

# INKSNAPP

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## INKSNAPP User Manual: Mail and Cloud Services

This guide provides instructions for accessing and utilizing your two core INKSNAPP services: INKSNAPP Mail (for secure, business-grade email) and the INKSNAPP Cloud (for file storage and collaboration).

### Part 1: INKSNAPP Mail

Your INKSNAPP Mail service provides a secure, reliable, and feature-rich business email experience.

#### 1. Accessing Your Webmail

The easiest way to check your email is directly through your web browser. Please use one of the following addresses:

- **Main Webmail:** <https://webmail.inksnapp.co.za>
- **Fully Managed Website Package Users:** Users with this package can also access mail via their cloud dashboard at <https://cloud.inksnapp.co.za/apps/mail>.

Once on the login page:

1. Enter your **Full Email Address** (e.g., [info@yourcompany.co.za](mailto:info@yourcompany.co.za)) as the username.
2. Enter the **Password** provided by INKSNAPP.
3. Upon successful login, you will see the Webmail Interface. This interface allows you to send, receive, and manage all your email, contacts, and calendar entries.

#### 2. Desktop & Mobile Mail Client Configuration

If you prefer to use a desktop or mobile email client (like Outlook, Apple Mail, or Thunderbird), please use the following settings. We recommend using **IMAP** as it synchronizes your email folders across all your devices.

Setting	Protocol	Server	Port	Security/Encryption
Incoming Mail (IMAP)	IMAP	mail.inksnapp.co.za	993	SSL/TLS
Incoming Mail (POP3)	POP3	mail.inksnapp.co.za	995	SSL/TLS
Outgoing Mail (SMTP)	SMTP	mail.inksnapp.co.za	587	STARTTLS
Username	(All)	Your Full Email Address	N/A	N/A
Password	(All)	Your email account password	N/A	N/A

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### 3. Account Security and Management

Feature	Action
Resetting Password	Log in to the mail server URL and look for the "Change Password" option in your user settings. Choose a strong, unique password.
Out-of-Office Reply	In the Webmail interface, look for "Autoreply" or "Vacation Message." You can set a custom message, start date, and end date for automatic replies.
Spam Management	Your mail system includes built-in spam filtering. If you notice specific emails bypassing the filter, mark them as Junk or Spam within your Webmail client to train the system.

### 4. Account Recovery

Scenario	Action Required
Password Recovery	If you have previously provided a recovery email address in your account settings, you may use the "Forgot Password" link on the login page.
No Recovery Email Set	You must contact INKSNAPP Support directly for assistance. We will need to verify your identity before a password reset can be initiated.

## Part 2: INKSNAPP Cloud

Your INKSNAPP Cloud provides secure file storage, sharing, and team collaboration tools.

### 1. Accessing the INKSNAPP Cloud

1. Open your browser and navigate to your designated Cloud URL: <https://cloud.inksnapp.co.za>
2. Enter the **Username** and **Password** provided by INKSNAPP.

### 2. Understanding Your Storage Allocation

Storage Type	Allocation	Purpose
Individual User Storage	1 GB per user	Storage for your personal files, drafts, and documents not yet shared with the team.
Team Folders (Shared)	30 GB per company	Centralized storage for company-wide documents, client files, and resources that all team members need to access.

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To access the company's shared storage, look for the main "Files" area and navigate to the "Team Folders" section.

### 3. File Management (Upload, Download, and Sync)

Action	How to Perform
Upload Files	In the Files view, click the (+) button or the "Upload" button, or simply drag and drop files from your computer directly into the Cloud folder.
Download Files	Right-click on any file or folder and select "Download" to save it to your local device.
Syncing Files	For seamless access, download the INKSNAPP Cloud Desktop or Mobile Client (available for Windows, macOS, Android, and iOS). Install the client, enter the Cloud URL, and log in.

### 4. Sharing and Collaboration

1. Find the file or folder you wish to share and click the "Share" icon.
2. **Internal Sharing:** Start typing the name of a colleague to share the file directly with them.
3. **External Sharing (Clients/Third Parties):** Click "Share link" to generate a secure link. You can set optional security measures:
  - **Password Protection:** Require a password to access the file.
  - **Expiration Date:** Set a date when the link will automatically stop working.
  - **Permissions:** Choose whether the recipient can only view or can also edit/upload to the folder.

### Support & Contact

If you encounter any issues, please contact us immediately:

- E-mail: [support@inksnapp.co.za](mailto:support@inksnapp.co.za)
- Cell: +27 61 181 6712