

# Marknet Group User Manual

## Welcome to Marknet Group Hosting:

Welcome, this is our standard web hosting manual

## How Do I Set-up E-mail on My Local Computer?

Now we will address setting up your e-mail accounts locally on your computer. To receive and send email, you will need to set it up on your local computer. We have a comprehensive section about this listed on the support pages of the Marknet Group Site.

To learn how to Set Up your Email on your Local Computer (i.e. Outlook, Thunderbird, etc.), please **visit our website** by clicking on the link below:

<http://www.marknetgroup.com/support/index.php>

## What if multiple people are checking one E-mail Address?

A common scenario that we would like to address is the fact that within a business setting, multiple people might be checking one e-mail address. If this is the case, there is an advanced setting within Outlook and/or Outlook express, that will allow you to leave a copy of the e-mail on the server, this way everyone gets a chance to download it to their computer. Also, by leaving a copy of the e-mails on the server, you will be able to view your complete inbox on the webmail.

Open **Outlook**, and then on the tool bar at the top, follow these navigations:

**Tools >> E-mail Accounts >> View or Change Existing accounts >> More Settings >> Advanced**

**Check the box** titled: 'Leave a copy of message on the server' then,  
**Check the box** titled: 'remove from server when deleted from 'Deleted Items'

It would also be wise to go ahead and **check the box titled "Delete from server after X amount of days."** Otherwise there is the potential, if no one deletes the e-mails, that the inbox on the server will become bloated and full, and you will no longer be able to receive e-mails.

## How do I Access WebMail?

Your mail can be accessed remotely by simply using this link:  
<http://www.Marknetwebmail.com>. Please note that you will need to enter your ENTIRE e-mail address and password to access your mail.

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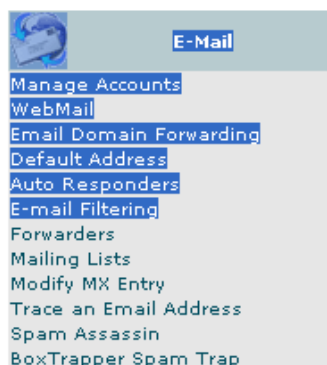
## How do I Access my Web Hosting CPanel/Control Panel?

**CPanel Interface:** <http://www.YourDomain.com/cpanel>

To view our online CPanel tutorials, please **visit our website** by clicking on the link below:

<http://www.marknetgroup.com/support/index.php>

This Reference will address more specifically, the powerful control panel. It is usually referenced as 'Cpanel'. Under Cpanel you will find a plethora of options and settings, and may be a little daunting at first glance. This manual will primarily address the more general e-mail settings, as these are the most common and principles settings you will be interested in and using.



1. **Manage Accounts** - This area here is rather straightforward. The options here are: **Add an Account, Delete an Account, Check Quota, and Reset A Password.**
  - a. **Add An Account** - All your e-mails will end @yourdomainhere. And you can create any e-mail prefix (i.e. [joe@yourdomainhere.com](mailto:joe@yourdomainhere.com)) you want, set the password, and the size of the inbox. The default size is 10MB. It is highly recommended that you set something higher than that, but not too high. You will not be permitted to exceed your disk space allotted in your hosting package.
  - b. **Delete** – To free up disk space you can delete any unwanted or unused e-mail addresses. **WARNING: Deleting an e-mail address will consequently delete the inbox, and you will lose any e-mails in that inbox. Please only delete an e-mail, once you are sure there is nothing important associated with that e-mail address**

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- c. **Quota** – Here you can reset the quota of an e-mail's inbox. Once an e-mail address reaches its allotted size – it will reject any new e-mails. You will need to either delete old e-mails, or give the inbox a higher quota.
  - d. **Password** – Should a password be lost or forgotten, you can create a new password for the e-mail address here
2. **WebMail** – Will redirect the user to the webmail interface. This page can also be reached by typing [www.Marknetwebmail.com](http://www.Marknetwebmail.com)
  - a. **NOTICE:** When logging in you MUST type the full address of the e-mail you want to check. IE – To check the address info@YourDomain.com – the username will be info@yourdomain.com.
3. **E-mail Domain Forwarding** – Allows you to forward your e-mail to another domain, should you choose to forward your e-mail to another domain, other than @YourDomain. Please note, that we will not be able to offer technical support for e-mail problems, or at the most, very little technical support, if you chose to forward all your e-mail to another domain. Forwarding e-mail to a different address is something very different, then forwarding to another domain.
  - a. **NOTE** – This is considered an advanced option. For the most part, this is not used.
4. **Default Address** – This is preset for spam purposes. Often spammers will find a domain and attempt to send spam to that domain by guessing the e-mail prefixes. IE: A spammer will try info@, information@, webmaster@ - yourdomain.com. Setting a default e-mail address will override the server settings, and deliver all mis-directed spam to the specified address, instead of blocking and deleting the misdirected spam e-mails.
5. **Forwarders** – This will allow you to forward an e-mail address to any other e-mail address.

## How Do I Check My Website Statistics?

You can access statistics for your website by logging into your Cpanel, and clicking "Awstats Stats" below. AwStats is an open source Web analytics reporting tool, suitable for analyzing data from Internet services such as web, streaming media, mail and FTP servers. AwStats parses and analyzes server log files, producing HTML reports. Data is visually presented within reports by tables and bar graphs.

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You can also bookmark the Awstats page, and simply access your web-stats by visiting the book mark and entering your cpanel username and password. This eliminates the step of logging into your cpanel and then navigating to Awstats.