



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



Create



Communicate



Connect

Setup and Managing Your Domain E-mail Account

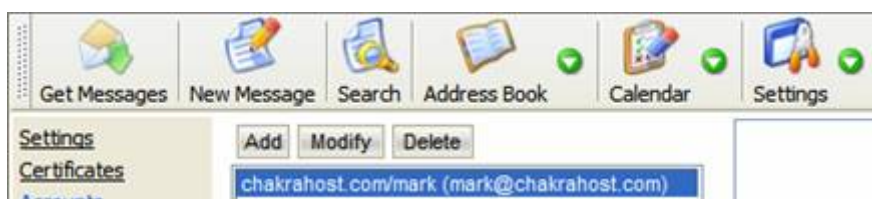
Web Based Email Retrieval

Log In

- Go to <http://mail.yourdomain.name> (ex: <http://mail.chakracentral.com>)
- Enter your e-mail address and password

Password Update:

- When logged in, click on the **GREEN ARROW** on the **Settings** tab and select **Accounts**.
- Next, click your account and select **modify**:



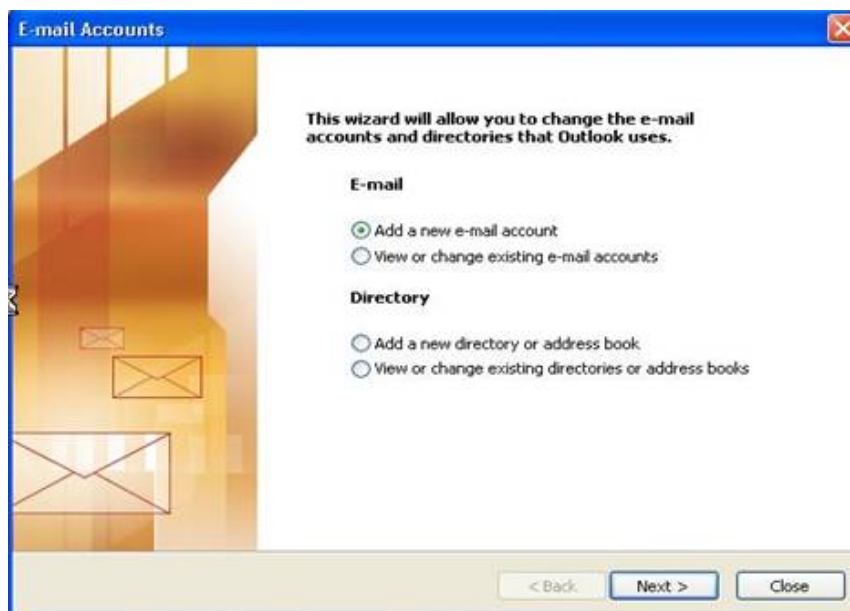
- Follow the on-screen directions to change your password.

Get Messages / Sending Email

- Use the top navigation and follow provided prompts to read and send your emails.

E-Mail Settings for Outlook: *Disregard if forwarding e-mail*

- Click on **Tools** then **Email Accounts**.
- Select
 - For new setup: **Add a new e-mail account**
 - For changes/updates to existing: **View or change existing e-mail accounts**
 - Highlight your e-mail account and click **change**.





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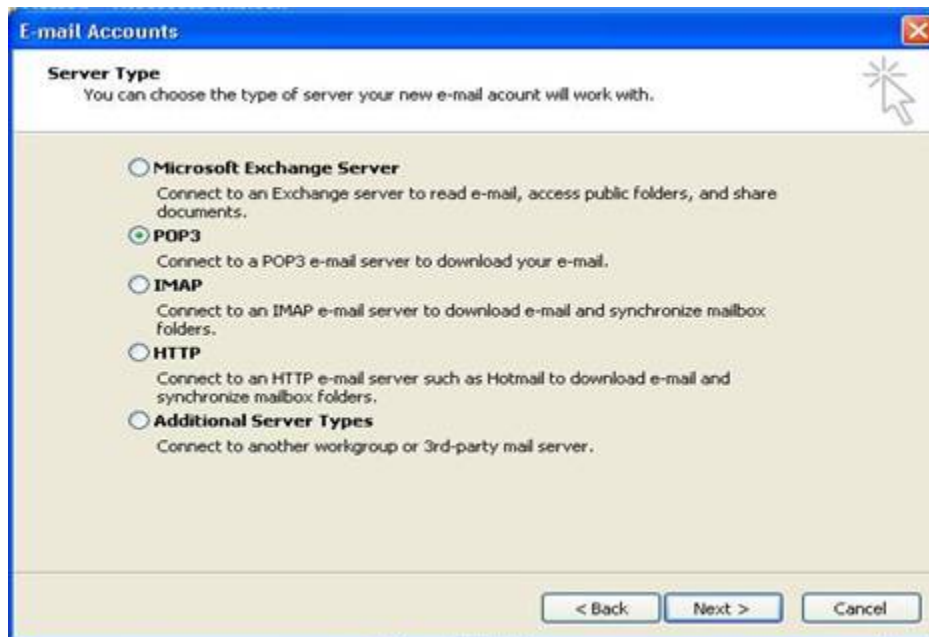


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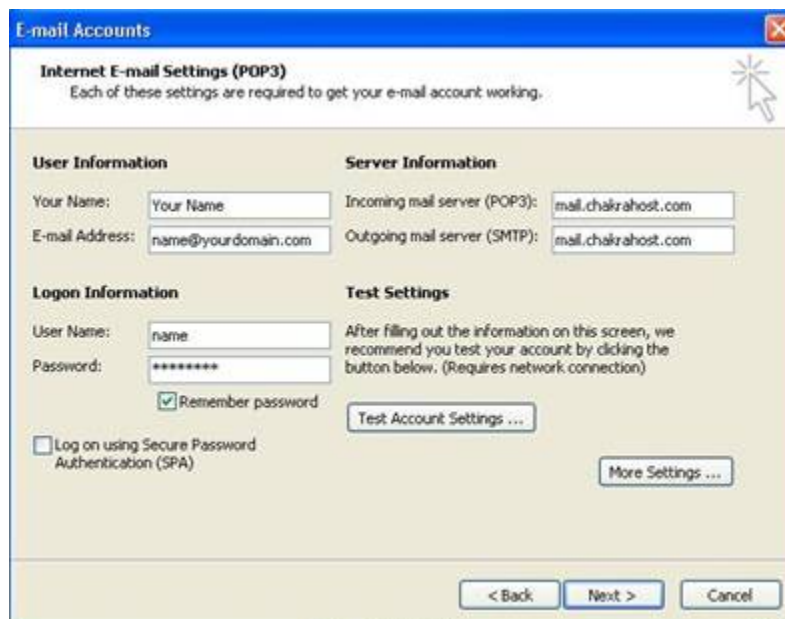


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- For new setups, select **POP 3**. For existing accounts this step is skipped.



- Then enter your information per the screen shot below, make sure it looks like this with your user information as provided by Chakra's Support Team.



- NOTE:** Please change your SMTP (outgoing) and POP3 (incoming) settings to mail.{insert your domain name here } [ex. mail.abccwidges.com, mail.123company.net, etc.]
- Next click on **More Settings...**
- You will now go to the **General Tab**. Update information as indicated.



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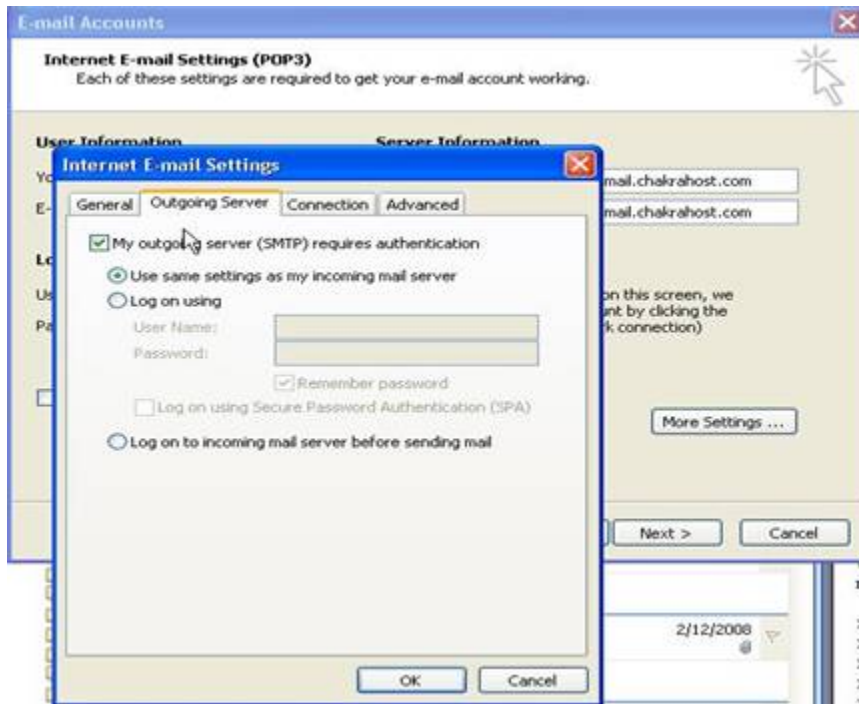


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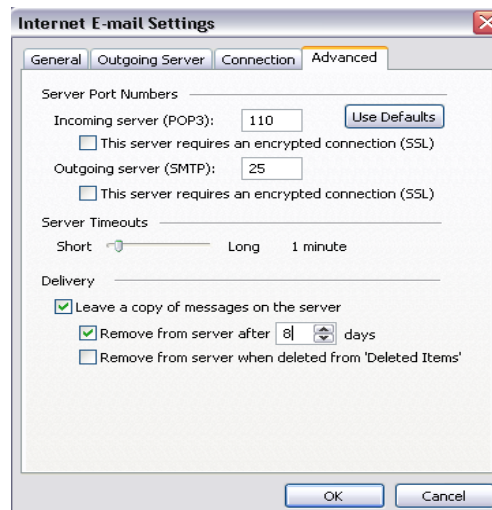
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- Next, select the **Outgoing Server Tab**. Make sure your settings look exactly as listed below.



Managing your storage limits

- You can add additional settings to your Outlook to better keep your storage space within the maximum limits by setting up deletion rules.
- Click on the **Advanced Tab**.
- By default, Outlook keeps all messages that you download to your Computer stored on the server. You can select “Leave a copy of messages on the server” and check “Remove from server after x days”. Depending on the amount of e-mail you typically receive, 14 days should be an acceptable number. Please keep in mind that mail stored on your Computer can be saved forever and does not count against your mailbox quota, only the messages saved on the server.





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- After you have completed any changes, click **OK** to save the changes.
- Click **Test Account Settings**. If the test was successful, click **close** and close final window. If you have any problems or errors, please contact Chakra's HelpDesk team.

E-mail Change Requests

- For your security, any requests to change, add or remove passwords or accounts must be submitted in writing by fax or by e-mail from an authorized representative of your Company
- Fax requests can be sent to (716) 505-7301.
- Please include contact information for the person making the request

Anti-Spam Settings

- By default, Anti-spam filtering is applied to all of your e-mail accounts. All messages in the Spam Folder found in your webmail account are automatically deleted after 30 days. It is *recommended* that all e-mail users periodically log into their webmail accounts and check this folder 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.