

Email FAQ

WebMail* Login Procedure:

Open your internet browser and type www.ctctel.com in the address bar and you will be directed to our webpage. Once the page is loaded there will be a "Webmail Login" box at the right side of the page. Enter your username which is the first part of your email address before the "@" symbol, ex. username@ndsupernet.com. Then click in the password field and type in your password. Both username and password fields are case sensitive. Next you will need to choose the correct email server, ex. username@ndsupernet.com, then click on the right arrow button and you will be logged in. You can now view any new email that has not been downloaded into an email client such as Outlook, Outlook Express or Incredimail.

Q: How much storage space do I have in my email account?

A: There are 2 different sizes on email accounts if your email address is username@pop.ctctel.com or username@mail.ctctel.com then the account has a 50MB storage capacity. If your email address is username@ndsupernet.com then the account has a 50MB storage capacity.

Q: Can I increase my storage capacity for my email address or mailbox? A: Yes, you can increase your email storage capacity in 50mb increments. There is a monthly fee for this increase. Please call customer service for rates.

Q: My friend keeps trying to send me email and gets a message back saying "Account Over Quota" what does this mean?

Q: I haven't received any new email lately and I don't think my email is working, what is wrong with my email?

A: You have exceeded the maximum storage space of your mailbox. Messages such as high resolution pictures and video clips take a large amount of storage space. You will have to either download the large messages or delete the large messages from your inbox or sent items folder in Webmail*.

Q: If I am out of town or at a friend's house can I still check my email:

A: You can check your email at any time from any pc that has internet connectivity by logging into Webmail*

Q: Why do I keep receiving the same messages over and over again in Outlook Express?

A: There may be a large message stuck on the server. If you are on a dialup internet connection Outlook Express sometimes times-out or quits trying to download a message if it is taking too long. Normally on a dialup connection anything over 1MB in size will time-out when trying to be downloaded to Outlook Express. You can still view, download, or delete the message by closing out of Outlook Express and logging into Webmail*

Postini Virus and Junk Mail Filtering Software FAQ

Q: I am getting a large amount of junk mail in my email account is there anything I can do to eliminate this junk mail.

A: Consolidated offers free Postini junk mail and virus filtering for your email. By default the virus scan is turned on but the junk mail filter is off or set to very lenient. You can login to your Postini account at any time to setup the junk mail filter, view filtered email, or change account settings. Open your internet browser and type www.ctctel.com in the address bar and you will be directed to our webpage. Once the page is loaded there will be a "Postini Login" box at the right side of the page. Enter your username which is your whole email address, ex. username@ndsupernet.com. Then click in the password field and type in your password. Your password for Postini is the same as the password for your email account. Both username and password fields are case sensitive. Next, click on the right arrow button and you will be logged in. You can now view and delete any filtered email or change your account settings.

Anti Virus FAQ

Q: Do I need anti virus software on my computer if Postini is already scanning for viruses?

A: Yes

Outlook Express Q: Why can't I open attachments in Outlook Express?

A: A security setting in Outlook Express is not allowing you to view your attachments. Open your Outlook Express and click on Tools then Options, then the Security Tab, take the checkmark out of "Do not allow attachments to be saved or opened that could potentially be a virus." Click Apply then OK. You should now be able to open attachments.