

# LCI / Coastal Telco Webmail

## Changes for Tidewater.net Email Services

The latest release of Magicmail for Tidewater.net customers includes a new login page and an updated version of the Tuxedo webmail client. CTS will be rolling out these changes soon and this document will show some of the differences the customer will see and how they might use the new interface. There are a few advantages to the new system over the old. Most are “behind the scenes” with improved security and administration. For customers, the new Tuxedo client is faster and the interface is cleaner. There are also security features for the end users that can help make email accounts more secure.

### Login Page

The original login page is known as the “Landing Page” and looks like the picture to the right.

Customers were able to choose their web email client or mail settings from the drop down menu. According to LinuxMagic, the company that licenses the Magicmail system, this login screen does not support the new Tuxedo mail system. We will be disabling this page in favor of a new default login page. Customers rarely chose Mail Settings, which meant most didn’t see some of the features Magicmail has, including the new security options.



The screenshot shows the original login page for LCI/Coastal Telco Services. It features a lighthouse logo and the text "Welcome to LCI/CTS Webmail!". Below this, it instructs users to log in with their full email address and password. There is a "Sign in" button and a "Forgot your password?" link. The page also mentions "Webmail Lite" and "Tuxedo" as options. At the bottom, it states "Powered by MagicMail" and provides contact information for LCI/Coastal Telco Services, Inc.




The screenshot shows the new login page for LCI/CTS Webmail. It features a "MagicMail" logo and the text "Welcome to the LCI/CTS Webmail System". Below this, it instructs users to log in with their full email address and password. There is a "Sign in to WebMail" button and a "Forgot your password?" link. The page also mentions "MagicMail Server User Interface" and "Tuxedo" as options. At the bottom, it states "Powered by MagicMail" and provides contact information for LCI/Coastal Telco Services, Inc.





The new login page, shown on the left, has no choices. Once the customer logs in, they will be in the mail settings menu. The URL is:

<https://mail.tidewater.net/login.php>

Using a web browser to access <https://mail.tidewater.net> will redirect here when the changes go live.



"Protecting Your Email"  
**MagicMail®**

Lincolnville Telephone Family of Companies  


 Since 1904  



Help
 Logout

Logged in as:  
 testdemo@tidewater.net

Home  
 Webmail  
 Spam Management  
 My Email Options  
 Security Options  
 Manage Mailboxes  
 Logout




Anti-Spam / Anti-Virus  
 Enabled Enabled  
 Powered by  
 MagicMail

### Your Webmail Choices

Each of our web mails give you access to check your email, but also gives you access to manage your anti spam settings, address book entries, as well as personal security settings.

Feel free to try out which suits your needs the best, and remember that what you do in one webmail is reflected in the other(s).

Launch your preferred webmail using the links below.

Webmail Lite
 Tuxedo
 New Tuxedo Preview

We have configured the login to automatically start at the webmail tab. Here the customer can choose their preferred email client. We've added the new Tuxedo client and it is live now. The other menu options contain useful tools.

**Spam Management** lets customers choose the spam blocking template that fits their needs. Only those templates that have the "(w/Quarantine)" comment will allow suspected spam to go to the spam folder. Without the quarantine option, any email our system flags as spam will be discarded.

Customers can review and edit their spam lists. We have three ways of flagging emails: block by Subject, block by Sender, and allow by Sender.

Spam blocking may be turned on or off by clicking on the Enabled/Disabled button. Disabling spam here does not stop the Magicmail system from blocking some emails before they get to the user level spam check.

Under spam management, customers can get information on how much spam was caught and they can see their quarantined mail. They can also approve senders in the quarantined mail list.




### Spam Management

#### Personal Spam Settings for testdemo@tidewater.net

The MagicMail personal spam filter works to filter spam messages regardless of whether you use Webmail or a client like Outlook Express. By default, the spam filter quarantines spam messages in a folder called "Spam". Once activated, this folder is viewable in your webmail, or using IMAP. We recommend that you routinely check this folder to ensure no legitimate email is getting caught. All quarantined mail is automatically deleted after 15 days.

<input type="radio"/> Do Not Allow Emails To Self	?
<input type="radio"/> Normal	?
<input checked="" type="radio"/> Normal, (w/Quarantine) (RECOMMENDED)	?
<input type="radio"/> Strict	?
<input type="radio"/> Lite (w/Quarantine)	?
<input type="radio"/> Aggressive, (w/Quarantine)	?

Enabled  
 click here to disable

Edit Spam Lists	
 Subject Blacklist	?
 From: Blacklist	?
 From: Whitelist	?

Click on the ? to the right of the setting for help.

**My Email Options** gives access to the vacation message/auto responder option, delivery filters (a fairly recent Magicmail addition), and a forwarding option. Vacation messages can be set to start and stop automatically using the calendar options or just turned on and off manually. The customer must click the

?

Vacation Message/Auto Responder is disabled

The vacation message feature will automatically reply to emails you receive with the custom subject and message body that you enter below. This is useful if you are going to be away from your email or would like an automatic reply to all emails you receive. You will continue to receive email to your email box as well.

Specify the calendar period that the vacation message should be active for:

Vacation messages start from:

Vacation messages runs to the end of:

Subject as it will appear on reply email (Default: Auto-Response from testdemo@tidewater.net):

(max 250 characters)

Vacation Message Text:

Reset

Enable vacation message: ☐

Update Vacation Message

“Update Vacation Message” button to change the message. Unless using the calendar option, they must also check the “Enable vacation message” box.

The delivery filter lets the customer send emails directly to mail folders. Those folders must be created before creating the filter.

Forwarding is obvious. Check the box to have a copy saved in the local inbox as well as sent on. Customers must click “Update Forwards” after making changes.

**Security Options** is where customers may change their passwords, set security notices and policies, and set access by country. Changing passwords is obvious. Security policies are set automatically at email creation to only allow secure access. Older email accounts may have those disabled. Customers are strongly encouraged to use secure channels at all times.

?

Manage Security Policies

Enforce Secure Channels (SSL/TLS) For All Services

Enabled☒ Disabled☐

Restrict SMTP Authentication To Ports 587 and 465 Only

Enabled☒ Disabled☐

Login Attempt Notification Preferences

Never

▼

Legacy Mailbox Access (POP3)

Secure Channels Only

▼

Update Policies

Country access was added a couple of years ago, but hasn't been used much. For new accounts, only the US, Mexico, and Canada are allowed. All others are turned off. It's a great security feature, but can cause issues. It's also not smart. Allowing .uk (United Kingdom) access without allowing .gb (Great Britain) could leave a customer locked out, so when traveling a customer may need to allow several domains to keep access open. Using a VPN based outside the US can also cause issues.

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Countries I Can Access My Email From

Here you can set restrictions on which countries you will be accessing your email from to read messages, or send messages. You can easily move countries from either permitted, or blocked, using the lists below. Certain countries may be locked by your domain postmaster or server administrator.

You are currently logged in from: **United States**

*Note: Locations are a best-effort lookup via GeoLite2 data created by [MaxMind](#)*

Allowed Countries

Select All

Canada

Mexico

**System Enforced**

United States

Blocked Countries

Select All

Afghanistan

Aland

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antarctica

Antigua and Barbuda

Argentina

Armenia

Aruba

Ascension Island

Australia

Austria

Azerbaijan

➔

➜

Save Country Restriction

To make changes, just click to highlight the desired countries and then click the arrow to move those selections from one list to the other. Click the “Save Country Restriction” button to save the changes.

The United States cannot be removed from the allowed list.

Enabling restrictions here can make email accounts safer from compromise.

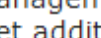
**Manage Mailboxes** on a non-master email is a quick shortcut to managing the password and the security question and answer for password recovery. Clicking details on the right can access forwarding options.

## Mailbox Management

Mailbox Management allows you to add, remove and edit individual mailboxes in your account. You can also set additional aliases here.

Mailboxes Used: 2 / 5

New Mailbox

Your Mailboxes		
 <p><b>MAILBOX #9058</b> (CURRENT)</p> <p>Name: TESTDEMO TEST</p> <p>User: TESTDEMO</p> <p>Edit Mailbox</p>	<p>EMAIL ADDRESSES: 1 (DETAILS)</p> <p>MAILBOX SIZE: 2000 MB</p> <p>SPACE USED: 0 MB</p> <p>OWNS DOMAINS:</p>	

The Master user can use Manage Mailboxes to create new email accounts up to the limit of five for a DSL or OPEN account.


### Mailbox Management

Mailbox Management allows you to add, remove and edit individual mailboxes in your account. You can also set additional aliases here.

Mailboxes Used: 2 / 5

New Mailbox


#### Your Mailboxes



**MAILBOX #9058** (CURRENT)  
**Name:** TESTDEMO TEST  
**User:** TESTDEMO

EMAIL ADDRESSES: 1 (DETAILS)  
MAILBOX SIZE: 2000 MB  
SPACE USED: 0 MB  
OWNS DOMAINS:

Edit Mailbox



**MAILBOX #9059**  
**Name:** SECONDTTEST TEST  
**User:** SECONDTTEST

EMAIL ADDRESSES: 1 (DETAILS)  
MAILBOX SIZE: 2000 MB  
SPACE USED: 0 MB  
OWNS DOMAINS:

Edit Mailbox Delete Mailbox

In this case, the user testdemo can create more mailboxes with the “New Mailbox” button and can edit or delete the other email users on the account. They can only create mailboxes up to the limit on the account and can never delete the master mailbox.

Changing the master mailbox can only be done by calling customer service or tech support.

### Manage Addresses and Aliases

This is the list of email addresses that are associated with this user's mailbox. To deliver incoming email to a different email address, you can add a forward.

*Note: Once you forward Email, you cannot check mail anymore at the Mailbox, unless you select the 'keep copy when forwarding' option.*

New Address

#### Your Addresses

Help

☐  Email

☐ **TESTDEMO@TIDEWATER.NET**  
Mailbox: #9058: TESTDEMO TEST  
Currently not forwarded.

Forwards:  
  
Keep copy when forwarding ☐

Save Changes Delete Selected

*Note: When email is forwarded, you will not receive a copy of the message in this mailbox unless you enable the option to keep a copy.*

[Return to Mailbox Management](#)  
[Show All Aliases in Account](#)

Clicking edit brings up the same options for forwarding, changing passwords, and setting security questions. Clicking on “DETAILS” on the right allows the master user to create aliases for any of the email addresses on the account by clicking the “New Address” button. Mail sent to aliases will go into

the same inbox as the mailbox being edited or forwarded somewhere else.

**Logout** is the last menu option. Below that are quick buttons to turn on and off Anti-Spam and Anti-Virus. ***Turning off these features is not recommended.***

Home

Webmail

Spam Management

My Email Options

Security Options

Manage Mailboxes

Logout

Anti-Spam / Anti-Virus

EnabledEnabled