

# 3wCommunications Hosted Email

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**User Setup Guide**

Version 1.3

June 8, 2017

## Email Client Settings

The recommended incoming protocol to use is IMAP, while POP3 is available we discourage clients using it. Outgoing (SMTP) is available over various ports but we recommend using TLS over port 587 is available. Otherwise SMTP port 465 over SSL and if need be, unencrypted ports are also offered.

*Incoming email protocol: IMAP*

*Outgoing email protocol: SMTP*

### Secure ports (Recommended)

- IMAP port 993 (SSL)
- POP3 port 995 (SSL)
- SMTP port 587 (TLS) **recommended**
- Or SMTP port 465 (SSL)

### Regular ports (unencrypted)

- IMAP port 143
- POP3 port 110
- SMTP port 25, 587 or 8025

### Server Addresses & Logon

- Incoming & Outgoing Mail Server: **mail.3wcomm.net**
- User Name: Always reflects mailbox / email address

## Outlook Setup Example

Replace the E-mail Address username and password with your own account then go to *More Settings...*

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

**User Information**

Your Name: Info

E-mail Address: info@zipedit.com

**Server Information**

Account Type: IMAP

Incoming mail server: mail.3wcomm.net

Outgoing mail server (SMTP): mail.3wcomm.net

**Logon Information**

User Name: info@zipedit.com

Password: \*\*\*\*\*

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

**Test Account Settings**

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

☒ Test Account Settings by clicking the Next button

More Settings ...

< Back   Next >   Cancel

### More Settings ... / Outgoing Server

Check My outgoing server (SMTP) requires authentication, Same as Incoming.

General   Sent Items   Deleted Items

Outgoing Server   Connection   Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Require Secure Password Authentication (SPA)

### More Settings ... / Advanced (tab)

Enter the below IMAP (993) and SMTP (587) ports along with SSL / TLS from drop down menus.

General	Sent Items	Deleted Items
Outgoing Server	Connection	Advanced

Server Port Numbers

Incoming server (IMAP):

Use the following type of encrypted connection: SSL

Outgoing server (SMTP):

Use the following type of encrypted connection: TLS

Server Timeouts


Short  Long 1 minute

Folders

Root folder path:

## Webmail

Secure webmail access is available at the following address: <https://mail.3wcomm.net>



communications

E-mail address:   
e.g. yourname@3wcomm.net

Password:   
password is case-sensitive

Shared computer: ☐  
if checked, you will be logged out after 4 hours

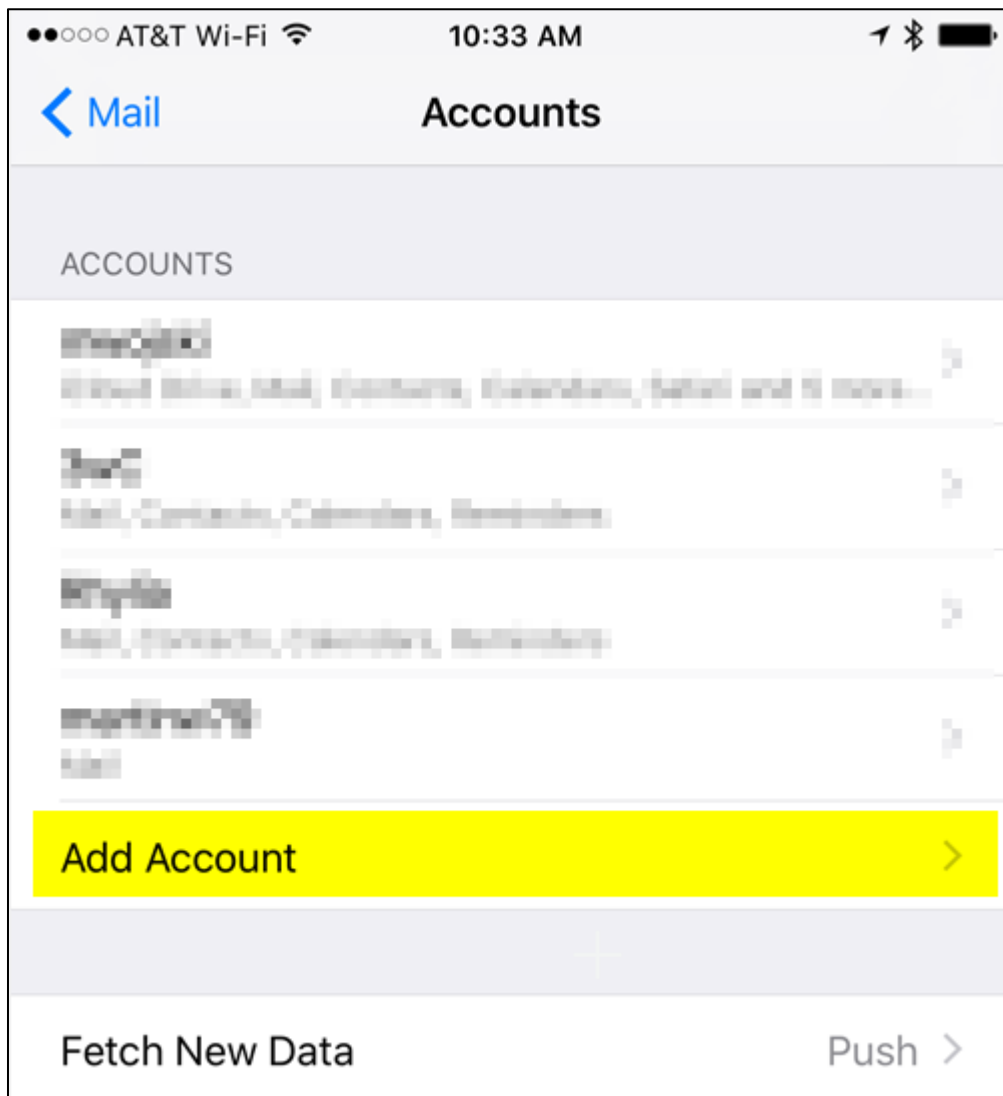
Stay signed in: ☐  
if checked, this browser will log into webmail automatically until you logout

## Apple iOS Setup

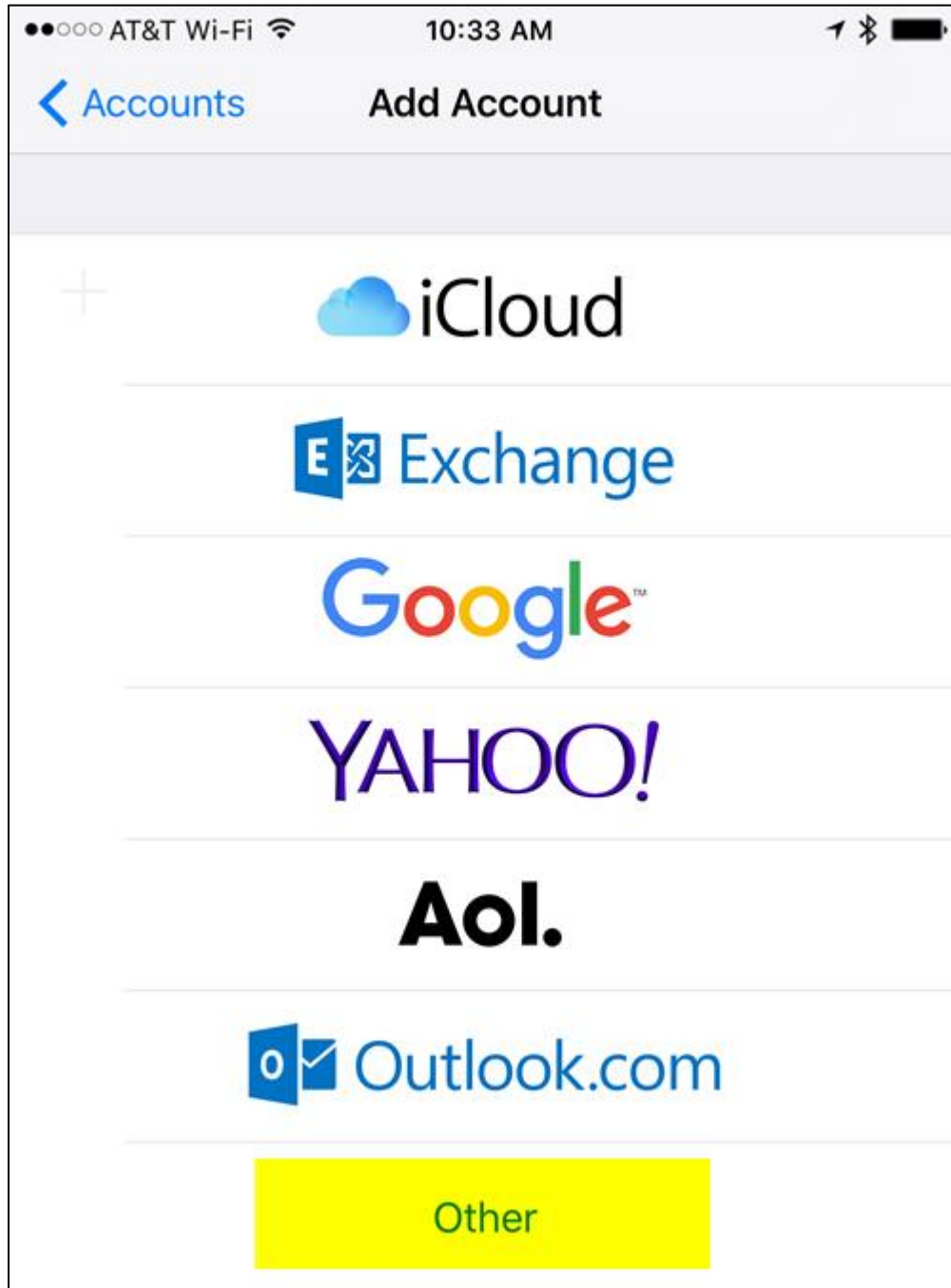
Example of an iPhone running iOS 10 setup for our test domain *zipedit.com*, replace the domain with your own during setup.

### Add a New Account on iPhone / iPad

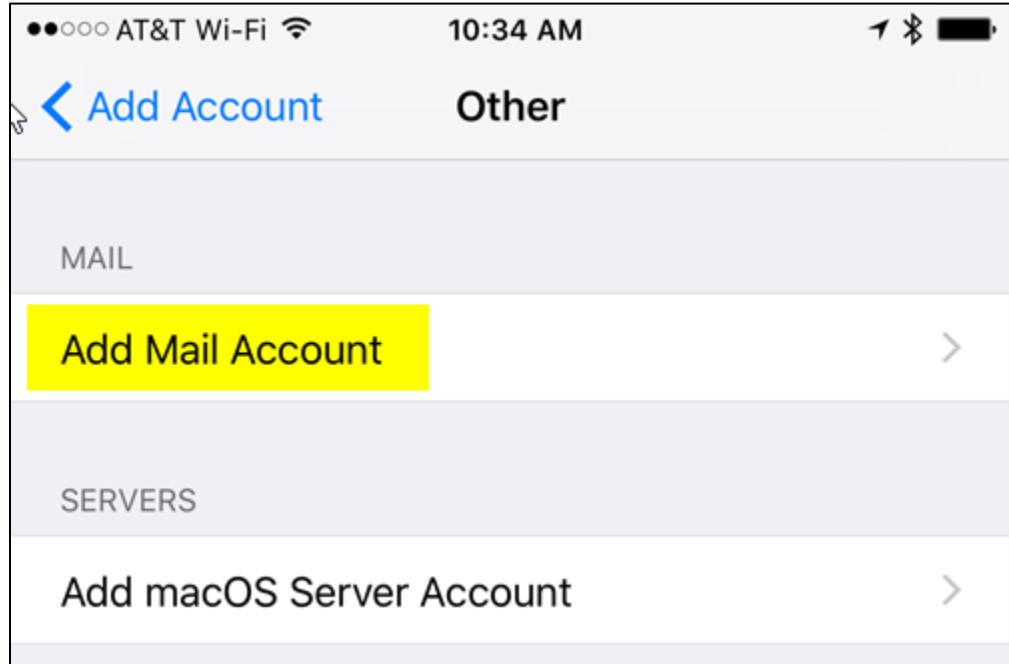
Go to **Settings / Mail / Accounts** and select **Add Account**



Select **Other** from list on screen



Select **Add Mail Account** under MAIL



Enter **Name** (Full Name), **Email address** and **Password**, **Description** for this mailbox.

A screenshot of the 'New Account' form in an email app. The status bar at the top shows 'AT&T Wi-Fi', '10:35 AM', and battery level. The form has a title bar with 'Cancel' in blue on the left, 'New Account' in black in the center, and 'Next' in blue on the right. Below the title bar are four input fields: 'Name' with the value 'Demo', 'Email' with the value 'info@zipedit.com', 'Password' with eight black dots, and 'Description' with the value 'Zipedit'. The bottom of the screen is a solid light gray bar.



Select **IMAP**. Enter **Incoming & Outgoing** Server Details as shown below.  
Username is always your full email address.  
When done, click **Next**.

The screenshot shows the 'New Account' setup screen. At the top, there are status icons for AT&T Wi-Fi, the time 10:36 AM, and battery level. The title bar contains 'Cancel', 'New Account', and 'Next' buttons. Below the title bar, there is a section with two buttons: 'IMAP' (highlighted in blue) and 'POP'. Underneath, there are three input fields: 'Name' with the value 'Demo', 'Email' with the value 'info@zipedit.com', and 'Description' with the value 'Zipedit'. Below these fields, there is a section titled 'INCOMING MAIL SERVER' with three input fields: 'Host Name' with the value 'mail.3wcomm.net', 'User Name' with the value 'info@zipedit.com', and 'Password' with masked characters. Below this section, there is another section titled 'OUTGOING MAIL SERVER' with three input fields: 'Host Name' with the value 'mail.3wcomm.net', 'User Name' with the value 'info@zipedit.com', and 'Password' with masked characters.

*If any errors appear please double check all spelling, especially Host Names & Passwords.*

Select **Mail** on the following screen in regards to what will sync with the server. Click **Save** and you are done.

