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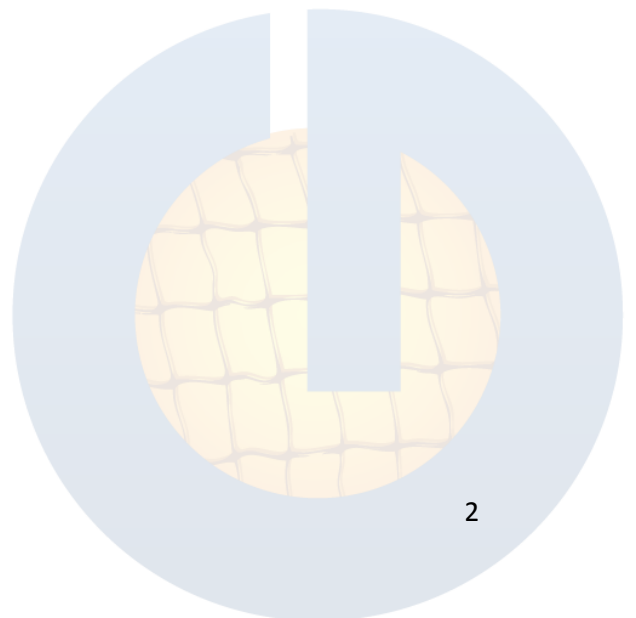


CLIENT AREA

- From a web browser (such as Internet Explorer, Firefox, Chrome, Opera etc) visit the following URL <https://members.ondnet.net/clientarea>
- Enter the username and password and click on *Login*
 - *Note that if you forgot your password you can retrieve it via <https://members.ondnet.net/clientarea/pwreset.php>*

ACCESSING DOMAIN CONTROL PANEL VIA CLIENT AREA

- Click on *Services*
- Click on the *My Services*
- Click on *View Details*
- Click on *Login to Plesk*



MODIFYING EMAIL ACCOUNTS

- Login to the hosting control panel (see [ACCESSING DOMAIN CONTROL PANEL VIA CLIENT AREA](#))
- Click on *Mail Accounts* for the list of mail accounts under the domain

Parallels Plesk Panel

Logged in as ondnnetlogin My account Log out

Home Client Accounts OnDNet Domains supportexample.com

Mail Accounts Under the Domain supportexample.com

Mail Accounts Mailing Lists

Tools

Create Mail Account Mail Settings

Search Reset Search

Remove Modify Show Aliases Hide Search

1 Mail accounts total Number of entries per page: 10 25 100 All

	L	B	R	G	A	S	AV	Name
								test@supportexample.com

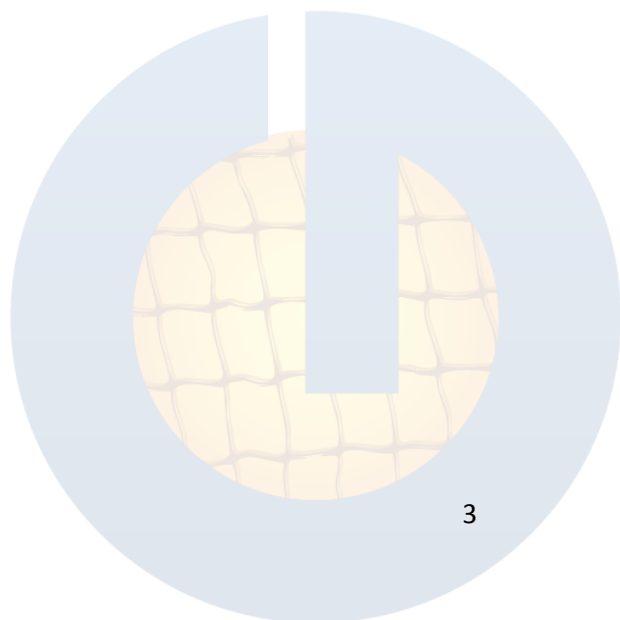
1 Mail accounts total Number of entries per page: 10 25 100 All

Help & Support

Help Desk

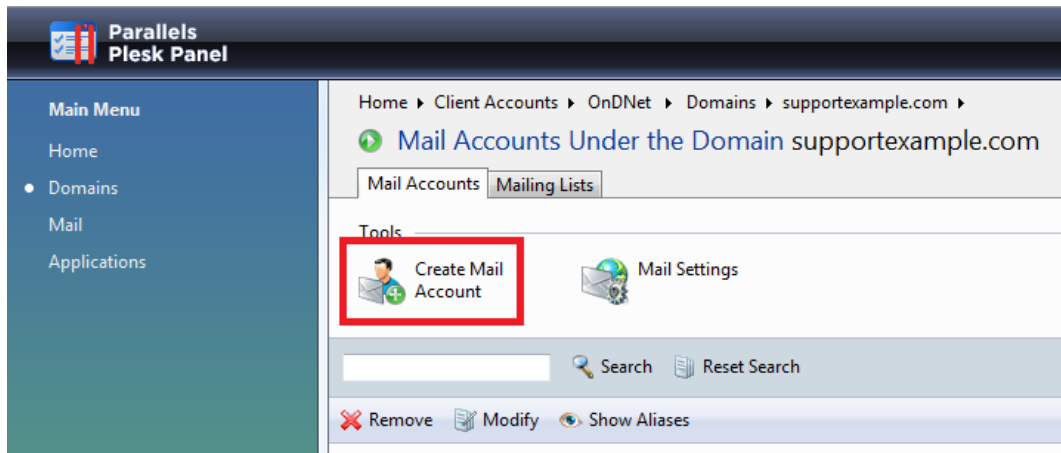
Help

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ADDING AN EMAIL ACCOUNT

- Follow the steps in [MODIFYING EMAIL ACCOUNTS](#)
- Click on *Create Mail Account*

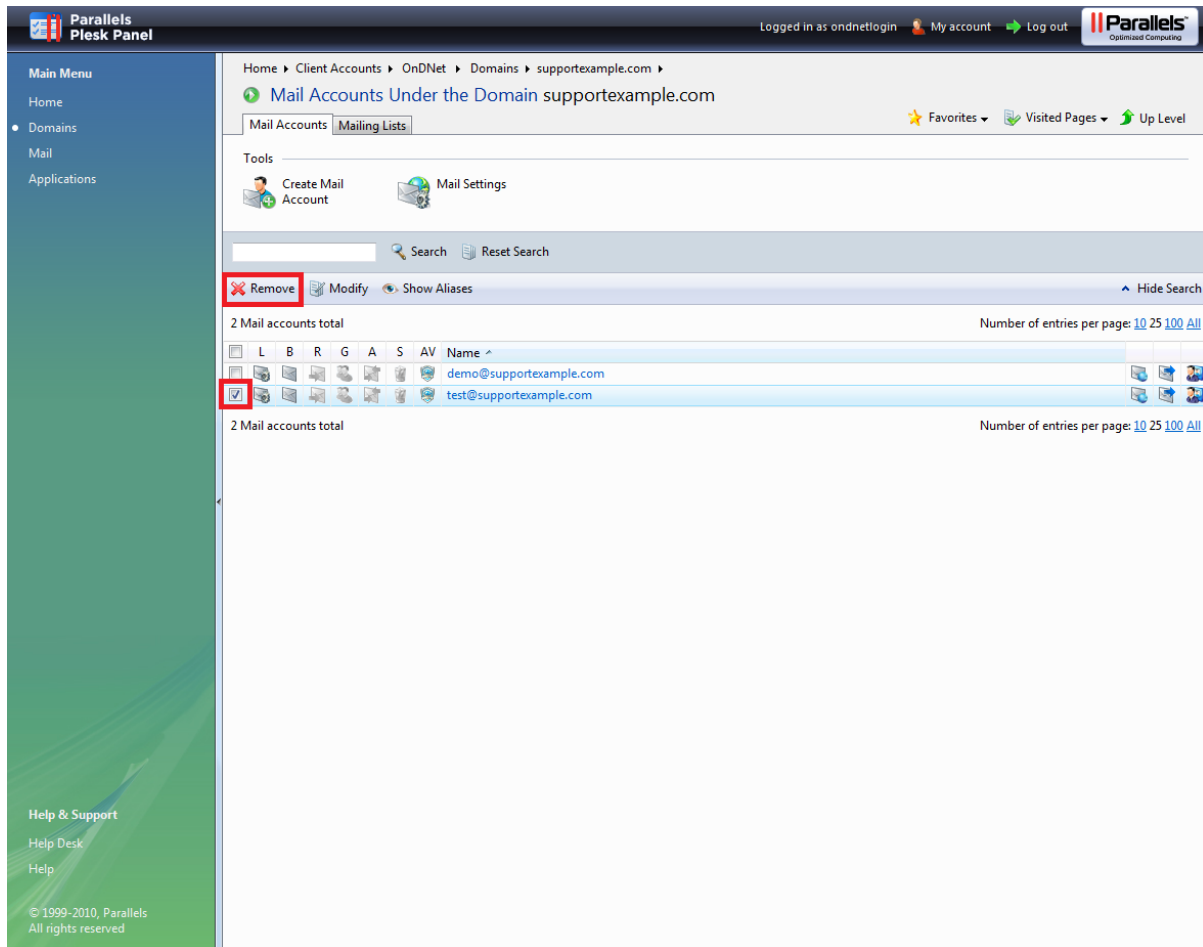


- Assuming that the new email account is demo@supportexample.com, enter *demo* in *Mail Account* field
- Next enter a password. Note that the password must be 8-12 alphanumeric characters including uppercase and lowercase, such as *#!Dem0!#*
- The rest of the information is automatically filled in
- Click on *Finish* (bottom left corner)

A screenshot of the 'Create a Mail Account for Domain' wizard in the Parallels Plesk Panel. The interface shows various configuration options for a new mail account. The 'Mail account properties' section includes fields for 'Mail account *', 'Old password', 'New password', and 'Confirm password'. The 'Mail account *' field contains 'demo' and '@supportexample.com', both of which are highlighted with red boxes. The 'New password' and 'Confirm password' fields are also highlighted with a red box. Below this, the 'Control panel access' section includes options for 'Button label length', 'Interface language' (set to ENGLISH (United States)), 'Interface skin' (set to Vista), 'Allow multiple sessions' (checked), and 'Prevent users from working with the control panel until interface screens are completely loaded' (checked). The 'Mailbox' section includes a checked 'Mailbox' option and a 'Mailbox quota' section with a radio button selected for 'Default for the domain (97.7 MB)'. At the bottom right, there are three buttons: 'Next >>', 'Finish' (highlighted with a red box), and 'Cancel'. A legend at the bottom left indicates that an asterisk (*) denotes required fields.

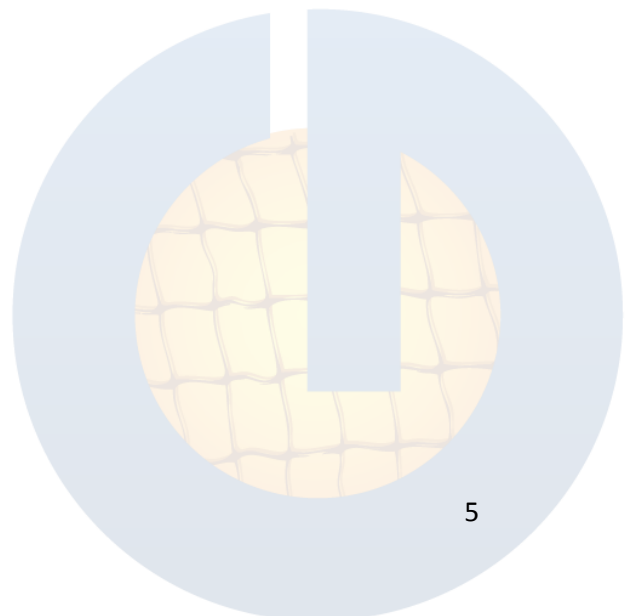
DELETING AN EMAIL ACCOUNT

- Follow the steps in [MODIFYING EMAIL ACCOUNTS](#)
- Select the email account to be deleted and click on *Remove*



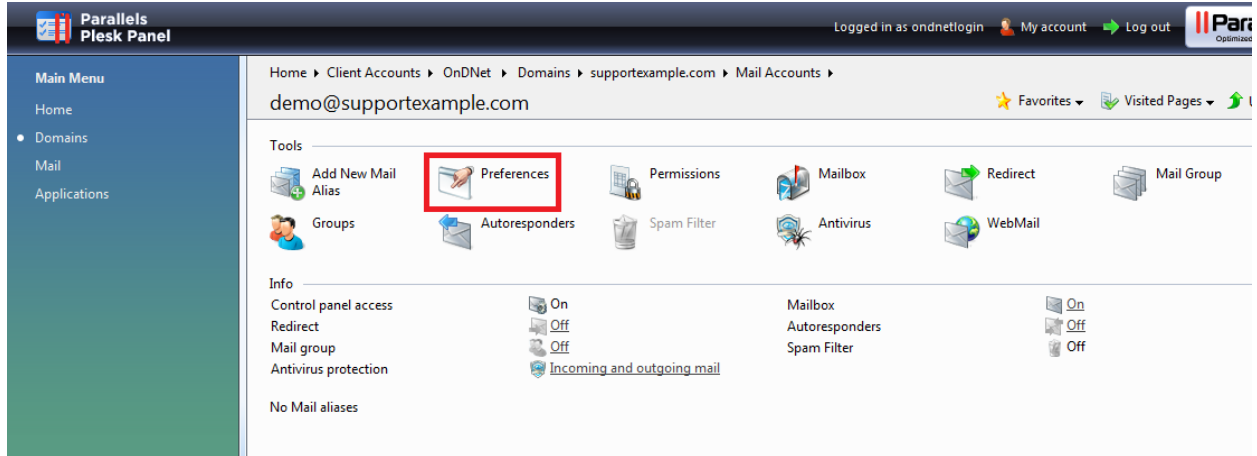
- Mark *Confirm removal* and click *OK* to delete the email account

NOTE: Once an email account is removed all the data is permanently deleted

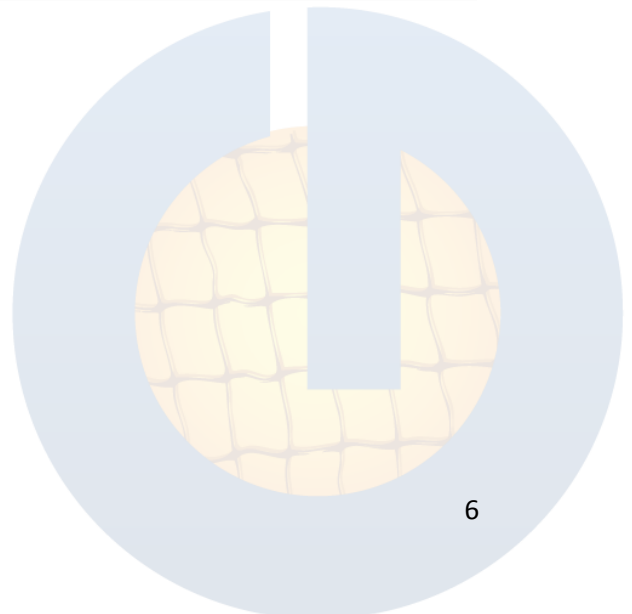
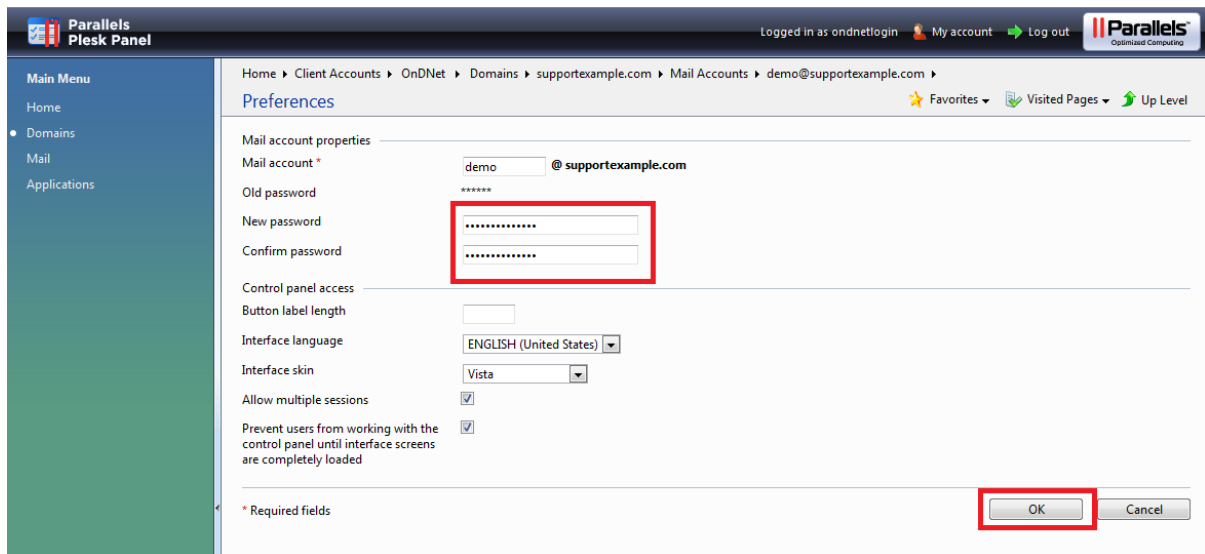


CHANGING AN EMAIL ACCOUNT PASSWORD

- Follow the steps in [MODIFYING EMAIL ACCOUNTS](#)
- Click on the email account in question
- Click on *Preferences*



- Enter the new password. Note that the password must be 8-12 alphanumeric characters including uppercase and lowercase, such as #!Dem0!#
- Click *OK*



EMAIL CLIENT SETUP

POP3 email accounts can be accessed through a wide variety of email clients. Their software setup varies, however email access configuration settings remain the same.

MICROSOFT OUTLOOK

Note that there are minor differences between 2003, 2007 and 2010 versions. General email access setup is the same.

- Click on *New Email Account*
- Mark *Manually configure server settings or additional server types*
- Click on *Next*

The screenshot shows the 'Add New Account' window. Under 'Auto Account Setup', the 'E-mail Account' radio button is selected. Below it are input fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password'. The 'Manually configure server settings or additional server types' radio button is selected and highlighted with a red box. At the bottom, the 'Next >' button is highlighted with a red box.

- Select *Internet Email* and *Next*

The screenshot shows the 'Add New Account' window. Under 'Choose Service', the 'Internet E-mail' radio button is selected and highlighted with a red box. Below it are two other options: 'Microsoft Exchange or compatible service' and 'Text Messaging (SMS)'. At the bottom, the 'Next >' button is highlighted with a red box.

- Fill in the details as illustrated (replace supportexample.com with your domain)

Add New Account

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

User Information
Your Name: OnDNet Support
E-mail Address: demo@supportexample.com

Server Information
Account Type: POP3
Incoming mail server: mail.supportexample.com
Outgoing mail server (SMTP):

Logon Information
User Name: demo@supportexample.com
Password: *****
☒ Remember password
☐ Require logon using Secure Password Authentication (SPA)

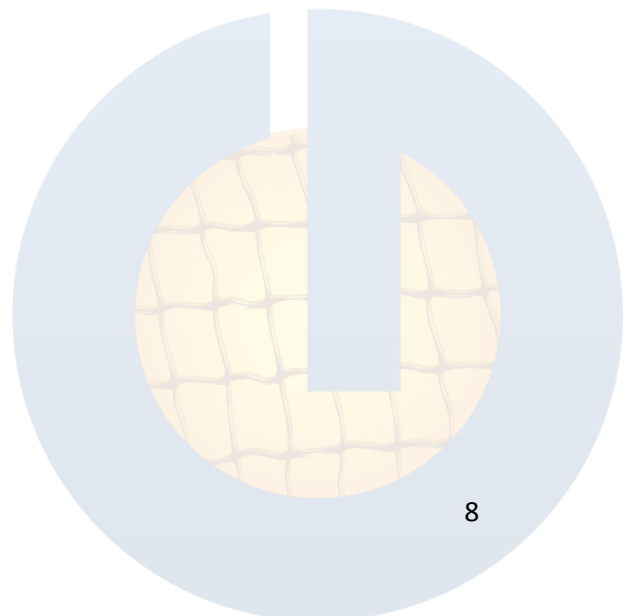
Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
☒ Test Account Settings by clicking the Next button

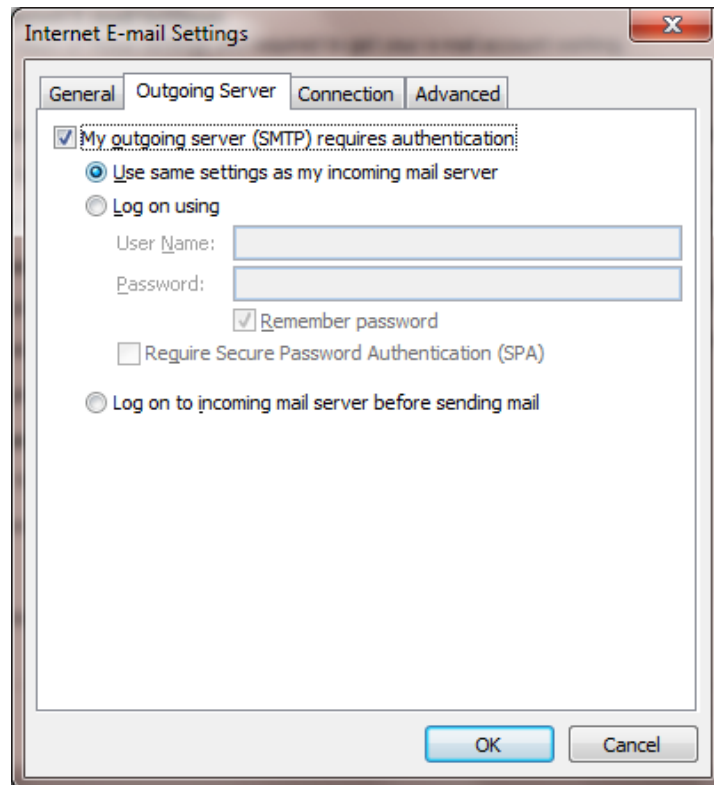
Deliver new messages to:
☒ New Outlook Data File
☐ Existing Outlook Data File
Browse

More Settings ...

< Back Next > Cancel

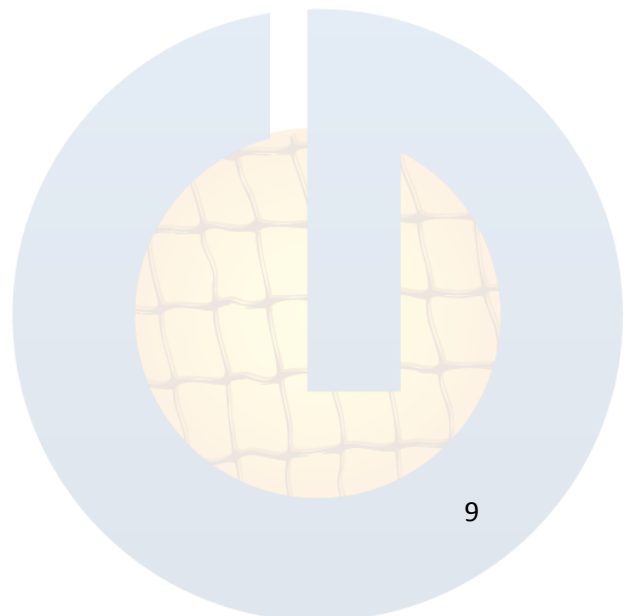
- The Outgoing mail server (SMTP) depends on the internet connection. Below is a list of Internet Service Providers (ISPs) together with the relevant SMTP server setting
 - GO – mail.maltanet.net
 - Onvol – smtp.onvol.net
 - other – mail.supportexample.com (replace supportexample.com with your domain)
- For all ISPs apart from GO and Onvol, the additional step is required (see screenshot below)
 - Click on "More settings" > "Outgoing Mail Server"
 - Tick "My Outgoing (SMTP) mail server requires authentication"
 - Tick "Use same settings as my incoming mail server"





- Click *OK*
- Click *Test account settings* – if no errors occur you have correctly setup the email client, if an error occurs follow these steps
 - Try to open your email account via <http://www.ondnet.net/client-webmail>
 - If login is successful, the credentials are correct
 - Review the settings

NOTE: When roaming the SMTP server has to be set to mail.supportexample.com (replace supportexample.com with your domain)

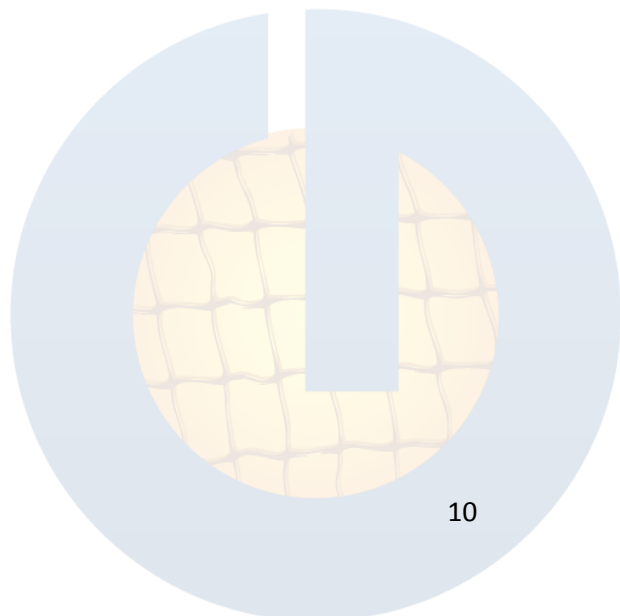


iPhone / iPad

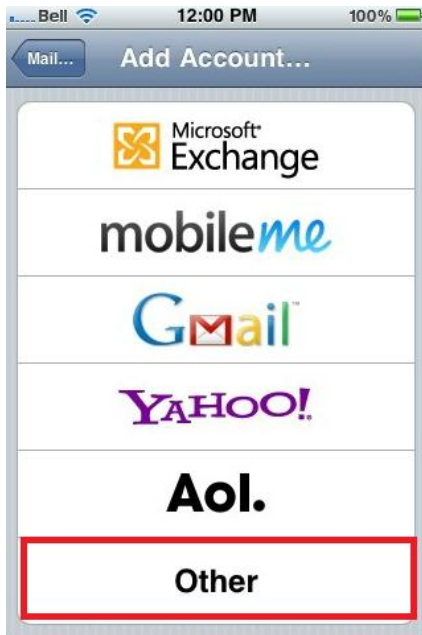
- Go to Settings



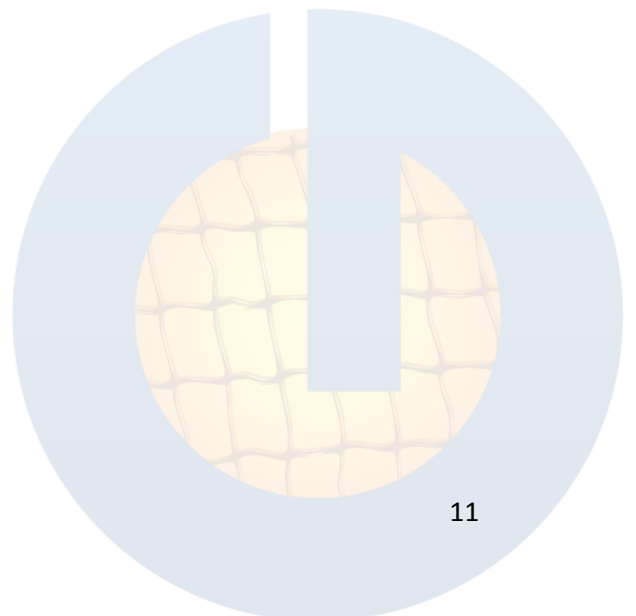
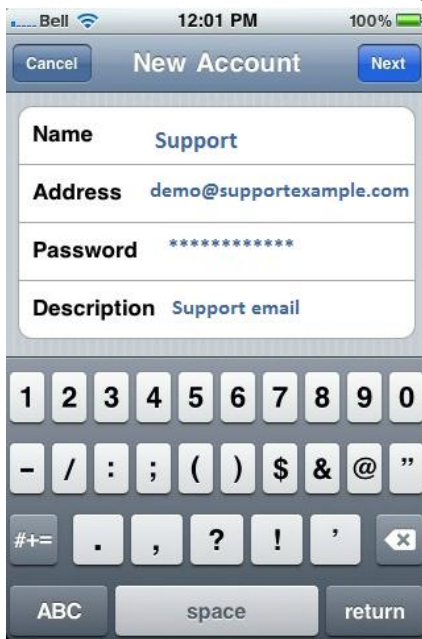
- Tap "Mail, Contacts, Calendars"



- Tap “Add Account” and select “Other”



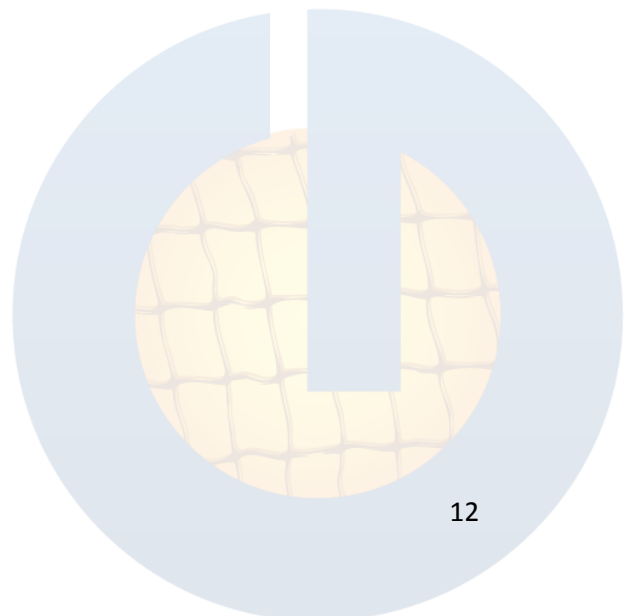
- Tap “Add Mail Account”
- Enter your details
 - Address – your email address such as demo@supportexample.com
 - Password – email account password



- Tap “Next”
- Select “POP”

The screenshot shows the 'New Account' screen in an email application. At the top, there are 'Cancel' and 'Save' buttons. Below them are two tabs: 'IMAP' and 'POP'. The 'POP' tab is selected and highlighted with a red rectangular box. Under the 'POP' tab, there are several input fields: 'Name' with the value 'John Doe', 'Address' with 'john@mybiz123.net', and 'Description' with 'Mybiz123'. Below these is the 'Incoming Mail Server' section, which includes 'Host Name' (mail.example.com), 'User Name' (Required), and 'Password' (masked with dots). At the bottom, the 'Outgoing Mail Server' section is partially visible.

- Enter incoming and outgoing mail server settings
 - Host name: mail.supportexample.com (replace supportexample.com with your domain)
 - Username: demo@supportexample.com (your email address)
 - Password: email account password
- Tap “Save”



GENERAL NOTES

- The domain supportexample.com should be replaced with your own domain
- For further assistance contact OnDNet Support via:
 - support@ondnet.net
 - <http://www.ondnet.net/support>
 - (+356) 21313312

