

# (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 However, it's no longer being updated as of June 2023.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.

## Table of Contents

FAQ: Media Temple Is Moving To GoDaddy .....	3
General.....	3
Products .....	5
Creating/editing users.....	7
Creating an Email Address .....	8
Removing an Email Address.....	8
How do I create an email alias/forwarder? .....	8
Forwarding Loops .....	10
How do I set up spam filtering for my server?.....	10
MailProtect (Global Settings).....	10
Webmail - Anti-Spam Settings .....	12
Why was my email blocked by Media Temple's spam filter? .....	12
Troubleshooting.....	13
How can I change my email password? .....	14
How can I point email to Media Temple? .....	14
Find my mail server IP address .....	14
Using Webmail by Media Temple .....	15
Using mail by (mt) .....	15
Introduction to the interface .....	15
Compose & send email .....	17
Create a new folder .....	17
Create a contact.....	18
Adding a picture to a contact.....	18
Create a calendar event .....	18
Adding a signature .....	19
Email Troubleshooting – Bouncebacks .....	19
Does my server have outgoing email limitations? .....	20
Limits.....	20
Spam score limitations.....	20

How can I create an SPF record for my domain? .....	21
Example record .....	21
Stop receiving spoofed emails and bouncebacks .....	21
Maximum email message size .....	22
Limits.....	22
Symptoms .....	22
Sending larger files.....	22
Why do emails disappear from my trash and spam folders? .....	22
Email Troubleshooting - Duplicate Emails .....	23
Every once in a while, I get two copies of an email. ....	23
I get multiple copies of every email .....	24
I get never-ending copies of one email.....	24
My entire inbox is downloading again .....	24
Common issues with Apple Mail.....	24
FAQS.....	25
Not receiving email .....	25
Not sending or receiving email .....	26
Not able to send email .....	26
Sent messages not saved .....	26
Nested inboxes .....	27
Troubleshooting Common issues with Email.....	28
Is the problem on the server?.....	28
Is the problem with the network? .....	28
Is the problem with my local email client? .....	30
How do I set up email on an Android phone? .....	30
How do I setup email on my Mac using Apple Mail?.....	33
How can I set up email on my iPhone? .....	36
How can I setup email in Thunderbird? .....	40
FAQS.....	42
How can I setup email in Outlook? .....	43
How do I use Gmail to view my Media Temple email?.....	45
How can I update my email settings in Outlook? .....	49
How can I update my email settings in Apple Mail?.....	51
Creating an autoresponder .....	57
Find my access domain .....	58
Email Troubleshooting - Mailbox Size.....	58
What is (all domains)?.....	59
How does (all domains) work?.....	59
How do I sign in to my mailbox for (all domains)?.....	59
What is "User name already in use by an existing user"? .....	59
Why was my (all domains) user changed to "archive –"?.....	60
What if I want to delete an (all domains) user?.....	60

## FAQ: Media Temple Is Moving To GoDaddy

Media Temple is committed to providing our customers with the best products, services, and support. Although we've done a lot of work over the last 2 years to improve all these areas, we still have a long way to go when we look at the experience, we want to provide our customers. As such, we've decided the best thing for our loyal customers is to provide them access to the world-class experience provided by GoDaddy by migrating their accounts and products from Media Temple to GoDaddy starting January 2023.

### General

#### **What will change?**

The biggest change you will see after your account is migrated is the dashboard you use to manage your account and engage with support. Since most of Media Temple's products are fulfilled through GoDaddy and GoDaddy provides support to Media Temple customers, you should notice that not much else will change.

[Back to top](#)

#### **What will happen to Media Temple?**

Once all customers are safely transitioned to GoDaddy, Media Temple will cease operations and devote all current resources to supporting our customers from within GoDaddy.

[Back to top](#)

#### **What will happen to my Media Temple account, products, and services?**

All Media Temple accounts, products, and services will be migrated to GoDaddy with no impact on your site uptime or business continuity. Fortunately, a lot of the products and services Media Temple customers are currently using are fulfilled through GoDaddy, so there is a good chance that only a few of your services will need to be migrated.

[Back to top](#)

#### **What do I need to do?**

Not much. From now until when your account is migrated to GoDaddy you will receive a number of notices keeping you informed as to what will be happening with your account and services. Our main ask is to look for these updates and read them carefully as they will contain important information to ensure a smooth transition to GoDaddy.

[Back to top](#)

#### **What if I don't want to be a GoDaddy customer?**

If you don't find GoDaddy to be a good fit, you must migrate your site(s) and data to another host and close your account prior to December 31, 2022, to prevent your account from being migrated to GoDaddy.

However, to ensure the preservation of your data and the continuity of your business, if your account is still active during the scheduled migration window, we will migrate your account to GoDaddy. After which you can choose to close your GoDaddy account.

[Back to top](#)

**Will you help me migrate to another hosting company?**

Unfortunately, all resources will be dedicated to providing a seamless transition from Media Temple to GoDaddy. As such, we won't be able to directly assist customers in migrating to another hosting company.

[Back to top](#)

**Will I automatically be opted into GoDaddy's marketing?**

As part of your account migration, we'll import your existing marketing consent settings into your new GoDaddy account.

[Back to top](#)

**Will I automatically be opted into GoDaddy's legal agreement(s)?**

No, after your account has been migrated, you'll have an opportunity to review and agree to GoDaddy's legal disclosure.

[Back to top](#)

**What should I tell my clients about this change to my account and products?**

We feel confident that the experience for you and your clients will only improve. Media Temple and GoDaddy already have a strong partnership, and many of Media Temple's products and services are provided by GoDaddy, as well as Media Temple's support. And, all of the recent improvements made to our infrastructure utilized GoDaddy's technology and expertise. So although you're an existing Media Temple customer, much of that Media Temple experience you've come to trust is already with GoDaddy.

[Back to top](#)

**Will my payment options change?**

Yes, GoDaddy offers more options for how you can pay for your digital services, including credit card, PayPal, and other services to break up large invoices into multiple payments. Customers with invoices regularly over \$10,000 USD will have [additional payment options](#) available to them as well.

[Back to top](#)

**What will happen to my current payment information?**

All payment information on your Media Temple account will be migrated to and available for use with GoDaddy.

[Back to top](#)

### **What if I need to update information on my Media Temple account?**

You'll have the ability to update information on your Media Temple account, including your contact information, billing information, and account contacts, right up until the time your account will be migrated. You'll also be able to update your account information once your account is transitioned to GoDaddy.

[Back to top](#)

I already have a GoDaddy account, can my Media Temple account be migrated to that account? Once your new account is created at GoDaddy, you can [merge the accounts](#).

[Back to top](#)

### **What happens if I have more than one Media Temple account?**

All of your accounts will be transitioned to GoDaddy intact. However, if you're a web designer or developer who created more than one account to help you better organize your projects and/or clients at Media Temple, we encourage you to take advantage of [GoDaddy's Hub / Pro](#) Dashboard specifically designed for web professionals. This dashboard empowers web professionals to easily organize and access multiple client projects and accounts.

[Back to top](#)

### **Will I have access to my historical billing information from Media Temple?**

Yes, we'll have the last 6 years of billing information for all Media Temple customers. This information will be able to be requested through GoDaddy.

[Back to top](#)

## Products

### **How can I access my products after I'm migrated to GoDaddy?**

After your account has been migrated, you'll need to sign in to the [My Products page](#) of your GoDaddy account and [open your product](#). See the list below to see where your product is now located in your GoDaddy account:

1. Domains: Domains
2. SSL: SSL Certificates
3. Shared Hosting (with cPanel): Web Hosting
4. Managed WordPress: Managed WordPress
5. VPS: Servers
6. (mt) Mail and Managed AWS: Media Temple
7. Sucuri: Websites Security and Backups

[Back to top](#)

### **What will happen to my Media Temple contracts for annual products?**

All contracts will be migrated to GoDaddy along with your products. If you have an annual contract on a service, that same contract will be honored by GoDaddy.

[Back to top](#)

### **Are any Media Temple products not being migrated to GoDaddy?**

The following products will not be migrated to GoDaddy:

1. Mail will be sunset, and eligible mailboxes will be transitioned to Microsoft 365.
2. Google Workspaces (G Suite) won't be migrated to GoDaddy, but will be transitioned back to Google for both support and administration in January 2023. Prior to this happening, all Google subscribers will receive information as to where they can log into their Admin Control Panel and new billing information.

[Back to top](#)

### **Will I still have access to Advanced Support?**

Yes, but it won't be called Advanced Support. GoDaddy provides the same support bundled through their lineup of [Fully Managed VPS](#), whereas Media Temple sold it as a separate add-on to our DV product.

[Back to top](#)

### **Will I keep the same products and services?**

Since Media Temple has been leveraging its partnership with GoDaddy to ensure our customers have the best products with the most up-to-date features, many of your products and services will not change. However, some products unique to Media Temple will be replaced with comparable or better products from GoDaddy.

[Back to top](#)

### **Will my prices change?**

There are no plans to increase prices in the near future after your account has been migrated to GoDaddy. The prices you're paying for your Media Temple services on the day your account is migrated will remain the same for your remaining term once you become a GoDaddy customer.

The only exception is if we are required to upgrade one or more of your services to complete a product migration. Then, you'll be charged the current price of the upgraded service, while receiving all of the additional resources and benefits.

[Back to top](#)

### **Will GoDaddy honor Media Temple's 20/20 uptime guarantee?**

GoDaddy offers a Service Uptime Guarantee of 99.9% of available time per month. If GoDaddy fails to maintain this Service Uptime Guarantee in a particular month, you may [contact GoDaddy](#) and request a credit of 5% of your monthly hosting fee for that month.

[Back to top](#)

### **Will my IP address(es) change?**

IP address preservation is product-by-product and, in some cases customer-by-customer. If your Media Temple product still needs to be migrated, we'll advise you on our ability to migrate your IP address(es) along with your product.

[Back to top](#)

### **Will Media Temple update my DNS records, if necessary?**

Yes, if your DNS is hosted at Media Temple, we'll update DNS records for products that we migrate.

[Back to top](#)

### **Will my ticket history and chat logs be migrated to my new GoDaddy account?**

Your account's ticket history and account notes will be migrated with your account to GoDaddy, but will only be available for internal reference and not visible from your account's control panel.

[Back to top](#)

### **How will I know which product(s) will be migrated to GoDaddy?**

The ongoing product migrations delivered by Media Temple have moved your hosting products (Grid and DV) onto the same product platform provided by GoDaddy. For each migration, customers received the name of the new product they have been migrated to.

[Back to top](#)

### **Do I need to make changes to my email?**

If you're using third-party email clients (such as Outlook, Apple Mail, or other mail applications), we recommend checking your email settings in these applications to ensure you're using the most current settings.

[Back to top](#)

## **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.

The screenshot shows a password creation interface. On the left, there are two input fields: 'Password \*' and 'Re-enter Password: \*'. Both fields contain masked text (dots) and have a small circular icon with a question mark to their right. To the right of the input fields, under the heading 'Password requirements:', there is a list of six requirements, each preceded by a green checkmark: 'At least one lower case letter [a-z]', 'At least one upper case letter [A-Z]', 'At least one numeral [0-9]', 'At least one symbol [!@#^&\*O+...r()?-]', 'Minimum 8 characters', and 'Maximum 20 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  .

## 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**.

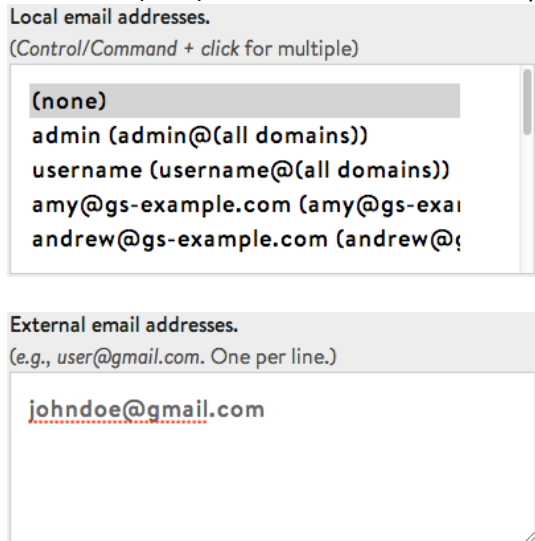


5. Enter the name for your new alias, and select the domain. This example shows how to create `useralias@mt-domain.com`.



useralias @ mt-domain.com ▼

- 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.



Local email addresses.  
(Control/Command + click for multiple)

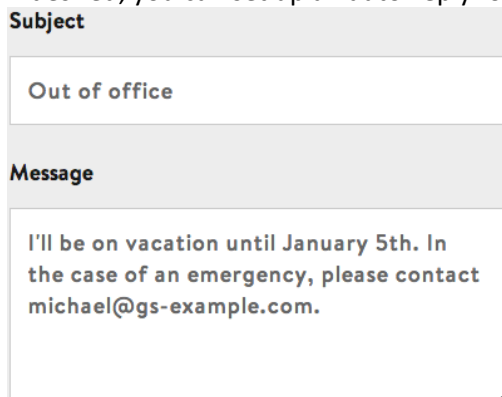
(none)  
admin (admin@(all domains))  
username (username@(all domains))  
amy@gs-example.com (amy@gs-exa  
andrew@gs-example.com (andrew@

External email 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.
8. 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

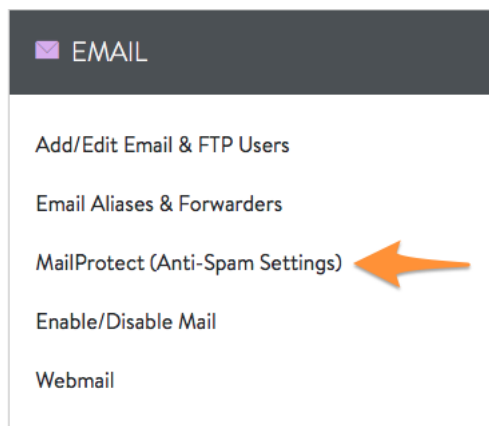
Make sure that you don't have two email addresses set up to forward to each other, either on this server or elsewhere. If you have an alias forwarding to a large group of people, and one of those people is also an alias that forwards back to the original address (or to a third address that then forwards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

- 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 third-party 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) ▼
The minimum "rating" an email must receive before it is to be 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 kbuser@mt-example.com
Email addresses from which mail will never be labeled as spam. Enter individual email addresses or entire domains one per line. For example: "user@domain.com" or "@domain.com"	

- 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	@spammerdomain.com spammer@spammerdomain.com
Email addresses from which mail will always be labeled as spam. Enter individual email addresses or entire domains one per line.	

- 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 known 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 CHECK			
5wl.accessdomain.com		A	Search
Holtsville NY, United States	216.70.64.38		✓
Canoga Park, CA, United States	216.70.64.38		✓
Holtsville NY, United States	216.70.64.38		✓
Mountain View CA, United States	216.70.64.38		✓
New York, United States	216.70.64.38		✓
Montreal, Canada	216.70.64.38		✓
Barnaul, Russian Federation	216.70.64.38		✓
Cullinan, South Africa	216.70.64.38		✓

## 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)

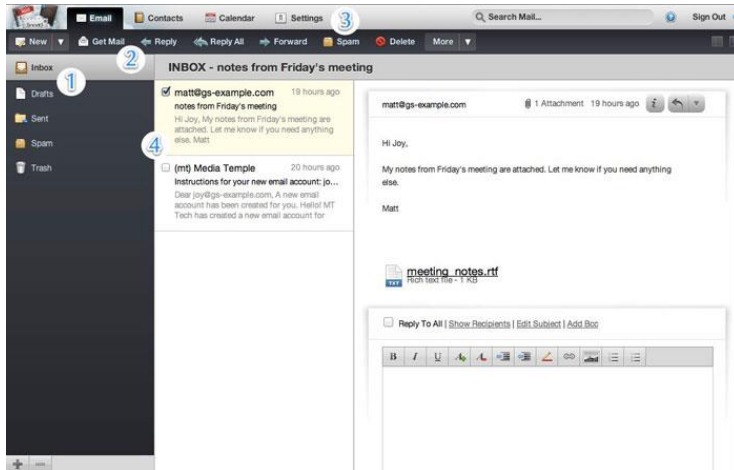
You can login using the following URLs:

- 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.



- 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:
  - Inbox
  - Drafts
  - Sent
  - Spam
  - 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.



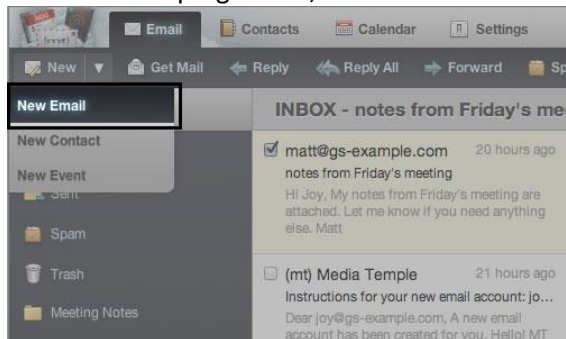
- The message list (4)

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**.

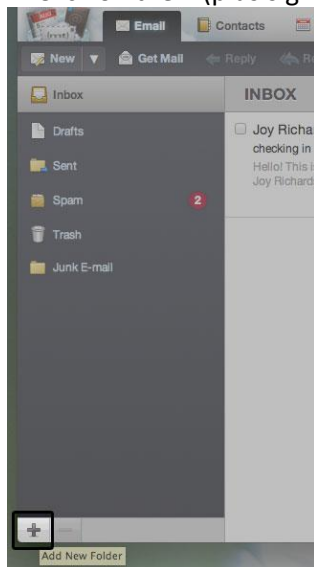


2. Compose your message by completing the form.

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

## Create a new folder

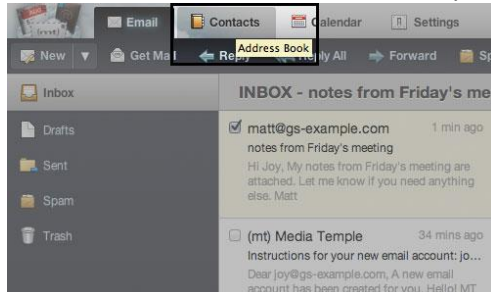
1. Click on the + (plus sign).



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

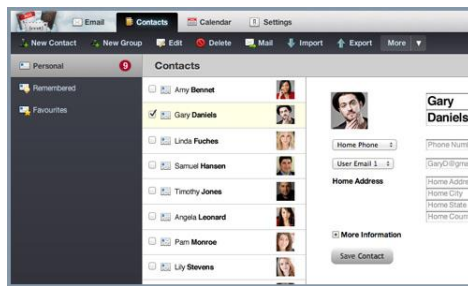
### Create a contact

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.



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.

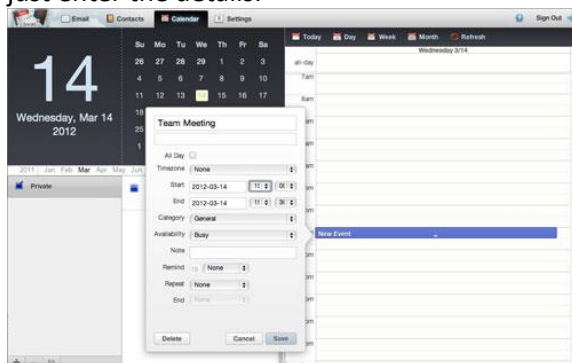
2. Browse your computer for the picture you want to add, then click the OK button.

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.

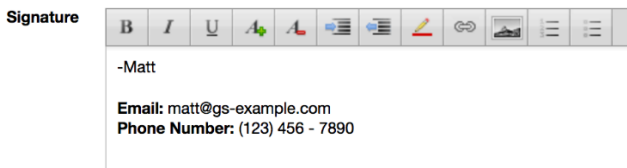


3. Click the **Save** button to save your event.

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 the 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 send:

- 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.
2. 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".

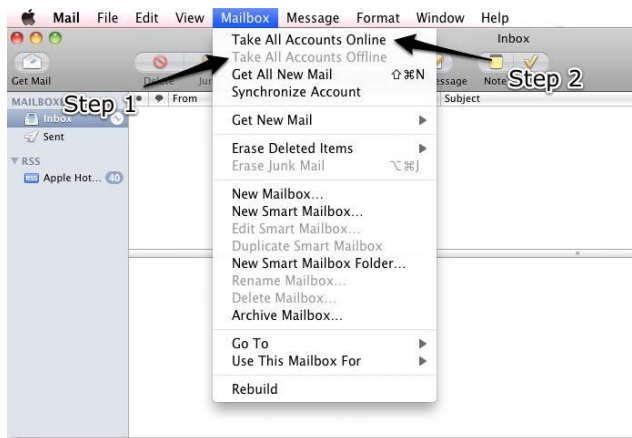


Figure 1: Follow these steps to refresh your Mail application.

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

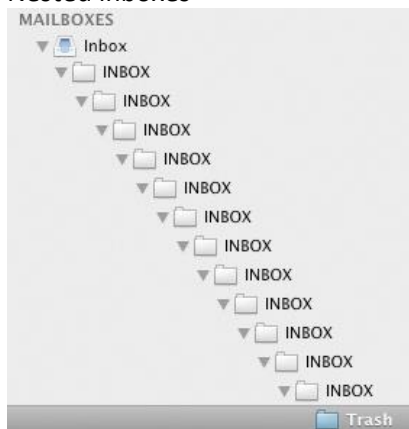


Figure 2: The dreaded nested inboxes.

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:

1. 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-by-step 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:
  - 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
  - 143 - incoming IMAP port
  - 993 - SSL encrypted incoming IMAP port
3. 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.

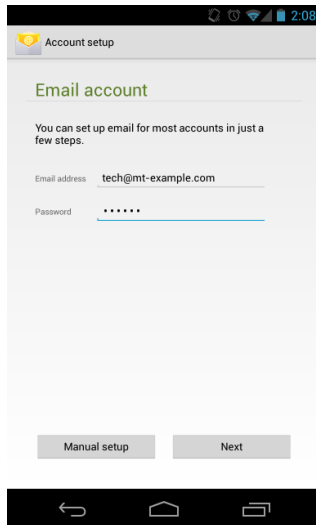


Figure 1.

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

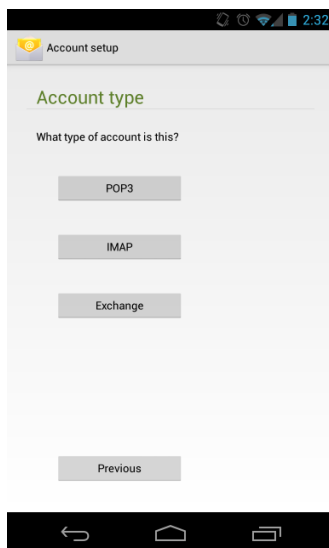


Figure 2.

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.

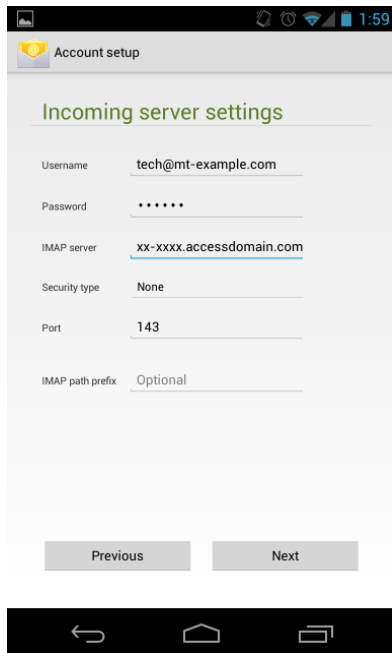


Figure 3.

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

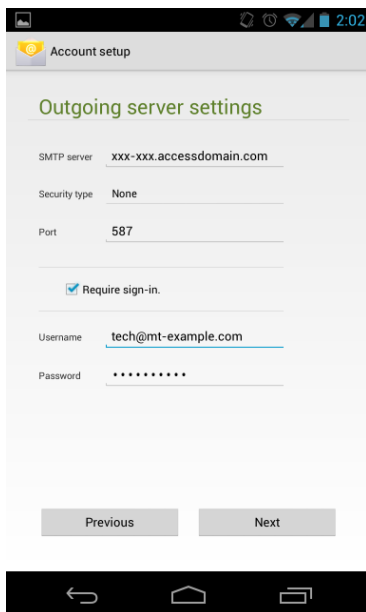


Figure 4.

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

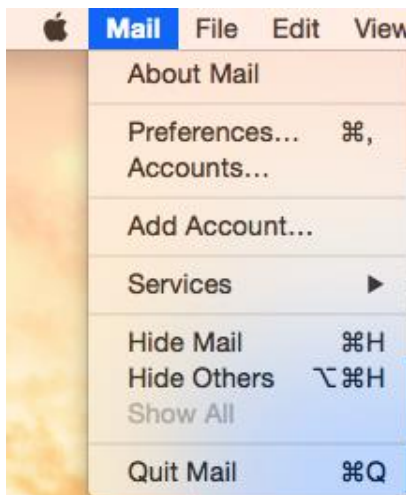
Before you start, be sure to have these handy:

- 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.

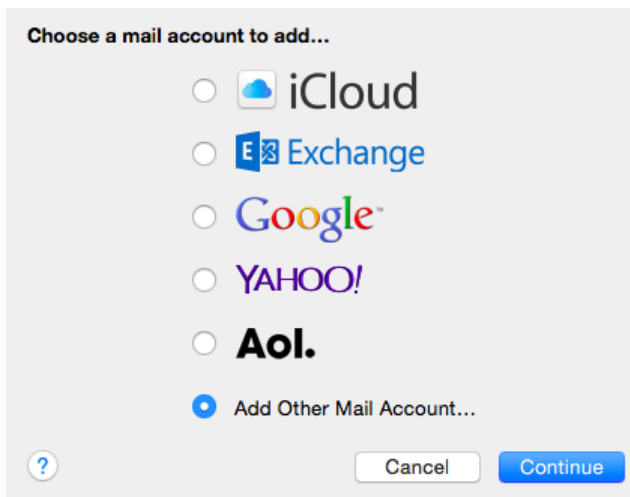
#### READ ME FIRST

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**.



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.

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: IMAP

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:

☒ 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.

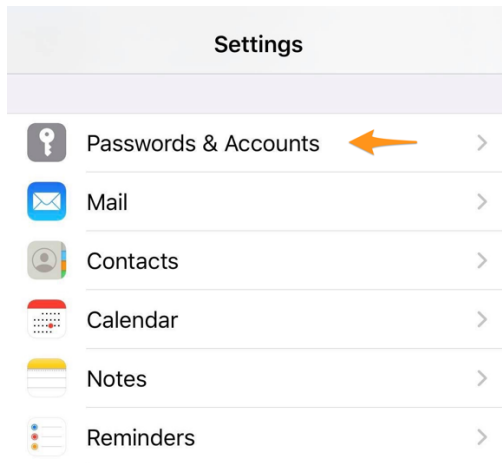
This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

### CONFIGURATION FOR IPHONES WITH IOS 13 AND NEWER

1. From the Home screen, choose **Settings**.



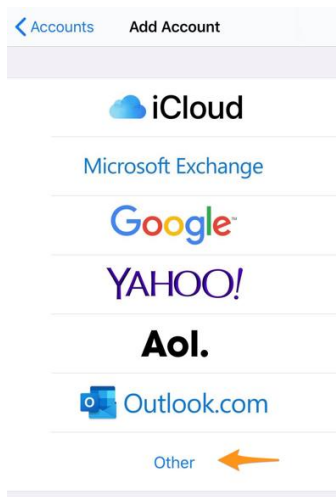
2. Next, tap **Passwords & Accounts**.



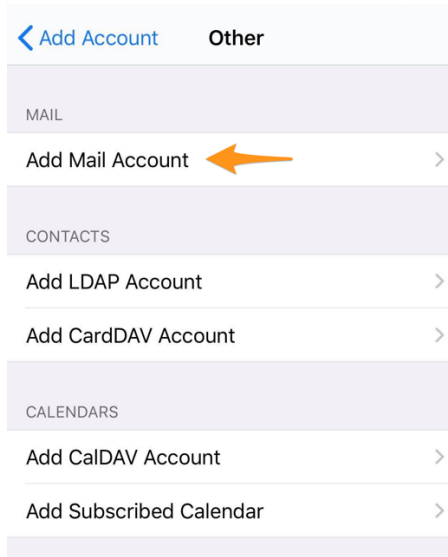
3. In the Passwords & Accounts section, select Add Account.



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**.



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

A screenshot of the 'New Account' screen in the (mt) Mail app. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below the buttons, there is a form with four fields: 'Name' (with the value 'John Doe'), 'Email' (with the value 'user@mt-domain.com'), 'Password' (with a masked value '\*\*\*\*\*'), and 'Description' (with the value '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

IMAP      POP

Name      John Doe

Email      user@mt-domain.com

Description      Mt-Domain

INCOMING MAIL SERVER

Host Name      dn7s-85wl.accessdomain.com

User Name      user@mt-domain.com

Password      \*\*\*\*\*

OUTGOING MAIL SERVER

Host Name      dn7s-85wl.accessdomain.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**.

Cancel      IMAP      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:

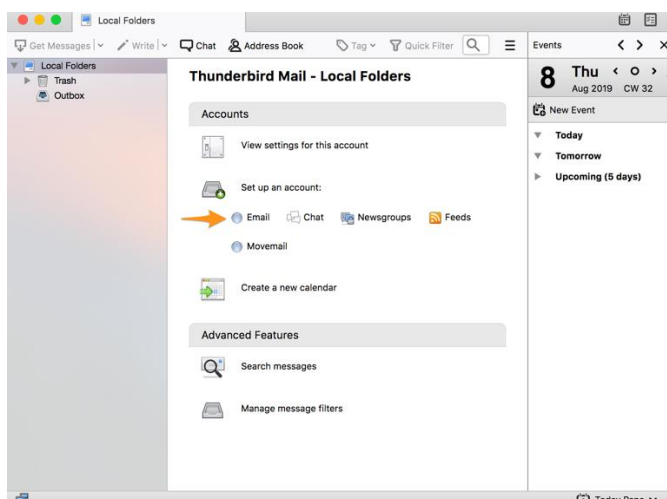
- Your domain name: example.com
- Your email address: thatguy@example.com
- Your email password.
- Your "email access domain".

### 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:  Your name, as shown to others

Email address:  Your existing email address

Password:

☒ Remember password

Get a new email 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**.

Set Up an Existing Email Account

Your name:  Your name, as shown to others

Email address:  Your existing email address

Password:

☒ Remember password

Configuration found at email provider

Incoming: IMAP, dn7s-85wl.accessdomain.com, SSL

Outgoing: SMTP, dn7s-85wl.accessdomain.com, SSL

Username: mttechnician@mt-domain.com

Manual config Cancel Done

6. 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

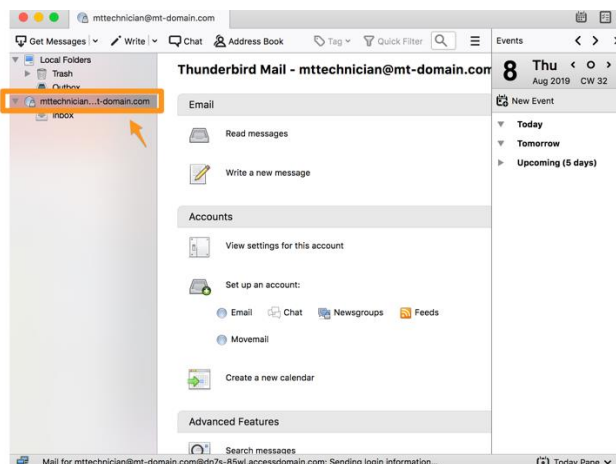
Configuration found by trying common server names

	Server hostname	Port	SSL	Authentication	
Incoming:	IMAP	dn7s-85wl.accessdomain.com	993	SSL/TLS	Normal password
Outgoing:	SMTP	dn7s-85wl.accessdomain.c	465	SSL/TLS	Normal password

Username: Incoming: mttechnician@mt-domain.com Outgoing: mttechnician@mt-domain.com

Advanced config Cancel Re-test Done

- **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.



## 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
POP	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.

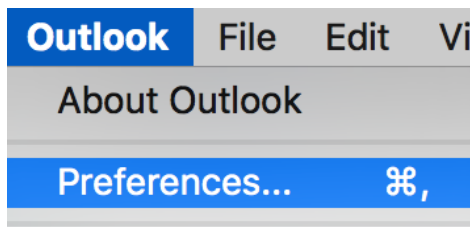
## REQUIREMENTS

Before you start, be sure you have these handy:

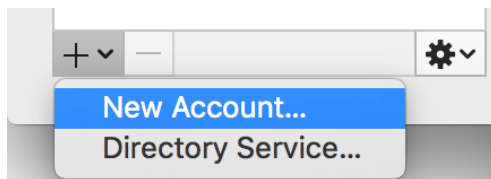
- Your domain name: example.com
- Your email address: thatguy@example.com
- Your email password.

### 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

Email Address  
user@mt-domain.com

Username  
user@mt-domain.com

Password  
.....

☐ Show Password

Incoming Server Port  
d582-bfwy.accessdomain.com 993

☒ Use SSL to connect (recommended)

Outgoing Server Port  
d582-bfwy.accessdomain.com 587

☒ Use SSL to connect (recommended)

- **Type:** IMAP
- **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)
- **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:

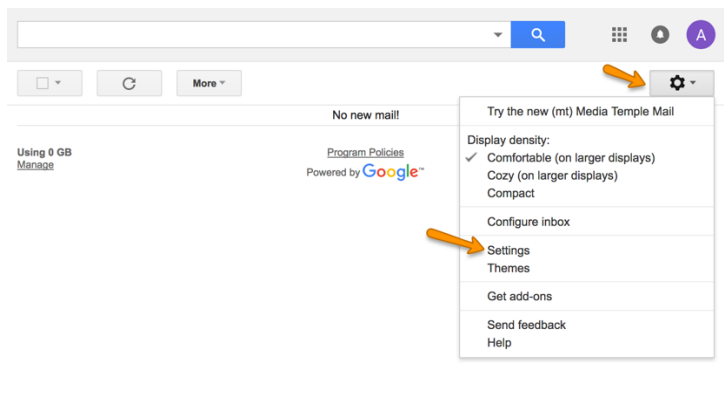
- Your domain name: example.com
- Your email address: username@example.com
- Your email password.
- Your email access domain.
- Your Gmail login credentials.

#### STATEMENT 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.

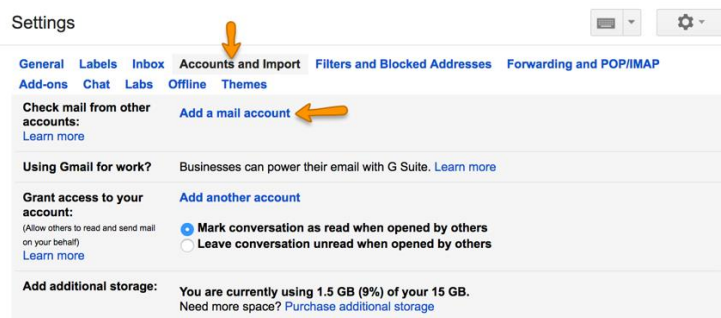
The screenshots below are settings for using POP with no SSL for username@example.com. You may also configure IMAP if you choose.

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**.



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 email address you would like to add.

Email address:

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

### Add a mail account

You can either import emails from username@dv-example.com to your Gmail inbox, or link the accounts using Gmailify. With Gmailify, you keep both email addresses but can manage emails from both using your Gmail inbox. [More about Gmailify](#)

☐ Link accounts with Gmailify  
 Gmailify is not available for this provider.

☒ Import emails from my other account (POP3)

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:

Password:

POP Server:  Port: 995

☒ 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:

☐ Archive incoming messages (Skip the Inbox)

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:

☒ **Your mail account has been added.**

You can now retrieve mail from this account.  
Would you also like to be able to send mail as username@mt-example.com?

☒ Yes, I want to be able to send mail as **username@mt-example.com**.

☐ No (you can change this later)

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

Email address: **username@mt-example.com**

☒ Treat as an alias. [Learn more](#)

[Specify a different "reply-to" address](#) (optional)

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

Username: username@mt-example.com

Password: .....

☒ Secured connection using [SSL \(recommended\)](#)

☐ Secured connection using [TLS](#)

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 **username@mt-example.com**. [Resend email](#)  
 To add your email address, do one of the following:

Click on the link in the confirmation email

OR

Enter and verify the confirmation code

[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.

Settings

General
Labels
Inbox
Accounts and Import
Filters and Blocked Addresses
Forwarding and POP/IMAP
Add-ons

Chat
Labs
Offline
Themes

Send mail as:  
(Use Gmail to send from your other email addresses)
[Learn more](#)

(mt) Media Temple Support <norepmt@gmail.com>  
Reply-to address: norepmt@gmail.com

edit info

(mt) Media Temple Support <username@mt-example.com>  
Mail is sent through: 70.32.94.195  
Secured connection on port 25 using TLS

unverified
verify
delete

Add another email address

Check mail from other accounts:  
[Learn more](#)

username@mt-example.com (POP3)  
Last checked: 1 minute ago. [View history](#) [Check mail now](#)

edit info
delete

Add a mail account

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.

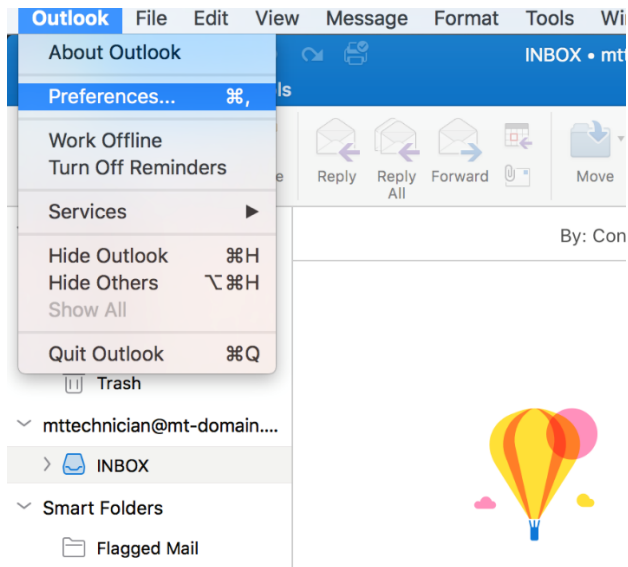
(mt) Mail Help Guide

49

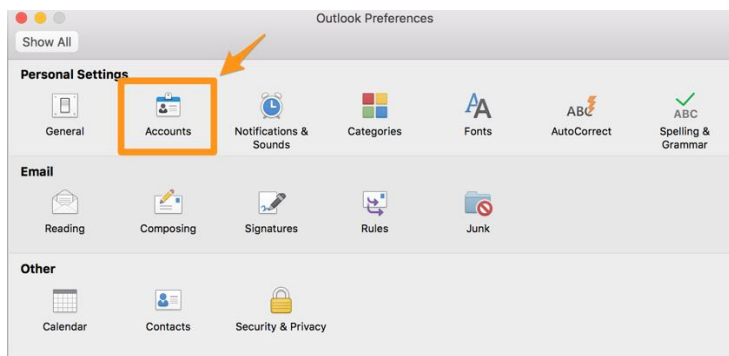
## READ ME FIRST

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...**

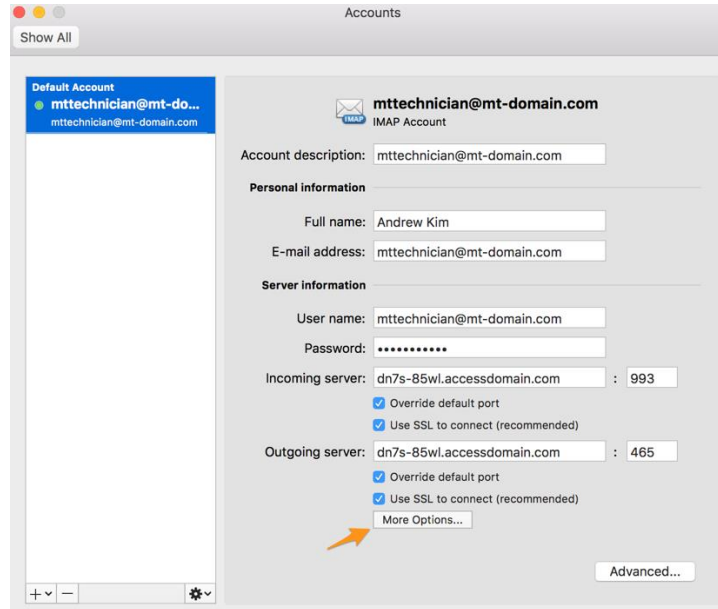


2. A pop-up menu should appear. Select **Accounts**.



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



## 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.

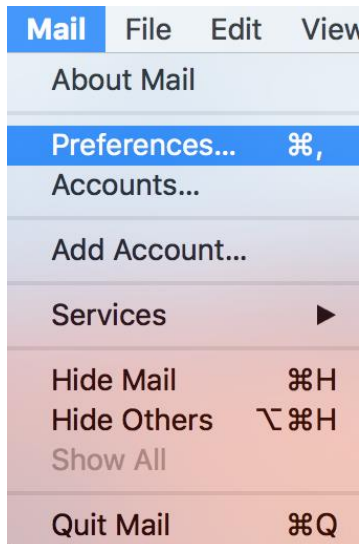
This article is primarily for Mail version 10.2 on Sierra (OSX 10.12.32). Your version of Apple Mail may vary depending on the version of Mac OSX you are using.

### READ ME FIRST

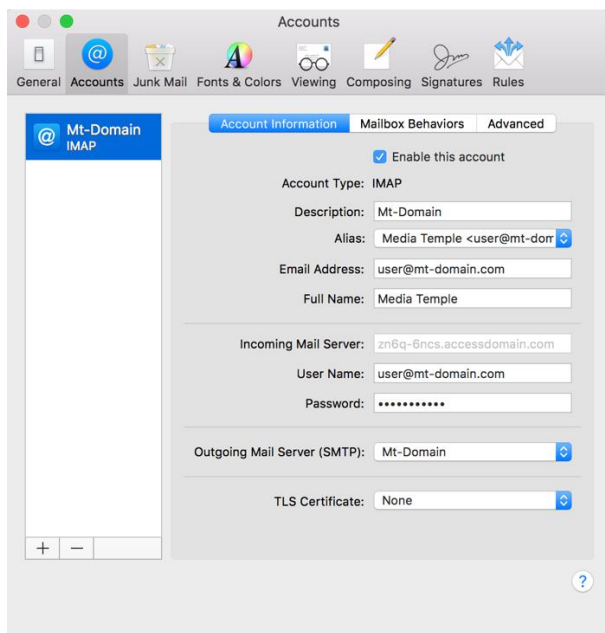
This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support.

### Incoming Mail Settings

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



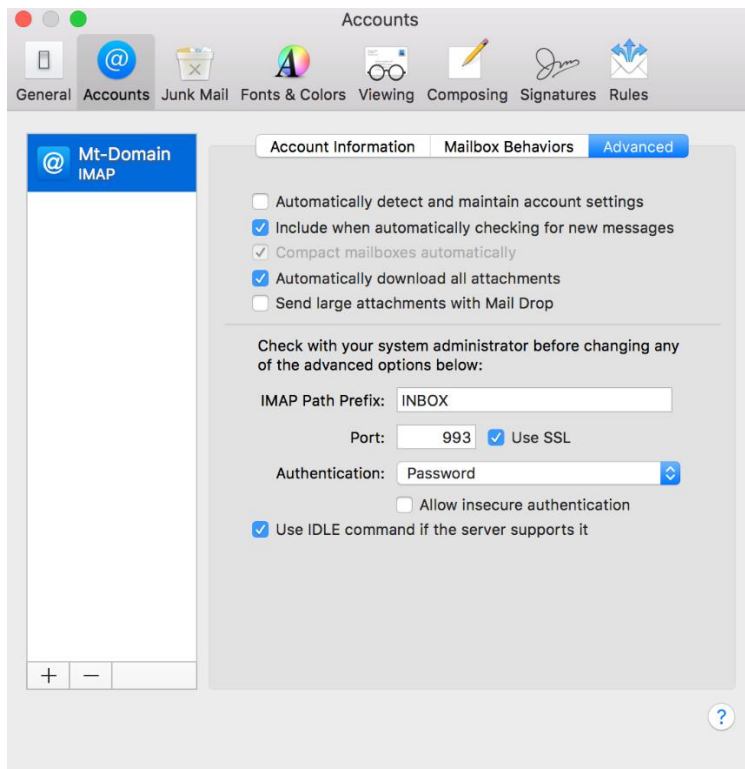
3. The left box will show a list of email accounts configured to your Apple Mail client. Click on the desired account.



- **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.

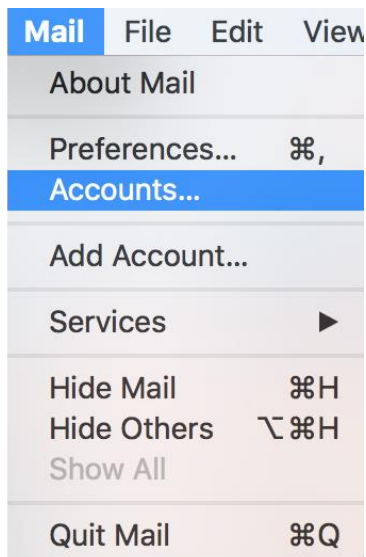
(Note: You can also click on "+" to add a new account or "-" to remove the selected account.)

4. Click on **Advanced**.

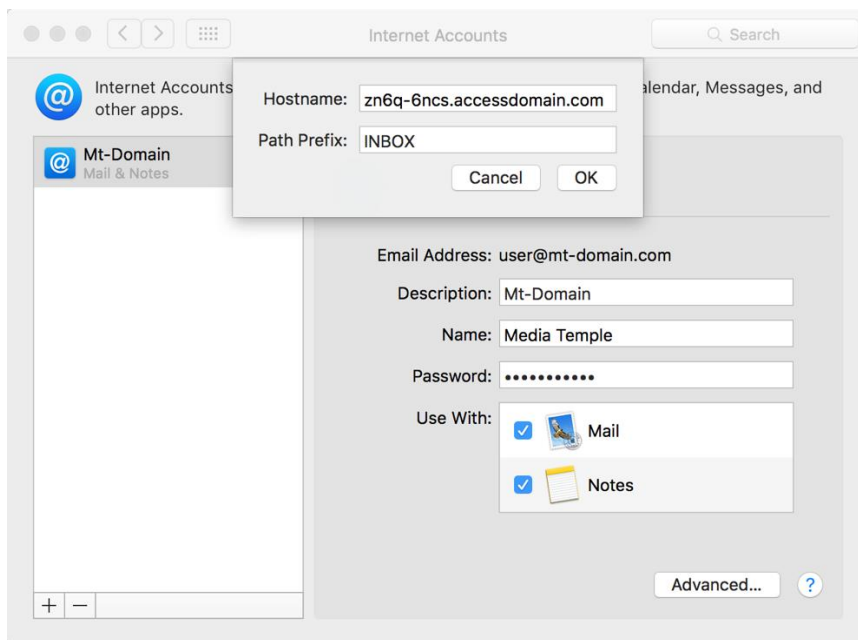


- **IMAP Path Prefix:** Generally left as INBOX.
- **Port:** Incoming Port Number.
- **Use SSL:** To elect to use SSL.
- **Authentication:** Recommend selecting Password.

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



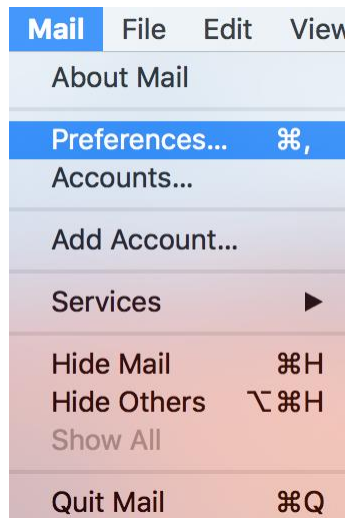
6. A list of configured users will appear in a box on the left. Select your desired account. Then click **Advanced**.



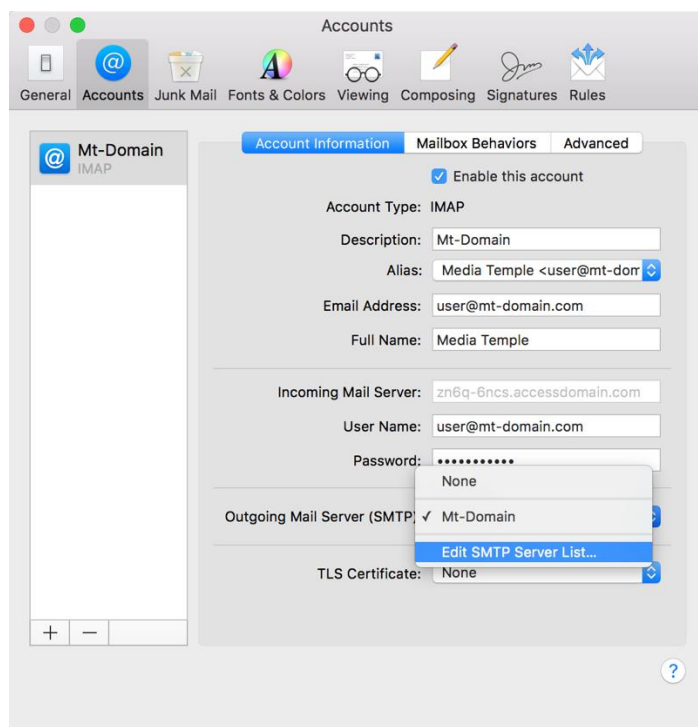
- **Hostname:** Incoming Host Name.
- **Path Prefix:** Generally left as INBOX.

## Outgoing Mail Settings

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



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	Server Name	In Use By Account
Mt-Domain	zn6q-6ncs.acces...	Mt-Domain

+ -

Account Information Advanced

Description:

Server Name:

TLS Certificate:  ▾

? Cancel OK

- **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	Server Name	In Use By Account
Mt-Domain	dn7s-85wl.access...	Mt-Domain

+ -

Account Information Advanced

☐ Automatically detect and maintain account settings

Port: 465 ☒ Use SSL

Authentication: Password

☐ Allow insecure authentication

User Name: mttest@mt-domain.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.

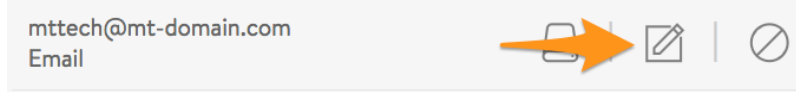
## Creating an autoresponder

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.

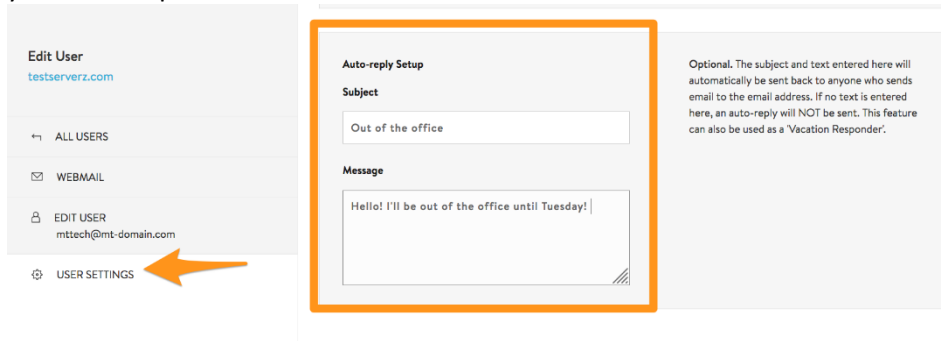
Auto-reply is one of the features included with (mt) Mail. You can enable/disable this feature from within the control panel user settings. Once enabled, it will allow you to specify a custom subject line and auto-reply message.

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.



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

## Find my access domain

The **access domain** can be used to connect to third-party email applications (Outlook, Apple Mail, Thunderbird, etc) and will look like this:

- xxxx-xxxx.accessdomain.com
  - xxxx-xxxx will be a series of randomized letters. This'll be unique to your specific hosting.

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. Next to **Incoming mail (POP/IMAP)** and **Outgoing mail (SMTP)** you can see your access domain.

## Email Troubleshooting - Mailbox Size

If you approach your total disk space limit of 100GB or 1GB on a single email user, you may experience various email problems. This can include slow performance, timeouts, connection problems, and disk quota errors. To reduce your disk usage, you can find users with high disk usage and delete unneeded emails or save them locally to your computer.

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 Disk Usage Report**.
4. Select **Generate User Report**.
5. Under **Size**, go down the list and locate users with high disk usage.
6. Sign in to the email accounts using webmail or a third-party email client.
7. Free up your disk space.
  - **Webmail:** Delete unneeded emails.
  - **Third-party email client:** Delete unneeded emails or save emails locally to your computer.

Some third-party email programs allow you to drag and drop emails from your server email folders to a local folder on your computer.

## What is (all domains)?

(all domains) is a feature that allows you to send and receive email across multiple mailboxes.

How does (all domains) work?

As an example, we have 3 domains in (mt) Mail:

- cooexample1.com
- cooexample2.com
- cooexample3.com

Instead of creating 3 unique mailboxes, we can use (all domains) to create 1 mailbox to send and receive email across all 3 domains.

If we create user@(all domains), it's a single mailbox that can send and receive email for:

- user@cooexample1.com
- user@cooexample2.com
- user@cooexample3.com

How do I sign in to my mailbox for (all domains)?

Following our previous example, we can sign in to webmail or a third-party email client using any of the following usernames:

- user@cooexample1.com
- user@cooexample2.com
- user@cooexample3.com

We can use the password for user@(all domains) to sign in to user@cooexample1.com, user@cooexample2.com, or user@cooexample3.com.

What is "User name already in use by an existing user"?

This error will occur because you cannot create a new user that shares the same name with an existing domain-specific mailbox, an alias, or an (all domains) mailbox.

Following our previous example, suppose we try to create a domain-specific user:

- user@coolexample4.com

We would get an error, since we've already created user@(all domains), and that can already be used to check, send, and receive email for user@coolexample4.com.

Why was my (all domains) user changed to "archive-?"

There was a conflict with your (all domains) account and it needed to be renamed so you can continue to access the mailbox.

Following our previous example, if user@(all domains) was renamed to "archive-" we can sign in using any of the following usernames:

- archive-user@coolexample1.com
- archive-user@coolexample2.com
- archive-user@coolexample3.com

What if I want to delete an (all domains) user?

Keep in mind that (all domains) users may be routing mail for multiple mailboxes. Before deleting an (all domains) user, we recommend checking the mailbox to confirm if you want to delete this user and all the other mailboxes it may be routing.