AlphaLink Email & Webmail System

MagicMail: Implementation date July 25, 2016

This guide covers the basic features of AlphaLink’s hosted email solution for our POP and IMAP clients (those whose emails are @alink.com / @cgate.net / @communicate.net or yourdomain.com if you have other than Exchange mailboxes).

On July 25, 2016, the upgrade of AlphaLink’s email server and services happened. The new product is called “MagicMail” and is hosted on the Linux platform. MagicMail allows us to provide 1) better email performance and security; 2) improved spam filtering with more flexible end-user options; and 3) some new features.

Contents of this guide:

- Email Account Settings (POP/IMAP)
- Main Login Page
- Webmail Lite Navigation
- Webmail Lite Message Navigation
- Webmail Settings Menu
- Tuxedo Navigation
- Email Options
- Spam Settings
- Whitelist and Blacklist Settings
- Address Book
- Folder Options
- Calendar

**POP Accounts**

There should be no change.

POP accounts mean you deliver your email to your computer (e.g., with Outlook or other email client. This is a less popular method of accessing your email due to the invent of Smartphones which usually require IMAP.

**IMAP & SSL Access**

Your folders/email reside our server.

For the incoming account:

* Connection Type: IMAP
* Port: 993
* Security Option: SSL
* Hostname: MAIL.ALINK.COM

For the outgoing account:

* Hostname: MAIL.ALINK.COM
* Port: 587
* Security Option: STARTTLS (TLS)
* Check "My server requires authentication"
AlphaLink Email & Webmail System

MagicMail: Implementation date July 25, 2016

Login Page – Webmail

Accessing Webmail will be at the same address you currently use:

http://mail.alink.com  Will work for All Alink hosted domains
http://mail.domain.com  Will work for only your hosted domain email

GoTo (drop down menu)

You have a choice of webmail experiences:

1. Webmail Lite (simpler interface for slower connections or older web browsers)
2. Tuxedo (very graphic, modern interface, some added features)
3. Mail Settings – if that is all you want to do; or if you are a domain administrator (see admin guide) to manage email settings for your domain users / mail lists

****You can select “remember my choice” if you want to use Tuxedo most of the time, but may want to occasionally get to Mail Settings. The Choice will default to whatever you select.

Login with your full email address and your password.
Webmail Lite Navigation

On Webmail Lite’s main page, you can navigate between folders by clicking on a FOLDER in the top-left section.

Below you will see the spam mail counter (messages counted here were blocked from your account entirely and will NOT appear in the spam folder) and a calendar.

At the top of this screen you will find Email Options for viewing your inbox, composing new email, address book, folders, and options (where you can make changes to your email settings (password, forwards, vacation/out of office settings)).
In the Center of the page, you will see your messages for the current folder (inbox, drafts, spam, etc.).

Above the messages is the **Move to** tool. This will move messages that you have selected via the checkbox to the folder listed in the dropdown menu.

If you see a warning message like the circled in red stating that **“your password has been detected as weak”**, you will need to go to Email Options to change your password. Have a complex password is good for the overall security of your account.

Don’t forget to sign out of your account if you are using a public computer.

After you click on (open) an email, the message content will be displayed. Above the message you will see options pertaining to the current message, such as Reply, Block, Forward, Add to Addresses. You can return to your inbox by selecting All messages icon by at the top left. Select Delete to remove the mail. Move to a folder by selecting the appropriate folder in Move to dropdown.
Webmail Options

A word about passwords: The new system will warn you if you have a weak password. If that is the case, you should change your password to something more complex. The current suggested settings are:

- Between 10 and 20 characters
- A mix of Upper Case, Lower Case letters, numbers and symbols
- Example: Nowisthetime2Ch@ng3

See Email Settings section to change your password.

Tuxedo Navigation

The Tuxedo webmail screens will be a bit more robust than the Webmail Lite. Many items are similar; we will try to highlight the differences here.

This is the Tuxedo email interface. Once logged in, you will be able to navigate the folders by selecting one from the menu on the top-left. If you see a warning message like the one circled in red stating that "your password has been detected as weak," you will need to go to Email Options to change your password. Having a secure password is good for the overall security of your account. Don't forget to sign out of your account, especially if you are using a public computer.
The messages for the current folder will be displayed here in the center of the page. The content for the current message will be displayed underneath the list of messages. Email Actions for the current message can be accessed along the top of page, such as Reply, Delete, or Forward. To make a message current, click on it and the contents of that message will be displayed under the list of messages.
Email Options:

Email options are available within each web interface type (Webmail Lite / Tuxedo), plus while logged into Email Options from the main login screen.

Spam Settings
The Spam Settings can be reached from any of the 3 main login pages. Here you can change the strictness of your spam filter, or disable it entirely. We recommend the Lite setting, however if you find yourself receiving too much junk mail you can adjust accordingly. The more strict the setting, the more mail will end up in your spam folder, or be blocked entirely. If you are finding mail in your spam folder that is not junk, you may want to move to a less strict spam setting, or add the affected domain (@example.com) or email address (person@example.com) to your Whitelist.

The Blacklist and Whitelist prevent mail or allow mail respectively, by matching a user-specified value. The "From" Blacklist will block all messages from a domain ("@example.com") or email address, ("person@example.com") whereas the "Subject" Blacklist will block any message containing specified words in the Subject line. The Whitelist will force-allow mail from any specified domain or email address, and takes precedence over the Blacklists. In order to add an item to a Blacklist or Whitelist, simply fill in the appropriate value, and select the Add button. You should see a message stating that "the item was successfully added."
You can add or remove contacts in the Address Book. In Webmail Lite, click Addresses at the top (Address Book on the left in Tuxedo) to reach the Address Book. The tools for adding and removing contacts are along the top, as well as importing and exporting. Magic Mail can import or export a CSV (Comma Separated Values) for importing an address book from another email, or exporting your current address book to use in an email program.

Folder Options:
**Folder Options** is where you can add or remove **folders**, subscribe or unsubscribe from folders, or purge items in selected folders. You can reach the folder options by selecting **Folders** on the top in Webmail Lite, or on the left in Tuxedo. To add a folder, first select the folder in which it should reside.

To **Purge** a folder, scroll down to Purge Messages and select the folder/s you wish to purge. Then, click **Purge Folder**.

**For Support:**

**Contact:**

740.788.9000
Service 8 to 5 M-F
AfterHours support: press 1 and leave vm for return call

**Email**

support@alink.com
Use this method if you have general questions or minor problems; We monitor this email address M-F 8 to 5 and responses will be based on critical nature of question or problem, so we may not respond immediately.

**You REALLY need to hear from someone, NOW!:**

If you have tried our normal support options (see above) and you feel you need additional attention, please feel free to contact me, Karla Carson, at my home number 740.587.7271. If I am not available, your voice mail will send to my email, and I will call you as soon as possible. You may also email me at karla.carson@alink.com. I would ask you try the first 2 options; if you do not get a response to your needs, always feel free to contact me directly.
AlphaLink Email & Webmail System

MagicMail: Implementation date July 25, 2016