SETTING UP EMAIL ON THIRD-PARTY SOFTWARE

Note: You can access your email any time by going to: **mail.YOURDOMAIN.com/webmail** on any web browser. **Basic Matrix is not responsible for the performance of third-party email clients.**

Security: If you attempt to log in and fail 5 times, your IP will be blocked for security. Text us @ 318-798-5567 for us to unblock you or for a password reset.

If you need help setting up Outlook or your phone to send and receive email, call your IT specialist.

Here are the instructions for setting up **any device** with email.

New Email Address: youraddress@example.com
Password: YourPassword

Incoming mail server: mail.example.com
Outgoing mail server: mail.example.com
Account Name: youraddress@example.com
Password: YourPassword

1. Go to **Tools** / **Accounts** and choose the **Mail** tab.
2. Create a new email account.
3. Your settings should look similar to this. Be sure your username includes the "@example.com" portion. Also make sure the "My server requires authentication" box is checked. Note: USE IMAP.
4. Click "settings" at the bottom right. It should like the one to the left.

5. If you have trouble sending emails later, it is possible your internet service provider is blocking port 25 from sending email. If this happens to you, click on the **Advanced** tab and change your SMTP port to the alternate 587. If you can send emails just fine, don't worry about changing it.

iPhone Instructions

The instructions below configure your iPhone to manage your example.com email account. Be sure to fill out **both** the incoming and outgoing settings. Even though the interface implies that outgoing settings are optional, they are required.

Your Email Information
Incoming mail server: mail.example.com
Outgoing mail server: mail.example.com
Account Name: youraddress@example.com
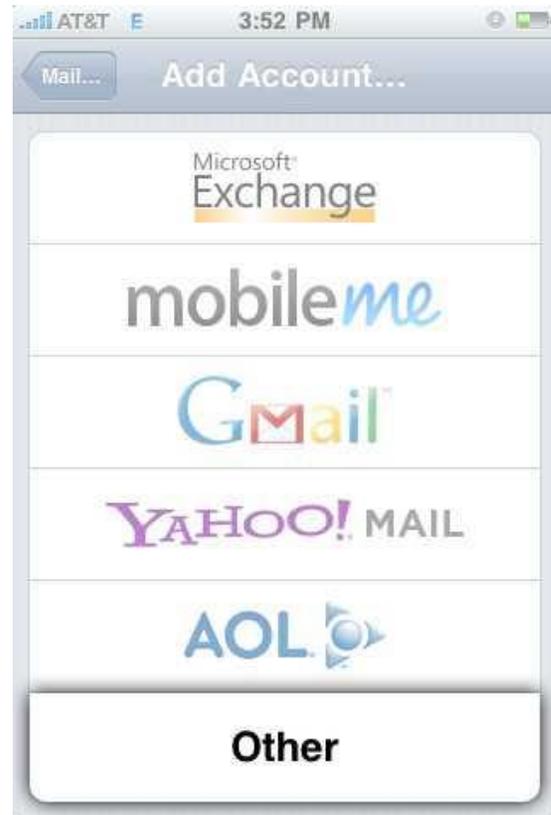**Password: YourPassword**

Setting up IMAP on your iPhone

Step 1 →

From within the "Add Account" section, choose "Other".

Step 2

Click "Add Mail Account"

Step 3

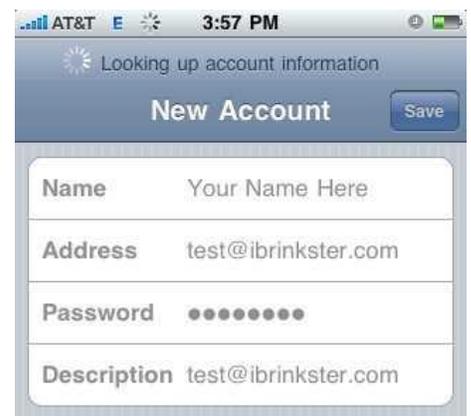**Enter your Email account information:**

Name: Use your name or email address if you prefer.
Address: Your full email address.
Password: Your email password.
Description: Your full email address

Once you have entered your information, press the "Save" button.

Incoming Mail Server

Host Name	mymail.brinkster.com
User Name	test@ibrinkster.com
Password	●●●●●●●●

Outgoing Mail Server

Host Name	mymail.brinkster.com
User Name	test@ibrinkster.com
Password	●●●●●●●●

Step 4

Enter the Mail Server information:

Use the following for **both the Incoming and Outgoing Mail Server**

Host Name: mail.example.com

User Name: (Your FULL email address)

Password: (Your new email account password)

Once you have entered your information, press the "Save" button.

Please be patient.
This may take a few minutes to complete.

Step 5

If you receive the following error, there's no need to worry. Simply **Accept** the certificate the first time you receive and then when you send email and it should not ask you again.

Error:
"Secure Connection Failed
The certificate may not be valid."

The ssl certificate is only valid for clients who have purchased an ssl certificate. If you have a secure domain for your hosting account, you should use this address for the Host Names. As an alternative, once the account is setup, go into the account settings and disable the use of SSL.

.ıll AT&T E ☼ 4:08 PM

Verifying IMAP account information

New Account Save

Incoming Mail Server

Secure Connection Failed

The certificate for "test@ibrinkster.com" may not be valid.

Cancel Continue

Host Name	mail.ibrinkster.com
User Name	test@ibrinkster.com
Password	●●●●●●●