

# Tender Loving Care

## Casual Staff Email Portal and Web Services

### Staff Mailbox Personalisation



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## Important Information

**NOTE: Always Logout of the system when done, and NEVER SAVE your login and password on untrusted computers and devices!!!**

### Staff Webmail Access

<https://tlcstaff.com.au>

login: use your assigned email address and password

For IT support:

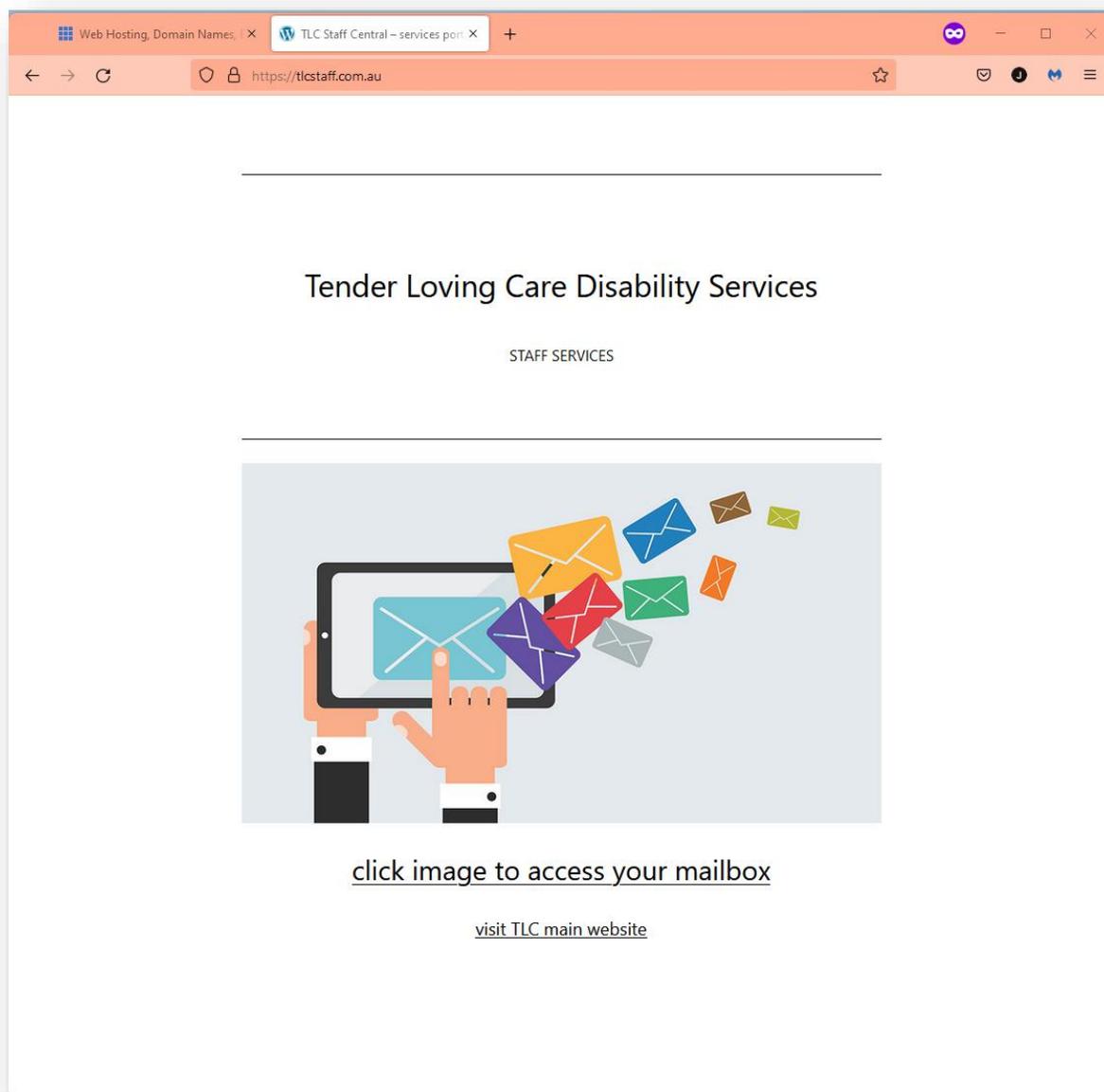
Contact your TLC supervisor / HR team / or the TLC IT team

## Staff Webmail Access

<https://tlcstaff.com.au/>

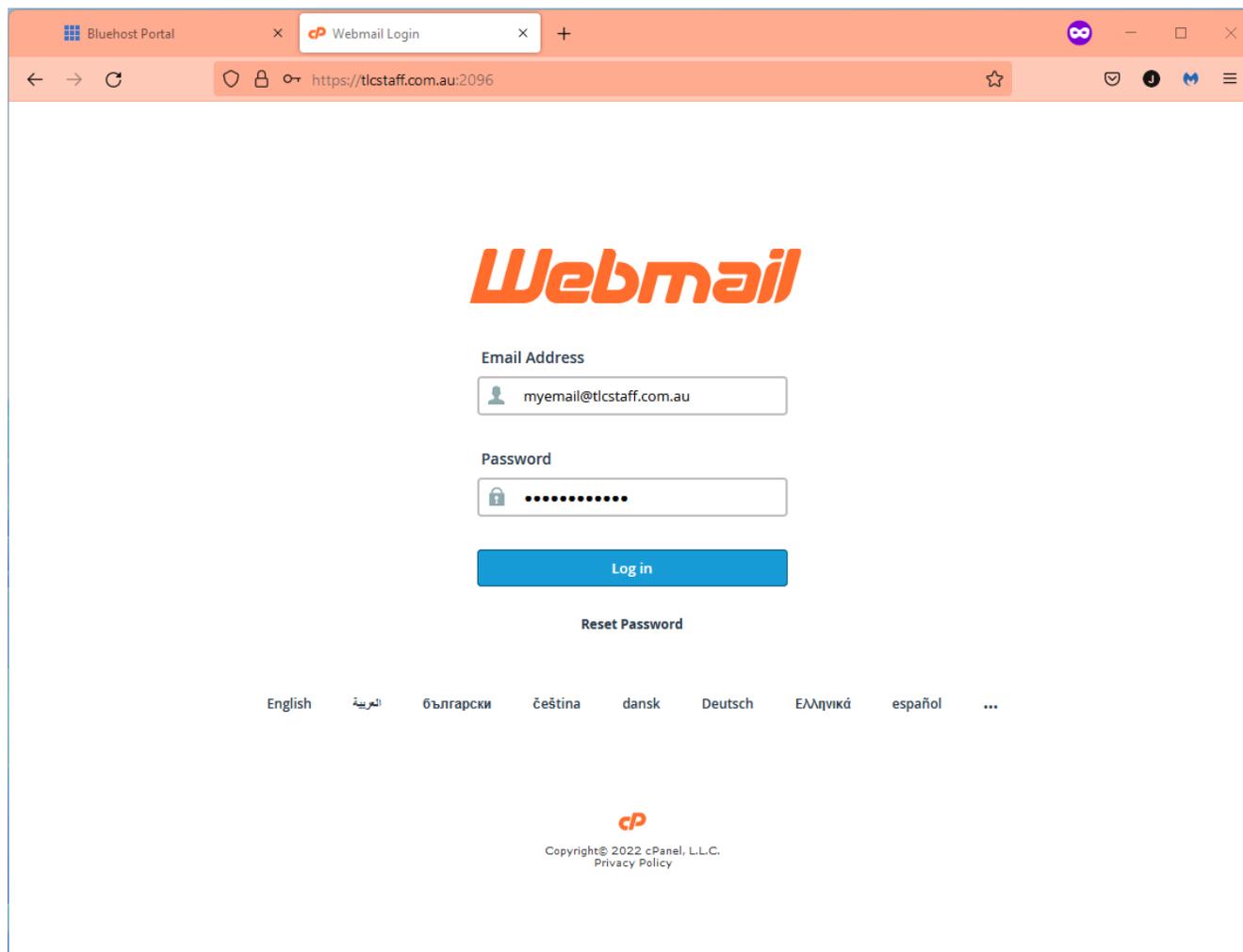
To make staff access easy, we have created a simple welcome page that directs staff to access their webmail and other future services that would be useful for staff for quick access.

Simply click the image in the welcome page. Staff are required to provide a valid email address and password.



## Staff webmail login page

Provide valid email address and password. The email MUST be valid for the domain name(s) being registered and hosted on this platform. As of the day of publishing this document, the following domains are registered: **tlcstaff.com.au** and **tlcstaff.au**.



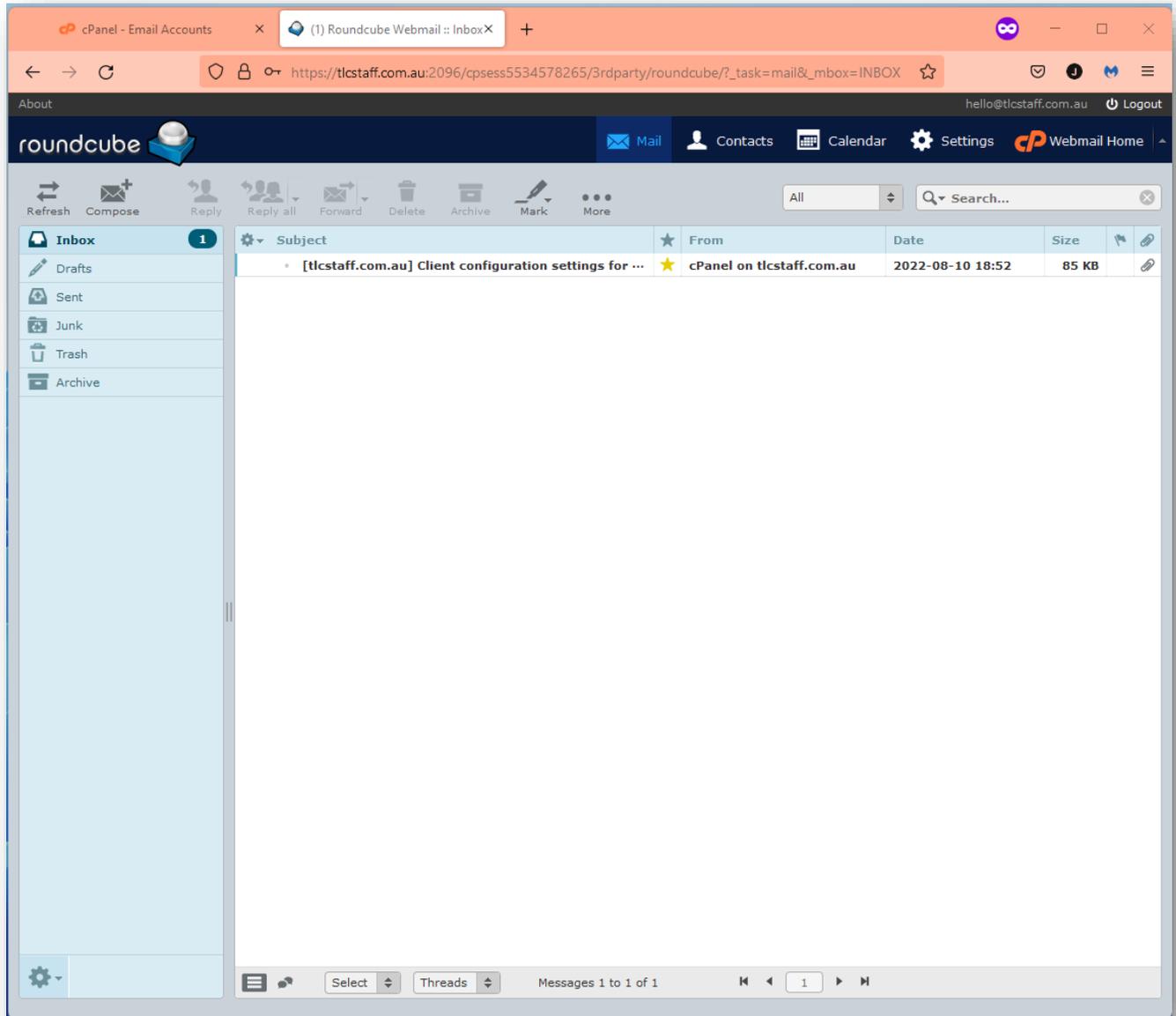
The screenshot shows a web browser window with the following elements:

- Browser tabs: Bluehost Portal, Webmail Login
- Address bar: <https://tlcstaff.com.au:2096>
- Webmail logo in orange
- Email Address field: myemail@tlcstaff.com.au
- Password field: masked with dots
- Log in button (blue)
- Reset Password link
- Language selection menu: English, العربية, български, čeština, dansk, Deutsch, Ελληνικά, español, ...
- Footer: cPanel logo, Copyright© 2022 cPanel, L.L.C., Privacy Policy

## User mailbox

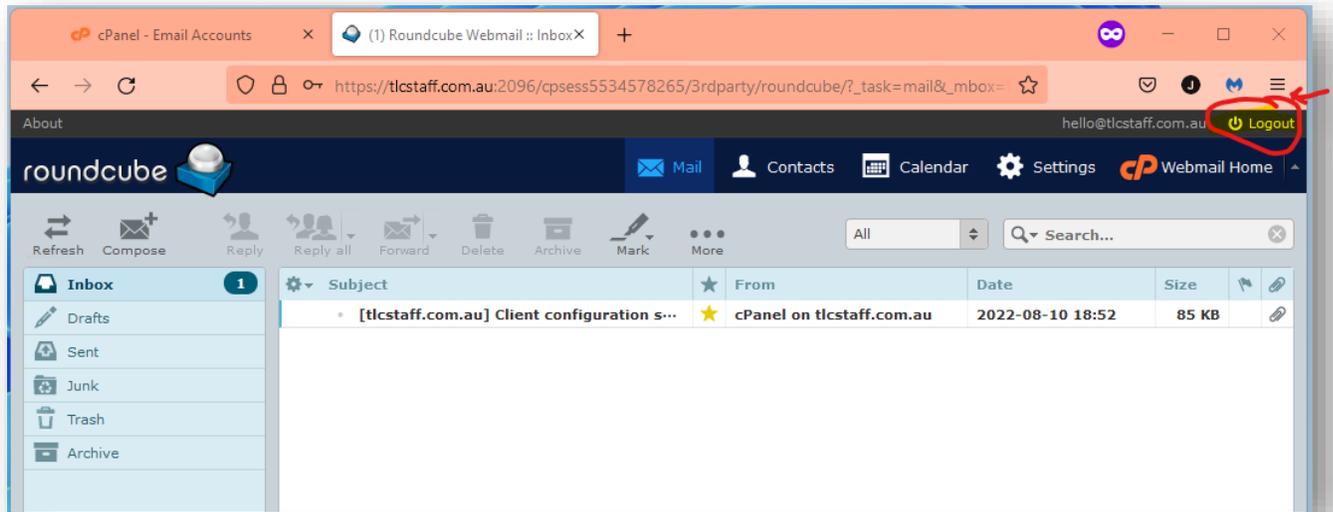
This is a fully featured mailbox, along with Calendar and Contacts address book.

Mail delivery is in real time.



## Logging Out

It is important that staff do LOGOUT and CLOSE the browser when finished accessing their email. Leaving email open in browser pose security risks to the information being open to abuse or unauthorised access.



## Configuring mailbox for Windows Mail or for a mobile device

Staff can configure email onto their Desktop/Laptop computer or on a mobile device (Android/Apple)

Simply start the setup process for a new email account. For Windows computers, the settings would be automatically retrieved when staff provide the valid email address and password. If prompted for additional details, specify the mail server type **IMAP**.

Example below:

Client Configuration settings for "hello@tlcstaff.com.au".

### Mail Client Manual Settings

Secure <u>SSL/TLS</u> Settings (Recommended)	
Username:	hello@tlcstaff.com.au
Password:	Use the email account's password.
Incoming Server:	mail.tlcstaff.com.au <u>IMAP</u> Port: 993 <u>POP3</u> Port: 995
Outgoing Server:	mail.tlcstaff.com.au <u>SMTP</u> Port: 465
IMAP, POP3, and SMTP require authentication.	

## Changing your Password

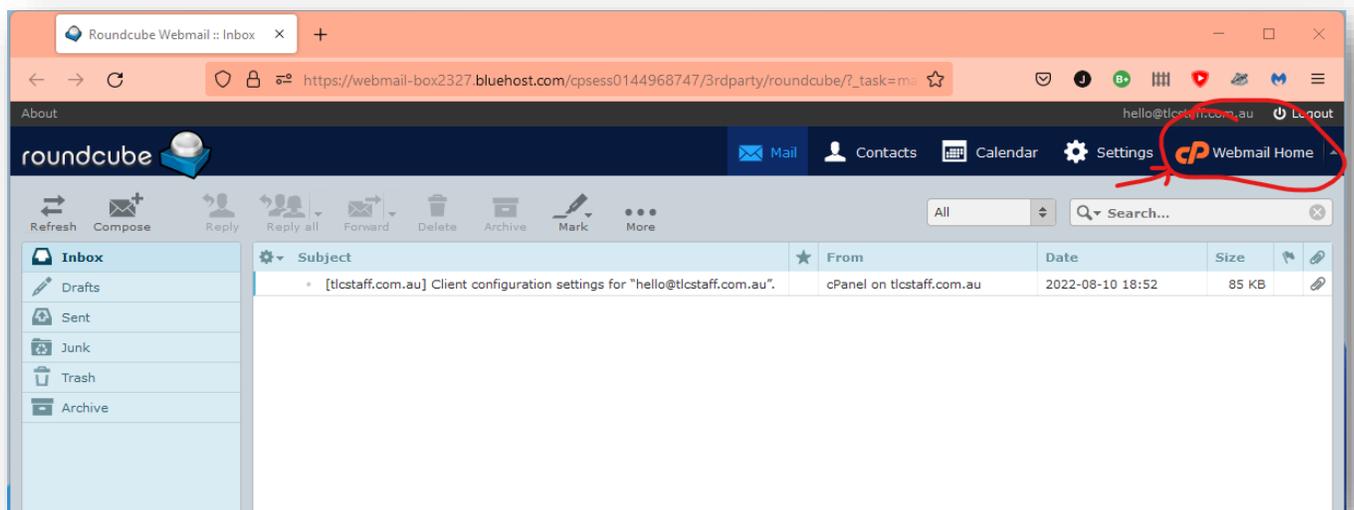
You can change your email password at any time or when required.

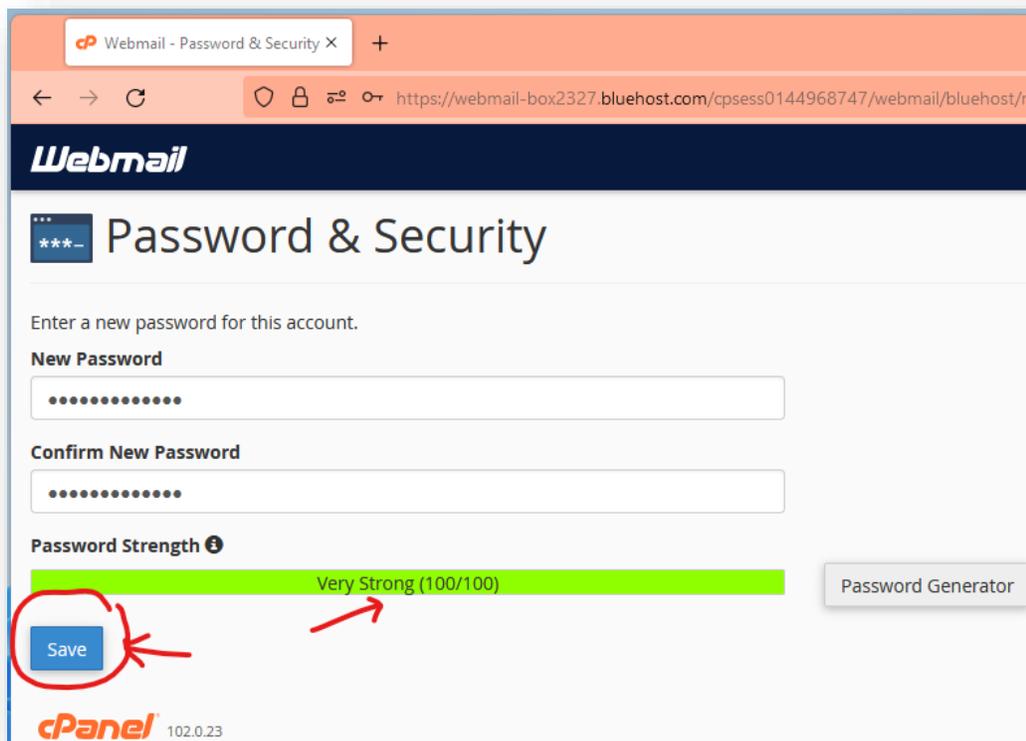
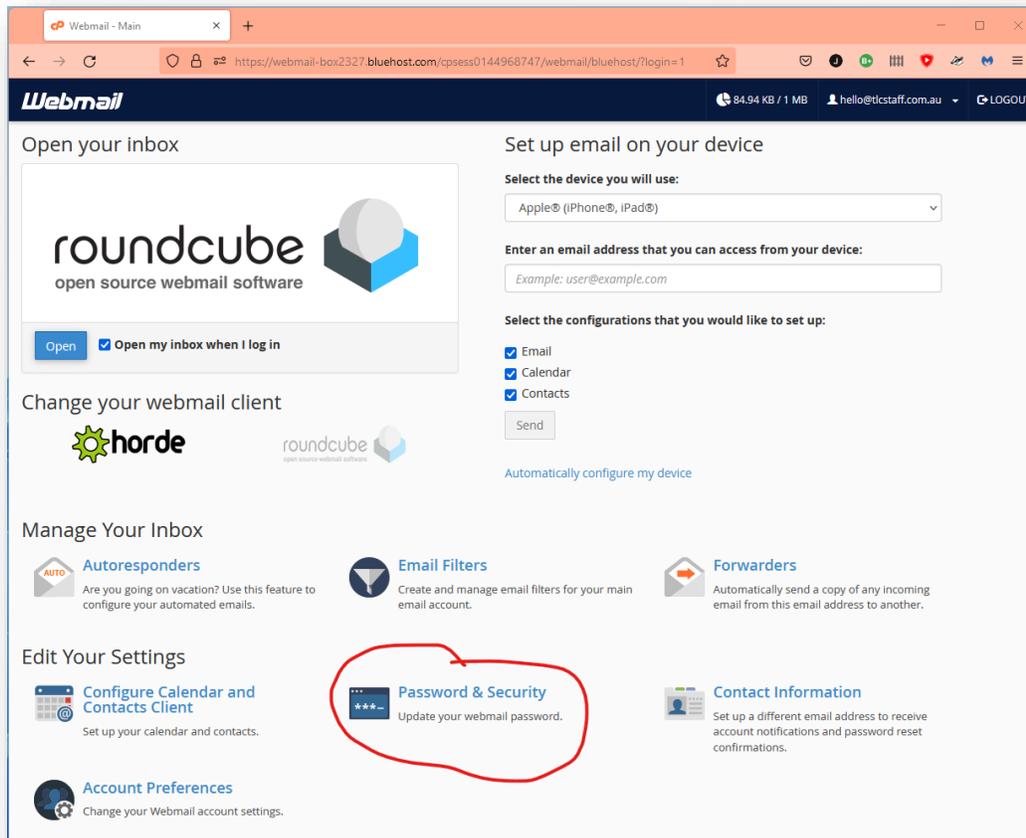
To change your email password, first login to your email. on the top-right corner, click **Webmail Home**.

On the Webmail main screen, click **Password & Security** as shown in 2<sup>nd</sup> picture below.

Enter your new preferred password OR click Password Generator to create a random password, then click **Save**.

Please note: password must meet minimum security level to be accepted. A **green bar** will show below the password to indicate acceptable password strength as you type. (see 3<sup>rd</sup> picture below).





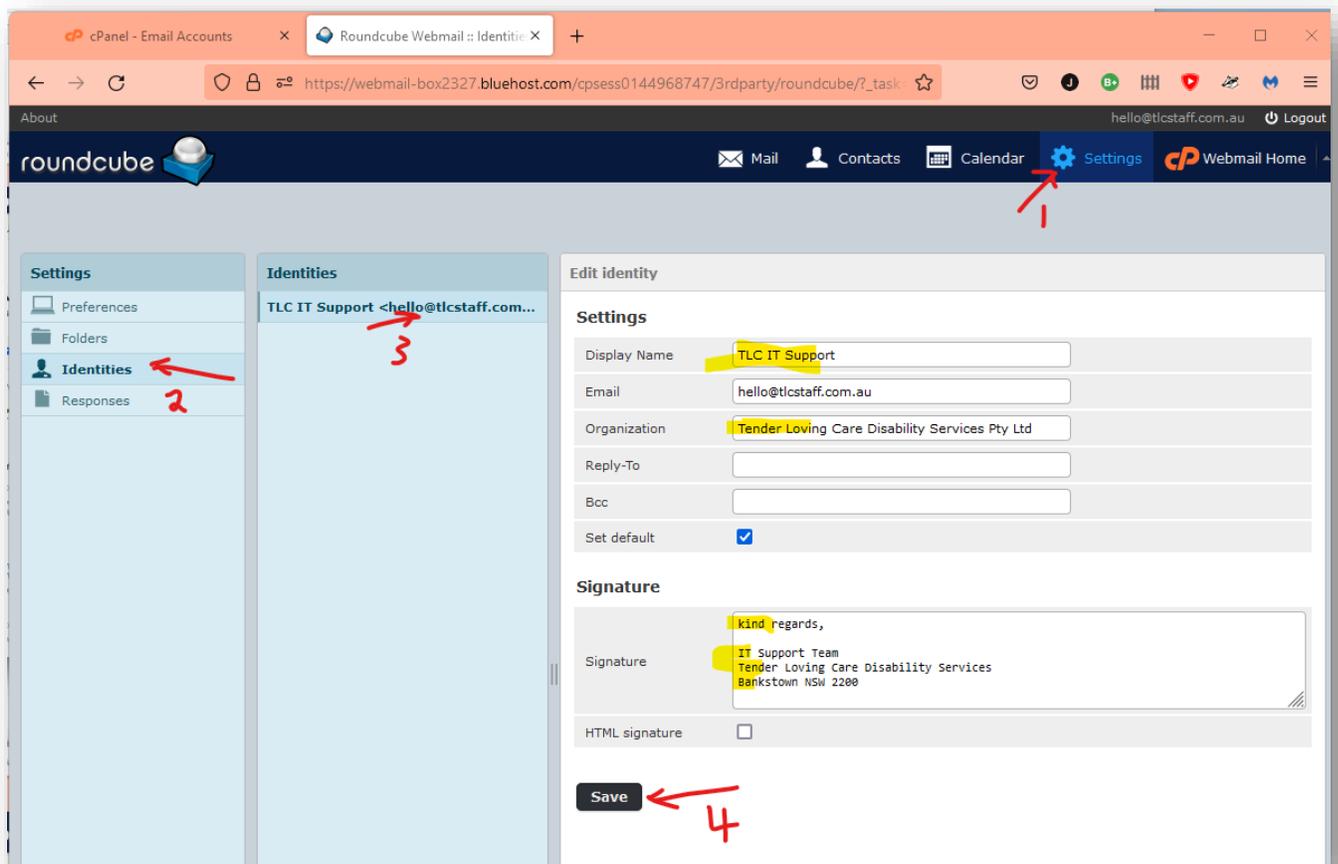
## Adding a Signature

You can add or update an email signature as follows:

From your Inbox view, click **Settings**.

On the left-side pane, click **Identities**, then click your **email address** in middle pane.

Enter your personalised details in the “Edit Identity” box and click **Save**.



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