

## Email Help Document

This document is a summary of the comprehensive email support website  
<http://www.emailhelp.co.za>

### The following are common causes of an email account not working properly:

1. Your **Incoming and Outgoing** mail servers are incorrectly set. They must both always be set to mail.your-domain.co.za (or .com etc)

( "your-domain" = whatever your website name is, e.g. *abcschool.co.za* or *trading.com*:  
*mail.abcschool.co.za* or *mail.trading.com*)

2. **Finger trouble and/or Unnoticed spaces**

Always make sure that you do not have any typos anywhere in the email setup especially the username and password.

When copying information such as the e-mail address or password during the setup, it is really easy to copy a space in with it. Be very careful to not copy any spaces in front or behind.

3. **Incorrect username and/or password**

- a. The "username" as mentioned in email programs are in fact the full email address e.g. [john@travolta.co.za](mailto:john@travolta.co.za). Often people just put John or John Travolta, which is incorrect.
- b. Perhaps you are using the incorrect password. View and/or recover your email password by clicking [here on www.emailhelp.co.za](http://www.emailhelp.co.za) (below point 6 there is a quick guide to one of the recovery options)

4. Unstable **internet connection** or no internet connection at all.

5. The e-mail **programme** and/or anti virus programme is **faulty** and needs to be restarted or reinstalled.

#### To retrieve you password via sms

Send a sms to 37995 with the following words: EMAIL email address (e.g. EMAIL info@mydomain.co.za).

For this to work you need to make sure that your cellphone number is listed under the business information.

Log in to the client portal via [www.kwikwap.co.za](http://www.kwikwap.co.za), go to Settings/Admin, then Business Information.

Here you need to make sure the cellphone number is listed, this number will not appear on the website only in the backend

When sending this sms it needs to be from this number listed.

### Follow the guide below to check if your settings are correct.

The first thing to do when your e-mails in your e-mail program starts malfunctioning is to check if all the settings in the setup of the account are correct.

## Settings

Username: (The full e-mail address including the .co.za etc)  
Account type: POP3  
Incoming mail server: mail.your-domain  
Outgoing mail server: mail.your-domain

\*\* "your-domain" = whatever your website name is, e.g. *abcschool.co.za* or *trading.com*: *mail.abcschool.co.za* or *mail.trading.com*

Secure Password Authentication; OFF

### **More Settings**

My outgoing server (SMTP) requires Authentication: Selected / Ticked  
Use same settings as my incoming mail server: Selected / Ticked  
Incoming port number: 110  
Outgoing port number: 587 or 25  
SSL: None  
Encryption: None

**Tip:** Delete the email account from Outlook (Tools → Accounts → Remove) and start afresh with the settings. You wont loose any of your old emails.

(The above settings has been worded as per Microsoft Outlook. For specific Apple and other e-mail programs, visit this link - <http://www.emailhelp.co.za/cp/12697/email-troubleshooting>, and choose the program used.) Look out for this icon on the webpage:

## Email Troubleshooting

Also, please take note that if one of the accounts are set up on a cellphone, tablet, iPad the settings should also be reviewed. If this device is using the same internet connection as the other accounts and the settings/passwords are incorrect, it may affect the other e-mail accounts. Explanation on this follows:

We have a security feature that "bans" your Internet IP address when the following happens.

1. One or more of the e-mail accounts in your office has the incorrect password in the setup of the e-mail program.
2. The SMTP Authentication setting is not enabled in one or more of the e-mail setups.
3. Three or more incorrect login attempts to the webmail.

This is to prevent "hackers" from accessing your e-mail accounts. If the internet IP address gets banned, none of the e-mail accounts will be functional. It's almost as if the internet IP address is refusing the e-mail server IP address to do anything until the ban has been removed. An "Unban Tool" is available on [www.emailhelp.co.za](http://www.emailhelp.co.za) :

### Having problems with your e-mails?

**CLICK HERE**

**to check if your IP address is banned**

Please also note that the IP address bans are automatically removed after a certain time (approximately 10 minutes), which can cause the intermittent issue that it works one minute and the next it stops because the IP address gets banned again.

If all of the settings are correct and the ban has been removed and you are still experiencing issues downloading new e-mails, it could be

1. An unstable internet connection
2. Your antivirus blocking the download of new e-mails
3. Your firewall blocking the download of new e-mails
4. A technical error in the e-mail program itself.

We have seen that Outlook sometimes “unticks” the “My Server Requires Authentication” without warning. Check this under More/Advanced Settings → Outgoing Server and make sure it is ticked (together with “Use same Settings as Incoming”

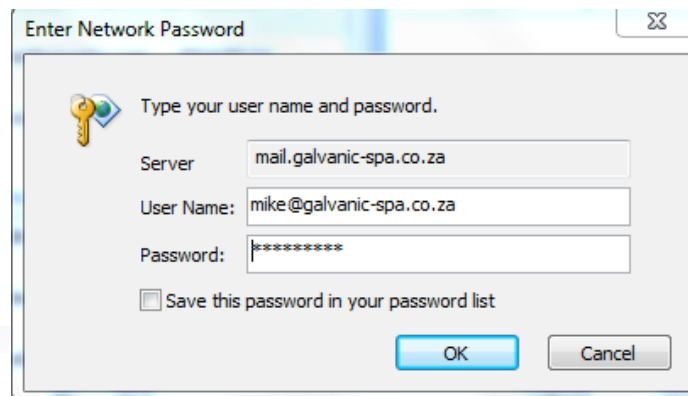
If none of the above mentioned is the case, then it could possibly be a temporary server issue. Send an email to [technical@kwikwap.co.za](mailto:technical@kwikwap.co.za) quoting the error number and details of the problems that you are experiencing.

## Remember

- Most of the times the error code in your e-mail programme helps determine where the issue is. Some of these errors are explained on our [E-mail support website](#). Look out for this button at the bottom left of the website:



- **Tip:** You can also view your e-mails in a web browser by going to [mail.your-domain.co.za](http://mail.your-domain.co.za) (just remove the www out of your normal website address) and logging in to your account with the e-mail address and password. You can send and receive e-mails through your webmail like you normally do in the e-mail programme. If you can log into the webmail but can **not** send or receive any e-mails through the webmail then it is most likely a technical problem on our side. If you can't even access the webmail (<http://your-domain.co.za> / .com ) it could mean that you can't connect to the server (either internet problem or IP ban)
- Typical Error message in Outlook:



If you are experiencing a pop-up like the one above, asking to enter the network password, check the following in your e-mail account settings:

1. Check that the password in the website management portal (settings & admin > domain & e-mail management) corresponds with the one in your programme. Retype it to be sure.
2. Check the incoming and outgoing mail server settings for typos or spaces

## Setting up an e-mail account on a new program or device

Visit mail support site [www.emailhelp.co.za](http://www.emailhelp.co.za) and click on E-mail setup button:

Email Setup

Choose the program / device you want to set the account up on and follow the guides. Remember that the settings in the previews are not always our Kwikwap e-mail server settings; it is only a guide to show you where to go.

Settings are also on the website. Vodacom also has a comprehensive website [here](#) that explains in detail how every different device's settings should be.

