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### **How do I change my password**

All you need to do to change your password is do the following. Go to [www.blue-earth.co.uk/webmail](http://www.blue-earth.co.uk/webmail) you will be prompted to enter your user name and password. Once you have done this you will see the link enabling you to change your password.

If you are being hosted by blue-earth, then you would go to [www.example.com/webmail](http://www.example.com/webmail) and then enter your user name and password.

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### **I have an internet connection, but my website and my e-mail are not working.**

This will normally be through server updates, or possible security issues that we have to deal with. We will know long before you do that there is a problem, and will be working to fix it as fast as we can. If you are unsure then ring our contact number.

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### **I am not receiving certain mail that I am sure has been sent to me.**

Blue Earth employs a strong SPAM filtering system for the blue-earth.co.uk addresses. If you feel that mail is being lost please click on the word --->[SPAM](#)<--- and follow the instructions. This will give you your own quarantine area, from which you can manage your mail. We have found this system to work very well.

If your domain name is hosted by blue-earth then you can log into your control panel, and set up spam assassin, whitelisting or set up a mail box that will take all the mail marked as spam.

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### **I am not receiving my mail.**

First check that your connection is working. The easy way to do this is to bring your browser up and see if it loads any web pages. If it does not then you are not connected. This could be your Internet service provider, or a problem with your set up. Blue Earth is not responsible for your connection, just your e-mail and web

site. You may need to ring your Internet Provider, or check that all your settings are correct on your computer.

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## **How do I configure my mail program for Blue-Earth**

Here is a guide to setting up your mail program, please take your time and make sure you follow the instructions precisely.

1. Open up Mail.app and press Command+Comma to invoke the Preferences window.
2. Switch to the "Accounts" pane and press the + button in the lower-left corner.
3. Under "Account Information", fill out the following information:

- \* Account Type: POP
- \* Email Address: username@blue-earth.co.uk
- \* Incoming Mail Server: mail.blue-earth.co.uk
- \* Username: username+blue-earth.co.uk [note the + sign]
- \* Password: password [this will you have been given or chosen]

# Select "Add Server..." from the "Outgoing Mail Server (SMTP)" pop-up menu. Here are the details for it:

- \* Outgoing Mail Server: mail.blue-earth.co.uk
- \* Server port: 110
- \* Use Secure Sockets Layer (SSL): No
- \* Authentication: Password
- \* User Name: username+blue-earth.co.uk [note the + sign]
- \* Password: password
- \* Dismiss the window by pressing "OK."

That's it. The dialogue boxes may vary slightly, depending which OS you are using.

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