

EPB EMAIL

Quick Start Guide



Congratulations on making the smart move to EPB for communications solutions that help you do business even better. Use this quick start guide to get started with your new EPB EMAIL service. If you require additional assistance, we're available any time at 423-648-1500 or at support@epbf.com.

OVERVIEW

You can access your email on any computer through a web browser, via a mobile device or via a desktop client. Depending upon your level of service, EPB Email also allows you to manage calendars and contacts and to use your own custom domain name (for instance, the same domain name as your business's web address).

EMAIL FEATURES

Feature	Advanced Email
Email Addresses	Small Business customers: 2 email addresses included with service. Business Pro customers: 10 email addresses. Additional email addresses are available for a monthly fee.
Emails tied to custom domain name	Small Business and Business Pro customers can have their email addresses attached to a custom domain name, such as a business website domain.
Address Book/Contacts	Store and manage contacts, including a shared contact list for your company. Access contacts via web, desktop or mobile device.
Calendar	View, manage and share your calendar within your company. Access calendar via web, desktop or mobile device.
Access Email via Web Browser	Yes
Access Email via Mobile Device	Yes
Access Email via Desktop Email Client	Yes

EMAIL ADDRESS SETUP

Before your email service goes live, your EPB representative will work with you to set up the email addresses you require. You will also be provided with a temporary password for all the accounts. *You should receive confirmation of your email addresses and password prior to or at the time your service goes live.*

Domain Name Transfer

If you wish to use the same domain name as your business, your EPB representative will work with you to transfer the domain name for your email addresses.

Email Administrator Account

When you provide EPB with the email addresses you require, you will also be asked to designate one of the email accounts as the email administrator. The administrator will have access to the admin portal at <http://admin.epbfi.com>. The admin portal allows the administrator to add/delete/edit accounts for your domain, including:

- Add or remove email addresses
- Change email passwords
- Create or remove email distribution lists
- Manage calendars
- Migrate emails from previous email providers

Change Password

Individual users can change their password using the following steps:

1. Using your web browser, go to <http://admin.epbfi.com>.
2. Login using your email address and password.
3. Under Email Management, select Change Password and follow the prompts.

Access Email Via the Web

1. Open your web browser and go to <https://mail.epbfi.com/>
2. Enter your email address and password to access your email.
3. From the email window, you can: read and reply to received emails; write and send new emails; save old email or delete unwanted email.

Access Email Via a Mobile Device

Advanced Email currently supports iPhone, iPad, iPod Touch, Android smartphones and tablets, Windows Phone, and Surface. For instructions on accessing your email using an Android, IOS or Windows mobile device, go to <https://admin.epbfi.com/client/all/doc> and select instructions for your device under Mobile.

Access Email Via a Desktop Client

Advanced Email can be used with Microsoft Outlook or Apple Mail, Contacts, and Calendars.

For instructions on accessing your email via a desktop email client such as Outlook, Mail or Thunderbird, go to <https://admin.epbfi.com/client/all/doc> and select instructions for your mail client under Desktop.