

Abthorpe Broadband Association Ltd.

Bringing Broadband to the community since 2003.

All about eMail systems (posted Jan 2024)

Contents:

[eMail hosting details](#)

[How eMail works](#)

[Methods of using the eMail services](#)

[eMail client programs settings](#)

[Tried and tested eMail client Apps](#)

[eMail webmail services](#)

[You have exceeded the quota \(storage\) you are allowed on the eMail server:](#)

[IMAP and POP](#)

[Spam prevention](#)

[Problem solving](#)

[Secure mail server connections](#)

Anex: [pictorial eMail client settings](#)

Preamble:

The **domain** or **URL** of your eMail address is the bit after @ and will be one of these:

[abthorpe.net](#)

[bradden.net](#)

[helmdon.net](#)

[loisweedon.net](#)

[plumpudding.org](#)

[tovevalley.net](#)

[wappenham.net](#)

[weedonlois.net](#)

Note: if you do not have a TVB associated eMail address, you may request one by eMailing tvbsupport@tovevalley.net

eMail hosting details:

The **Postoffice** under which mailboxes for each domain are held is as follows:

[abthorpe.net](#) postoffice is [abthorpe](#)

[bradden.net](#) postoffice is [bradden](#)

[helmdon.net](#) postoffice is [helmdon](#)

[loisweedon.net](#) postoffice is [loisweedon](#)

[plumpudding.org](#) postoffice is [plumpudding](#)

[tovevalley.net](#) postoffice is [tvb](#)

[wappenham.net](#) postoffice is [wappenham](#)

[weedonlois.net](#) postoffice is [loisweedon](#)

Mailbox is your personal mailbox as in **mailbox@<domain>** e.g. 'me' in me@abthorpe.net
eMailUser name or ID is of the form **mailbox@Postoffice** e.g. me@abthorpe (NO DOT NET!)
eMail password is as associated with the mailbox when set up.

Note: the format of the username is different from the majority of main-stream eMail providers who generally use the complete eMail address as a Username. There is a considerable reduction in the potential for eMail services to be compromised by using the form that TVB use.

TVB eMail setup details are given below [and on the TVB website.](#)

How eMail works:

Say you want to send an eMail to someone – you compose the eMail saying to whom you want it to go to; if you want a copy to be sent to others; what your subject of the conversation is and of course the conversation (or message).

You then arrange for an eMail server – an internet connected computer designed to handle your messages – to handle your message. This will be TVB's internet server.

The eMail server then identifies where your recipients are in terms of the eMail server *they* use and sends your message to it.

Your message then awaits your recipient to connect to their eMail server and read your message.

eMails are not an instant messaging service – they are designed to deliver a message to a repository and await the recipient's access to that repository. Although eMail transport is usually very quick, there are also many reasons why they may be delayed.

Methods of using the eMail services:

There are two main ways to use eMail services:

1. A **client** program or App you install on your computer/tablet/smartphone which downloads eMails and stores them on your device. You are able to compose new eMails even without an internet connection, but must connect to send them.
2. A web- or internet-based service which allows you to read eMails directly on the eMail server, compose new eMails (on the server) and send them. This is generally called '**webmail**'. If you want a copy on your own computer/tablet/smartphone, you will need to specifically download a copy or set the eMail system to automatically download for you.

There is also a hybrid method using IMAP – more details later.

The broad difference between these methods is that

1. A Client program will *generally* download all your eMails, attachments and all, storing them for the convenience of working on your own computer.
2. Webmail relies on the mail server holding your eMails and attachments but you must be aware of the limitations of this such as the space you take up on the mail server. It is your responsibility for clearing out unwanted eMails.

eMail client programs, or Apps. Details you need to know to set up your client service:

A client service App will need information about how to connect to your eMail server and your mailbox permissions. You will set up an account in your App with the following credentials:

- Your eMail address is [me@<domain>](mailto:me@abthorpe.net) e.g. me@abthorpe.net
- **Use 'manual setup' if available**
- Your username / ID is [me@<postoffice>](mailto:me@abthorpe.net) e.g. [me@abthorpe](mailto:me@abthorpe.net) (NO DOT NET!)
- The type/protocol is POP/POP3 (see POP/IMAP later)
- The host/incoming/retrieval eMail server is [mail.<domain>](mailto:mail.abthorpe.net) e.g. mail.abthorpe.net
- The server port number for incoming/retrieval is 110
- Security policy/encryption should be set "use SSL/TLS if available" or, if this is not available to your device, use "none".
- The outgoing SMTP server is [mail.<domain>](mailto:mail.abthorpe.net) e.g. mail.abthorpe.net
- The server port number for SMTP is 2500 (you could use the default 25 but may run into trouble sending eMails from hotels and other public internet connections)
- Security policy/encryption should be set "use SSL/TLS if available" or, if this is not available to your device, use "none".
- The SMTP server requires you to log on / authenticate. Use your main eMail username and password.

Tried and tested eMail client Apps:

Windows 10 Mail – simple and good for single point-of-use **DO NOT USE outlook (new)!**

EMClient – comprehensive and free for 1 or 2 eMail accounts – good for multiple accounts

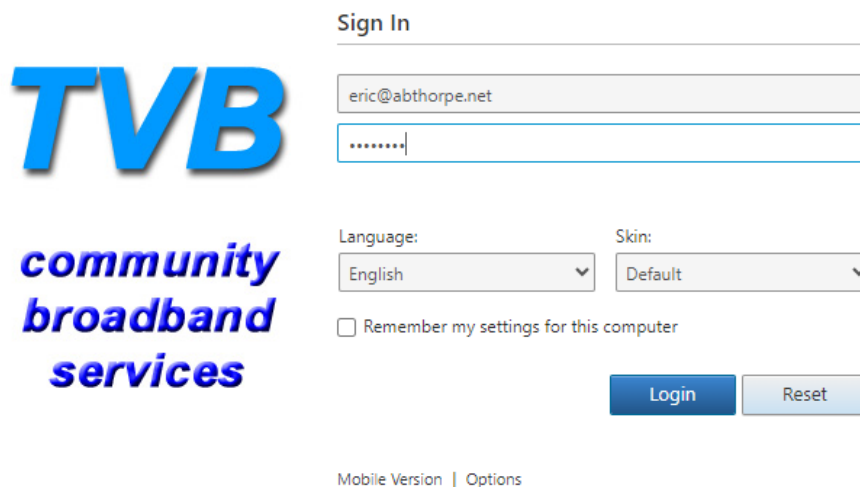
Mailbird – similar to EMClient

If you are using Outlook (on-line), Thunderbird, LiveMail, Apple's or Android's default eMail App, etc. and are happy with it, there is not much point in changing.

eMail webmail services:

A webmail service requires only a browser (IE, Google Chrome, Mozilla Firefox, Safari, etc.) with which you navigate to the eMail server's address. *For Tove Valley addresses, you should use www.tovevalley.coerimc/webmail so that your information is encrypted and secure.*

Once you have the login screen, type your eMail username `me@<postoffice>` e.g. `me@abthorpe` (NO DOT NET!) and password to access your eMails.



Sign In

eric@abthorpe.net

.....

Language: English Skin: Default

Remember my settings for this computer

Login Reset

Mobile Version | Options

A full description of using webmail [can be found by following this link](#).

IMAP and POP

IMAP uses the server as repository for your eMails and synchronises anything you do on *more than one device*. If you want to look at eMails on different devices – desktop, mobile phone, tablet, etc. – then IMAP is for you but you will have to manage the space your eMails take up on the mail server as with webmail. IMAP is a travelling person's system because, if you delete an eMail at your desktop, it will be deleted at your tablet and smartphone; if you mark an eMail as "read" it will appear "read" on all your devices and so on. **All** your devices must use IMAP instead of POP.

POP is for people who use only one computer/tablet/phone or maybe another device on odd occasions (such as holidays).

Spam prevention

Quadrat's email server employs several methods for reducing spam:

1. Does the incoming email appear to come from a proper email source?
2. Does it contain any disreputable words such as 'penis' 'erectile' - (but not 'erection' ... of a building)
3. Has the sender's email server been blacklisted? – we check two external agencies in real-time.
4. Is the email coming from a legitimate email server? not a back-room computer as most often employed by spammers. This is called greylisting and accounts for 98% spam rejection and is better described in the following document:
<https://www.mailenable.com/documentation/9.0/Enterprise/Greylisting.html>
If your emails are delayed for a few minutes or even hours, it is quite likely to be this mechanism at work.

You can implement your own spam filtering on TVB's server by logging in to webmail and clicking 'settings' (a cog picture) in the top right of the screen. Follow through to email then whitelist and/or blacklist.

You can of course implement your own filtering at your email client program as well. Additionally, your email provision is protected by adopting an eMail username in the form `me@<postoffice>` e.g. `me@abthorpe` (NO DOT NET!) whereas most other systems will use your full email address.

Problem solving:

To check eMail services are working test **WebMail first**.

At any stage, report if that stage does not work.

1. Navigate in browser to www.tovevalley.com/webmail
2. Log in with your eMail credentials - *Username* and your password
3. Send a message to yourself e.g. me@mysite.com
4. After a few seconds, check your inbox by clicking 'inbox' in the left panel - your eMail should have been received - Delete this message by highlighting it and clicking Delete on the menu bar.
5. Send a message to an eMail recipient (maybe another of your accounts) whose eMail server is not Quadrat's and check that this has been received. If you really have not got this facility, report it but carry on with the tests.

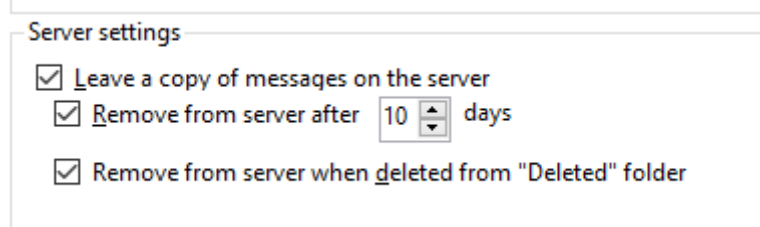
To check your **eMail client**

1. Your eMail client account settings should have as defined in "eMail client programs" above. **Particularly pay attention to the username/ID** this is what people usually get wrong. Also look at the email server ports being used.
2. Usually there is a test facility in the eMail client program – use it. If none is available, try sending a message to yourself and then to some other recipient.

You have exceeded the quota (storage) you are allowed on the eMail server:

Quadrat eMail services allow 0.5Gbytes of storage (500000000characters) to hold eMails *and their attachments*. This is generous compared to other free or nearly-free eMail systems. If you get messages that your quota has reached its limit, you must endeavour to reduce the space you are using on the server. Under certain circumstances an increase in your quota to 1.0Gigabytes can be arranged – eMail tvbsupport@tovevalley.net
Any requirement for additional space will require a contribution.

If you predominantly use an eMail client such as Outlook, Thunderbird, EMClient, Mailbird, etc. it is very likely your settings in the eMail client program need changing. These settings usually allow for deleting eMails from the server at various stages for example:



are some of the options in EMClient and there are very similar ones in other programs. You must make these settings work such that you are removing eMails from the server in an appropriate way.

If you always use webmail you **MUST** regularly visit your eMails and delete those you do not want to keep and consider downloading to your local computer any you permanently wish to keep. This is especially important if you receive large attachments like photos and videos which will use up space quickly. One tip – if you delete eMails they go into a 'Deleted Items' folder which you must empty (right-click on the folder name) before they are permanently deleted.

Secure mail server connections

Webmail access using www.tovevalley.com/webmail uses a secure connection with the server. If you require a secure client-server connection (i.e. from Outlook, Thunderbird, EMClient or mobile Apps) please request instructions by eMailing us at tvbsupport@tovevalley.net

Typical account for eMail clients (POP3):

General	SMTP	POP3	Diagnostics
Account name: <input type="text" value="eric@abthorpe.net"/>			
User Information			
Name: <input type="text" value="Eric Malcomson"/>			
Email: <input type="text" value="eric@abthorpe.net"/> <input type="button" value="Aliases..."/>			
Authentication			
Login name: <input type="text" value="eric@abthorpe"/>			
Password: <input type="password" value="*****"/>			

General	SMTP	POP3	Diagnostics
Server			
Host: <input type="text" value="mail.abthorpe.net"/>			
Port: <input type="text" value="2500"/>			
Security policy: <input type="text" value="Use SSL/TLS if available"/> <input type="button" value="v"/>			
Authentication			
<input checked="" type="checkbox"/> Server requires authentication			
<input checked="" type="radio"/> Use identity credentials			
<input type="radio"/> Use these credentials:			
User name: <input type="text" value="eric@abthorpe"/>			
Password: <input type="password" value="*****"/>			

General	SMTP	POP3	Diagnostics
Server			
Host: <input type="text" value="mail.abthorpe.net"/>			
Port: <input type="text" value="110"/>			
Security policy: <input type="text" value="Use SSL/TLS if available"/> <input type="button" value="v"/>			
Authentication			
<input checked="" type="radio"/> Use identity credentials			
<input type="radio"/> Use these credentials:			
User name: <input type="text" value="eric@abthorpe"/>			
Password: <input type="password" value="*****"/>			
Server settings			
<input checked="" type="checkbox"/> Leave a copy of messages on the server			
<input checked="" type="checkbox"/> Remove from server after <input type="text" value="7"/> <input type="button" value="v"/> <input type="button" value="v"/> days			
<input checked="" type="checkbox"/> Remove from server when deleted from "Deleted" folder			