

IWAY MAIL UPGRADE USER MANUAL

User guide documentation and FAQ on iWay site



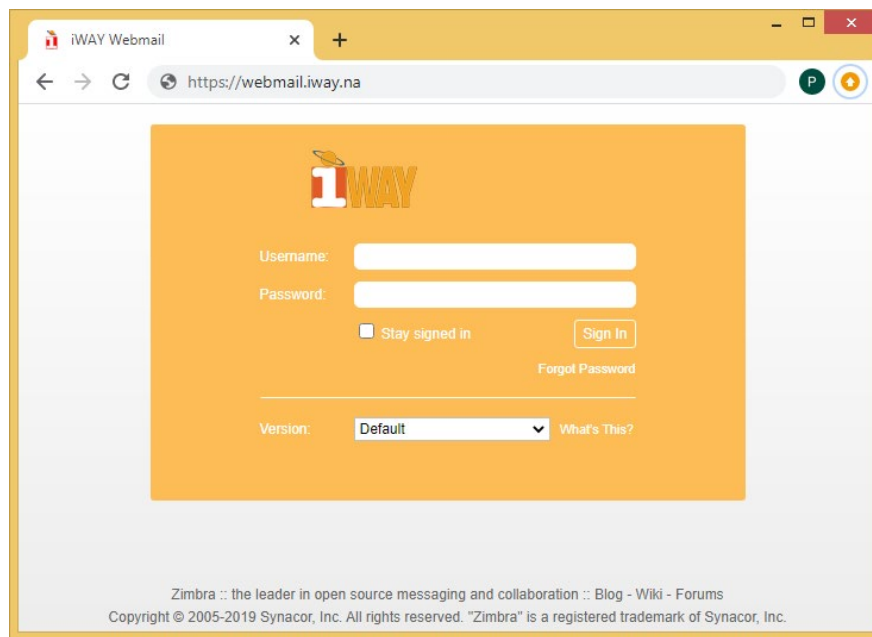
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1. How to logon to webmail

The webmail client is designed to work within an Internet browser. Follow the instructions below to access your emails via webmail.

- a) Open a web browser (e.g. Microsoft Internet Explorer, Mozilla Firefox, Safari, etc.) window and enter the following URL: <https://webmail.iway.na> or <https://mail.iway.na>
- b) When the login screen appears, type in your username and current password.



- c) The system will prompt you to change your password. Meaning you will need to create a new strong password.
- d) Then follow the guideline in Section 2: ***Guideline on how to create a strong password***

2. Password Management

2.1 Guideline of how to create a strong password and password security

2.1.1 How to Create a strong password

- a) The password should not contain significant portions of the username or full name
- b) The password should at least be eight (8) characters in length
- c) The password should contain characters from four of the following categories:
 - At least two English uppercase characters (A through Z)
 - At least two English lowercase characters (a through z)
 - At least two Base 10 digits (0 through 9)

- At least one Non-alphabetic characters (such as !, \$, #, %)

2.1.2 Tricks for creating strong passwords

- Pick a phrase. It can be a line from a song, a statement about something you like or hate, anything that is meaningful to you and that you can remember.
- Remove the spaces between words, and change some words to “shorthand” like the one used in text messaging: four or for = 4, you=u, etc.
- Change some letters to special characters. For instance, a=@. Capitalize a letter...it does not have to be at the beginning of the word

Examples

1. The phrase: I wish you a merry Christmas
 - Password: Iwu@Mxmas
2. The phrase: *To get a life*
 - Password: 2get@life
3. The phrase: We have a girl who is 17 and a boy who is 5“
 - Password: Wg#17b#5
 - The phrase: My home is where my heart is
 - Password: myhomeiswheremyHE@rtis

2.1.3 What else has changed

- Password History: Has been changed to 10 and it means you cannot reuse your 10 pervious passwords.
- Minimum Password Length: There was no minimum password length and it has been changed now to 8-character length. Meaning your password can only be at least 8 characters long.
- Maximum Password Length: There was no maximum password length and it has been changed now to 64-character length. Meaning your password can only be at least 64 characters long.
- Account lockout: if you type in your password wrongly 10 times, your account will get locked out.

2.1.4 What to Expect

- On your first login to webmail.iway.na you will be required to change your password right away.
- You must enter a password according to the new password policies before you can continue.
- After successfully changing your password, you will need to use that password on all other devices or application you might have, for example Outlook, web sites, HR application, or Accounting applications.

- Please avoid sharing your password on internet when browsing or when receiving email messages requesting for your password (often they are spam or phishing mail)

2.2 How to change password at first login to the new Email system

After **Section 1 c**, that you have logged in with your current password, the system will request you to change your password.

- A screen like the below screen print will come up.
- Type in the details as follow:

Password: your current password

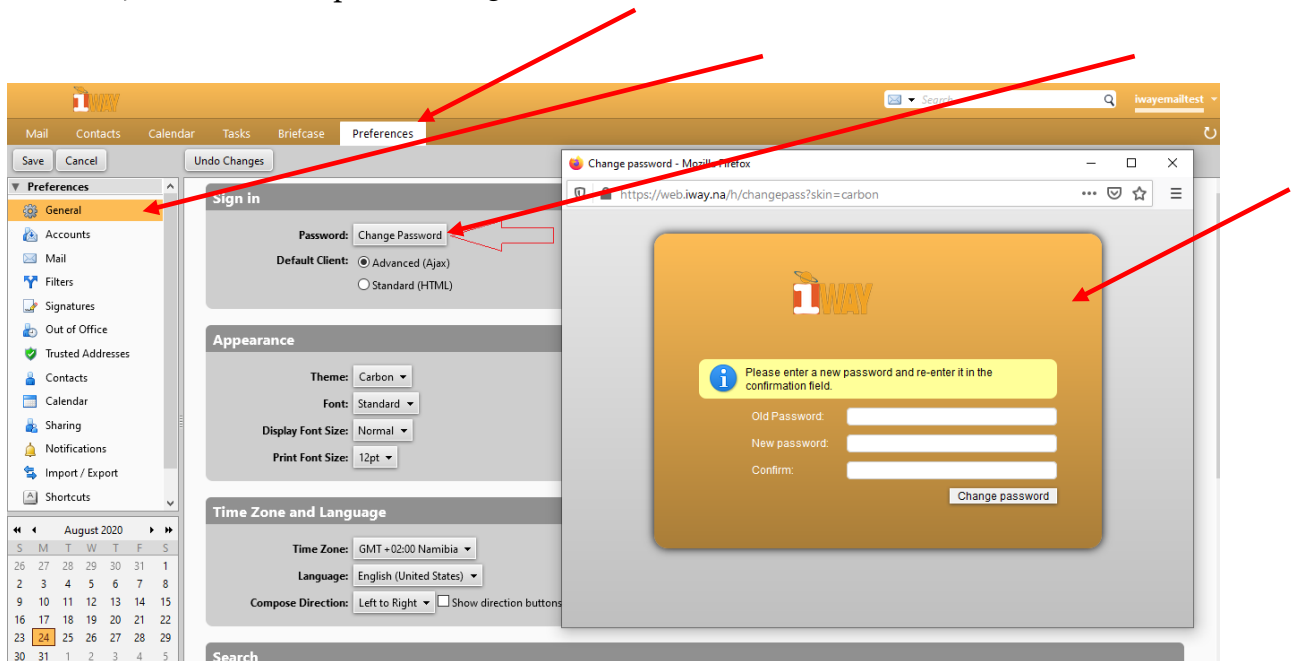
New password: your newly created password

Confirm: your newly created password

2.3 How to change password from inside your email Mailbox

Once you have login into your email,

- a) Click on **Preferences**
- b) Then **General**→**Change Password**, Pop-up Window will appear
Follow the arrows as indicated on the below screen print.
- c) then fill in as per Section 3b.



2.4 Setting up your Recovery Email

A recovery email address is another email address different from your iWAY email, where the verification code will be sent when you forgot your password and you would like to reset it.

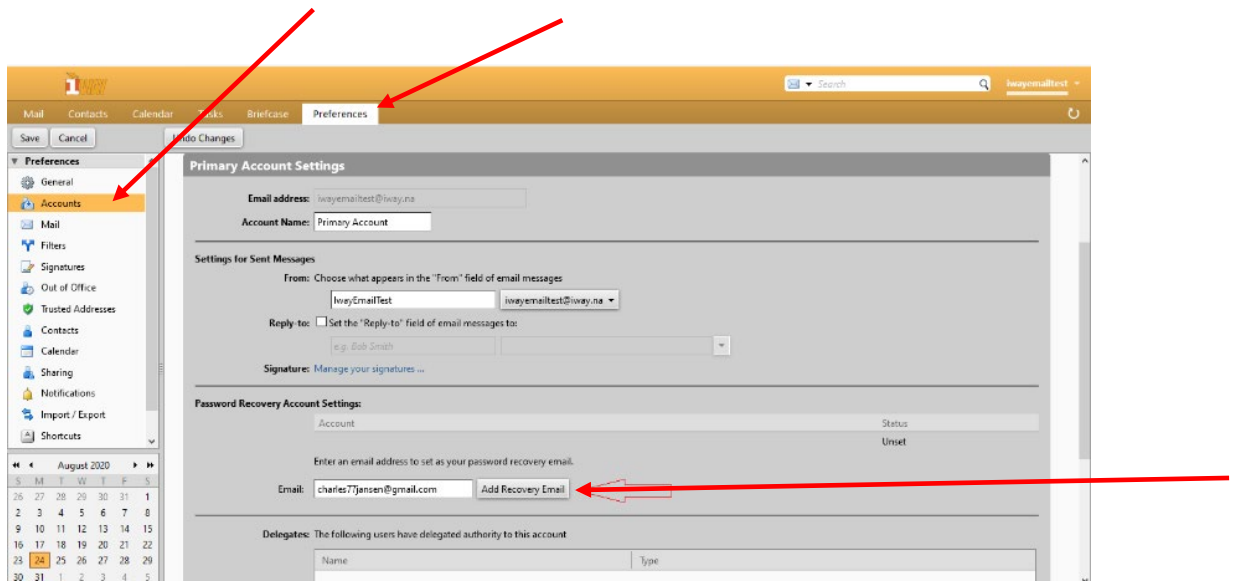
Note: This setting needs to be done, before you can use the “**Forgot Password**” link. Without the Recovery email setup, the Forgot password feature will not work.

Preferences→**Accounts**→**Enter alternative Email Address**→**Click “Add Recovery Email”**

Once you have login into your email,

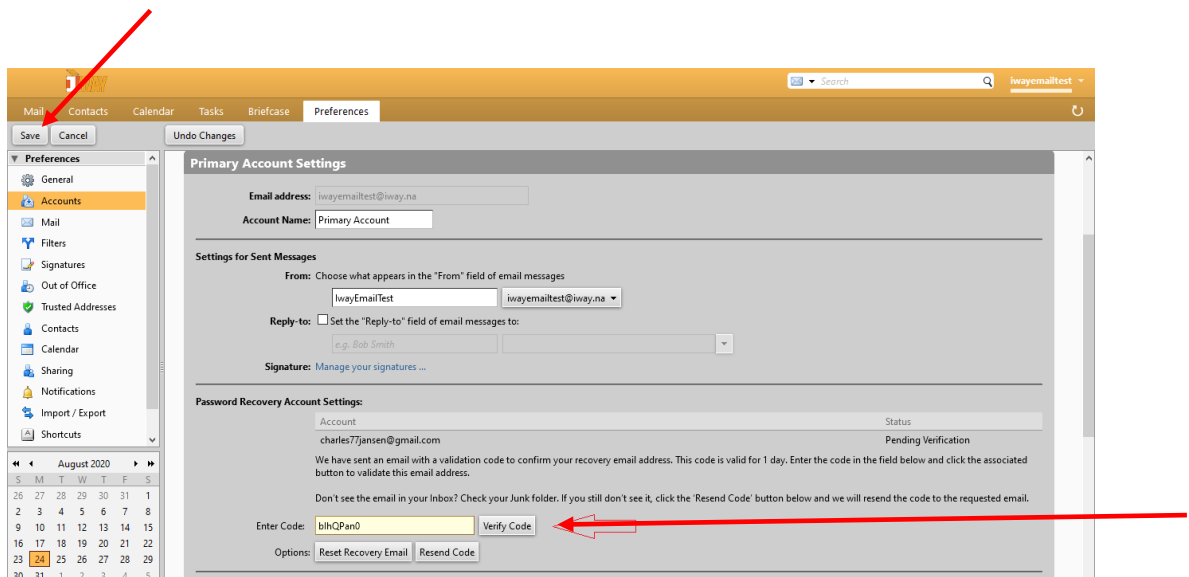
- a) Click on **Preferences**
- b) Then **Accounts**
- c) On the grey area under “**Password Recovery Settings**”
- d) alternative Email Address
- e) Enter Then Click “**Add Recovery Email**”
- f) A Verification code will be sent to your recovery email.

The screen like the below will appear, so you can enter the code.

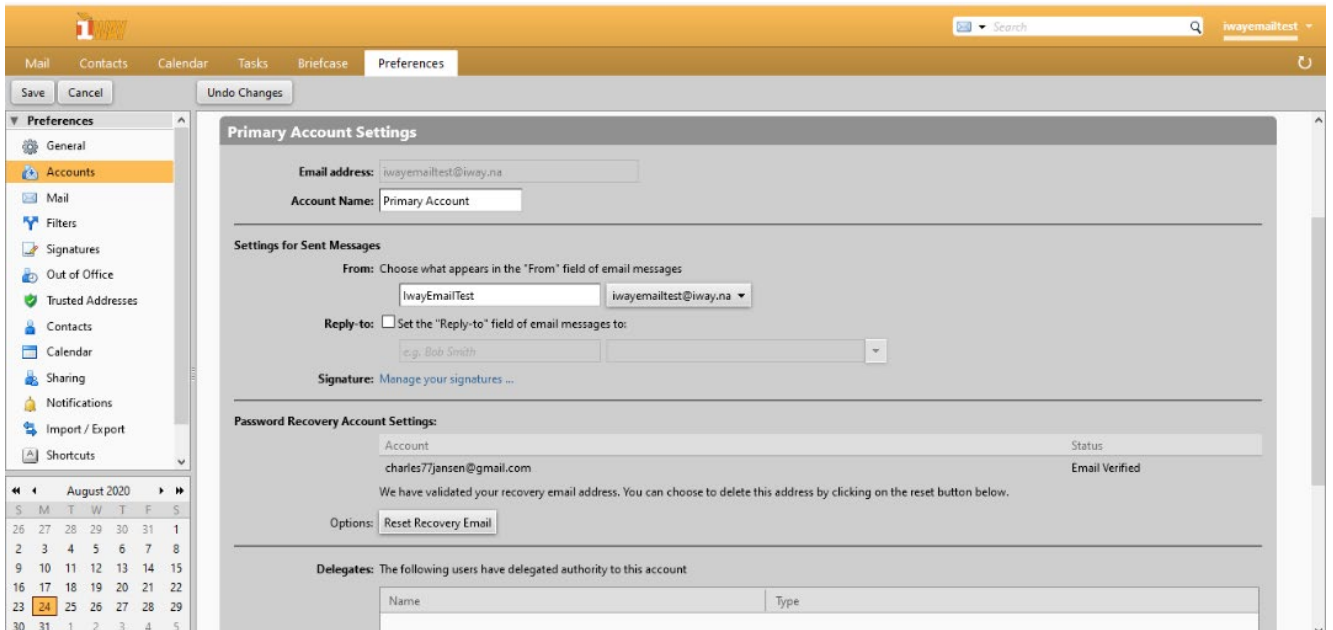


Therefore, login to your recovery email, and get the verification code.

- g) Go login to your recovery email and get the verification code.
- h) Under Recovery Account Settings
- i) Enter the verification Code (obtained from the recovery email) in the box next to **Enter Code**, then click **Verify Code**
- j) Click **Save**, for the settings to be applied.



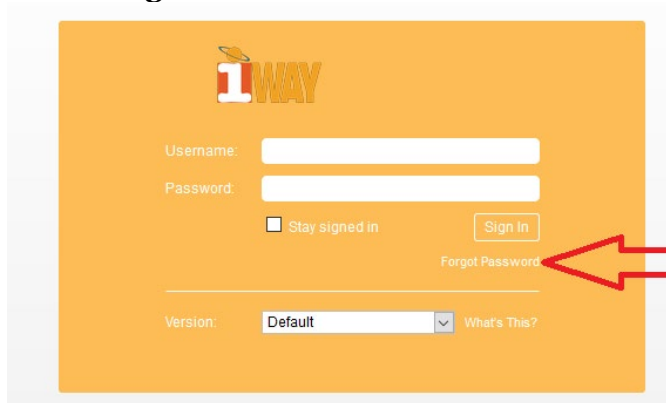
After clicking Save, the below screen appears. Then the setting is done.



2.5 How to Reset / Change your Password via your Recovery Email

If you forgot your password:

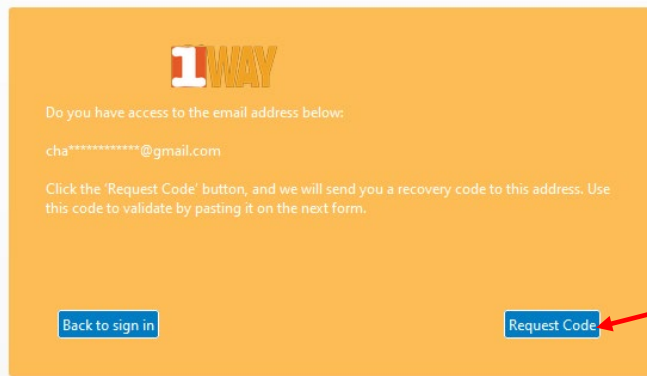
- a) Go to the webmail site: <https://webmail.iway.na> or <https://mail.iway.na>
- b) Then click on **Forgot Password** link



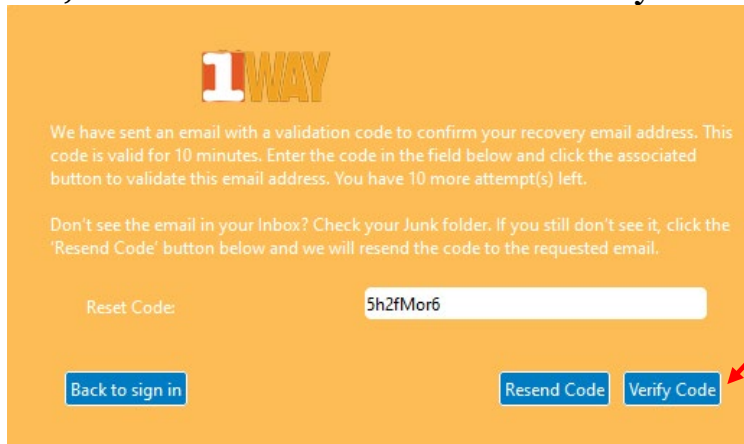
- c) On the next screen, enter your iWAY email address
- d) Then click on **Submit**



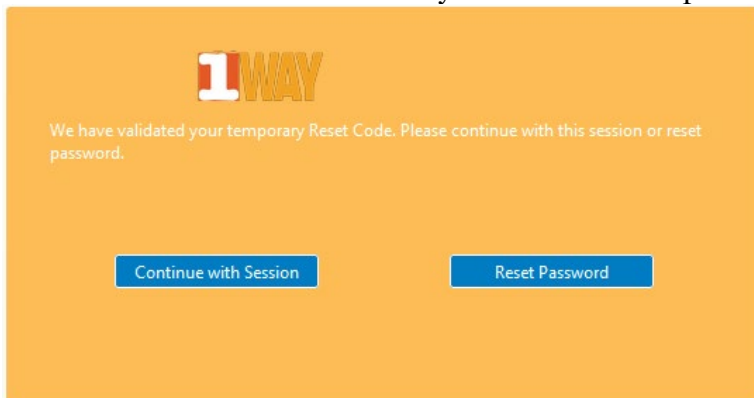
- e) A screen like the one below will appear.
- f) Confirm the recovery email address mentioned on the screen, if it is yours.
- g) Then, click on **Request code** button.



- h) The code will be sent to your recovery email. Login to your recovery email to get the Code.
- i) Enter the validation code and click **Verify Code**

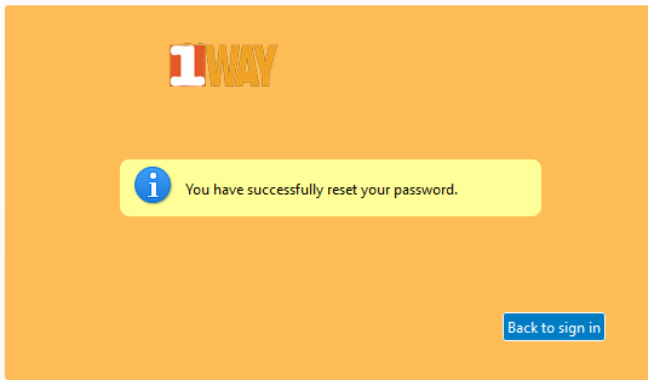


- j) At this point you can now choose to **Continue with Session** or **Reset Password**
 - Continue with Session will take you to your mailbox
 - Reset Password will allow you to enter a new password



- k) To reset / change your password, a screen like below will appear
- l) Enter you, new password and click **Submit** (created as per guideline in Section 2.1)

m) A Successful reset password message will appear.



n) You will now be prompted to login with your new Password

3. Setting up your Mail Client

A mail client is a desktop or mobile application that enable one to configure one or more email addresses to receive, read, compose and send emails from that email address. Example is Microsoft Outlook, etc.

- a) Open **Microsoft Outlook**
- b) Click on **File** and then **Account Settings**
- c) Highlight your **iWay email account** and click on **Change**
- d) Now enter the **incoming (pop.iway.na)** and **outgoing mail (smtp.iway.na)** servers, username and password

- e) Click on **More Settings**
- f) Now enter you **Port numbers** and **Encryption type**
- g) Return to **Change Account** and click on **Test Account Settings**
- h) Once it is successful, click on **Next** until complete.

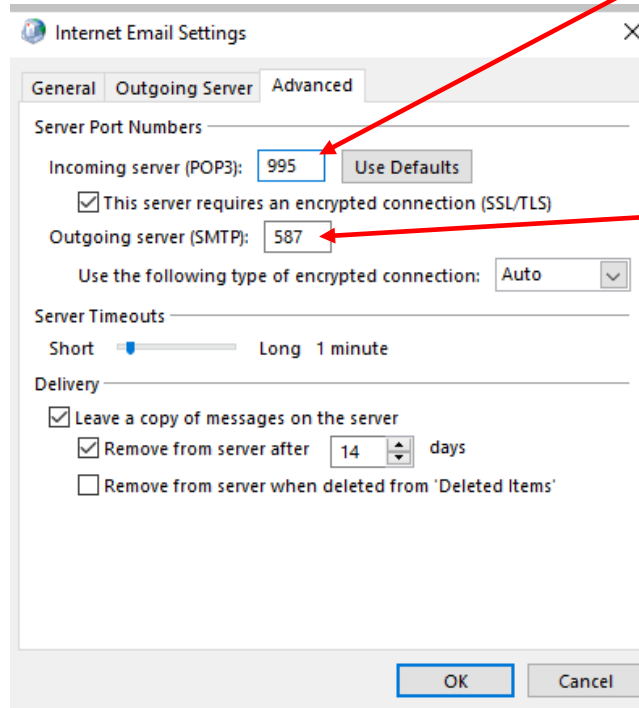
Note: Encryption methods differ depending on Outlook and email client version –
Outgoing Server (SMTP)Ports

- For **port 587** select AUTO if TLS is not exclusively selectable (Preferred option)
- For **port 25** always select **STARTTLS**
- For **port 465** select AUTO if **SSL** is not exclusively selectable

POP3 Settings for setup of email client (Email account settings)

The screenshot shows the 'Change Account' dialog box with the following fields and options:

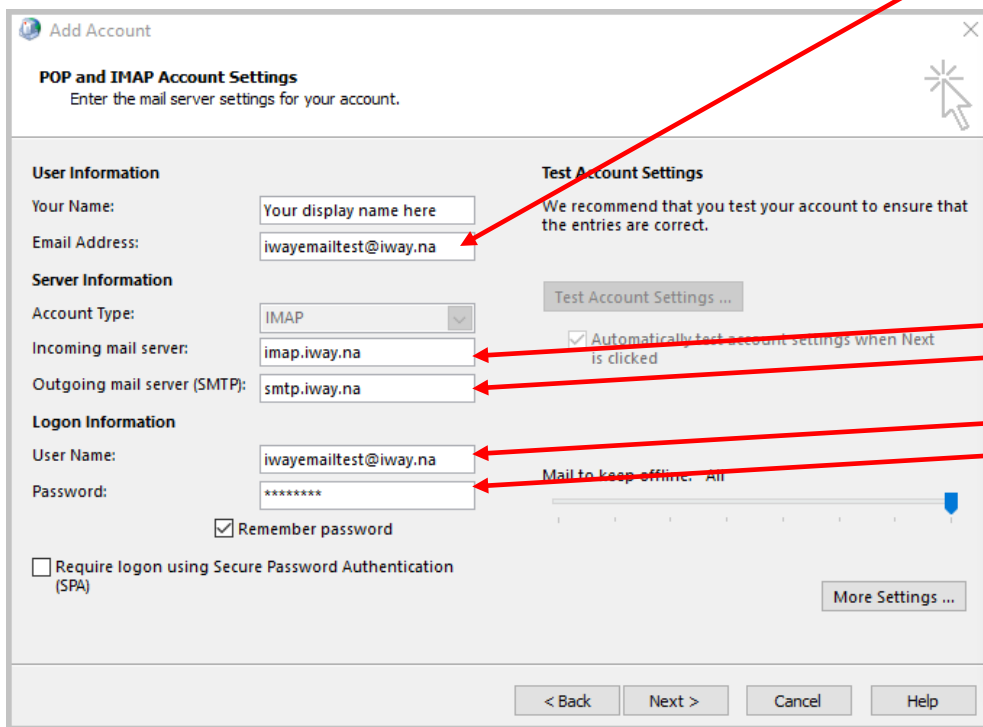
- User Information:**
 - Your Name: Your display name here
 - Email Address: iwayemailtest@iway.na
- Server Information:**
 - Account Type: POP3
 - Incoming mail server: pop.iway.na
 - Outgoing mail server (SMTP): smtp.iway.na
- Logon Information:**
 - User Name: iwayemailtest@iway.na
 - Password: *****
 - Remember password
 - Require logon using Secure Password Authentication (SPA)
- Test Account Settings:**
 - We recommend that you test your account to ensure that the entries are correct.
 - Test Account Settings ...
 - Automatically test account settings when Next is clicked
- Buttons:** < Back, Next >, Cancel, Help, More Settings ...

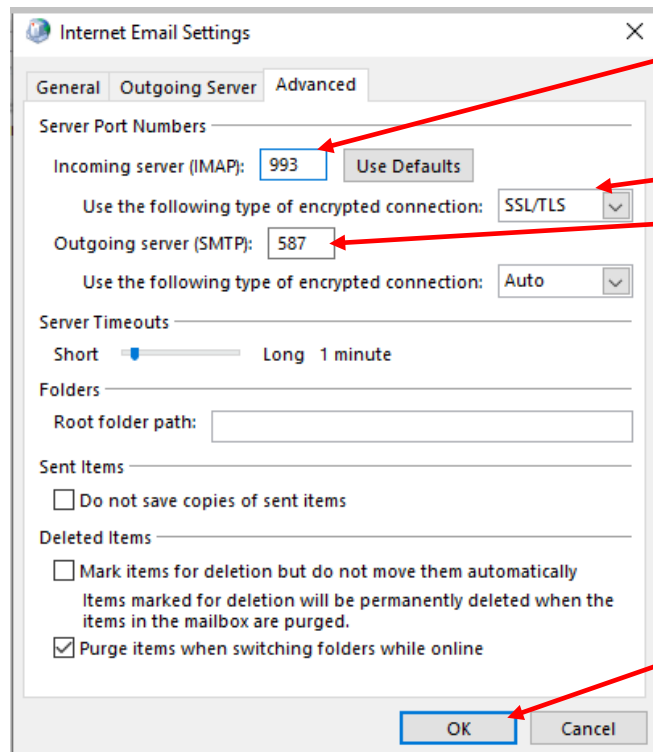


Then Click **Ok**.

IMAP settings for setup of email client (Email account settings)

IMAP is only available to 2GB or larger Mailboxes (iWay Professional package)



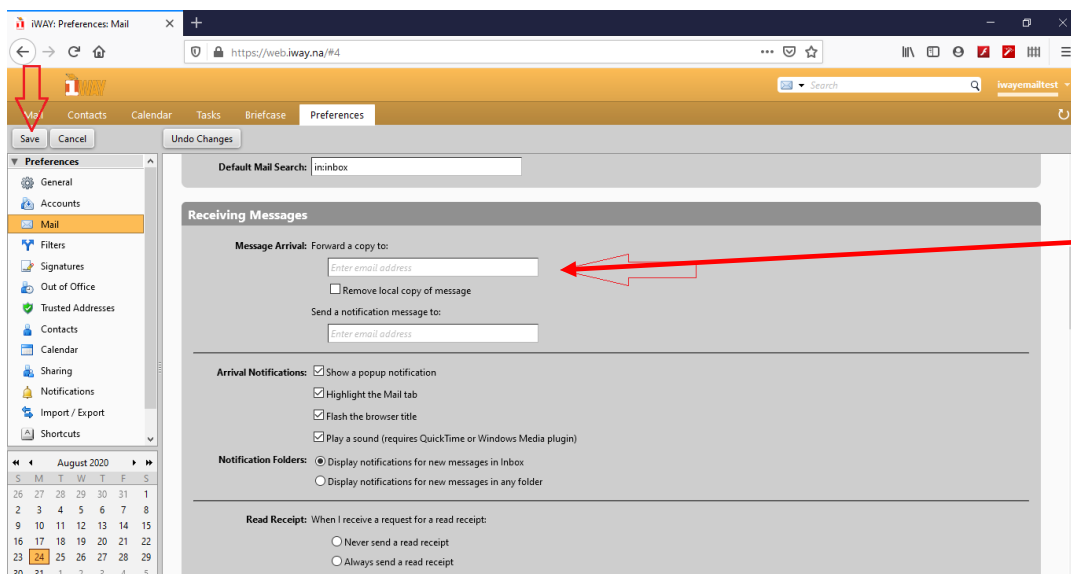


4. How to Setup your email / Mailbox Preferences

4.1 How to setup Email Forwarding

Email forwarding means, if your emails that are sent to the iWay email address are set up to be delivered to another email address, then follow the procedure below:

- a) Click on Preferences, then on Mail
- b) On the grey area, under *Message Arrival: Forward a copy to*, enter the email address where you want the emails to be forwarded to.
Follow the arrows as indicated on the below screen print.
- c) After, click on the Save button.



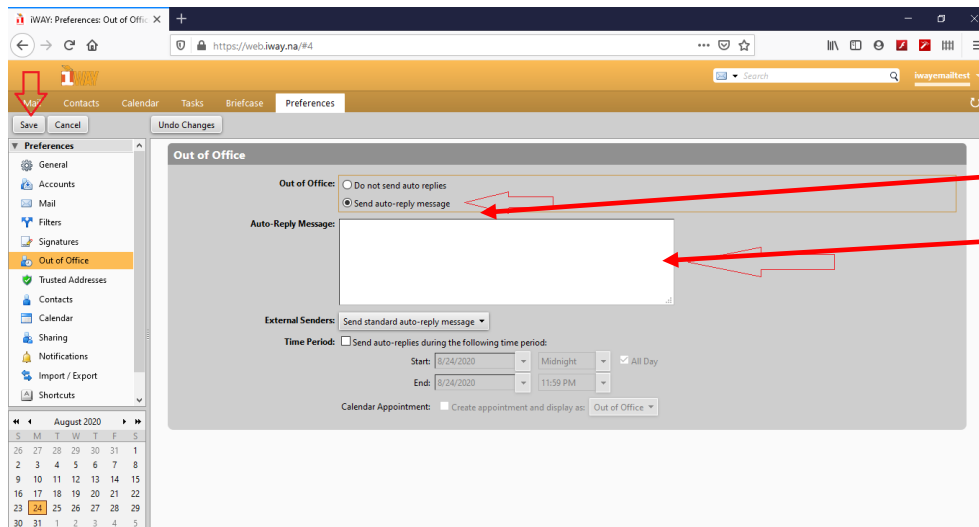
4.2 How to setup Auto reply

Preferences→Out of Office→Send Auto Reply Message→Enter Message→SAVE

- Click on Preferences, then on Out of Office
- On the grey area, select Send auto-reply message
- Then type your message on the Auto-Reply Message: white area.

Follow the arrows as indicated on the below screen print.

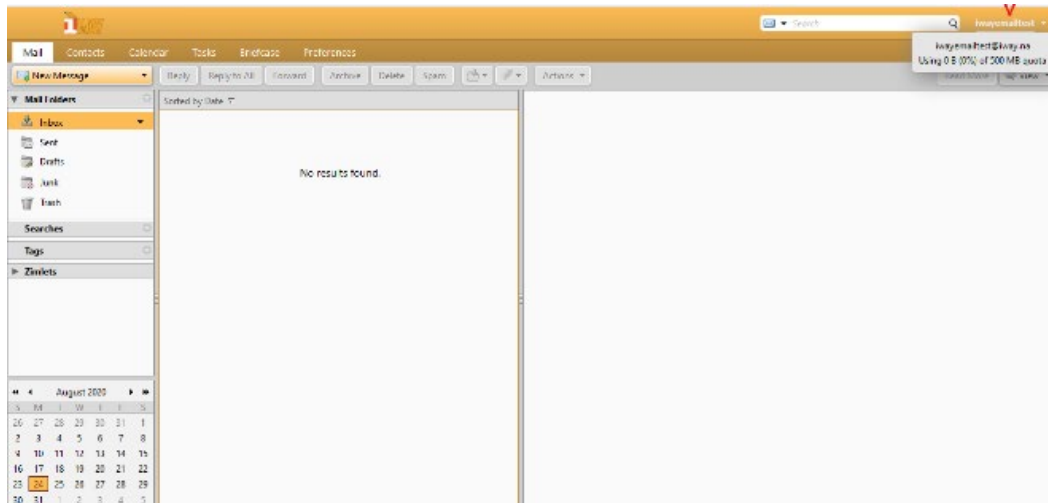
- When done, click on the Save button



5. How to check how much storage space you have for your email.

The storage space for your email depends on which package you have subscribed for. It is good practice to check if you have enough space for new emails. Otherwise you will need to clean up some emails or clear your Trash to make space.

- Hover your cursor / mouse on your username as indicated on the screen below. Your storage capacity (quota) and your usage will be shown.

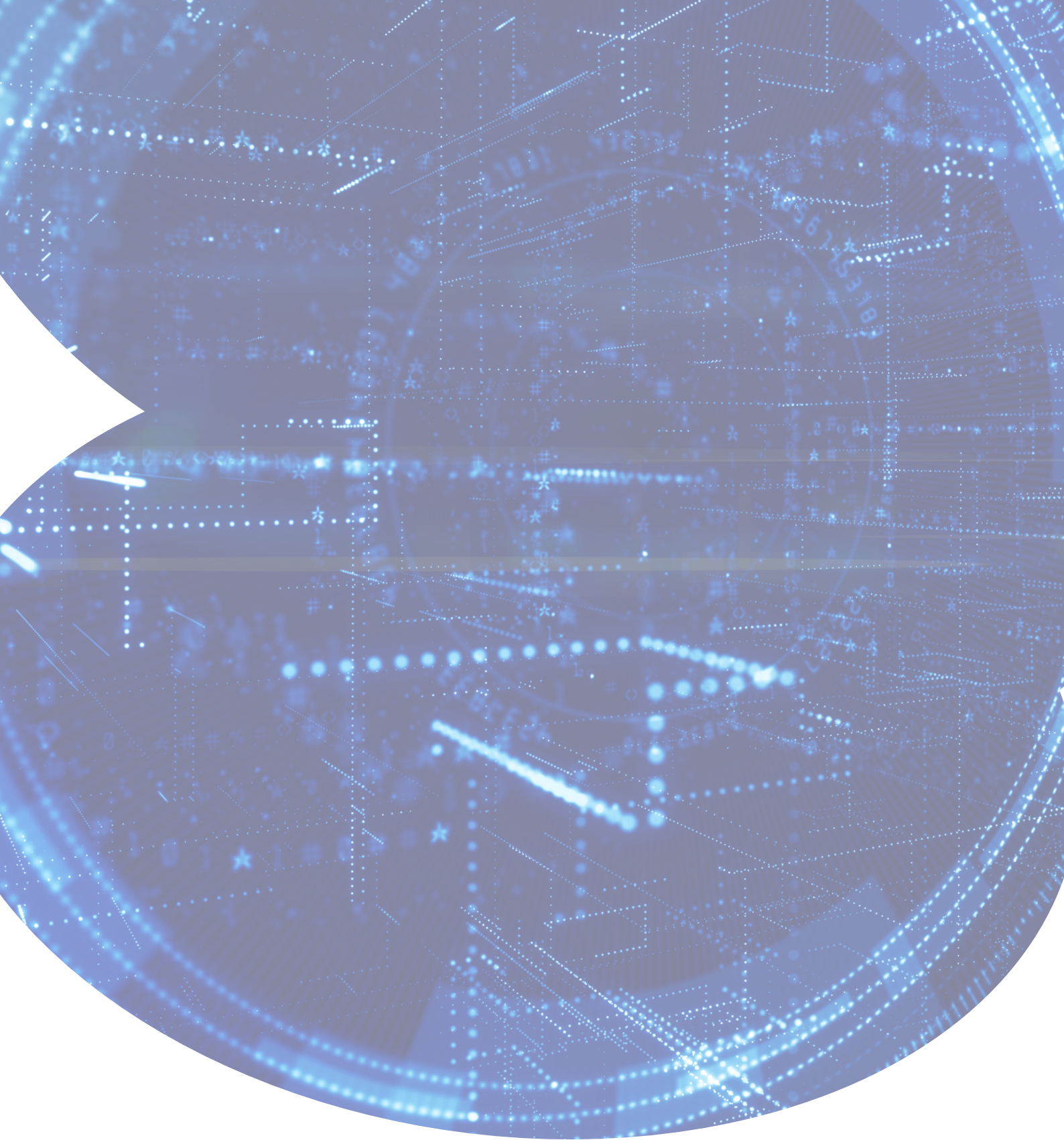


5. Contact Details:

Iway Helpdesk

Tel: 0800202020

Email: helpdesk@iway.na



Sharing your world

