

How to Set Up

ITS E-mail Account

ITS Telecommunications Customers can access their e-mail anytime from any computer using our web-based e-mail service. Directions are below for accessing your new itspeed.net e-mail account.

How To Access Your ITS Webmail E-mail Account

1. Go to our website: **www.itstelecom.net**
2. Click on **My E-Mail** on the home page in the top right corner.
3. A new page with **App Portal Log In Box** will appear on screen.
4. Enter your **User Name and Password*** for your account.
**These are included on your contract at the time you purchase your internet service.*
6. Click on **Login** button.
7. You are now on the App Launcher page.
8. Click on the **My Email App** to go to your ITS Webmail box.

Write down your E-mail Login User Name and Password for your future reference.

User Name:

Password:

ITS E-mail Set Up and Use FAQ's

How can I inform my e-mail contacts of my new ITS e-mail address?

Your current email program (i.e. Comcast or other) should allow you to send an email message to all your contacts in your address book telling them your new itspeed.net e-mail address and when it will be in effect. You can also send an e-mail from your new ITS e-mail box to your contacts and they will automatically have your new e-mail address.

How do I transfer my old e-mails to my new ITS e-mail account?

You can use the FORWARD function to send any of the e-mails in your old e-mail program to your new itspeed.net e-mail address. *(If you are using Comcast.net for your e-mail, you will need to do this before disconnecting that e-mail account.)*

What will happen to e-mails sent to my old e-mail address?

If someone attempts to send an e-mail to your canceled e-mail address, it will bounce back to the sender. Make sure your contact have your new itspeed.net address.

If I currently use Hotmail, gmail, Yahoo, or another free web-based e-mail account for my primary e-mail, can I use it with ITS Fiber Internet Service.

Yes. These e-mail services work on any internet connection, including ITS Fiber, so there is nothing to “set-up” if you choose to use one of these for your e-mail address instead of your itspeed.net e-mail.

What if I use Microsoft Outlook, Outlook Express or Entourage to get my e-mail?

If you use any of these software programs to send and receive e-mails, the account settings in that program must be changed to ITS Telecom's mail server settings. Call ITS technical support at **772-597-7000** to assist you with this process unless the ITS Technician who did your internet installation completed the process already.

If you prefer to do the changes yourself, step by step directions to change the settings in Outlook or Outlook Express are available in your ITS Fiber Activation Packet or on our website at www.itstelecom.net/support.shtml

What If I have trouble with any of the directions above or other questions about my new ITS e-mail account?

Call our **Internet Tech Support** at **772-597-7000**, available 24/7. There is also a HELP feature in ITS Webmail when you are logged onto your account.