

# Q&As - "Read Me"

## ESSOKA SECURITY Mail Service

### 1.

**Q** - What if I do not yet have a corporate e-mail?

**A** - If you don't have a corporate e-mail, e-mail [mailservice@essokasecuritycm.com](mailto:mailservice@essokasecuritycm.com) with your alternative e-mail address and you would receive a reply with your new corporate e-mail, password and login instructions.

### 2.

**Q** - I have a corporate e-mail listed at the contact page of the security website (<http://essokasecuritycm.com/contact-us.html>), however I cannot access my mail service because I don't have a password.

**A** - Send an e-mail to [mailservice@essokasecuritycm.com](mailto:mailservice@essokasecuritycm.com) with your alternative mail (e.g. Gmail or Yahoo Mail) and you would receive a reply with your new corporate password.

### 3.

**Q** - How can I change my password?

**A** - Request a password reset by sending an e-mail with the old and new password to [mailservice@essokasecuritycm.com](mailto:mailservice@essokasecuritycm.com). New passwords should contain an Uppercase letter, and a number, e.g. John76, or Eve92.

### 4.

**Q** - How do I configure/connect my e-mail client to my corporate e-mail?

**A** - <http://www.ipage.com/knowledgebase/beta/article.bml?ArticleID=1463>

However, if you're not sure about how to configure your email client, send an email to Mail Support Service ([mailservice@essokasecuritycm.com](mailto:mailservice@essokasecuritycm.com)), be sure to include the following; your Computer's operating systems (e.g. Windows 8, or MacOS Sierra), and your Mail Client (e.g. Outlook Express 2016, or Mail/Mac)

## 5.

**Q - MAIL DELIVERY FAILURE:** I receive the following message when I send an e-mail: "Mail delivery failed, returning message to sender." If part of this message indicates "**mailbox for user is full**", do the following:

**A - 1) Delete older emails.**

2) If you can't afford to delete any e-mail, archive your mails to the offline e-mail client, e.g. Outlook, or use Microsoft Word to Manually backup your important e-mails, or export your mailbox using your e-mail client e.g. OS X Mail, to your computer.

**\*\*\*If you are not using a mail client or mail user agent (MUA) like outlook or Mail (Mac) etc, then you would have to properly manage your mailbox by deleting older emails**

3) **Download all e-mail attachments to your computer.** Note: the size of e-mail attachments would eventual replete your mailbox space/size (0.5GB).

4) Empty your Trash and Junk mailboxes.

**5) Adopt a healthy e-mail management scheme by always implementing the above-mentioned tips before you receive the following notification email from the postmaster - "Your mailbox is 95% full!" - Do not wait for your mailbox to be full before implementing the aforesaid email management steps!!!**

6) Contact the [MailService](#) if you are still encountering e-mail related difficulties.

**Forward all E-mail inquiries to [mailservice@essokasecuritycm.com](mailto:mailservice@essokasecuritycm.com)**