

Email Client Settings:

Users should be able to use the same email client settings as they are currently using. For confirmation, the settings are below.

Incoming Server - POP3/IMAP Server Server: pop3.ctel.net Port: Standard Login/Username format: user@domain.net *TLS/SSL Recommended	Outgoing Server/SMTP Server Server: smtp.ctel.net Port: 587 Login/Username format: user@domain.net *SMTP authentication is required *TLS/SSL Recommended
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Other settings:

SPA Off
 IMAP Prefix INBOX

Unread emails Depending on client configuration previously read messages may show as unread.

WebMail: **webmail.ctel.net**

Outgoing Recipient Limit: 1000 per message when sending via mail client, 50 per message when sending via webmail.

Mailbox Quota: 1 GB

Max Outgoing Size: 100 MB

Password Security requirements:

- At Least 8 characters
- Must not be same as username or contain username
- Must not be a common word (to avoid Dictionary attacks)

Spam and Virus Filter:

To access the quarantine users need to login to webmail and click on the link for eScout on the tabs across the top of the webpage.

Username changes:

A dot in the username is not accepted on our mail servers - as such those accounts have been provisioned with a (_) underscore replacing the dot in their username. Users will continue to receive email at their email address with a dot in it, but their login/username will need to be modified by replacing the dot with an underscore.

New Unread or Duplicate Emails:

A byproduct of customers that have configured their email clients to leave a copy of messages on the server (POP) can be that some email clients may show old messages as unread. If a customer reports old messages have returned they should be instructed to delete those messages if they are no longer needed.