

Email setup for EPFD personnel

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Step 1. Use any modern web browser (Edge, Chrome, Safari) to login to your account at
<https://mbox.eastpalestine-oh.gov>

Login information for your account has been provided.

Step 2. After login – change your password. You may use any password as long as it meets the mail systems security guidelines. The mail system will qualify your password as you type it. Click on the 'Options' tab, then click 'Change Password' (first option in the list). Follow the instructions from there.

Step 3. Log out of the email and log back in with your new password. You can select to save or update your password in the web browser if the system prompts for approval.

Your email account can now be used via the webmail application if you wish. If you would like to use an email client such as Outlook, Thunderbird or one of the native clients on mobile devices – see the instructions listed at

https://tickets.suresupport.com/faq/category-202/en/configuring_an_e_mail_program_outlook_thunderbird_mail_etc

NOTE: Computer-based client programs such as Outlook and Thunderbird can successfully use the auto configure service, however we have found the mobile devices require manual configuration. If you manually configure on a mobile device – substitute ***s468.sureserver.com*** for ***eastpalestine-oh.gov***.

Issues? Need support? Email k.chapman@eastpalestine-oh.gov or call/text 330.727.4893