



## Basic Set up and use of your basic POP3 Email

### Section 1. Basics of Email POP Accounts and Email Aliases

#### POP3 and Email Address (alias) General Use Overview

Using the SilverServers Control Panel, hosting account managers are able to create email accounts at any time. In this system, an email POP (POP3) account may be different than what you are used to if you have created email accounts with other providers.

The POP account is simply a file on a server that stores incoming mail. The POP account is accessed by a using an email program with a specific username and password. The POP account is not specifically tied to any email address or email alias. A POP account can exist without ANY email address connected to it.

For most uses, you will be associating your POP account with one or more email addresses. For example, if your name is Jim Smith you may have a POP account with the username of jsmith and password of Fishing7Hiking33. You can create any email address (alias) you like such as [jim.smith@Yoursite.com](mailto:jim.smith@Yoursite.com), [jim@yoursite.com](mailto:jim@yoursite.com) or [sales@yoursite.com](mailto:sales@yoursite.com). Any or all of these can be set to deposit incoming mail into the jsmith POP account.

When you set this account up on your computer or mobile device using your preferred email program you will typically set the account up using your preferred email address. For example if you create the email alias [jim.smith@yoursite.com](mailto:jim.smith@yoursite.com) and set this in your email program, anyone you send mail to will see the email as being from [jim.smith@yoursite.com](mailto:jim.smith@yoursite.com).

In the SilverServers Control Panel, an email address can have multiple “recipients”. This can be a powerful way to have mail that comes in automatically copied to multiple POP accounts. For example - let's say you have 3 people in your organization. Jim Smith, Tammy Reider, and Dave Thoms. Each user needs their own POP account created such as:

POP3 Username	POP3 Password
jsmith	Fishing7Hiking33
tammyr	Leaves!APPLES4
david	h0tSUMMERb3ach!

If everyone here is in the sales department, you may want to have [sales@yoursite.com](mailto:sales@yoursite.com) send a copy of all incoming mail to each person. So for the recipients for [sales@yoursite.com](mailto:sales@yoursite.com) you would select all three of these POP accounts as the recipients: jsmith, tammyr, david

Each person would use their own username and password to access the mail sent to [sales@yoursite.com](mailto:sales@yoursite.com)

#### Mobile / Multiple Devices

POP3 account are not great at sharing email for more than one device. The reason for this, is that POP accounts are not designed for long-term storage. If you set up your desktop computer and phone to check the same POP account, if either one has deleted the mail from the server, the mail will not be available for your other device.

Fortunately there is an easy solution to this that prevents this problem. You can create a separate POP account for each of your devices! For example, Jim Smith could have mail for [jim.smith@yoursite.com](mailto:jim.smith@yoursite.com) sent to one POP account for his computer and one for his mobile phone. To do this he would have 2 POP accounts:

<b>POP3 Username</b>	<b>POP3 Password</b>
jsmith	Fishing7Hiking33
jsmithmobile	Working4aLIVING

On his desktop computer he uses the jsmith username and password. On his mobile device he uses his jsmithmobile username and password. On both devices he sets his email address as [jim.smith@yoursite.com](mailto:jim.smith@yoursite.com). This way, both devices always get their own copy of incoming mail and can send out mail using the same email address.

## Section 2. Connecting to your Email Program / Mobile Device

Most devices are fairly easy to configure with a POP account. The actual settings may vary slightly depending on your hosting package, server, and devices. We require all POP3 and SMTP connections to use an encrypted connection to send and receive email. By default we configure our servers to use a commercial wildcard SSL certificate. Some devices will accept and save the certificate easily, some will require special settings. If you're not sure what settings to use, please contact support.

To set this up on your device, you need to go to the add email account (or edit if you're updating settings) for your software / device. There are many different email software options and devices. If you're not sure how to access your email set up or editing areas please contact your software or device supplier for assistance.

When setting up a POP3 in most software or devices, you may need to select a manual configuration rather than using any of the automatic options.

### Incoming

**Email address:** [SOMEONE@yoursite.com](mailto:SOMEONE@yoursite.com)

This is the email address (or alias) you wish to have your email recipients reply to when they send you email. *This is not the username or login for your email.* Sometimes the account set up screens will ask you for an "Account Name" or "Your Name". You can put anything you wish in those fields - check with your software documentation for more information if you're not sure what to use.

**Incoming POP3 server name:**

Option 1:                   yoursite.com (use your domain name!)  
Option 2:                   SERVERNAME.silverservers.com

If you have problems with the SSL Certificate use option 2. You can find the "SERVERNAME" on the "Package Information" page in the SilverServers control panel or by contacting SilverServers Support.

**Email type:**                   **POP3**

**Password:**                   (As set in the "Email POP Accounts" section of the SilverServers Control Panel)

You should have an option to enable encryption (SSL/TLS) for secure connections. Look for something that looks similar to: **"This server requires a secure connection (SSL/TLS)"** and make sure it is enabled. Depending on your software or device, you may need select from Auto, SSL, TLS or other options. Often TLS or Auto will work, but if you have problems try switching this to whichever one you find works for your system.

**Incoming POP3 server Port:**                   995

This port number is usually set correctly if encryption has been enabled. Some devices may need to have this changed manually.

**User Name:**   For example: jsmith

**Password:**   For example: Fishing7Hiking33

### Additional Options

You may be asked to select options such as:

**Leave a copy of messages on server?** Suggested setting is Yes - up to 15 days. If you leave messages on the server too long your POP account may fill up and become slow or unusable.

**Authentication Method** Password or Normal Password.

## Outgoing

**Outgoing SMTP server name:**

Option 1:                   yoursite.com (use your domain name!)  
Option 2:                   SERVERNAME.silverservers.com

If you have problems with the SSL Certificate use option 2. You can find the "SERVERNAME" on the "Package Information" page in the SilverServers control panel or by contacting SilverServers Support.

**Outgoing Authentication:** Enabled (*This is important*)

**Use same login details as incoming mail server:** Enabled

For some software or devices you may have to enter the username and password manually for the outgoing SMTP server. If this happens use the same username and password you use for the incoming POP account.

**Port:** 465 or 587 (some devices will not allow or use 465)

**Encryption or security connection type** For most users you can select from Auto, STARTTLS, TLS

That is often all you need for any device. If you are having problems finding what screen to enter the details in you may need to check with your software or device providers documentation or contact their support for additional help. You can also contact SilverServers support and we'll help as best we can.

## Section 3. IP Address Blocking!

To help combat the continuous attacks that hackers launch on our networks, we have implemented an IP address blacklisting system. What this does is look for signs of attacker activity. If our automated systems see enough suspicious activity from an IP address, the tool automatically blocks that IP address from the server. It is unusual for clients to end up blocked, but it does sometimes happen. To find out if you are blocked is fairly simple and the fix is also very easy.

If you find your email program is complaining about not being able to contact the server, and the account was previously working, first, see if you can visit your website. If your website comes up fine, chances are your IP address is not blocked. In this case one of the settings above may need to be adjusted or your username and password updated.

If your website does not come up and you have other users or computers in your network, see if the website and email work for them. If it does work for them chances are you are not blocked.

If you do think you are being blocked go to Google and type in "What is my IP address?" and click to search. Google will usually respond with a set of numbers such as 198.221.12.255  
Contact support with the IP address and we can check the server and remove the blocking.

## Section 4. Support

Most of the errors or issues we see with people setting up or modifying their email POP accounts result from a minor spelling mistake in one of the settings, using the wrong username and/or password, forgetting to enable the encryption, or bugs in the email software used on their device.

In rare cases we have seen anti-virus software, anti-spam software or some sort of firewall blocking the incoming or outgoing ports required to connect to our servers. If you have double checked all your settings and reviewed the settings with your software or device provider documentation / support, you may need to check with your network administrator or internet service provider to see if they have any restrictions on these ports.

If you have any questions or encounter any errors, please contact [support@silverservers.com](mailto:support@silverservers.com) or call our toll-free line at 888-569-4192 – thanks!

**SilverServers Support Team**