FAQ

atmail 7
cloud

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SALES

Can I still buy atmail 7 cloud?

No, not unless you have made a bespoke arrangement with our sales team, because the end of life (EOL) for our a7 products will be 31 August 2019.

New atmail customers are instead being directed to our newest products, "atmail suite", "atmail mail server" and "atmail cloud". If you are a new customer, please visit our new product FAQ.

How do I contact atmail Sales?

Please contact our sales team via the Contact Us form on our site.

How do I change my credit card details for automatic payments for atmail 7 cloud?

Changing your credit card details is easy. Just log in to our client portal, click on "Payment Details", then update your credit card details. If you have any issues, please contact our support team.

Can we add more users to our atmail 7 cloud licence?

Yes. You can simply add user numbers via your atmail web admin login.

Can I reduce the number of users in my atmail 7 cloud licence?

Yes. You can simply reduce your user numbers via your atmail web admin login (unless stated otherwise in a custom Service Level Agreement).

SUPPORT

How do I contact atmail Support and/or raise support tickets?

You can contact our support team either via your atmail client portal or by emailing support@atmail.com.

How do I access the atmail Help Centre for self-service documentation?

Please either click here or go to atmail.com and click on Support, then Help Centre.

Does an atmail 7 cloud subscription include support?

Yes. atmail 7 cloud includes both Self-Help and Essential Support. Platinum Support is also available to better serve your needs. For more information, please contact our sales team.

What is the difference between Self-Help, Essential and Platinum Support?

Please refer to our list of Support packages online. Alternatively, please contact our sales team via the Contact Us form on our site.

Can you provide help with migration from atmail 7 on-premises to the new atmail cloud?

Yes. Please contact our sales team via the Contact Us form on our site to enquire about a quote for our professional services assistance.

Can atmail customise my installation for me?

Yes. Please contact our support team to discuss how our professional services team can assist.

If we need extra tech help, what else can atmail help with?

With 20 years of email experience, we have the skills and expertise to help you with (almost) anything related to email.

Typical requests include: migrations; integrations; customisations; extending your team's email management capabilities; and performing custom reporting that is specific to your business. Please contact our support team to discuss your specific requirements.

What are your hours of support?

Platinum Support is available 24/7, 365 days a year, for critical impact issues (severity 1). Support for other issues is available 8am to 6pm Australian time (AEST), business days.

atmail may act on support requests outside of these hours, at its discretion.

I have an atmail account through a reseller and I need help with my account. Can you help?

No. Many of atmail's reseller clients use our software to provide email services to their end users and we do not have access to their servers or support their support team, so please contact your email host directly.

Note: Many answers to common questions can be found in the atmail 7 cloud User Guide in our Help Centre here.

What is the fastest way to reach you in case of emergency?

Platinum Support subscribers have direct mobile phone access and can reach us 24/7, 365 days a year, for critical issues (severity 1).

If you would like to enquire about Platinum Support, please contact our sales team via the Contact Us form on our site.

PRODUCT

Can I replace the atmail logo on the user interface?

Yes. We are proud to offer white labelling capability, so you can keep your own brand front-of-mind for your customers or employees. Please here for further details.

Do you offer extra customisation?

Yes. Please [contact our support team](#) to enquire about branding and customisation options unique to your account.

Can I customise our own DNS on atmail 7 cloud?

Yes. If you provide your own SSL certificate, you can customise your own DNS on atmail 7 cloud. This includes webmail, IMAP, POP and SMTP host names. We encourage the use of a host-name per service. An individual hostname can be used for all services upon special request.

How many emails can be sent per user per hour?

For atmail 7 cloud, you typically have access to 200 – 2,400 emails per user per rolling 24-hour period, depending on the spam score for each email being sent.

What is the send limit for atmail 7 cloud?

We limit outbound emails in line with industry standards. Our cloud limit is 100 external recipients per email sent.

What is the maximum size for attachments?

For atmail 7 cloud, the current maximum size allowed per attachment is 25MB.

How much email storage per user comes with an atmail 7 cloud account?

Each atmail 7 cloud user is allocated 10GB of storage. If multiple users are purchased, the combined storage is allocated per account upfront. For example, if 50 users are purchased, 500GB of storage will be allocated upfront.

Does atmail 7 include antispam?

Yes. atmail 7 uses Apache SpamAssassin, an open-source, anti-spam platform. For premium antispam offerings, please contact our sales team via the [Contact Us](#) form on our site.

Does atmail 7 include antivirus?

Yes. atmail 7 uses ClamAV, which is a widely distributed, open-source, anti-virus engine for detecting trojans, viruses, malware and malicious threats.

Does atmail 7 cloud support multiple languages?

Yes. atmail 7 cloud supports Arabic, Catalan, German, English, Greek, Spanish, Finnish, French, Indonesian, Italian, Japanese, Dutch, Brazilian Portuguese, Portuguese, Russian, Swedish, Thai, Turkish and Simplified Chinese.

CONTACTS AND CALENDARS

Does atmail 7 cloud support calendar invitations to external email addresses?

Yes. atmail 7 includes calendar invitation support. Invitations are sent via email as an ICS attachment.

Can I share a single calendar entry with other people in my organisation?

No. A calendar and all of it's associated entries can be shared, but atmail 7 does not currently support sharing an individual calendar entry.

Can the Outlook or atmail Sync Connector synchronise shared calendars or contacts?

Yes, for Outlook 2010 and Outlook 2013. Please refer to our Help Centre documentation here.

TECHNICAL

What is the tech stack for atmail 7?

PHP (Zend), Exim, Dovecot, Apache SpamAssassin, ClamAV, DAV (SabreDAV), MySQL and jQuery (jQuery-ui, jQuery-mobile).

Does the tech stack for atmail 7 also include React and Go(lang)?

No, but our newer product, atmail cloud, is built on React and Go(lang).

Do you have an API?

Yes. atmail is built on a RESTful API. Please see here for further details.

Do you have client and sub-client control panels?

Yes.

How do I manage my atmail email service?

Our web admin has a wizard that will walk you through on your first use. For further information, please refer to our Help Centre for step by step tutorials.

Is it possible to manage more than one IMAP account at a time with the webmail client?

No. Our atmail 7 webmail currently only supports access to one account at a time.

Can you help me restore an accidentally deleted account or messages on atmail 7 cloud?

Yes. We directly manage our atmail cloud infrastructure and environment, so please contact us within 7 days for assistance with restoring email.

After 7 days, we may not be able to restore your messages and/or costs may apply.

Can I forward email addresses that have their MX records pointed to the atmail cloud, but not their email boxes?

Yes. Please visit our Help Centre for full instructions.

Can I use filters to have an email forwarded to an email inside and/or outside our domain?

No. Such filters only move messages between folders.

What is the limitation on the number of simultaneous connections with atmail cloud?

There is currently a limitation of 40 connections to the server from one IP address.

Can atmail 7 cloud check multiple mailboxes at once?

Unfortunately, this is not currently possible through the atmail 7 webmail client. While atmail 7's email server has an alias feature which can deliver a copy of emails received at a single inbox to multiple addresses, sending emails separately from multiple and/or external accounts currently require logging out of one account before logging into another.

Is there an option to whitelist an email, domain or ISP, with atmail cloud?

atmail cloud allows you to whitelist an email and domain, but not an ISP.

WINDOWS, MAC OS X, iOS, ANDROID AND BLACKBERRRY

Is atmail 7 compatible with Windows clients?

Yes, most Windows email clients can connect directly to atmail's IMAP/POP3 server. Outlook users can synchronise calendars and contacts using a third party plugin such as Outlook CalDav Synchronizer. Thunderbird/Mozilla users can connect their contact and calendar clients directly to atmail's CalDAV/CardDAV server. The webmail UI is supported under Windows IE8+.

Is atmail 7 compatible with Mac OS X clients?

Yes. OS X mail users can connect directly to atmail 7's IMAP/ POP3 server and connect native Apple Calendar and Contacts clients directly to atmail 7's CalDAV/ CardDAV server.

Is atmail 7 compatible with iOS clients?

Yes. iOS mail users can connect directly to atmail 7's IMAP/ POP3 server, and connect their iCal and Address Book clients directly to atmail 7's CalDAV/ CardDAV server. atmail 7 provides iOS provisioning support and a mobile friendly UI.

Is atmail 7 compatible with Android clients?

Yes. Android users can connect directly to atmail 7's IMAP/ POP3, CalDAV and CardDAV servers to synchronise email, calendars and contacts with the atmail server. Android users can also use the optional Mobile UI.

Is atmail 7 compatible with BlackBerry clients?

We have received feedback that modern BlackBerry devices have worked very well on our platform using IMAP/ POP, CalDAV and CardDAV, however we ourselves do not test on, or support, BlackBerry devices.

For a list of all documentation regarding Third-Party clients, please see our Help Centre or
 click here.

RENEWALS

Will my atmail 7 cloud subscription renew automatically?

Yes. Unless you are on a custom contract, your atmail cloud subscription will renew automatically each month, so you never need to worry about your contract expiring.

How can I restart my atmail 7 cloud subscription if it lapses?

If your atmail cloud subscription lapses you generally have 7 days to pay your outstanding payment for it to restart smoothly. If it has been longer than 7 days and the subscription cannot be easily restarted, please contact our support team.

Can I migrate from atmail 7 cloud to the new atmail cloud?

Yes. Please contact our sales team via the Contact Us form on our site.