

E-mail Settings

This chapter covers basic email settings for all platforms, as well as per platform specific guides.

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- [Apple iPhone and iPad](#)
- [Apple Mac OS](#)
- [Basic E-Mail Settings](#)
- [Microsoft Office Outlook](#)
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- [Windows Mail](#)
- [How to check Exchange mailbox free space](#)

Android Phone and Tablets

For Android based phones, tablets, Chromebook and IoT devices, there are a number of options of e-mail clients. Some vendors supply their own developed email client however Google's own GMAIL client is common across all legitimate android devices and we support this client.

POP/IMAP

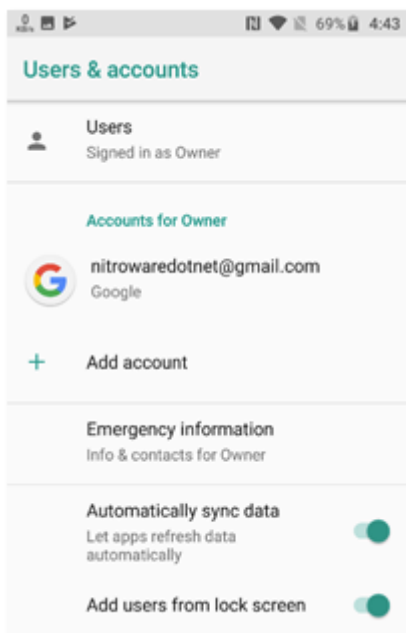


Figure 26 go to the add account function under 'Accounts' In Android settings, or Gmail

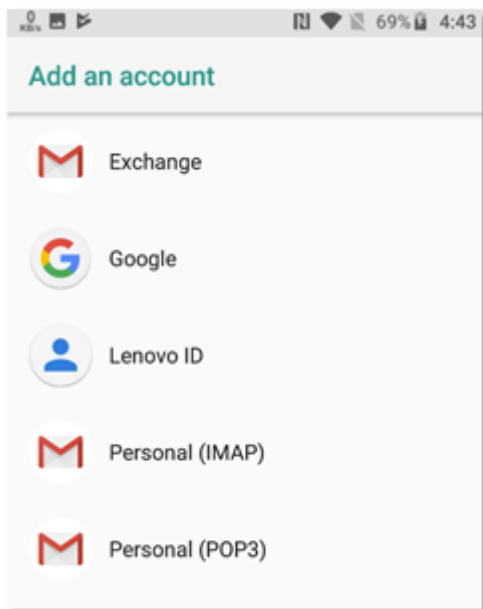


Figure 27 choose to add an IMAP account

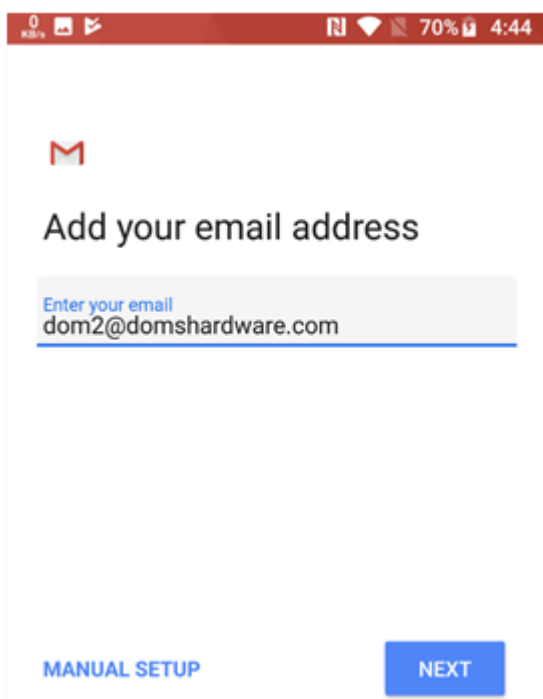


Figure 28 Once the email address is entered, Manual setup is unlocked. Choose **MANUAL SETUP**

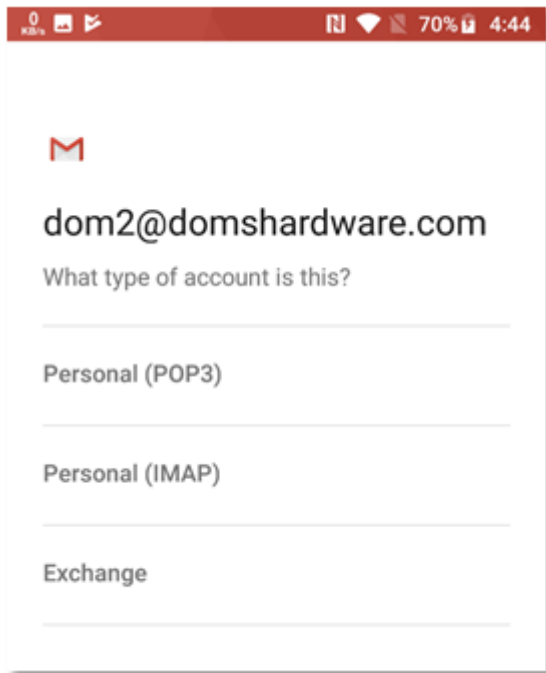


Figure 29 choose IMAP account. Optionally you may choose POP3

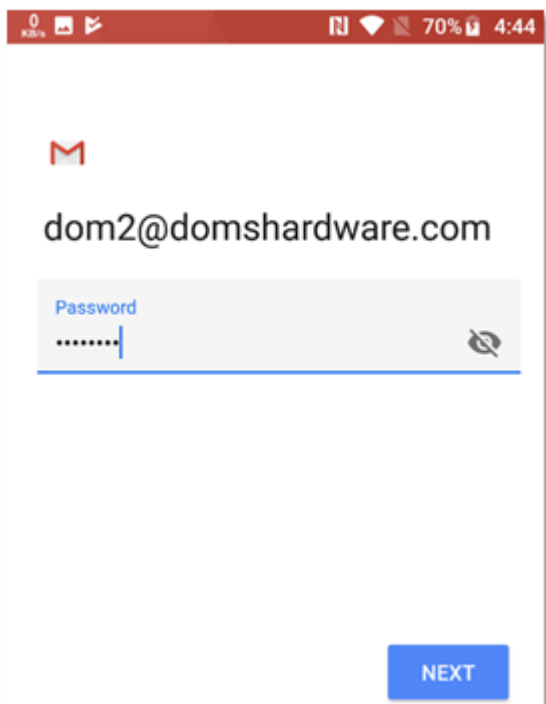


Figure 30 enter the password for the IMAP email account you wish to setup

0 KB/s 70% 4:45

M

Incoming server settings

Username
dom2@domshardware.com

Password
.....

Server
mail.rackcorp.com

NEXT

Figure 31 change the **INCOMING** mail server to **mail.rackcorp.com**

0 KB/s 70% 4:45

Username
dom2@domshardware.com

Password
.....

SMTP server
mail.rackcorp.com

Port
25

Security type
STARTTLS

NEXT

Figure 32 change the **OUTGOING** mail server to **mail.rackcorp.com**. **Change** the port to 25 and security to **STARTTLS**

If you are using our Mongolian servers, please use **mail.mn.rackcorp.com** as the mail server.

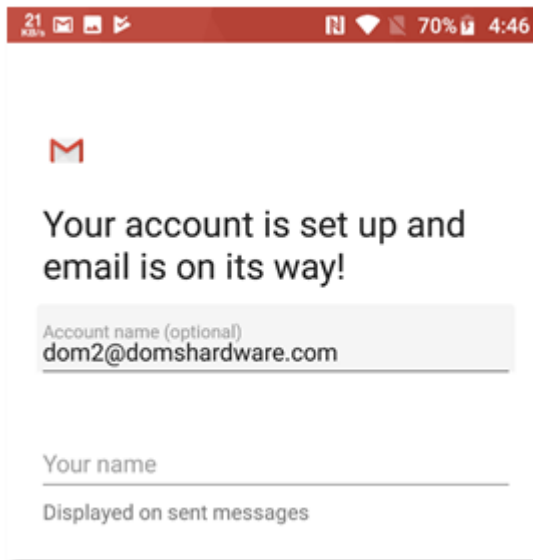


Figure 33 successful account configuration will result in a success message

Exchange

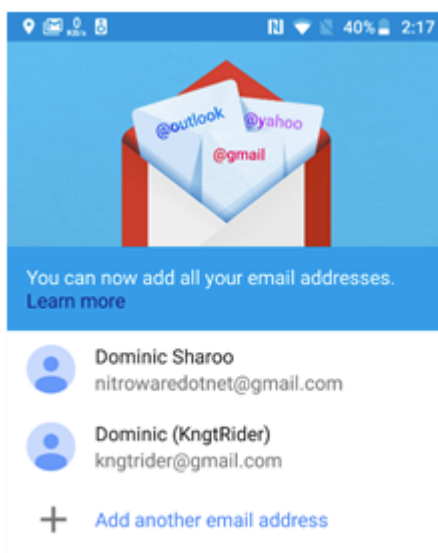


Figure 34 within GMAIL, choose add account or add another email address

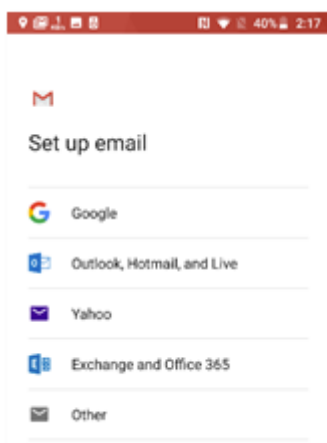
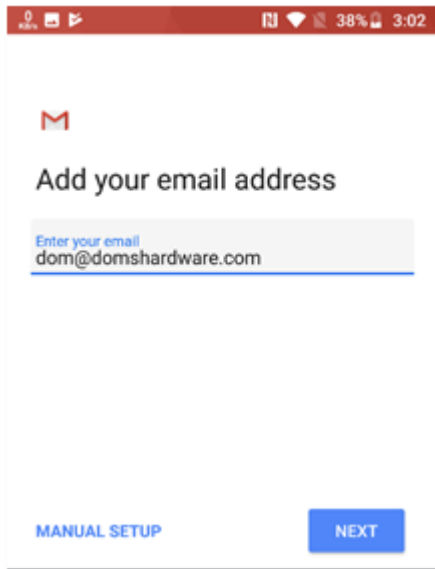


Figure 35 GMAIL will present a list of account types. Choose EXCHANGE



.Figure 36 enter the email address for your EXCHANGE account at the prompt to begin the setup process

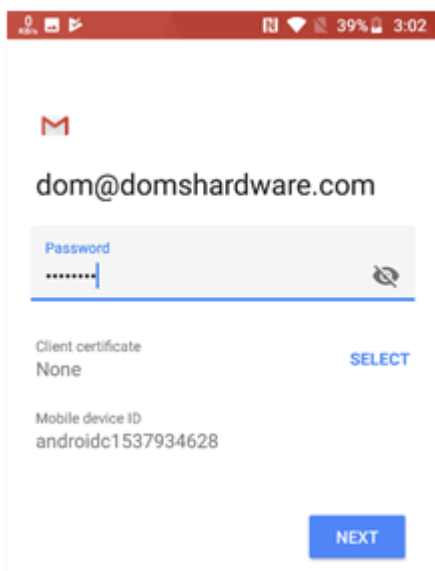


Figure 37 enter the password for your exchange account when prompted

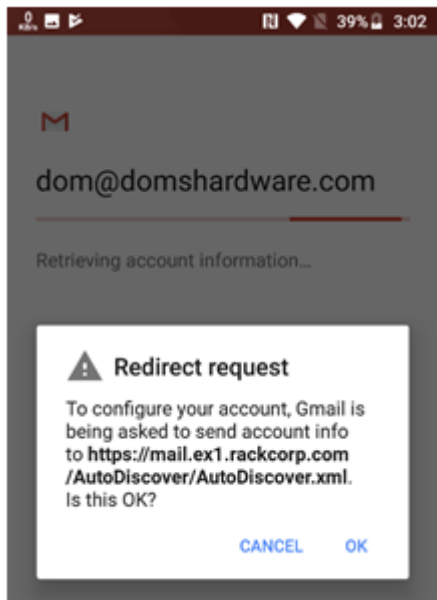


Figure 38 several prompts will be made during the exchange setup process. Agree to these by pressing OK

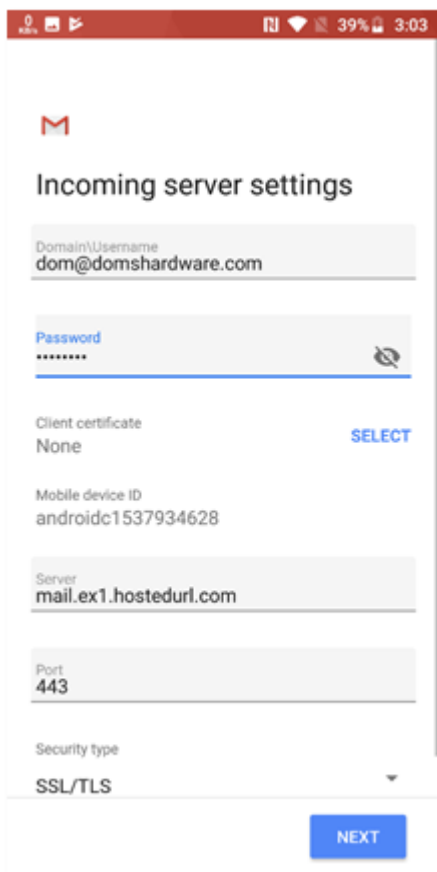


Figure 39 once your password is accepted, a further page will display a summary of your account settings. simply press NEXT

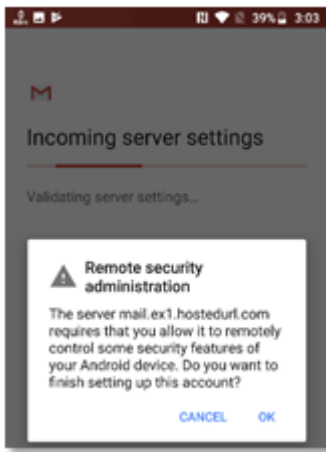


Figure 40 several prompts will be made during the exchange setup process. Agree to these by pressing OK.

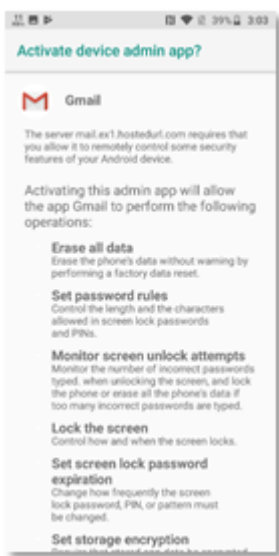


Figure 41 To add exchange accounts to a mobile device, the exchange server requires mobile device management rules as listed to be applied to your device.

Please read the above screen carefully. Changes to the security settings of your device will be made automatically and are required to add exchange mail to your device.

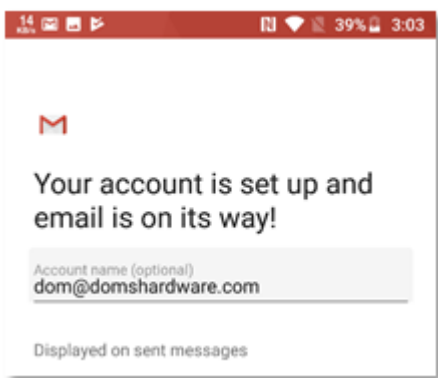


Figure 42 when the Gmail exchange setup process is complete the success message is displayed

Apple iPhone and iPad

POP/IMAP manual setup

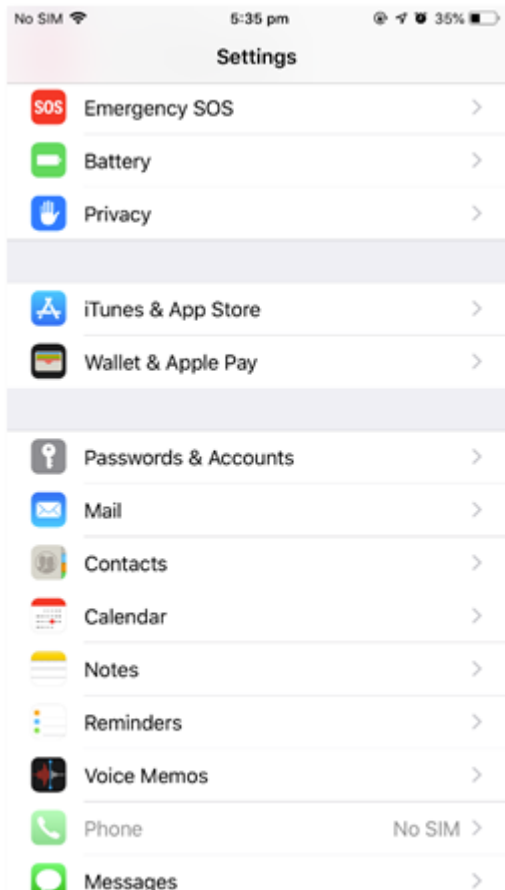


Figure 43 Navigate to the settings icon in your idevice, and then Passwords and Accounts



Figure 44 in the Settings -> Passwords & accounts page, hit Add Account. Fetch New Data should be Push

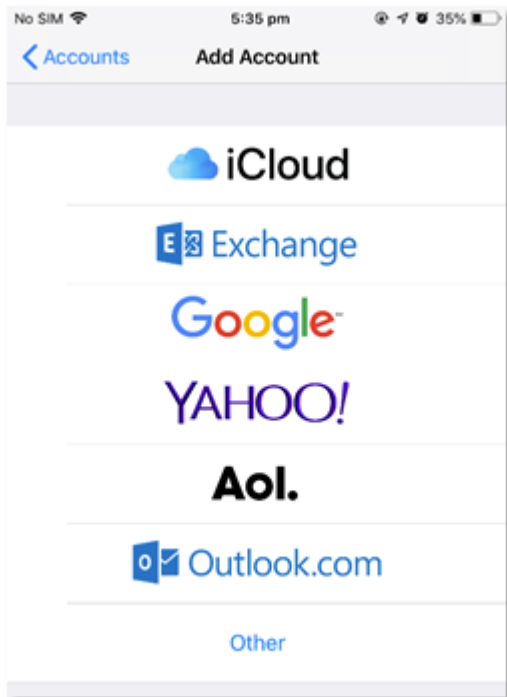


Figure 45 we are manually setting up an IMAP or POP account so choose Other

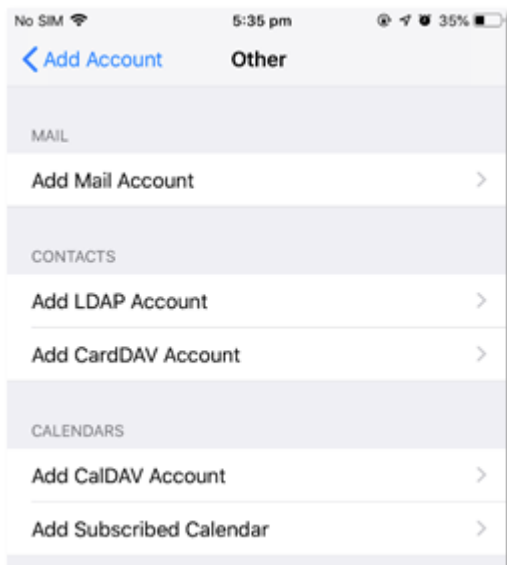


Figure 46 Under Other - Add Mail Account

Cancel New Account Next

Name John Appleseed

Email user@example.com

Password Required

Description My Email Account

Figure 47 Fill in your email account details as requested

Cancel New Account Next

IMAP POP

Name You

Email you@example.org

Description Example

INCOMING MAIL SERVER

Host Name mail.rackcorp.com

User Name you@example.org

Password •••••

OUTGOING MAIL SERVER

Host Name mail.rackcorp.com

User Name you@example.org

Password •••••

Figure 48 fill in the email account and server details as illustrated

If you are using our Mongolian servers, please use **mail.mn.rackcorp.com** as the mail server.

Cancel IMAP Save

Mail ☒

Notes ☐

Figure 49 once your account details are saved and tested, you can choose what data to sync to the mail server, leave the default setting

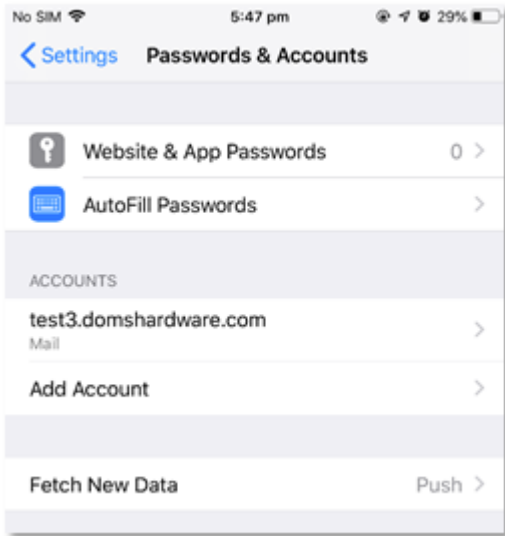


Figure 50 on success your email account is now added to the account list in iOS

Exchange

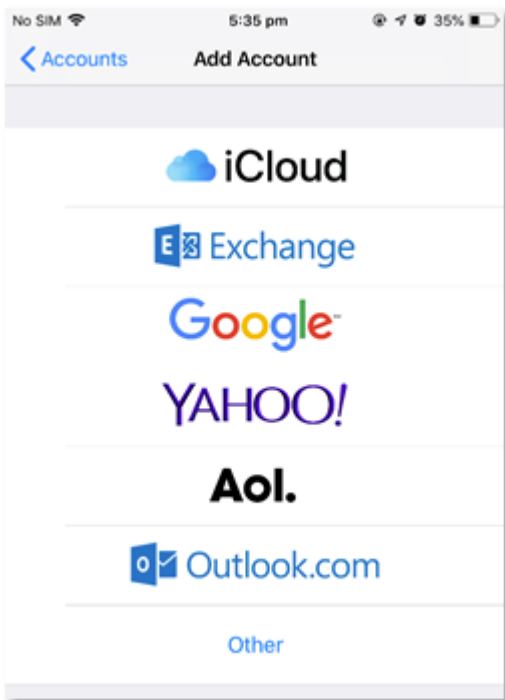


Figure 51 we are setting up an EXCHANGE account

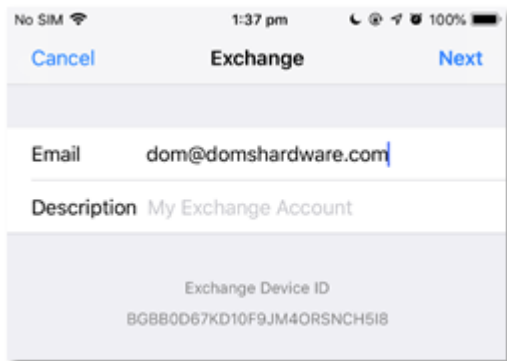


Figure 52 enter your email address for your exchange account

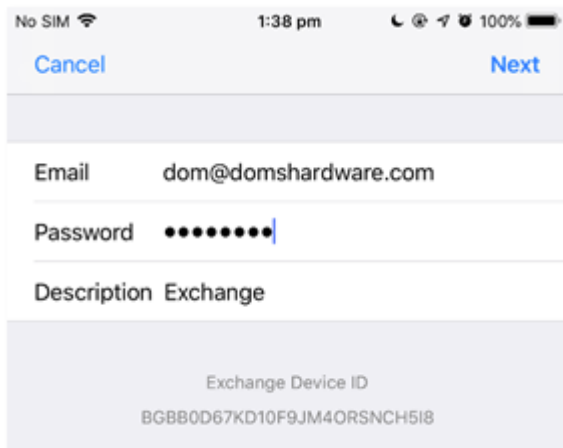


Figure 53 enter your password and create an account description

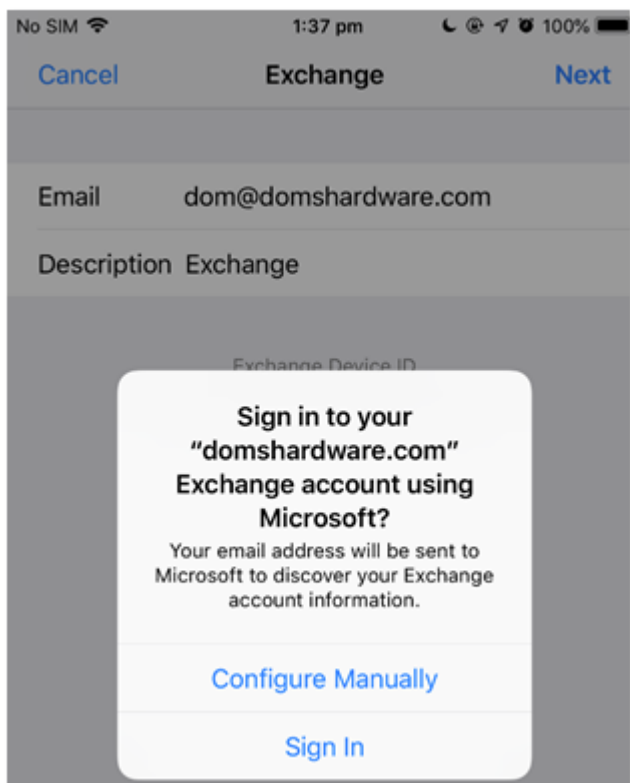


Figure 53 enter your password and create an account description

Cancel Next

Email dom@domshardware.com

Server mail.ex1.rackcorp.com

Domain Optional

Username dom@domshardware.com

Password ••••••••

Description Exchange

Exchange Device ID
BGBB0D67KD10F9JM4ORSNCH5I8

Figure 55 fill in your account details as follows

Cancel Exchange Save

Mail ☒

Contacts ☒

Calendars ☒

Reminders ☐

Notes ☒

Figure 56 once your account details are confirmed and verified, you will receive a sync options screen. Choose here what options you want to sync to your device. Syncing contacts for example will overwrite your existing contacts and upload existing contacts

Apple Mac OS

Exchange setup

POP3/IMAP manual setup

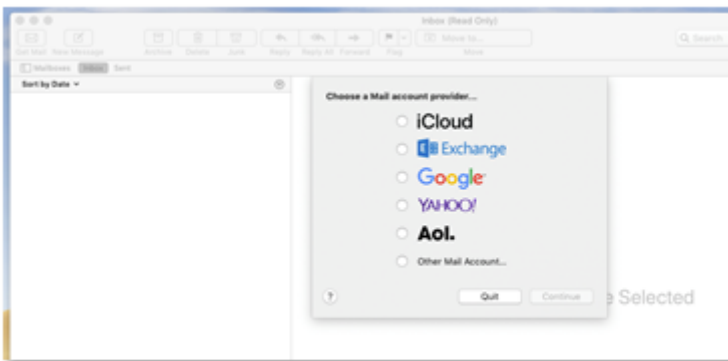


Figure 23 in Mac Mail accounts, select add other mail account

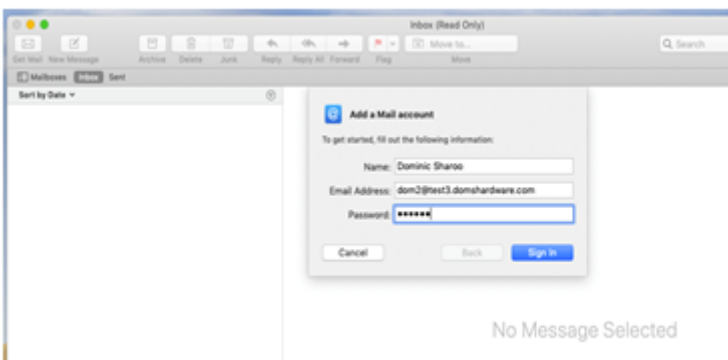


Figure 24 In the Mac Mail setup wizard, fill in your POP/IMAP account details

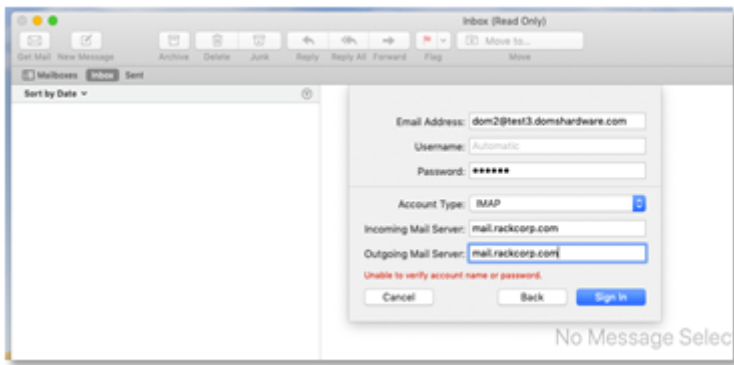


Figure 25 Mac Mail setup wizard will then request the server names. Fill in mail.rackcorp.com
If you are using our Mongolian servers, please use **mail.mn.rackcorp.com** as the mail server.

Basic E-Mail Settings

RackCorp supports mail auto discovery. This is a feature built into modern email clients that allows the email program to obtain the correct mail settings for a user based just on their email address and password.

This works for POP, IMAP and Exchange email options on RackCorp.

If you do not wish to use auto discovery, standard email settings are supported including optional SSL and TLS encryption between the end user and RackCorp mail servers.

Email Settings | POP/IMAP

Choose **POP** OR **IMAP** email server. **IMAP** is generally recommended.

POP Email downloads entire emails to your device before they can be viewed and optionally deletes them from the server.

- Pros: Useful for archival, allows inbox and mail management such as zero inbox
- Cons: not ideal for multi devices, slower to look at new emails

IMAP downloads a header of the email first so the sender, subject, date can be previewed and keeps all the mail on the server.

- Pros: Lightweight and stores mail on server, ideal for multi device use and low bandwidth
- Cons: offline viewing of email depends on settings and if entire mail has been downloaded.

Global Common Settings:

Email	you@example.net
Username	you@example.net
Password	your_password

Incoming Server	mail.rackcorp.com
Outgoing Server	mail.rackcorp.com
Outgoing Server Type	SMTP
Outgoing Server Username	you@example.net (or tick 'same as incoming') if available
Outgoing server password	your_password
Webmail	https://webmail.rackcorp.com

USA Common Settings:

Email	you@example.net
Username	you@example.net
Password	your_password
Incoming Server	mail.us.rackcorp.com
Outgoing Server	mail.us.rackcorp.com
Outgoing Server Type	SMTP
Outgoing Server Username	you@example.net (or tick 'same as incoming') if available
Outgoing server password	your_password
Webmail	https://webmail.us.rackcorp.com

Mongolia Common Settings:

Email	you@example.net
Username	you@example.net
Password	your_password
Incoming Server	mail.mn.rackcorp.com
Outgoing Server	mail.mn.rackcorp.com
Outgoing Server Type	SMTP
Outgoing Server Username	you@example.net (or tick 'same as incoming') if available
Outgoing server password	your_password
Webmail	https://webmail.mn.rackcorp.com

Choose a type of encryption from **SSL** or **TLS**. **TLS** is recommended for compatibility.

POP

POP with SSL	POP with TLS or STARTTLS
Incoming Server Port: 995 Outgoing Server Port: 465	Incoming Server Port: 143 Outgoing Server Port: 25

IMAP

IMAP with SSL	IMAP with TLS or STARTTLS
Incoming Server Port: 993 Outgoing Server Port: 465	Incoming Server Port: 143 Outgoing Server Port: 25

RackCorp global **webmail** for standard email is available at <https://webmail.rackcorp.com>

Email Settings | Exchange

To setup exchange email accounts in your client, the recommended way is to use auto discover with an exchange compatible mail client or use Outlook Web Access (OWA, Microsoft's implementation of webmail, web based version of the Outlook email client for Exchange Email).

Supply your email address and password to the email client and it will perform the setup process. The setup process on most clients this will also setup Calendar, Tasks and Contacts. On Mobile devices, a device security policy may be applied by the setup process.

The address for OWA varies depending on the region and is available in your Outlook account information

<https://mail.ex1.rackcorp.com> is the global OWA system

<https://mail.ex1.rackcorp.mn> is the Mongolian OWA system

mail.ex1.rackcorp.com is the primary RackCorp Exchange server if manual configuration is desired

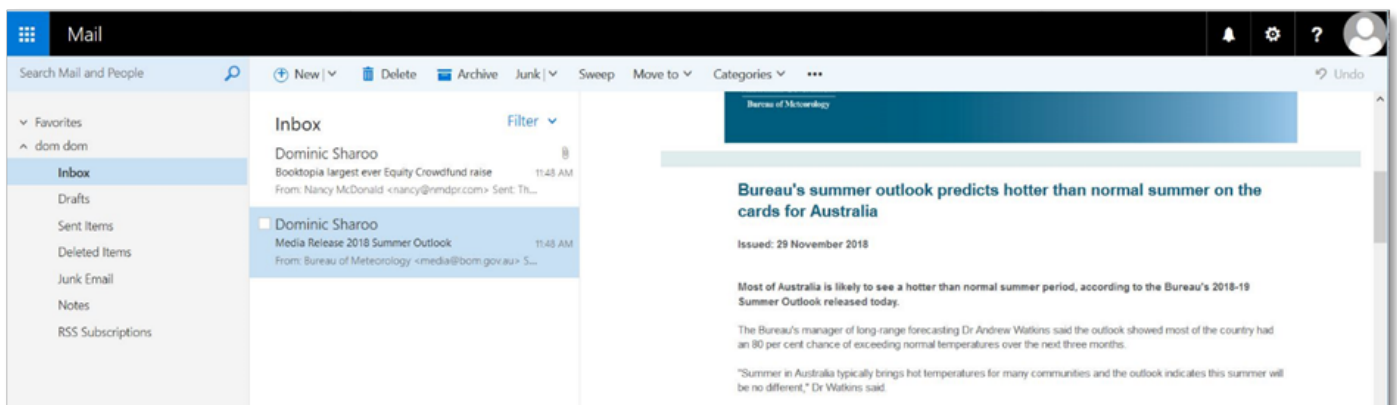


Figure 1 Outlook Web Access (OWA) webmail on RackCorp

Microsoft Office Outlook

Guide for Outlook 2010,2013,2016,2019,2022 & Office 365

Outlook 2010/2013/2016 - Standard E-Mail

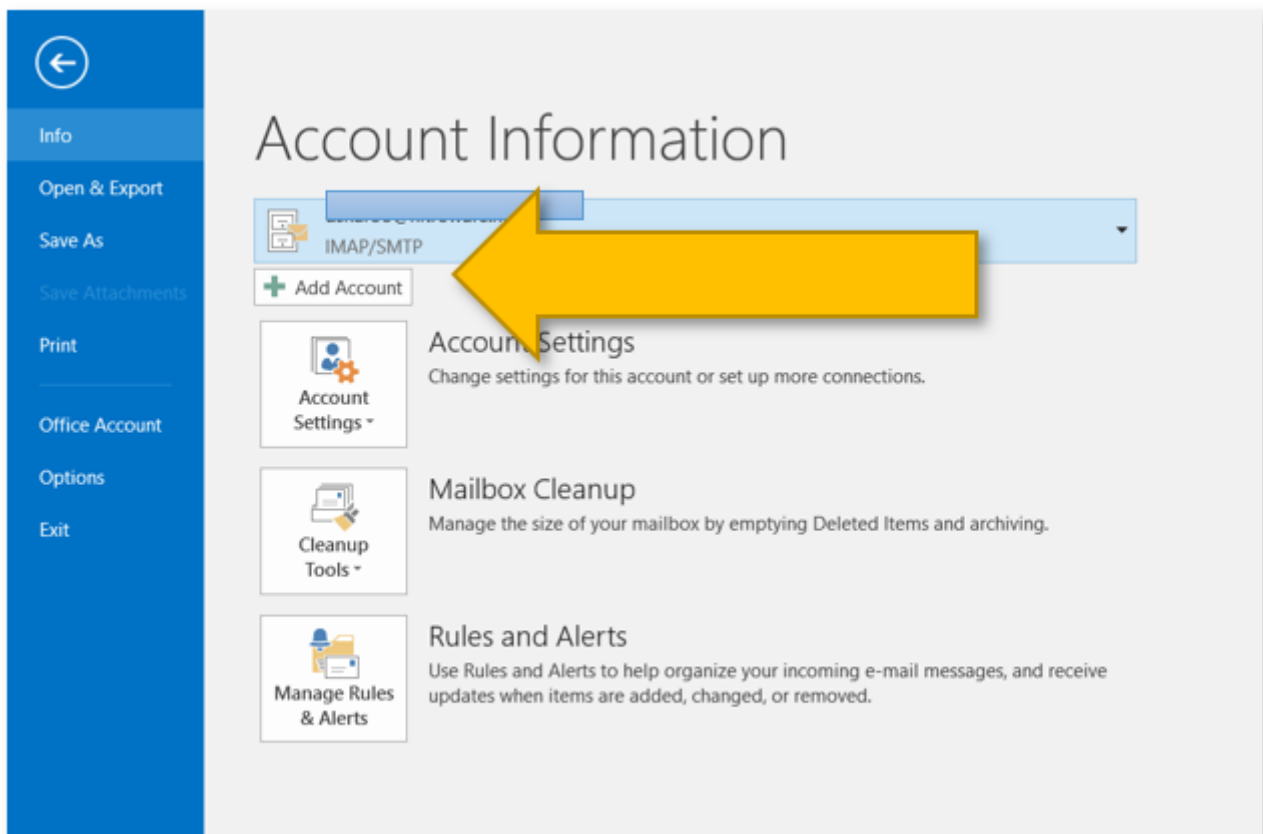


Figure 2 Microsoft Outlook account settings (File Menu)

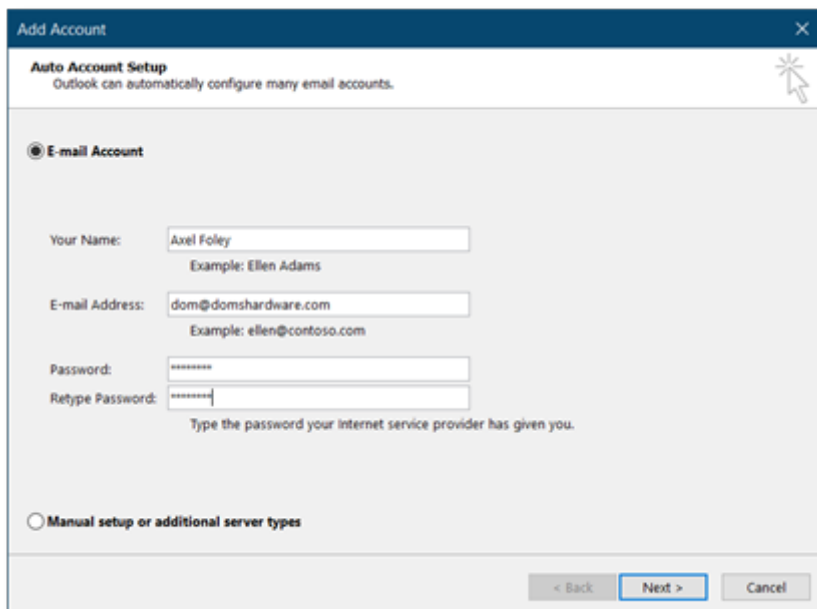


Figure 3 Microsoft Outlook Add Account - Auto Setup

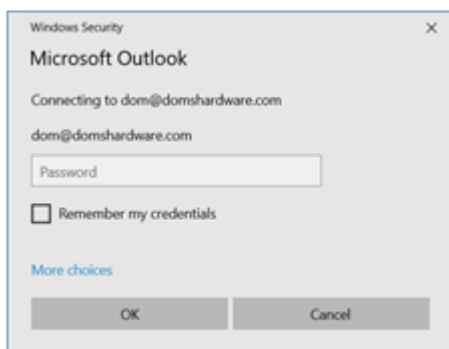


Figure 4 Enter your account password here if prompted during the auto setup process enter it. If you are also prompted to allow server settings, press allow

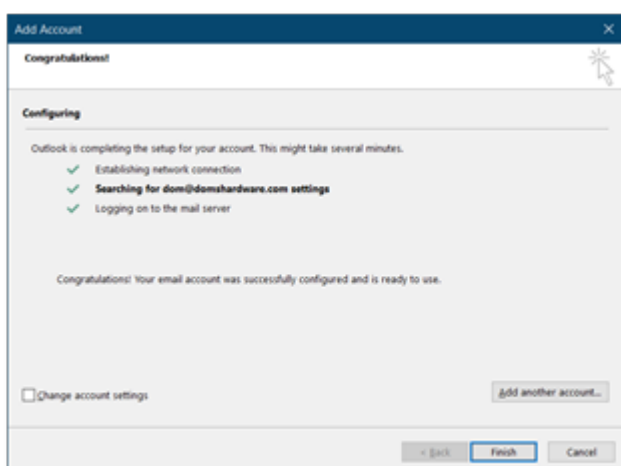


Figure 5 Microsoft Outlook auto account setup successful notification

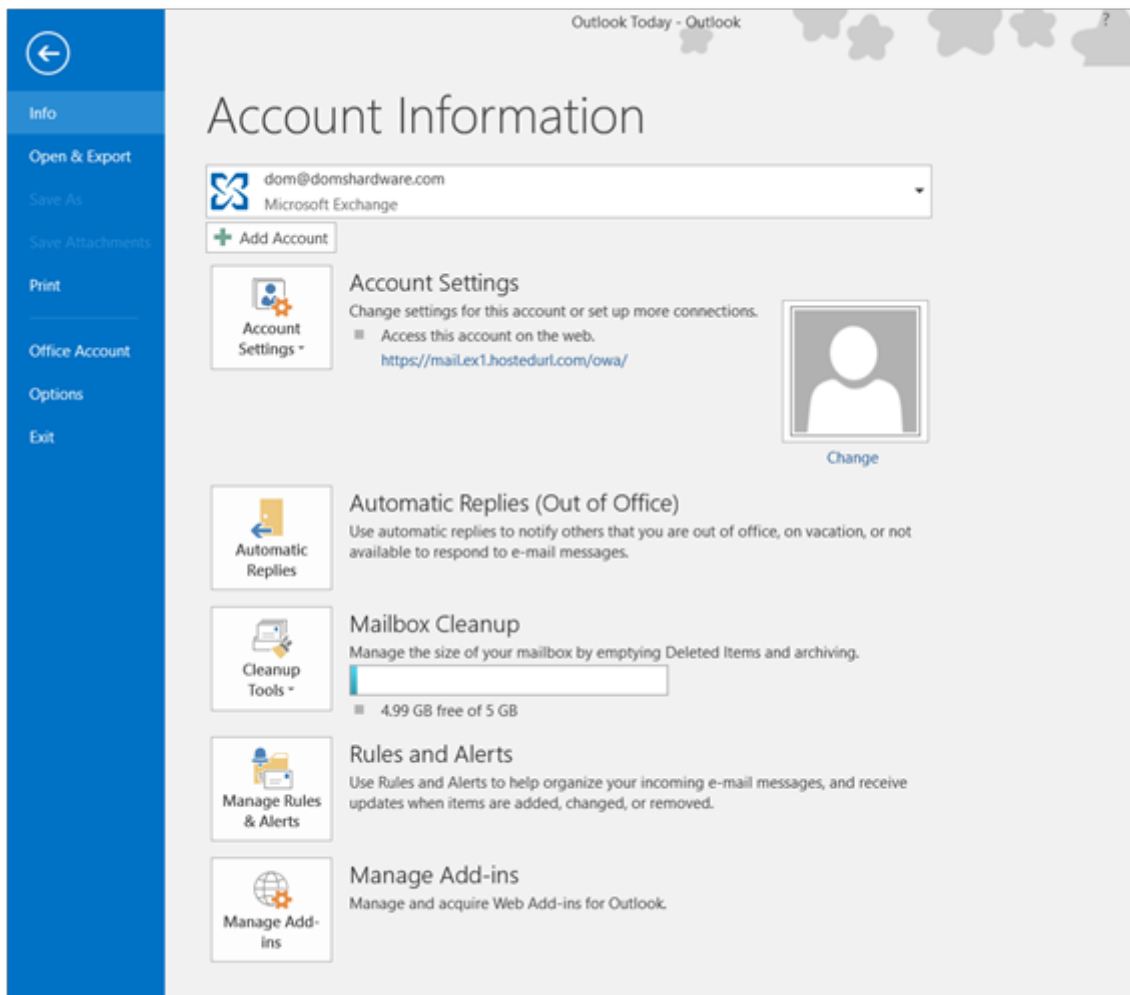


Figure 6 settings for your newly added account are available from the File menu in Microsoft Outlook and selecting the appropriate account from the drop down

Outlook 2019/Outlook 365 - Standard Email

The setup screens for both these versions vary to other versions of versions of Outlook so verbal setup instructions will not be fully applicable.

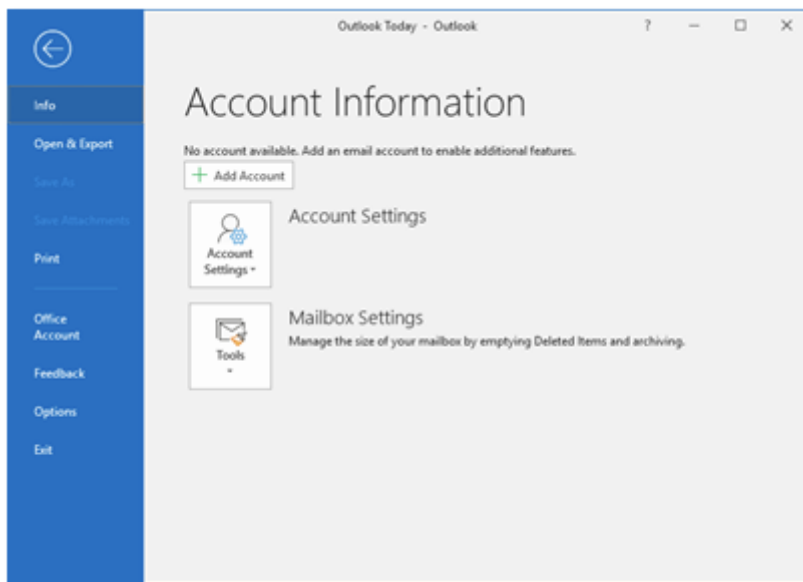


Figure 7 Microsoft Outlook account settings (File Menu)

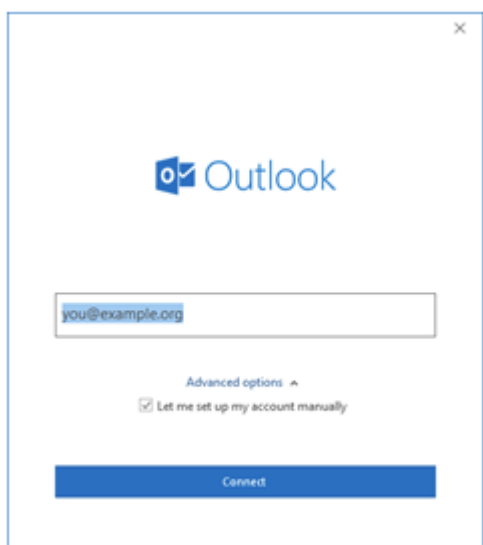


Figure 8 enter your email address in the Outlook welcome screen and tick manual setup

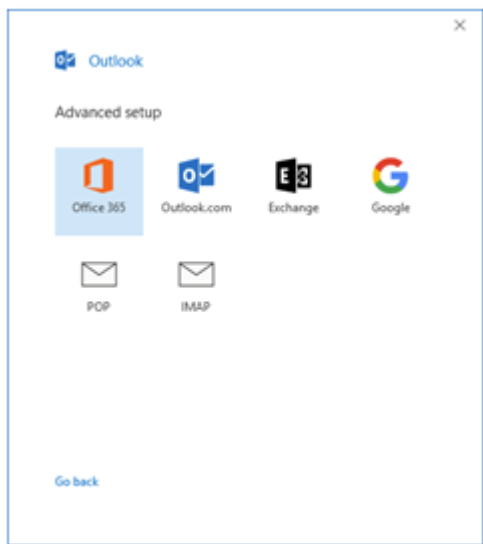


Figure 9 Choose from IMAP or POP email accounts. IMAP is recommended.

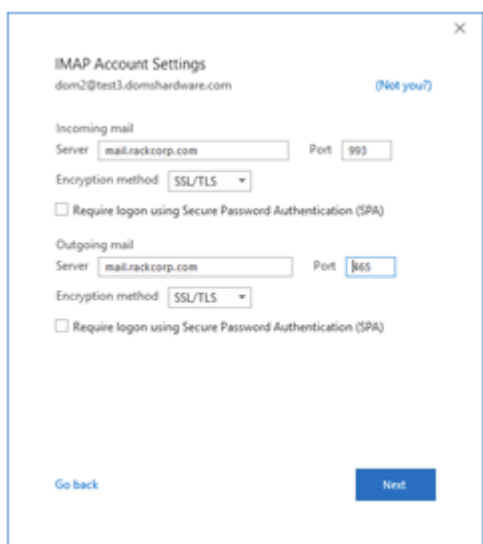


Figure 10 complete the email settings as illustrated, incoming and outgoing mail servers, encryption and ports

If you are using our Mongolian servers, please use **mail.mn.rackcorp.com** as the mail server.

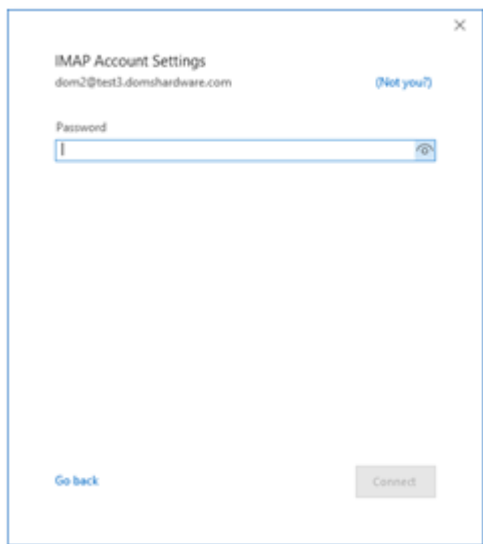


Figure 11 complete the password for your email account

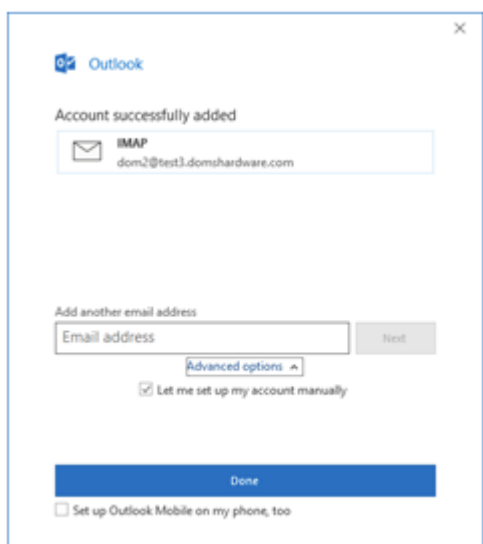


Figure 12 Outlook welcome process is a success message. There is a optional link selected by default that leads to a webpage describing how to install Outlook for mobile.

Outlook 2019/Outlook 365 - Hosted Exchange

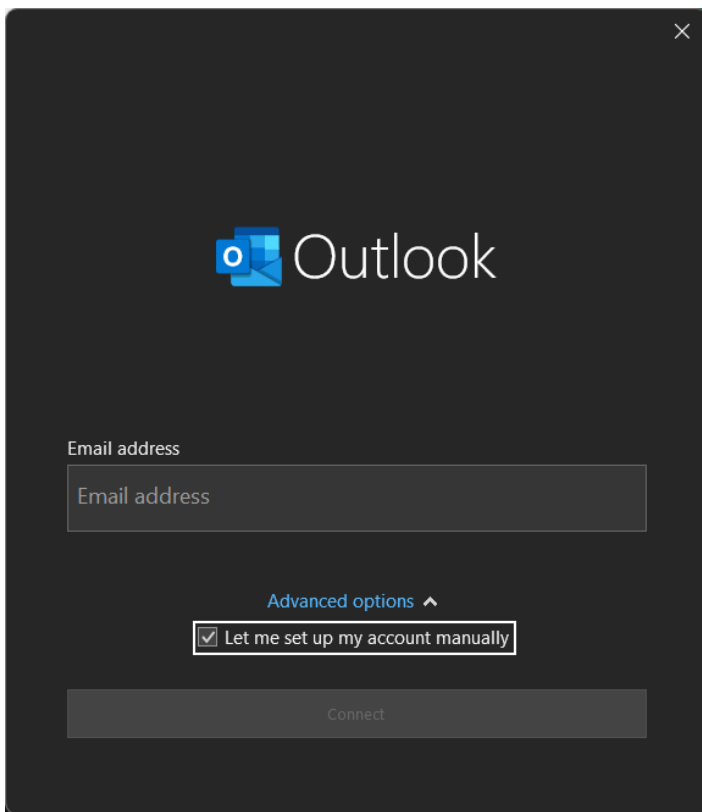


Figure 13. Add a new account to outlook. Note the exact screen varies version to version

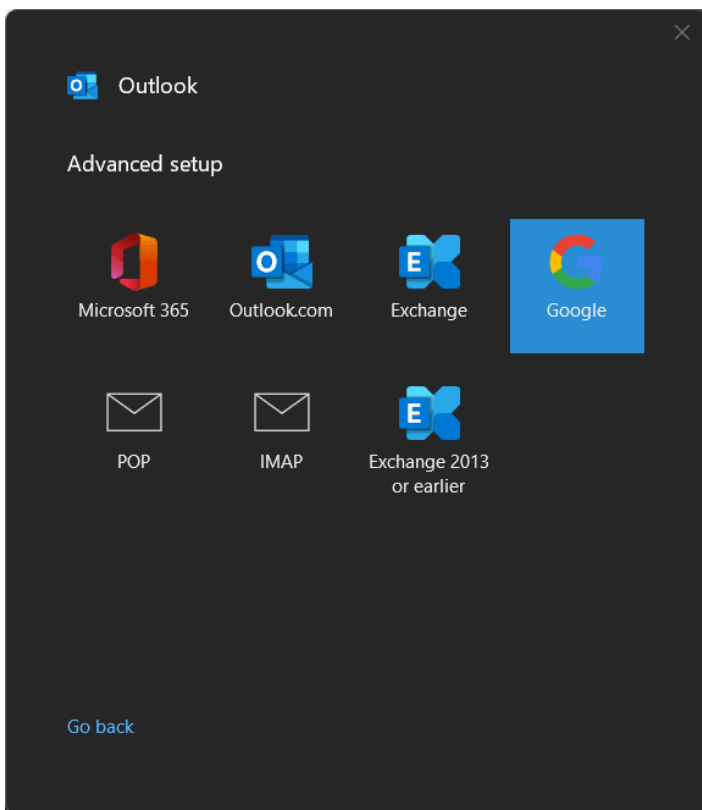


Fig 14. Choose **EXCHANGE** from the email selection

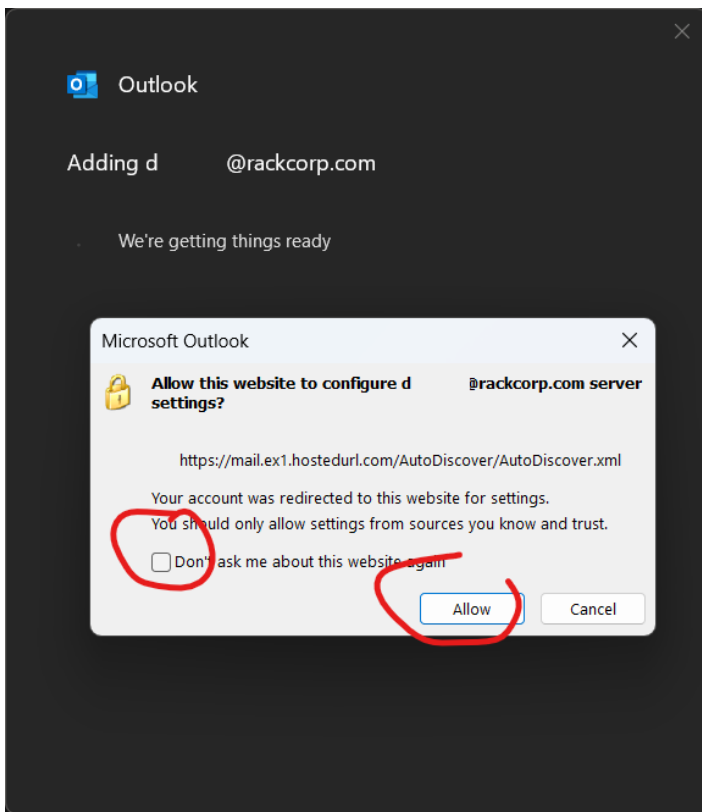


Fig 15. A permissions popup will appear soon after. Select The options circled in red as screenshot. The popup might be hidden or obscured by outlook.

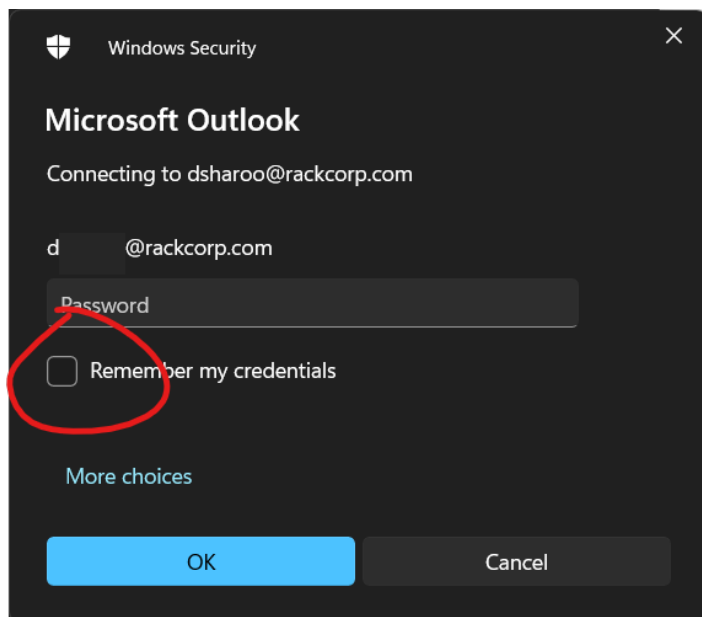


Fig 16. enter your exchange password. Selecting Remeber my Password is optional.

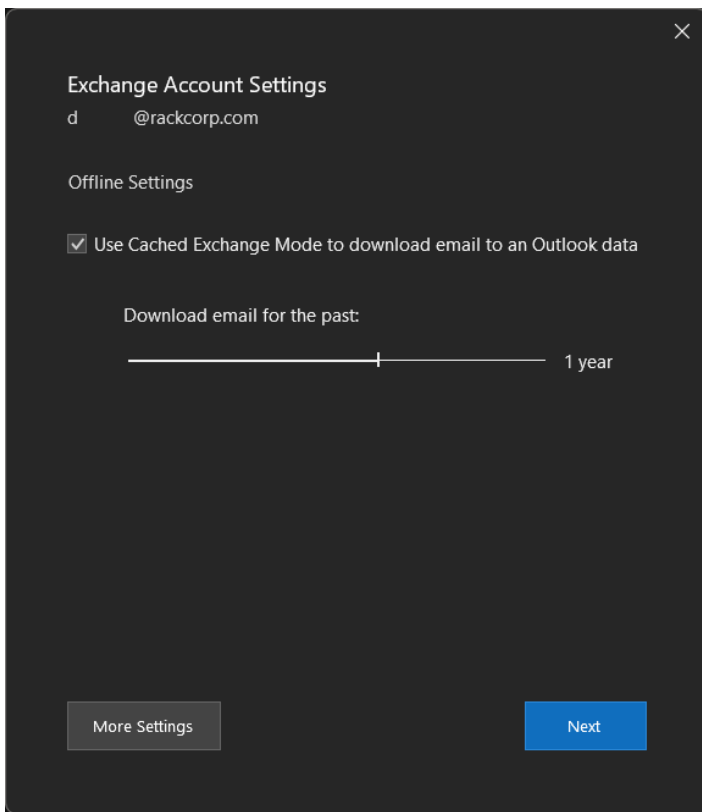


Fig 17. If your password is correct you will be presented with options. The defaults are sufficient.

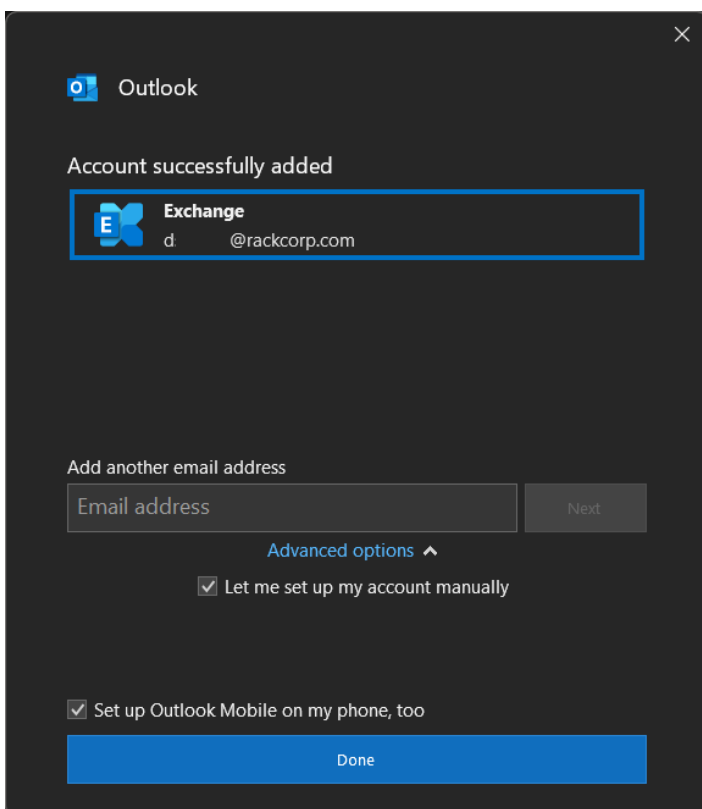


Fig 18. Final Notice of Successful Addition of account

Mozilla Thunderbird

Email Client Setup | Mozilla Thunderbird

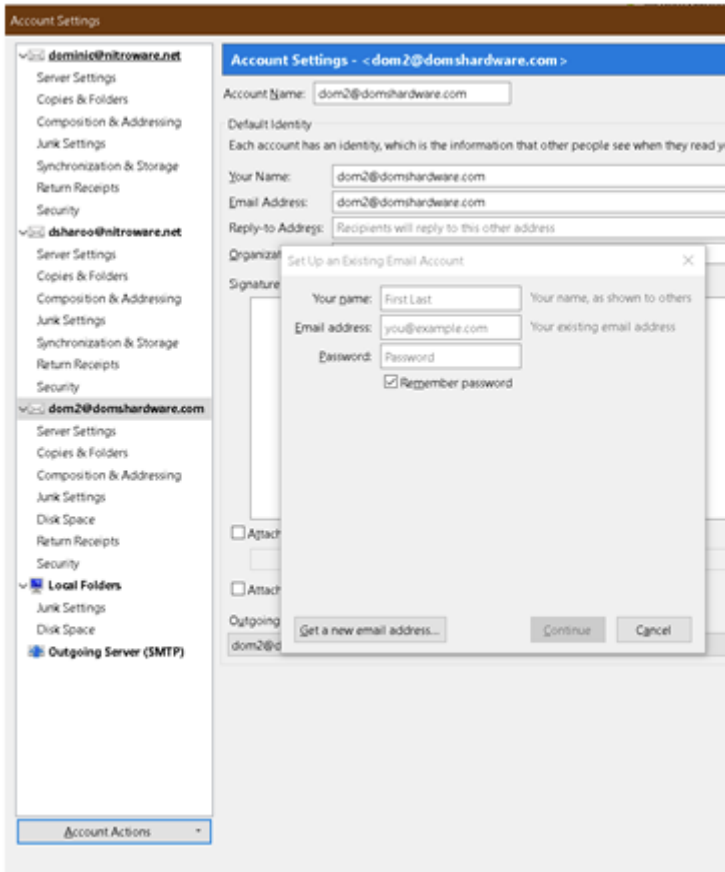


Figure 20 Mozilla Thunderbird setup, choose add mail account from the dropdown and fill in the details then press continue.

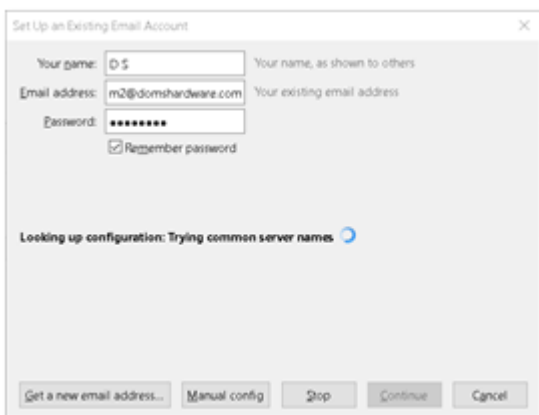


Figure 21 Mozilla Thunderbird email setup - choose manual Config now if you wish to define your own mail server settings

The screenshot shows the 'Set Up an Existing Email Account' dialog box. It is divided into two main sections. The top section contains personal information fields: 'Your name' (with a hint 'Your name, as shown to others'), 'Email address' (with a hint 'Your existing email address'), and 'Password' (with a hint 'Remember password' and a checked checkbox). The bottom section is for server configuration, with columns for 'Incoming', 'Outgoing', 'Server hostname', 'Port', 'SSL', and 'Authentication'. The 'Incoming' section is set to 'IMAP' with server 'mail.rackcorp.com' on port '143' using 'STARTTLS' and 'Autodetect' authentication. The 'Outgoing' section is set to 'SMTP' with server 'mail.rackcorp.com' on port '25' using 'STARTTLS' and 'Autodetect' authentication. The 'Username' field is split into 'Incoming' and 'Outgoing', both containing 'you@example.com'. At the bottom are buttons for 'Get a new email address...', 'Advanced config', 'Re-test', 'Done', and 'Cancel'.

	Server hostname	Port	SSL	Authentication
Incoming: IMAP	mail.rackcorp.com	143	STARTTLS	Autodetect
Outgoing: SMTP	mail.rackcorp.com	25	STARTTLS	Autodetect

Username: Incoming: you@example.com Outgoing: you@example.com

Figure 22 Mozilla Thunderbird setup - once the manual setup window appears, complete the mail server details, choosing IMAP or POP

If you are using our Mongolian servers, please use **mail.mn.rackcorp.com** as the mail server.

Windows Mail

Windows 10 Mail

POP/IMAP manual setup

Auto discovery or manual settings can be used with Win10 Mail

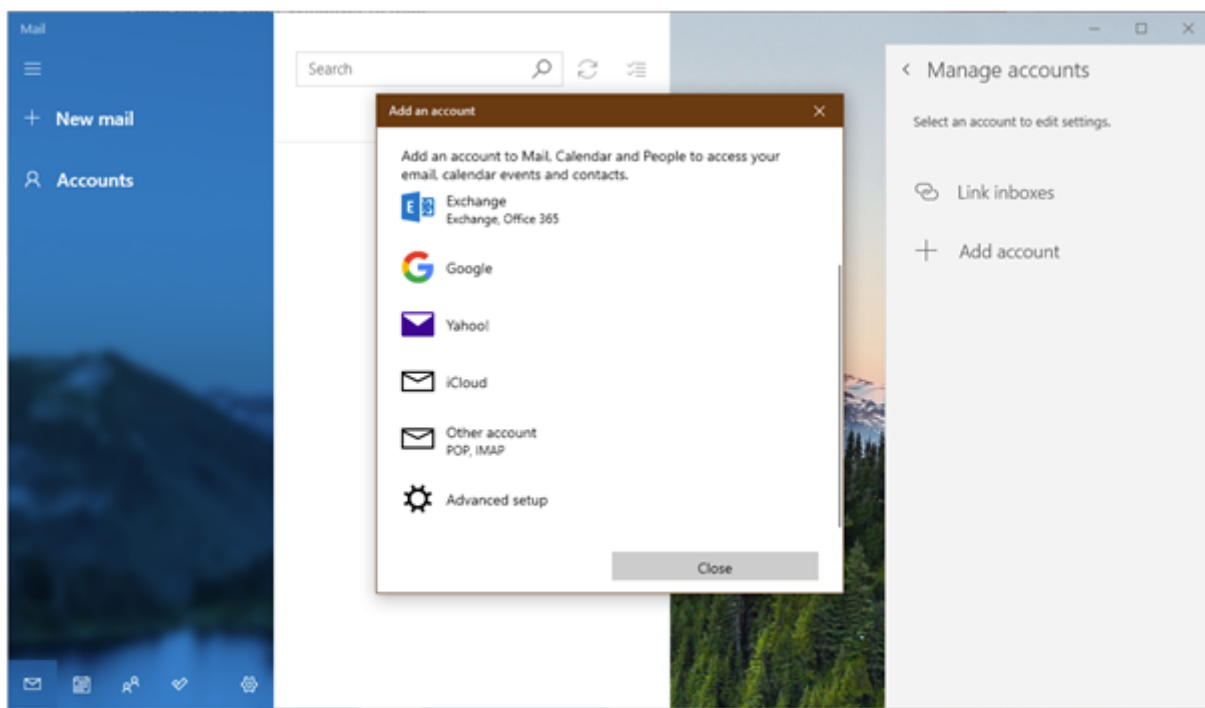


Figure 13 Windows 10 Mail setup – Click Accounts and then add account. Select Advanced setup

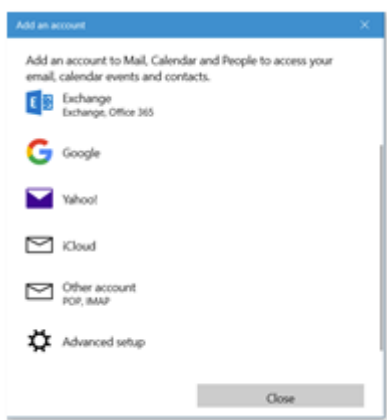


Figure 14 Windows 10 mail manual setup for RackCorp POP/IMAP email - choose advanced setup

If you are using our Mongolian servers, please use **mail.mn.rackcorp.com** as the mail server.

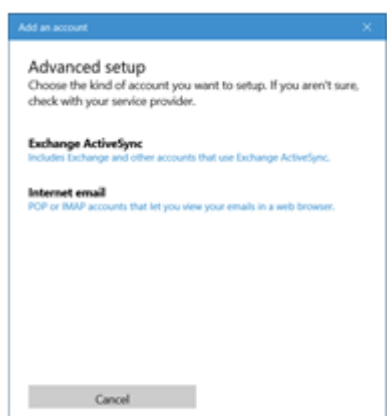


Figure 15 Windows 10 mail manual setup for RackCorp POP/IMAP email - choose Internet email

The image shows the 'Internet email account' setup screen within the 'Add an account' dialog box. The title bar says 'Add an account'. The heading is 'Internet email account'. The fields are: 'Email address' (you@example.net), 'Username' (you@example.net), 'Password' (masked with dots), 'Account name' (My Email Account name), 'Send your messages using this name' (Leeroy Jenkins), 'Incoming email server' (mail.rackcorp.com), 'Account type' (dropdown menu showing IMAP4), and 'Outgoing (SMTP) email server' (mail.rackcorp.com). Below these are four checked checkboxes: 'Outgoing server requires authentication', 'Use the same username and password for sending emails', 'Require SSL for incoming emails', and 'Require SSL for outgoing emails'. At the bottom are 'Cancel' and 'Sign in' buttons.

Figure 16 Windows 10 mail manual setup for RackCorp POP/IMAP email - fill in the details as illustrated, choose IMAP or POP

Exchange

At This time, there is an issue with the latest release of the email application for Windows 10, which prevents the '**EXCHANGE**' option below from being chosen, **ADVANCED SETUP** must be chosen

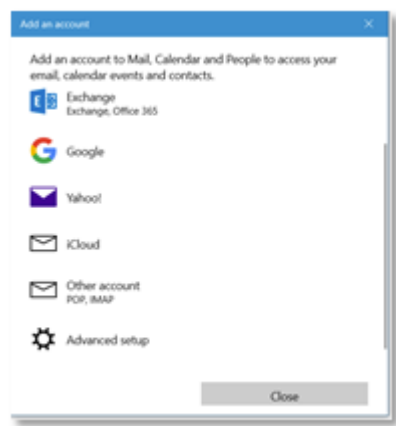


Figure 17 Windows 10 mail setup for RackCorp Hosted Exchange - choose advanced setup

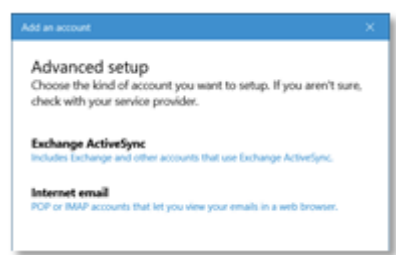


Figure 18 Windows 10 mail setup for RackCorp Hosted Exchange - select Exchange ActiveSync



Figure 19 Windows 10 mail setup for RackCorp Hosted Exchange - fill in the details as illustrated. Domain is to be left blank.

Once you have completed **THE ADD AN ACCOUNT** form, Windows will prompt you about security policies for your computer. Select **YES**. **Selecting YES may strength your windows security settings such as your password strength requirements** You will then receive an **ALL FINISHED** success message.

How to check Exchange mailbox free space

How to Check your exchange mailbox free space and avoid fake spam emails regarding your mailbox.

Regarding hosted exchange provided mailboxes, all folders within that mailbox count towards the account quota.

If the user is frequently reaching their quota we recommend keeping the Deleted Items folder empty ("emptying the trash") or locally archiving folders to a new PST folder.

There are a number of official ways to check the storage size of your hosted exchange mailbox.

If you receive a message claiming your storage is full from sales@rackcorp.com or any other specific email address, or the email has a coloured box to click to resolve the issue please ignore and delete the email as it is a fake spam.

The only legitimate email alerting to a full mailbox comes from "Outlook" itself and has a Envelope Icon as below screenshot.

Mail

Options

Shortcuts

General

My account

Change theme

Distribution groups

Keyboard shortcuts

Manage add-ins

Mobile devices

Offline settings

Accessibility settings

Light version

Region and time zone

Mail

Automatic processing

Automatic replies

Undo send

Inbox and sweep rules

Junk email reporting

Mark as read

Message options

Read receipts

Reply settings

Accounts

Block or allow

POP and IMAP

Attachment options

Storage accounts

Layout

Conversations

Email signature

Link preview

Message format

Message list

Save Discard

My account

First name

Initials

Last name

Display name*

Email address

@rackcorp.com

Work phone

Fax

Home phone

Mobile phone

Street

City

State/Province

Zip/Postal Code

Country/Region

Office

Change your password

Mailbox usage

12.45 GB used. At 20.00 GB you won't be able to send email.

Figure 1: Outlook Web Anywhere - Click Options -> General -> My Account

7.54 GB Free

Items: 133,226

Unread: 59,586

Reminders: 56

Figure 2: Microsoft Office Outlook 2021 Status bar

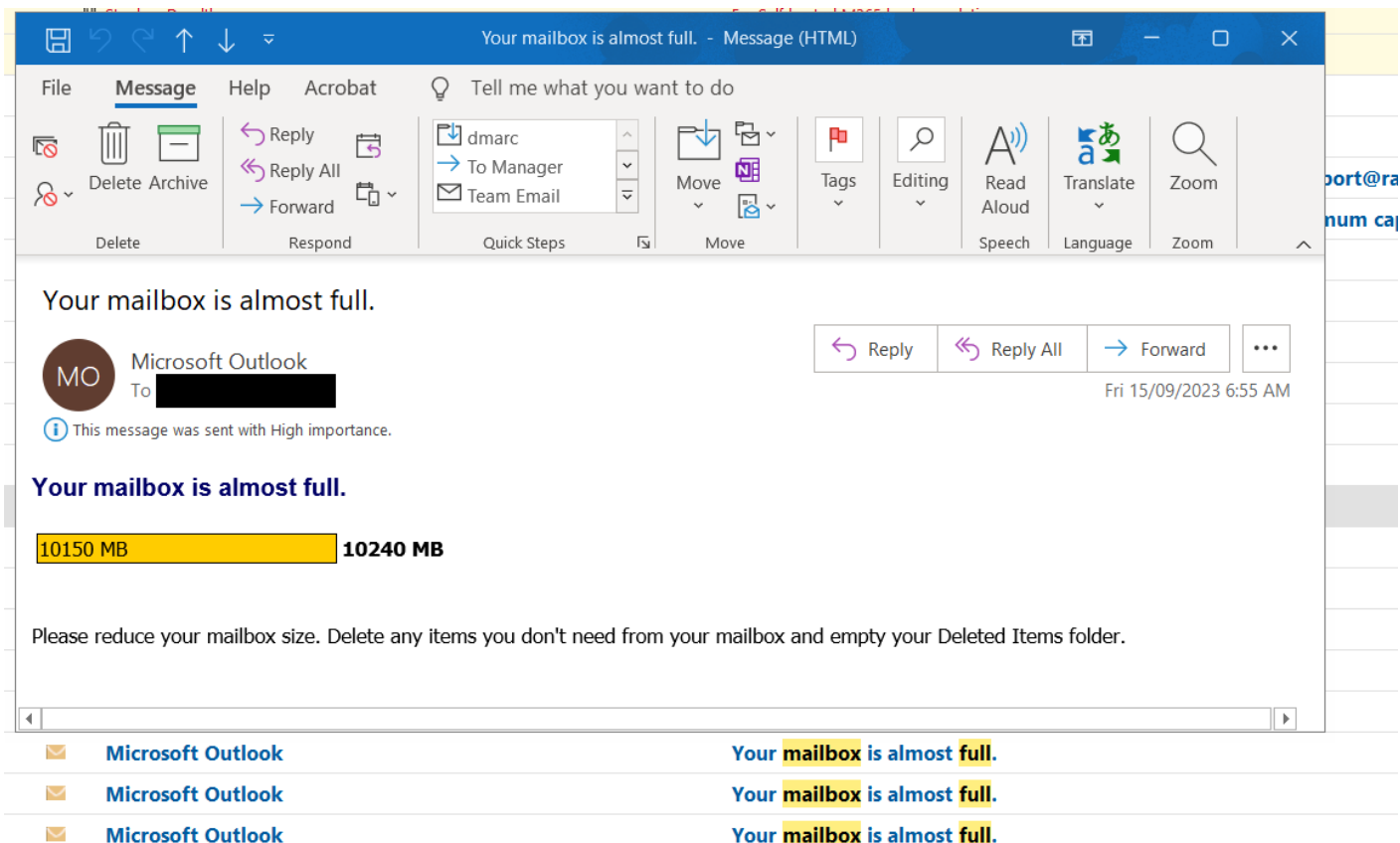


Figure 3: System generated mailbox alerts. Please note the look and feel of these emails as others will be fake.