

E-mail setup instructions for accounts on Howl'n Dog Designs' mail server

NOTE: In order for an e-mail address to work, we have to set it up on our server before you do any of the following. Just give us a call and we can probably do it while we're on the phone.

This information is basic to all POP3 email programs, like Outlook, Apple Mail, Thunderbird, etc.

Your incoming mail server is a POP3.

Your **incoming (POP3) and outgoing (SMTP)** mail server addresses are as follows:
mail.yourdomainname.whatever (example: mail.howlndog.com)

Your account/user name is your **entire e-mail address**.

Your password is whatever you asked us to use, and is case-sensitive. We do not keep e-mail passwords, so be sure to save this somewhere. If you loose it, or need to reset it, just call us.

Our SMTP (outgoing) mail server requires authentication. The authentication method is the same as the POP3 (incoming) server (user name and password). It does not require SSL or security.

The default port number for the POP3 server is 110.

The default port number for the SMTP server is 25, but if you receive an error when you try to send mail, try port 587.

If you choose to leave mail on the server, do so for no more than 14 days. If you leave it on indefinitely your email will eventually stop working.

You can also send and receive mail through our webmail program by going to mail.yourdomainname.whatever and entering your account/user name and password. Do not use this as your primary email program. Webmail ties into the live server, and all incoming and sent messages, and any addresses you save, are stored there. If your email account ever gets "clogged" or needs to be reset, you will loose everything.

Our mail server does not have a limit on the size of files you can send or receive.

We have a separate document for setting up email on mobile devices. Contact us if you want a copy.

Please call Beth or John at 540-334-3831 if you need help with this setup, or if things aren't working correctly. Thanks!

Beth Garst