

Welcome to Mailcustodian

Thank you for choosing Mailcustodian to provide your E-mail services. The following leaflet will help you get more from your service and also if you do have problems how to get in contact with us.

Quick Start Information

Connection Information:

- Incoming Mailserver: **pop3.mailcustodian.co.uk**
- Outgoing SMTP Mailserver: **smtp.mailcustodian.co.uk**
- POP3 port: **110**
- IMAP port: **143**
- Outgoing SMTP port: **587** (using SMTP-auth)
- Domain Username and Password provided at start of service. Username usually takes the form of <domain>, ie blogs.com
- Webmail access is via: <http://www.mailcustodian.co.uk/squirrelmail/>
- Frequently Asked Questions and answers can be found at <http://www.mailcustodian.co.uk/faqs.html>
- Your POP3/IMAP/SMTP-AUTH username is always in the form (lower-case): <name>@<domain> ie joe@joblogs.com

Quick Start Guides

Guides are available for the following Mail Clients:

- Outlook 2003 (POP3) - <http://www.mailcustodian.co.uk/Outlook2003.pdf>
- Outlook Express 6 (POP3) - http://www.mailcustodian.co.uk/Outlook_Express6-POP3_Guide.pdf
- Outlook Express 6 (IMAP) - http://www.mailcustodian.co.uk/Outlook_Express6-IMAP_Guide.pdf

Administration

Using our web-based tools it is possible to manage your own domains. You can

- Add/Delete POP3 users
- Add/Delete alias users (Grouping, ie sales@blogs.com pointing to 3 different POP3 users)
- Change user/admin passwords
- Manage personal SPAM preferences. Control how our SPAM systems tag and move SPAM around.
- Manage Out of Office Assistance – Personal notes for when you are not reading your mail, ie On holiday. When an e-mail is sent to your email address when OOOA is activated a

return email will be sent with a specific note.

All these tools can be accessed via our Web based Administration Screen which can be found on our site at <http://www.mailcustodian.co.uk/webbasedadministration.html>

Overview Page

On accessing our web-based tools page you will see the following screen:

The main areas being:

- Change POP3 Password - <http://www.mailcustodian.co.uk/changePassword.cgi>
- Out of Office Administration - <http://www.mailcustodian.co.uk/oooa.cgi>
- SPAM Filtering- <http://www.mailcustodian.co.uk/spamFilter.cgi>
- Mail Administration - <http://www.mailcustodian.co.uk/menu.cgi>

Change POP3 Password

This application allows a user to change their POP3/IMAP/SMTP-AUTH password to a new one. This is a good idea if you think someone has guessed your current password.

Clicking on Change POP3 password produces the following screen:

Change Password Form

Username: @

Old Password:

New Password:

Repeat Password:

submit

Which allows you to enter your username, ie joe [@] blogs.com, your old (current) password and your new requested password.

After clicking on submit your password will have been changed for your POP3 username only. This will not have affected any other POP3 user's passwords.

Out Of Office Administration

The system allows you to send a return e-mail to users saying that you are unavailable. You can specify any message you want. The system is good for when you are going away on holiday.

Clicking on OOOA (Out of Office Administration) produces the following login screen:

Out of Office Administration / Forwarding

Login:
Username:
Password:

The username and password is your POP3 username and password. After clicking on login you will come to the following screen:

Out of Office Administration

Enable Out of Office Notifications

Current Message

Thanks for you mail. I'll reply ASAP

To activate OOOA you need to

- Tick the '*Enable Out Of Office Notifications*' tickbox
- Enter the appropriate message in the text box
- Click the '*Submit*' button

To de-activate OOOA you need to

- De-tick the '*Enable Out Of Office Notifications*' tickbox
- Click the '*Submit*' button

Note: The system could take up to 5 minutes before the OOOA becomes active or deactivates.

SPAM Filtering

Clicking on SPAM Filtering produces the following login screen:

Spam Filtering Administration

Login:
Username:
Password:

The username and password is your POP3 username and password. After clicking on login you will come to the following screen:

Spam Filtering Administration

Enable move to Spam folder

Overall Settings:

Required 'hits' to classify mail as spam

Add spam rule

Action	Address
<input type="text" value="blacklist_from"/>	<input type="text"/>

Examples address:
joe.bloggs@bloggs.com
*@bloggs.com

To activate/de-activate

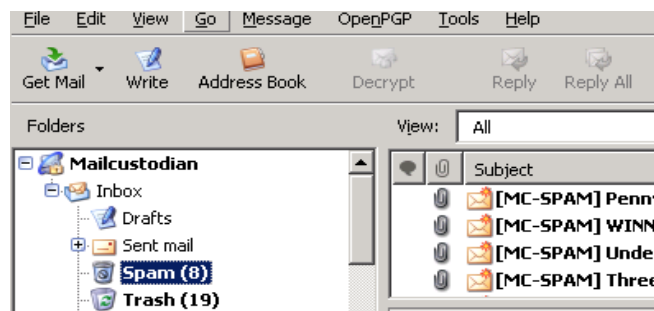
- Click/De-click on the '*Enable move to SPAM folder*' tick box
- Click on '*Submit*'

Page Options

- The Required 'hits' to classify mail as SPAM number is the number at which a mail is tagged as SPAM. All mail that passes through our system is given a score. If the mail score is higher than your number, in this case 5, the mail will be tagged as SPAM and moved to the SPAM folder
- Add SPAM rules, enables you to target specific e-mail addresses as SPAM. For example you could blacklist a hotmail account so that anything sent from it will always be tagged as SPAM. You can also whitelist e-mail addresses so our system will always ignore them.

What is the SPAM Folder?

All mail that is tagged as SPAM is sent to your SPAM folder. If you reading your mail via the IMAP protocol then you will see there is a folder called SPAM. See the example IMAP account below:



If you are not using IMAP but the POP3 protocol no SPAM folder is visible. To view your SPAM folder you will need to use our Webmail system. The URL can be found in '*Quick Start Information*' at the top of this leaflet.

Note: Our SPAM system is not 100% reliable. Sometimes mail might be tagged as SPAM when in fact it is an important mail. We recommend you check your SPAM folder at least once a week to make sure nothing has been incorrectly tagged.

Mail Administration

Clicking on Mail Administration produces the following login page:

Domain Administrators
Login:
Domain Admin Username:
Password:

The '*Domain Admin Username*' will be provided by Mailcustodian at the start of your service and is usual in the form, <domain name> ie blogs.com. The password will be provided at the same time.

After login in the following screen will be produced:

Domain Management

[Show Users](#)
[Add a User POP3 account](#)
[Add a User alias](#)
[Delete a User POP3 account](#)
[Delete a User alias](#)
[Change User Password](#)
[Change Admin Password](#)
[Set Default Rule](#)

The options being:

- Show all the users in your domain. Produces a list of POP3/IMAP users and Alias users.
- Add a new POP3 account. Allows you to add a new POP3 account.
- Add a User Alias. Allows you to add a new alias.
- Delete a User POP3 account. Allows you to delete an existing POP3 account. Please note this procedure is permanent and no recovery of mails possible.
- Delete a User alias. Deletes a user alias.
- Change User Password. Allows you to change a POP3 users password if they have forgotten it.
- Change Admin Password. Changes the main admin password for accessing this system.
- Set Default rule.

Default Rule

The default rule allows the domain admin to choose what happens to mail that comes into a domain and does not match any mailboxes or aliases. The mail can either be bounced back to the sender, as is normal policy for most large companies. However if you run a small business you may want to deliver this mail a delegated person, who can identify who it was intended for. If possible we recommend that you do not use the default CATCH ALL rule as this reduces the effectiveness of our SPAM services.

Contacting Us

If you have a problem or require further information the best way to contact us is via e-mail at support@mailcustodian.co.uk. If your e-mail is not working then support telephone numbers can be found on our webpage at <http://www.mailcustodian.co.uk/contactus.html>

For cheque payments the address is:

13 The Limes

St Albans

Herts

AL1 4AT