



## SkyBest Communications Customer Panel User Manual

### Introduction

This document is a user manual for your e-mail services. It provides instructions for managing your e-mail account(s) with the Customer Panel, including password changes. SkyBest reserves the right to make these controls available to you or manage these controls on your behalf. Therefore, you may or may not have access to the controls mentioned in this manual. Screen shots used in this manual are for examples only. Contact SkyBest Customer Service if you have questions regarding these controls.

### Customer Panel


The Customer Panel is a quick and easy way to manage your SkyBest e-mail account(s) passwords. To access the Customer Panel, you must go to <https://custpanel.skybest.com>. Once there, enter your full SkyBest e-mail address and e-mail password to log in. You will then see the home page below which shows your account information, your mail account(s) with the current usage amount and general support information.

The screenshot displays the SkyBest Customer Admin Panel. The page is divided into several sections:

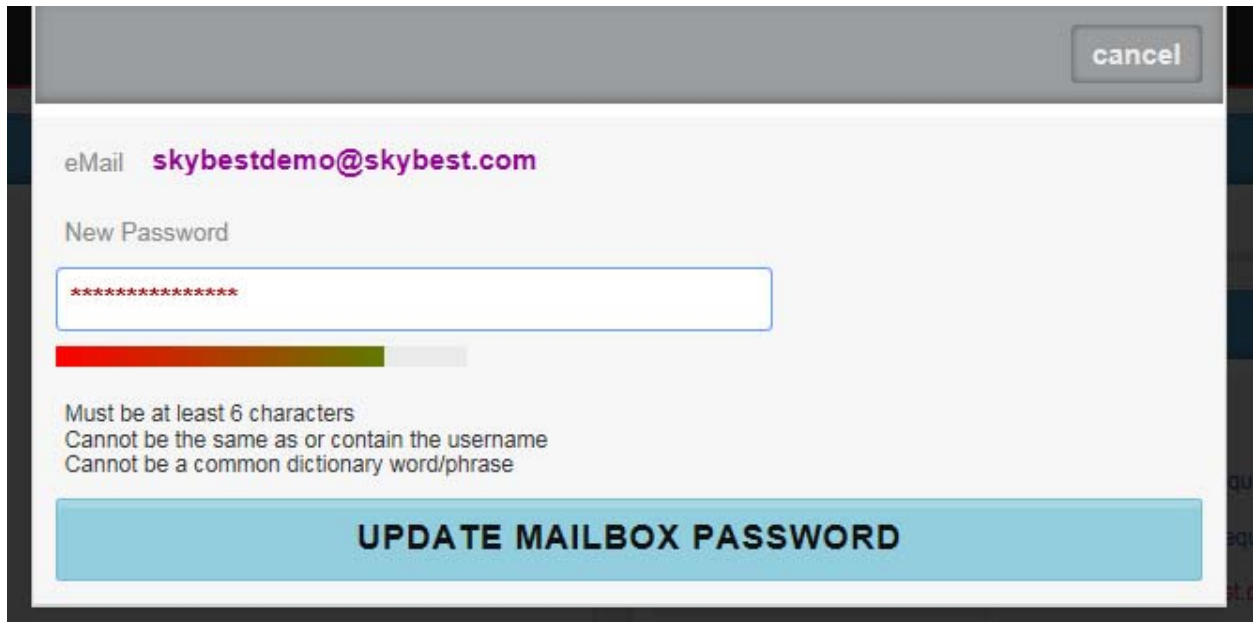
- Account Profile:** Shows Account (Billing) ID: 0123456.7, Name: SkyBest Demo, Company, Main / Mobile Phones: 336.877.1350 /, Work Phone / Best Contact: /, Address: 111 Demo St, City, State, Zip: West Jefferson, North Carolina 28694, Active Date, Account Status: ACTIVE, and Subscribed Services: TEST PLAN.
- Mailboxes (2) & Aliases:** Lists two mailboxes: skybestdemo@skybest.com (primary) and skybestdemo2@skybest.com, both with 0.0% of 1GB usage.
- Dial-Up / DSL / Wireless:** Shows No RADIUS accounts.
- General Support Information:** Displays the current IP address as 69.77.131.2 and lists various servers: Incoming Mail Server (mail.skybest.com), Outgoing Mail Server (smtp.skybest.com), Webmail (https://webmail.skybest.com), FTP Server, News Server, DNS 1 and DNS 2 (Server Assigned), and Customer Service (877.475.9546) and Technical Support.

### Change E-Mail Account(s) Password

In the screen shown above, you have the ability to change your password. Note, all passwords are case sensitive, must be at least 6 characters, cannot be the same as or contain the username and cannot be a common dictionary word/phrase.

You must click the  image beside the e-mail that you wish to change the password for. If the account has multiple e-mails the primary e-mail will have access to change all e-mail passwords on the account. The additional e-mails only have access to change their individual password.

The system will generate a new password, however you may remove it and enter your own password. Then click **UPDATE MAILBOX PASSWORD**.



The screenshot shows a webmail interface for updating a mailbox password. At the top right, there is a "cancel" button. Below it, the email address "eMail skybestdemo@skybest.com" is displayed. The "New Password" section features a text input field containing ten asterisks. Below the input field is a progress bar with a red-to-green gradient. Underneath the progress bar, three lines of text provide password requirements: "Must be at least 6 characters", "Cannot be the same as or contain the username", and "Cannot be a common dictionary word/phrase". At the bottom of the form is a large blue button labeled "UPDATE MAILBOX PASSWORD".

### **General Support Information**

This section will provide you with some basic information on the mail servers, webmail login address, DNS and contact number for Customer Service.

## General Support Information

Your current IP address is

**Incoming Mail Server** mail.skybest.com [ Requires a full email address to login ]

**Outgoing Mail Server** smtp.skybest.com [ Requires SMTP authentication ]

**Webmail** <https://webmail.skybest.com>

**FTP Server**

**News Server**

**DNS 1** Server Assigned

**DNS 2** Server Assigned

**Customer Service** [877.475.9546](tel:877.475.9546)

**Technical Support**

### **Setup Support Request**

On the home screen of the Customer Panel, you can click the **RED** Support button in the upper right-hand corner to submit a support request directly to technical support.

**support**

**logout**

Enter your name, phone number and best time for someone to call you. Click **SUBMIT SUPPORT REQUEST**. Someone will call you during the time you requested.

cancel

Best Contact

(Name & Number)

Best Time to Call - Between:

Anytime

and

Anytime

SUBMIT SUPPORT REQUEST

0.0% of 1GB

### Log Out of Customer Panel

On the home screen of the Customer Panel in the upper right-hand corner click the **RED** Logout button.

