



FAQ 106 – How do I access email and set up email client applications?

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### **Access Your Webmail**

There are two ways to access a mailbox for sending and receiving email messages:

1. Set up and use an email client program on your computer. Typically, in such programs you should specify the following settings:
  - a. **Username.** In this field, specify your full email address. For example, *johndoe@example.com*.
  - b. **Password.** Most likely, the password to your email account.
  - c. **Mail server protocol.** This property defines whether you want to keep copies of messages on the server or not. To keep the copies on the server, select the **IMAP** option. If you do not want to keep them on the server, select **POP3**.
  - d. **Incoming mail server (POP3/IMAP).** Type your domain name. For example, *mail.wetdrive.com*. The POP3 port is **110**. The IMAP port is **143**.
  - e. **Outgoing mail server (SMTP).** Type your domain name. For example, *wetdrive.com*. The SMTP port is **587**. This server requires authentication and the encrypted connection type is **TLS**.
  - f. To get detailed instructions on configuring popular email clients to work with your mailbox, see subsections of this section.
2. Use a web browser to connect to the webmail interface.
  - a. To access your mailbox through webmail, do any of the following:
    1. In a Web browser, visit the URL *webmail.wetdrive.com*, where *wetdrive.com* is the Internet address of your website. When prompted, specify your full email address as the username (for example, *test@wetdrive.com*), and specify the email address password provided in your welcome letter.
    2. When logged in to Roundcube, you will automatically be directed to the inbox.



## Outlook 2016 Setup:

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- 1) Click File
- 2) Click "Account Settings"
- 3) Select Account Settings "Add and remove accounts or change existing connections settings"
- 4) Select "New"
- 5) Select Manual and Click Next
- 6) Select "POP or IMAP"
- 7) Click Next

**Add Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**

Your Name:

Email Address:

**Server Information**

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

**Add Account**

**Auto Account Setup**  
Manual setup of an account or connect to other server types.

E-mail Account

Your Name:

E-mail Address:

Password:

Retype Password:

Type the password your Internet service provider has given you.

Manual setup or additional server types

**Add Account**

**Choose Service**

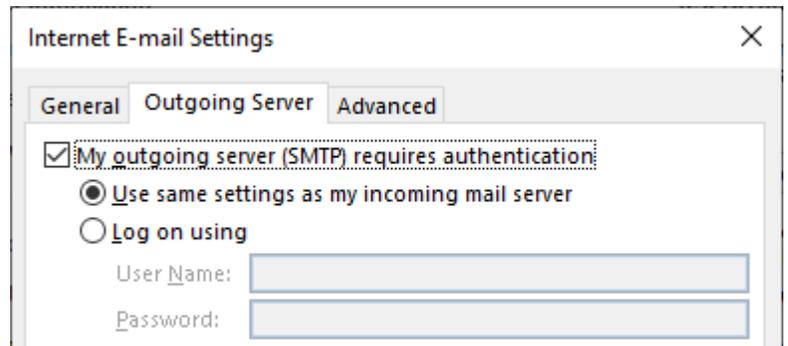
Outlook.com or Exchange ActiveSync compatible service  
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

POP or IMAP  
Connect to a POP or IMAP email account

- 8) Enter the following
  - a) Name
  - b) Email address
  - c) Select either POP or IMAP Account Type
  - d) Enter incoming mail server; this will be mail.yourdomain.com. if you are a wetdrive.com email customer select mail.wetdrive.com
  - e) For outgoing mail server (SMTP) this will be yourdomain.com. if you are a wetdrive.com customer use wetdrive.com
  - f) For User Name enter your complete email address
  - g) Enter the password that was provided to you in your welcome letter
  - h) Place a check mark in the box labeled "Remember Password"
  - i) Click "More Settings"



- 9) Select the “Outgoing Server” tab and click to place a check mark in the box labeled “My outgoing server (SMTP) requires Authentication”
- 10) Make sure the “Use same settings as my incoming mail server” radial is selected
- 11) Select the “Advanced” Tab
- a) Incoming Server (POP3) will be 110; if you are using (IMAP) enter 143
  - b) “Outgoing Server(SMTP): enter 587
  - c) “Use the following type of encrypted connection: Select TLS
  - d) Click OK
  - e) Click next
  - f) Click close.





## Access from Mozilla Thunderbird

The instructions provided in this section were verified against Mozilla Thunderbird 31.4.0. They might not work with earlier or later versions of Mozilla Thunderbird.

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To set up Mozilla Thunderbird:

1. Open Mozilla Thunderbird.
2. Click **Email** under the **Create a new account** heading.
3. Click the **Skip this and use my existing email** button.
4. Specify the following:
  - o Your name, as you want it to appear in any messages you send.
  - o Your email address and password.

A screenshot of the 'Mail Account Setup' dialog box in Mozilla Thunderbird. The dialog has a light blue title bar with the text 'Mail Account Setup' and a close button (X) in the top right corner. The main area is white and contains the following fields and options:

- 'Your name:' followed by a text box containing 'John Doe' and the label 'Your name, as shown to others' to its right.
- 'Email address:' followed by a text box containing 'email@example.com'.
- 'Password:' followed by a text box containing 'Password'.
- A checked checkbox labeled 'Remember password'.

At the bottom of the dialog, there are three buttons: 'Get a new account' on the left, 'Continue' in the center, and 'Cancel' on the right.

5. Click **Continue**.
6. If Thunderbird fails to find the settings automatically, specify the following:
  - o Account type. If you want to keep copies of messages on the server, select the **IMAP** option. If you do not want to keep any messages on the server, select the **POP3** option.



7. Click **Done**.

If you wish to set up a mail account manually, please use the following typical combinations of connection security and authentication method settings. If the settings do not work for you, ask your hosting provider about the correct combination.

On Linux, SMTP, IMAP, POP3:

	Server hostname	Port	SSL	Authentication
Incoming:	example.com	143	STARTTLS	Encrypted password
Outgoing:	example.com	25	STARTTLS	Encrypted password

Username: Incoming: email      Outgoing: email

- **SSL/TLS:** STARTTLS
  - **Authentication:** Encrypted password  
On Windows, IMAP:
  - **SSL/TLS:** None
  - **Authentication:** Encrypted password  
On Windows, SMTP, POP3:
  - **SSL/TLS:** TLS
  - **Authentication:** Normal password
- Other parameters that you may need when configuring your account manually:
- POP3 port: 110
  - IMAP port: 143
  - SMTP port: 587
  - **Username.** Your full email address. For example:  *johndoe@example.com*.



- **Incoming server address** (POP3/IMAP). Enter incoming mail server; (this will be mail.yourdomain.com. if you are a wetdrive.com email customer select mail.wetdrive.com
- g) **Outgoing server address**. For outgoing mail server (SMTP) this will be yourdomain.com. if you are a wetdrive.com customer use wetdrive.com



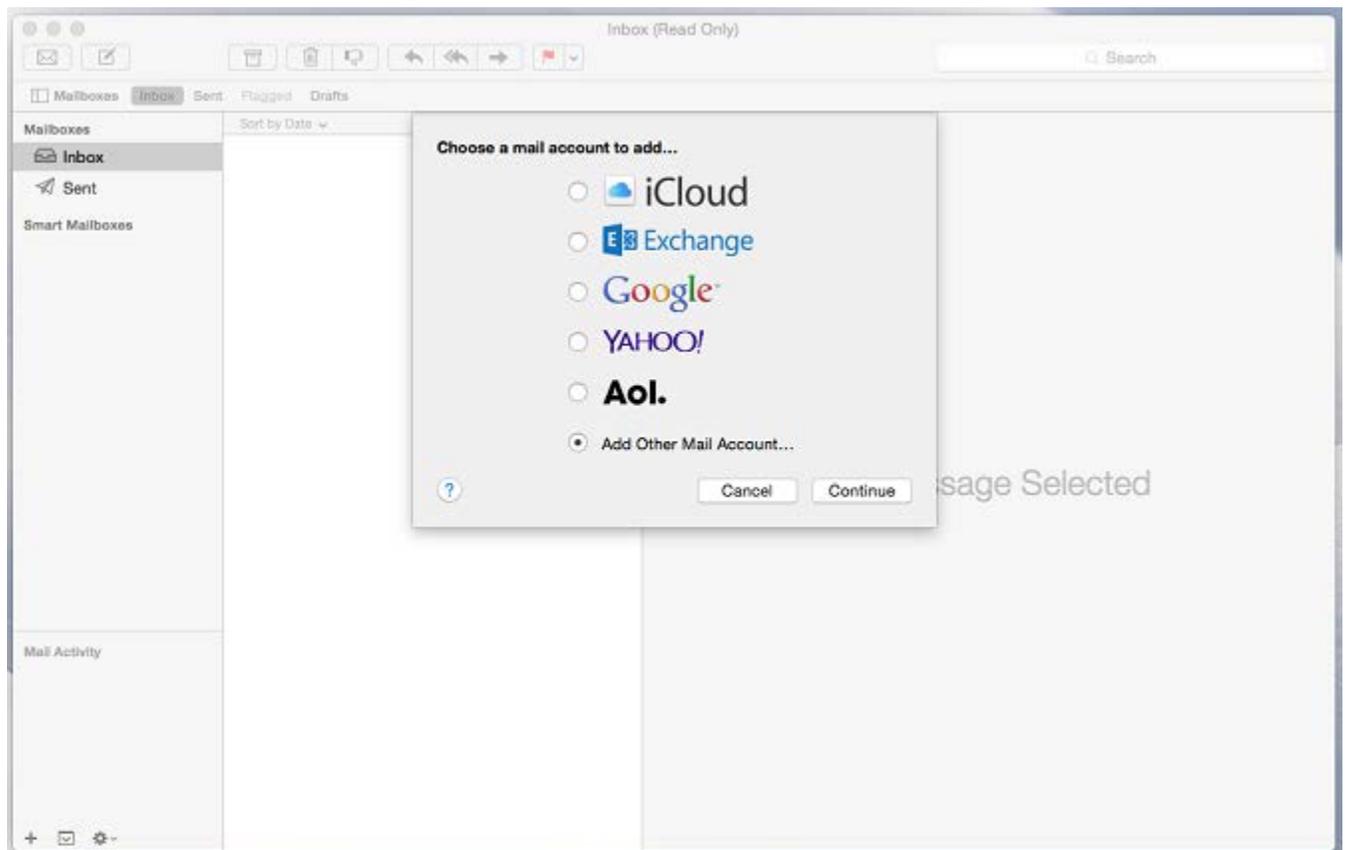
## Access from Apple Mail

The instructions provided in this section were verified against Apple Mail 8.2. They might not work with earlier or later versions of Apple Mail.

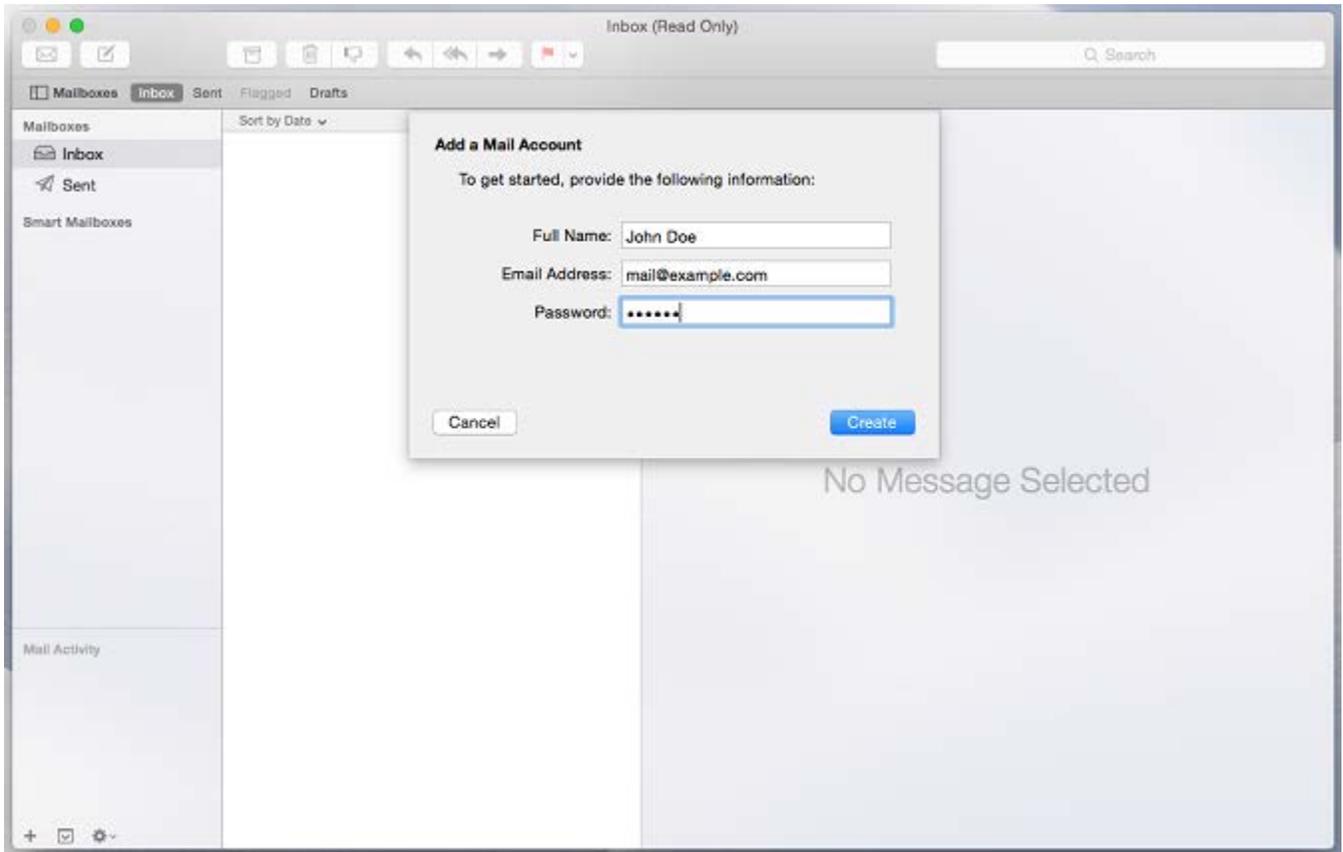
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To set up Apple Mail:

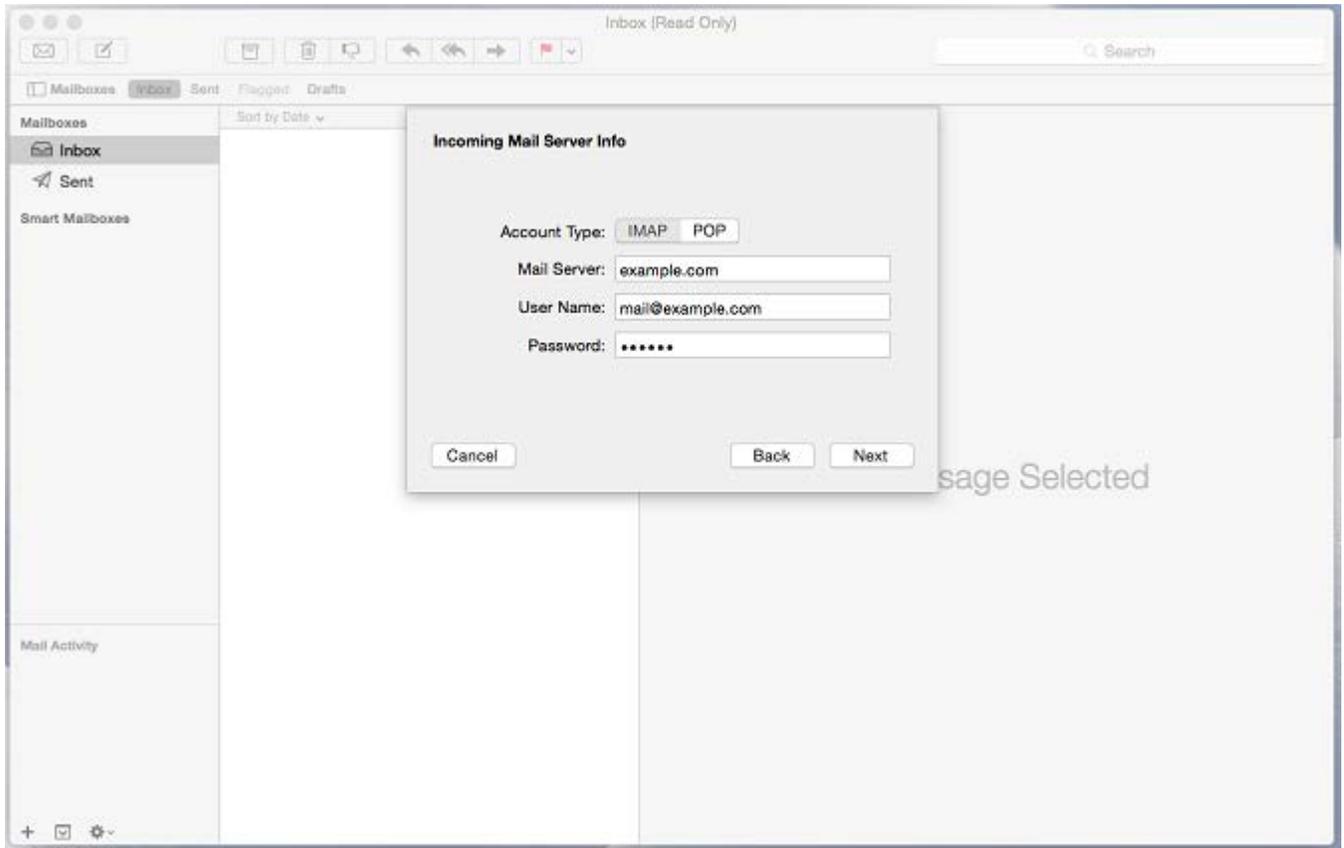
1. Open Apple Mail and choose the **Add Other Mail Account** option from the list.



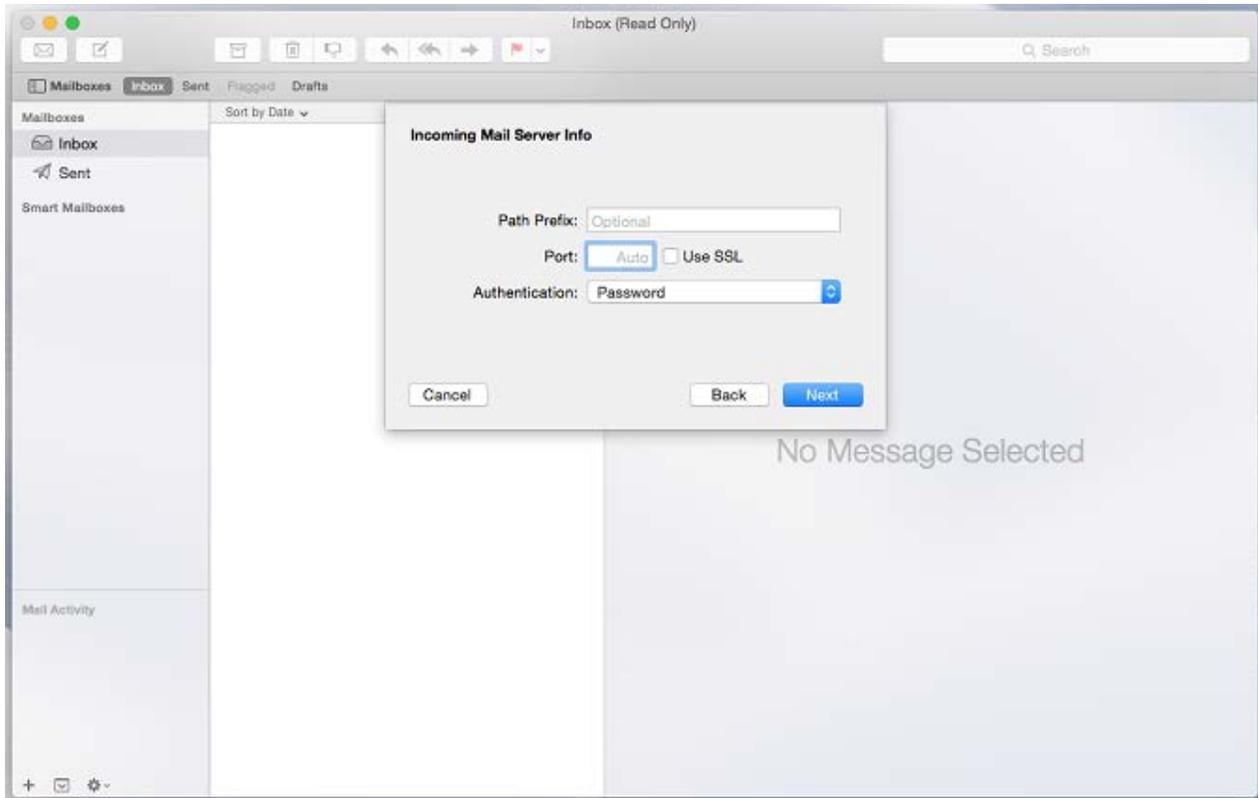
2. Click **Continue**.



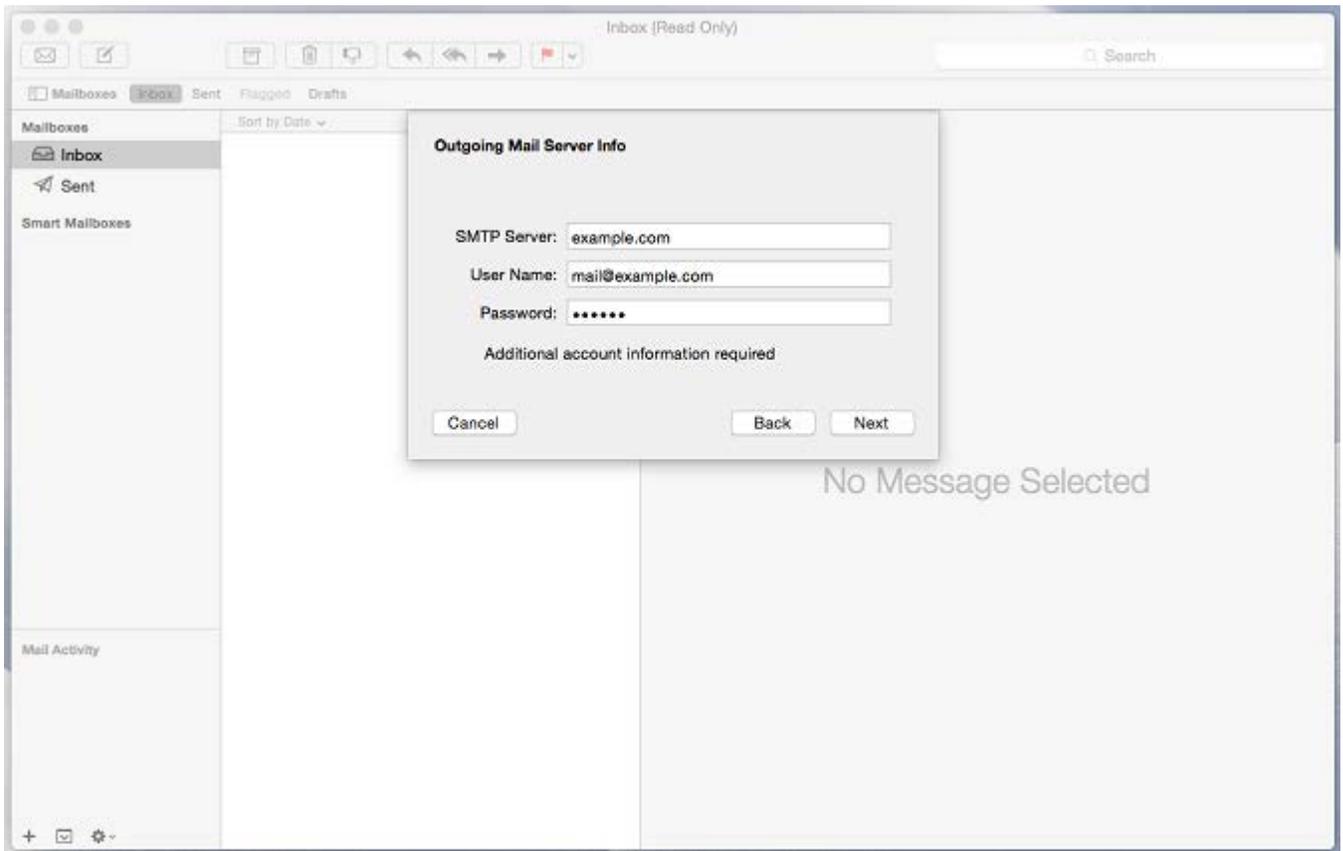
3. Specify your full name, your email address and password, and click **Create**. After you are prompted to configure the account manually, click **Next**.



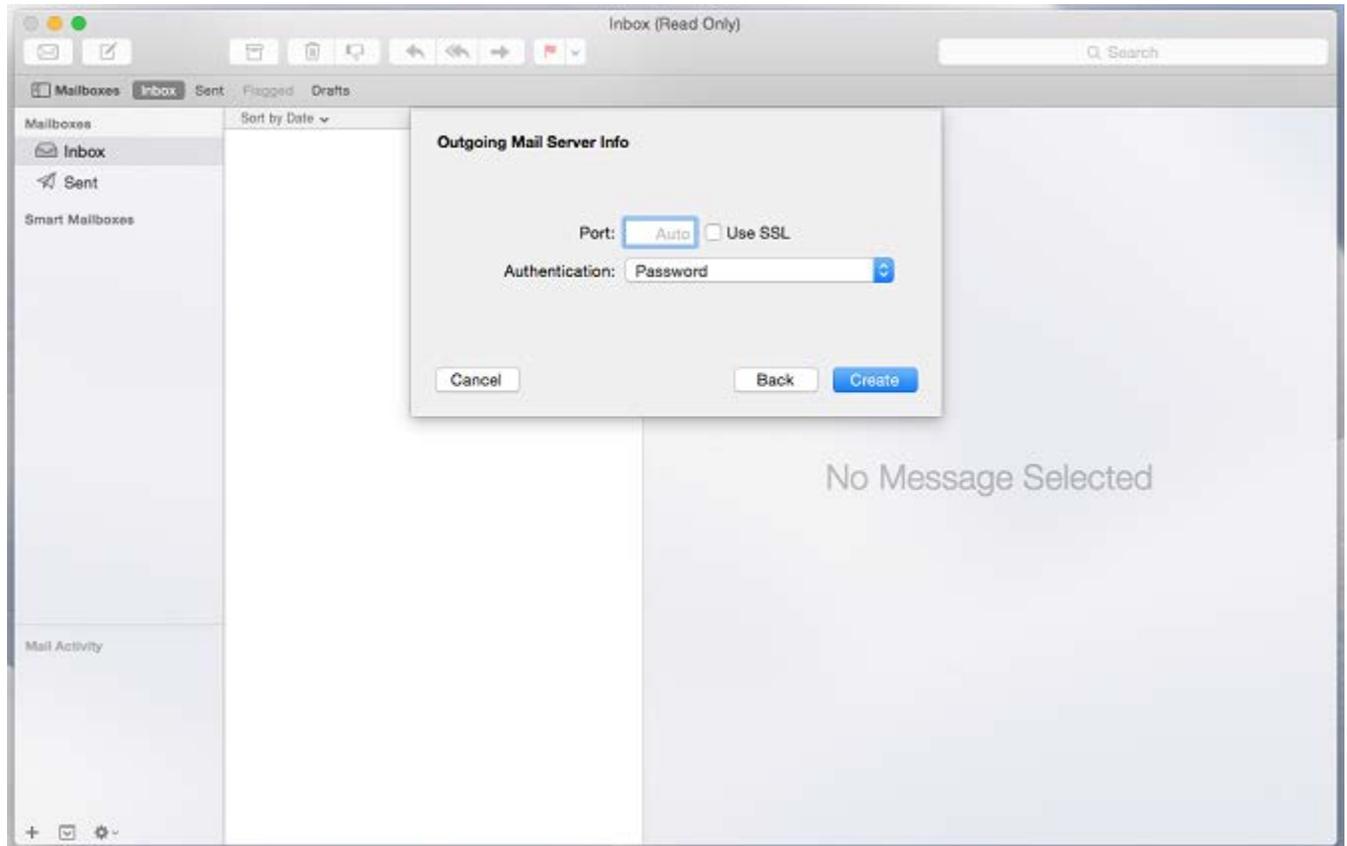
4. Specify the following:
  - **Account type.** Select **IMAP** if you want to keep copies of received email messages on the server. Select **POP** if you do not.
  - **Mail Server.** Type in your domain name, for example, *example.com*.
  - **User Name.** Type in your full email address.
  - **Password.** Type in your password.
5. Click **Next**. When prompted for additional information, click **Next** again.



6. Specify the following:
  - **Path Prefix.** Leave empty unless your provider advises you to use one.
  - **Port.** Leave it set to **Auto** unless your provider advises you to use a custom port.
  - **Use SSL.** Select this checkbox if advised by your provider. Otherwise leave it clear.
  - **Authentication.** Select **Password** from the menu.
7. Click **Next**.



8. Specify the following:
  - **SMTP Server.** Type in your domain name, for example, *example.com*.
  - **User Name.** Type in your full email address.
  - **Password.** Type in your password.
9. Click **Next**. When prompted for additional information, click **Next** again.



10. Specify the following:

- **Port.** Leave it set to **Auto** unless your provider advises you to use a custom port.
- **Use SSL.** Select this checkbox if advised by your provider. Otherwise leave it clear.
- **Authentication.** Select **Password** from the menu.

11. Click **Create**.



## Access from iPhone

The instructions provided in this section were verified against iPhone 5s.

To set up a mail account on iPhone:

1. Go to **Settings > Mail, Contact, Calendars** and select **Add Account**.



2. In the displayed list of email providers, select **Other**. Then tap **Add Mail Account**.



3. On the **New Account** screen, enter the following information:
  - **Name.** Specify the name that will be displayed in your emails.
  - **Email.** Specify your full email address. Example: *admin1@example.com*.
  - **Password.** Specify the password of your email account.
  - **Description.** Specify account description (optionally).



MTS RUS 12:43 5%

Cancel New Account Next

Name John Smith

Email admin1@example.com

Password ●●●●●●●●

Description Example

1 2 3 4 5 6 7 8 9 0

- / : ; ( ) \$ & @ "

#+= . , ? ! ' < ×

ABC space return

4. Tap **Next**. At the top of the next screen select **IMAP** (if you want to keep copies of received email messages on the server) or **POP**. Then specify the details of your incoming and outgoing mail servers. For both servers, you should enter the following:
  - **Host name**. Type in your domain name, for example, *example.com*.
  - **User name**. Type in the name of your email account, for example, *admin@example.com*.
  - **Password**. The password to your email account (it is optional for outgoing mail server).



MTS RUS 12:45 5%

Cancel New Account Save

Email admin1@example.com

Description Example

INCOMING MAIL SERVER

Host Name example.com

User Name admin1@example.com

Password ●●●●●●●●

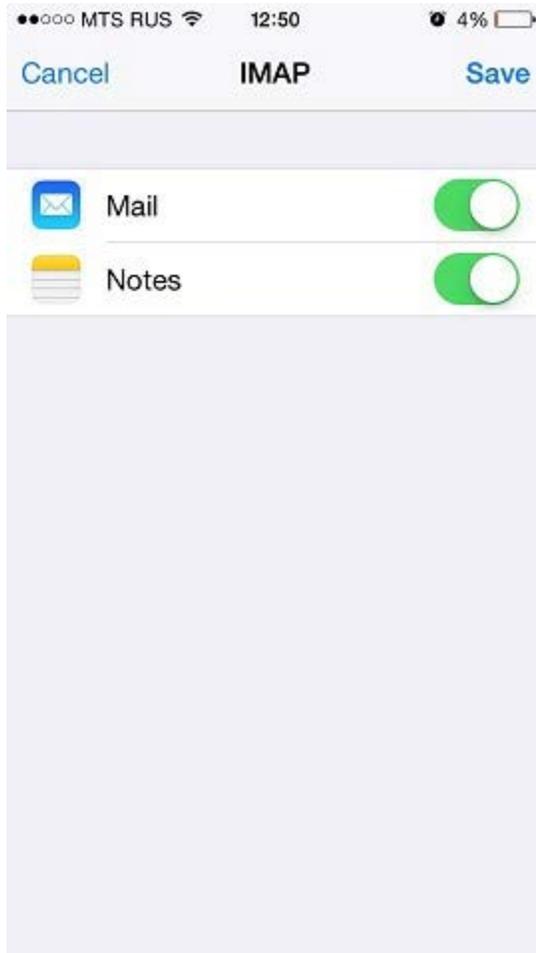
OUTGOING MAIL SERVER

Host Name example.com

User Name admin1@example.com

Password ●●●●●●●●

5. Once the email configuration is added, tap **Save** to continue. The connection to the specified server will be verified. If the connection is OK, you will see the screen where you can choose what information you want to sync with your phone.



6. When all the information is provided, tap **Save** to save the entered information. Your iPhone will then verify your account information. Upon successful completion, you will be taken to the **Mail** screen. Your account will now be listed in the **Accounts** section.



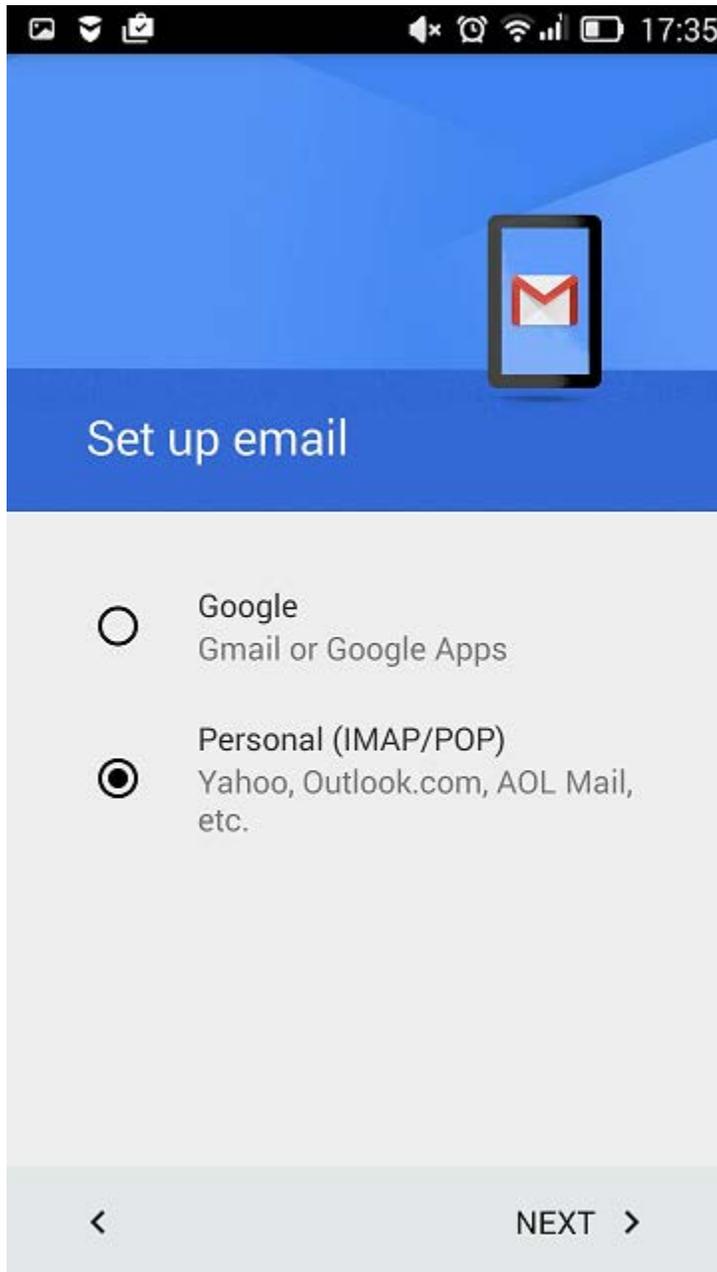
### **Access from Android**

The instructions provided in this section were verified against Android 4.4.2.

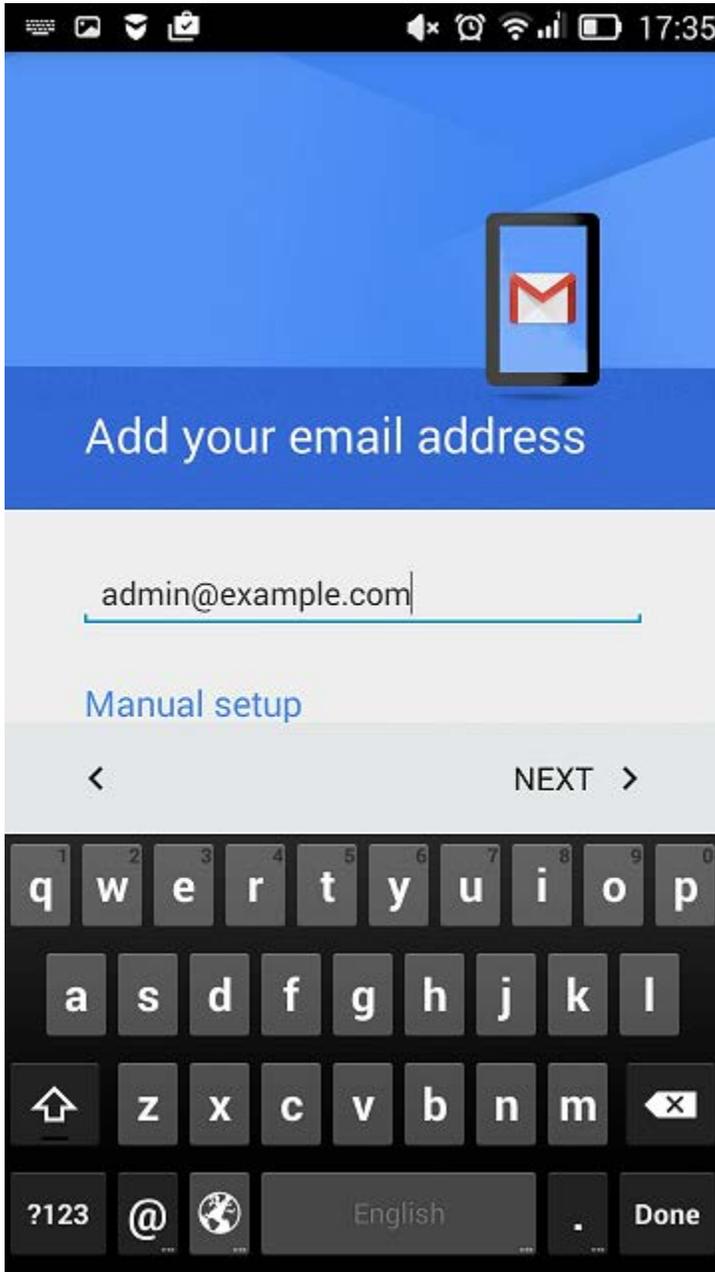
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To set up a mail account on Android:

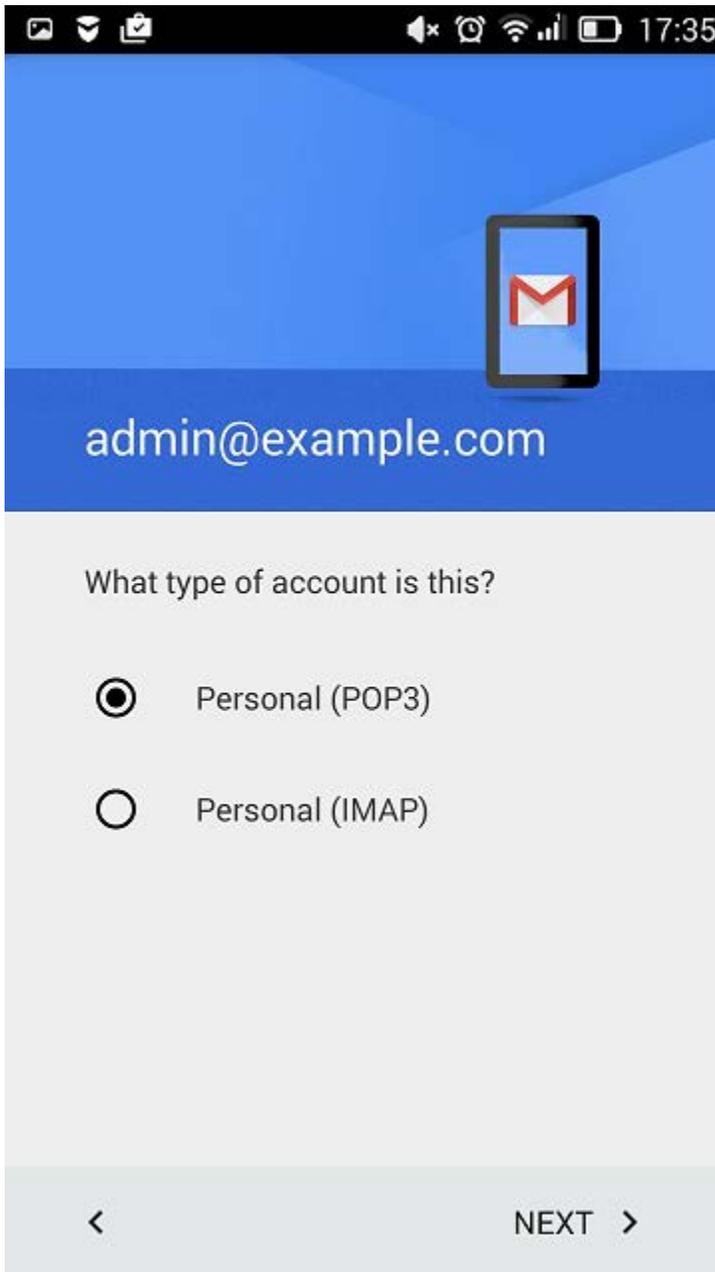
1. Open the Gmail app. Touch the menu on the top left. Touch the down arrow to the right of your username and then touch **Add account**. Then follow the steps described below. To go to the next step, tap **Next** on the screen.
2. On the **Set up email** screen select **Personal (POP, IMAP)**.



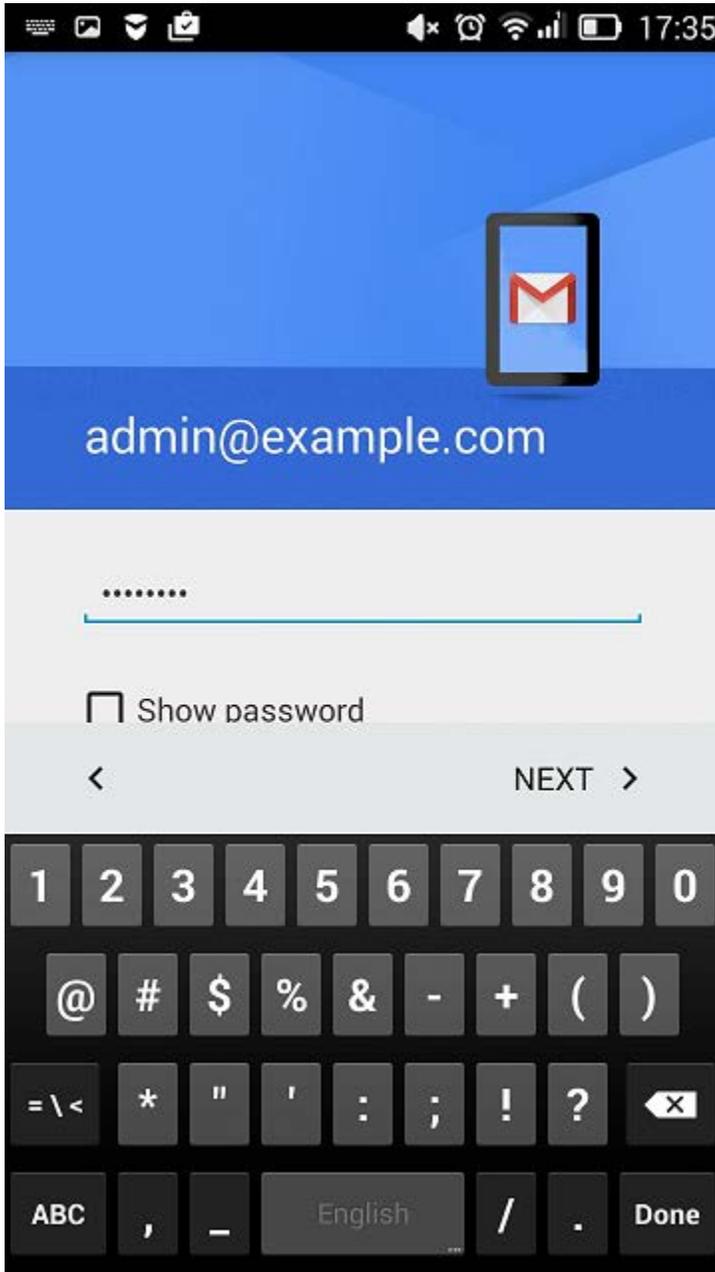
3. On the next screen, specify your full email address. Example: *admin@example.com*.



4. Specify the type of account. To keep the copies of email messages on the server, select the **IMAP** option. If you do not want to keep them on the server, select **POP3**.



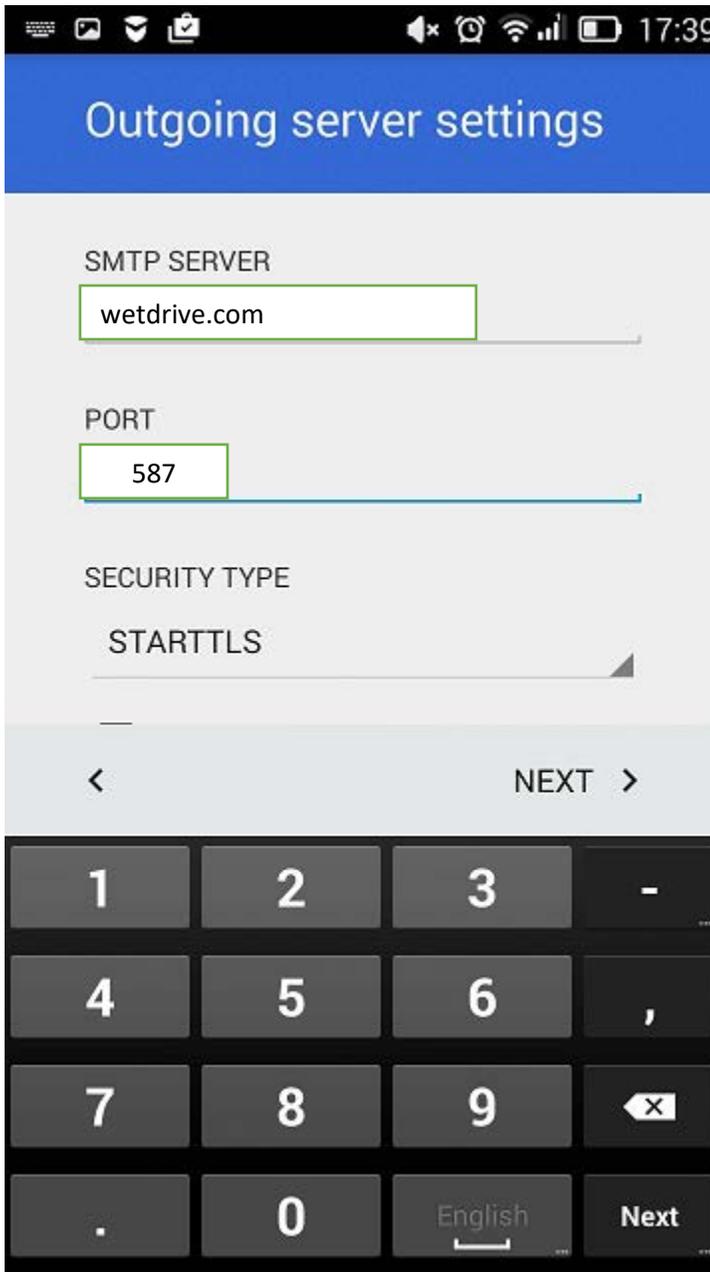
5. Specify the password of your email account.



6. The next screen displays the settings of an incoming server. Specify the Port number 110 for POP3 or 143 for IMAP.

A screenshot of an Android mobile application interface. At the top, there is a black status bar with icons for notifications, signal strength, Wi-Fi, and battery, along with the time 17:36. Below this is a blue header bar with the text "Incoming server settings" in white. The main content area is light gray and contains several form fields: "USERNAME" with the value "admin@example.com", "PASSWORD" with a masked password "\*\*\*\*\*", a checkbox labeled "Show password" which is unchecked, "SERVER" with the value "example.com", "PORT" with the value "110", and "SECURITY TYPE" with a dropdown menu showing "STARTTLS". At the bottom of the form is a section for "Delete email from server" with a partially visible dropdown menu. A light gray footer bar contains a back arrow on the left and the text "NEXT >" on the right.

7. The next screen displays the settings of an outgoing server. The port number should be 587.



8. When all the data is specified, your Android device will check the connection to the server and create your mail account. The new account will be displayed in the list of accounts in the Gmail app.