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GETTING STARTED WITH BEKO MEDIA (HOW TO ACCESS EMAILS)

BEKO MEDIA
Fast. Faster. FIBER!

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1 Accessing Emails from Your Browser

1.1 Enter URL

- i. Enter the following link in your browser www.yourdomain.co.bw/webmail
- ii. **NB:** Where you see “**yourdomain**”. Replace it with your registered domain name.


1.2 Enter User Credentials

- i. You will be presented with the below screen. Enter the email address and password provided to you by Beko Media Technical Team.


A screenshot of a webmail login interface. At the top, the word "Webmail" is displayed in a large, orange, stylized font. Below this, there are two input fields. The first is labeled "Email Address" and contains a user icon and the placeholder text "Enter your email address.". The second is labeled "Password" and contains a lock icon and the placeholder text "Enter your email password.". Below these fields is a blue "Log in" button. At the bottom, there is a link that says "Reset Password".

Webmail

Email Address

 Enter your email address.

Password

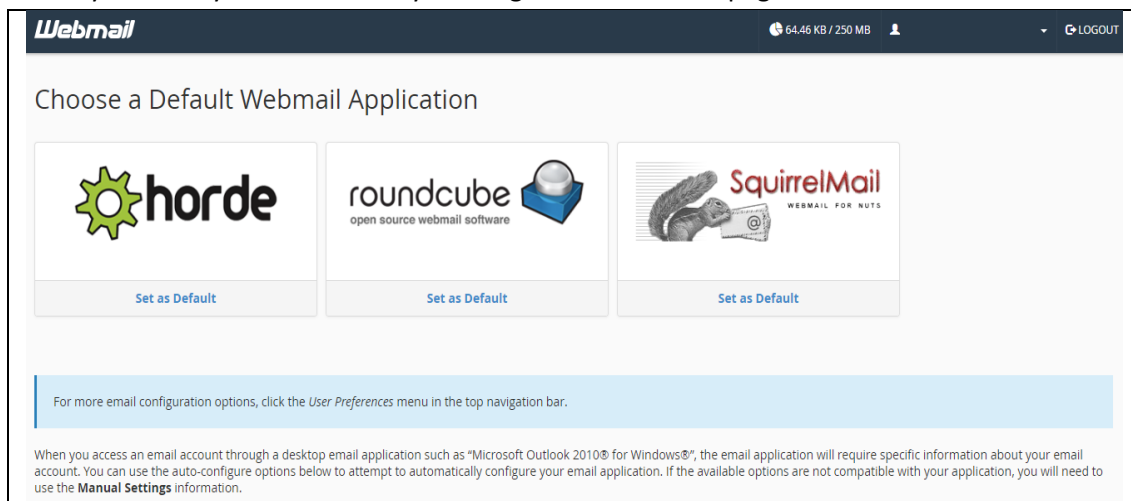
 Enter your email password.

Log in

[Reset Password](#)

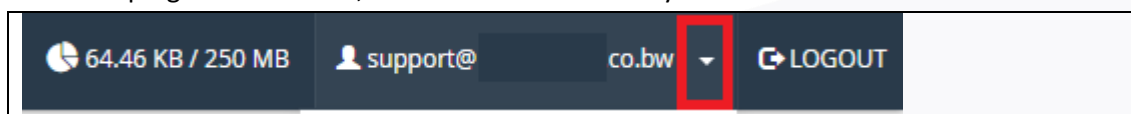
1.3 Initial Page

- i. After you enter your credentials you will get into the initial page as shown below.

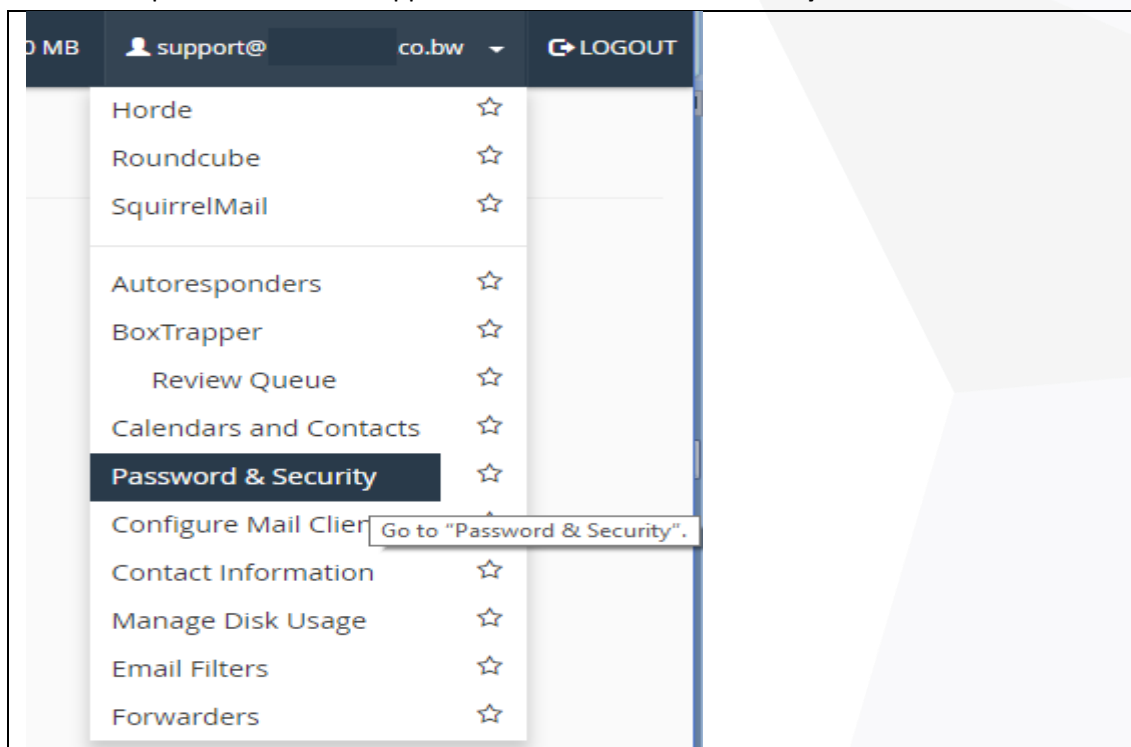


1.4 Changing Password


- i. At the top right hand corner, select the arrow next to your email.



- ii. On the drop down menu that appears select **"Password & Security"**.



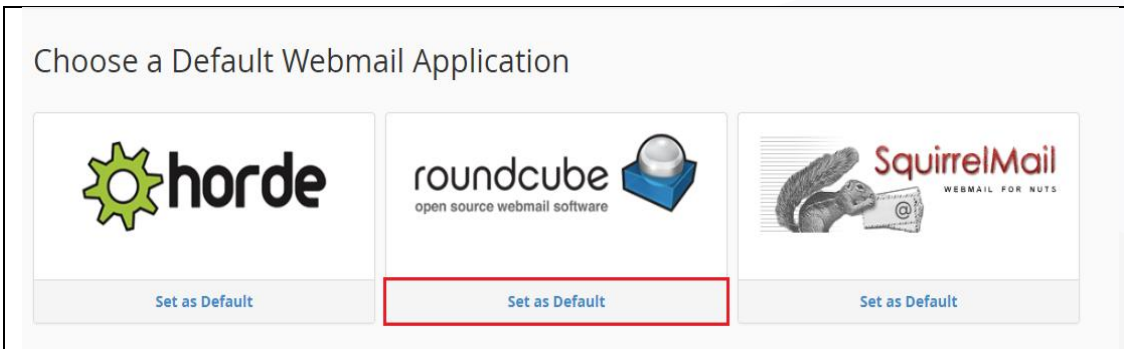
- iii. On the screen that appears, enter your new password and click **“Save”**.



The screenshot shows the 'Webmail Password & Security' interface. It has a dark header with the 'Webmail' logo. Below the header, there's a section titled 'Password & Security' with a sub-header 'Enter a new password for this account.' There are two input fields: 'New Password' and 'Confirm New Password', both masked with dots. Below these fields is a 'Password Strength' indicator showing a green bar and the text 'Very Strong (94/100)'. To the right of the strength indicator is a 'Password Generator' button. At the bottom left is a blue 'Save' button.

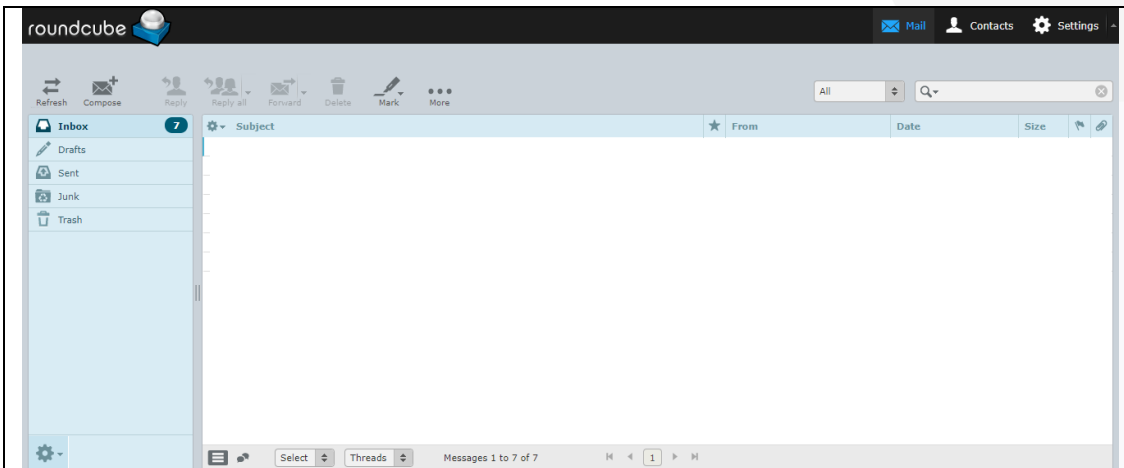
1.5 Selecting User Interface

- i. You have three (3) different interface options to choose from. Beko Media recommends using ROUNDCUBE because of its user friendly interface. Select ROUNDCUBE as your preferred interface, by selecting **“Set as Default”**.



The screenshot shows the 'Choose a Default Webmail Application' screen. It features three cards: 'horde' with a green gear icon, 'roundcube' with a blue cube icon and the text 'open source webmail software', and 'SquirrelMail' with a squirrel icon and the text 'WEBMAIL FOR NUTS'. Each card has a 'Set as Default' button at the bottom. The 'roundcube' button is highlighted with a red border.

- ii. You will then be presented with the below page and you can begin sending and reading emails.

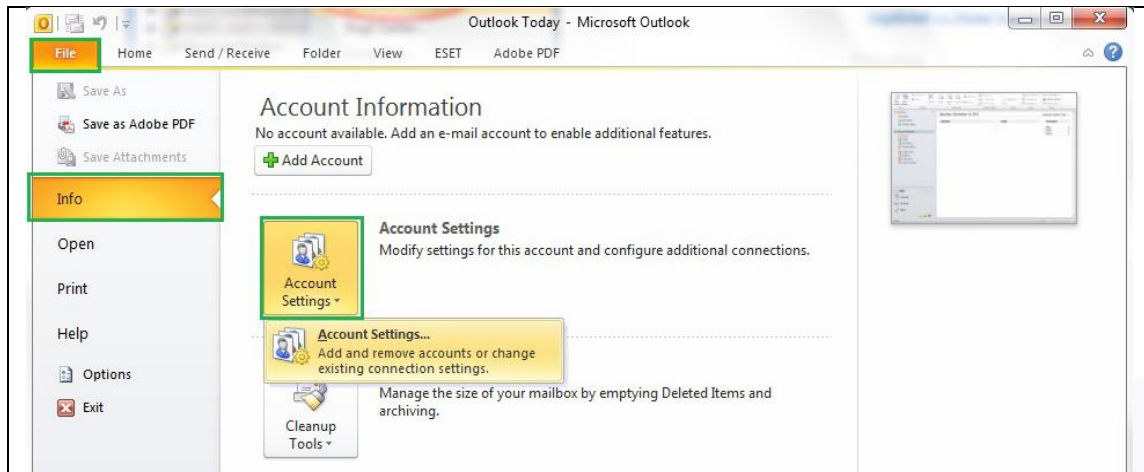


The screenshot shows the Roundcube webmail interface. It has a dark header with the 'roundcube' logo and navigation links for 'Mail', 'Contacts', and 'Settings'. Below the header is a toolbar with icons for 'Refresh', 'Compose', 'Reply', 'Reply all', 'Forward', 'Delete', 'Mark', and 'More'. On the left is a sidebar with a list of folders: 'Inbox' (7), 'Drafts', 'Sent', 'Junk', and 'Trash'. The main area shows a list of emails with columns for 'Subject', 'From', 'Date', and 'Size'. At the bottom is a status bar with 'Messages 1 to 7 of 7' and navigation controls.

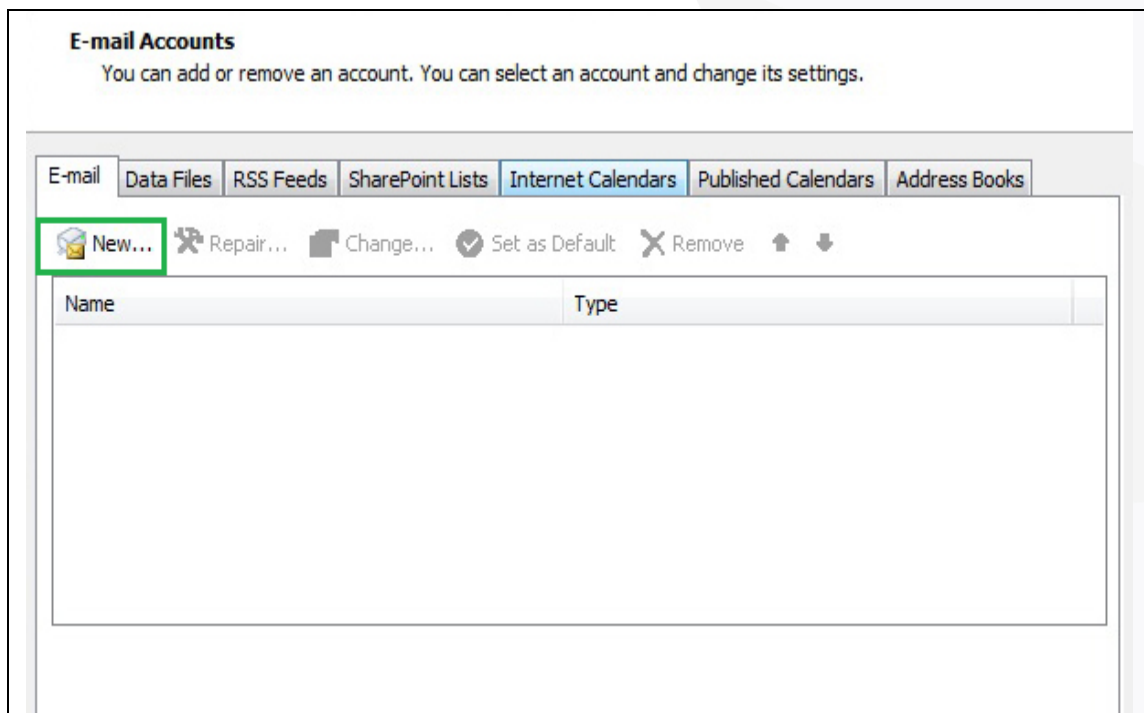
2 Setting Up Emails On Microsoft Outlook On Your Computer Or Laptop

2.1 Microsoft Outlook 2010

- i. First, go to "File > Info > Account settings".



- ii. Click on "New".



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- iii. Tick **"Manually configure server settings or additional server types"** and click **"Next"**.

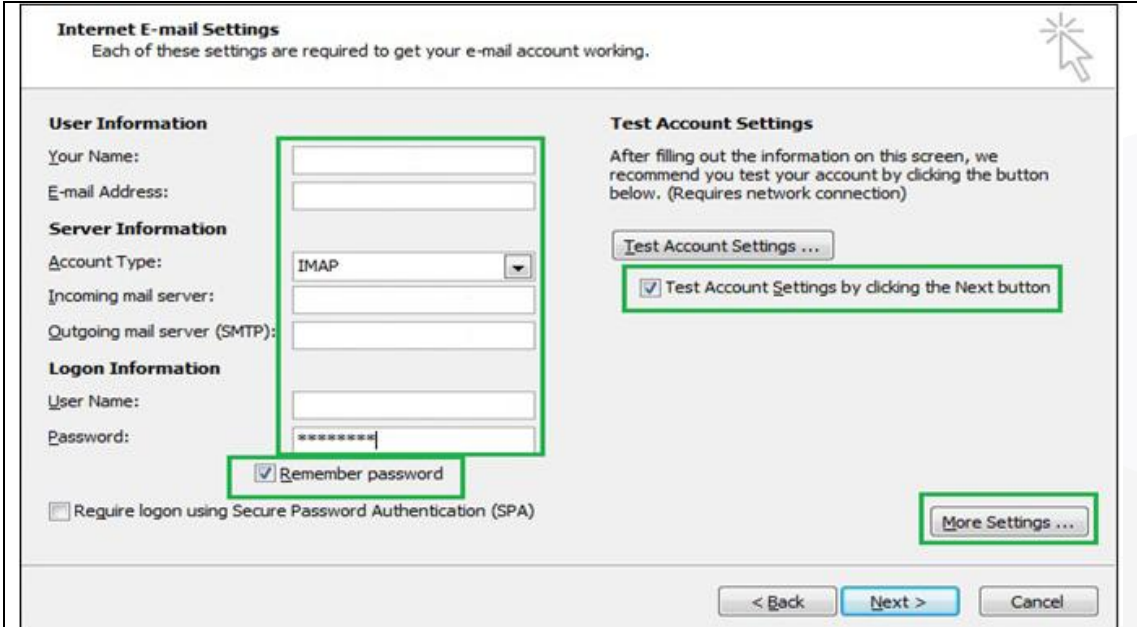
The screenshot shows the 'Auto Account Setup' window with the subtitle 'Connect to other server types.' There are three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The third option is selected and highlighted with a green box. Below the options are input fields for 'Your Name:', 'E-mail Address:', 'Password:', and 'Retype Password:'. The 'Next >' button at the bottom right is also highlighted with a green box. A mouse cursor icon is visible in the top right corner.

- iv. Select **"Internet E-mail"**.

The screenshot shows the 'Choose Service' window. There are four radio button options: 'Internet E-mail', 'Microsoft Exchange or compatible service', 'Text Messaging (SMS)', and 'Other'. The first option, 'Internet E-mail', is selected and highlighted with a green box. Below the 'Other' option is a text box containing 'Fax Mail Transport'. The 'Next >' button at the bottom right is highlighted with a green box. A mouse cursor icon is visible in the top right corner.

- v. On the page that appears, enter the following details. Once all details have been added, select **“More Settings”**.
- Your Name: **YOUR NAME AND SURNAME**
 - Email Address: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - Account Type: **IMAP**
 - Incoming mail server: **mail.yourdomain.co.bw**
 - Outgoing mail server (SMTP): **mail.yourdomain.co.bw**
 - User Name: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - Password: **YOUR PASSWORD**
 - Remember Password: **TICK THIS OPTION**

NB: Where you see “yourdomain”. Replace it with your registered domain name.



The screenshot shows the 'Internet E-mail Settings' window. It contains several sections: 'User Information' with fields for 'Your Name' and 'E-mail Address'; 'Server Information' with a dropdown for 'Account Type' (set to IMAP) and text boxes for 'Incoming mail server' and 'Outgoing mail server (SMTP)'; 'Logon Information' with fields for 'User Name' and 'Password', and a checked checkbox for 'Remember password'. There is also an unchecked checkbox for 'Require logon using Secure Password Authentication (SPA)'. On the right, the 'Test Account Settings' section includes a 'Test Account Settings ...' button and a checked checkbox for 'Test Account Settings by clicking the Next button'. At the bottom right is a 'More Settings ...' button. At the bottom are '< Back', 'Next >', and 'Cancel' buttons. Green boxes highlight the 'E-mail Address' field, the 'Account Type' dropdown, the 'Incoming/Outgoing mail server' fields, the 'User Name' field, the 'Password' field, the 'Remember password' checkbox, the 'Test Account Settings by clicking the Next button' checkbox, and the 'More Settings ...' button.

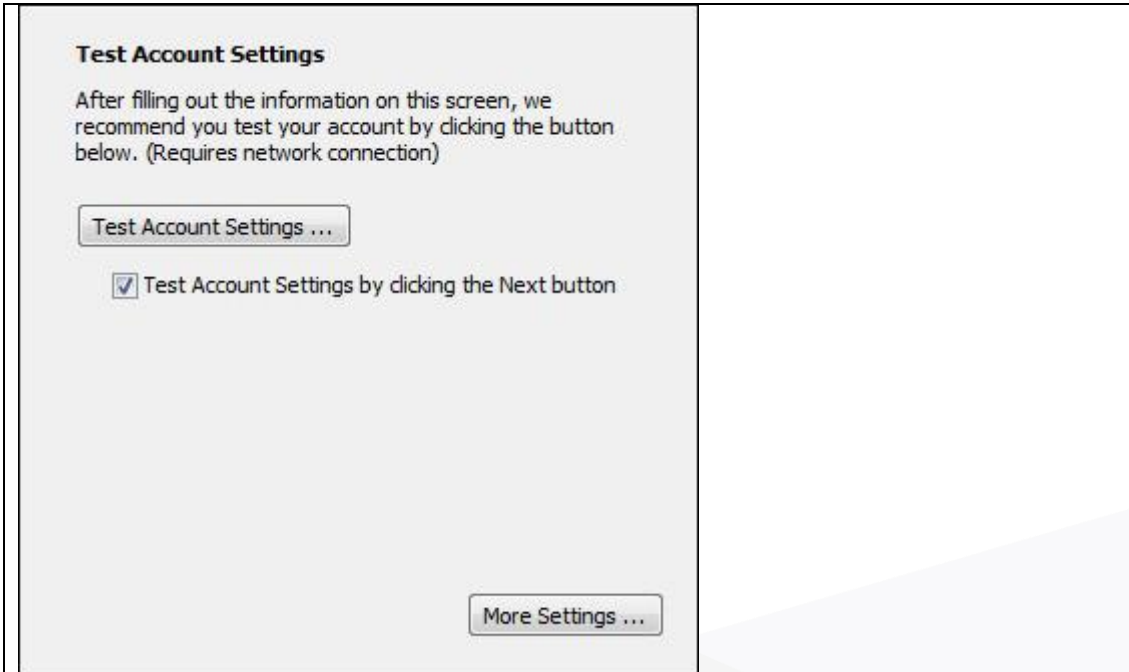
- vi. In the "Internet E-mail Settings" screen that pops up, click on the "Outgoing Server" tab, and check the box next to "My outgoing server (SMTP) requires authentication". Also select the radio button next to "Use same settings as my incoming mail server".

The screenshot shows the 'Outgoing Server' tab selected. The 'Connection' sub-tab is active. The checkbox 'My outgoing server (SMTP) requires authentication' is checked. Below it, the radio button 'Use same settings as my incoming mail server' is selected. Other options like 'Log on using' with fields for 'User Name' and 'Password', and a 'Remember password' checkbox, are visible but not selected. The 'Require Secure Password Authentication (SPA)' checkbox is also present and unchecked.

- vii. In the same window go to the "Advanced" tab and verify the following.
- Incoming server (IMAP): **993**
 - Incoming server encrypted connection: **SSL**
 - Outgoing server (SMTP): **465**
 - Outgoing server encrypted connection: **SSL**
 - Click "OK" when finished.

The screenshot shows the 'Advanced' tab selected. Under 'Server Port Numbers', the 'Incoming server (IMAP)' port is set to 993 and the 'Outgoing server (SMTP)' port is set to 465. Both are accompanied by 'Use Defaults' buttons. For each, a dropdown menu shows 'SSL' as the selected encrypted connection type. The 'Server Timeouts' section shows 'Short' and 'Long' (1 minute) settings. The 'Folders' section has a 'Root folder path' field. The 'OK' button is highlighted at the bottom.

- viii. To make sure the settings are tested, check the box **"Test Account Settings"** by clicking the **"Next"** button.



Test Account Settings

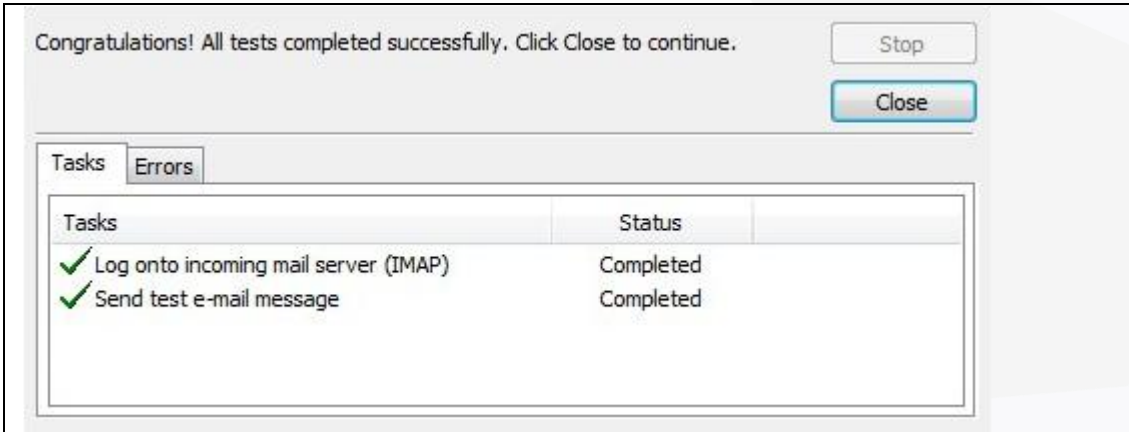
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

☒ Test Account Settings by clicking the Next button

More Settings ...

- ix. If you've entered everything in correctly, both tasks will be completed successfully and you can close out of the window and begin using your account via Outlook 2010.



Congratulations! All tests completed successfully. Click Close to continue.

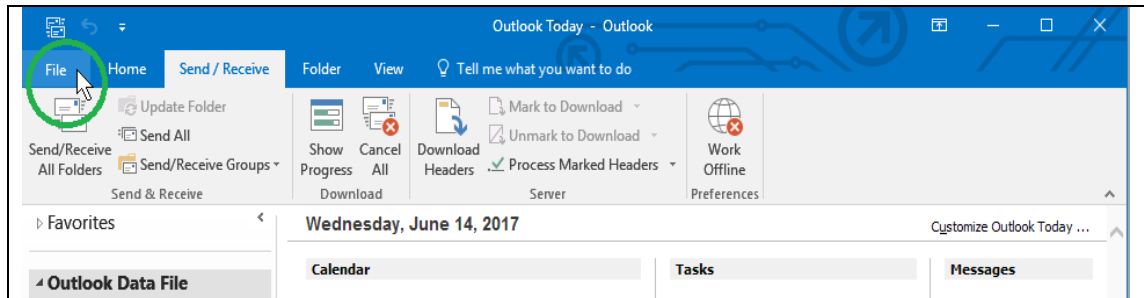
Stop

Close

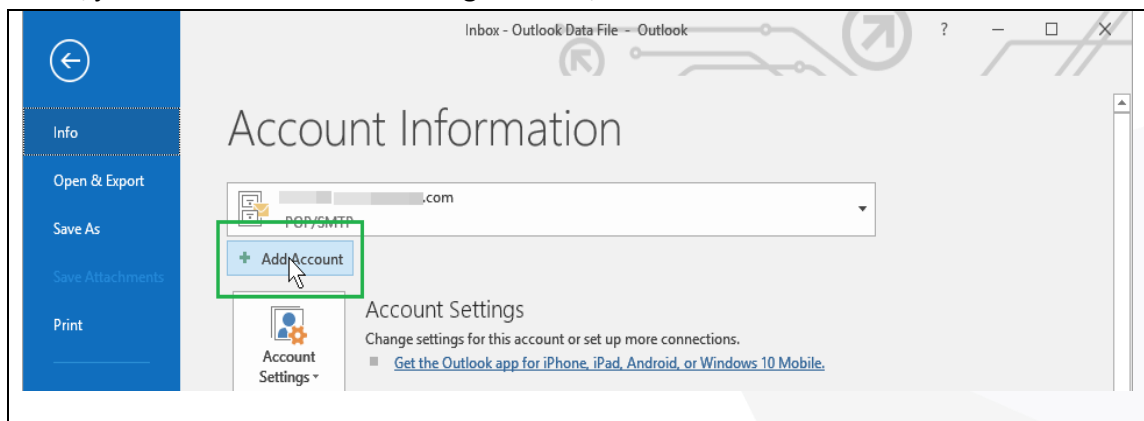
Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

2.2 Microsoft Outlook 2013 Or 2016

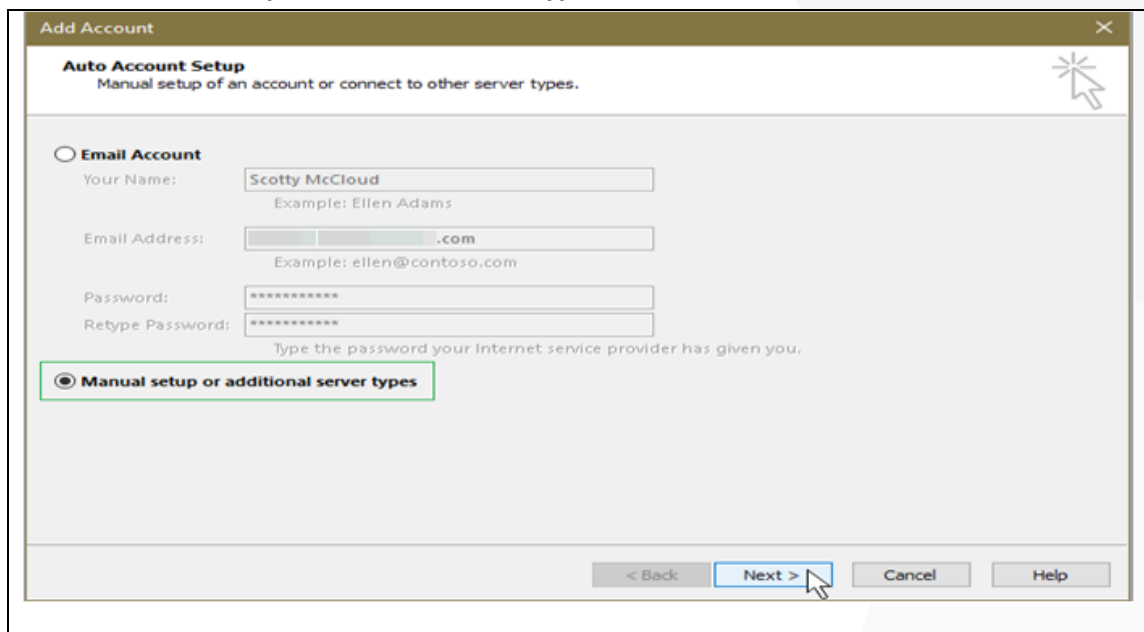
- i. Open Outlook 2016 and go to the "File" tab.



- ii. Then, just above the "Account Settings" button, click "Add Account".



- iii. Select "Manual setup or additional server types", then select "Next".



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- iv. Then under Choose Service select "**POP or IMAP**", then select "**Next**".

A screenshot of a Windows-style dialog box titled "Add Account". Inside the dialog, the section "Choose Your Account Type" is visible. It contains three radio button options: "Office 365" (with a subtext "Automatic setup for Office 365 accounts" and an "Email Address:" field with an example "ellen@contoso.com"), "POP or IMAP" (which is selected and highlighted with a green rectangle, with a subtext "Advanced setup for POP or IMAP email accounts"), and "Exchange ActiveSync" (with a subtext "Advanced setup for services that use Exchange ActiveSync"). At the bottom of the dialog, there are four buttons: "< Back", "Next >" (highlighted with a green rectangle and a mouse cursor), "Cancel", and "Help".

- v. On the page that appears, enter the following details. Once all details have been added, select **“More Settings”**.
- i. Your Name: **YOUR NAME AND SURNAME**
 - j. Email Address: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - k. Account Type: **IMAP**
 - l. Incoming mail server: **mail.yourdomain.co.bw**
 - m. Outgoing mail server (SMTP): **mail.yourdomain.co.bw**
 - n. User Name: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - o. Password: **YOUR PASSWORD**
 - p. Remember Password: **TICK THIS OPTION**

NB: Where you see “yourdomain”. Replace it with your registered domain name.

Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

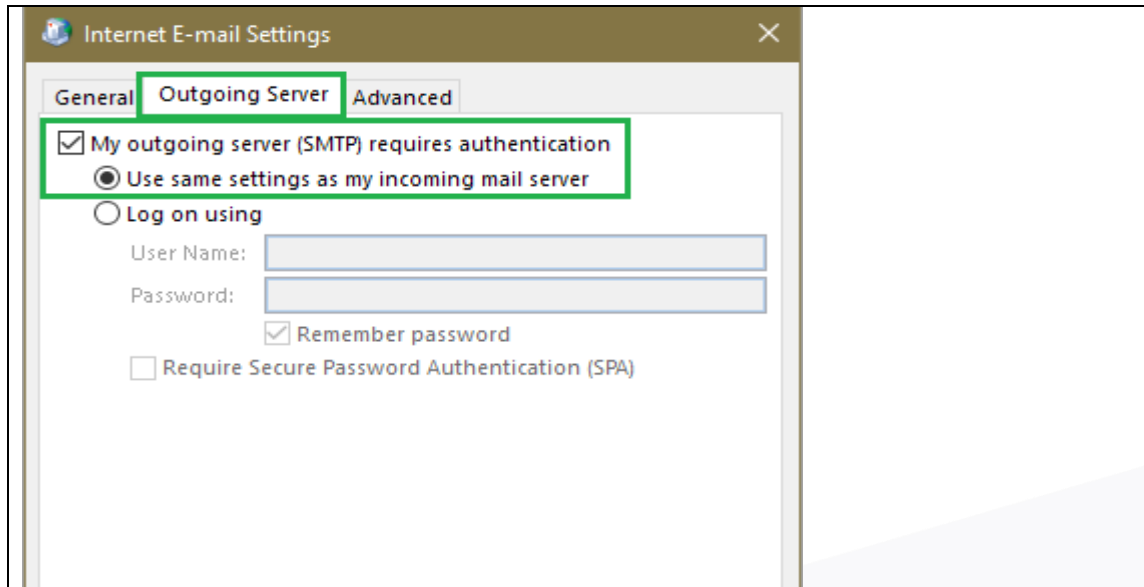
Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

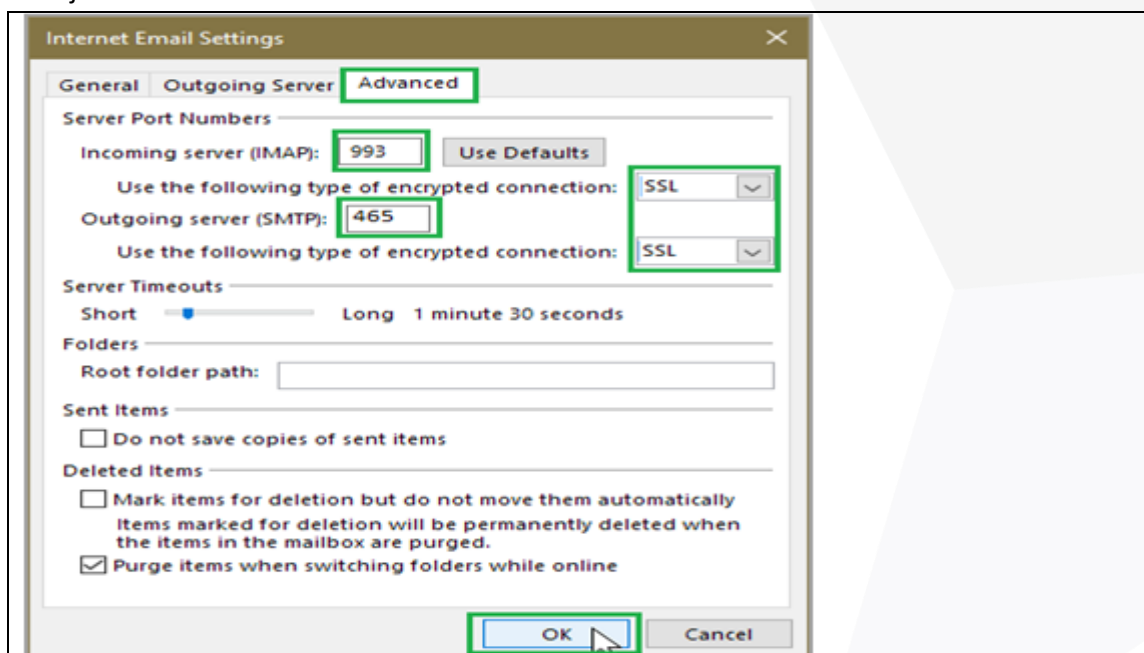
☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

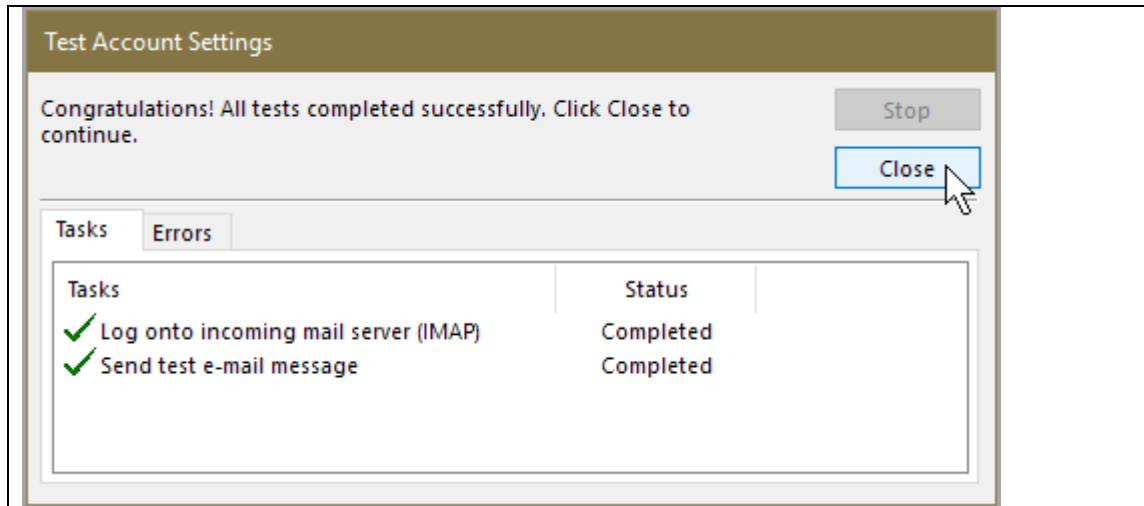
- vi. Under **"More settings"**, select the **"Outgoing Server"** tab. Check the box next to **"My outgoing server (SMTP) requires authentication"** and select the radio button next to **"Use same settings as my incoming mail server"**.



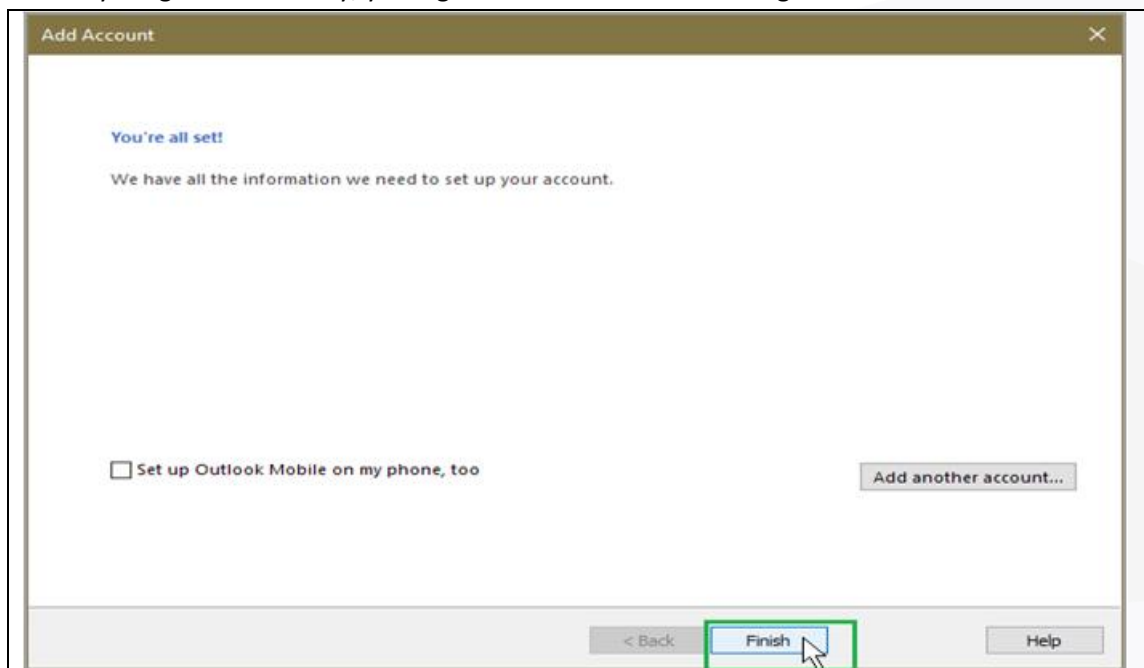
- vii. In the same window go to the **"Advanced"** tab and verify the following.
- f. Incoming server (IMAP): **993**
 - g. Incoming server encrypted connection: **SSL**
 - h. Outgoing server (SMTP): **465**
 - i. Outgoing server encrypted connection: **SSL**
 - j. Click **"OK"** when finished.



- viii. Now click **"Next"**. If you've entered everything correctly, both testing tasks will be completed successfully and then you can close that little window and again click **"Next"**.



- ix. If everything is set correctly, you'll get a **"You're all set!"** message. Click **"Finish"**.



- x. Now you can check your emails through **Microsoft Outlook 2016**.

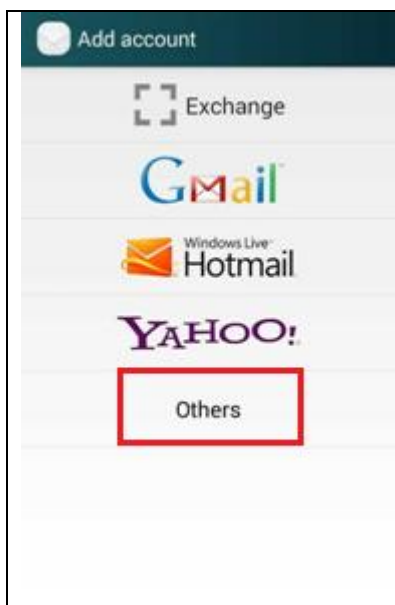
3 Setting Up Emails On Your Mobile Phone Or Tablet

3.1 Android Mobile Phone/Tablet

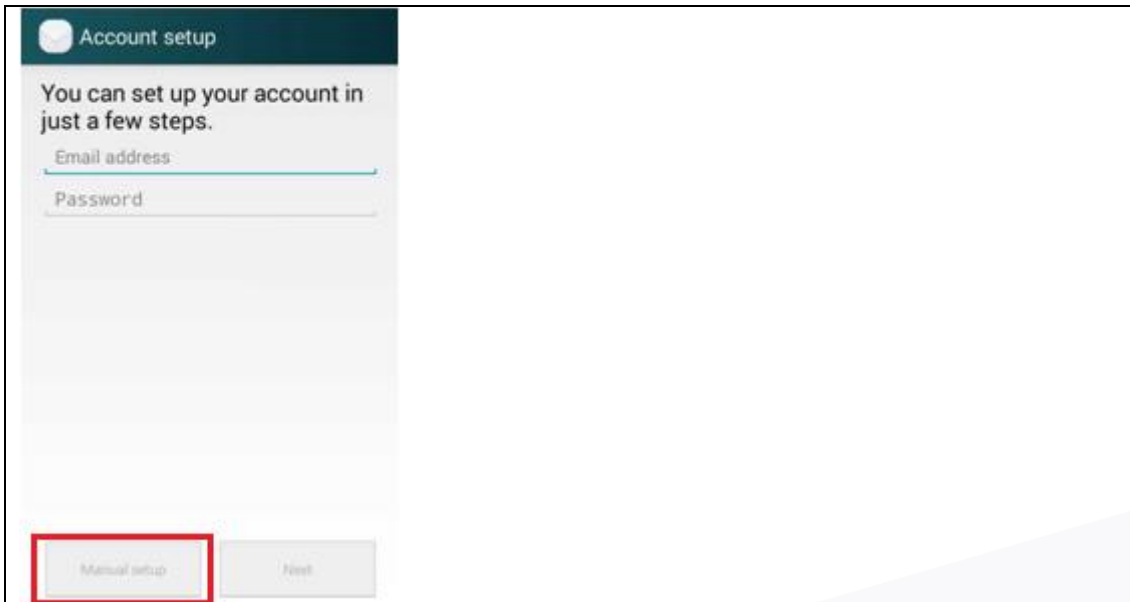
- i. Select the **“Email App”** on your phone.




- ii. On the **“Add Account”** screen that appears, select **“Other”**.



- iii. On the page that appears, enter your email address and password. Then select **“Manual Setup”**.

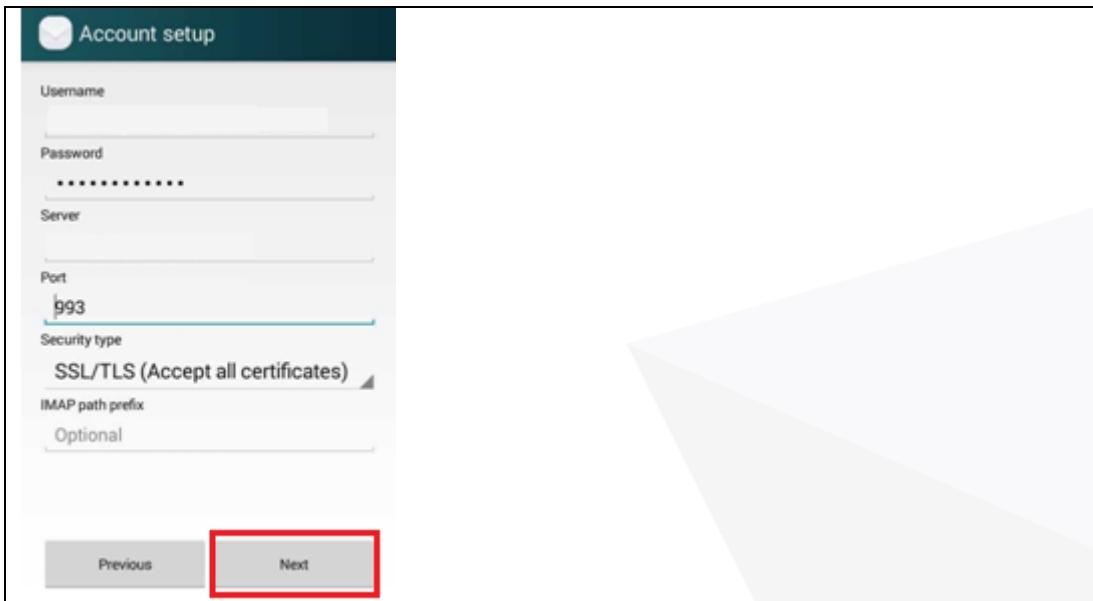


- iv. On the page that appears select **“IMAP”**.



- v. On the page that appears, enter the following details. Once all details have been added, select **“Next”**.
 - q. Username: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - r. Password: **YOUR PASSWORD**
 - s. Server: **mail.yourdomain.co.bw**
 - t. Port: **993**
 - u. Security Type: **SSL/TLS (Accept all certificates)**

NB: Where you see “yourdomain”. Replace it with your registered domain name.



- vi. On the page that appears, enter the following details. Once all details have been added, select **“Next”**.
 - v. SMTP Server: **mail.yourdomain.co.bw**
 - w. Port: **465**
 - x. Security Type: **SSL/TLS (Accept all certificates)**
 - y. Require Sign-in: **TICK THE CHECK BOX**
 - z. Username: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - aa. Password: **YOUR PASSWORD**

NB: Where you see “yourdomain”. Replace it with your registered domain name.

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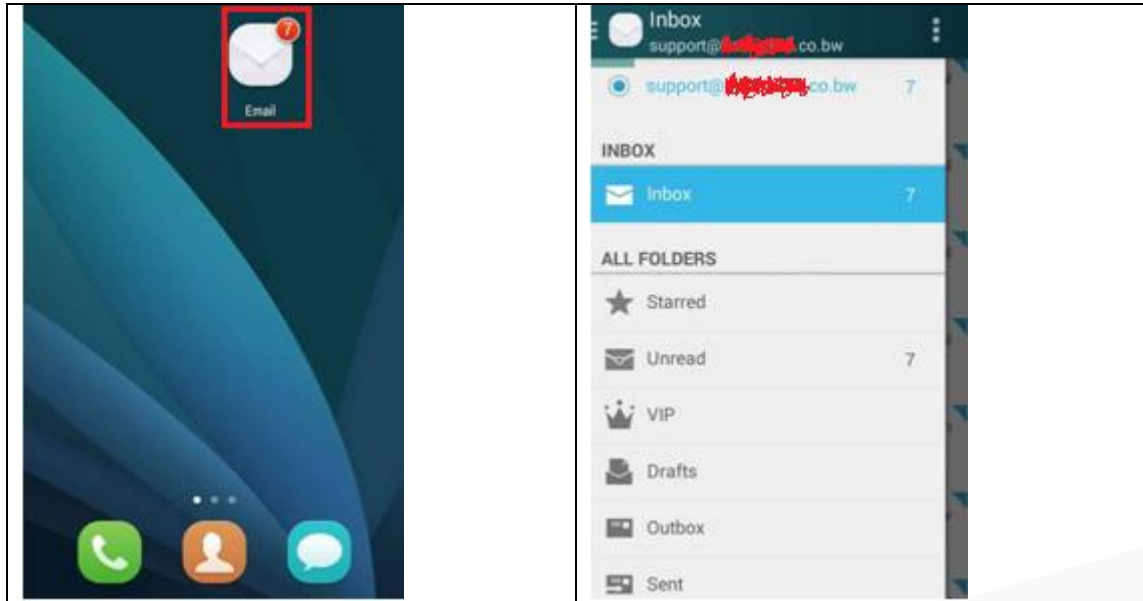
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This is a screenshot of the 'Account setup' screen in an email client. The screen has a dark teal header with a white envelope icon and the text 'Account setup'. Below the header, there are several input fields: 'SMTP server' (empty), 'Port' (containing '465'), 'Security type' (a dropdown menu showing 'SSL/TLS (Accept all certificates)'), and a checked checkbox for 'Require sign-in'. Below these are 'Username' and 'Password' fields, both empty. At the bottom, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red rectangular border.

- vii. On the next page that appears set the details as follows, then select **“Next”**.
- bb. Inbox Checking Frequency: **Every 5 minutes**
 - cc. Notify me when emails arrive: **TICK THE CHECK BOX**
 - dd. Sync emails from this account: **TICK THE CHECK BOX**
 - ee. Automatically download attachments when connected to Wi-Fi: **TICK THE CHECK BOX**

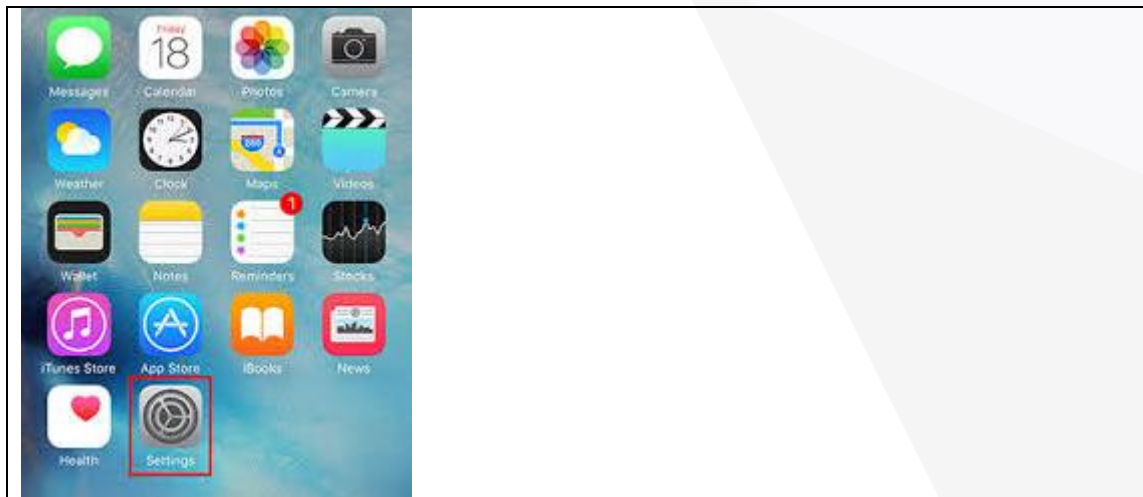
This is a screenshot of the 'Account settings' screen in an email client. The screen has a dark teal header with a white envelope icon and the text 'Account settings'. Below the header, there are several settings: 'Inbox checking frequency' (a dropdown menu showing 'Every 5 minutes'), a checked checkbox for 'Notify me when emails arrive', a checked checkbox for 'Sync emails from this account', and a checked checkbox for 'Automatically download attachments when connected to Wi-Fi'. At the bottom, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red rectangular border.

- viii. You can now select the **“Email App”** and begin sending and reading emails.



3.2 iOS iPhone/iPad (iOS 7 and Newer)

- i. From the Home screen, choose **“Settings”**.



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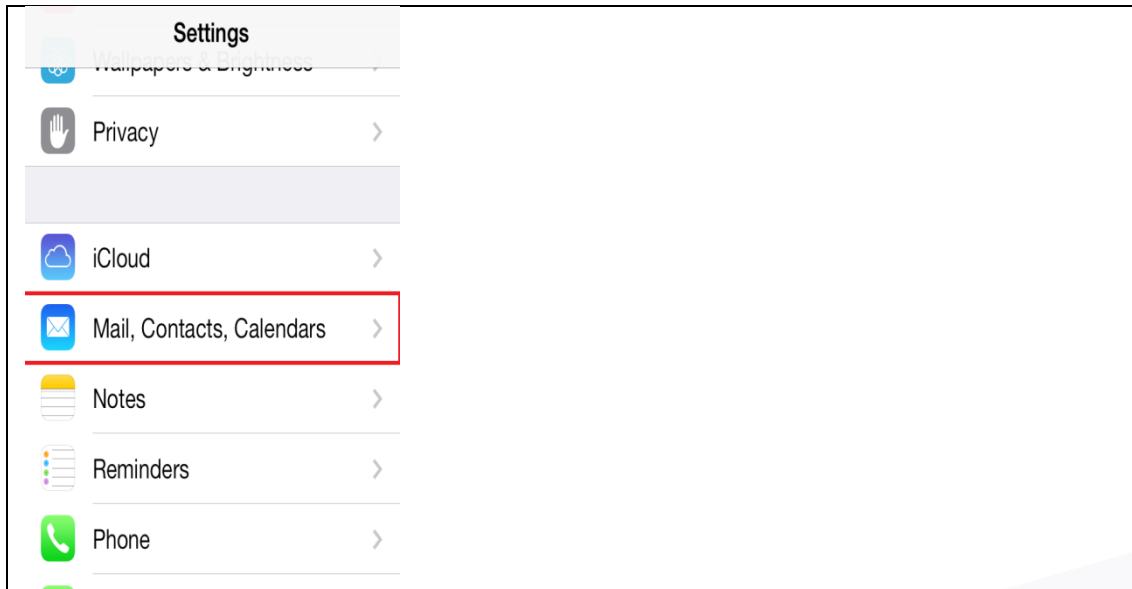
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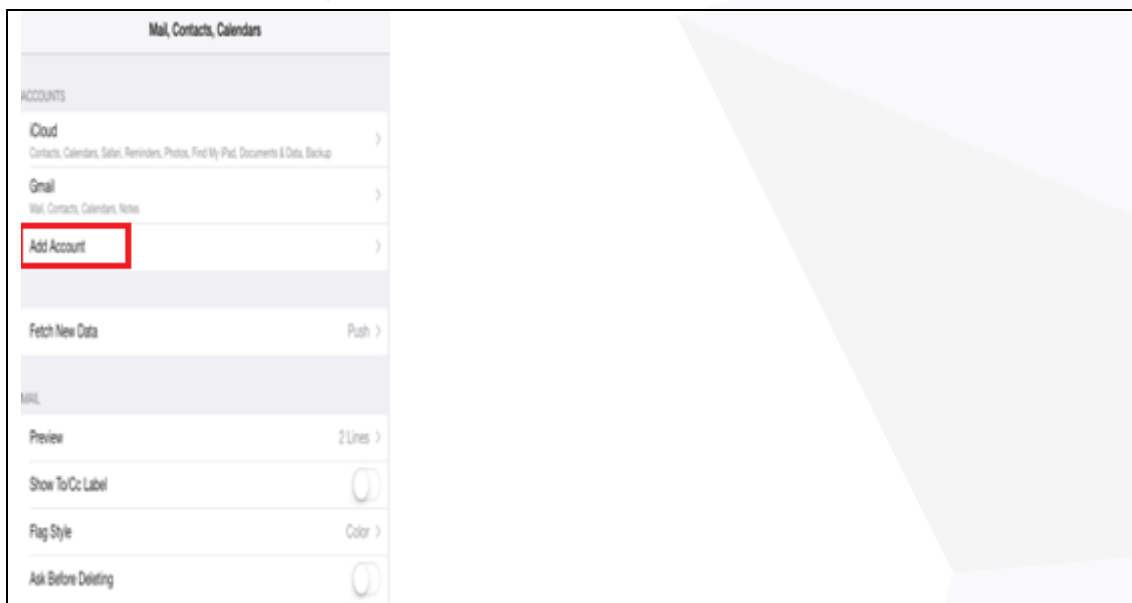
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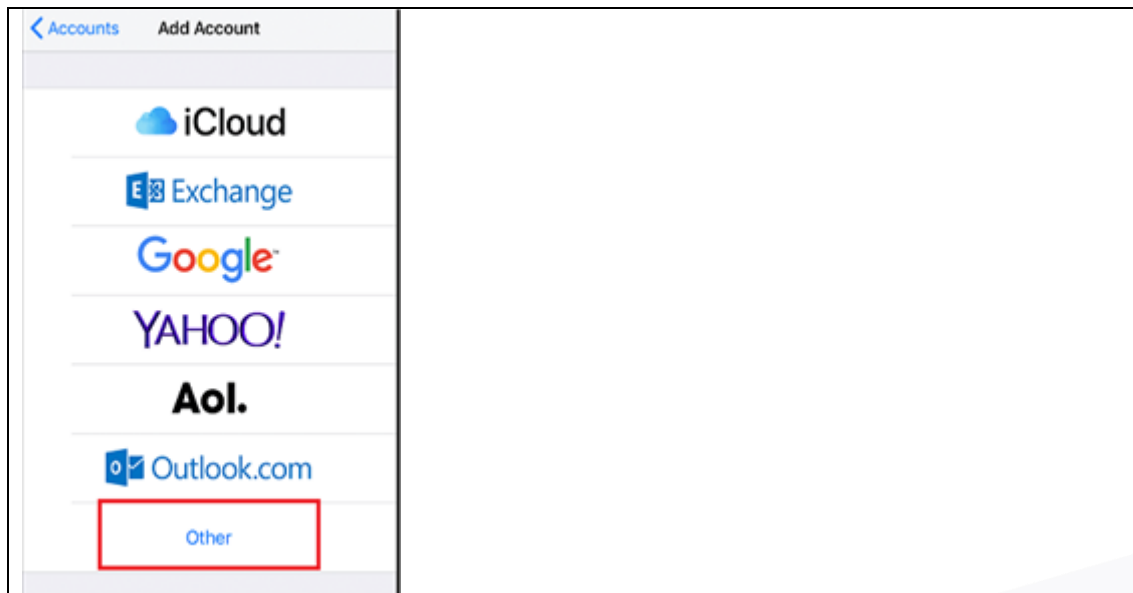
ii. Select **"Mail, Contacts, Calendars"**.



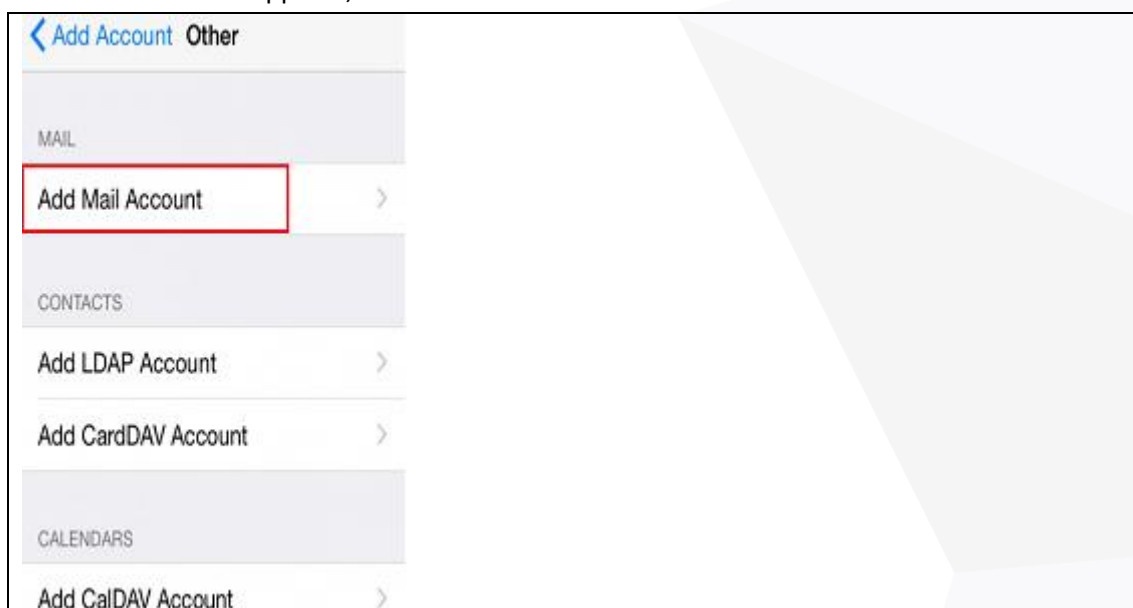
iii. In the **"Accounts"** section, select **"Add Account"**.



- iv. On the screen that appears, select **“Other”**.




- v. On the screen that appears, select **“Add Mail Account”**.



- vi. On the page that appears, ensure that **“IMAP”** is selected. Then enter the following details. Once all details have been added, select **“Next”**.
- Name: **YOUR NAME AND SURNAME**
 - Username: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
 - Password: **YOUR PASSWORD**
 - Description: **COMPANY NAME**

NB: Where you see “yourdomain”. Replace it with your registered domain name.



The screenshot shows a 'New Account' window with the following elements:

- Buttons: 'Cancel', 'New Account', and 'Next' (highlighted with a red box).
- Radio buttons: 'IMAP' (selected and highlighted with a red box) and 'POP'.
- Input fields: 'Name', 'Email', 'Password' (masked with dots), and 'Description'.

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vii. Enter the following details.

- a. Host Name: **mail.yourdomain.co.bw**
- b. User Name: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
- c. Password: **YOUR PASSWORD**

NB: Where you see "yourdomain". Replace it with your registered domain name.

A screenshot of a web-based configuration form for an incoming mail server. The form has a light gray header with the text "INCOMING MAIL SERVER". Below the header, there are three input fields: "Host Name", "User Name", and "Password". The "Password" field is masked with black dots. The form is set against a light gray background with a subtle geometric pattern.

viii. Enter the following details. Once all details have been added, select **"Next"**.

- a. Host Name: **mail.yourdomain.co.bw**
- b. User Name: **YOUR EMAIL ADDRESS AS PROVIDED BY BEKO MEDIA**
- c. Password: **YOUR PASSWORD**

NB: Where you see "yourdomain". Replace it with your registered domain name.

ix. Select the information you want to sync with your phone. By activating **"Mail"** & **"Notes"** and tap Save to save the entered information. Your iPhone/iPad will then verify your account information.

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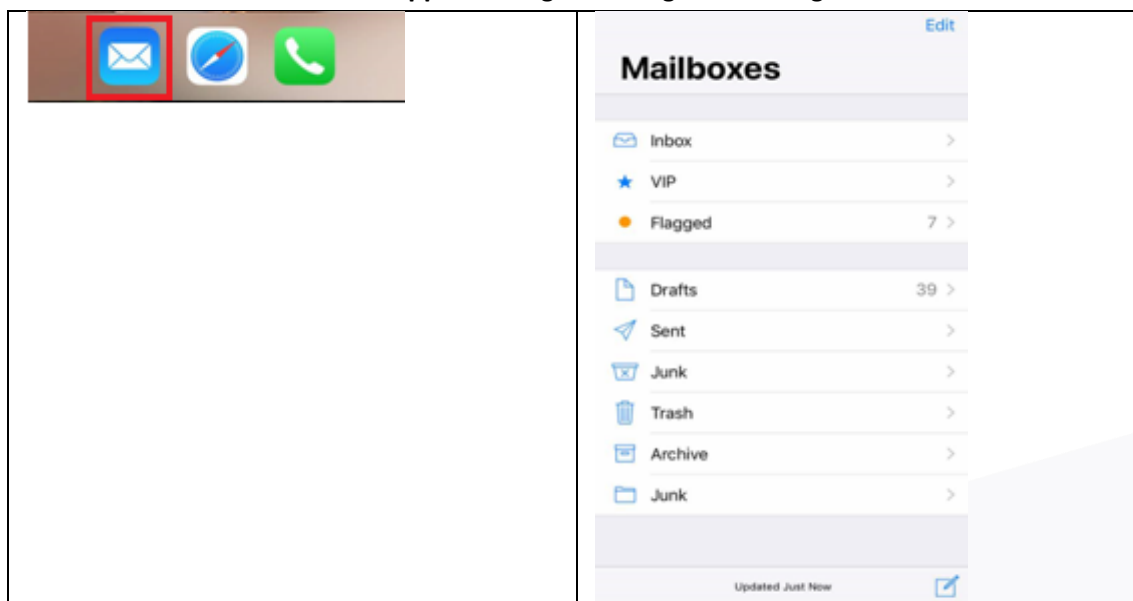
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- x. Upon successful completion, you will be taken back to the **“Mail”** screen. Your account will now be listed in the **“Accounts”** section.
- xi. You can now select the **“Email App”** and begin sending and reading emails.



4 Additional Support

Happy emailing, should you run into any trouble or have any questions contact us at: connect@bekomedia.co.bw or 3115937.