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Email Configuration Details & Guide

Your iHealthSpot Account Details

1. POP3 Server: mail.ihealthspot.com
2. SMTP Server: mail.ihealthspot.com
3. WebMail: <http://mail.ihealthspot.com/>
4. Administration: <http://mailadmin.ihealthspot.com/>
 - a. Only the accounts below designated as "Admins" can access the ADMINISTRATION interface!
5. Emails:

<u>Email/username</u>	<u>Password</u>
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NOTE: If you provided us passwords, we've confirmed those passwords above AND you may skip this step in the directions below. If you did not provide passwords to us, we assigned you the default password indicated above. We ask that you then change this to something more secure by following the steps below!

6. Aliases:

Email Alias

Redirects To

None

7. "Old Email Server" IP:

xx.xxx.xx.xxx

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EMAIL MIGRATION STEPS

According to our records, you are migrating your email service from another provider over to our servers. If this is not the case, please contact your support representative so that we can send you different instructions. These instructions are ONLY applicable if you already have email with another provider and wish to transfer that email service to iHealthSpot!

The migration of your emails will be a three step process. In step 1, you will change your current email account to connect to your "old" email server in a more direct way (using its IP address). In step 2, you will create a new account to access your new email service with us. In step 3, once your new service is working, you will remove the old email account from your computer.

Please note: Each of the three steps will need to be performed on each computer that accesses a different email address!

STEP 1 – Hard code your current emails to your "old" server

In Microsoft Outlook, change the "incoming and outgoing" servers on your existing email account as follows:

- Change Incoming mail server to **xx.xxx.xx.xxx**
- Change Outgoing mail server (SMTP) to **xx.xxx.xx.xxx**
- The instructions will vary slightly for each version of Outlook:
 - For Outlook 2000 - Go to the **Tools** menu, then select **Accounts**. Click on your old email account and click **Properties**.
 - For Outlook 2002/2003 - Go to the **Tools** menu, select and click **E-mail Accounts**, select **View or Change existing e-mail accounts** and click **Next**. Select the e-mail account and click **Change**.
 - For Outlook 2007 - In the **Tools** menu, select **Account Settings**. On the E-mail tab, select your "old" email account, click **Change**.
- Click **SEND/RECEIVE**. If you can connect to email with no errors, you are done. Otherwise, please call the HELP DESK!

STEP 2 – Add your new iHealthSpot Email Account (Overview)

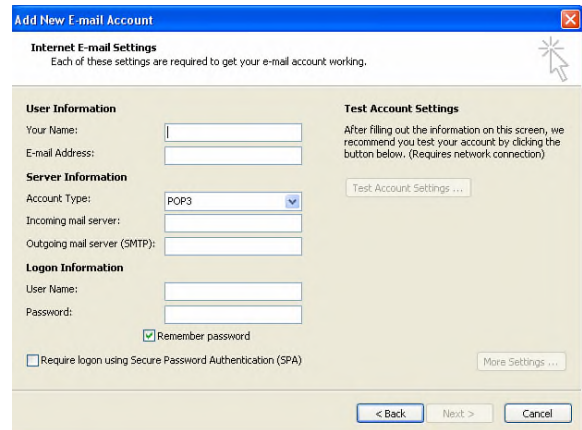
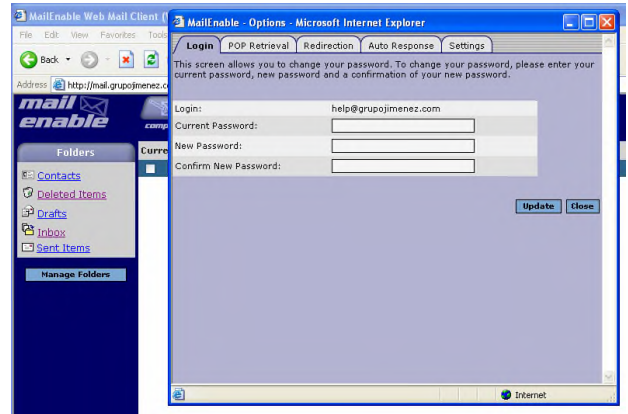
On the following pages, you are provided instructions on how to add your new iHealthSpot account to your email program. Please choose the instructions to follow based on your version of Outlook. After you complete this step, you will have at least TWO email accounts (one for your "old" email service and one for your "new" iHealthSpot email service.)

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Step 2 – Detail for Outlook 2007

1. If your account is “new”, we need you to change your password to something that only you know. To do this, open your web browser and go to link #4 in “Your Account Details”. In the log in screen, put in your username (#1 in “Your Account Details”) and enter the default password. Follow the following steps to change your password.
 - a. After you enter your email and default password you will see the main WEB MAIL screen.
 - b. Click on **Options** to see a screen like this----->
 - c. Enter your **current password**, the **new password** and **confirm the new password**. Click **Update**.
 - d. **Log Off** from WebMail.
 - e. Close your web browser.
2. Start Outlook 2007 and, for now, ignore any possible messages about checking email.
3. In the “Tools” menu, select “Account Settings”.
 - a. On the E-mail tab, select “New”
 - b. Check on “POP3”, next
 - c. Check on “Manually configure server settings”
 - d. Check on “Internet E-mail”, next
 - e. You should see a screen like the following ----->
4. In the **User Information** section, verify that you have entered **Your Name** (First and Last names), and your **E-mail Address** (whichever you prefer from “Your Account Details” elsewhere in this document).
5. In the **Server Information** section, select POP3 then enter (or verify) the **Incoming mail server (POP3)** and **Outgoing mail server (SMTP)** (**) as specified in “Your Account Details”.
6. In the **Logon Information** section enter **User Name** (in its ENTIRETY), enter your **Password** (the same you entered when you changed it on the web mail) in step 1 above.

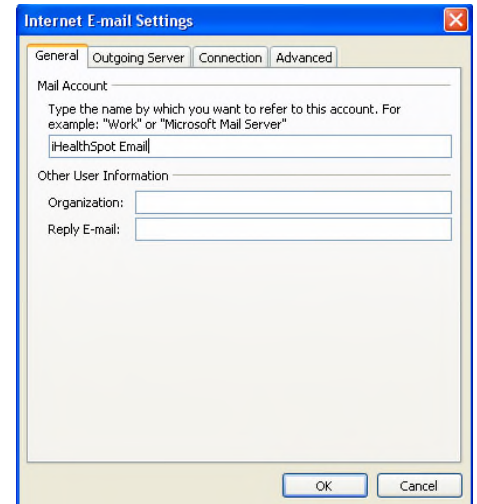


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Step 2 - Detail for Outlook 2007 (continued)

7. Click on **More Settings...** then on the **General** tab, give this account the name "iHealthSpot Email"
 - a. Click the **Outgoing Server** tab and check the box: **My outgoing server (SMTP) requires authentication** and click on **Use same settings as my incoming mail server**.
8. Click OK. Then click NEXT, then FINISH.
9. Click **SEND/RECEIVE**. If you can connect to email with no errors, you are done. Otherwise, please call the HELP DESK!



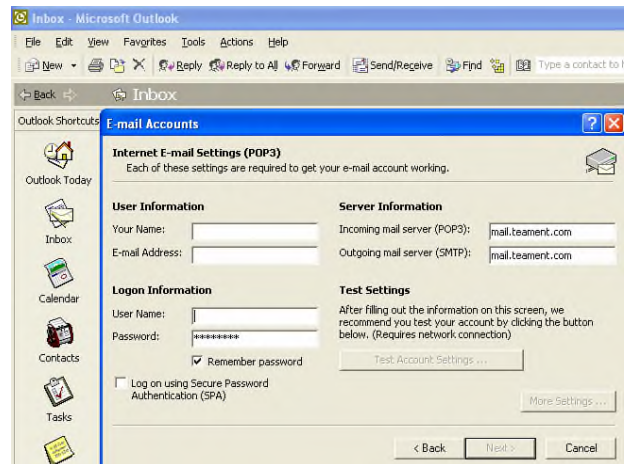
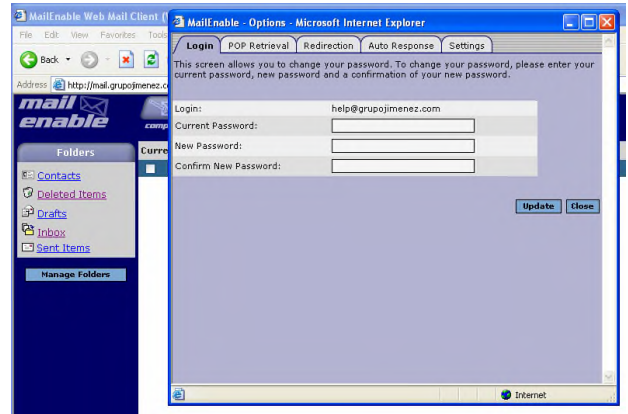
****NOTE FOR USERS WITH COX CABLE OR RCN CABLE: Your provider does NOT allow us to use our outgoing mail server. Instead, you need to use smtp.east.cox.net if you are a COX subscriber or smtp.rcn.com if you are an RCN subscriber.**

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Step 2 - Detail for Outlook 2002 / Outlook 2003

1. If your account is "new", we need you to change your password to something that only you know. To do this, open your web browser and go to link #4 in "Your Account Details". In the log in screen, put in your username (#1 in "Your Account Details") and enter the default password. Follow the following steps to change your password.
 - a. After you enter your email and default password, you will see the main WEB MAIL screen.
 - b. Click on **Options** to see a screen like this----->
 - c. Enter your **current password**, the **new password** and **confirm the new password**. Click **Update**.
 - d. **Log Off** from WebMail.
 - e. Close your web browser.
2. Start Outlook 2002 and, for now, ignore any possible messages about checking email.
3. Go to the **Tools** menu, select and click **E-mail Accounts**, select **View or Change existing e-mail accounts** and click **Next**. Select the e-mail account and click **Change**. You should see a screen like the following ----->
4. In the **User Information** section, verify that you have entered **Your Name** (First and Last names), and your **E-mail Address**.
5. In the **Server Information** section, enter (or verify) the **Incoming mail server (POP3)** and **Outgoing mail server (SMTP) (**)** as specified in "Your Account Details".
6. In the **Logon Information** section enter **User Name** (in its ENTIRETY), enter your **Password** (the same you entered when you changed it on the web mail) in step 1 above.
7. Click on **More Settings...** then on the **Outgoing Server** tab, check the box: **My outgoing server (SMTP) requires authentication** and click on **Use same settings as my incoming mail server**.
8. Click OK. Then click NEXT.
9. Click **SEND/RECEIVE**. If you can connect to email with no errors, you are done. Otherwise, please call the HELP DESK!



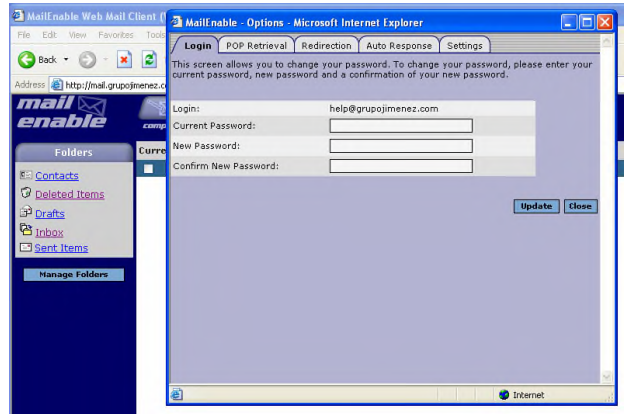
****NOTE FOR USERS WITH COX CABLE OR RCN CABLE: Your provider does NOT allow us to use our outgoing mail server. Instead, you need to use smtp.east.cox.net if you are a COX subscriber or smtp.rcn.com if you are an RCN subscriber.**

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Step 2 - Detail for Outlook 2000

1. If your account is "new", we need you to change your password to something that only you know. To do this, open your web browser and go to link #4 in "Your Account Details". In the log in screen, put in your username (#1 in "Your Account Details") and enter the default password. Follow the following steps to change your password.
 - f. After you enter your email and default password, you will see the main WEB MAIL screen.
 - g. Click on **Options** to see a screen like this----->
 - h. Enter your **current password**, the **new password** and **confirm the new password**. Click **Update**.
 - i. **Log Off** from WebMail.
 - j. Close your web browser.
2. Start Outlook 2000 and, for now, ignore any possible messages about checking email.
3. In Outlook, go to the **Tools** menu, and select **Accounts**, click **Add**, then **Mail**.
4. In the **General** tab, under the **Mail Account** section, enter any name you want for this account. In the **User Information** section, enter (or verify) your **Name**, **Organization**, your **e-mail address**, and your **reply address** (your ENTIRE email address), and check the box that says **Include this account when receiving mail or synchronizing**.
5. Now, click on the **Servers** tab. enter the **Incoming mail (POP3)** and **Outgoing mail (SMTP)** (**) as specified in "Your Account Details"
6. In the **Account name** enter **User Name** (in its ENTIRETY), as specified in "Your Account Details", then enter your **password** (the same you entered when you changed it on the web mail in #1 above). Check the box: **My server requires authentication**. ----->
7. Click on the **Connection** tab. Check the option **Connect using my local area network (LAN)**.
8. Click Apply. Then click OK.
9. Click **SEND/RECEIVE**. If you can connect to email with no errors, you are done. Otherwise, please call the HELP DESK!



****NOTE FOR USERS WITH COX CABLE OR RCN CABLE: Your provider does NOT allow us to use our outgoing mail server. Instead, you need to use smtp.east.cox.net if you are a COX subscriber or smtp.rcn.com if you are an RCN subscriber.**

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STEP 3 – Remove your “old” email account

Once your iHealthSpot representative has confirmed that the email migration is complete, you can delete the “old” email account from your email program and set your “new” account to be your default.

STOP: Please do NOT delete your “old” email account until the iHealthSpot team confirms with you that it is ok to do this!

- The instructions will vary slightly for each version of Outlook:
 - For Outlook 2000 - Go to the **Tools** menu, then select **Accounts**.
 - Click on your “new” email account and click **Set as Default**.
 - Click on your “old” email account and click **Remove**.
 - For Outlook 2002/2003 - Go to the **Tools** menu, select and click **E-mail Accounts**, select **View or Change existing e-mail accounts** and click **Next**.
 - Select the “new” e-mail account and click **Set as Default**.
 - Select the “old” e-mail account and click **Remove**.
 - For Outlook 2007 - In the **Tools** menu, select **Account Settings**. On the E-mail tab, select your “old” email account and click **Remove**.
- Click **SEND/RECEIVE**. If you can connect to email with no errors, you are done. Otherwise, please call the HELP DESK!