EMAIL ACCOUNT QUESTIONS AND ANSWERS

What is a region email account?
A region email account is your personal Southwest Region Civil Air Patrol email account assigned to you as a staff member of the Southwest Region.

Do I need a region email account?
No. However, in order to create a unified professional appearance when corresponding to other members of the Civil Air Patrol, it is best to use your account.

Are there any advantages to having a region email account?
Yes. First, you will have a singular source for all your Civil Air Patrol correspondence. Second, you will be able to remotely access your account from any computer with an internet connection. Third, you will have up to 6 gigabits of storage space. You can use this extra space to archive emails that contain documents and photos for remote access.

How do I start?
1. Contact SWR/IT at IT@swrcap.com. This is your Information Technology team. Send them a request for an account along with your name and region duty position. The IT team will perform the initial set up for you.
2. Once the initial set up is complete, you will receive an email with instructions that include your username and password. Your username is the same as your email account name. The naming convention is your first name dot last name (ex: John.Doe@swrcap.com). *NOTE:* Username is NOT case sensitive.
3. You can immediately access your account by going to http://mail.swrcap.com from any computer with an internet connection.

What does ____ mean? Definitions
Forwarding – This operation is the re-sending an email message delivered to one email address on to another email address.

POP – Post Office Protocol, This form of email transmission downloads mail to your email client such as Outlook, Thunderbird, Apple Mail, or Windows Mail.

IMAP – Internet Message Access Protocol, It is a method of accessing email that is kept on a mail server. In other words, it permits a "client" email program to access remote message stores as if they were local. For example, email stored on an IMAP server can be manipulated from a desktop computer at home, a workstation at the office, and a notebook computer while traveling, **without** the need to transfer messages or files back and forth between these computers.

How do I set up email Forwarding?
1. Log into you swrcap.com account by going to http://mail.swrcap.com
2. Once logged in, select "Settings" located in the top right corner menu of your page.
3. Select the "Forwarding and POP/IMAP" tab.
4. In the Forwarding section, select "Forward a copy of incoming mail to…, and enter the email address you which your message to be sent to. Then select from the action you desire from the drop down box just below.

How do I set up my email client (POP) (e.g. Outlook, Thunderbird, Apple Mail, Windows Mail)?
1. Log into you swrcap.com account by going to http://mail.swrcap.com
2. Once logged in, select "Settings" located in the top right corner menu of your page.
3. Select the "Forwarding and POP/IMAP" tab.
4. In the POP Download section, select:
   a. 1. Status → either "Enable POP for…"
   b. 2. When messages are accessed for POP → select the desired choice as explained.

   c. 3. Configure you email client → select "Configuration Instructions". A new browser window will open up with more configuration instructions. Select your browser type from the list provided and follow the instructions as stated.

How do I set up email client IMAP?
   1. Log into you swrcap.com email account by going to http://mail.swrcap.com
   2. Once logged in, select "Settings" located in the top right corner menu of your page.
   3. Select the "Forwarding and POP/IMAP" tab.
   4. In the IMAP Access section, select:
      a. 1. Status "Enable IMAP"
      b. 2. Configure you email client → select "Configuration Instructions". A new browser window will open up with more configuration instructions. Select your browser type from the list provided and follow the instructions as stated.

How do I remotely log in to my email account?
Remote log in means that you log into your email account from any computer with an internet connection. To remotely log in to your email account, go to http://mail.swrcap.com. Enter your email account username (ex: John.Doe) and password then select the "sign in" button. *NOTE:* Username is NOT case sensitive.

How do I update my temporary password?
As soon as you login for the first time, you will need to update your temporary password. To do this:
   1. Log into you sercap.us account by going to http://mail.swrcap.com
   2. Once logged in, select "Settings" located in the top right corner menu of your page.
   3. Select the "Accounts" tab.
   4. In the Change Password section, click on the Change Password link and follow the instructions.

Still need assistance?
If you need assistance with email set up, a member of your Information Technology team will be happy to do such. We can be reached at IT@swrcap.com.