



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, jim@yoursite.com or 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 and set this in your email program, anyone you send mail to will see the email as being from 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 send a copy of all incoming mail to each person. So for the recipients for 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

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 sent to one POP account for his computer and one for his mobile phone. To do this he would have 2 POP accounts:

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 or call our toll-free line at 888-569-4192 – thanks!

SilverServers Support Team