

Web Services West: Your Website Email

Email Q & A for new clients transferring or setting up domains

Question: How long will the transition period last?

It varies from an hour or so to 72 hrs for the domain name changes to replicate themselves throughout the internet. Someone sending an email through a domain name server not updated would see their email delivered to the old address. On the other hand, if the change has been applied our server would be the recipient.

Question: When will the new email addresses begin to "work" and the forwarding of the old ones take effect?

Emails will still be delivered to where ever the domain name is then pointing. Our retrieving process will pick up any from the old YYYYYYYY address when you login.

Question: What is my new web mail login link?

<http://mail.XXXXXXX.xxx:8383>

Supplying your user name and password will then gain you access to your account. You might notice there are some options such as language and template. This is because I left all options turned on until we (you) determine the full extent needed for SeaBridge.Net. Initially the login window is set to a default template and the English language. This link will let you read or send email from anywhere in the world.

Question: Can I use something other than a Web Mail type link?

Yes, we have sample installation instructions at

<http://www.webserviceswest.com/index.cfm?Module=services&fastloadID=faq>

For both the incoming and outgoing mail servers use:
mail.XXXXXXXX.xxx

Note: Some service providers require that you use their server for outgoing mail. Just document any prior settings before making any changes. If the changes don't seem to work properly (can't send email) then restore the outgoing settings and try again. If you still have a problem; give us a call (916) 617-2288

Question: What if I get this error message "The page cannot be displayed"

Don't be concerned if when you try to login you get a "the page cannot be displayed" error message. It just means the switch over is not completed from your location to our server. Just try again an hour or so later. If by Monday you still get this error or any other error message please call us at (916) 617-2288 or sooner if you want.

Question: Why is it taking soooooo long to get my email?

For some of you this is not going to be a problem and if it was it should only happen on the FIRST time you login. Here what's happening, the retrieving process is copying all your "old" mailboxes and mail to the new server and it just takes time especially if there is a lots of copying to do. Normal access times are in the range of 4-10 sec.

If these questions and responses didn't get you the answer you wanted then by all means give us a call at (916) 617-2288. If we are away from the phone just leave a message and I, Charlotte or Orin Wells will get right back to you.