

HOW TO SET UP GONDTC EMAIL

In order to complete this process, you will need to know your goNDTC email address, username and password.

If you don't know your password, you can call the helpdesk at 1-888-840-6382 for assistance.

If you are setting up your email to be accessed from more than one location (computer, mobile device, etc.) you should consider using IMAP instead of POP email protocol. This will keep your email in sync, no matter what device you are accessing mail from. If you choose IMAP for setting up your mobile device, you will need to change your computer email client to match.

Incoming Mail Server

mail.gondtc.com

username {this is your email address, without the @gondtc.com}

your e-mail password

Outgoing Mail Server

mail.gondtc.com

username {this is your email address, without the @gondtc.com}

your e-mail password

goNDTC.com email requires SMTP AUTH to send email. The Username and Password for Outgoing Mail Servers may show up as *Optional*, or your device may have a section asking for Authentication on Outgoing email. The email credentials and authentication method need to be configured. The Authentication method is "Password".

goNDTC.com email also uses an SSL security certificate. If your email client asks for security type, choose SSL.

The ports associated with SSL are:

- POP3 SSL – 995
- IMAP SSL – 993
- SMTP SSL – 587 or 465

Maximum size of an email, incoming or outgoing, is 20MB. NDTC will not restore lost email.

Our server blocks .zip files due to the extensive use of .zip files to deliver viruses. We recommend using an ftp alternative such as Dropbox to transfer files.

****An email account that has not been logged into for 365+ days will be considered inactive, and all stored email on the server will be deleted.****

Passwords

To change your password, log in to webmail at mail.gondtc.com with your email address and email password. Click on Options on the right side of the screen and choose Preferences. "Change password" is found under the General tab. To change it, type in your new password and then again to confirm, and click the Change button. Click Close at the bottom of the page. Passwords take effect immediately! You will need to update your email password on any devices and/or email clients that you use to check your email on.

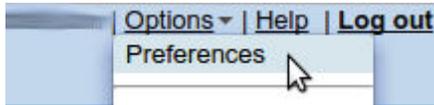
To be secure, passwords need to be a minimum of 16 characters, and use one uppercase letter and one number. A phrase makes a good password and is easier for you to remember. Passwords are case sensitive, so an uppercase "T" is different than a lowercase "t". If you do not remember your password or enter it wrong 5 times, your account will be locked for your protection. If this should happen, please call the Help Desk at 662.8350 to have your account unblocked or to reset your password for you. Old passwords will not be given out, only reset to the default.



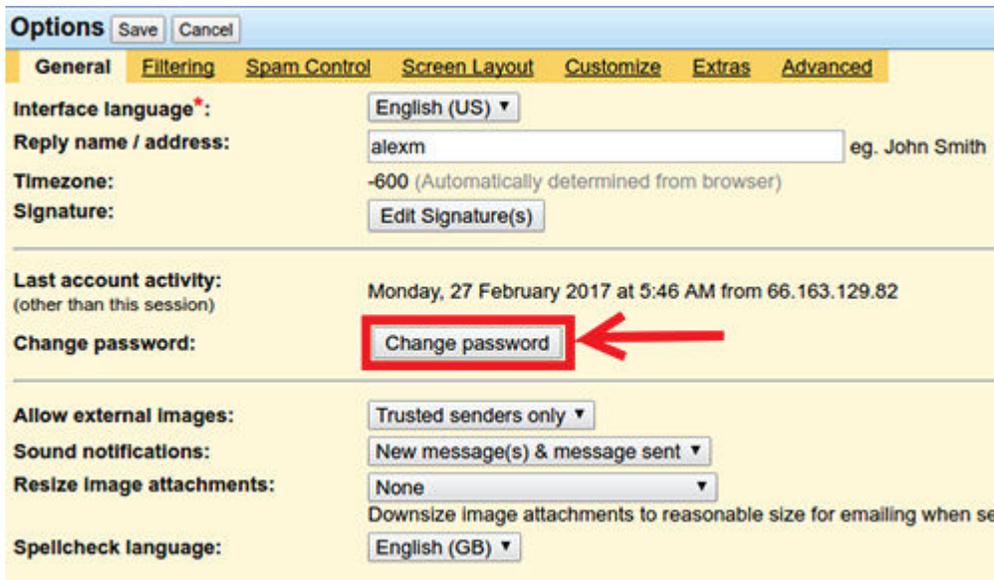
Forgot your password? How to set up password retrieval questions so you can recover it if you do!

NDTC's mail server now supports a self-service password reset. In order to use this, however, you must first create at least two password retrieval questions.

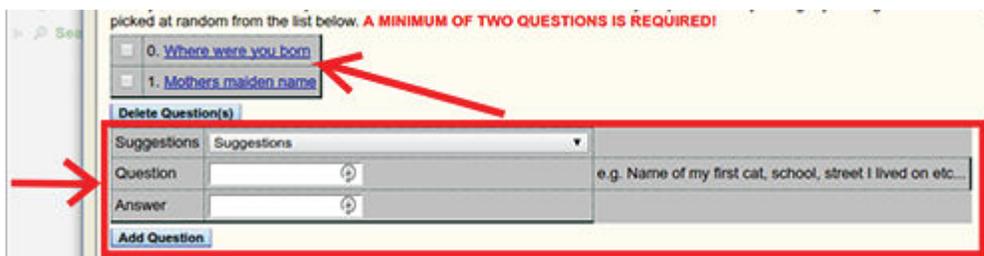
To do this, log into NDTC's webmail at mail.gondtc.com. Then, at the top right of the window, click "Options", then "Preferences" on the drop-down menu, as shown below:



Next, click the "Change password" button:



Select a suggested question by clicking the drop-down arrow on the right side of the "Suggestions" box, or create your own questions by typing the question into the "Question" field. Add your own answer in the "Answer" field, and click the "Add Question" button. This will add your question and answer set above the "Suggestion" section. Remember, you must do this a minimum of two times.



Now, if you ever forget your password, you can simply click the "Forgot Password" link on the login page and answer your questions!

Another option is to add an alternate email address to the "Recovery Email" field. The password reset page will give you the choice between answering questions or emailing a password reset email to the alternate email address. If you have another email address, it would be wise to add this as a backup method for resetting your password.

Away from home?

You can also access your email from any internet access point using WebMail.

