All About Webmail

Welcome to River City Design Studio! We're so happy to have you as a client, and we look forward to ensuring a great client experience.

Let's begin clearing up a common source of confusion. *Webmail* is different from the hosted email addresses you requested that are linked to your account. Webmail is an IMAP account purchased separately. All of our hosting packages come with up to 10 email addresses specific to your domain (for example, contact@yourwpsite.com). Your domain cannot support both webmail and hosting email accounts. You must choose one or the other. Please refer to the document about hosting email addresses for instructions for adding those email addresses to your email app, such as Gmail or Outlook.

If you added webmail to your hosting package, you have an email address connected to an online email interface. You can choose to add one or more webmail accounts to your hosting account (currently $1 monthly per address).

There are three ways that you can access your webmail:
- Hub access: You can go to rivercitydesignstudio.com, click Client Login > Hosting & Domain Hub. Once you've logged in, you are able to access your webmail from the Hub.

- Direct URL access: You type a specific URL into your browser then enter your username and password when prompted to access your webmail account.
- Configuring webmail with an email client: This method involves adding your webmail address to your preferred email client, such as Gmail or Outlook.

Below you will find step-by-step instructions for each of these webmail access methods.

SSO (Single Sign On)

SSO (Single Sign On) options will log you in automatically to the selected email account, without having to enter the email address & password on the login screen. In the Hub, on the Email Accounts screen of your domain, click the envelope icon on an email account's row. A notice will appear in the Hub when hovering over any SSO button or icon for any such accounts.
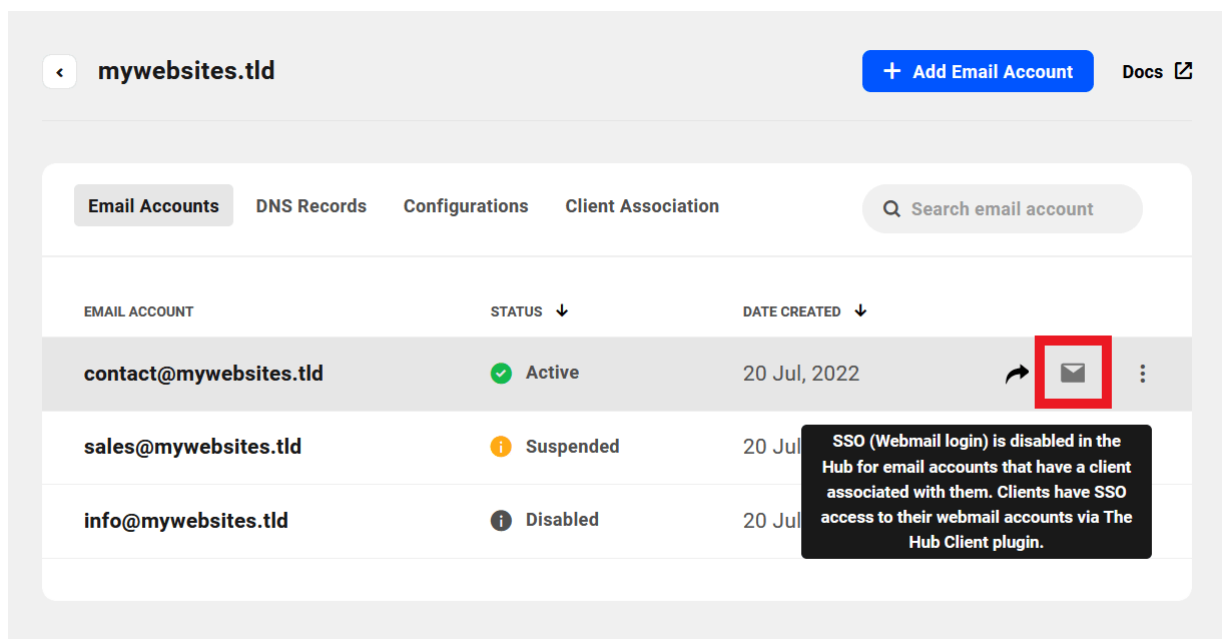

If an email account has been disabled, SSO login for that account will also be disabled in the Hub. A notice will appear when hovering over any SSO button or icon for any such accounts.
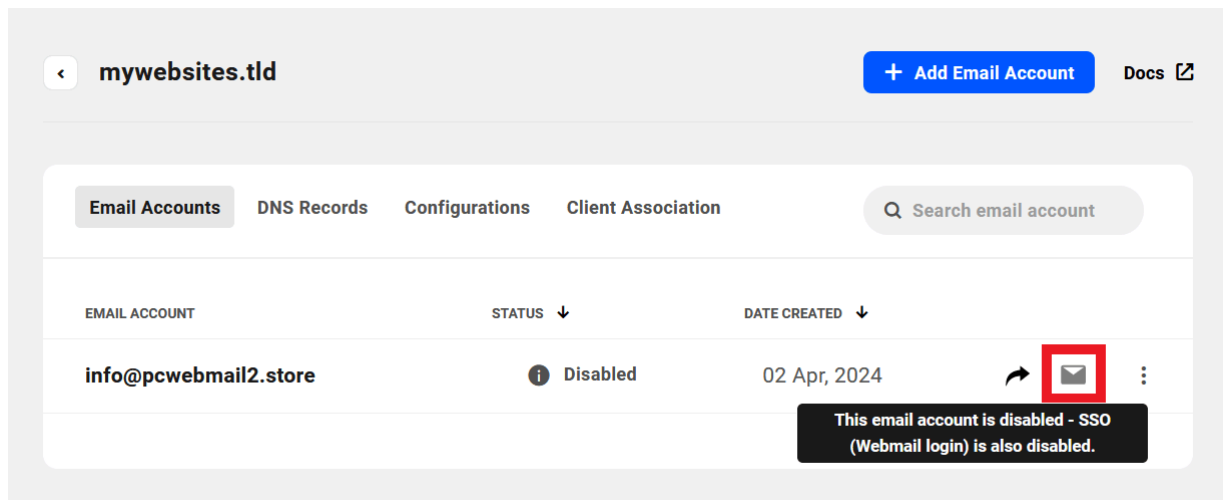
Direct URL Access

The webmail account for any email address you have set up can be accessed directly at

https://webmail.yourwpsite.email/

Enter the email address and password for the account you wish to access, and click the Login button.
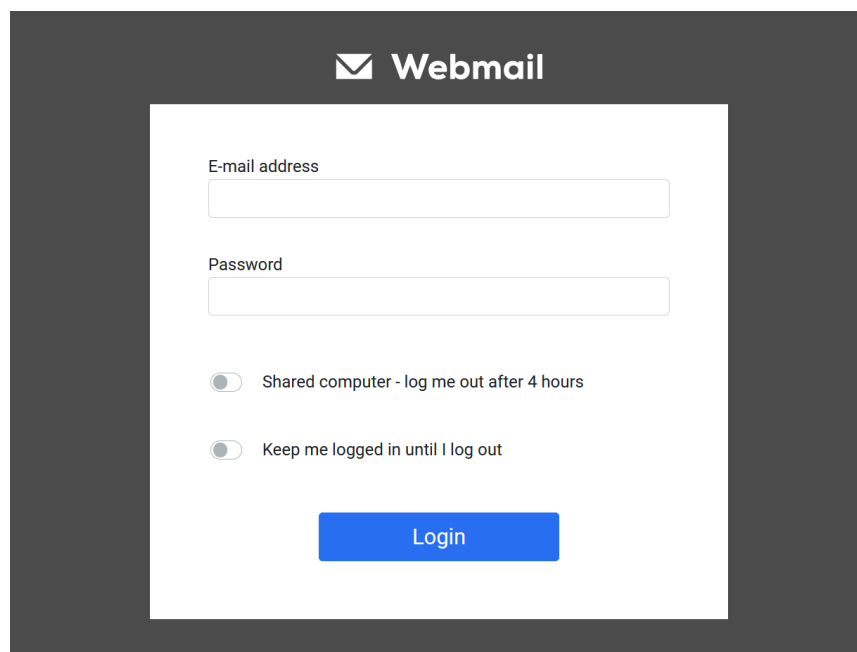
Enable Two Factor Authentication

To enable two-factor authentication for any email account on your webmail, access the webmail interface of the email account. Click Settings > Password > Two-Factor Authentication.

You can enable two-factor authentication either with Google Authenticator or SMS.
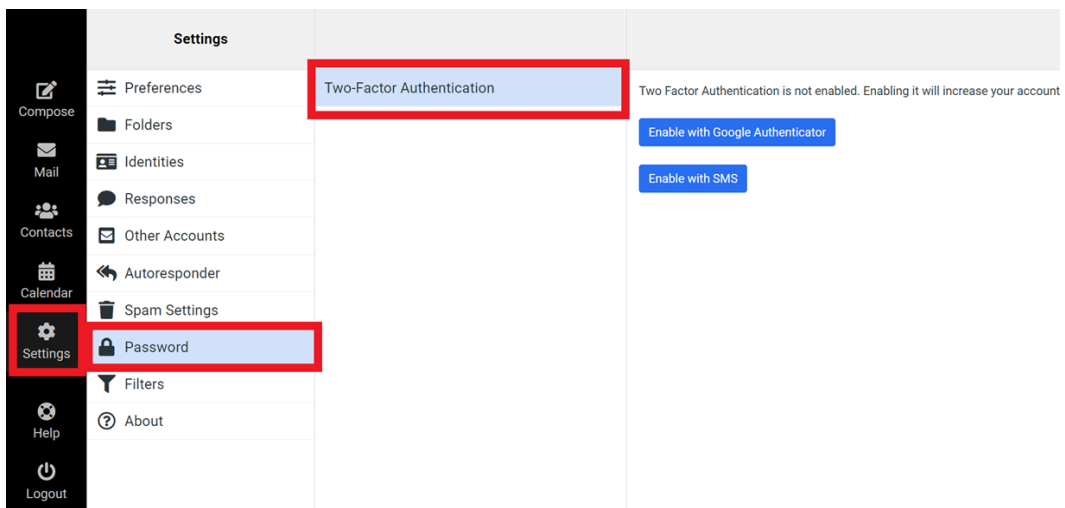

Google Authenticator

Click **Enable with Google Authenticator**. Enter the password associated with the email account. Open the Google Authenticator app on your mobile phone, scan the QR code on the screen, enter the 6-digit verification code in the Verification Token field, and click Save.

SMS

Click **Enable with SMS**. Enter the current password of the email account and the phone number to which you want the verification code to be sent along with the country code. For example, if your country code is +001 (United States), then enter +001XXXXXXX. Click Submit.
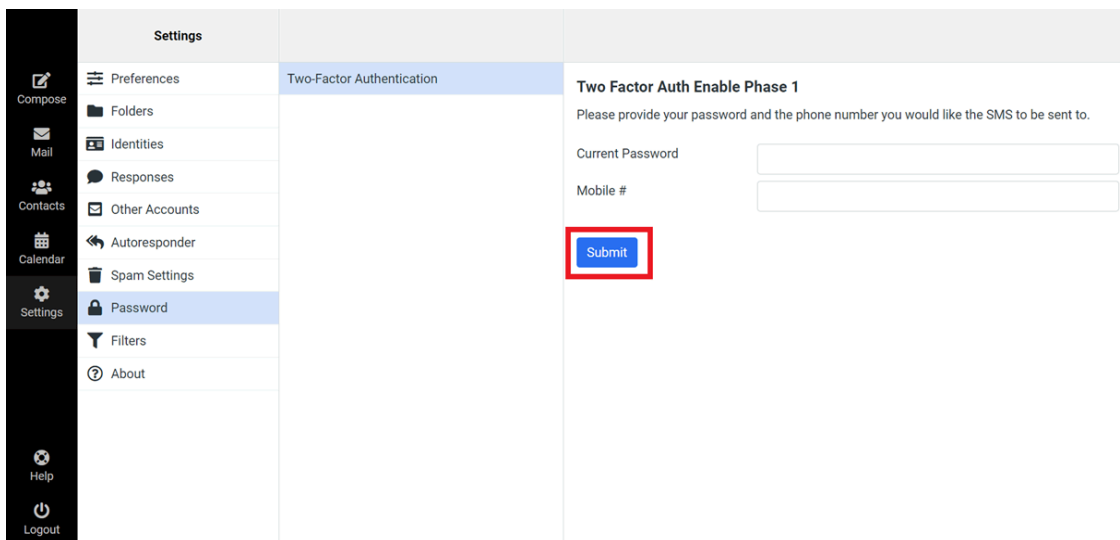
Enter the verification code sent in the SMS and click Save. Note that the verification code will be valid only for 5 minutes. Note that if you are using the SSO option in the HUB, 2FA will be bypassed.

Disable Two Factor Authentication

To disable 2FA, navigate to Settings > Password > Two Factor Authentication screen, and click Disable. Enter the password and the verification code from the authenticator app or SMS and click Submit.
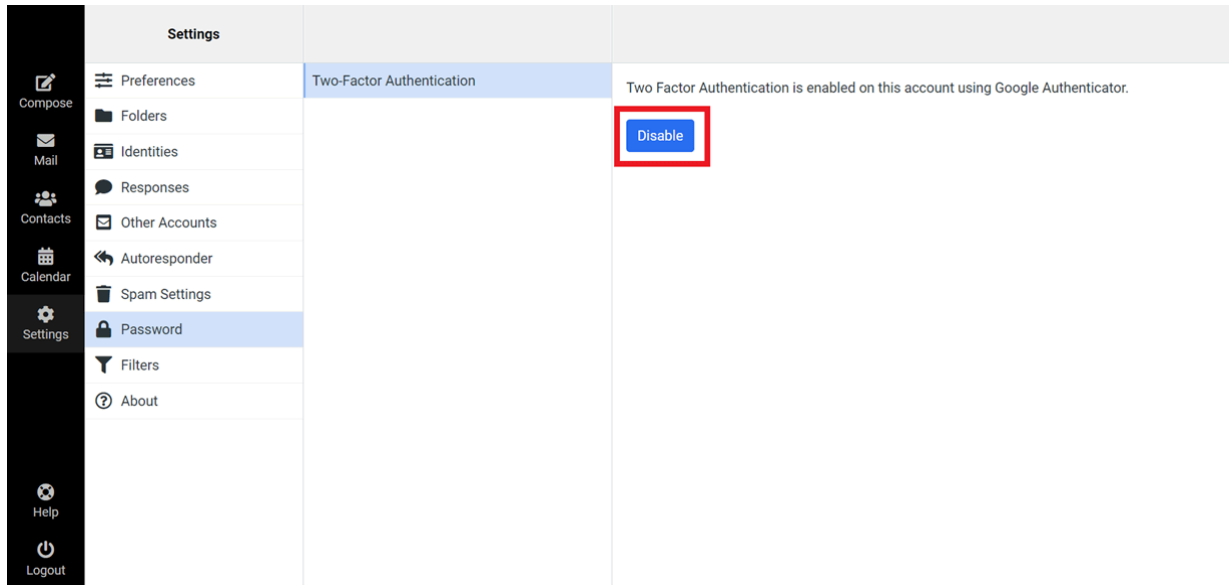

Webmail Overview

When you access the Webmail section in the Hub, you will see a Webmail overview screen, where summary information is presented in 3 columns, as follows:

- Domain Name: This column indicates the webmail domain names that you have associated with your account.
- Status: This indicates the status of each domain:
  - Active - Appears if at least one email account under this domain is active.
  - Suspended - Appears if all email accounts under this domain are suspended.
  - Disabled - Appears if all email accounts under this domain are disabled.
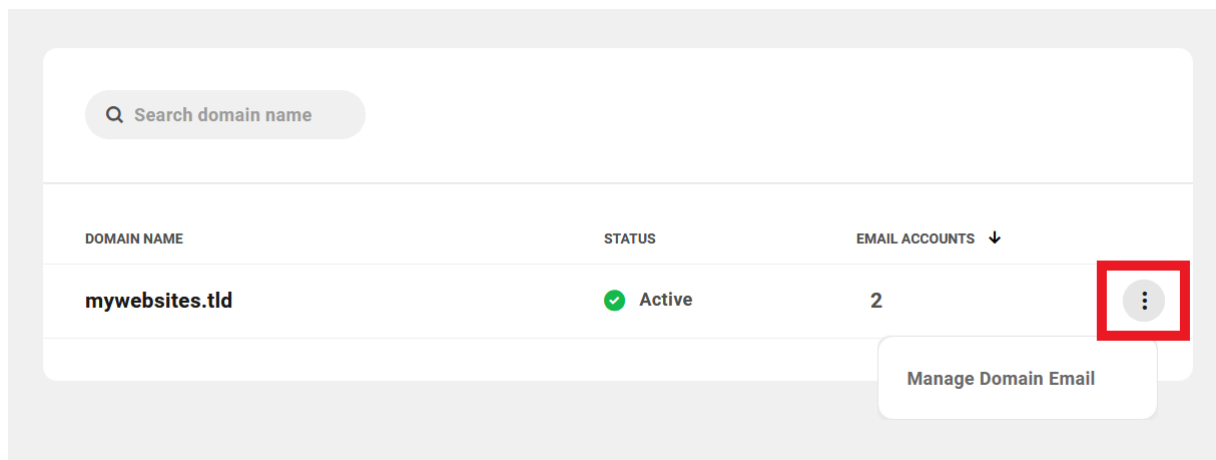
- Email Accounts: The number of email accounts created for each domain.
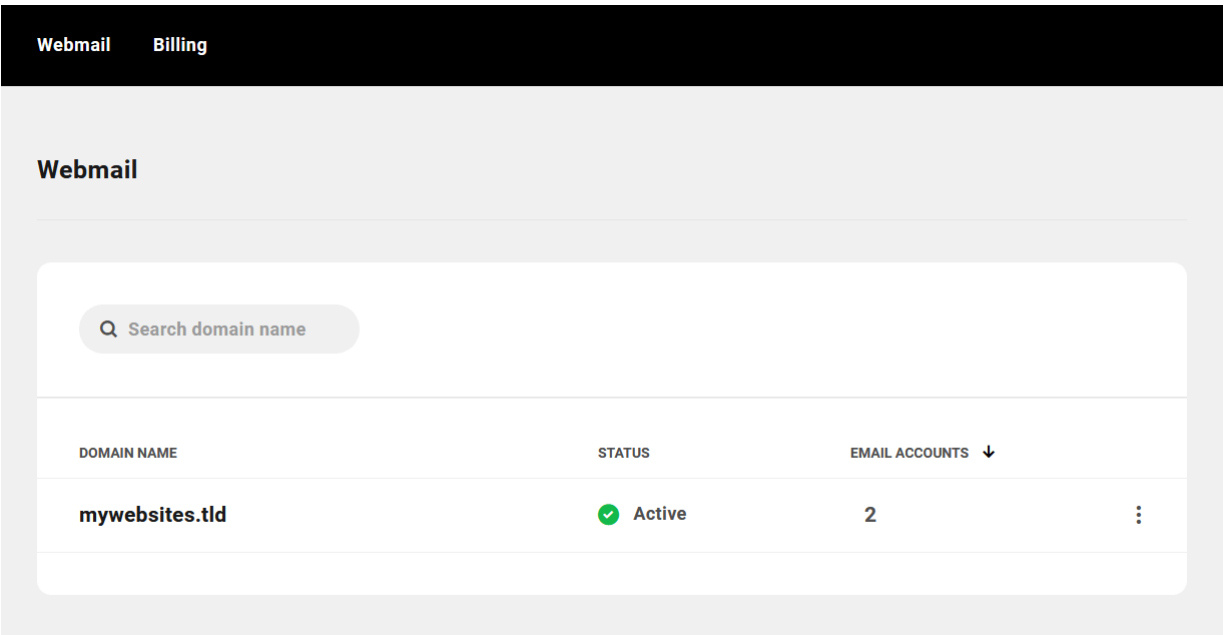
Please submit a support ticket if you need new webmail domains created. When you hover your cursor over the number in the Email Accounts column of any domain, the addresses of the accounts created for that domain are revealed. Clicking on any email address will log you in via SSO to the webmail interface for that email account.
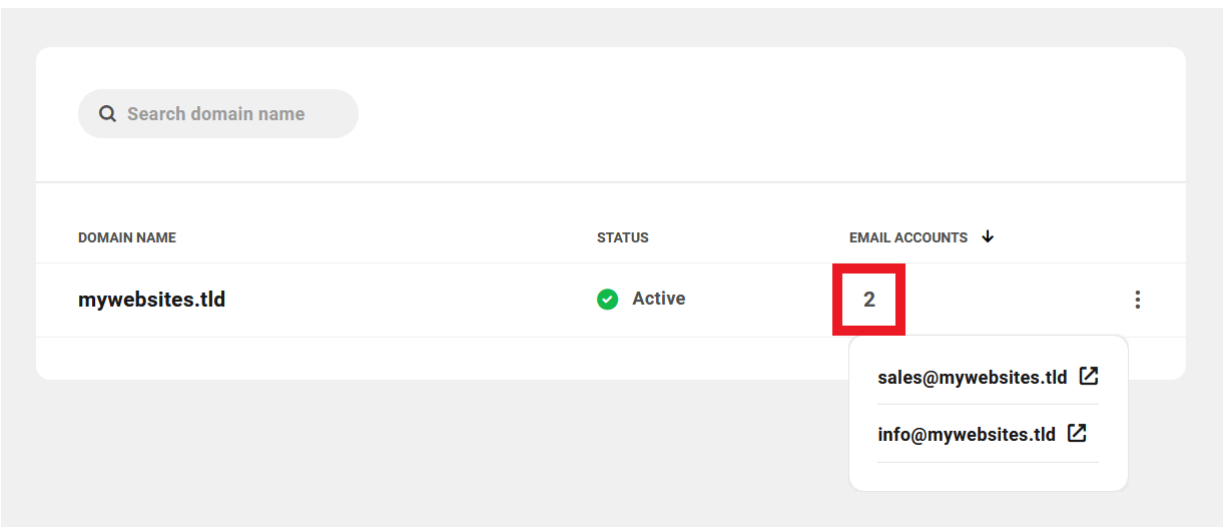
Similarly, hovering the cursor over the ellipsis icon for any domain would reveal the management options for that domain.


Clicking that option, or anywhere on the email domain's row in the list, opens the list of all email accounts created under that domain. If you have a large list of email domains, you can use the search form at the top to quickly locate the one you need.

Managing Email Accounts per Domain

Email Accounts

Under the Email Accounts tab, you will find summary information for each account under the domain, presented in 3 columns as follows:

- Email Account – The email addresses created with the domain.
- Status – This indicates the status of each account: Active, Suspended or Disabled
- Date Created – The date the email account was created.
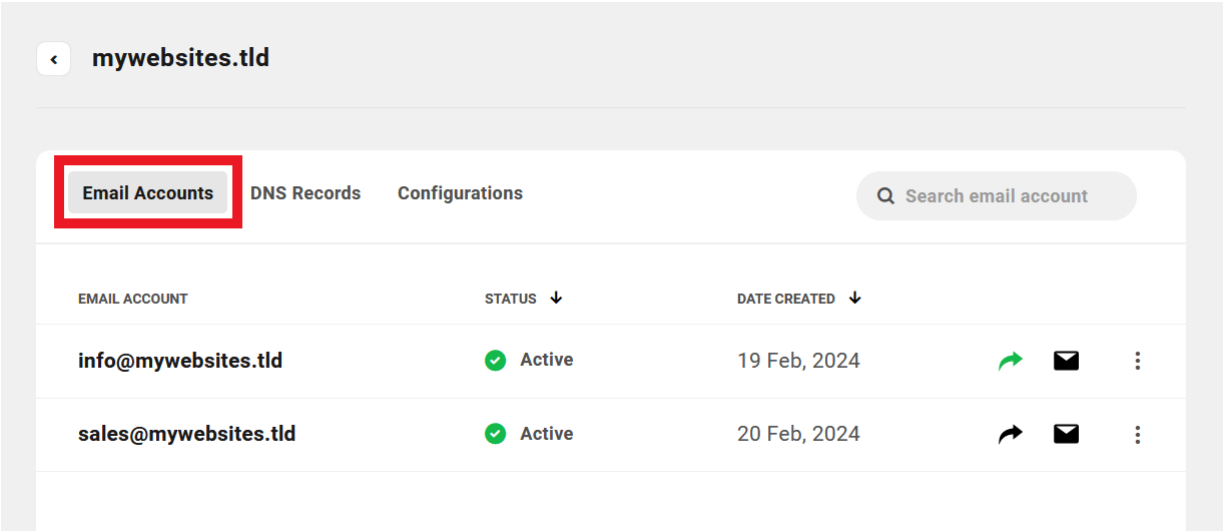
Please submit a support ticket if you need new email accounts set up.

Email Forwarding Shortcut

You can hover your cursor over the arrow icon on any email account's row to reveal email forwarding options for the account if needed. You can toggle the forwarding Status on or off, or click the Manage Email Forwarding link to be directed to the Email Forwarding screen for the account where you can create & manage your forwarding addresses.
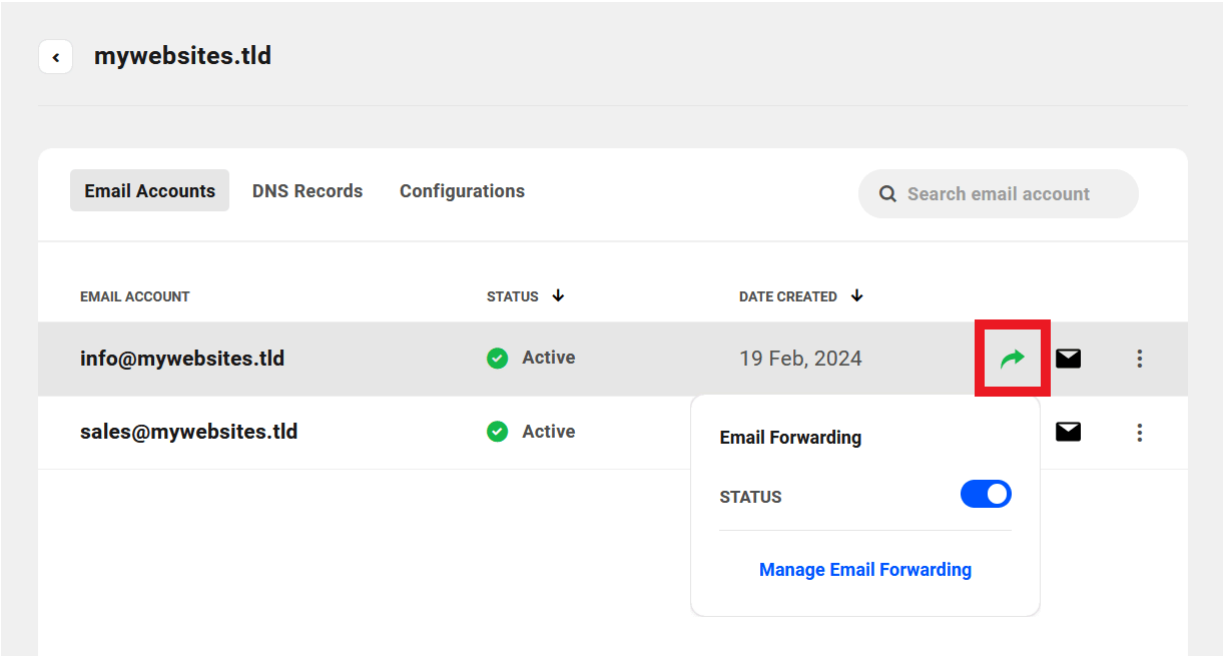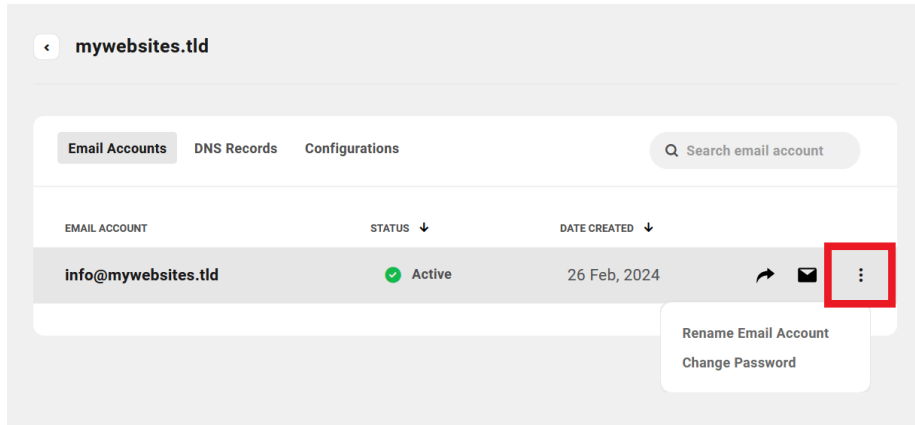
Webmail Access Shortcut

Click the envelope icon in any email account's row to be logged in automatically via SSO (Single Sign On) to the webmail interface of the selected email account.
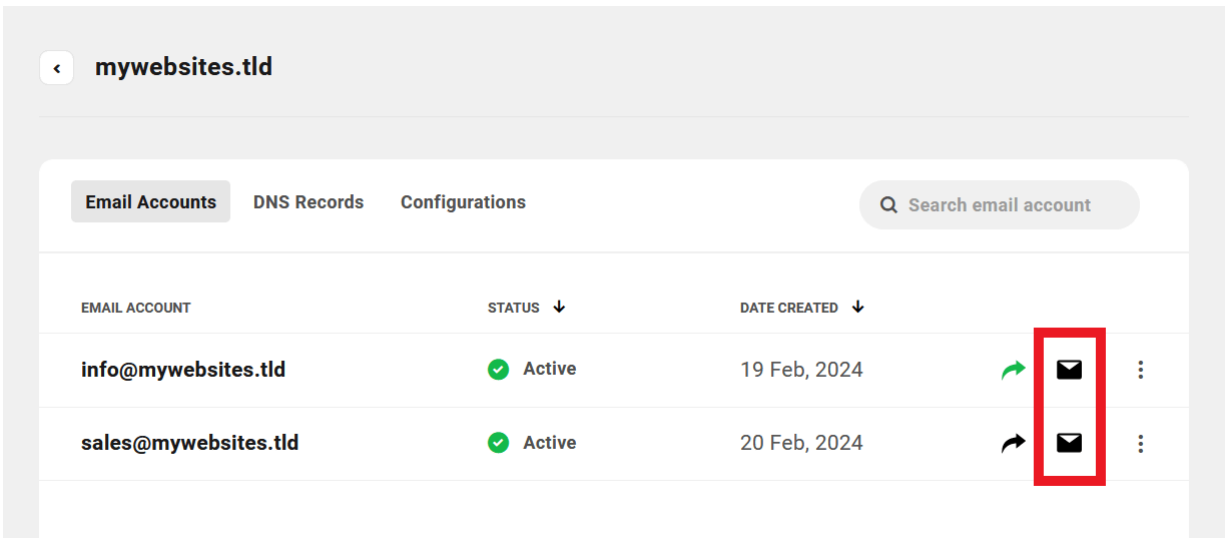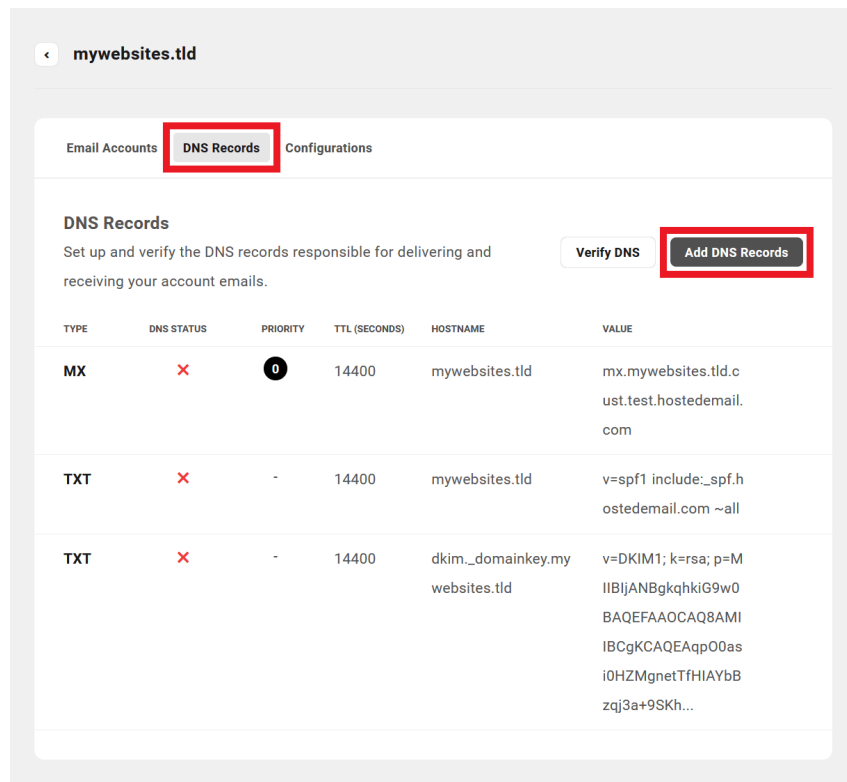
Management Options

Click the ellipsis icon on any email account's row to reveal additional management options for that account.
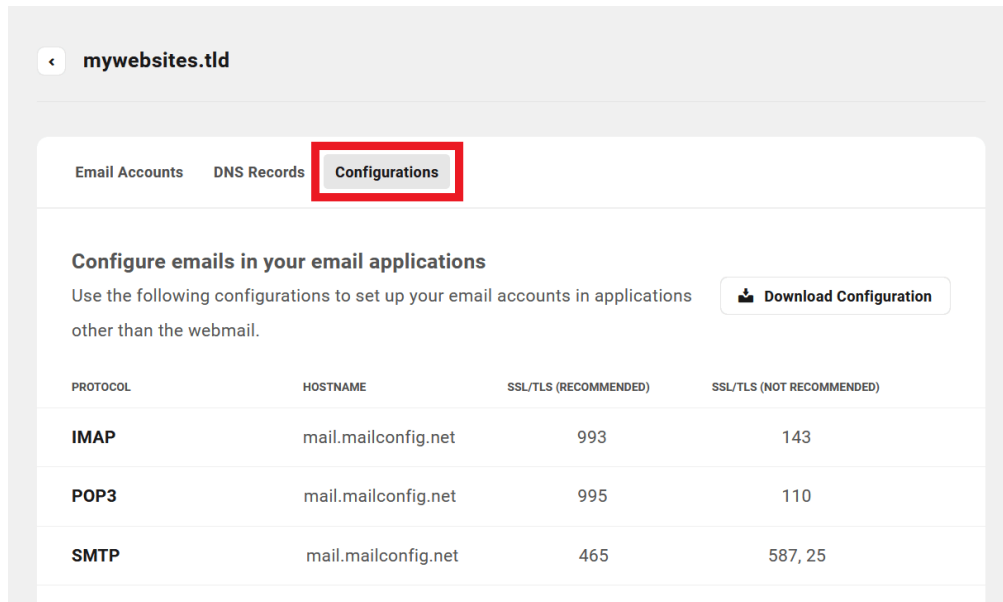

DNS Records

The DNS Records screen in your Hub allows you to view or alter your DNS records.

Configurations

The Configurations screen is where you will find the information necessary to configure your email accounts in email applications (such as Gmail and Outlook).

Managing Individual Email Accounts

When you access an individual email account, you can edit the email account address and/or password and create email forwarding addresses and aliases.
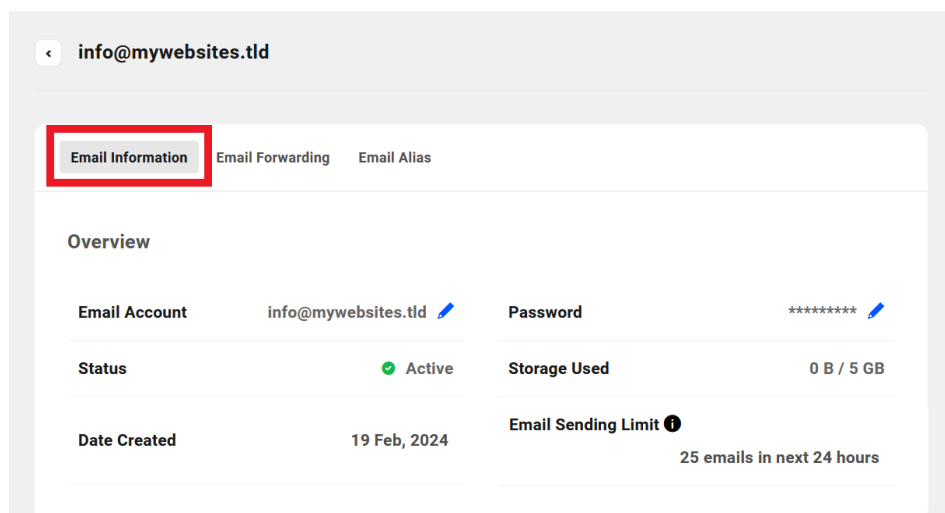
Thank you for choosing River City Design Studio and supporting our small business. We truly appreciate and value our customers.

If you have any additional questions, please submit a support ticket via the hub and we'll get back to you as soon as possible.