

# HOW TO SET UP GONDTC EMAIL

In order to complete this process, you will need to know your goNDTC email address, username and password.

If you don't know your password, you can call the helpdesk at 1-888-840-6382 for assistance.

If you are setting up your email to be accessed from more than one location (computer, mobile device, etc.) you should consider using IMAP instead of POP email protocol. This will keep your email in sync, no matter what device you are accessing mail from. If you choose IMAP for setting up your mobile device, you will need to change your computer email client to match.

## Incoming Mail Server

mail.gondtc.com

username {this is your email address, without the @gondtc.com }

your e-mail password

## Outgoing Mail Server

mail.gondtc.com

username {this is your email address, without the @gondtc.com}

your e-mail password

**\*\*NOTE:** Username and Password for Outgoing Mail Servers may show up as \*Optional\*. For goNDTC.com email, these settings are required in order for our mail server to allow you to send mail from your phone. goNDTC.com email uses an SSL security certificate. If your email client asks for security type, choose SSL. The ports associated with SSL are:

- POP3 SSL - 995
- IMAP SSL - 993
- SMTP SSL - 587

Email messages (sending or receiving) are limited to a size of 10MB. This pertains to messages that are either text based or include attachments. For email larger than 10MB we recommend using a program such as icq or ftp. View the downloads below if you do not already have these programs installed on your computer.

Only 10MB are allowed to be sent per email. No email is stored on the server once it has been checked.

Our server blocks .zip files due to the extensive use of .zip files to deliver viruses. We recommend using an ftp alternative such as Dropbox to transfer files.

**\*\*An email account that has not been logged into for 365+ days will be considered inactive and all stored email on the server will be deleted.\*\***

## Passwords

To change your password, login to webmail at mail.gondtc.com with your email address and email password. Click on Options on the right side of the screen and choose Preferences. Change password is found under the General tab. To change it, type in your new password and then again to confirm and click the Change button. Click close at the bottom of the page. Passwords take effect immediately! You will need to update your email password on any devices and/or email clients that you use to check your email on.

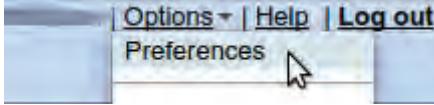
To be secure, passwords need to be a minimum of 16 characters, use 1 uppercase letter and 1 number. A phrase makes a good password and is easier for you to remember. Passwords are case sensitive, so an uppercase "T" is different than a lowercase "t". If you do not remember your password or enter it wrong 5 times, your account will be locked for your protection. If this should happen, please call the Help Desk at 662.8350 to have your account unblocked or to reset your password for you. Old passwords will not be given out, only reset to the default.



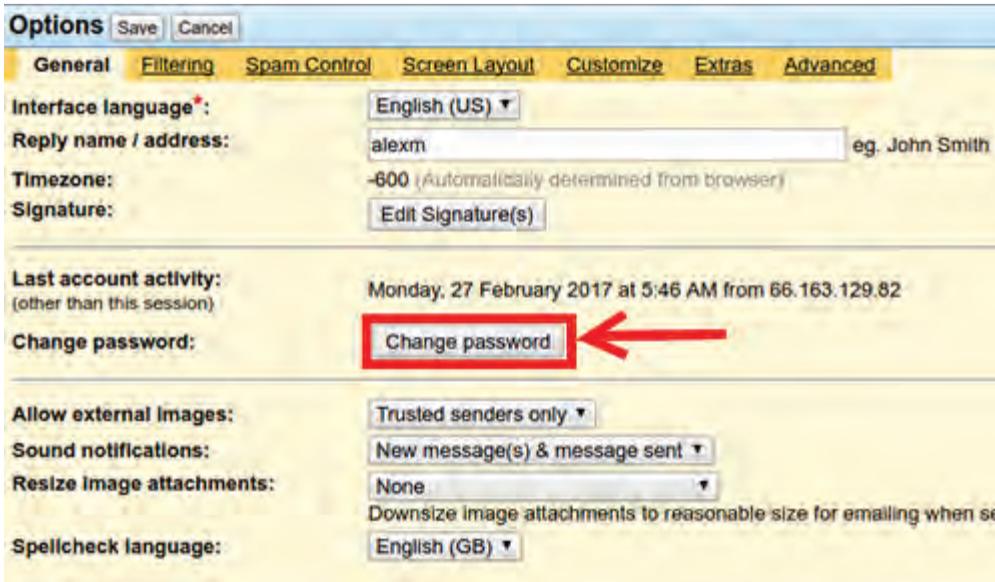
Forgot your password? - How to set up password retrieval questions so you can recover it if you do!

NDTC's mail server now supports a self-service password reset. In order to use this, however, you must first create at least two password retrieval questions.

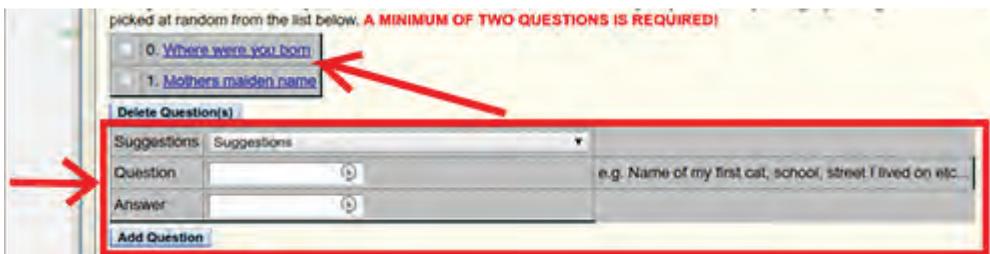
To do this, log into NDTC's webmail at mail.gondtc.com. Then, at the top right of the window, click "Options", then "Preferences" on the drop-down menu, as shown below:



Next, click the "Change password" button:



Select a suggested question by clicking the drop-down arrow on the right side of the "Suggestions" box, or create your own questions by typing the question into the "Question" field. Add your own answer in the "Answer" field, and click the "Add Question" button. This will add your question and answer set above the "Suggestion" section. Remember, you must do this a minimum of two times.



Now, if you ever forget your password, you can simply click the "Forgot Password" link on the login page and answer your questions!

Another option is to add an alternate email address to the "Recovery Email" field. The password reset page will give you the choice between answering questions or emailing a password reset email to the alternate email address. If you have another email address, it would be wise to add this as a backup method for resetting your password.

Away from home?

You can also access your email from any Internet access point using WebMail.

