Cedar Valley Group, LLC

How To Access Your Email On-Line:

Once you have an Internet connection, it's easy to work with your email on-line.

Simply, enter this into the URL:
http://www.yourdomainname.com/webmail

At this point you will be prompted to enter a user id and password via a 'pop up' box. (If you don't see this, the browser may be blocking pop up windows, so be sure and turn off that blocking.) Enter your full email address and password. For example, john@johnsite.com and your email password.

Remember that this information is case sensitive as our servers are Linux based.

All of the current email accounts that have been setup can be accessed this way.

After you have successfully logged into "webmail", you will be given the option of using one of 3 different email programs. All of them offer essentially the same functionality. My preference is for the 'Horde' program because I prefer the email design layout.

After you have chosen a program, you will be asked again be brought to a login button. Simply push the login button and the email program will start. (You are already logged in.)

Initially when you come into the email program, you will be at the main level. To view your incoming emails select the 'inbox' option. A listing of outstanding emails will be shown.

Note: the email program offers 3 different email 'boxes': The 'inbox' (incoming emails) the 'sent box' (reply's to messages) and trash (emails that have been marked as deleted). At the top of the mailbox area, there are several links. These links provide you with different options such as sending an email, creating an email, deleting an email or forwarding an email.

How we setup handling of Spam:

All email accounts have basic Spam filters looking for problem emails.

However, you can increase the level of Spam filtering with options included inside of your CPANEL administrative account. Choose the option inside of your CPANEL for 'manage emails accounts' to see your options. (A setting of 5 will eliminate most of your Spam.) If you have questions, please feel free to call us, we'll be glad to help.

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Background on how Outlook works with Webmail on-line.

When you get your email via your Outlook program, all of your emails will automatically be downloaded into your local hard drive. The default setting in Outlook is to automatically delete the email off of the server after it has been downloaded on to your local machine. This is important because it ensures that you web mail email account will not exceed it's default disk quota.

If you have used the webmail system, when you come back into Outlook you will notice that these same emails will flow into your Outlook mailbox. This is normal. They are not duplicate emails; rather Outlook is cleaning out your on-line mailbox.

Also, be aware that any email that you sent while using the on-line system will not be brought down by Outlook. They will continue to exist solely within the on-line system.

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