



Old Pats Technical support Old Pats Emails



Accessing emails via Webmail (your browser)

1. Go to www.oldpats.co.uk/webmail
2. Enter your Old Pats email address for Username then your Old Pats email password and press enter.
3. If it's the first time you've accessed your 'Cpanel' screen you need to locate the 'Roundcube' box in top left corner and a) tick the 'Open my inbox when I log in' tickbox then b) click the 'Open' button next to it which will take you to your Roundcube webmail screen.
4. You can change your password to a more memorable one. Once changed only you (not technical support) can access your emails.
5. Don't forget to bookmark your login page for easier access next time

You should now have access to your Old Pats e-mail using webmail

Setting up on your iPhone and iPad

Option 1 (automatic configuration)

You will have been sent a set-up email to your alternative email address titled **cPanel on oldpats.co.uk** (to request another email laurence.hale@oldpats.co.uk)

This email comes with legitimate and secure iphone configuration attachments that when clicked download to your phone.

You then go into settings where you'll see above Airplane Mode 'Profile Downloaded'

Click on that to see that your phone has identified it as secure and verified.

Click 'Install' at the top right hand side of your screen and your Old Pats email account will download to your phone.

When asked for the account password use your old pats email password.

Option 2 (manual configuration)

1. Press Settings
2. Scroll down to Mail (just below passwords)
3. Press - Mail
4. Press - Accounts (half way down the page)
5. Press - Add Account
6. Press - Other
7. Press - Add Mail Account
8. Name - Enter your first name and surname as per your email address
9. Email - Enter your Old Pats e-mail address e.g. matt.cape@oldpats.co.uk

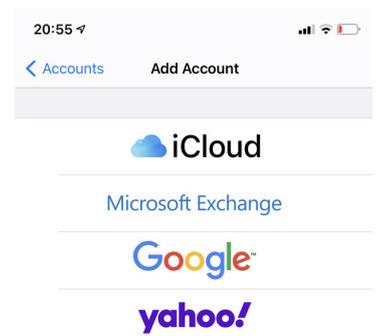
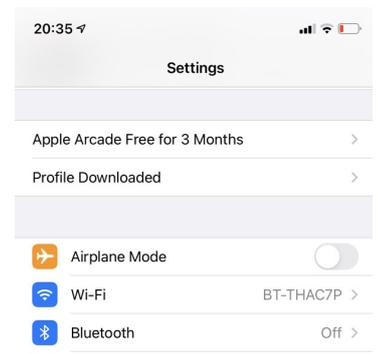
Webmail

Email Address

Password

[Log in](#)

[Reset Password](#)





10. Password - Enter your password (same as webmail)
11. **Incoming Mail Server** - enter the following:
Host name: srv1.salesgenerationteam.co.uk
Username: your email address (firstname.lastname@oldpats.co.uk)
Password: your password
12. **Outgoing Mail Server** - repeat above
13. Complete the Account Set up on screen and the Old Pats account should appear in your e-mail accounts when you press the Mail Icon on the bottom of the home page

Setting up on your Mac

Option 1 (automatic configuration)

To set up on a Mac we assume you'll be taken through easy to follow configuration steps when you click on the attachments. *Please get in touch if you have difficulty or if you can give us some tips to pass on to others.*

Option 2 (manual configuration)

To set up on a Mac manually we are assuming the set up is similar to other IOS i.e. the Iphone so please refer to the instructions above. *Please get in touch if you have difficulty or if you can give us some tips to set up on a Mac manually.*

Setting up on Android mobile phone

Option 1 (manual configuration)

We assume you follow similar instructions for setting up on Outlook or similar (see below). *Please get in touch if you have difficulty or if you have some helpful tips for your email client.*

Setting up PC email client (e.g. Outlook)

1. Add account
2. Opt to set up manually
3. IIMAP or POP3 (We recommend IMAP - Google it to find out why)
4. **Username:** firstname.lastname@oldpats.co.uk
5. **Password:** Use the email account's password (We've sent you your temporary password in the set up email from us!)
6. **Incoming Server:** mail.oldpats.co.uk

IMAP Port: 993
POP3 Port: 995
Encryption Method SSL/TLS
Require login using Secure Password Authentication (Tick)

7. **Outgoing Server:** mail.oldpats.co.uk

SMTP Port: 465
Encryption Method SSL/TLS
Require login using Secure Password Authentication (Tick)