



The new email system requires your complete email address as a username, both in webmail and in email software such as Thunderbird, Outlook, Iphone or Andoid email apps. An example of a complete email address is [USER@WALDONET.NET.MT](mailto:USER@WALDONET.NET.MT) . Your complete email address will be sent to you via email by Waldonet together with a temporary new password for the new system.

### SUPPORT NOTE

**Before calling or emailing Waldonet support, please use the webmail interface to check that your new mailbox is sending and receiving email. We are not able to offer dedicated support over the phone or by email on the variety of devices and different software clients that are available. It may be quicker to contact your computer, tablet or smart phone technician before contacting Waldonet as long as email is working well via webmail. We will however do our best at all times to assist.**

### NEW WEBMAIL

To access the new webmail visit the following URL with your browser:

**<http://mail.waldonet.eu>**

Use your COMPLETE email address as a login as shown in the image below.

#### Sign In

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Use the initial password you have been provided with by Waldonet via email.

On smart phones and tablets, it will automatically provide you with an option to use a dedicated mobile web interface.

Via the new webmail via **OPTIONS**, you may also set redirections, auto responders and change password.

**Change the initial password immediately via this new webmail interface.**

### EMAIL CLIENT SOFTWARE – Outlook – Thunderbird – Smart phones etc

**Note:** Iphone and Ipad users can use the auto configure function. Visit [mail.waldonet.eu](http://mail.waldonet.eu) and click on auto configure. This will configure the email box on the email app on your Iphone or Ipad.

You may configure a new mailbox on your email software using the below settings. In this manner, you will still be able to download any email that may be received in your old mailbox while the switchover is happening.



## Using Auto Configuring on Iphone & Ipad

Please follow these instructions step by step.

1. Use the SAFARI browser and go to <http://mail.waldonet.eu>
2. Choose Mobile Version
3. Click on Auto configure
4. Use your full email address as your login, make sure to use lower case letters as the Iphone and IPad make the first letter in capitals.
5. use your password and make sure to use the correct combination of capitals and small letters as this is case sensitive
6. Click on Configure
7. An install profile will appear. Click on install on the top right hand corner of the screen.
8. You may be asked for the pass code of your phone, enter it to proceed and continue till the end.

### Warnings that may appear

A warning may appear stating that the profile is not signed. Please ignore this message and proceed to install.

A similar warning about the SSL certificate may also be displayed. Please ignore this warning and proceed.

The cause of these warnings is due to the fact that we are using a single SSL certificate across all our customers including multiple domains for encryption. An alternative solution that would not cause such warnings will simply be too expensive and not worth it for our customers.

In this manner we still provide our customers with the SSL security but without the added costs.

**Under other circumstances, especially when making payments online, DO NOT IGNORE SIMILAR WARNINGS. This is an exception and one may still verify the validity of the SSL certificate being used as it does not cause any warnings when visiting the webmail site <http://mail.waldonet.eu>**

We thank you for your continued custom.

**For any difficulties you may call us on during working hours on 21419200 or email [support@waldonet.net.mt](mailto:support@waldonet.net.mt)**

### Waldonet Support Limitations

We will provide support on functions related to email. All the other available functionality is provided as is without specific support due to the vast options of devices and software applications available.