



Domain Email Hosting & Usage Guidelines

Smile Marketing commends you on selecting to use domain-related email. A business email is a sign of professionalism. When you use an email address that is not associated with your website domain, people are less likely to view the email as legitimate.

Having specific and straightforward email address names is recommended. For example – drdeanmartin@mydomain.com is preferred over doc@mydomain.com.

Using drilled down role based email addresses such as officemanager@mydomain.com or billing@mydomain.com is recommended over generic email addresses such as info@mydomain.com, office@mydomain.com or admin@mydomain.com

Using an Email Client: Set-up email using IMAP on your email client such as Outlook, MacMail, Spark, etc. This is especially important if an email address is going to be accessed by multiple people or on multiple devices. With IMAP you'll be able to track incoming, outgoing and saved emails seamlessly

Email Sending and Receiving Limits: Smile Marketing webmail services are not designed for sending and receiving a high volume of email messages. They are designated for sending and receiving person-to-person email. Smile Marketing may limit the number of messages that a customer may send and receive and the number of recipients per webmail message sent over a given time period, as determined by Smile Marketing in its reasonable discretion. Smile Marketing reserves the right to make changes to such limits at any time without prior notice to the Customer. Attempts to circumvent these limits by using multiple accounts or by other means shall constitute a material breach of the usage agreement.

****To send a high volume of email you can use the dashboard Email Center.

Unsolicited Mail: Customer may not send email to anyone with whom Customer does not have a pre-existing relationship unless the recipient has published or otherwise provided his or her email address in a manner which implies consent to receive email.

Automated Use: Webmail mailboxes are not designed for automated use for sending email from 3rd party web servers or automated programs. Web servers and automated programs can be defined as any service for corresponding appointment scheduling/reminders, payment or invoice services, email to SMS solicitation, email to Fax messages, etc. These can be determined if such programs or services ask for outgoing SMTP email server settings. In the

event your business model is based on these services you would want to host domain- related email on an alternate platform.

Security: Smile Marketing webmail service is set up with SSL (Secure Socket Layer) encryption which ensures secure transmission. This only covers how the email information is transmitted over the server and not about how the email account itself is managed, i.e. password integrity, email account access. The security does not meet HIPAA compliancy. Here are suggested providers that offer [HIPAA compliant email providers](#). Smile Marketing does not endorse nor sponsor these providers.

Storage: The maximum storage for each mailbox is 25GB. Never store over 10,000 items in one folder. You should not exceed more than three levels of subfolders.

Abuse Generally: Customer shall not use the Services or any related software, system, or network to engage in, foster, solicit or promote illegal, or irresponsible behavior.

Archiving and Retention: Email archiving is not included. Email is retained for up to 14 days from the time email in the Trash folder is purged.