.

#### Spam level

Spam Level	5 (recommended) 🔻
considered spam.	

- Please choose a spam level between 1 and 10 (Default is 5).
  - 1 blocks the most spam
  - 10 blocks the least amount of spam

#### Allow list

Allow List	@mt-example.com
Email addresses from which mail will never be labeled as spam. Enter	kbuser@mt-example.com
individual email addresses or entire domains one per line. For	
example: " <b>user@domain.com</b> " or " <b>@domain.com</b> "	

- Here, you can list any friendly email address or domain name to prevent them from being filtered by your MailProtect. Each email address should be placed on its own line. The following are two different examples of how you can list addresses:
  - kbuser@mt-example.com
  - @mt-example.com

#### **Block list**

 Block List
 @span

 Email addresses from which mail will always be labeled as spam. Enter
 spamm

 individual email addresses or entire domains one per line.
 spamm

@spammerdomain.com spammer@spammerdomain.com

 Here you can list any email address or domain name to assure they are always filtered as spam. Each email address should be placed on its own line. The following are two different examples of how you can list addresses:

- spammer@spammerdomain.com
- @spammerdomain.com

**TIP:** The Allow and Block lists for mail protect are compared against Envelope-From, also know as the Return-Path header. These Return-Path Headers are not always the same as the standard From header.

Webmail - Anti-Spam Settings

#### **Spam Filtering**

You may select to use **Global Site Settings** (this is determined by your domain's administrator within the Account Center), **Custom Settings**, or **Disable** spam filtering.

#### **Spam Filter Sensitivity**

This is available when you select **Custom Settings**. Select the sensitivity for classifying messages as Spam. A lower score will be more aggressive for marking spam.

#### **Message Handling**

This is available when you select **Custom Settings**. Make your selection from the options: **Mark as Spam** (default), Move to Spam folder, or Purge Message.

#### **Whitelist Senders**

This is available when you select **Custom Settings**. Specify a list of email addresses and domains to whitelist. Each entry must be on its own line. Any email or domain that matches will automatically be flagged as trusted without being classified as Spam.

#### **Blacklist Senders**

This is available when you select **Custom Settings**. Specify a list of email addresses and domains to blacklist. Each entry must be on its own line. Any email or domain that matches will automatically be classified as Spam.

# Why was my email blocked by Media Temple's spam filter?

You may receive a "451" error message from (mt) Media Temple's mail servers similar to the one below.

# Temporarily Unavailable - GRID service has exceeded sending limit for email containing spam-like content.

This means that you have been temporarily flagged or metered for potential spamming. This only applies to messages that are ranked with a high spam score within a specified time period (one hour). All messages with "normal" scores are sent without issue.

Spam is a large problem on the Internet and can lead to mail servers becoming blocked for future sending. This is especially painful in a shared environment, because one spammer can affect many

innocent users. It is our responsibility as a mail service provider to take measures to prevent spam from originating from our network.

While it is in everyone's best interest to stop spam, we do not want to inconvenience legitimate users who may have inadvertently triggered our scanners. To determine why your email attempt resulted in this error, and to prevent future emails from being blocked, please follow the troubleshooting steps shown below.

### Troubleshooting

Often, eliminating spam-like characteristics from your email will stop it from getting blocked. Keep in mind that it is usually not one single element that is contributing to your high spam score - you may have to look into two or three of these factors.

Alternately, if the IP address from which you are sending has been identified as a source of spam, you may have to use an alternate outgoing server until that gets resolved.

### Sending server reputation

If your sending server has recently sent out a lot of spam, all messages coming from that server may be blocked, even if they are not spam. You can use a third-party website such as MX Toolbox to check your IP address against many different block lists at once. There are several free websites available for this kind of check.

#### **HTML** content and signatures

Messages with HTML content in the body or signature are more likely to be identified as spam.

### Links

Messages with links to external web pages are more likely to be identified as spam.

### **ALL CAPS and Misspellings**

Avoid using ALL CAPITALS in your subject line or the body of your message. Run your message through spell-checking before sending it.

#### **Trigger words**

If your message contains reference to "typical" spam subjects - pharmaceuticals, for example - you may be flagged for these words.

#### Spoofing

"Spoofing" occurs when a spammer sends out emails under your domain name or email address, even though they are not actually coming from your server. You can reduce this behavior by allowing other mail servers to verify the server your domain should be using for sending mail using an SPF record in your zone file.

#### Sender callback verification and HELO string resolution

If your sending mail server does not produce a valid response to the sender callback verification HELO string, you can request that your (mt) Media Temple contact add you to their list of allowed senders.

This will allow the (mt) Media Temple mail server to bypass the HELO string and sender callback verification.

### Third-party testing

You can run your email through a third-party spam score checking service. There are several free and paid services that perform this checking available online.

# How can I change my email password?

Whether you're doing your every-six-months security update, troubleshooting an email problem, or just feel like typing something different when you log in, you will occasionally need to update your email password. This article provides step-by-step instructions for doing just that.

- 1. Sign in to your GoDaddy product page.
- 2. Select Media Temple. Then, next to the (mt) Mail account you want to use, select Manage.
- 3. Select Add/Edit Email Users.
- 4. Click for your desired user.
- 5. Click CHANGE PASSWORD.
- 6. Enter your new password twice.
- 7. Then click **UPDATE USER** to save your edits.

TIP:

- Email users can change their own password via webmail. Note that using either webmail or uControl to change a password requires that you know your current password and are able to log in.
- Please remember to use strong passwords.

# How can I point email to Media Temple?

There are two DNS records required to point email to Media Temple:

- **MX-record** pointing to **mail.example.com** (replacing example.com with your domain name).
- A-Record pointing to your mail server IP address.

Once you have this information, check your domain's nameservers. Nameservers can be looked up by using a third-party DNS checker website. The company that controls your nameservers is where you'll make your DNS changes.

Find my mail server IP address

- 1. Sign in to your GoDaddy product page.
- 2. Select Media Temple. Then, next to the (mt) Mail account you want to use, select Manage.
- 3. Select Email Setup.
- 4. Under **Incoming Mail (POP/IMAP)** use CTRL+V (command + V on Mac) to copy your access domain. It will have the format: xxxx-xxxx.accessdomain.com.
- 5. Use a DNS checker to look up the A-record for your Incoming mail server. The IP address that you find is your **mail server IP address.**

DNS	S CHE	CK		
5wl.accessdomain.com	A	\$	Q Search	<b>\$</b> °
Holtsville NY, United States Opendns		216	.70.64.38	~
Canoga Park, CA, United Sta Sprint	ates	216	.70.64.38 🗗	~
Holtsville NY, United States Opendns		216	.70.64.38 🖪	~
Mountain View CA, United S Google	tates	216	.70.64.38 🗗	~
New York, United States Columbia University		216	.70.64.38 🖪	~
Montreal, Canada Videotron		216	.70.64.38 🖪	~
Barnaul, Russian Federation Ttk-intelbi	I	216	.70.64.38 🗗	~
Cullinan, South Africa		216	.70.64.38 🗗	~
in a second s				

# Using Webmail by Media Temple

Mail by (mt) is our webmail client. It's built on a powerful infrastructure to deliver business-class email at no additional cost.

### REQUIREMENTS

Before you start, be sure you have these handy:

- To access Mail by (mt), you will need to have already migrated your mail to this new service.
- Your domain name: mt-example.com
- Your email address: joy@mt-example.com
- Your email password.
- Your access domain.

#### Using mail by (mt)

You can login using the following URLs:

• Your access domain URL found within the (mt) Mail control panel under the Email Setup section.

Be sure to login with your full username such as joy@mt-example.com.

#### Introduction to the interface

The Mail by (mt) interface is intuitively designed. We hope you just start using it! Here are some tips in maneuvering about the application.

Email	Contacts 🔚 Calendar 🗈 Settings 3	Q, Search Mail 😥 Sign Out 🌩
🐺 New 🔻 🖨 Get Mail	🗢 Reply 🦛 Reply All 🔿 Forward 🧧 Spam	😒 Delete More 🔻
Inbox 1	INBOX - notes from Friday's meeti	ing
Drafts	matt@gs-example.com 19 hours ago notes from Friday's meeting Million: Minore from Erida's meeting	matt@gs-example.com
Spam.	attached. Let me know if you need anything else. Matt	Hi Joy,
Trash	Impl Macial Temple 20 hours spo Instructions for your new endl account ja- Date (prigg-example, com, A new endl account in a been entered for you. Heliol MT Tech has created a new email account for	My rotes from Friday's meeting are attached. Let me know if you need anything etc Mat: meeting_notes.rtf
* m		Reply To AH   Show Respects   Edit Subtest   Add Bac

### • The folder list (1)

The menu at the left hand side of the screen shows all the mail folders in your email account. You will always find the first five as follows:

- o Inbox
- o Drafts
- o Sent
- o Spam
- o Trash

You can also create additional folders. Any folder name in bold will have a number in parentheses denoting the number of unread email(s).

• The action bar (2)

This part of the screen contains a number of icons that allow you to perform different actions, depending on what is being shown in the main part of the window (4). In this example, the 7 icons have the following functions, from left to right:

- **New:** Creates a new email message, contact or calendar event.
- Get Mail: Checks for new messages in the current folder.
- **Reply:** Creates a new message in reply to the currently selected one; it will be addressed to the sender of the selected message only.
- **Reply All:** Similar to "Reply" but the reply will also be sent to all of its recipients. This makes sense if the message was sent to a group of people and you want all of them to receive your answer.
- Forward: Forwards the currently selected message to another person.
- **Spam:** Marks the current message as spam.
- **Delete:** Delete the currently selected message(s), that is, move them to Trash.
- The application bar (3)

The three icons at the top of the screen give you access to different applications which are part of Mail by (mt). This includes the mail component that you have just viewed. In addition to that, there is Contacts, Calendar, and Settings. Finally, the Sign Out button terminates your mail session.

TIP: You should always logout after using Mail by (mt) to make sure that nobody else using the same computer will be able to access your emails or send messages from your account.

• The message list (4)

This part of the screen displays the list of all messages in the folder.

- To view a message, double-click on it. If you're in a three-pane view, just tick the box and it will appear on the right.
- You can also select a message by clicking on it once and then perform some action on it using one of the buttons in the action bar, e.g. Reply.
- You can select more than one message by holding the Ctrl/Cmd key and then clicking on a number of messages in succession. To select a range of messages, select the first message, hold the Shift key and then click on the last message you want to select.
- Finally, you can also drag-and-drop messages to another folder. Just select them and drag them over to one of the folders in the folder list to the left by holding the mouse button. This also provides another way of deleting messages -- just drag them into the Trash folder.

### Compose & send email

1. From the top right side, click on **New** and select **New Email**.



2. Compose your message by completing the form.

3. Click the Send Email button to send your message.

### Create a new folder

1. Click on the + (plus sign).

2. The new folder appears with the default folder name. Enter your desired folder name and press enter on your keyboard.

Create a contact

1. Click on the **Contacts** icon at the top of the window.



2. To add a new contact, click the **New Contact** button.

3. Enter your contact's information in the appropriate fields. You can add optional information using the "More Information" menu.

1. New Contact 4. New Gros	p 👎 Edit 🙆 Delete 🔍 Mail 🔸	Import 🛧 Export More 🔻
Personal 🧕 🧐	Contacts	
Remembered	🗆 🔝 Amy Bennet 🛛 👰	
		Gary
rarounies	Gary Daniels	Daniels
	🖸 🔝 Linda Fuches	Home Phone 1 Phone Num
	🖸 🔝 Samuel Hansen 🛛 🕵	User Email 1 4 GaryOlligm
		Home Address Home Addr
	🖸 🔝 Timothy Jones	Home City
	135	Home State
	🔄 🛄 Angèla Leonard	Home Court
	🖓 🔝 Pam Monroe	More Information
	🛛 🔝 Lily Stevens	Save Contact

4. Click the **Save Contact** button to save the contact to the selected address-book.

Adding a picture to a contact

- 1. Click the silhouette icon by the contact's First Name field to open a file selection dialog window.
- 2. Browse your computer for the picture you want to add, then click the OK button.
- 3. Click on the Save Contact button to save your changes.

Create a calendar event

1. Click on the **Calendar** icon from the top menu.

2. Select the time/date by double-clicking on the schedule in the right pane. Your event will be created, just enter the details.



3. Click the Save button to save your event.

The new event will be created in the calendar that's currently highlighted in the left pane. The schedule in the right panel displays events from all calendars whose check-box is ticked.

Adding a signature

- 1. Select Settings.
- 2. Scroll down to Signature.
- 3. Type your signature in the textbox.



4. Select Save Settings.

# Email Troubleshooting – Bouncebacks

If you, or one of your contacts, have received a bounceback message when attempting to send email, this article will help you. Go through these troubleshooting steps to further diagnose and resolve the cause of your bouncebacks.

If you were attempting to send to a third-party mail server, and received a bounceback from them, please do the following:

- 1. Read the bounceback. Often it will state exactly why the email was blocked. Some common reasons:
  - Sending server's poor reputation: This means that your mail server here is on the recipient's block list.
  - Recipient does not exist: This means your target email address no longer exists. Check your spelling, if you've been able to send to this person before.
- 2. If the bounceback message is easy to interpret, correct the issue that it mentions.
  - Eliminate possible spam coming from your server, then contact dthe RBL (realtime blacklist) that is mentioned in the bounceback to get your IP address removed.
- 3. If the bounceback seems difficult to interpret, it's possible that you may have been blocked because of "spam-like" characteristics in the message. There may be a line in the bounceback that starts with X-Spam Status which can give you more information. If the elements in that line are unfamiliar, try searching for them, or contacting the third-party spam filter that your recipient uses for further clarification.
- 4. Certain servers require properly-configured DomainKeys and/or an SPF record in your zone file to accept mail from your domain.

**NOTE:** If your message has been blocked due to a (mt) Media Temple email server's poor reputation, we will contact the block list immediately to get your server de-listed. However, it's up to the block list to decide how long they want to keep us on the list. It can take 2-3 days to be de-listed in some cases. In the meantime, you can use webmail to send email, or you can use your Internet Service Provider's outgoing mail server. Or, because we provide multiple mail servers to

every customer, you may be able to wait 10 minutes and try again. Hopefully this time, you'll connect to a clear mail server.

Why does this happen? Thousands of customers use the same mail server. If one person manages to send out a lot of spam before we can catch them and shut them down, this can unfortunately cause the entire server to be blocked. If this is unacceptable to you, you may want to look into a VPS server, where you will have control over your own mail server.

# Does my server have outgoing email limitations?

### Limits

The following limits apply to the number of emails you may sen:

- 50 emails per minute
- 500 emails an hour

These limits are cumulative across all email users on your hosting, and include any mail scripts running on your sites.

Example: Your email users could send up to 50 emails per minute for 10 minutes, at which point you would hit the 500 per hour mark and reach the limit. You could then send another 500 emails the next hour.

Our servers currently have an automatic rate limiting feature in place that will throttle traffic once the ceiling has been reached. This will often display an error or bounceback message similar to the following:

### example@domain.com SMTP error from remote mail server after end of data:

#### 550 Administrative Prohibition

Once the limit has been reached, your hosting will not be able to send mail again until the throttle has reset, which can take up to an hour.

#### Spam score limitations

Messages containing a high spam score are automatically metered on an hourly basis as well. Once more than five such messages have been sent, you will be temporarily blocked.

Note that the total amount of email coming from your server may be more than just the personal emails you send through your email software. Many popular Content Management Systems that are used for blogs, forums, wikis, etc. include the ability to send periodic email notifications to your subscribers. Make sure that you keep those mass emails throttled below our limits. Here are a few suggestions for how to do this:

• Use other notification methods, such as RSS or one daily email digest.

- Limit or disable mass email features in your CMS software.
- Configure your CMS to throttle the rate of sending mail to stay within our guidelines.
- Set up your CMS to use a third-party SMTP server.
- Use **phplist**, a very popular mass mailer program for sending bulk email. It includes a throttle feature. (Please note that (mt) Media Temple is not responsible for any third-party software.)

Although we strictly prohibit spam sent from our services, we understand that many customers send out legitimate, subscription-based emails on a regular basis. Unfortunately, (mt) Mail is not designed for mass delivery of opt-in newsletters or marketing-related emails. We strongly advise using a third-party mailing list service for the delivery of such messages, or using software that can throttle the mailout rate appropriately.

# How can I create an SPF record for my domain?

Sender Policy Framework (SPF) is a method of fighting spam. As more time passes, this protocol will be used as one of the standard methods of fighting spam on the Internet. An SPF record is a TXT record that is part of a domain's DNS zone file. The TXT record specifies a list of authorized host names/IP addresses that mail can originate from for a given domain name. Once this entry is placed within the DNS zone, no further configuration is necessary to take advantage of servers that incorporate SPF checking into their anti-spam systems. This SPF record is added the same way as a regular A, MX, or CNAME record.

### **READ ME FIRST**

This article is provided as a courtesy. Installing, configuring, and troubleshooting custom DNS settings is not supported.

Example record

As a courtesy, we've come up with a generic SPF record that should work quite effectively for you. This record can be added at your DNS Host:

### v=spf1 include:secureserver.net -all

Stop receiving spoofed emails and bouncebacks

Spamming with a fake reply-to address (yours) is called "spoofing." Since the email appears to be coming from your server, complaints and bouncebacks from the spam will often be redirected to your server, rather than the actual spammer. You may also receive some of the original spam - spam that appears to be coming from you!

Adding an SPF record to your zone file is the best way to stop spammers from using this technique with your domain. An SPF record will eliminate a high proportion of the bouncebacks you've been getting, because other mail providers will reject the email immediately without sending a bounceback to the (spoofed) reply-to address. While the SPF record is not 100% effective, because not all mail providers check for it, you should notice a drastic decrease in the amount of bouncebacks you receive.

If you are also receiving the original spoofed emails (that look like spam coming from yourself) you can add the spammer to your block list. You will need to look at the header from one of the spam emails. Look for the very last line that starts with Received. You want to check for the IP address or domain that the message is coming from, not to or received by. Add this IP or domain to your block list in your spam filter.

# Maximum email message size

This article details the limits imposed on (mt) Mail to ensure that your email works as efficiently as possible.

### Limits

(mt) Mail imposes the following size limitations on all incoming and outgoing email:

- Through local mail client: 25MB total, including message and attachment(s).
- Through webmail: **10MB** total, including message and attachment(s); **2MB** limit per attachment.

**NOTE:** Attachments may become much larger than their original file sizes. This is due to the encoding employed by email servers when sending non text-based information. All attachments are affected by this, including word processing files like .doc or .docx. This means that a file that is only 2MB on your computer's hard drive could become significantly larger once uploaded, which would cause it to exceed webmail's 2MB attachment limit.

### Symptoms

If you try to send an email that exceeds these limits, you may receive a message similar to the following:

- Server Response: '552.5.2.3 Message exceeds maximum fixed size (10485760)'
- Your message has size 137MB, which exceeds 25MB, the maximum allowed by the server.

### Sending larger files

If you need to send larger files there are a variety of options:

- Use a file transfer service (Dropbox, WeTransfer, Google Drive).
- FTP a file to your server, then share the link. You can password-protect the directory where you upload the file to keep it private.

# Why do emails disappear from my trash and spam folders?

Many of us have once deleted an email message to then later decide we actually need it. For this reason, it is important to know how long messages will stay in your trash folder before they are permanently deleted. The fact is that these settings can change depending on what email clients you use for mail.

When using IMAP email clients or webmail clients, emails older than 30 days will be deleted once you sign off.

If you are using third-party applications or devices, the Account Settings in those applications will always take precedence. A good example of this would be the default setting on the iPhone and iPod Touch, which will remove messages after just one week! To avoid any issues, make sure all of your mail applications are using the same settings.

TIP:

- If you wish to make sure none of your emails are removed from the trash or spam directories, you can create your own folders for this purpose which will be ignored by our system.
- If you wish to remove emails from these directories sooner, you may setup your email application to clear out these messages.

# **Email Troubleshooting - Duplicate Emails**

If you receive multiple copies of the same email, there may be a connection problem somewhere in your email delivery or downloading process. Read through these specific scenarios for further assistance.

Every once in a while, I get two copies of an email.

Likely cause: This may be due to a failure of confirmation that the email was already delivered, somewhere in the email delivery process. This may be at any point between the first sending from your computer, or the final delivery on the server.

Solution: Sometimes antivirus software on your computer or local network can trigger your email software to behave as if it has not sent a message, when it already has. This is especially true of Outlook. You may need to look into this further if it becomes a common issue. If the problem is occurring outside of your local network, unfortunately, it may be impossible to determine where the duplication occurred.

How email servers deliver email: This example will reference a message sent from bob@sendingserver.com to sue@receivingserver.com.

- 1. After both servers negotiate a connection, the mail server for sendingserver.com pushes the message to the receiving mail server.
- 2. The connection between the two servers remains open while receivingserver.com scans the message for spam content and viruses.
- 3. Once the message has been declared safe for delivery, receivingserver.com queues it for local delivery to Sue's mailbox.
- 4. When the message reaches Sue's mailbox on receivingserver.com, a message is sent back to sendingserver.com informing it of a successful delivery.

This process ensures that all email is properly scanned, delivered, and accounted for. However, in very rare cases, an interruption between steps 3 and 4 can cause a message to be delivered more than once.

For example, if the connection is interrupted after receivingserver.com queues the message for delivery to Sue's mailbox, but before a confirmation can be sent back to sendingserver.com, the sending server will try to redeliver the message.

Since the original copy was queued for local delivery it will come through, but since the sending server never received confirmation, it will try to deliver again - resulting in duplicate emails. This is more likely to happen when the server is under intense load, or when the message is coming over a high-latency network. The issues leading to the interrupted connection can originate with either the sending server or the receiving server.

This is a temporary problem, and normally only a few copies of the email will be delivered. They can safely be deleted.

### I get multiple copies of every email

Likely cause: You have multiple forwarders set up. Let's say person A is getting the double copies. Perhaps emails to B forward to A and C, while emails to C also forward to A. So A is getting the emails from both B and C.

Solution: Check for forwarders both with (mt) Media Temple and in any third-party email addresses that you use.

### I get never-ending copies of one email

Likely cause: The sender's computer never realized it sent the email. This can occur particularly with Outlook and some antivirus software.

Solution: Ask the sender to remove the email from their Sent folder and their queue, and/or to temporarily disable their antivirus to see if that resolves the issue.

### My entire inbox is downloading again

Likely cause: You are using a POP connection to the server, and the connection to the server has been reset (the reset can occur anywhere between you and the server, and is most often due to regular maintenance on the email server that includes some type of system reboot). The emails were left on the server rather than being downloaded.

Solution:

- 1. To stop an in-progress download, take that email account offline, or quit your email application.
- Next, you will need to clear out older emails from the server so they don't download again when you reconnect. You can do this through webmail. Access your webmail at http://example.com/webmail/.
- 3. To keep this from happening in the future, you may be able to either configure your email software to delete messages from the server after a certain period of time (usually an advanced setting), or you may want to switch to using IMAP instead of POP. IMAP always stays in sync with the server, so there's no danger of re-downloading messages.

# Common issues with Apple Mail

Apple Mail is the default email client that comes with every Mac using OS X 10.0 or later. This guide provides information on the most common issues for Apple Mail.

This is for the latest version of Apple Mail, version 5.0 on Lion OS 10.7. Your version of Apple Mail may vary.

### READ ME FIRST

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

### FAQS

Q: What's the best way to assure my emails in Mail are backed up?

A: Mac OS X comes with a feature called Time Machine which will maintain backups of your entire machine including emails in Mail when configured properly. However it is also good practice to perform manual backups.

Q: Mail will repeatedly ask for my password, how do I stop it?

A: There are several issues that may cause this problem to arise. Most often, verifying your settings will resolve this issue. If this fails to resolve the issue, then you will need to reset the password for your email address within the (mt) AccountCenter, and provide Mail the new password.

Q: Mail states it can't "Verify Certificate". What does this mean?

A: This occurs because you are set to use a secure SSL connection, which is a very good thing. However, in order to use a SSL connection with the (mt) Mail you must set the Incoming and Outgoing Mail Server to be your access domain. Otherwise, you can opt to continue or ignore the warning, although you may continue to receive this message in the future.

Q: Emails sent in Mail do not appear in my Sent Folder, why?

A: When using IMAP, Mail requires you provide a specific folder to save sent messages. Follow these simple steps to configure this:

- 1. Click and highlight the "Sent" folder for your account.
- 2. Click the "Mailbox" menu
- 3. Choose "Use This Mailbox For"
- 4. Choose "Sent"

This will configure Mail to save new outgoing emails to the sent folder for your account. If you want your previously sent emails to appear they must be dragged from Mail's local Sent folder to the Sent folder listed under your account.

### Not receiving email

Once in a while, your Mail.app (sometimes referred to as "Apple Mail" or "Mac Mail"), stops receiving new mail. You may be able to verify that you are getting new mail via webmail, another email client or computer, or even via a mobile phone. When this happens, the fix is extraordinarily easy! Here's how: From inside the Mail.app, click the Mailbox menu (see Figure 1):

- 1. Choose "take all accounts offline", and wait 10 seconds.
- 2. Choose "take all accounts online".



Figure 1: Follow these steps to refresh your Mail application.

You should begin seeing your new mail flow into your inbox.

### Not sending or receiving email

If your mailbox is constantly spinning and mail is not coming or going, it means IMAP is not syncing. In this case, try these steps:

- 1. Close mail.app.
- 2. Go to /Users/your\_profile/Library/Mail/IMAP-account\_concerned/.
- 3. Delete hidden folder .OfflineCache.
- 4. Start mail.app again.

A new OfflineCache folder will get created.

Note: This will not delete any messages.

Not able to send email

First, close Mail.app completely. You can do this by either command-Q or click on Mail and selecting Quit. Then re-open the application by clicking on the stamp icon in your dock. Next, confirm that your email settings are configured correctly.

Once you've confirmed that your account settings are correct, let's check your outgoing settings.

Sent messages not saved Yes, this can occur when using IMAP.

Nested inboxes
MAILBOXES
🔻 🔳 Inbox
TINBOX
TINBOX
INBOX
T INBOX
V INBOX
TINBOX
TINBOX
TINBOX
V 🛄 INBOX
TINBOX
INBOX
V INBOX
🚞 Trash

Figure 2: The dreaded nested inboxes.

In IMAP accounts, users have the option to specify their root folder for Mail accounts (also known as the "IMAP Path Prefix"), which isolates folders the mail program uses from others in the user's account on the email server. When users have experimented with the prefix entry, some were able to fix the problem even though this has not been the case for others.

### **Potential Fixes**

Change the IMAP Path Prefix. Go to Mail's preferences and in the "Accounts" section select the problematic account. Then go to the "Advanced" tab and change the field to the value given by the account provider. If the problem persists, users might try changing the case of the path prefix entry. For instance, with Google's Gmail, the default is to use "[Gmail]" as the prefix, but users might try "[GMAIL]" or "[gmail]" as well. In addition, since the prefix is actually a folder path, users might try putting a forward slash "/" at the end of the prefix, which may help indicate that the path ends in a folder. Some users might also have success with adding the "INBOX" name at the end of the IMAP prefix, but it is recommended that users try both with and without this.

### **Change Mailbox Behavior**

In Figure 2, the Trash mailbox is at the end of the tree of nested inboxes. This could indicate the problem lies in how the Trash folder is being dealt with. As such, users might try toggling combinations of the options to "Move deleted messages to the Trash mailbox", and "Store deleted messages on the server", which are available in the "Mailbox Behaviors" tab in the "Accounts" preferences.

### **Reset Mail's preferences**

The IMAP prefix settings are stored in the account settings in the preferences files for Mail, and if there is a corruption in the preference files that is preventing settings changes from working correctly, then this could be why the problems reoccur for some users. The Mail preferences file is called "com.apple.Mail.plist" and is located in the /username/Library/Preferences/ folder. Removing this file will require users to re-enter account information, but Mailbox setup and downloaded messages will all remain intact.

# Troubleshooting Common issues with Email

Email covers a broad category of services. Some errors are easy to diagnose while others require a bit of investigation. This article is intended to help with that investigation.

This is a practical, step-by-step approach to troubleshooting email problems.

Is the problem on the server?

- 1. The best way to test server problems is to try to use your webmail. Webmail is hosted on the server itself, and so bypasses your network and your local email client. This makes it ideal for troubleshooting.
- 2. Visit your webmail URL.
  - http://webmail.example.com: Please replace example.com with your own domain name.
- 3. Log into webmail with your full email address and email password.
  - If you CAN'T log in, please try to reset your password.
    - If you still get an authentication error, this is most likely a server issue.
    - If you don't get an error, but it takes a very long time to log in and/or times out, check your email user's mailbox size.
  - If you CAN log in, proceed to the next step.
- 4. Send yourself a test message. You can send to this same email address, or to an external email address (such as a Hotmail or Gmail account). Reply to the message to test both sending and receiving.
  - If you get an immediate error when attempting to send or receive, note the exact error. This is a server issue.
  - If you get a bounceback, check the bounceback message to troubleshoot the cause.
  - If you can successfully send and receive from webmail, this indicates that the server is fine. Proceed to the next step, then the next section, to troubleshoot possible network problems.
- 5. There are a small number of server problems that might not be "caught" by the webmail test. If you notice one of the following, please first continue with the next troubleshooting sections, because these problems are just as likely to be caused by a network or email client problem. If you finish troubleshooting and are still having one of the problems described below, continue to the final step.
  - If you have SMTP or Outgoing mail server connection problems, the mail server may be configured incorrectly.
  - If you have problems with POP but not IMAP, webmail uses IMAP only, so again, the mail server setting in your email client may be configured incorrectly.

### Is the problem with the network?

Some email problems can occur between your computer and the (mt) Media Temple server. There are dozens of connection points between your computer and the server. There's a connection from your computer to your local network, from your local network to your Internet Service Provider, from your Internet Service Provider to the next Internet Service Provider down the line, and so on. A problem with one of these connection points is a **network problem**. Follow the steps below to continue troubleshooting:

 Run a telnet test to the server for the appropriate port. You can run this test from your command prompt (Terminal on Mac or Run > cmd on Windows). Click on the link for a step-bystep walkthrough. The general format of the test is as follows:

#### telnet example.com 25

- 2. You should replace **example.com** with your own mail server name (the same as your domain name in most cases), and **25** with the port number you are try to test. Here's a summary of port numbers related to email:
  - o 25 standard outgoing SMTP port
    - Note this port is consistently blocked by Internet Service Providers in an effort to prevent spam.
  - 587 alternate outgoing SMTP port
  - 465 SSL encrypted outgoing SMTP port
  - 110 incoming POP port
  - 995 SSL encrypted incoming POP port
  - o 143 incoming IMAP port
  - 993 SSL encrypted incoming IMAP port
- Examine the results of your telnet test. A response of "220" or "Connected" indicates connection success - continue on to the email client troubleshooting below. A timeout or "Unable to connect" message indicates that you have a **network problem**.
- 4. While a problem on a specific port may not show itself in a generic traceroute, it doesn't hurt to try. For quick reference, run one of the following from your command prompt:

Windows:

tracert example.com

Mac:

#### traceroute example.com

A timeout, or a few hops with only asterisks (\*), may indicate a problem with the connection hop listed before or after the timeout.

5. If you have identified a **network problem**, you will need to contact your local network administrator, or your Internet Service Provider, for further assistance. Even if the problem is downstream from your local Internet Service Provider, they may be able to reroute traffic for your domain through a different network path, so that you don't run into the bad network connection beyond them.

### Outgoing mail blocked on Port 25

It is becoming more and more common for Internet Service Providers to block outgoing SMTP traffic on Port 25. This is part of their effort to block spam. There are two ways to get around this:

- 1. Use Port 587 for outgoing email instead. You can switch your local email client to use Port 587.
- 2. Use your Internet Service Provider's outgoing SMTP server. You can contact your Internet Service Provider for the server name, username, and password. Your email will still be coming from your own email address at your own domain name; it will just be delivered by their server.

Is the problem with my local email client?

If your webmail test and your telnet tests from the previous section haven't turned up any server or network problems, this indicates that the problem is most likely with your local email client. The suggestions go in order from least to most changes required for your current setup.

- 1. The best thing you can do for your email client is to double-check all of your settings. Even if they are correct, sometimes re-typing them can jog your email program into functioning correctly.
- 2. If that doesn't resolve the issue, you may want to try recreating the email account. Again, that can jog your software into using the correct settings.
- 3. Perform an online search for any specific error messages that you see in the email client. You can also search in that email program's help forums specifically.
- 4. Contact the support team for your specific email application. Check their website for instructions on how to receive support.
- 5. Reinstall the email client note that this will delete any existing downloaded emails and custom settings!
- 6. Try a different email client. Thunderbird is free and works on both Mac OS X and Windows.

### **Email headers**

Need all the details about a specific email? Every email comes with a header that includes information like timestamps for when it was sent and received, exact names of the mail servers it went through, and what elements triggered your spam filter.

# How do I set up email on an Android phone?

The following article will guide you through configuring your email on an Android device. (mt) Media Temple does not support third-party software or devices.

### REQUIREMENTS

Before you start, be sure you have these handy:

- Your domain name: example.com
- Your email address: thatguy@example.com
- Your email password.
- Your access domain.

#### **READ ME FIRST**

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

- 1. Open your email client.
- 2. Enter your full email address and password, see Figure 1.

	ccount
You can set few steps.	up email for most accounts in just a
Email address	tech@mt-example.com
Password	
Manua	al setup Next

3. For the Account type, we recommend **IMAP**.

Account setup
Account type
What type of account is this?
POP3
ІМАР
Exchange
Previous

Figure 2.

4. For the Incoming settings, we recommend using your access domain for the incoming server. You will also want to leave the Security Type as None. See Figure 3 as an example.

4	🕼 🛈 🛜 🖬 1:59		
Account setup			
Incoming	g server settings		
Username	tech@mt-example.com		
Password			
IMAP server	xx-xxxx.accessdomain.com		
Security type	None		
Port	143		
IMAP path prefix	Optional		
Previous Next			
<u> </u>	$\sim$ –		

Figure 3.

5. For the Outgoing settings, we also recommend using your access domain for the SMTP server, see Figure 4.

🐉 🕚 🤿 🖊 🗎 2		
Outgoi	ng server settings	
SMTP server	xxx-xxx.accessdomain.com	
Security type	None	
Port	587	
☑ Require sign-in. Username tech@mt-example.com		
Password		
Pre	avious Next	
, rie	INCAL	
$\leftarrow$		

Figure 4.

6. Configure your Account options as desired on the subsequent screens and you're done!

# How do I setup email on my Mac using Apple Mail?

Apple Mail is the default email client that comes with every Mac using OS X 10.0 or later. This guide will show you how to configure your Apple Mail application to access email for your Media Temple server.

This article is primarily for Mail version 10.2 on Sierra (OSX 10.12.32). Your version of Apple Mail may vary depending on the version of Mac OSX you are using.

• Additional steps for older versions of Apple Mail that were released prior to Sierra have been included.

### REQUIREMENTS

Before you start, be sure to have these handy:

- Your domain name: example.com
- Your email address: username@example.com
- Your email password.
- Your email access domain. The email access domain is completely independent of the web
  access domain and will look something like this: xxxx-xxxx.accessdomain.com. The "xxxx-xxxx"
  string will be a series of randomized letters.

#### **READ ME FIRST**

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

1. Open Mail. If you haven't added a new account yet, you'll be taken directly to the Add Account prompt. If you're adding an additional account, or this prompt doesn't otherwise load automatically, you'll need to select **Add Account** from the Mail menu.



2. From the Add Account prompt, select Add Other Mail Account... and click Continue.

Choose a mail account to add			
o 🦲 iCloud			
Exchange			
○ Google <sup>*</sup>			
○ YAHOO!			
○ Aol.			
• Add Other Mail Account			
? Cancel Continue			

- 3. Enter your email account information and click create.
  - Full Name: Your name as you would like it to appear.
  - Email Address: Your full email address.
  - **Password:** The password for your email account.

Add a Mail Account To get started, provide the following information:				
Full Name:	John Doe			
Email Address:	john@mt-example.com			
Password:	••••••			
Cancel	Create			
	Ordate			

4. Mail will attempt to contact the mail server. The default search uses "autodiscover.example.com" -unless you have this subdomain already created and an SSL Certificate installed, this will not work. However, don't worry! It's normal for this to happen due to Media Temple's servers not having autodiscover settings enabled by default.

When an autodiscover setting has been unsuccessful, the message "Unable to verify account name or password" will appear in a new settings box.

5. Fill in the fields using your email info and access domain. If you do not see this box and are using a version of Apple Mail that was released prior to OSX Sierra, skip to "Additional steps for older versions of apple mail".

• Email Address: Your full email address.

- User Name: Your full email address.
- **Password:** The password to your email account.
- Account Type: We strongly recommend connecting via IMAP.
- Incoming Mail Server: Your email access domain.
- Outgoing Mail Server: Your email access domain.

Email Address:	john@mt-example.com	
User Name:	john@mt-example.com	
Password:	•••••	
Account Type:	ІМАР	
Incoming Mail Server:	abcd-1234.accessdomain.com	
Outgoing Mail Server: abcd-1234.accessdomain.com		
Unable to verify account name or password.		
Cancel	Back Sign In	

Please note that by default, Apple Mail versions 10 and higher use secure (SSL) connections for both incoming and outgoing servers. We highly recommend that you do not change this, but SSL and port settings may be modified under server settings in the preferences menu once setup is complete.

6. You'll then be asked to confirm which apps that you'd like to attach the email account to. Select email and any others that you'd like and click Done.

Select the apps you want to use with this account:		
🔽 属 Mail		
✓ Notes		
Cancel	Back Done	

That's it! You just configured your Media Temple email address on Apple Mail.

# How can I set up email on my iPhone?

This article will show you how to manually configure your iPhone or iPod touch using the preferred IMAP protocol.

#### REQUIREMENTS

Before you start, you'll need the following:

- Your "email access domain" which will be something like "XXXX-XXXX.accessdomain.com".
- Your email address: user@example.com
- Your email password.
- Choose IMAP or POP Choose IMAP if you want to check the account on multiple computers or mobile devices. POP downloads the messages locally to your computer/device. Generally IMAP is the preferred method for setting up email on devices.
- Through this guide you will see references to "user" and "example.com" be sure to replace this with your actual username and domain name.

#### READ ME FIRST

The following tutorial is provided as a courtesy to our customers to help you configure your iPhone software to work with (mt) Media Temple's hosting solutions.

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

#### **CONFIGURATION FOR IPHONES WITH IOS 13 AND NEWER**

1. From the Home screen, choose Settings.



2. Next, tap Passwords & Accounts.

	Settings	
P	Passwords & Accounts 🛛 🔶 🔶	>
	Mail	>
	Contacts	>
	Calendar	>
	Notes	>
•	Reminders	>

3. In the Passwords & Accounts section, select Add Account.



4. Choose your email account type. For setting up email to work with your (mt) Media Temple service, choose Other.



5. Select Add Mail Account.

<pre>   Add Account Other </pre>	
MAIL	
Add Mail Account	>
CONTACTS	
Add LDAP Account	>
Add CardDAV Account	>
CALENDARS	
Add CalDAV Account	>
Add Subscribed Calendar	>

6. Enter your Account Information. Then tap **Next**.

Cancel	New Account	Next
Name	John Doe	
Email	user@mt-domain.com	
Password	*****	
Description	Mt-Domain	

- Name: Your user's first and last name.
- **Email:** Your full username (user@example.com).
- **Password:** Your email user's password.
- Description: A personal description (this does not have a functional effect on your email).
- 7. You will be prompted to enter further Account Information. Then tap **Next**. Although entering some of this information may seem redundant, you will want to ensure all sections are fully completed in order to ensure email is added successfully.

Cancel	New Account	Next	
ІМА	P	POP	
Name	John Doe		
Email	Email user@mt-domain.com		
Description	Mt-Domain		
INCOMING MA	IL SERVER		
Host Name dn7s-85wl.accessdomain.com			
User Name user@mt-domain.com			
Password	Password *******		
OUTGOING MAIL SERVER			
Host Name	dn7s-85wl.accessd	lomain.com	
User Name	user@mt-domain.	com	
Password *******			

- Ensure IMAP is selected at the top.
- Name: Your user's first and last name.
- **Email:** Your full username (user@example.com).
- **Description:** A personal description.
- INCOMING MAIL SERVER:
  - Host Name: Your email access domain.
  - User Name: Your full username (user@example.com).
  - Password: Your email user's password.
- OUTGOING MAIL SERVER:
  - Host Name: Your email access domain.
  - User Name: Your full username (user@example.com).
  - Password: Your email user's password.
- 8. Ensure that the Mail option is selected. You can also choose to sync **Notes** as well to your email user. Then click **Save**.

Cano	cel	ΙΜΑΡ	Save
	Mail		
	Notes		

9. That's it! Your email account should be successfully added at this time. You can check your email through the Mail app in your iPhone.

NOTE: If you are experiencing any difficulty with syncing your messages, you can manually configure the folders. Here's how: Select your newly created account and enter the Advanced section. Change your IMAP Path Prefix from / to "INBOX:".

# How can I setup email in Thunderbird?

Mozilla Thunderbird is a free, open source, cross-platform e-mail and news client developed by the Mozilla Foundation. The following article will show you how to setup Thunderbird, the email application, with your email account(s) using the preferred IMAP protocol.

### REQUIREMENTS

Before you start, be sure you have these handy:

- Your domain name: example.com
- Your email address: thatguy@example.com
- Your email password.
- Your "email access domain".

#### READ ME FIRST

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

### CONFIGURE THUNDERBIRD - Thunderbird 60.8.0 (Mac)

- 1. Launch Thunderbird.
- 2. Under the "Set up an account" section, click Email.



3. A pop-up menu will appear. Fill out the appropriate information as shown below:

	Set Up an Existing Email Account		
Your name:	Media Temple	Your name, as shown to others	
Email address:	mttechnician@mt-domain	Your existing email address	
Password:	••••••		
	Remember password		
Get a new em	all address	Cancel Continue	

- Your name: The name associated to the email address.
- **Email address:** Type your full "user@example.com" email address.
- **Password:** Type the password associated to your email address.
- 4. When you've finished filling out the above form. Click **Continue**.
- 5. Thunderbird will automatically attempt to configure your mail settings. In the image below, Thunderbird was able to successfully configure itself on the first try. However, if we want to double-check or make adjustments, click on **Manual config**.

	$\bigcirc$	Set Up an Existing Email Account				
You	r name:	Media Temple	Your name, as sho	own to others		
Email a	ddress:	mttechnician@mt-domain	Your existing emai	il address		
Pa	ssword:	•••••				
		Remember password				
Config	uration f	ound at email provider				
Inc	oming:	IMAP, dn7s-85wl.accessdom	ain.com, SSL			
Out	tgoing:	SMTP, dn7s-85wl.accessdor	main.com, SSL			
Use	rname:	mttechnician@mt-domain.co	om			
Manu	ual confi	g 🔶	Cancel	Done		

6. Fill out the appropriate information as shown below:

		Set op an L	kisting Email A	locount			
Your name:	Media Temple	Your name, as shown	to others				
nail address:	mttechnician@mt	technician@mt-domain Your existing email address					
Password:							
	🗹 Remember pas	sword					
onfiguration fo	ound by trying com	mon server names					
			-				
		Server hostname	Port	SSL	Authentication		
Incoming:	IMAP 📀	Server hostname	Port 993	SSL SSL/TLS	Authentication           Normal password         C		
Incoming: Outgoing:	IMAP O	Server hostname dn7s-85wl.accessdomain.com dn7s-85wl.accessdomain.c 💙	Port 993 465	SSL SSL/TLS SSL/TLS	Authentication           Normal password         C           Normal password         C		
Incoming: Outgoing: Username:	IMAP SMTP	Server hostname dn7s-85wl.accessdomain.com dn7s-85wl.accessdomain.c mtechnician@mt-domain.com	Port 993 465	SSL SSL/TLS SSL/TLS Outgoing:	Authentication           Normal password         C           Normal password         C           Image: State of the		
Incoming: Outgoing: Username:	IMAP SMTP	Server hostname dn7s-85wl.accessdomain.com dn7s-85wl.accessdomain.c v nttechnician@mt-domain.com	Port 993 465	SSL SSL/TLS SSL/TLS Outgoing:	Authentication           Normal password         C           Normal password         C           Image: State of the		

- **Incoming:** IMAP or POP. We recommend using IMAP.
- Incoming Server hostname: Input your email access domain.
- **Port:** We recommend 993 for Incoming, and 465 for Outgoing.
- **SSL:** We recommend using SSL/TLS.
- Authentication: Normal Password
- **Username:** Type your full "user@example.com" email address.
- 7. You can click Re-test to ensure your settings are correct. Then click **Done**.
- 8. Great! Your account should now be added and can be accessed by clicking on the email address in Thunderbird.

Get Messages - / Write -	Chat & Address Book Stag ~ Toguick Filter Q =	Events <>>
<ul> <li>Local Folders</li> <li>Trash</li> <li>Outbox</li> </ul>	Thunderbird Mail - mttechnician@mt-domain.com	<b>8</b> Thu < 0 > Aug 2019 CW 32
Mitechniciant-domain.com	Email	C New Event
Sooni S	Read messages	<ul> <li>▼ Today</li> <li>▼ Tomorrow</li> <li>&gt; Upcoming (5 days)</li> </ul>
	Write a new message	
	Accounts	
	View settings for this account	
	Set up an account:	
	💮 Email 🔄 Chat 🎆 Newsgroups 🔂 Feeds	
	Movemail	
	Create a new calendar	
	Advanced Features	
	0	

FAQS

Q: What ports do I use?

A: It's possible you may need to manually set the port numbers in Thunderbird. You may also want to test that they are working from your location using the telnet command.

Protocol	Ports
IMAP	993^, 143
РОР	995, 110
SMTP	465^, 25, 587

The ports used for our IMAP instructions using your access domain.

Q: Where can I get extensions and themes (add-ons)?

A: Extensions and Themes can be downloaded from **Thunderbird Add-ons**.

Q: I am having difficulty sending or receiving email. How can I check my settings? A: At some point, you might find you're having trouble sending/receiving emails. You may want to check your settings. To do this, simply launch Thunderbird and click on Tools > Account Settings. Please compare your settings to the settings provided in this article.

Q: Where can I find additional support for Thunderbird?

A: Mozilla has created a great community for Thunderbird. You can get started by visiting Mozilla Messaging Support.

# How can I setup email in Outlook?

Outlook is a third-party email client that can be installed to a computer device to check and access Media Temple email accounts. The following article will show you how to setup Outlook, the email application, with your email account(s) using the preferred IMAP protocol. This article was made using Outlook version 16.16.5 (64-bit) on Sierra (OSX 10.12.32).

STATEMENT OF SUPPORT

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

### REQUIREMENTS

Before you start, be sure you have these handy:

- Your domain name: example.com
- Your email address: thatguy@example.com
- Your email password.

### Outlook version 16.16.5 (64-bit) on Sierra (OSX 10.12.32).

- 1. Launch Outlook.
- 2. Select **Outlook** > **Preferences**.



- 3. Select Accounts.
- 4. Select the + dropdown, and then select New Account.



- 5. Type your full email address in the field provided. Then select **Continue**.
- 6. Ensure that **IMAP/POP** is selected.
- 7. Outlook may automatically select the incorrect provider (for example it may select Exchange). If this occurs, select the Not Exchange? link in the top-right corner.

Not Exchange?



8. Type your email details in the appropriate fields:



- **Type:** IMAP
- o Email Address: user@example.com
- Username: user@example.com
- Password: Your email password

- Incoming Server: your mail access domain
- Incoming Port: 993 (recommended)
- **Outgoing Server:** your mail access domain
- Outgoing Port: 587 (recommended)
- o SSL: Enabled (recommended)
- 9. When you are finished, select Add Account.
- 10. Your user should now be added!

# How do I use Gmail to view my Media Temple email?

Gmail is a free, advertising-supported email service provided by Google. G Suite is a service providing independently customizable versions of several Google products under a custom domain name.

**Note:** This tutorial is provided as a courtesy. Third-party software cannot be supported directly by (mt) Media Temple.

### REQUIREMENTS

Before you start, be sure you have these handy:

- Your domain name: example.com
- Your email address: username@example.com
- Your email password.
- Your email access domain.
- Your Gmail login credentials.

### STATMENT OF SUPPORT:

Please keep in mind that troubleshooting the configuration/functionality of third-party applications is not covered by our statement of support. These resources were provided as a courtesy to assist you to the extent of our abilities.

The screenshots below are settings for using POP with no SSL for username@example.com. You may also configure IMAP if you choose.

1. Log into your Gmail account.

2. Click on the Settings icon in the upper right corner. A drop down menu should appear and you can click on **Settings**.

· · · · · · · · · · · · · · · · · · ·		<b>→ ‡</b> -
	No new mail!	Try the new (mt) Media Temple Mail
Using 0 GB Manage	Program Policies Powered by Google*	Display density: Comfortable (on larger displays) Cozy (on larger displays) Compact
		Configure inbox
		Settings Themes
		Get add-ons
		Send feedback Help

- 3. Click on the Accounts and Import tab.
- 4. Then click Add a mail account. A new window should pop up.



5. Enter your full email address in the new window, then click the Next button.

Add a mail account					
Enter the emai	address you would like to add.				
Email address:	username@mt-example.com				
	Cancel Next »				

6. Ensure Import emails from my other account (POP3) is selected, then click Next.



#### 7. In the next window:

- Re-enter the full username, including the @example.com.
- Enter the password for the account.
- The POP Server is your email access domain.
- The Port can be set to 995. You do have the option to use 110 if you wish to use non-SSL. In which case, make sure the Always use a secure connection (SSL) is un-checked.
- Check "Leave a copy of retrieved message on the server" (unless you want the mail to be deleted from the server once you receive it in Gmail).
- Check Always use a secure connection (SSL) when retrieving mail.
- Set the label and the archive options according to personal preference.

Add a mail account							
Enter the mail settings for user@mt-example.com. Learn more							
Email address: user@mt-example.com							
Username:	user@mt-example.com						
Password:	•••••						
POP Server:	xxxx-xxxx.accessdomain.com	Port: 995	<b>©</b>				
	Leave a copy of retrieved message on the server. Learn more						
	Always use a secure connection (SSL) when retrieving mail. Learn more						
	Label incoming messages:	iser@mt-exampl	e.com ᅌ				
	Archive incoming messages (Skip the Inbox)						
	Cancel «Back A	dd Account »					

8. Click the **Add Account** button. You should receive a confirmation message that the mail account has been added (for receiving email).

If you want to send out email through Gmail, make sure the "Yes" option checked. Then click the **Next** button:

Vour mail a	ccount has been added.			
You can now ret Would you also	rieve mail from this account. like to be able to send mail as username@mt-example.com?			
<ul> <li>Yes, I want to be able to send mail as username@mt-example.com.</li> <li>No (you can change this later)</li> </ul>				
	Next »			

9. Enter a descriptive name you want to associate with this account (this can be to your choosing and does not functionally affect the mail settings of your account). Generally, you can leave the "Treat as an alias" button checked. Click the **Next Step** button.

Add another email address you own					
Enter information about your other email address. (your name and email address will be shown on mail you send)					
Name: (mt) Media Temple Support					
Treat as an alias. Learn more					
Cancel Next Step »					

10. Decide whether you want to send your messages through Gmail or through your (mt) Media Temple server. Either option will allow you to send with your (mt) Media Temple email address. If you choose to send with your (mt) Media Temple server, enter the following information:

- The SMTP Server is your email access domain.
- Use Port 465 for SSL encryption. or 25 for non-SSL connections.
- Enter the full username, including the @example.com.
- Enter the email password.
- Check the **SSL** option.

You can select the TLS option if you want non-SSL encryption, and are using Port 25.

• Click the **Add Account** button.

Add another email address you own						
Send mail through your SMTP server						
Configure your mail to be sent through mt-example.com SMTP servers Learn more						
SMTP Server:	xxxx-xxxx.accessdomain.com	Port: 465 ᅌ				
Username:	username@mt-example.com					
Password:	•••••					
<ul> <li>Secured connection using <u>SSL</u> (recommended)</li> <li>Secured connection using <u>TLS</u></li> </ul>						
	Cancel « Back Add	Account »				

11. A confirmation email will have been sent to your user's mailbox.

12. Log into your user's mailbox through a method such as webmail.

13. Open the Gmail confirmation email.

14. Either click on the provided confirmation link or enter the confirmation code provided and click **Verify**. The small window will close automatically.

Add another email address you own					
Confirm verification and add your email address					
Congratulations, we successfully located your other server and verified your credentials. Just one more step!					
An email with a confirmation code was sent to <b>username@mt-example.com</b> . [Resend email] To add your email address, do one of the following:					
Click on the link in the confirmation of the confirmation code of the c					
	Close window				

The Accounts and Import page is refreshed. You can check that Gmail is replying as desired to each email coming into your various accounts. To do this, click on the "**edit info**" button next to your account in the "**Send mail as**" section.

The Accounts and Import tab is also where you can manually get the mail from your (mt) Media Temple account. Click "**Check mail now**." You do not need to do this to get your mail. This just forces a manual check.



Congratulations! The mail for your (mt) Media Temple account will appear in your normal Gmail inbox.

# How can I update my email settings in Outlook?

Outlook is a third-party email client that can be installed to a computer device to check and access Media Temple email accounts. On occasion, you may find the need to update the settings in this program (ie: new password, connection issues, etc). This guide will provide information on how to update the Outlook settings for your Media Temple server.

This article is primarily for Outlook version 16.16.5 (64-bit) on Sierra (OSX 10.12.32). Your version of Outlook may vary depending on the version of Mac OSX you are using.

### **READ ME FIRST**

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

1. In the upper-left hand corner, select Outlook. Then select Preferences...



2. A pop-up menu should appear. Select Accounts.

	1				
	-				
2	ē		<b>A</b>	AB	ABC
Accounts	Notifications & Sounds	Categories	Fonts	AutoCorrect	Spelling & Grammar
2		4			
Composing	Signatures	Rules	Junk		
8=	<u> </u>				
Contacts	Security & Privacy				
	Accounts Composing Contacts	Accounts Notifications & Composing Signatures Contacts Security & Privacy	Image: Contacts     Image: Contacts <td< td=""><td>Image: Source set of the se</td><td>Image: Sounds       Image: Sounds&lt;</td></td<>	Image: Source set of the se	Image: Sounds       Image: Sounds<

3. A list of your available accounts will be on the left. Select the desired email account, and you will have the option to update your email address, passwords, server, or port numbers.

• To update your Outgoing server settings, select the **More Options...** button

ow All	ACU	ounts	
Pefault Account mttechnician@mt-do mttechnician@mt-domain.com		mttechnician@mt-domain.com	
	Account description:	mttechnician@mt-domain.com	
	Personal information		
	Full name:	Andrew Kim	
	E-mail address:	mttechnician@mt-domain.com	
	Server information		
	User name:	mttechnician@mt-domain.com	
	Password:	•••••	
	Incoming server:	dn7s-85wl.accessdomain.com	: 993
		<ul> <li>Override default port</li> <li>Use SSL to connect (recommended)</li> </ul>	
	Outgoing server:	dn7s-85wl.accessdomain.com	: 465
		Override default port     Use SSL to connect (recommended)     More Options	
			Advanced

# How can I update my email settings in Apple Mail?

Apple Mail is the default email client that comes with every Mac using OS X 10.0 or later. On occasion, you may find the need to update the settings in this program (ie: new password, connection issues, etc). This guide will provide information on how to update the Apple Mail settings for your Media Temple server.

This article is primarily for Mail version 10.2 on Sierra (OSX 10.12.32). Your version of Apple Mail may vary depending on the version of Mac OSX you are using.

### **READ ME FIRST**

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

#### **Incoming Mail Settings**

- 1. Open your Apple Mail client.
- 2. On the upper left corner of your screen, click on Mail, then Preferences.

Mail	File	Edit	View		
Abo	ut Mai	I			
Drof	oronor	20	90		
Acc	ounts	·S	<b>ക</b>		
7100	ouncon	•			
Add	Add Account				
Serv	vices		•		
Hide	e Mail		жн		
Hide	e Othe	rs 🤨	ЖН		
Char					
Sno	w All				

3. The left box will show a list of email accounts configured to your Apple Mail client. Click on the desired account.

• • •	Accounts	
General Accounts Junk Ma	il Fonts & Colors Viewing Com	nposing Signatures Rules
@ Mt-Domain IMAP	Account Information M Account Type:	ailbox Behaviors Advanced
	Description:	Mt-Domain
	Alias:	Media Temple <user@mt-dom td="" ᅌ<=""></user@mt-dom>
	Email Address:	user@mt-domain.com
	Full Name:	Media Temple
	Incoming Mail Server:	zn6q-6ncs.accessdomain.com
	User Name:	user@mt-domain.com
	Password:	•••••
	Outgoing Mail Server (SMTP):	Mt-Domain
	TLS Certificate:	None
+ -		
		?

- **Description:** Personal use. Can be anything of your choosing.
- Alias: "Nickname" to mask your users address (if you have one setup).
- Email Address: Your full email address "user@example.com".
- Full Name: Your name that appears when email is sent/received.
- Incoming Mail Server: Should be your access domain.
- User Name: Your full email address "user@example.com".
- **Password:** Your email user's password.
- **Outgoing Mail Server (SMTP):** To edit your SMTP Settings.
- TLS Certificate: Can be left as None.

(Note: You can also click on "+" to add a new account or "-" to remove the selected account.)

4. Click on **Advanced**.

• • •		A	ccounts				
		A	00		Arm	*	
General Accounts	s Junk Mail	Fonts & Colors	Viewing	Composing	Signatures	Rules	
Mt-Dom IMAP	ain	Account Infa	ormation ally detect en automa hailboxes a ally downlo attachme bur system red option: eefix: INB Port:	Mailbox I and mainta atically chec automaticall bad all attac nts with Ma a administra s below: IOX 993 993 Ssword Allow insecu f the server	Behaviors in account set king for new y hments il Drop tor before ch Use SSL re authentica supports it	Advanced ettings messages hanging any ation	
							?

- IMAP Path Prefix: Generally left as INBOX.
- **Port:** Incoming Port Number.
- Use SSL: To elect to use SSL.
- Authentication: Recommend selecting Password.

5. If you need to change the Incoming Mail Server, click on **Mail** then **Accounts**.

Mail	File	Edit	View		
Abo	About Mail				
Pref	erence	es	Ж,		
Acc	ounts.	•			
Add	Add Account				
Serv	Services				
Hide	Hide Mail				
Hide	Hide Others				
Sho	w All				
Quit	Mail		жQ		

6. A list of configured users will appear in a box on the left. Select your desired account. Then click **Advanced**.

		Internet Account	is	Q Search
<ul> <li>Internet Accounts other apps.</li> <li>Mt-Domain Mail &amp; Notes</li> </ul>	Hostname: Path Prefix:	thame: zn6q-6ncs.accessdomain.com Prefix: INBOX Cancel OK		alendar, Messages, and
		Email Address: Description:	user@mt-domain Mt-Domain	.com
		Name: Password:	Media Temple	
		Use With:	Mail	
+ -				Advanced ?

- Hostname: Incoming Host Name.
- **Path Prefix:** Generally left as INBOX.

## **Outgoing Mail Settings**

1. On the upper left corner of your screen, click on **Mail**, then **Preferences**.

Mail	File	Edit	View
Abo	ut Mai	I	
Pref	erence	20	¥
Acc	ounts		001
Add	Accol	Int	
nuu			
Serv	lices		
Hide	e Mail		ЖН
Hide	e Othe	rs 🔨	жн
Sho	w All		
Quit	Mail		жQ

- 2. Click on the drop down menu for Outgoing Mail Server (SMTP).
- 3. Select Edit SMTP Server List.



4. The top box will show a list of SMTP servers configured to Apple Mail. Click on the desired outgoing server.

Description Se	erver Name	In Use By Account	
Mt-Domain zn	6q-6ncs.acces	Mt-Domain	
			_
+ $-$			
	Account Informatio	on Advanced	
Description:	Mt-Domain		
Server Name:	zn6q-6ncs.acce	essdomain.com	
	(		
TLS Certificate:	None		<b>Ç</b>

- **Description:** Personal use. Can be anything of your choosing.
- Server Name: Should be your access domain.
- **TLS Certificate:** Can be left as None.

**Note:** You can also click on "+" to add a new server or "-" to remove the selected server.

5. Click on **Advanced**.

Description	Demons Manage	In Line Dis Assessed
Description	Server Name	In Use By Account
Mt-Domain c	dn7s-85wl.access	Mt-Domain
+ -		
	Account Information	Advanced
Autom	natically detect and n	naintain account settings
Port:	465 🗸 Use	e SSL
Authentication:	Password	<b>\$</b>
	Allow insecure a	uthentication
User Name:	mttest@mt-domain	n.com
Password:	•••••	
?		Cancel OK

- Port: Outgoing Port Number.
- Use SSL: To elect to use SSL.
- Authentication: Recommend selecting Password.
- User Name: Your full email address "user@example.com".
- **Password:** Your email user's password.

**NOTE:** When updating passwords in the Apple Mail settings, ensure you update BOTH the Incoming and Outgoing sections.

## Creating an autoresponder

Enabling an auto-reply can potentially result in more spam messages coming to your Inbox, as well as cryptic bounce-back messages. The reason this happens is because the auto-reply function will reply to each and every email that gets sent to your email address, regardless of your anti-spam settings. If you notice a sudden increase in bounce messages, rest assured that it's not something to be concerned about.

Auto-reply is one of the features included with (mt) Mail. You can enable/disable this feature from within the control panel user settings. Once enabled, it will allow you to specify a custom subject line and auto-reply message.

- 1. Sign in to your GoDaddy product page.
- 2. Select Media Temple. Then, next to the (mt) Mail account you want to use, select Manage.
- 3. Select Email Aliases & Forwarders.

4. Select the "edit" icon associated with your desired user.



5. Select **USER SETTINGS** on the left-hand side. Locate the **Auto-reply Setup** section and fill out your autoresponse.

Edit User testserverz.com	Auto-reply Setup Subject	Optional. The subject and text entered here will automatically be sent back to anyone who sends email to the email address. If no text is entered here, an auto-reply will NOT be sent. This feature
← ALL USERS	Out of the office	can also be used as a 'Vacation Responder'.
⊠ WEBMAIL	Message	
A EDIT USER mttech@mt-domain.com	Hello! I'll be out of the office until Tuesday!	
USER SETTINGS		

- 6. Once you are finished, select UPDATE USER.
- 7. That's it! You will now have an autoresponder for your user.