Chili Zone CC – Terms and Conditions on Email Account on Mail Server

1. The monthly hosting fee at Chili Zone is structured in such a way that we can keep the monthly hosting cost down.
2. To achieve this, we do not allow email accounts to be managed on the mail server. The mail server is just a "mailbox", mails in and mails out.
3. To achieve this all accounts shall be created as POP3 accounts, not IMAP accounts.
4. When using OUTLOOK or Thunderbird email clients, the accounts (when setting it up), shall **NOT BE** marked **LEAVE A COPY OF EMAIL ON SERVER**.
5. When emails are downloaded to OUTLOOK, the server INBOX must be empty, to make room for the next batch of emails.
6. The user shall also not create directories and store files via Webmail on the server. The directories and files must be stored on your personal computer, after downloading it from the server.
7. Should you use an admin system where you do not have an option **do not to leave a copy on the server**, you can manually delete mails accumulating on the users server inbox.

Access and delete emails on mail server:

❖ Open your Internet Browser (i.e. Internet Explorer, Chrome, etc).
❖ In the address line at the top, type in the following (your website name):
- **http://www.domainname.co.za/webmail** - Login box will appear
- Email address example: **john@domainname.co.za**
- Password – your email account password: i.e. **xxY3g36**
- New window – Select **HORDE** – left
- **View INBOX** – Left top
- View all mail currently on server INBOX for this account.
- INBOX must be EMPTY when downloaded to OUTLOOK.
- DO NOT CREATE DIRECTORIES AND STORE FILES ON THE LEFT HAND DIRECTORY STRUCTURE. Please do this on your own computer.

TO DELETE a mail on the server INBOX.

- Tick on left side of email to mark mail
- Select Dustbin icon on top (DELETE)
- Line will be drawn through email
- Click on **OTHER** drop down menu (top right hand side)
- Select **PURGE DELETION**
- This marked email will now disappear from INBOX.
- Repeat this for all emails until **Inbox is empty**.
- **Log off** – left bottom

IMPORTANT

Clients who do not adhere to the above request will be charged a R10 fee per transaction to manually clean out server mailboxes and delete directories. **Take note that email accounts will stop functioning when server mailbox is full.**

View YouTube video on NOT TO LEAVE COPY ON SERVER:

https://www.youtube.com/watch?v=T0aXrSUZOuU&feature=youtu.be

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