

## **Fresh Web Ideas – Things to Consider About... Forwarding Email and your ISP.**

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Many of my clients use Comcast for high-speed Internet service. I have a number of clients that are having their website email forwarded to their personal Comcast email addresses.

Some told me recently that they had had some difficulty getting their email from the hosting account – it had either been very delayed or, sometimes, just never showed up at all. In most cases the sender never even received an error message.

I was talking with some developer colleagues this week and this is some of the conversation:

“I think pretty soon, most hosts will disallow forwarding to Comcast. It's already an option in host configurations. The issue is that when clients have their email forwarded to Comcast, they also forward all of their spam. Then the client reports the spam to Comcast, and Comcast thinks that the client's server sent the spam, thus blocks the entire server, affecting hundreds of other unrelated clients sometimes.”

This explains why sometimes there are email delays that affect you that have nothing whatsoever to \*do\* with you – if you're on a shared server, and most small businesses are, and someone else gets caught spamming, even if it was unintentional, everyone on the server suffers when the server is blocked.

“We see this ALL the time in the industry and I see it slowly going toward not allowing forwarding at all to Comcast - it's too much of a hassle for the hosting company.”

It seems that Comcast has become well-known recently for bouncing forwarded emails back to the host server they came from (this would be “yourdomain.com” where your website is hosted) and then the host has to deal with it. Many hosts are not allowing clients to forward mail to Comcast anymore at all because of the amount of unblock requests they have to deal with. So if you're forwarding your website mail to Comcast, you might want to reconsider – at some point your host may just say “no more.”

### **So what's the alternative?**

If you have a website but you're forwarding your mail to your ISP (Internet Service Provider) account, like [myname@comcast.com](mailto:myname@comcast.com), there's an easy way to avoid having to do this using software that's probably already on your computer.

It's simple to set up any number of email accounts in Outlook (or my favorite mail program, Thunderbird). You can set up an account for your Comcast email, one for [you@yourdomainname.com](mailto:you@yourdomainname.com) and another for [orders@yourdomainname.com](mailto:orders@yourdomainname.com) in just a couple of minutes. That way, you'll be able to click 'Get Mail' and you'll have all of your mail instantly downloaded to your computer. You'll be getting your mail directly from the server so you won't have to wait for it to be rerouted.

You can set up a folder for each account and have mail dropped right into those folders so you can see what's going on with each account. I find this much easier than having to deal with a deluge (and I mean that) of mail coming into one inbox.

Especially if you're using Comcast's Webmail to check your mail coming from all forwarded sources, which requires you to login with a web browser, I'd recommend you try a computer-based program. If you don't like Outlook (and I'm not a fan of it myself) I would highly recommend Mozilla Thunderbird, which you can get here:

**<http://preview.tinyurl.com/28o937>**

You can still check your mail with Webmail when you're on the road – did you know that most hosting services have Webmail too? So you can login to the control panel for your hosting account and check your mail from any computer anywhere. So you're not actually giving up control of your mail – you're making it easier on yourself at home or work by not having to risk missing messages due to the restrictions of your ISP.

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If you have questions about this month's topic, need some help getting your Outlook or Thunderbird set up, or would like to talk about website updates, please email me at [dac@redkitecreative.com](mailto:dac@redkitecreative.com) or visit my site at <http://www.redkitecreative.com>. I'll be happy to help you.

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