Steps for Email Account Set-Up

All I.C.s need to use Microsoft Outlook for managing your business emails (not Outlook Express which will not work and is a very different program). The following steps outline how to set up Microsoft Outlook software to retrieve your CruisingCo.Com emails. Please check this email account daily.

Please note: These directions work for most I.C.s. It is your responsibility to understand your software (no older than 2003 Microsoft Office products) and to learn about your specific version of software before you ask for help. We do not know exactly how your computer is configured and a call to your Internet Service Provider (ISP) usually resolves all questions. If you experience trouble, please read through the help sections on these topics: "Configuring email accounts", "Change the display name recipients see", "Email Signatures", "Make Microsoft Outlook your default program for Email". Reading these topics will help you comprehend how your specific system works.

Step 1.
These are your steps for setting up your new CruisingCo.Com email address:

From the Tools menu, select Email accounts, select "Add a new e-mail account" ~ then select "Pop3" and click next. Enter your first and last name and use the following information:

    POP3 Server: mail.cruisingco.com
    SMTP Server: mail.cruisingco.com
    USERNAME: your CCE email address (e.g. JohnL@CruisingCo.com)
    PASSWORD: the same password for your email

    Go on to More Settings and update your Mail account settings to show:
    Mail Account: Enter New CCE Email address
    Organization: CruisingCo.Com
    Reply E-Mail: Enter New CCE Email Address (double check to ensure accuracy)

    Still in the More Settings Menu
    Select the "Outgoing Server Tab"
    Click the "My Outgoing Server (SMTP) requires authentication".
    Click "Use same settings as my incoming mail server"

    Click the "Advanced Tab", unclick "Leave a copy of messages on the server". This will delete your messages from the server once they are downloaded to your Microsoft Outlook program. We have a finite amount of space, and it will make it last much longer if you don't leave your messages on the server after downloading them. This is the default setting for most email programs. Be sure to click "OK" to save changes, then click next or click finish to save once more. Test account to see if it works.

Alternate Steps. If your POP3 and SMTP settings are different:
    Ensure that only the POP3 setting reads **mail.cruisingco.com**
    Enter your SMTP setting exactly the same as they are for your ISP email account – this is very important

    Example for POP3 and SMTP settings being different:
    POP3 Server: mail.cruisingco.com
    SMTP Server: mail.nw.centurytel.net
    USERNAME: your CCE email address (e.g. JohnL@CruisingCo.com)
    PASSWORD: the same password you use to get into the agents section of the CCE site

    Go on to More Settings and update your Mail account settings to show:
    Mail Account: Enter New CCE Email address
    Organization: CruisingCo.Com
    Reply E-Mail: Enter New CCE Email Address (double check to ensure accuracy)

    Click the "More Settings" tab
    Select the "Outgoing Server" tab
    Uncheck "My Outgoing Server (SMTP) requires authentication" box – this is very important!

    Click the "Advanced Tab", unclick "Leave a copy of messages on the server". This will delete your messages from the server once they are downloaded to your Microsoft Outlook program. We have a finite amount of space, and it will make it last much longer if you don't leave your messages on the server after downloading them. This is the

default setting for most email programs. Be sure to click "OK" to save changes, then click next or click finish to save once more. Test account to see if it works.

Use Correct Account to Show Professional Return Email Address
Please be sure every time you compose a business email you select your CCE account so your business signature and return email account show to clients. We suggest that you select your CCE email account be your "default email account" - which means it will be used each time you start a business email.

Be sure to NEVER use this email account for personal emails, never register or purchase items on the internet with your CCE email address – this endangers ALL of our email addresses and invites SPAMMERS and HACKERS to compromise our servers. DO NOT use your CCE address to sign up for any newsletters or information online. Use your personal email address for such activities. Reserve the use of your CCE address for clients and official business ONLY. Also, DO NOT use the unsubscribe link on any email spam you receive. All you are doing is confirming to the spammer that you have a valid domain and they in turn sell your name to other lists.

SmarterMail – For out-of-town web access

We also offer access to Smarter Mail which is a web based e-mail interface. In order to get your email, from any web browser page, enter this URL: mail.cruisingco.com. We suggest you SAVE this webpage link in your "Favorites". This will open your browser to the Smarter Mail program where you will enter your entire email address and password to access your email.

Log in with your CCE email address and same password. From there, you'll be able to access your email directly on our server. You'll only have about 50 mg of storage space, so you may only use this method only temporarily and not for saving emails other than while you are traveling.   If you use your SmarterMail account regularly, please keep your sent message file cleared out online by forwarding a copy of all sent emails to your home computer and deleting all the sent messages regularly.

Your ISP will know more specific steps for you to use, a phone call to them saves you time and some steps may be slightly different if you use a different version of the Outlook program. Please "Google" your version of Outlook for specific changes to directions before you email officesupport@cruisingco.com if you have any questions.