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Below is information for libraries who get their email via the Co-op. Users are able to connect either via the provided webmail interface or else using a 3rd party client. Please note: the Co-op is only able to provide limited support for 3rd party clients, and the webmail interface is provided "as is."

## Webmail

To access your mail via the web, users should go to: <https://webmail.libraries.coop/>

Your username is your full email address, usually: `firstname.lastname@_DOMAIN_`

Note you **MUST** include the full domain with your username.

## 3rd Party Mail Client

In order to access your email via some other mail client, you will need to use the following settings:

### Incoming Mail Server

Host: mail.libraries.coop

Protocol: IMAP

TLS: StartTLS required

Port: 143 (optionally port 993 with pure SSL)

As with webmail, your new username will be your full email address, usually `firstname.lastname@_DOMAIN_`

You **MUST** include the full domain with your username.

POP3 service is being discontinued, you must change to using IMAP.

### Outgoing Mail Server

Host: mail.libraries.coop

Protocol: SMTP

Port: 587 (port 25 may be attempted but will not work on most ISPs due to spam issues.)

SSL/TLS/StartTLS: StartTLS required

SMTP AUTH: supported, use LOGIN/PLAIN method

Below is a video done by Coop Support demonstrating configuration of Thunderbird for use with the Co-op mail servers. Thunderbird is only one of many possible third party clients. No endorsement or recommendation is intended, and the Co-op mail servers should work with any standards-based IMAP client.

Here is a brief set of instructions on [configuring Mac Mail with the Co-op mail servers](#).

## Got Problems?

If you have problems with your email account, please use another email service to contact us at [sysop@bc.libraries.coop](mailto:sysop@bc.libraries.coop), including your username and webmail URL.

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