

AA Webmail and the Setting up of Mail Clients

Requesting an Email Address

Requesting an email address / change of password or a new forwarder is done by logging it through the website at :-

<https://www.alcoholics-anonymous.org.uk/Members/Service/Helpdesk>

Our mail server uses the address :-

@aamail.org

NB. Do not use @aamail.org.uk by mistake.

The user end of an email address is comprised of the AA function you perform and the area you are based in e.g.

secretary.eos@aamail.org

this is the email address of the secretary for the East of Scotland region. When requesting an email address you simply need to state your AA role and place of service. Your details are checked against the confidential directory and then the email is allocated.

A comprehensive list has not been included in this document of the jobs and area codes (i.e. Intergroups, regions and sub-committees) as not all members are using it yet. So the confidential directory is still the main source for accurate member contact details.

Using you Email Address

To login in to the email system go to the logons / email page of the AA website.

<https://www.alcoholics-anonymous.org.uk/Members/Logons/Email>

This is suggested in case any new information has to be relayed to users about the service. Alternatively, to access it directly go to :-

<https://webmail.aamail.org/>

The webmail service is Roundcube – enter your email address as Username and enter your password.

You are then presented with the Roundcube user interface :-

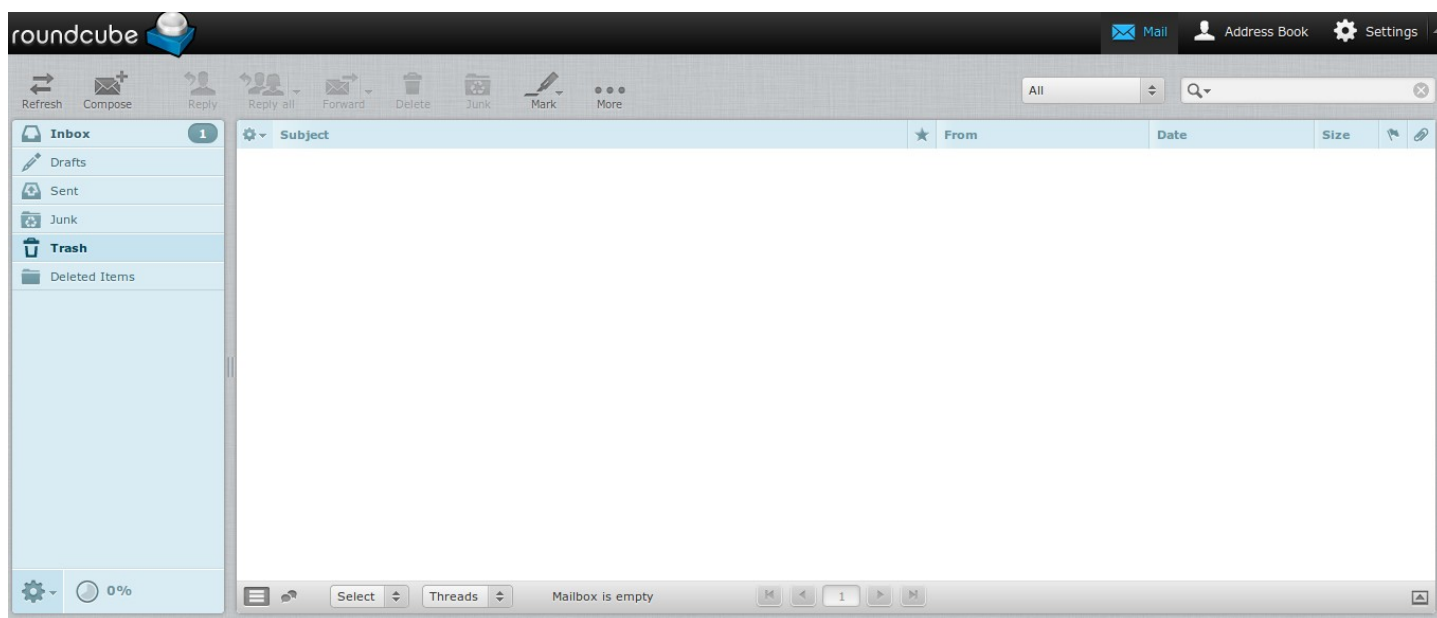
Folders Inbox / Sent / Trash etc. - click on these to see the appropriate emails on the right hand main window. Double click on the email on the right hand side to open the email to read the details.

Please note, at the top of the right hand side of the screen you have 'Mail', 'Address Book' and 'Settings'. The address book lets you add / edit / delete contacts or import / export contacts. Settings allows you to change your displayed name and add a 'signature'(i.e. A footer note sent with all your emails).

The composing of emails and replying / forwarding is on the top left to centre of the screen. The option ... (more) includes the option to print your emails.

There is a web based manual for more detail :-

https://docs.roundcube.net/doc/help/1.1/en_US/



Using AA Email with Email Apps / Clients

If you wish to use apps on your phone / tablet or computer which you are more familiar with then please do. e.g. The new Windows 10 email app, Microsoft Outlook, Thunderbird etc.

It is suggested you use the IMAP protocol – most apps will ask you this as you set up your favourite app for connecting. IMAP is basically what you see in your client is what is on your server. So if you delete it in your client app, it is deleted from the server.

NB The one down side is – if your app uses e.g. 'Deleted Items' (or others) instead of 'Trash' for deleted emails then you will end up with an extra folder, similar problems arise for sent emails. (A bigger problem occurs if you are using several different apps e.g. phone, tablet and computer). Remember also, when handing over to the next post holder the contacts of an app are not on the server unless you export the contacts from your app and import them into the webmail server via Roundcube. Otherwise,

Many apps will pick up the settings automatically, if asked for information then input the following :-

SMTP Server	mail.aamail.org	SSL/TLS	Port	465	Encrypted password
IMAP Server	mail.aamail.org	SSL/TLS	Port	993	Encrypted password

If errors persist use the second most secure solution of

SMTP Server	mail.aamail.org	StartTLS	Port	587	Encrypted password
IMAP Server	mail.aamail.org	StartTLS	Port	143	Encrypted password

Unless you know you app well it is probably best not to use POP3 in case you accidentally delete all the emails on the server ! :-

POP3 Server	mail.aamail.org	Port	995	Encrypted password
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NB. If your app picks up different settings from the above it is because there are several ports open you can attach to – they are all secure. However, if prompted use the settings as above.

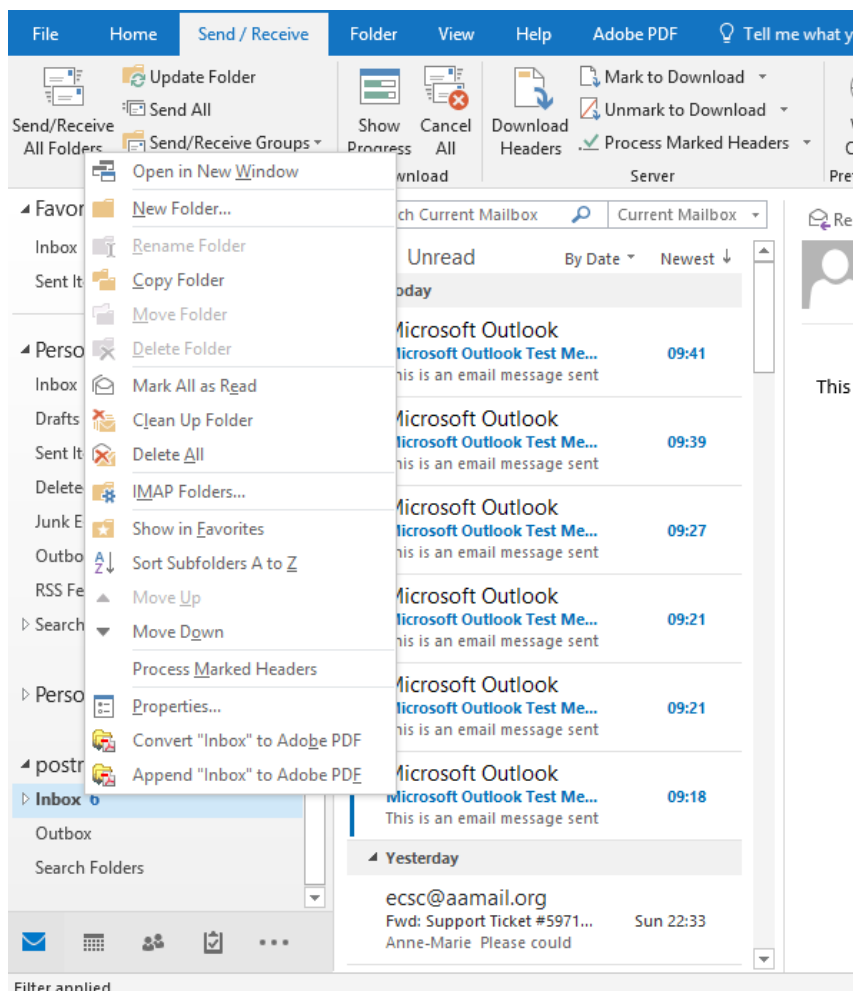
Know Issues (Microsoft Outlook 2013 and 2016)

Microsoft Outlook 2016

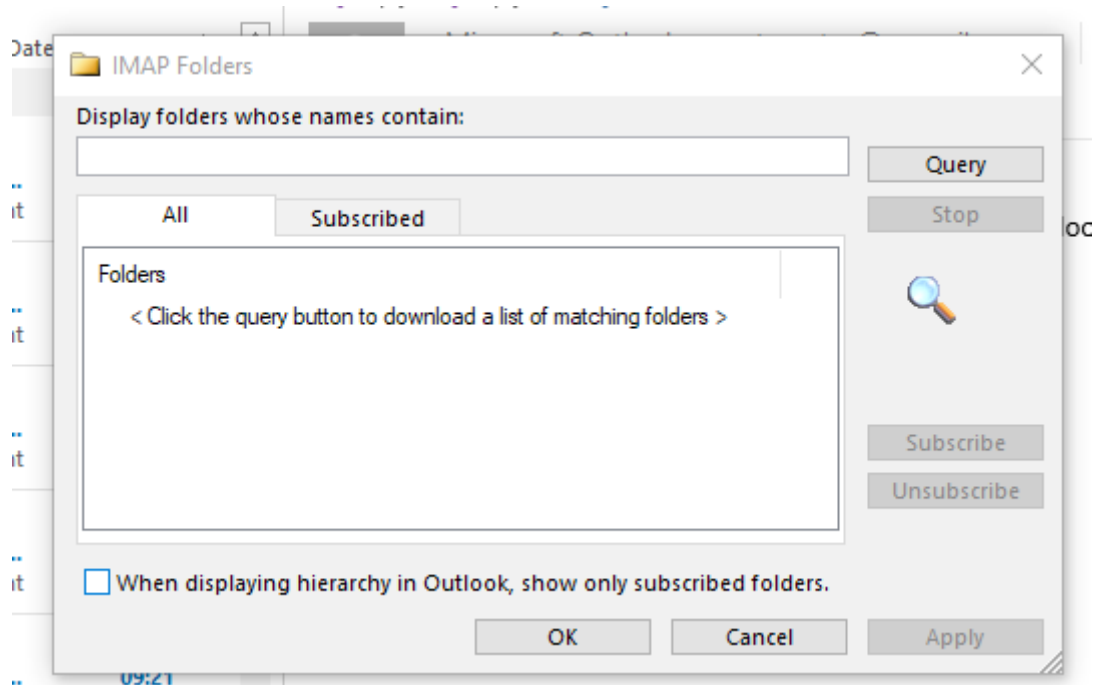
Set up a new email account by the usual means (the automatic method will pick up the secure IMAP settings) – NB. It is likely the email folders will show and the connection will appear normal but the emails wont show.

To get the emails to appear :

Left click on the Inbox folder of your aamail.org account. Then right click on the Inbox, the above menu will be shown, left click on the IMAP folder option, this will display the following :-



The following then appears :-



Click the small box on the bottom left containing a cross for 'When displaying ...', to look the same as the above and click OK.

Your emails will appear when you click on the 'send/receive' option.

This, as yet, is the only application we know that needs tweaking beyond the basic settings.

Microsoft Outlook 2013

Change Root Folder Path

1. Launch Outlook 2013 and go to the **File** tab.
2. Click **Account Settings** and then click Account Settings option.
3. In the opening dialog, click **Change**
4. Go for More **Settings > Advanced**
5. Select the '**Folders option**' option and look for the '**Root folder path**' option, and then enter Inbox.
6. Click Save to apply the changes.
7. Press **F9** key to check if **Send/Receive** option is working now.

Changing the Outlook settings from "**show only subscribed folders**" may also help in resolving the issue. Implement the following steps for this:

Change in Settings

1. Open Outlook 2013, and then click 'Folders' tab and choose '**IMAP Folders**'. This opens a dialog box containing IMAP folders.
2. Uncheck the "**When displaying hierarchy in Outlook, show only the subscribed folders.**" check box.

3. Save the settings and click F9 key to initiate force **Send/Receive** check.

What to do if your Email stops Working

If you have previously set up your email and it was working fine – then it stops working. Log the call on the website help desk

<https://www.alcoholics-anonymous.org.uk/Members/Service/Helpdesk>

You can use the topic ‘General Question’ and at the top of the message put ‘Email Problem’.

When describing your email problem let us know the following :-

Which device (PC , iPhone, Android phone, Android tablet or iPad etc.).

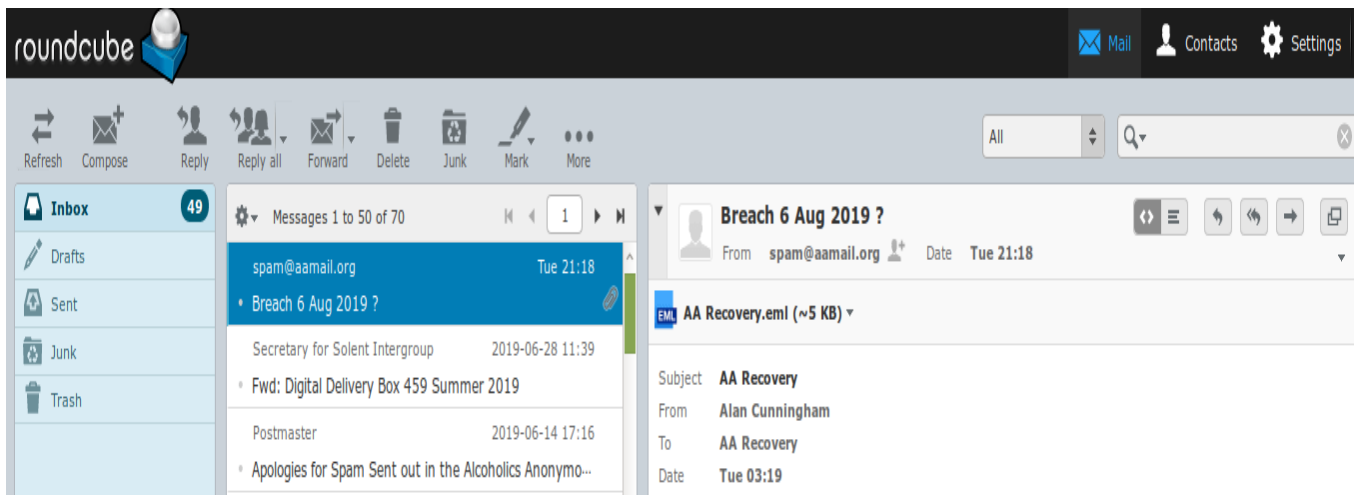
Which app or client program otherwise state webmail.

When you noticed the problem started and any error messages or describe the lack of function i.e. you can send but not receive emails.

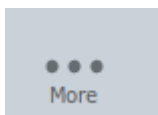
Spam Avoidance and Reporting

Report spam :-

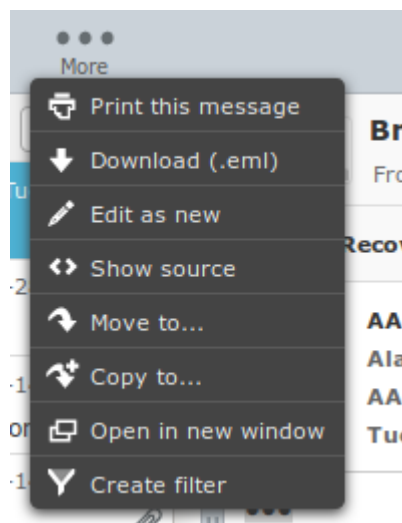
Click on the offending email.



Hover over – then click



This will display the following options :-



Click 'Download as .eml' and save the file to your computer / device.

Then send an email with subject 'Reporting Spam' to spam@aamail.org attach the .eml file you have just downloaded. Once sent delete the .eml from your computer or device. Then 'Junk' the email. Only use 'Junk' for offensive or seriously unwanted emails – i.e. not ones you just don't want.

The offender will be reported if possible to their registrant ,and the email address or offending server will be blocked from aamail.org

This method of reporting will give the postmaster the opportunity to block emails more effectively.

Be advised, do not place your email addresses on your microsite or local area website as it will result in spam. Spammers use email addresses and in particular email addresses with the mailto: before it, to create their spamming lists by automatically reading them from web pages.

e.g. The help@aamail.org receives about 60-70 emails a week which are unwanted, due to necessarily advertising the email address – decreasing now due to the above 'reporting spam' process. For help@aamail.org and indeed any account, increasing the spam filter level may reduce this however it may result in 'real' email going into the spam folder.

If you are receiving spam and wish to have the spam filter sensitivity increased to reduce spam – log it on the helpdesk.

<https://www.alcoholics-anonymous.org.uk/Members/Service/Helpdesk>