**Logging Into Webmail**

Our web mail is accessed through http://mail.canadasurfs.net.  The user name is the first part of your canadasurfs.net email address ("user" for the address "user@canadasurfs.net").

**Candasurfs Email Account Set Up**

**Canadasurfs.net email run on Gmail, and use Gmail settings:**

Before getting started, please make sure you know your canadasurfs.net email address and your canadasurfs.net password.

On iPhone or iTab, download the Gmail application from the Apps Store.  When asked for your account information, enter your full canadasurfs.net email address and password.

On an Android phone or tablet, open the gmail application.  When asked for your account information, enter your full canadasurfs.net email address and password.

On a PC of MAC are two options for email, POP and IMAP.  If you will only be accessing your email from a single device, POP is the best option.  If you will be accessing email from multiple devices, such as on a computer and on a smartphone, IMAP will synchronize them so deleting an email on one device will also delete it on the others.  You can use a combination of POP and IMAP on multiple devices, so long as you only have one device using POP settings.

Instructions on setting up a variety of email programs can be found at: https://support.google.com/mail/troubleshooter/1668960

**Resources**

- Gmail POP Access Help Center;
- Gmail auto-configuration tool for Microsoft Outlook 2002 or Outlook Express;
- Microsoft article on using Outlook 2002 or 2003 with a Google Gmail account.

**Reading and Sending Email**

By clicking on an email, you can read it. You can also send email using the "New Message" link at the top of the page.  You may also save drafts and review messages sent from within the webmail program.

Note: Once your computer's email application has downloaded an email, it will no longer appear on the webmail page. It is strongly recommended that you do not solely rely on webmail to manage your emails as the storage is limited on line.

**Checking the Spam Folder**

Our server automatically filters spam, and places it in the Spam folder.  Email in the spam folder is automatically deleted when it is 35 days old; we recommend checking it at minimum each month to make sure there aren't any emails you wish to keep being filtered.

To check your Spam folder, click on the words "Spam" in the Folder list in the left hand pane. If there is an email you wish to keep, simply check the box in front of it, change the dropdown boxes to move the selected email to the inbox, and hit OK. If you wish to stop a particular email from sending messages to you at all, select Black List in the dropdown, and if email is being incorrectly filtered as spam, select White List to have it go to your Inbox instead.

**Changing Email Settings**

Click the gear icon at the top right corner of the page to access the Settings page. This page contains settings such as time zone, alternate reply address, and signature.

**Auto-Responder**

An auto responder may be configured. First, click on the gear at the top right corner of the webmail page. Responder settings will be found under the General tab at the very bottom of the page. Be careful to set the responder to "Vacation responder on" to enable this feature.

**Email Forwarding**

Clicking on the Forwarder link brings up a new screen allowing you to have email automatically forwarded to other email address(es).

An example of using email forwarding would be having your business email sent to another staff member while you are away.

**Forgotten Password**

If you have forgotten your password, please contact us at 780-669-1001 or support@canadasurfs.net to have us reset it for you.