
GETTING STARTED WITH ENTERGROUP'S FIDELITY AND FAMILY MAIL

(POST REGISTRATION PROCESS)

There are four basic steps you need to complete in order to use your email. These steps are:

- 1) Changing Your DNS
- 2) Changing Your Administrator Password [optional step]
- 3) Creating Your Mailboxes
- 4) Set-up/Modify Your POP Mail Client

At the end of this document you will also find the following sections:

APPENDIX A – About Anti-Virus/Anti-Spam Service

APPENDIX B – Important URLs

Please continue reading to learn about each step.

STEP ONE - DNS Changes

The first thing you need to do to get set-up with your email is make the DNS changes that were included in your set-up letter.

- 1) The changes you need to make depend on your email package. To help you decide on which change to make, answer the following question.

Is EnterGroup providing you with:

- A) Domain name hosting (DNS HOSTING)?
- B) Domain name hosting and Email Hosting?
- C) Email Hosting?

If **A** alone applies to you then make the changes noted in the light blue section below.

If **A** and **B** apply to you, then make the changes noted in the light blue section below.

If **C** applies to you, then make the changes noted in the red section below.

CHANGES FOR HOSTED EMAIL PACKAGES

1) Change your MX Record¹ to appear as follows:

```
priority 10 YourDomain.YourDomainExtension.mail1.psmtip.com.  
priority 20 YourDomain.YourDomainExtension.mail2.psmtip.com.
```

For example, if your domain is fazter.com, your MX Record should be:

```
priority 10 fazter.com.mail1.psmtip.com.  
priority 20 fazter.com.mail2.psmtip.com.
```

2) Create the host name you signified upon registration and point it to the IP address designated to you in your set-up letter.

Host Name → 216.219.235.62

For example, let's say your domain is fazter.com and upon registration, you specified that you want your Web mail site to be located at <http://mail.fazter.com>

So you would need to create the host (A Record) "mail" and point it to "216.219.235.62" Please note that this is not a C Name, but an A Record.

¹ Changing your MX Record can be done by yourself or by someone else with access to your domain's DNS. In order to make the changes, you or the person making the changes must have access to your domain's DNS Records. These Records are normally accessible wherever your domain name is hosted. Your domain name is usually hosted by your ISP, hosting company, or place of purchase.

CHANGES FOR SERVICES WITH A DOMAIN NAME HOSTED BY ENTERGROUP**Change your NameServer information to appear as follows:**

Primary Name Server: dnshosting1.entergroup.com

Secondary Name Server: dnshosting2.entergroup.com

Your name server information can be changed through your domain registrar.
[this is usually the place where you purchased your domain name]

STEP TWO - Change Your Administrator Password

Your secure admin area is where you perform all administrative functions, like adding and deleting mailboxes, for email @your-domain. Although not mandatory, we recommend that you change the main administrator password from the one EnterGroup has issued to you. This is the password of the root or top level administrator for your email.

To change your admin password, login to your admin area located² at:
<https://admin01.entergroup.com>

Once you are inside of your admin area, click on *Edit Password* in the *Tools* section. Here you will be able to change your admin password.

Please note that the logins and passwords you create for the admin area are not the same as the logins and passwords you create for email mailboxes.

² If you made your DNS changes and they have propagated on the Internet you can also access your admin area here: <http://your-Webmail-address/admin>
For example, if your domain is fazter.com and your Web mail is located at mail.fazter.com, then you will be able to access your admin here:
<http://mail.fazter.com/admin>

STEP THREE - Create Your Mailboxes

Now that you are inside your admin area you can create your mailboxes. It is advised to do this as soon as possible especially if you already have email addresses currently in use @your-domain.

We allow you to create mailboxes even before your DNS changes have propagated to ensure you do not lose any emails in the transition to EnterGroup powered email.

To add a large list of new users without creating them one by one, please contact your EnterGroup Account Exec.

Please note that there are a few email addresses locked by default for every domain. If you encounter a locked address that you would like to activate, please contact your EnterGroup Account Exec.

STEP FOUR - Set-up/Modify Your POP Mail Client

If your EnterGroup service includes POP3 access, you will need to configure your local email client [i.e. Outlook, Outlook Express, Eudora] to send and receive emails via EnterGroup servers.

These are the following settings you will need to use:

- POP server:** pop.entergroup.com
- Login:** your full email address [ex: john@fazter.com]
- Password:** use the password you created in your secure admin area for this mailbox
- SMTP server:** use your ISP's SMTP server or smtp.entergroup.com depending on the email service you have with EnterGroup.

For complete instructions on setting up POP mail client to work with your new email account, please refer to your POP mail client's help section. On your Web mail site, we have also included a Help Desk which has comprehensive information on setting up your POP mail client. This information is located under the "POP Mail" section.

Congratulations! You have completed the basic steps to use your email. Once your DNS changes have propagated, you will be able to send and receive emails.

APPENDIX A – About Anti-Virus/SPAM-Block Service

This section is for EnterGroup customers that have Anti-Virus/SPAM-Blocking protection as part of their email service.

Once your DNS changes have propagated, you will be able to access your Web mail site. At the login page, you will find 2 different login areas. The top login is used to enter your Web mail itself while the bottom login is to enter the Anti-Virus/Spam-Block Control Center.

Each user has his own Anti-Virus/SPAM-Block control center account that is automatically created when you create a new mailbox in your secure admin area. The user's control center login is the user's full email address and the password is the same as the user's mailbox password.

Each user can login to this control center to do the following:

- Safely view and manage messages that contain viruses
- View and manage SPAM messages that have been filtered out of your regular mailbox
- Customize SPAM-blocking filters

APPENDIX B - IMPORTANT URLS:

Your Web Mail Site:

<http://host-name.your-domain>

Ex: <http://mail.fazter.com>

Your Secure Admin Area:

<https://admin01.entergroup.com>

or

<https://host-name.your-domain/admin>

Ex: <https://mail.fazter.com/admin>

EnterGroup Support Site:

<http://www.entergroup.com/support.fegml>

EnterGroup Contact Information:

<http://www.entergroup.com/contact.fegml>