

Kittoch Muir Owners Association Website

Frequently Asked Questions

Introduction

This FAQ provides some basic information for users of the Kittoch Muir Owners Association web site. If you have any questions not contained in this document please contact info@kittochmuir.co.uk or webmaster@kittochmuir.co.uk.

This document contains information related to:

- e-Mail
- Secure area

The site is hosted by iPage (<http://www.ipage.com>) and KMOA have a basic web and email hosting package.

This document will be available via the secure area of the website and will be emailed when a user registers.

E-Mail

All residents can have a free kittochmuir.co.uk email address. In order to get an email address the resident should either contact webmaster@kittochmuir.co.uk OR apply using the form for a secure area password.

The email user will take the form of firstname.lastname@kittochmuir.co.uk and an initial password will be set to a random string unique to the user. For your security this password should be changed as soon as possible using the form at <http://kittochmuircouk.ipage.com/mailadmin> to something only you know. This will make your email private. If you do not change it only the webmaster will know your email address. The management page allows the user a number of management options on their own email account:

- Changing their password,
- Setting your email to forward to another resident directly,
- Setting a forwarding address (perhaps your normal address but be aware when replying to email as this will come from your normal address) ,
- Setting autoresponder for when you are on vacation or unavailable,
- Setting routing actions on the email such as sending to trash immediately or returning to the sender,
- Importing or exporting of email addresses.

Email is accessed through a web interface at webmail is available at <http://webmail.kittochmuir.co.uk> or you can access your email either through a standard email program on a PC, MAC, tablet or smartphone. The information you need to set up the email program is the typically the same for all programs but each client will require you to set it up in a specific way. The important information you need is:

- Incoming mail server is “pop.kittochmuir.co.uk”
- outgoing mail server is “smtp.kittochmuir.co.uk”.
- username is “firstname.username@kittochmuir.co.uk”
- password is initially set to a random string unique to the user
- Your inbound and outbound usernames/passwords should be the same (authentication is required for both)

Please look at the following web page for further information related to setting up your email program:

<http://www.ipage.com/knowledgebase/beta/article.bml?ArticleID=1463&type=How%20To>

For legal purposes you are responsible for all emails received and sent from the account. If you are found using the account for business, spam or for any activity the committee finds unlawful the account will be terminated.

Secure access to the website

The secure area is currently being worked on and more resident specific information will be added in due course.

All residents who apply to the site for access to the secure area will be given a username and password. Not all residents who apply to the website for secure access will request a kittochmuir.co.uk email address. The username for the secure area will either be:

1. the users new kittochmuir.co.uk email address OR
2. If the user does not apply for an email address, the username will be the email address they supply with the form.

Everyone's password to the secure area will be the same unless they request a new one from the webmaster@kittochmuir.co.uk. Please note that there is no reason to provide different passwords to this area as the information is the same for all users of the site.

Contact Information

The webmaster email address is webmaster@kittochmuir.co.uk and all queries regarding design or website mistakes should be addressed to the webmaster.

If you have any queries related to the Kittoch Muir Owners Association, to the estate, management of the estate or Hacking and Patersons should be sent to info@kittochmuir.co.uk. Alternatively any member of the committee will be able to assist and their contact details are in the secure area of the website.