



CUPE LOCAL 1480

Hosted POP/IMAP Webmail Service

Abstract

CUPE Local 1480 Hosted Webmail Service
Support Documentation for Users

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Table of Contents

Introduction	2
End User Webmail - Account Management	2
MailAdmin	2
End User – Client Application Email Setup	4
Workstation - Microsoft Outlook 2016.....	4
Manual setup.....	4
Workstation - Gmail Setup	5
Manual setup.....	5
Workstation - Apple Mail 10.4.....	6
Manual setup.....	6
Mobile - Android Setup	7
Manual setup.....	7
Mobile - Apple iOS.....	8
Manual setup.....	8
Appendix	9
A. Email Client	9
B. Webmail.....	9

CUPE LOCAL 1480

Introduction

Webmail services are provided by CUPE LOCAL 1480. For all support and or technical assistance, contact the assigned CUPE LOCAL 1480 assigned Webmail Administrator.

End User Webmail - Account Management

MailAdmin

End Users are permitted access to manage their own profiles directly.

1. Follow the link <https://cupe1480.accountsupport.com/mailadmin/>

Mail Admin

E-mail Address:

Password:

- **Email Address:**
- **Password:**

2. Click **Check Mail** to access Webmail Client directly
3. Click **Manage Mail** to access User Management Console

Web hosting, tools, and services

Home | Control Panel

Address Management

aaron.riley@cupe1480.ca

Mailbox Delivery ▾

Delivers mail to one or more of the mailboxes.

Mailbox: aaron.riley@cupe1480.ca 0 MB used of 500 MB

Forwards ▾

Forwards mail to one or more external addresses.

New Address Destination:

Autoresponder ▾

Sets up an automatic response to be sent when a message is received.

Occasionally the Autoresponder message may trigger AccountSupport's or the addressee's spam filters, and hence may not be delivered.

Return to Sender / Route to Trash ▾

Select Return to Sender or Route to Trash to route incoming messages.

Return to Sender

Route to Trash

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- Mailbox Delivery – Delivers mail to one or more of the mailboxes.
 - i. Mailbox: *@cupe1480.ca
 - ii. Mailbox Size: *MB of 500MB
 - iii. CHANGE PASSWORD – Click to Change

Change Password

Mailbox: aaron.riley@cupe1480.ca

New password

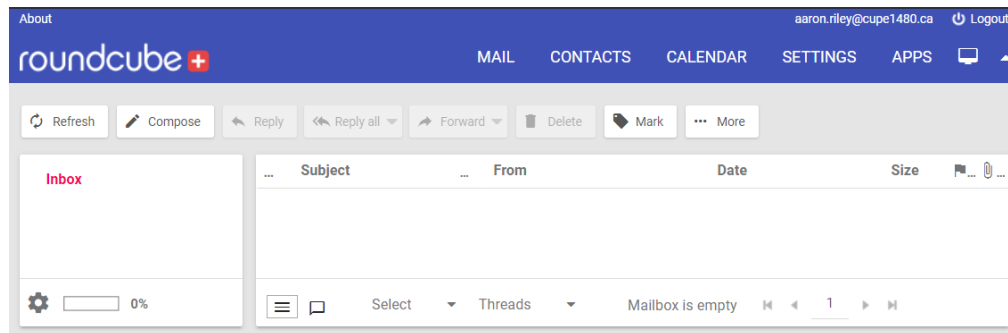
Passwords must contain 8 or more characters, with at least one upper and lower case character, and at least one digit.

Confirm new password

Change

Cancel

- iv. WEBMAIL – Click to Access



- v. Forwards - Forwards mail to one or more external addresses.

Forwards

Forwards mail to one or more external addresses.

New Address Destination:

Add

- vi. Autoresponder – Setups up an automatic response to be sent when a message is received.

Autoresponder

Sets up an automatic response to be sent when a message is received.

Occasionally the Autoresponder message may trigger AccountSupport's or the addressee's spam filters, and hence may not be delivered.

Remove Autoresponder

Save Autoresponder

- vii. Return to Sender / Route to Trash – Global Default is Return to Sender. Users can set their own choice as a personal override.

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Return to Sender / Route to Trash

Select Return to Sender or Route to Trash to route incoming messages.

Return to Sender

Route to Trash

Submit

End User – Client Application Email Setup Workstation - Microsoft Outlook 2016

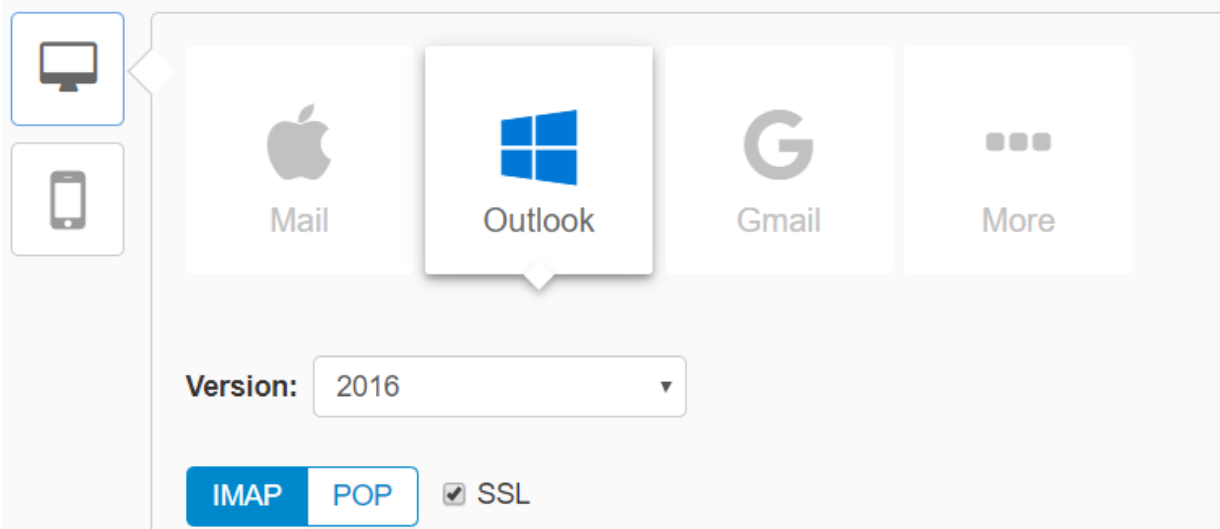
Basic Info

Email Setup

Mail Delivery

Autoresponder

Upgrades ▾



Version: 2016

IMAP POP SSL

Manual setup

1. Open **Outlook 2016**.
2. Click **File**.
3. Click **Info**.
4. Click **Add Account**.
5. Choose **Manual setup or additional server types**.
6. Choose **POP or IMAP**.
7. Enter the following settings when prompted:

- **Your Name:** Your name (example: Onserve Support)
- **Email Address:** *cupe1480.ca (example: Onserve.Support@cupe1480.ca)
- **Account Type:** IMAP
- **Incoming mail server:** imap.accountsupport.com
- **Outgoing mail server (SMTP):** smtp.accountsupport.com
- **User Name:** *cupe1480.ca (example: Onserve.Support@cupe1480.ca)
- **Password:** Your *cupe1480.ca cupe1480.ca password

CUPE LOCAL 1480

- Remember Password: Checked (recommended)
- Log on using Secure Password Authentication (SPA): Unchecked (recommended)
- My outgoing server (SMTP) requires authentication: Checked
- Incoming Server (IMAP Port):
- Use the following type of encrypted connection (Incoming): Enabled
- Outgoing Server (SMTP Port):
- Use the following type of encrypted connection (Outgoing): Enabled

8. Click **Finish** to complete the setup.

Workstation - Gmail Setup

Basic Info **Email Setup** Mail Delivery Autoresponder Upgrades ▾

IMAP POP SSL

Manual setup

1. Open your Gmail or G Suite account.
2. Click **Settings** (gear icon, upper-right).
3. Select the **Accounts** tab.
4. Click **Add a POP3 mail account you own**.
5. Enter the following settings when prompted:

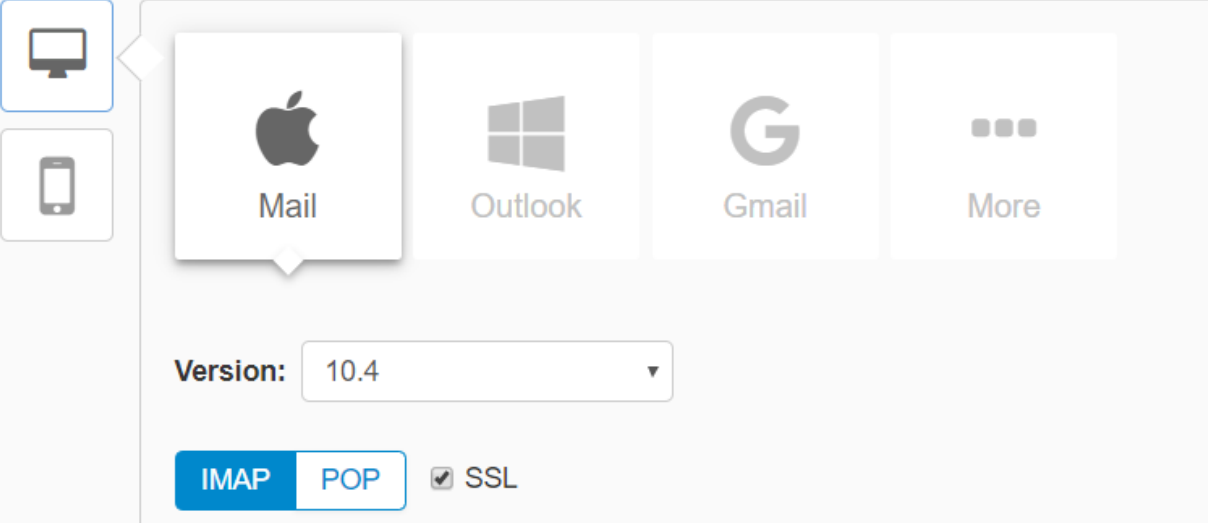
- Email address:
- Password:
- POP Server:
- Port:

6. Click **Add Account** to complete the setup.

CUPE LOCAL 1480

Workstation - Apple Mail 10.4

Basic Info **Email Setup** Mail Delivery Autoresponder Upgrades ▾



Version: 10.4 ▾

IMAP POP SSL

Manual setup

1. Open **Mac OS X Mail**.
2. Click **File**.
3. Click **Add Account**.
4. Enter the following settings when prompted:
 - **Full Name:** Your name (example: Onserve Support)
 - **Email Address:** *cupe1480.ca (example: Onserve.Support@cupe1480.ca)
 - **Password:** Your *cupe1480.ca password
 - **Account Type:** IMAP
 - **Description:** IMAP Account
 - **Incoming Mail Server:** imap.accountsupport.com
 - **User Name:** *cupe1480.ca (example: Onserve.Support@cupe1480.ca)
 - **Outgoing Mail Server:** smtp.accountsupport.com
 - **Use only this server:** Checked
 - **Use Authentication:** Checked
 - **Take account online:** Checked
5. Click **Connect** if you see a message regarding a security certificate.
6. Click **Create** to complete the setup.

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Mobile - Android Setup

[Basic Info](#)
[Email Setup](#)
[Mail Delivery](#)
[Autoresponder](#)
[Upgrades ▾](#)

The screenshot shows the 'Email Setup' page for an Android device. On the left, there is a sidebar with a desktop icon and a mobile icon. The main content area features four large tiles: 'Android' (with a green Android robot icon), 'iOS' (with an Apple logo), 'Windows' (with a Windows logo), and 'More' (with three dots). Below these tiles, there are two radio buttons: 'IMAP' (selected) and 'POP'. To the right of these is a checkbox labeled 'SSL' which is checked.

Manual setup

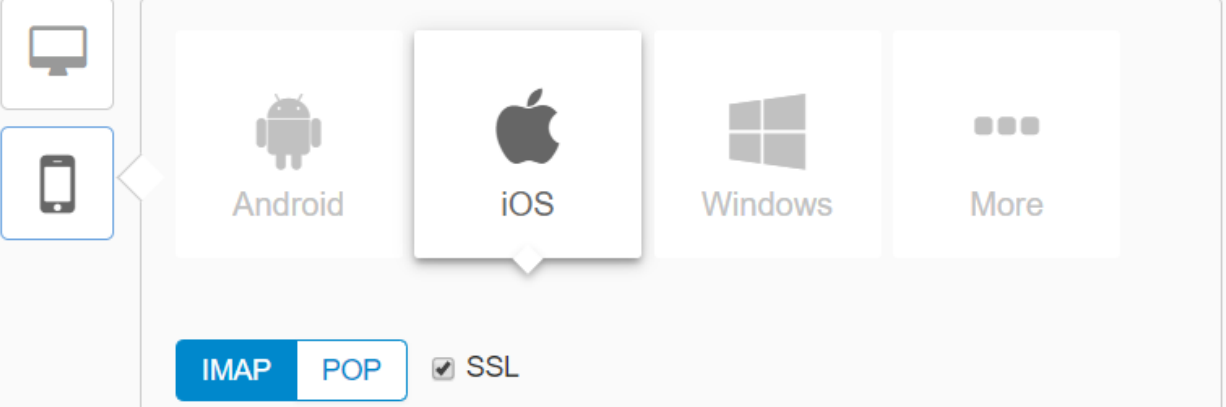
1. Go to **View All Applications**.
2. Go to **Settings**.
3. Tap **Add Account**.
4. Select **Email**.
5. Enter the following settings when prompted (select **Manual Setup**):

- **Email Address:**
- **Password:**
- **Username:**
- **IMAP Server (Incoming):**
- **Port (Incoming):**
- **Security Type:**
- **IMAP Path Prefix:**
- **SMTP Server (Outgoing):**
- **Port (Outgoing):**
- **Require Sign-In:**

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Mobile - Apple iOS

Basic Info **Email Setup** Mail Delivery Autoresponder Upgrades ▾



Android iOS Windows More

IMAP POP SSL

Manual setup

1. Go to **Settings, Mail, Add Account**.
2. Select **Other**.
3. Tap **Add Mail Account**.
4. Enter the following settings when prompted:

- **Name:** Your name (example: OnServe Support)
- **Email:** *cupe1480.ca (example: onserve.support@cupe1480.ca)
- **Password:** Your *@cupe1480.ca password
- **Description:** IMAP account
- **Account Type:** IMAP
- **Host Name (Incoming):** imap.accountsupport.com
- **Port (Incoming):** 993
- **Username:** *cupe1480.ca (example: onserve.support@cupe1480.ca)
- **Host Name (Outgoing):** smtp.accountsupport.com
- **Port (Outgoing):** 465
- **SSL/TLS:** Yes

Appendix

A. Email Client

- [Email Client Setup](#)
- [Email Client Setup: Outlook 2013](#)
- [Email Client Setup: Apple Devices](#)
- [Email Client Setup: Outlook 2010](#)
- [Email Client Setup: Android Devices](#)
- [Email Client Setup: Mac OS X Mail](#)
- [Email Client Setup: Outlook 2007](#)
- [Email Client Setup: Mozilla Thunderbird](#)
- [Email Client Setup: Comparing POP vs. IMAP](#)
- [Email Client Setup: Outlook for Mac 2011](#)
- [Email Client Setup: Outlook 2003](#)
- [Email Client Setup: Windows 8 Phone \(Metro Mail\)](#)
- [Roundcube: iOS/Android App Configuration](#)
- [Email Client Setup: Blackberry Phone](#)

B. Webmail

- [Roundcube: Introduction](#)
- [Roundcube: Migration FAQ](#)
- [Roundcube: Calendar](#)
- [Roundcube: How to Delete Messages](#)
- [Roundcube: Compose New Message](#)
- [Roundcube: Message Signature](#)
- [Roundcube: How to Switch Back to the original theme](#)
- [Roundcube: Address Book](#)
- [Roundcube: Searching Messages](#)