



Chakra Communications, Inc.

80 W Drullard Ave Lancaster, NY 14086
716.505.7300 Fax 716.505.7301

140 Washington Ave Ste 150 Endicott, NY 13760
607.748.7491 Fax 607.748.6839



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Frequently Asked Questions

How do I reach Chakra's HelpDesk Team?

If you are having an issue, we strongly encourage you to use one of the following methods to insure the most expedient response to your situation.

By E-mail

helpdesk@chakracentral.com

This will automatically create a support ticket, alert Help Desk Team Members and route your information to them.

By Phone

716-505-7330 *

Available 9 am to 5 pm Monday through Friday (except holidays)

* For URGENT off hour assistance, our voicemail will direct you to the on call HelpDesk Team Member.

How many email accounts do I get with my domain?

Chakra's basic web hosting service includes up to 50 domain e-mail accounts. Additional accounts are available upon request. Please contact your Chakra Sales Representative who can discuss account upgrade options with you.

How much online storage space do I get?

Each email account is given 100 MB of online storage space for emails and attachments.

What does this mean to me?

Users who exceed the 100 MB storage limit will be unable to receive e-mails until messages on the server are deleted/removed.

How do I know how much storage space I am using?

You can view your storage amount through the online web mail program. You can log into your account at <http://mail.chakrahost.com>.

How do I manage the amount of storage I'm using?

You must remove or delete the message from the online server. This can be done through your email client (such as Outlook) or by logging into the webmail system.

- **Using Email Program:** Please note that deleting e-mail messages from your Outlook or other e-mail program does not delete messages from the server unless you have specifically configured your email program to do so. It is recommended that e-mail users configure their e-mail program to "download" your e-mails and only keep messages on the server for a specific number of days.
- **Using WebMail:** Users can log into your Webmail account (using Internet Explorer or other Internet browser) to manually delete messages. Please remember to also "Empty the Trash Folder" when you finish deleting messages to insure they are permanently deleted from the server.

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What if I need more space?

Please contact your Chakra Sales Representative who can discuss account upgrade options with you.

How many emails can I send?

Each account can send up to 200 email messages per day.

Why do you have this limitation?

Email service providers have found this to be a very effective method to prevent a compromised email address from being used to generate spam. We have chosen this level as our data indicates 99% of our users will not even come close to this level. If you need to send more than this per day, we strongly recommend using a Bulk Email program such as Chakra's Newscaster *.

How big can an email be that I send or receive?

A maximum email (incoming or outgoing) message size of 25 MB is set.

Please note: Some receiving mail servers may have smaller size restrictions and your message may be rejected by them.

How many recipients can I have in a single email?

A maximum of 40 recipients (To: CC: and BCC: combined) in a single email message.

Why do you have this limitation?

In an effort to prevent SPAM, email service providers and the software they use examine messages to determine if they are potentially unwanted (SPAM) emails. One of these criteria is the # of recipients in either the To: CC: or BCC: fields. To protect your domain and our network from being identified as a supporting SPAM, we have put this restriction in place. We would strongly encourage even fewer recipients be used, but at this point, are comfortable with the 40 recipient limit. If you need to send emails regularly to multiple recipients, we strongly recommend using a Bulk Email program such as Chakra's Newscaster *.

**** For more information and free demo of Chakra's Email Marketing Program – Newscaster, please contact your Sales Representative or call 716.505.7328.***

How does Chakra deal with spam?

The Chakra mail server uses multiple Spam programs and filters to block unwanted messages from being delivered into your account. On an average day, thousands of known spam messages are deleted immediately from the server as they arrive, or blocked before even transmitting the spam e-mails. Other messages that are flagged as possible spam messages are stored in each account's "Spam Folder" on the server. These messages can be viewed by logging into the webmail program at <http://mail.chakrahost.com>. All messages in the Spam Folder are automatically deleted after 30 days so it is recommended that all e-mail users periodically log into their webmail accounts and check these folders to ensure legitimate or wanted e-mails have not been delivered there. If you find a message in the spam folder that you do not want flagged as Spam, you can "whitelist" the sender and all future messages from that sender will bypass the spam filters and be delivered to your Inbox. For instructions on "whitelisting", please log into your webmail account and click on the "Blue Question mark" located at the top right of the screen.

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What should I do if I get an error message from the mail server?

If you receive a message from the Chakra mail server (CHAKRA-MAILER-DAEMON@chakrahost.com) informing you of a delivery error, please note the cause of the delivery error is typically listed in the e-mail. Some examples you may see are “Domain not found”, “Invalid Mailbox” and “No such user”. These are typically misspellings in the e-mail address. Please recheck your email to insure you have not made a simple mistake when typing the email.

Other errors such as “Spam Rejection” or “Could not connect” may indicate that your e-mail address or server address may be blocked by the Recipient’s mail server. If you receive one of these, or similar messages, we recommend that you contact the Recipient and inform them that your e-mails are possibly being blocked by their server and ask them to contact their e-mail Administrator.

Someone has told me that they are not getting my emails, what should I do?

If you are contacted by someone who informs you that their e-mails are not being delivered to you, please contact helpdesk@chakracentral.com with the sender’s e-mail address and the date and time they attempted to send you an e-mail and we will research it immediately and work to resolve the issue.