MaxxSouth Broadband Email FAQ

To see additional frequently asked questions, please visit:
https://webmail.s.center/hc/en-us/categories/115000383934-FAQ

Top Features

Mail

MaxxSouth Email is a highly-sophisticated online communication hub that was built using the latest Web technologies that reduce page-rendering time, yielding fast performance.

- Advanced security features, including SSL, malware and spam protection
- Secure (SSL) POP3, IMAP4, SMTP, and mobile/ touchscreen access
- Drive (Cloud Storage), which keeps important files, documents, and photos accessible from anywhere in the world. Drive includes photo viewer and editing tools; nested folders and categories; multiple file views
- Auto-complete contact feature
- Message priority designation
- Video Previews for viewing directly from within an email message

Contacts

As one of the core applications in this highly-advanced platform, the Contacts Manager provides easy-to-use tools to help you manage your personal and business contacts:

- New, more contemporary design
- Ability to add new contacts and contact groups
- Multiple contact notes for each contact profile
- Contacts can be sent as an Online Business Card, RSS feed or XML file
- Bulk import/export wizard of CSVs, Excel or XML
- Advanced field mapping for Outlook

Calendar

MaxxSouth Email's Online Calendar includes a sophisticated feature set that makes it easy to schedule meetings, appointments, and tasks among personal and business contacts:

- Meeting, task and reminder scheduling
- Reminders for meetings and tasks
- Ability to schedule single and group meetings
- Views of attendee availability
- Ability to schedule one time or repeat meetings
- Time zone preferences
- Option to accept or decline meeting requests
- Automatic updates if meetings are changed or canceled

Drive

MaxxSouth Email's Drive is a cloud-based online storage system that allows users to store and share important files [e.g. photos, videos, and documents].

- Photo editing tools
- Auto zip/compress files for faster download
- Nested folders and categories
- Multiple file views: Thumbnail, detail and icons
- Separate, upgradeable storage available
- File sharing capability, including Facebook, Twitter, and LinkedIn
- Multiple downloads as a zip

Accounts

How Can I Create a Free Email Account?

When you create a MaxxSouth Email account, we ask for some personal info. By providing accurate information, you can help keep your account secure and make our services more useful.

① Click **Sign up!**

② Enter your **First name**.

③ Enter your **Last name**.

④ Create a **username** that you would like to use.

⑤ Enter a **password** that you would like to use and can remember.

⑥ Click **Next**.

⑦ On the identity verification page, type in the phone number you wish to be associated with this account.

⑧ Click **Request Code**.

⑨ Enter the **text message code** you received on the phone number associated with your account.

⑩ Click **Verify**.

⑪ On the next page, enter an **alternate email address** (optional)

⑫ Enter **your date of birth** (dd/mm/yyyy). **Note:** Your DOB should be accurate in order to help with account/password recovery.

⑬ Click **Create Account.**

Cost of text or voice verification

The cost of your text or voice messages will vary depending on your plan and provider, but will likely be your standard text message and call charges.

Note: To verify your account, you need a mobile device.

Note: If you choose to sign up with a social network, it would allow us to retrieve your profile information available within the selected social network and use it to fill in the signup form for you.

Can my MaxxSouth Email be Used on Mobile Devices?

Yes, MaxxSouth Email accounts can easily be accessed on mobile devices in several ways.

Method 1:
Access your account through our free Mobile App available on iOS and Android platforms. The apps can be downloaded from their respective stores Apple App Store and the Google Playstore. You can also navigate to the Mobile App Knowledgebase for an app user guide.

Method 2:
Browse to your email site on your mobile browser and click on login or create a new account. Our site has been fully optimized for mobile browsing.

Method 3:
Access your mail via a mail client like Apple Mail or Outlook on your mobile devices using POP/IMAP protocols. To access information on POP and IMAP protocols, go to your **Options** page.

Accounts (CONTINUED)

How Can I Create a Strong Password?

A strong password helps you:

- Keep your personal info safe
- Protect your emails, files, and other content
- Prevent someone else from getting in to your account

Meeting password requirements

Create your password using 8 characters or more. It can be any combination of letters, numbers, and symbols (ASCII characters).

A strong password can be memorable to you but nearly impossible for someone else to guess.

Avoid passwords that:

- Is particularly weak. Example: "password123"
- You've used before on your account
- Starts or ends with a blank space

Is Completing my Profile Really Necessary?

Although, completing a user profile is not necessary, we highly recommend it. You will, however, need your secret answer and zip code handy in order to make changes to your password or account. Please write down this information and keep it in a safe location so that you can provide it to the Support Team to easily identify your account should any issues arise.

Is There a Way to Stop the Pop-Up Screen Asking if I Would Like to Add This Email Address to my Contacts?

No. The pop-up message is designed to make adding an email address to your contacts much easier. If you don't want to add the new recipient's address to your contacts, simply click cancel.

Is There Virus Protection on This Email Platform?

Yes, this MaxxSouth Email platform has a world-class layered protection system that blocks spam and malware, and also monitors for system abuses. Our security protection provides real-time global threat protection analysis, while utilizing white/black lists and exclusive delivery.

Is my Profile Going to Stay the Same as the Previous Email Platform?

Yes, your profile information will remain the same.

Will I Have All my Folders Available?

Yes, all the folders you created on the previous email platform will still be available on the new MaxxSouth Email platform. All custom folders will appear in the left side navigation menu.

Outlook Sync

What is Outlook Sync?

OutlookSync is a plugin for MaxxSouth Email designed for the Outlook Mail client to enable seamless synchronization between your Outlook mail client and your MaxxSouth Email.

Does OutlookSync Have Any Embedded Viruses, Spyware, Malware, or Other Hidden Files?

No, OutlookSync has been fully tested by our engineers and it is perfectly safe for you to download and use.

Do I Need Microsoft Outlook Installed to Use OutlookSync?

Yes, you need Outlook 2007, Outlook 2010, Outlook 2013, or Outlook 2016 installed to use OutlookSync.

What are the System Requirements?

You must ensure that the hardware and operating system meet the minimum system requirements for the Office 2007 suites.

What Version of Microsoft Outlook do I Need?

To use your MaxxSouth Email account you must have Outlook 2007, Outlook 2010 or Outlook 2013, Outlook 2016 and Outlook 2019 or office 365, the plugin is compatible with these versions.

How Long Does it Take For the Sync Process to Complete?

The speed of the syncing process depends on the number of contacts and calendar events you have as well as the speed of your Internet connection.

Are There any Sync Limitations?

You can only use OutlookSync with your MaxxSouth Email account.

How Much Does OutlookSync Cost?

OutlookSync is free to use.

Where Can I Download OutlookSync?

You can download the plugin by going to Options/POP3/IMAP4 & SMTP Setup Information and click the download OutlookSync button.

Does OutlookSync Have 2-Way Synchronization?

Yes, you can sync MaxxSouth Email to Outlook or Outlook to MaxxSouth Email.

Can I Sync Contacts or Calendar Only?

Yes, these are settings you can customize.

Can I Configure Automatic Synchronization?

Yes, these are settings you can customize.