Hosting Configuration Documentation

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1 Setting Up A Hosting Account

Email Hosting can only be added to existing MX Defender accounts. To add Email Hosting to your MX Defender account log in and visit the Email Hosting section of our support site.

Please read and understand the stipulations below before proceeding to set up your hosting account.

- The instructions contained in this document apply to domains using OnlyMyEmail for both email hosting *and* spam filtering. They do not necessarily apply to domains that are using OnlyMyEmail for spam filtering alone.

- These instructions assume that you have already signed up for and activated an MX Defender account and have also requested Email Hosting for the domain or domains associated with that account.

- Unless otherwise noted, the instructions below are for a single domain and must be repeated for each domain to be set up for email hosting.

How you set up your new hosting account varies based on whether or not OnlyMyEmail is currently filtering the mail for your domain and whether or not your domain is currently in use.

1. If you are new to OnlyMyEmail but your domain already has active addresses see Managing Transition for Active Domains.

2. If OnlyMyEmail is already filtering mail for your domain see Existing Filtering Account Setup.

3. If you are setting up a new domain and have not yet begun to use any addresses on the domain see New Domain Setup.

1.1 Managing Transition for Active Domains

If your domain is currently active (i.e. has addresses that are already in use) you will want to make the transition to OnlyMyEmail as smooth as possible. The following sections offer some suggestions to help ease your migration to OnlyMyEmail Hosting.

WARNING: OnlyMyEmail does not currently provide functionality to copy email from your existing server. We recommend that you download all email from your existing server before switching to OnlyMyEmail's hosting. If you are using IMAP or your users are in the habit of leaving their mail on the server please contact OnlyMyEmail Support to discuss possible arrangements before setting up hosting for your domain.

1.1.1 Set Up Filtering First

One potential issue in moving an active domain is that of MX propagation delays (see Propagation Delays for more information on this phenomenon.) Setting up the filtering component of our service before activating email hosting creates a situation where email destined for your existing addresses either goes directly to your current host server or passes through the OnlyMyEmail filtering system and then to your current host. Once your MX changes have propagated and all of your mail is passing through the OnlyMyEmail filtering system you can switch to OnlyMyEmail's hosting servers nearly instantaneously by changing the Mail Server Settings for your account from the current host to OnlyMyEmail.

1. Follow the instructions under Adding Addresses to set up all of the addresses needed for each domain hosted with OnlyMyEmail.

   Note: Even though the addresses will initially only be used by the filtering system it is still best to add passwords and/or destinations to have the addresses ready when delivery is shifted to OnlyMyEmail's hosting severs.

2. Determine the hostname(s) and/or IP address(es) of your *current* hosting provider and use them to set up the Filtering Only Settings for your account. Again, this is so we can deliver mail to your existing mailboxes while the MX records propagate.

3. Follow the instructions under Setting Your MX Records to have your mail delivered to our filtering servers.

    Note: Do not complete the following step until your MX changes have propagated (see Propagation Delays for more information.) As a rule of thumb, 24 hours is usually sufficient. For a more accurate time frame use the TTL of your MX records (see Viewing MX Records *before* you make any changes to find out the existing TTL.)

4. After your MX changes have propagated you can change your Mail Server Settings to deliver mail to OnlyMyEmail's hosting servers whenever you are ready. This change is nearly instantaneous so you can think of it as "throwing the switch" to activate OnlyMyEmail hosting. Please be aware that you may need to make changes to your users' email clients in order for them to be able to receive mail delivered to OnlyMyEmail (see Client Configuration Options for more information.)

1.1.2   Use CNAMEs To Avoid Changing Your Client Settings

See Preserving Existing Client Configurations for more information on this topic.

1.1.3   Use Webmail During Client Transition

If you are unable to use your existing mail client configurations and are concerned about your users not being able to send and receive email during the transition to OnlyMyEmail Hosting, you can maintain continuity by directing your users to our web based email client. This client may not provide all of the functionality of a desktop client but it will allow access to email while desktop clients are waiting to be configured. See Web Based Email Client.

1.2   Existing Filtering Account Setup

These instructions apply to domains that have already had their MX records set up to refer to OnlyMyEmail. If your MX records do not already point to OnlyMyEmail's incoming servers (see Viewing MX Records) then you should follow the instructions under New Domain.

WARNING: OnlyMyEmail does not currently provide functionality to copy email from your existing server. We recommend that you download all email from your existing server before switching to OnlyMyEmail's hosting. If you are using IMAP or your users are in the habit of leaving their mail on the server please contact OnlyMyEmail Support to discuss possible arrangements before setting up hosting for your domain.

1. Usually an existing filtering account will already have all of the addresses for a domain listed with OnlyMyEmail, however, for a newly added hosting account the addresses will need to be linked with either POP accounts or Alias/Forwarder accounts on our hosting servers.

    There are two ways to do this:

    1.1. Email accounts can be set up one at a time by following the instructions under Setting Up New Addresses.

    1.2. Addresses can be configured in bulk using the instructions under Adding POP and Alias/Forwarder Accounts Automatically.

2. Read the instructions under Client Configuration Options and implement as necessary.

3. Follow the instructions under Mail Server Settings to instruct OnlyMyEmail's filtering servers to deliver mail to OnlyMyEmail's hosting servers.

1.3   New Domain Setup

The instructions that follow are intended for a domain that is not currently in use (i.e. you're setting up a brand new domain.) If your domain has addresses that are currently in use, see Managing Transition for Active Domains for suggestions on how to minimize service disruptions for your users while moving to OnlyMyEmail.

1. Follow the instructions under Adding Addresses to set up all of the addresses needed for each domain hosted with OnlyMyEmail.

   Note: This step is most important if the domain(s) are already active and the addresses are in use. If there are no active addresses then setting up a single "test" address is sufficient.

2. Follow the instructions under Mail Server Settings to instruct OnlyMyEmail's filtering servers to deliver mail to OnlyMyEmail's hosting servers.

3. Read the instructions under Client Configuration Options and implement as necessary.

4. Follow the instructions under Setting Your MX Records to make sure the Internet at large knows where to deliver your email.

1.4 Client Configuration Options

There are many different email clients available to send and receive mail such as Outlook, Outlook Express, Eudora, Thunderbird and others, not to mention various versions of each. Given this fact we do not try to explain exactly how to set up accounts in each client. This section focuses on some options that may make client configuration easier when transitioning to OnlyMyEmail Hosting.

1.4.1 Configuration Basics

All email clients share certain basic configuration options that are necessary to send and retrieve mail. These options, along with the appropriate settings are listed in the table below. This information should be sufficient to set up any email client to send and receive email through OnlyMyEmail.

Username (may also be referred to as login, user ID or account name)	Use the full email address including the domain.
Password	Specified during account setup (see Setting Up New Addresses and/or Adding POP and Alias/Forwarder Accounts Automatically)
Incoming Server (may also be referred to as POP or POP3)	mail.ome-hosting.com or any domain you can CNAME to mail.ome-hosting.com. (See Adding CNAME Records)
Outgoing Server (may also be referred to as SMTP)	mail.ome-hosting.com or your ISP's outgoing server (see Outgoing Server Notes as well as Preserving Existing Client Configurations)
SMTP Authentication	Required. Uses same username and password and the incoming server.

1.4.1.1 Using IMAP

If your email client supports IMAP, mail.ome-hosting.com (or a CNAME thereof) will accept IMAP connections on the standard IMAP port (143).

1.4.1.2 Outgoing Server Notes

1. mail.ome-hosting.com will accept connections on ports 25 and 587. In both cases SMTP Authentication is required using the same username and password as the incoming server.

2. You can also use your ISP's outgoing (SMTP) server to send mail. Consult the support channels for your ISP for details on their configuration/policies regarding sending mail.

1.4.2 Preserving Existing Client Configurations

If your domain currently uses sub-domains such as "mail.yourdomain.com", "pop.yourdomain.com" or "smtp.yourdomain.com" as incoming and/or outgoing servers in all of your client programs it is possible to preserve this naming and avoid reconfiguring the clients by adding a CNAME record or records to the DNS configuration for your domain. See Adding CNAME Records.

Note: Propagation Delays can be significantly reduced by lowering the Time To Live (TTL) for any existing CNAME records in advance of any other changes. For example, if there is already a CNAME for "mail.yourdomain.com" and the TTL for this record is 86400 (24 hours), lowering the TTL to 300 (5 minutes) before changing the name or address that the CNAME refers to will nearly eliminate the latency in DNS propagation. (For more on DNS propagation see Propagation Delays; for more on TTL see the explanation under Interpreting MX Records.)

2   Managing Addresses

2.1   Adding Addresses

Note: The OnlyMyEmail filtering system will reject as invalid any addresses that are not listed in the Email Accounts interface. Addresses that should be hosted but not filtered must be added to the "Do Not Filter" list. If you are adding addresses for a "live" domain (i.e. one with addresses that are currently in use) make sure every address you wish to receive email for is included in either the 'Filter' or 'Do Not Filter' list in the Email Accounts interface.

1. Log in to the OnlyMyEmail support site at https://support.onlymyemail.com. If you are already logged in, ignore this step.

2. Click "Email Accounts" on the left hand navigation menu.

3. Click "Add New Address(es)" to reach the Add Addresses form. This form will allow you to add addresses for any or all of your domains.

4. Type or paste addresses, one per line into the Add Addresses form.

   Note: Address lines can contain password or destination data as well as the address see: Adding POP and Alias/Forwarder Accounts Automatically.

5. Once the addresses have been entered choose either the "Filter" or "Do Not Filter" radio button below the text area of the form and click "Add".

   Note: It is not possible, as of this writing, to add addresses to both the "Filter" and "Do Not Filter" lists together. Therefore, if using this form to add addresses in bulk, it is best to create two lists, one each for "Filter" and "Do Not Filter" addresses.

6. After clicking "Add" you will be shown the results of your add attempt. There are three possible results for each address and the result screen will contain lists of addresses for any that apply:

   6.1. "The following addresses are either not formatted correctly or are not part of your filtered domain(s)" means that the address(es) listed below this message were either invalid email addresses or addresses on domains not filtered by the currently logged in account

   6.2. "The following addresses were added" means that the address(es) listed below this message were added to whichever list, "Filter" or "Do Not Filter" was selected when the form was submitted. This also indicates that the address(es) did not previously exist.

   6.3. "The following addresses were updated" means that the address(es) listed below this message were already on either the "Filter" or "Do Not Filter" list and have been moved to the opposite list.

7. After noting the results of the previous screen (if necessary) click "Continue". This returns you to the main Email Accounts screen.

8. See Setting Up New Addresses.

Note: This may not be necessary if password and/or destination data was supplied in step 4.

2.1.1 Setting Up New Addresses

If password and/or destination data is not supplied along with newly added addresses then the addresses will be highlighted in yellow and have a "setup" link in the list display until they have been fully set up. New accounts can be set up as follows:

Note: This is a continuation of the steps described in Adding Addresses

1. Use the Search button to either display all addresses (just click "Search") or use the "Search by Address" option to limit the list of addresses displayed.

2. Hover your mouse pointer over the "setup" link for the address you wish to set up. This will pop up a menu with two choices: **POP Account** and **Alias/Forwarder**. Click the one you wish to use for the selected account.

3. This step is slightly different depending on whether you are setting up a POP Account or an Alias/Forwarder account. Follow the appropriate instructions below:

   3.1. **POP Account:** Enter the password you wish to use for the current account in the "password" field and the same password in the "retype password" field and click "Update Password". As soon as the status of the update (displayed below the update form) reads "password updated" the process is finished.

   3.2. **Alias/Forwarder:** Enter the destination you wish to use for the current account in the "destination address" field and click "Update Destination". As soon as the status of the update (displayed below the update form) reads "destination updated" the process is finished.

   Note: Alias/Forwarder destinations can contain more than one address subject to the following caveats:

   • Individual addresses must be separated by commas.

   • All destination addresses must be valid email addresses.

   • The maximum number of characters for the destination is 128 including commas.

2.1.2 Adding POP and Alias/Forwarder Accounts Automatically

The Add Addresses form will accept additional password or destination data for each address using the formats described below. As noted in Adding Addresses (step 4) addresses should be one per line.

POP Accounts:

address|password

example: myaddress@mydomain.com|mypass

Alias/Forwarder accounts:

address|destination1[,destination2[,...]]|relay

example 1: myalias@mydomain.com|mydestination@mydomain.com|relay

example 2: addr1@tld.com|dest1@tld.com,dest2@tld.com|relay

Note: The keyword "relay" is required in the third field for alias/forwarder accounts otherwise the account will be set up as a POP account with the destination address as a password.

Note: Alias/forwarder accounts can have multiple addresses, separated by commas, in their destinations. The maximum number of characters for the destination field is currently 128 including commas.

2.1.3 Setting up "Auto-CC" Accounts

"Auto-CC" accounts are addresses that have both a POP account (i.e. they have a mailbox that receives email messages as opposed to just sending the mail on to another address) as well as a destination address or addresses. We call them "Auto-CC" because they act as an automatic CC in that any mail sent to the base address is also delivered to the destination address(es).

1. Follow all of the steps listed in Adding Addresses for adding a POP account (Alias/Forwarder accounts cannot "Auto-CC" because they do not have a mailbox.) Once the POP account is added use the "Search" function to display the address.

2. Click the EDIT button (the EDIT button looks like a blue pencil and will display a tool-tip with "EDIT" when the mouse pointer is over it) and then click "add auto-cc". The form will change from the password form to the destination form.

3. Step 3: Fill in the destination address(es) as described in Setting Up New Addresses (Step 3, Alias/Forwarder) and click "Update Destination".

Note: Auto-CC addresses are displayed with a blue arrow to the left of their quota status indicators.

2.2 Editing Addresses

1. Log in to the OnlyMyEmail support site at https://support.onlymyemail.com/. If you have already logged in, ignore this step.

2. Click "Email Accounts" on the left hand navigation menu.

3. Use the Search button to either display all addresses (just click "Search") or use the "Search by Address" option to limit the list of addresses displayed.

4. Once the address you want to edit is visible, click the EDIT button (The EDIT button looks like a blue pencil and will display a tool-tip with "EDIT" when the mouse pointer is over it.)

5. Fill in the new password or destination address and click corresponding the "Update" button.

   Note: "Auto-CC" addresses will have both the password and destination forms along with "Update" buttons for each one. As of this writing it is not possible to update both at the same time.

   Also, the destination can be removed from "Auto-CC" addresses by clicking the DELETE button next to the "Update Destination" button. (The DELETE button is a red circle with a white minus sign that will show a tool-tip with "DELETE" when the mouse pointer is over it.)

2.3 Deleting Addresses

1. Log in to the OnlyMyEmail support site at https://support.onlymyemail.com/. If you have already logged in, ignore this step.

2. Click "Email Accounts" on the left hand navigation menu.

3. Use the Search button to either display all addresses (just click "Search") or use the "Search by Address" option to limit the list of addresses displayed.

4. Once the address(es) you want to delete are visible there are two methods available to delete addresses:

   4.1. Delete addresses one at a time by clicking the DELETE button to the right of the address to be deleted. (The DELETE button is a red circle with a white minus sign that will show a tool-tip with "DELETE address@domain.com" when the mouse pointer is over it.)

4.2. Delete multiple addresses by checking the boxes to the left of the addresses to be deleted and then clicking the "Delete Checked Addresses" button above or below the list of addresses. (Note: There is also a "Check All" button that can be used to check the boxes for all of the listed addresses in case there is a need to delete the entire list.)

Note: In both cases there is a Javascript alert asking you to confirm you intention to delete the selected address(es).

3   Mail Server Settings

In order to deliver your mail after it has been filtered, the OnlyMyEmail servers responsible for mail delivery need to know where to send it. For filtering only accounts this means the name(s) and/or IP address(es) of your mail server(s). For domains that are not hosted by OnlyMyEmail see Filtering Only Settings.

For hosting customers this means our email hosting servers. We do not automatically set up the mail server entries for hosting customers when the account is created because this could result in lost mail during the transition to OnlyMyEmail hosting. However, we have provided a simple method of doing so:

1. Log in to the OnlyMyEmail support site at https://support.onlymyemail.com/. If you have already logged in, ignore this step.

2. Click "Email Hosting" on the left hand navigation menu.

    Note: The following steps should be repeated for each hosted domain. If there is only one domain on the account you will be taken directly to the "Domain Details" page for the domain so you can skip Step 3.

3. Click the "View Details" link for the domain you wish to configure.

4. Click the "Details" link in the "Mail Server Settings" section of the "Domain Details" page.

5. Click "Auto-Configure Mail Server Settings".

6. Click "Okay" when prompted to continue. (Unless you don't want to, in which case click "Cancel".)

7. You will be directed to the "Mail Server Settings" page which should be showing the message "Hosting setup done" and have "mail.ome-hosting.com" in the "Mail Server (FQDN or IP Address)" field and "0" in the "Preference" field.

8. At this point you're done. Click the "Back" button on your browser if you wish to return to the "Domain Details" page.

3.1   Filtering Only Settings

1. Log in to the OnlyMyEmail support site at https://support.onlymyemail.com/. If you have already logged in, ignore this step.

2. Click "Mail Server Settings" on the left hand navigation menu.

3. For the "Mail Server (FQDN or IP Address)" field enter the hostname or IP address of your current hosting providers mail server.

4. For the "Preference" field enter an appropriate numeric value (see step 5 below)

5. Your hosting provider may list more than one hostname or IP address that will accept mail for your domain. If this is the case, repeat steps 2 and 3 for each *distinct* server. Provide a different "Preference" value for each server to help us determine the order we should contact them in. (See Mail Server Settings on our support site for more information on preferences.)

4   Managing MX Records

Unfortunately, the specific details of how to manage the MX records for your domain are beyond the scope of this document because of differences in how they are maintained by the various organizations that provide

DNS management. This section does provide information on how to find out what your MX records/ are currently set to and what they should be after they are properly configured to work with our service.

4.1   Setting Your MX Records

To use OnlyMyEmail's hosting and/or filtering products you must modify your MX records to refer to OnlyMyEmail's mail servers as follows:

Note: Additional instructions/clarifications are provided after the example records below and elsewhere in this document so be sure to read this entire section and any additional sections necessary if these instructions are too general.

Warning: It is critical that the MX records be changed on the authoritative name server for your domain. This will most likely be maintained by the domain registrar responsible for registering your domain. (For more information see Who Maintains My MX Records?)

1.   Replace "yourdomain.com." with the name of your domain in the examples below and be careful to preserve the trailing dot (.) after both your own domain name and onlymyemail.com. All four lines should be added to the MX records for your domain.

2.   Remove any existing MX records that reference servers other than the mailfilter servers at onlymyemail.com.

3.   Your changes will usually take effect within 24 hours. After 24 hours you can check to make sure they are correct using our MX record viewing tool (see Viewing MX Records)

Example records:

yourdomain.com.	300	IN	MX	10	mailfilter1.onlymyemail.com.
yourdomain.com.	300	IN	MX	20	mailfilter2.onlymyemail.com.
yourdomain.com.	300	IN	MX	30	mailfilter3.onlymyemail.com.
yourdomain.com.	300	IN	MX	40	mailfilter4.onlymyemail.com.

Depending on what type of interface is provided by the organization responsible for maintaining your DNS records (assuming they provide one) you may need to fill in whole lines or individual fields.

If the interface expects whole lines or possibly even all of the lines for the MX section use the examples above (replacing "yourdomain.com." with the name of your domain and being careful to preserve the trailing dot (.) on both your own domain name and after onlymyemail.com.)

If the interface expects individual fields use the examples above, one field at a time (remembering to preserve the trailing dot (.) on both your domain name and onlymyemail.com.) For additional information on what goes in which field see Interpreting MX Records.

4.2   What Are MX Records?

To understand MX (Mail eXchanger) records you must understand DNS (Domain Name System). In a nutshell, DNS maps human readable domain names like "onlymyemail.com" to the IP (Internet Protocol) addresses that computers understand. Thanks to DNS, instead of having to remember an IP address like "216.234.108.230", you can use the more memorable "onlymyemail.com" to get to our web site.

For more detail read this Wikipedia article: http://en.wikipedia.org/wiki/Domain_Name_System

MX records are a special type of DNS record that are specific to mail delivery. When an email is sent to an address like "info@onlymyemail.com", the sending server looks up the MX records for "onlymyemail.com" to find out where to deliver the message. Since there is a separate type of record (MX) just for email, the server hosting the web site for a domain can be completely separate from the server hosting email for the same domain.

For more detail read this Wikipedia article: http://en.wikipedia.org/wiki/MX_record

4.3   Viewing MX Records

1.   Go to this URL: http://www.onlymyemail.com/dns_tools/mx_lookup.html

2.   Enter your domain name in the field labeled "Domain Name"

3.   Click the "Submit" button.

Note: The MX Lookup tool combines the Priority and Mail Exchanger fields under the heading 'Answer'. See Interpreting MX Records for more information on Priority and Mail Exchanger fields.

4.3.1   Interpreting MX Records

An individual MX record will occupy one line in a DNS file. The line will contain fields for the domain name, TTL (Time To Live), class, type, priority and answer as in the following example:

mydomain.com.   85184 IN   MX   5   amx.mailix.net.

More often than not there will be more than one line per domain. Usually the only parts that will vary are the priority and then answer. Here is the full MX record set for mydomain.com:

mydomain.com.   85184 IN   MX   5   amx.mailix.net.

mydomain.com.   85184 IN   MX   0   mx.mailix.net.

The fields can be explained as follows:

1.   Domain Name: This is the name of the domain that the record refers to. In this case mydomain.com.

   Note: The domain name is followed by a dot (.). This is required by the DNS specification. Why is beyond the scope of this document. Suffice it to say that it is necessary and if you have access to change your own MX records it will be needed when you enter your own domain name.

2.   TTL (Time To Live): This is the number of seconds that a non-authoritative DNS server can cache this record. In other words, a server that is not responsible for maintaining this record can keep it for (in this case) about 23 hours and 40 minutes before it is required to look it up again.

3.   Class: Almost always IN for Internet.

4.   Type: MX records are always type MX. Hence the name MX record.

5.   Priority: This will be a number from 0-65535 specifying the order in which the servers designated in the answer section are tried. Lower numbers represent a higher priority. In other words the server at mx.mailix.net would be tried first in the example above because 0 is less than 5. If mx.mailix.net is unavailable then we would move on to amx.mailix.net.

6.   Mail Exchanger: This is the location that will be returned to the requesting server. Therefore, if we try to deliver mail to mydomain.com using the MX records shown above we will send it to mx.mailix.net or amx.mailix.net.

4.4   Who Maintains My MX Records?

Typically, the DNS records for a domain are maintained by the registrar for that domain. This can be complicated by the fact that the domain registering service may be just one of many services offered by the organization registering the domain. Many such organizations offer web and email hosting along with many other related services.

On the plus side, most of these organizations provide interfaces that allow end users to manage their own DNS records. If your domain is with one of these service providers, log in to your account and look for the DNS management interface. If it is not easily identifiable, contact their tech support staff and ask how to change MX records.

Occasionally, service providers that maintain DNS records do not allow end user access. In cases like this it is often possible to have a domain's MX records changed by contacting the service provider's support department.

The worst case scenario is a service provider that does not allow outside mail hosting and will not adjust MX records for a domain. There are two possible responses to this: 1.) live with it (and don't use our service) or 2.) move to another service provider. (This may require transferring the domain which is beyond the scope of this document.)

4.5   Propagation Delays

Due to the way DNS works, changes to DNS records, including MX records, do not take effect immediately (see What Are MX Records for more on DNS.) Many servers maintain local DNS records to allow them to look up frequently requested domain names without having to send requests to other servers. This is called caching. Each record has a Time To Live (TTL) field that specifies how long cached records should be kept without checking with the authoritative server to update the record. Because of this, changes to MX records are not honored by many servers until the TTL expires and the records are refreshed.

For example, a typical TTL is 86,400 seconds (24 hours) and the worst case scenario is a server that looked up and cached your MX records one second or less before you changed them. That server won't know about the change until 24 hours later. Other servers will check in at various times during the intervening time but until they do, they will also have incorrect MX records for your domain.

You can mitigate this phenomenon to varying degrees by lowering the TTL for your MX records. Some administrators go as low as 300 seconds, cutting the allowed cache time for their records down to 5 minutes. This would be most appropriate if you expect to make a lot of changes. It may also be useful to lower the TTL to 300 the first time you make a change, in case you make a mistake. Subsequent changes will then propagate quickly. Once you are sure the records are correct you can raise the TTL to reduce the load on your host DNS server.

5   Adding CNAME Records

Adding a CNAME record to your DNS configuration allows you to, in effect, forward one domain name to another. This is useful in the context of using OnlyMyEmail's hosting service because it allows you to keep your existing client configurations. For example, if all of your email clients are set up to use mail.yourdomain.com as both incoming and outgoing servers you can leave them alone and add a DNS record that looks like the following to redirect mail.yourdomain.com to mail.ome-hosting.com:

mail.yourdomain.com.   300   IN   CNAME   mail.ome-hosting.com.

Similarly, if your clients are set up to use pop.yourdomain.com for incoming and smtp.yourdomain.com for incoming and outgoing servers respectively you can add a pair of CNAME records as follows:

pop.yourdomain.com.   300   IN   CNAME   mail.ome-hosting.com.

smtp.yourdomain.com.   300   IN   CNAME   mail.ome-hosting.com.

Be sure to include the trailing dot (.) on both domain names in each record.

Note: The examples above assume that A records exist for "mail.yourdomain.com", "pop.yourdomain.com" and "smtp.yourdomain.com". Without the corresponding A records the CNAME records will not work. See Viewing A Records to make sure these records exist.

For more information see this Wikipedia article: http://en.wikipedia.org/wiki/List_of_DNS_record_types

5.1   Viewing A Records

1.   Go to this URL: http://www.onlymyemail.com/dns_tools/ip_lookup.html

2. Enter the domain name you wish to check (for example: mail.yourdomain.com) in the field labeled "Domain Name".

3. Click the "Submit" button.

The result should look like this (with yourdomain.com replaced by you domain name):

mail.yourdomain.com.   300   IN   A   208.87.33.150

If there is no result then you will not be able to use CNAMEs to redirect to mail.ome-hosting.com.

6   Web Based Email Client

OnlyMyEmail provides a web based email client to allow all email accounts to be accessed via any computer with Internet access and a web browser.

6.1   Accessing Webmail

1. Go to this URL: https://webmail.ome-hosting.com/.

2. For "Username", enter the full email address (e.g. address@domain.com)

3. For "Password", enter the password associated with the email account entered as the "Username"

6.2   Using Webmail

The web based email client requires no configuration and automatically connects to the mail folders referenced by the email address supplied as the login username during. The interface provides the tools necessary for basic email maintenance tasks. It is not intended to replace full featured desktop email clients such as Microsoft Outlook or even Outlook Express. In fact, we have deliberately limited the functionality of this client in order to make it as easy to use as possible.

Given the simplicity of the client, its use should be fairly self explanatory. Just keep in mind the following caveats:

1. Folders, Identities and Personal Settings are not automatically carried over to your desktop client(s)

2. Similarly, Address Book contacts are not synchronized with desktop clients. If you use this interface frequently you may find it useful to store some contact information here but as of this writing we do not offer import/export functionality for contact lists.

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