

Webmail Tutorial 2020



Logging in to the New Webmail

Follow these steps to log in to the new webmail.

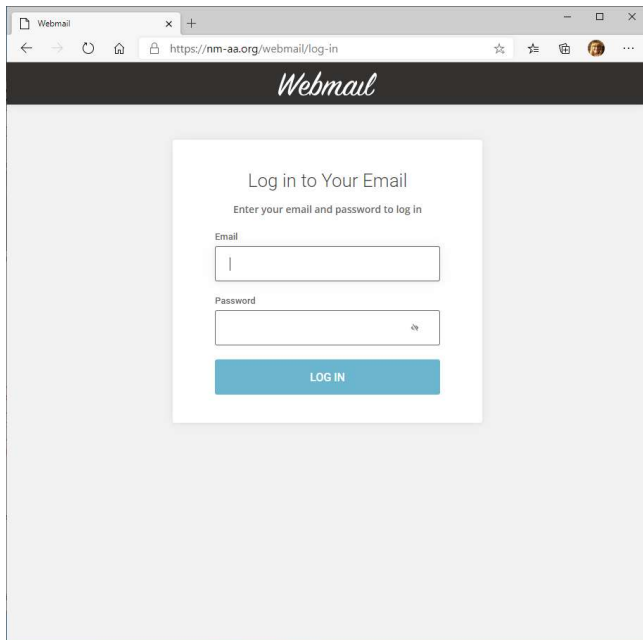
Click this link: <https://nm-aa.org/webmail>

Username: your email address @nm-aa.org

Password: Your temp password (ServicelsAwesome!2020)

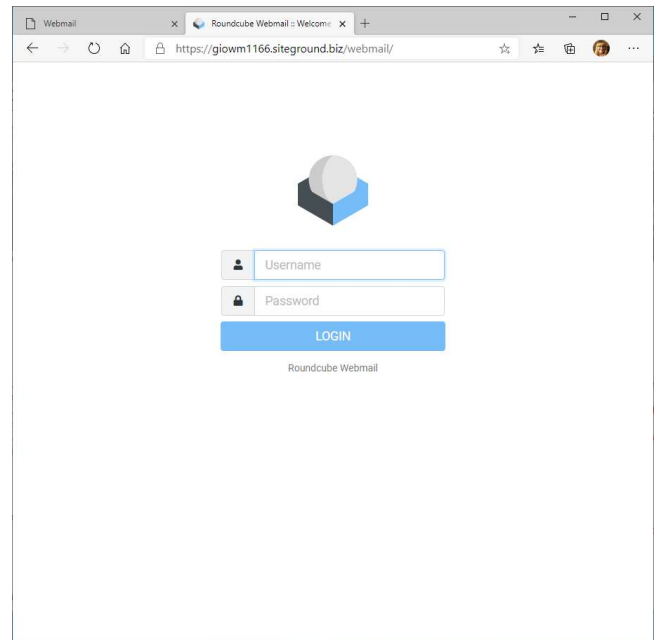
Important Note:

Both of these links will get you into the new webmail. Only the one on the left allows you to change your password, set up auto filters, etc. *The generic link was mistakenly sent to you in the initial email.*



<http://nm-aa.org/webmail>
Nm-aa.org link

Incorrect Login Screen



giowm1166.siteground.biz/webmail
Generic Link

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Logging into Webmail

Once logged in to webmail the difference between the generic version and the version specific to nm-aa.org is subtle but important. Please see below for the difference.

If you see the cursive "Webmail" and hamburger menu then you logged in using the correct link. Hooray! 😊

Webmail

Roundcube Webmail :: Welcome

https://nm-aa.org/webmail/mail

district5@nm-aa.org

Select Threads Options Refresh

Reply Reply all Forward Delete Mark More

Re: Testing email forwarding

From WebChair Area 46 on 2020-11-12 19:40

Your contacts should have transferred over. I will look tomorrow and try to reimport them for you.

~Kerri Karel

If you don't see the cursive "Webmail" and hamburger menu then you logged in using the generic link. 😞

You cannot change your password when logged in to the generic link.

Roundcube Webmail :: Welcome

(241) Roundcube Webmail :: Inb...

https://giowm1166.siteground.biz/webmail/?_task=mail&_mbox=INBOX

district5@nm-aa.org

Select Threads Options Refresh

Reply Reply all Forward Delete Mark More

Re: Testing email forwarding

WebChair Area 46 Thu 18:40

Kristina Flanagan Thu 18:26

WebChair Area 46 Thu 17:50

Kristina Flanagan Thu 17:43

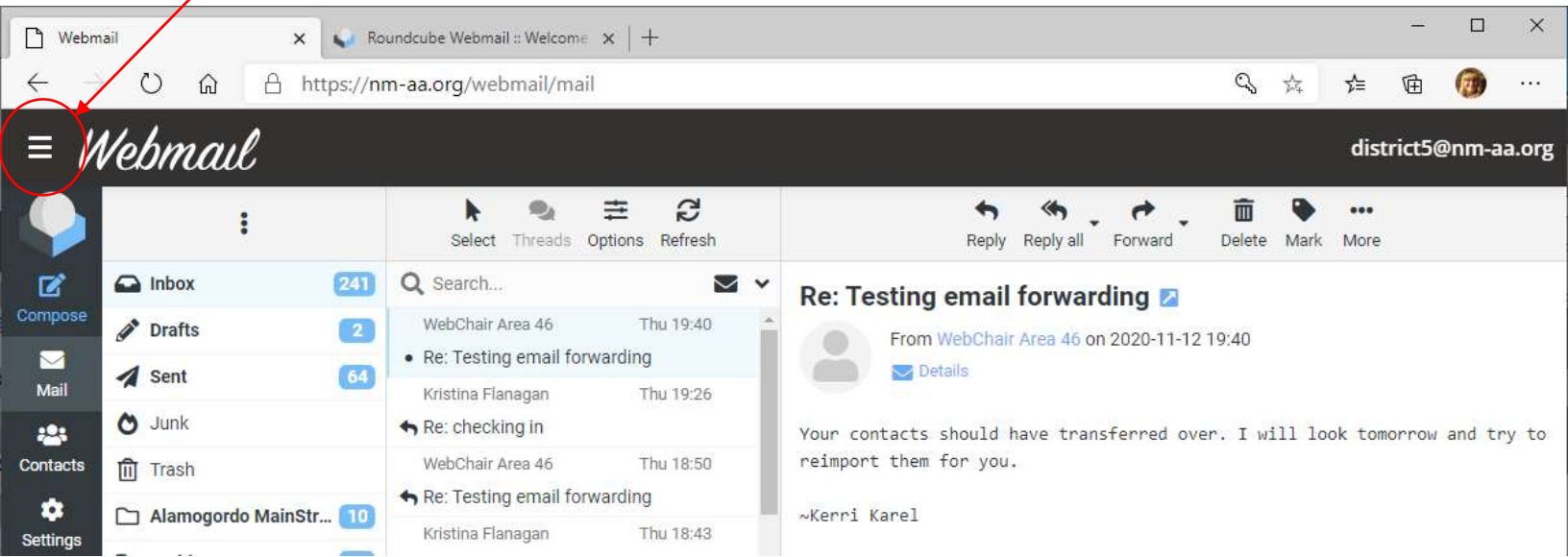
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Changing Your Password

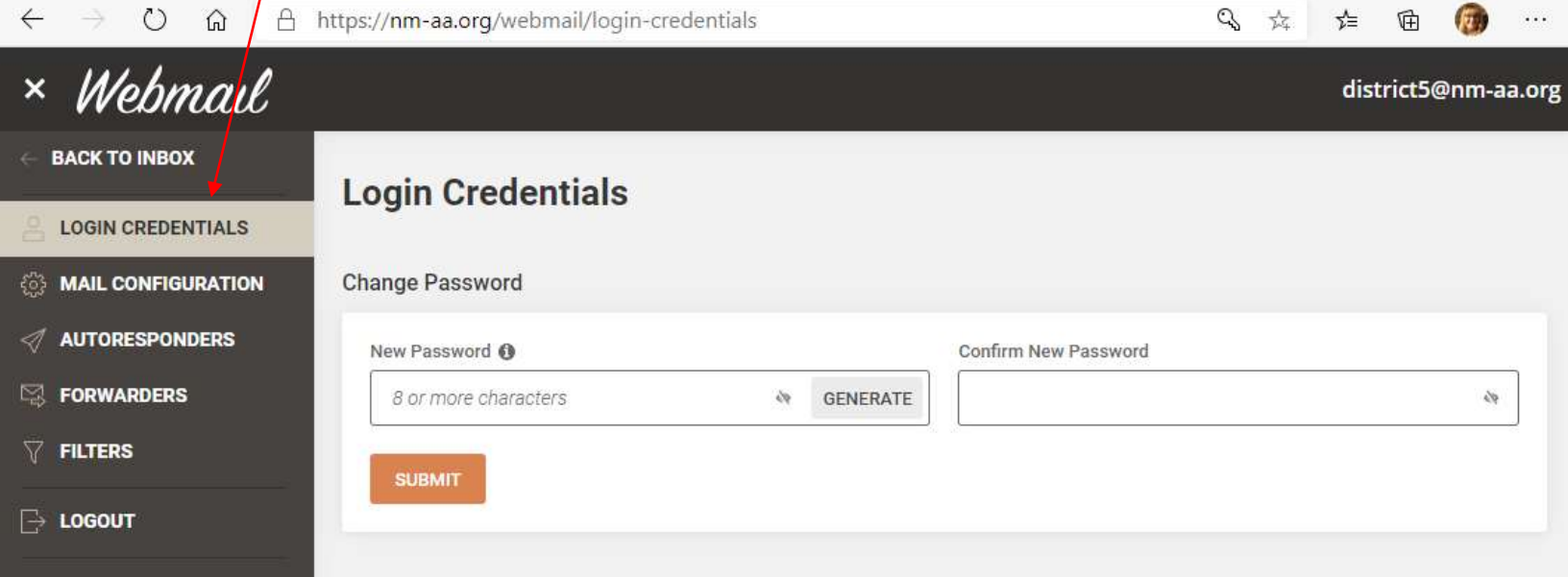
1

Click the hamburger menu to expand options



2

Select login credentials to change your password



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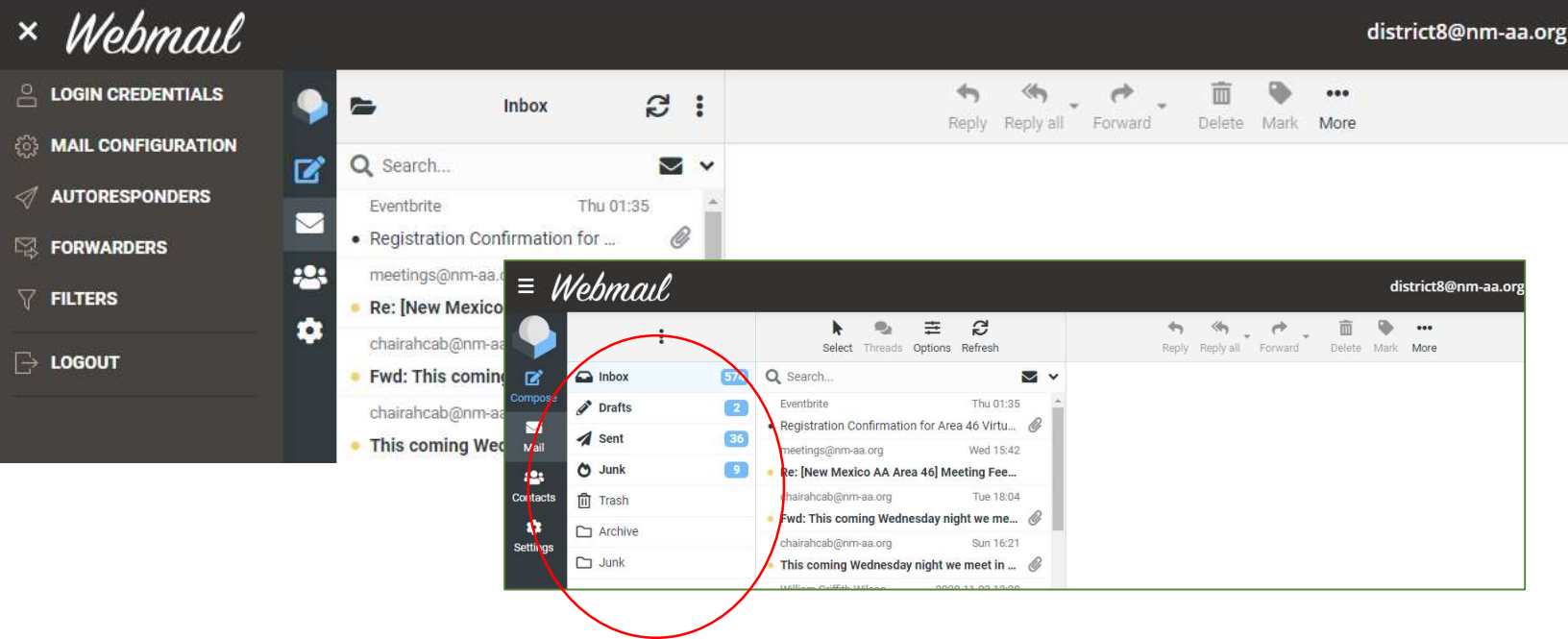


Can't See Email Folders

If you are logged in and cannot see your email folders (inbox, drafts, sent and special folders you created) then you need to expand the window.

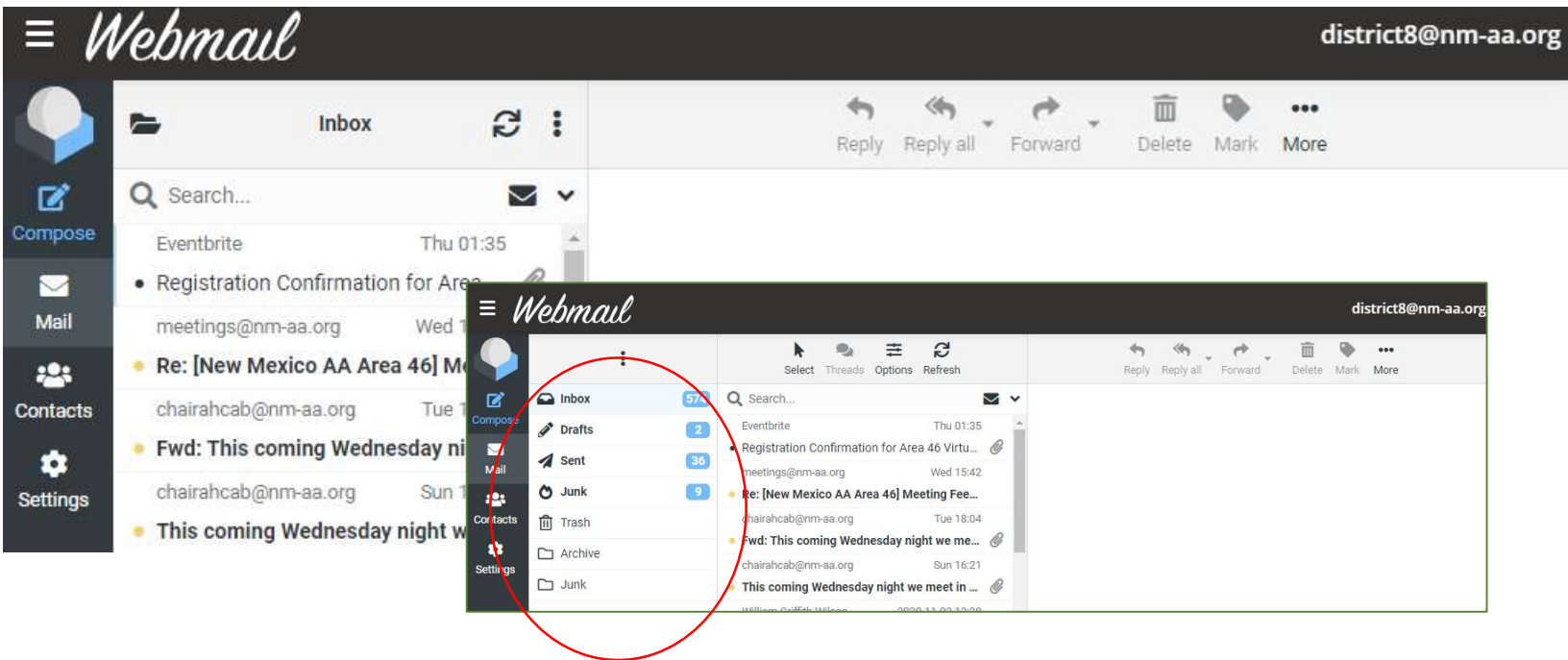
1

Method One: Click the "X" next to webmail to collapse the hamburger menu.



2

Method Two: If the hamburger menu is closed then you need to make your window larger on your computer.



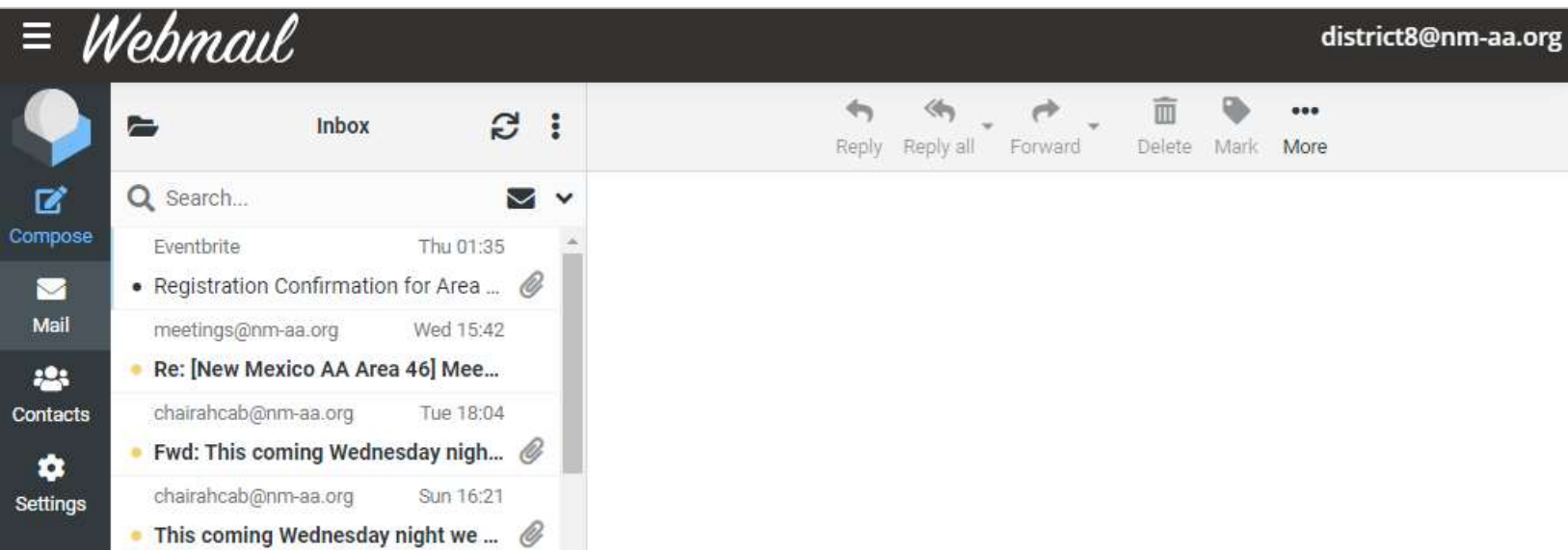
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Can't See Email Folders?

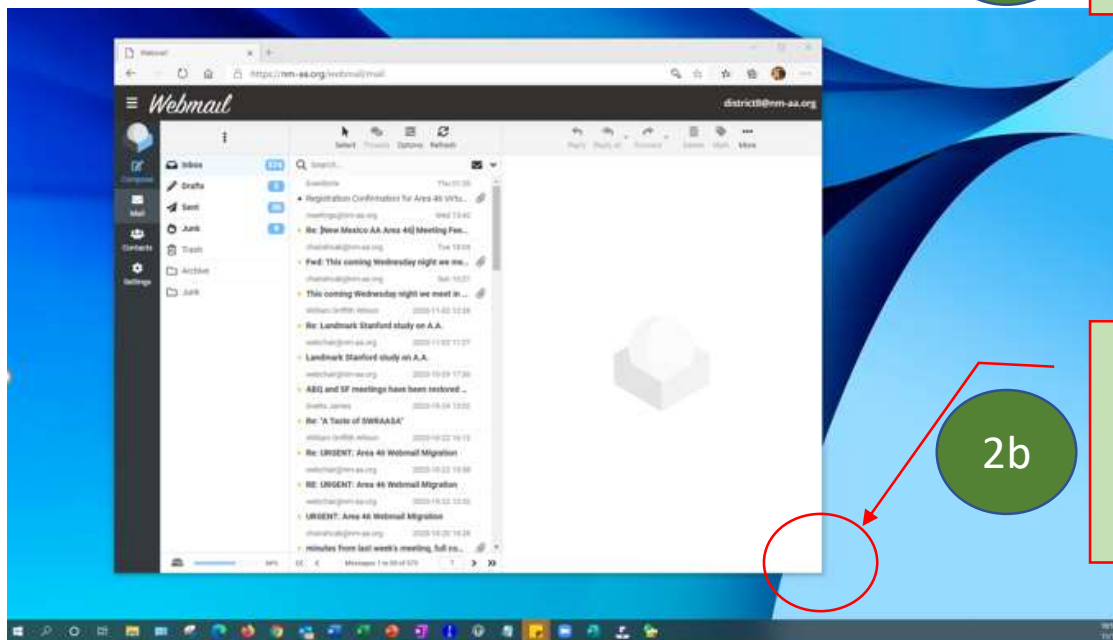
2

Method Two: If the hamburger menu is closed then you need to make your window larger on your computer.



2a

Click the square to maximize the window



2b

With your mouse grab the corner of the window then click and drag to make it bigger

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Webmail FAQ

Q: I used the correct webmail link but get a 404 error message

A: This typically happens because your browser “remembers” the link from old webmail.

1. To fix this you must clear your cache. Please see instructions on how to clear your cache.

Q: I used the correct link and logged into webmail but I cannot see any mail.

A: First, do not panic. Your emails are not lost.

1. If you are logged into webmail but you are missing email, ensure that you have logged into webmail using the correct username. Be sure that you are using your email address in all lowercase as the username.
2. Our email host says this may happen if you are on older devices. Please try logging in using different browsers. This sometimes does the trick.
3. You may also try clearing your cache. Please see instructions on how to clear your cache. If the problem persists please contact the Area 46 Webchair.

Q: I used the correct link and logged into webmail but I do not see my contacts.

A: The Area 46 Webchair migrated all emails, email folders & contacts from old webmail.

1. Not all email accounts had contacts saved in the old webmail.
2. If you do not see your contacts please contact the Area 46 Webchair to double check the old webmail. If contacts are present they can be exported from the old mail and imported not the new mail.

Q: How do I change my password?

A: Please see the tutorial on how to change your password.

1. You must make sure you logged in using the correct webmail link.

Q: How do I add my nm-aa.org account to my device(s)?

A: Below are the configuration details. If you have trouble please contact the Webchair.

Be sure that you are using your email address in all lowercase as the username.

1. Make sure you select SSL encryption.

Incoming Server: <https://giowm1166.siteground.biz>

IMAP Port: 993

Outgoing Server: <https://giowm1166.siteground.biz>

SMTP Port: 465

Q: Have another question?

A: Contact the Area 46 Webchair at webchair@nm-aa.org

Clearing Your Cache

1 What does clearing your cache mean?

When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites.

2 Why is it important to clear your cache?

Clearing your cache can save you some frustration.

The more information that is saved in the cache, the slower your computer will be browsing the web. Deleting the cache data helps tech people to troubleshoot issues.

Clearing cache also helps to increase the loading time of web pages and increases the performance of your computer. ...

When you delete the stored cache data, the new version of webmail can be retrieved. So, clearing your cache will delete any old webmail settings. This can fix several webmail issues.

3 The process to clear your cache is specific to your browser and/or your device.

- [Clear cache on Apple products](#)
- Clear cache on PC [here](#) or [here](#)
- [Clear cache on Android](#)

If you are still having trouble with webmail after clearing your cache please do not struggle. Contact our Area 46 Webchair so they can help you.

Struggling with Webmail?



Technology can be frustrating.
Please do not struggle on your own.

Our Webchair and website committee are
volunteers just like you but they are here to help
with technology.

Contact the tech team at webchair@nm-aa.org