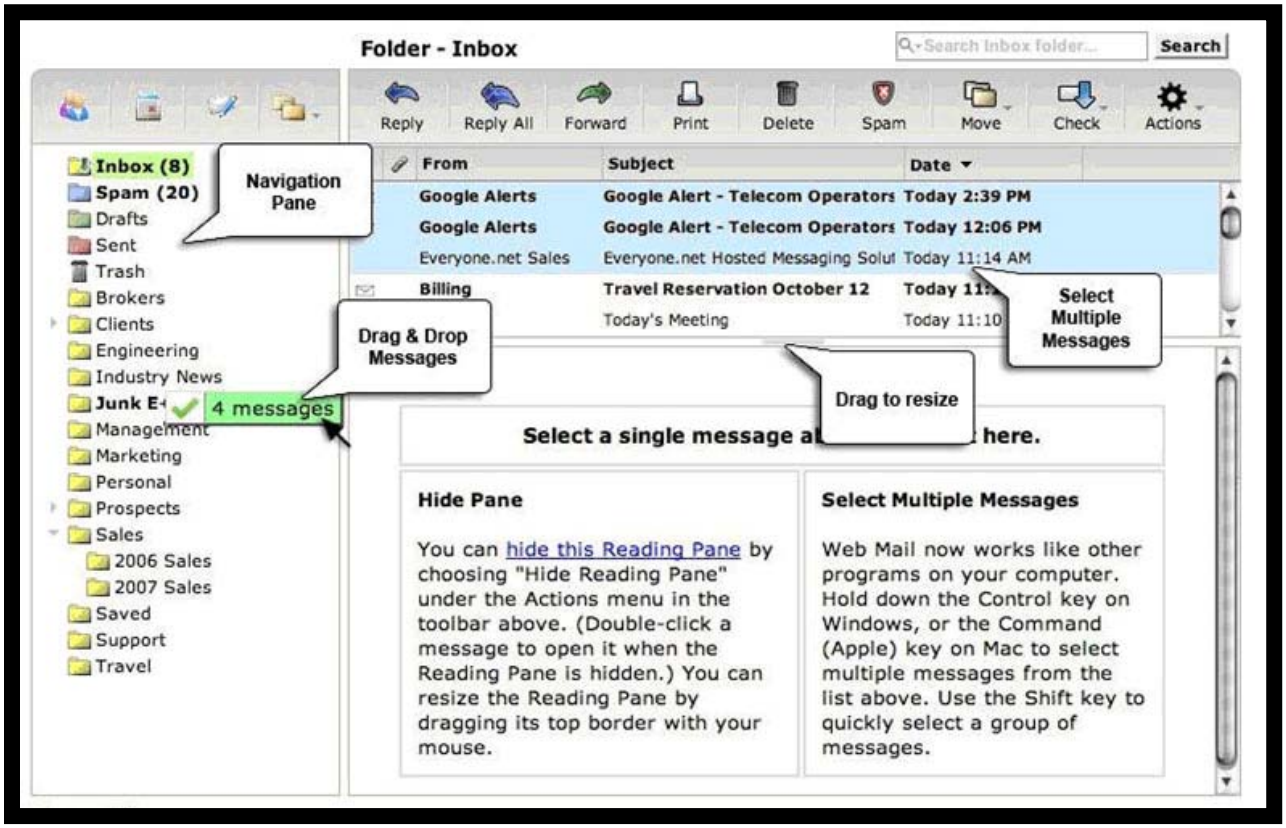
Getting Started with
Your New E-mail Services



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We are pleased to present you with a new e-mail service as a way to thank you for being a loyal customer. You will access your e-mail the same way, and **your username and password will not change**. And, as before, you will have five e-mail addresses at 1G each for each account.

New Features

These are just some of the new features for you to enjoy.

- It's now much easier to set your spam filter.
- You can pre-set your out-of-office notifications and specify the date ranges.
- You can forward your e-mail to another service (like g-mail) and keep a copy of the e-mails that are forwarded in this account.
- You can integrate various calendars into this system (iCal) – be sure to switch your subscriptions over.
- You have online storage through "One-Storage."
- Your e-mails are archived for 5 days in case you need disaster recovery assistance.

Get the Most Out of Your New Service

To get started, please take a few moments to do the following tasks:

1. Configure Your E-mail Client Settings

If you use an e-mail client (like Windows Mail or Outlook) to send and receive messages, you will need to check to make sure your e-mail client is configured correctly on **all your computers and smart phones within 90 days** so that you can send and receive e-mail. Instructions for the two most commonly used e-mail clients are below:

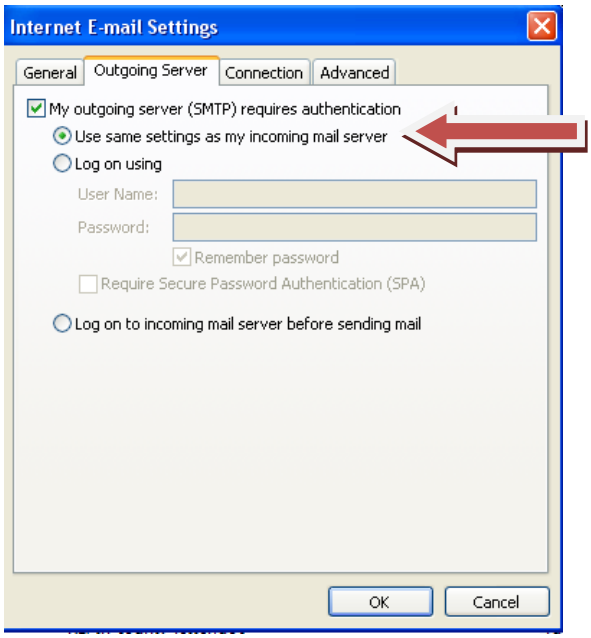
SMTP Authentication Setup for Windows Mail / Windows Live Mail

1. Open the mail application and go to Tools -> Accounts.
2. Select the mail account you'll be working with by clicking on it, then click the Properties button.
3. Click the Servers tab, then select "My server requires authentication."
4. Click the Settings button, then select "Use same setting as my incoming email server" and click Ok.

SMTP Authentication Setup for Outlook

1. Open Outlook. Go to Tools -> Account settings.
2. Click the E-mail tab, then select the email account to be modified and click the Change button.
3. Click the More Settings button.
4. Under "Outgoing Server" tab, select "My outgoing server (SMTP) requires authentication" and choose "Use same settings as my incoming mail server."
5. Click OK.

Sample for Outlook



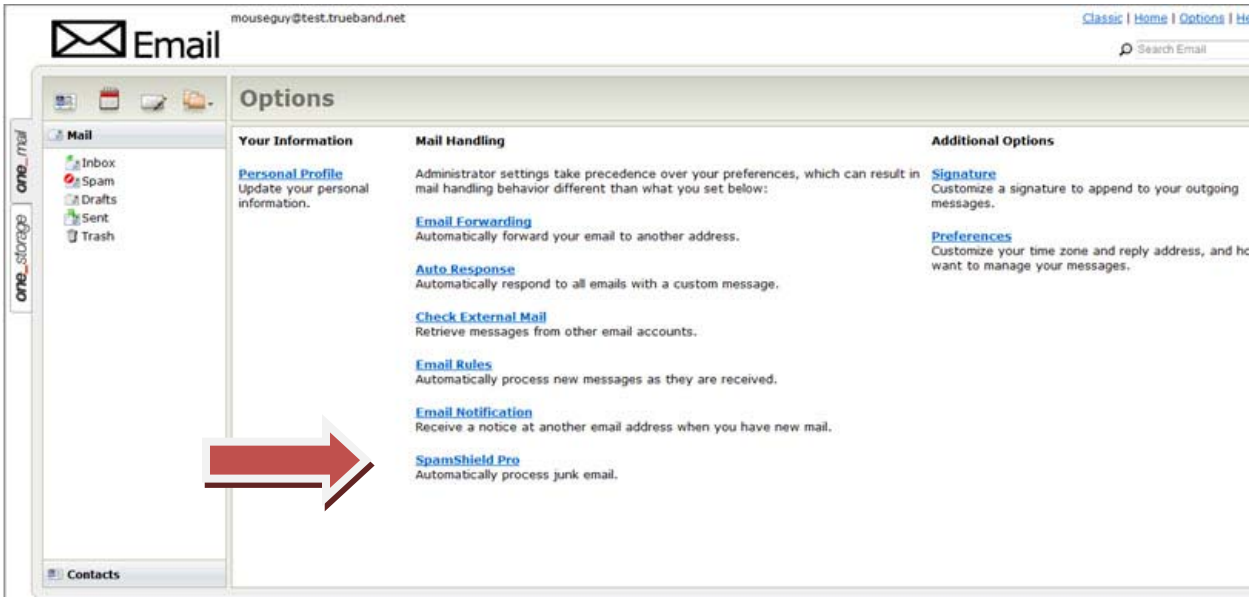
If you have no idea what this whole section means, our apologies. Contact Tech Support and they'll walk you through it!

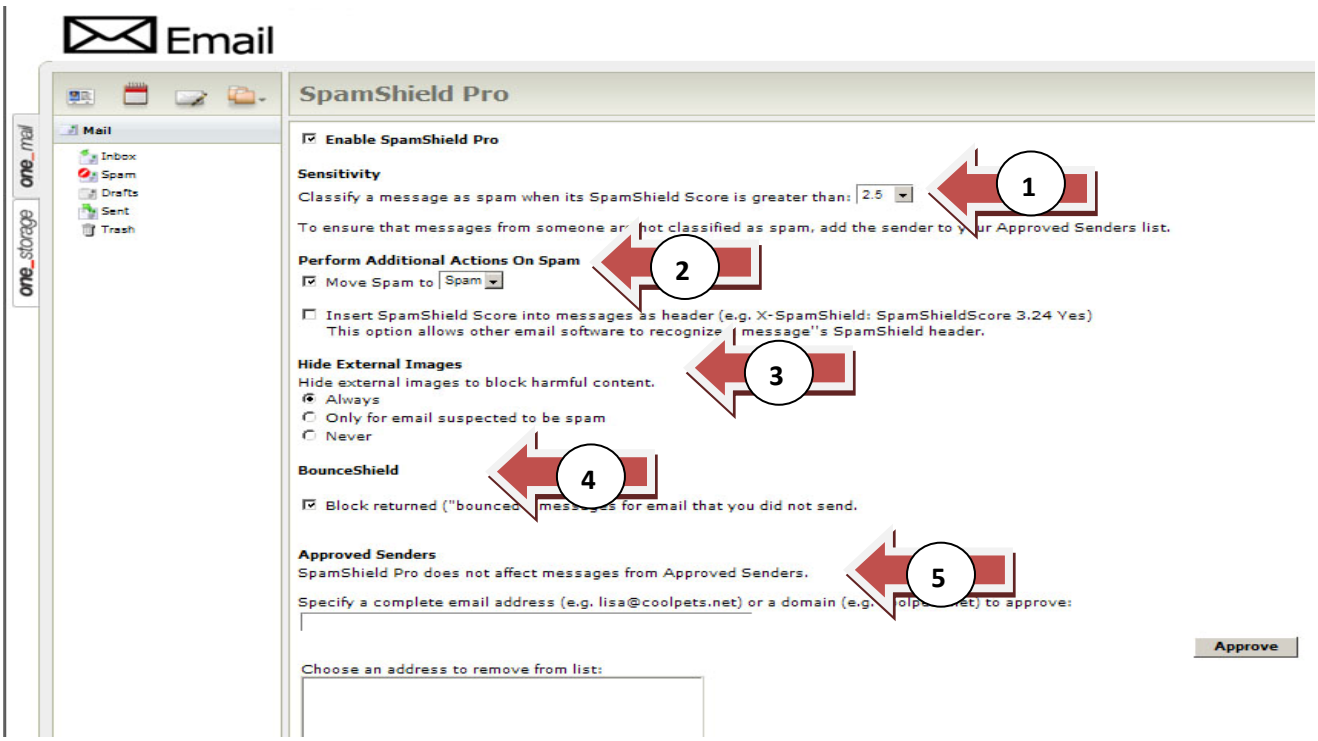
2. Set Your Spam Filter

To get the most of your new e-mail service, please read the following directions for handling spam. Also, note that these directions may change in the future, so please refer to the latest help section on this website: http://www.everyone.net/support/online_guides.html.

Although our new system blocks most spam messages, you can reduce the number you receive even more. To change your spam settings on the new system, log into the site at and use your regular username and password. If you have trouble or don't remember your username, contact Tech Support.

Go to the **"Options"** page and click on **"SpamShield Pro."**





1. **Sensitivity:** If you feel you are getting too much spam in your in-box, choose a lower number in the dropdown. Choosing a higher number will have an opposite effect. For example, if you want to make sure you receive all your e-mail, even spam, set it on 5.
2. **Perform Additional Actions on Spam:** You can move your spam to a spam folder, the trash or your in-box.
3. **Hide External Images:** Sometimes images in spam can carry viruses. You have the choice of hiding them outright, never hiding them or hiding them only when they are suspected of being spam.
4. **BounceShield:** By checking this box, you can block returned ("bounced") messages for e-mails that you did not send.
5. **Approved Senders:** Choose the e-mail addresses and domains that you want to block or approve automatically.

Again, if you have any questions, please don't hesitate to call Tech Support. Thank you!