

FAQ

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How many e-mails can I send per day and what size ?

There is a limit of 300 e-mails per day and up to 50 megabytes per e-mail. The primary reason is to limit the potential damage caused by computers infected with spam-sending trojans. After 300 e-mails have been sent from your account, you will receive the following error message when attempting to send further messages:

```
462 Daily send limit reached. Please try again tomorrow
```

If you need to send more than 300 messages per day as part of your regular operation, please contact our Support team.

In the [user control panel](#), option **Track Deliveries**, you are able to see how many messages the account has sent out in the last 24h.

How many recipients can I send to in one message ?

You can address up to 100 recipients in one single e-mail message. If you add more than 100, you will receive the following error:

```
551 sorry, maximum number of recipients reached
```

How to add a signature with embedded image in Afterlogic WebMail?

After logged on to <https://al.emailarray.com>, click on **Settings**, on the top right, followed by **Email accounts**. Then, click on the **Identity xxx** text, where xxx is the e-mail account for which you wish to add a signature. Finally, click on the **Signature** tab, where you can setup your signature and embed an image (mountain icons to upload). Images should be in small proportion (ex: 150x48) and size (ex: 40 KBytes). When uploading images, prefer to upload an image rather than specifying an absolute link, to avoid the image being blocked by many recipients.

How to add multiple accounts in GroupOffice WebMail?

After logging in to Group Office, click the **E-Mail** link at the top.

Then, click on the **Administration** link and then choose **Accounts**.

Click **Add** to add a new account. In the first tab, **Properties**, specify the user's **Name** (with space / accents) account and **E-mail** address of the external account.

Still on the first tab, you can create a text signature, if desired. More info on how to create HTML signatures in our other FAQ.

In the **Incoming mail** tab, specify the **hostname** imap.emailarray.com, the account's e-mail address in the **Username** field and respective **Password**. Also select the **SSL** check box.

Click on **OK** and then **Close**.

You now have setup an external account and it shall appear on the folder tree, including separate Sent Items folder for it. When composing a new e-mail, you can select to use this secondary account instead of your primary one.

Note: If only want to use a different sender when sending e-mails, without setting such as sender external account, the procedure is similar to that previously seen.

After logging in to Group Office, click on the **E-Mail** link at the top. Then, click on the **Administration** link and choose **Accounts**.

Double click on your account and navigate to the **Identity** tab. Click the **Add** button to add a new **name**, **e-mail signature** (optional), and finally click the **OK** button twice in a row. Now, you can choose another identity in the pull down menu **From** of the e-mail composition window.

How to add HTML signatures in GroupOffice WebMail ?

To create signatures with images and / or HTML formatting (bold, font, etc.), please use the Templates feature.

Click on the **Address Book** link at the top.

Then click on the **Administration** link and navigate to the **Templates** tab.

Click on **Add E-mail Template**.

Enter a **Name** for your signature, type its text and to insert your logo by clicking on the arrow pointing to the right on the HTML icon bar and selecting **Insert image in the text > Add from PC**, then choose the image from your local computer drive.

Click on **OK** and then **Close**.

Now we associate our account with the template.

Click on the **E-mail** link at the top.

Then click on the **Administration** link and double-click the account with which you want to associate with the created template.

Navigate to the **Identities** tab and, again, double-click the account you want to associate with the template, go to the **Templates** tab and choose the desired template from the pull down menu.

Click on **OK**, **OK** again and **Close**.

How to create a distribution list in GroupOffice WebMail ?

After accessing Group Office WebMail, on the black background bar, click on **Address Book > Administration (below, in the blue background bar) > Addresslists**.

Give your distribution list a name in the first tab (**Properties**) and in the **Contacts** tab, add desired addresses. Note you can add directly from your address book.

When sending a new email (**Compose** option), click on the **Address Book** button at the top of the compose window, followed by the **Addresslists** tab. Click on the contact list that you want to email, then click on one of the **buttons to add** (add to recipients in to, add to CC or add to BCC) and then click on **Close**.

How to sign and cryptograph e-mails digitally in GroupOffice WebMail ?

After accessing Group Office WebMail, on the black background bar, click on **Address Book > Administration (below, in the blue background bar) > Addresslists**.

First of all, please open a ticket so that we can enable the possibility to sign and cryptograph e-mails for your domain.

Choose a vendor that sells S/MIME certificates. In this example, we will use the free [StartCom](#), which does not display information about your or your company in the free certificates.

Or the StartCom site, click on **Sign-up** and complete the process. When request, choose security level High.

During the process, install the certificate in your Firefox browser.

After the certificate has been installed to Firefox, access **Options > Advanced > Certificates > Certificates button > Personal tab** and click on the **Export button**. You will need to type in a password for your exported .p12 certificate.

In Group Office Webmail, access **E-mail > Administration > Accounts > double click on your e-mail account > S/MIME settings tab** and click on the **Select new PKCS12 certificate button**, then upload your certificate which you exported from Firefox.

In the **Group-Office password field**, type in your e-mail account's password. You can choose **always sign e-mails digitally**, by enabling the respective checkbox or simply use the feature only when needed.

You can choose always sign e-mails digitally, by enabling the respective checkbox or simply use the feature only when needed. click on **OK** and then **Close**.

When sending a new e-mail, click on the **Extra options** button/drop down menu, where you can choose to **Sign or Encrypt with SMIME**.

Ideal is to first send a digitally signed e-mail, so that the recipient can obtain your public certificate and add it to his address book. If you've received a digitally signed e-mail, webmail automatically saves the sender's public certificate in your contacts for that person, so that you can receive cryptographed emails from him.

How to backup my email account ?

For the Windows platform, we recommend [Mailstore](#), which lets you easily backup multiple IMAP accounts.

Other e-mail clients, such as Thunderbird, have features or plug-ins that also allow backup of an IMAP account.

Do you support Apple Push Notification

Yes we do. Although iOS devices support the IMAP protocol for synchronizing e-mail messages, they don't support the IDLE command which is used on other platforms to provide push notifications to the device. Apple implemented another protocol called Apple Push Notification which is much less taxing on the device's battery and which also provides instantaneous notification when a new e-mail arrives. We fully support the Apple Push Notification protocol out of the box, without any configuration being required on your device. It will automatically detect our capability and use it.