

EMAIL SETUP INSTRUCTIONS



There are **two** ways to access your Shop[YourCity].com email account:

1. WEB MAIL

Benefits:

- i. Always accessible as long as you have the Internet and a web browser
- ii. Good for troubleshooting if you're having email issues, login to see if the problem is with your device, or with the server

Drawbacks:

- i. No ability to do 'push' email - you have to login and check for messages
- ii. Slower interface for doing common tasks

To access Webmail:

1. Open up a web browser ex. Firefox, Safari, Chrome, Internet Explorer or Edge
2. Type www.shopcitymail.com into the address bar
3. Enter your username and password as provided in a separate document
4. Use the website that comes up to read email and compose new messages
5. Any messages will be accessible from your IMAP devices after everything is stored on the server

2. IMAP EMAIL ON THE DEVICES OF YOUR CHOICE

Benefits:

- i. Instant receipt via 'push' technology
- ii. Can be set up across multiple devices through different mail programs to keep all of your emails in sync
- iii. Use your favourite mail interface to maximize your productivity

Drawbacks:

- i. You need to have it setup and can't quickly access it from any internet connected computer

To configure your IMAP email:

1. Pick the email program of your choice ex. Outlook, Mac Mail, Mailbird, etc.
 2. Select the New Account option (the wording will depend on which program you're using)
 3. If prompted, choose 'IMAP' as the email type
 4. **Use the following settings:**
 - a. **Name:** Your Name - Shop[YourCity].com
 - b. **Email:** the address provided to you in a separate document
 - c. **Description:** your email address - ex. colin@shopcity.com
 - d. **Incoming mail server:**
 - i. Host name: shopcitymail.com
 - ii. Username: your email address - ex. colin@shopcity.com
 - iii. Password: the password provided to you in a separate document
 - e. **Outgoing mail server:**
 - i. Host name: shopcitymail.com
 - ii. Authentication type (if asked): password
 - iii. Username: your email address ex. colin@shopcity.com
 - iv. Password: the password provided to you in a separate document
 - f. Do not use SSL (secure connection)
 - i. Use the default **Port 143** for incoming mail
 - ii. Use **Port 465** for outgoing mail
5. Check that you are sending and receiving emails normally. If not, return to the settings and double check the Port settings, and make sure you are not using SSL.

If you have any questions or problems, please read the [Team-Viewer Remote Login document](#), follow the instructions listed, and contact:

Jake Garratt at
jgarratt@shopcity.com

The screenshot shows a settings page with the following content:

- Settings not found**: A heading with a message: "We were unable to find settings for your account. Please input the required information below."
- Authentication**: A dropdown menu set to "Username and password". Below it is a note: "The type of authentication to use. Google OAuth 2.0 only works with Google accounts."
- Incoming server**:
 - Server type: IMAP
 - Server name: shopcitymail.com
 - Port: 143
 - Encryption: Unencrypted
 - Username: colin@shopcity.com
 - Password: [masked]
 - Connections: 5
- Outgoing server**:
 - SMTP server: shopcitymail.com
 - Port: 465
 - Encryption: Unencrypted
 - Requires authentication
 - Username: colin@shopcity.com
 - Password: [masked]