

Welcome

Thank you for choosing the Clouline email messaging service for your organisation.

If you follow these guidelines you should have your account functioning in very little time, ready to enjoy the powerful messaging and collaboration features on offer.



GMS

Clouline

Accessing Cloudline E-Mail via a desktop client

How do I route new incoming email to my cloudline account?

Question Detail:

I have an existing internet domain name and would like all new incoming email for that domain to be hosted on the Cloudline service. How can I achieve this?

Answer:

If you have an existing domain via an ISP or domain registrar [e.g. GoDaddy, 123reg.com etc.], you need to contact your ISP or domain registrar and ask them to edit your MX records. The MX record for your domain should point at the following server:

smtp.domain.com

The full format of the correct MX record is as follows:

Your-domain.com MX preference = 10, mail exchanger = smtp.domain.com

This change may take a few hours to complete, but emails will start to arrive at your Cloudline account after a short time. We recommend still checking your previous email account for a few days to ensure no emails are missed.

For more information about MX Records, please see: http://en.wikipedia.org/wiki/Mx_records



Accessing Cloudline E-Mail via a desktop client

How do I access email on the Cloudline account?

Using an email client such as Outlook

Question Detail:

I would like to use an email client such as Microsoft Outlook or Mozilla Thunderbird to download email from my Cloudline account, how is this done?

Answer:

To collect your email from Cloudline, configure your email client with the following settings:

Incoming POP/IMAP server:	mail.domain.com
Outgoing SMTP server:	smtp.domain.com
Account name:	<your [full] Cloudline email address>
Password:	<your account password>

Client settings are typically similar across different email clients. Using Outlook 2010 as an example:

Select:

- File ->
- Account Settings ->
- New ->
- Add New Account:
- Select: "Manually configure server settings or additional server types"
- Select: Internet E-mail
- Internet E-mail Settings
- Add your accounts details as listed above

