OVERVIEW

CBeyond email comes with:

- Domain name hosting (domain hosting upgrade required).
- Up to 200 enhanced email boxes.
- 100 MB of storage per email box with additional email storage available.
- 15 MB capacity limit per email message.*
- Anywhere access to your Webmail Account.
- IMAP and POP3 supported protocol.
- SpamBlocker filtering for unwanted email messages.
- Virus Protection scanning to screen for computer viruses.

CBeyond email service is compatible with the following email clients:

- Microsoft Outlook 97, 98 or 2000, 2003, 2007
- Microsoft OutlookExpress v5.0 or later
- Netscape Navigator 4.7
- Mac OS X Mail
- Eudora Pro v5.0
- Windows Mail

* 15 MB file limit is strictly for CBeyond to CBeyond email communications. If you are sending an email to a non-CBeyond email recipient, we recommend you not to send attachments larger than 5 MB due to typical email server constraints. If you need to send larger files, please use CBeyond's Whalemail service.

To learn more, please use keyword “Whalemail” in CBeyond’s Find-It-Fast Answer Center on CBeyondOnline.
SETTING UP YOUR CBYOND EMAIL IS A TWO PART PROCESS.

1. Login to CbeyondOnline and create the email addresses for your employees.
   - OR -
   Manage email via Cbeyond Webmail via CbeyondOnline, which does not require set-up.

   **Step 1**
   - **CREATE USERS**
   - Login to CbeyondOnline.
   - Select MY SERVICES > EMAIL.
   - The next screen will display all of the domains hosted on your account.
   - Select the domain that you will be using to create your email addresses by clicking MANAGE EMAIL ADDRESSES.
   - If the domain you want to use for your company's email is not listed:
     • Check your email (the email address on file with your current host provider) for a transfer request that requires your approval to authorize Cbeyond to host your domain.
     • Once you respond with your approval, it will take up to 3 days for your previous provider to release the domain to Cbeyond. At that time your domain name will appear in CbeyondOnline.
     • If you cannot locate this transfer request in your email, we suggest that you check with the vendor or person who may have originally registered the domain on your behalf.

   **Step 2**
   - Click on add email address to create a new email box.
   - Choose the employee from a list of users associated with your account. If you do not see the employee listed, choose add new to add a new user.
   - Enter the following information for every employee you want receive Cbeyond email:
     • NAME
     • EMAIL NAME, determines the email address
     • PASSWORD you create
   - Repeat process for each new user.
   - Make a note of the username and password which you will need to communicate to each employee.
   - If you choose the auto-generate option the USER’S PASSWORD will be the same as the USER NAME.

   **Step 3**
   - PROVIDE EACH EMPLOYEE WITH THE FOLLOWING:
     • EMAIL NAME and PASSWORD for their account.
     • Instructions for accessing email
       - CbeyondOnline link and click “CHECK YOUR EMAIL” (no set-up required)
     - OR -
       - CbeyondOnline link and “SET-UP YOUR SERVICES” for instructions on the email software settings appropriate for your computer (if you encounter difficulties in setting up your email client software, please contact your LAN vendor).
     - TIP: If you would like to increase the size of your email box, please submit a request online or call Customer Support at 1-866-424-5100.

   Each individual user can manage their email preferences from the “CHECK YOUR EMAIL” link at www.cbeyondonline.net, these include:
   • Setting up SPAMBLOCKER settings.
   • OUT OF OFFICE auto-reply message.
   • SIDELINING and more.

   **TIP:** The email name and the CbeyondOnline User ID should be the same email address for quick access to webmail.

   **TIP:** If you choose the “auto-generate” option, the new user should be advised to login with this initial password, then change his/her password.

   **NEED HELP?**
   - Go to CbeyondOnline’s FIND-IT-FAST Answer Center and use keyword “EMAIL SET-UP” to get a list of frequently asked questions and answers.