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

You must fill in the OUTGOING username and password to be able to SEND email from our system.

For Apple MacOS 14.5 sonoma and newer, the OUTGOING userid and password is set automatically by the system if you add your email via the SETTINGS->ACCOUNTS page and use Mac Mail

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USA Common Settings:

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

Krgyz Common Settings:

Email	you@example.net
Username	you@example.net
Password	your_password
Incoming Server	mail.kg.rackcorp.com

Outgoing Server	mail.kg.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.kg.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

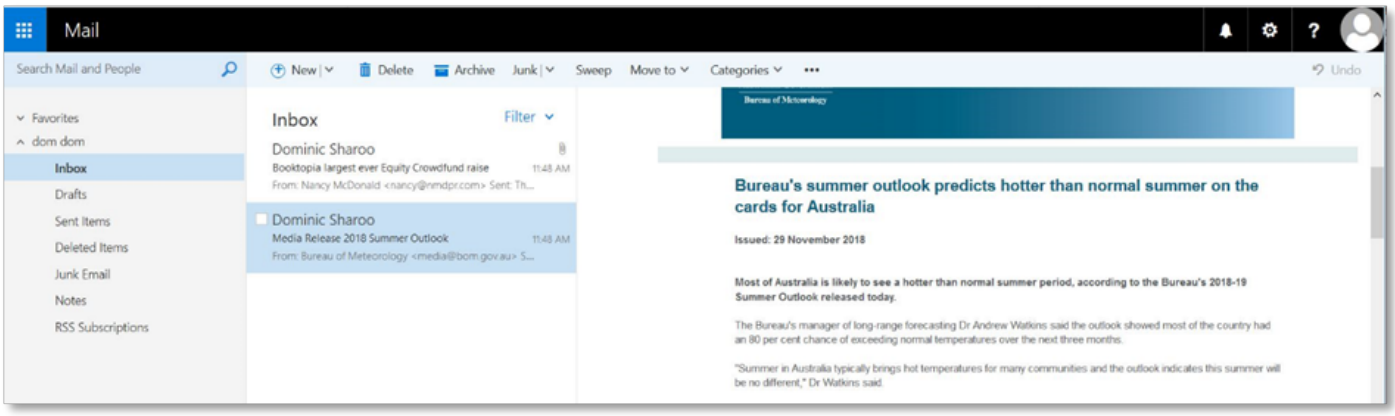


Figure 1 Outlook Web Access (OWA) webmail on RackCorp

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