LexiConn Knowledgebase

Overview of the LexiConn E-Mail System

All of LexiConn's webhosting packages include the ability to receive email at your domain name through a full featured email system. You can choose to setup POP boxes on our servers, or have email sent to your domain forwarded to an off-network email address that you have, e.g. your_name@yahoo.com. In addition to creating POP boxes and email forwarding, you also have the ability to setup email aliases. An alias is simply an email address that is redirected to an existing email account. For example, if you set up an email box on your account called anthony, and also want to receive email addressed to tony@your_domain.com, you do not need to create a separate box for tony - rather you can alias this address to the existing anthony box.

By default, each account includes a 'catch-all' alias. This address will receive all email sent to any address @your_domain.com not otherwise defined. We highly recommend that you define all of your valid aliases and disable the catch-all entry, by editing the alias for the catch-all in the Account Manager under the Email Options tab. We recommend changing the 'goes to' field to 'BOUNCE', which will send an email stating user unknown to anyone emailing an invalid address. This setup will help you cut down on your spam volume tremendously, since random addresses such as abc@your_domain.com, xxx@your_domain.com, etc. will no longer work. Choosing 'BOUNCE' is ideal, because it will let legitimate people know that your message has not been received and perhaps alert them to a typo they may have in the address.

Spammers often use fake from addresses when they send out their messages, which could lead to an influx of undeliverable messages returned to you if do not disable your catch-all entry. Your account and server were not utilized in any fashion during the spam sending, rather forged from addresses at your domain caused the problem. You would receive the bounced messages because they were undeliverable, and 'appeared' to have originated from your account. Think of it as someone writing your return address on an undeliverable piece of postal mail - the post office will return the mail to you, even though you did not send it. Without having a catch-all entry in place, you will not receive these bounces to random addresses.

Another thing you can do to help combat spam is to subscribe to our spam/virus protection service. The virus service is updated each hour to keep current with all of the latest threats. The spam service uses a customized version of SpamAssassin, that has a Bayes theorem in place whereby the software "learns" over time. Essentially, the more email you get (both legitimate and spam), the better the software will get at identifying spam messages. Each user has their own specific settings, including spam threshold, blacklist, whitelist, etc. Individual users can login to the Account Manager with their POP box username and password and have access only to their own specific settings, as opposed to settings that affect the entire account:

http://www.lexiconn.com/clients/login.html

The spam/virus service is $5 per month for any shared hosting account and the $5 covers all of the boxes on the account. This service can be requested at:

https://lexiconn.com/lexiconn/secure/add_spam.html

All accounts include a web based email program called webmail. While most people configure an email program such as Microsoft Outlook to check their email box, the webmail program can be extremely useful for people who would like to check their email while they are away from their usual computer. The webmail interface can be accessed from any computer that is connected to the internet, and the URL is:

http://www.your_domain.com/webmail/

The webmail inbox will show you all of the contents of your box on the server. It will not show you email that you have already downloaded onto your local computer. Any messages that you leave in the webmail inbox will be available for download via your regular email client. You also can store email in webmail by moving it to folders that you can create in the software.

Another feature of email accounts included with our services is the ability to have auto-responders. An auto-responder will send out a message of your choice every time someone emails the address you set up the auto-responder for (i.e. a vacation message or out of the office reply). There is a section in the LexiConn knowledgebase that provides step by step instructions on setting up autoresponders:

http://support.lexiconn.com/kb/questions/375/How+to+set+up+E-Mail+autoresponders

Here is the link to the knowledgebase containing all articles related to email:

http://support.lexiconn.com/kb3/categories/E-Mail/

https://support.lexiconn.com/kb/questions/115/