

MANUAL DE UTILIZADOR

CPANEL

[Abstract]



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1 Objetivo

Este manual tem como objetivo apoiar os clientes na utilização do serviço de hosting de email disponibilizado através da plataforma cPanel, fornecendo orientações claras e práticas para a gestão eficiente das contas de correio eletrónico.

Ao longo deste manual, o utilizador encontrará instruções passo a passo para aceder à plataforma, criar e gerir contas de email, configurar caixas de correio em diferentes dispositivos, bem como utilizar as principais funcionalidades associadas ao serviço.

O cPanel é uma plataforma de gestão amplamente utilizada e reconhecida pela sua fiabilidade, simplicidade e robustez, permitindo uma administração centralizada e intuitiva dos serviços de email associados ao domínio do cliente. Este manual foi desenvolvido para utilizadores com diferentes níveis de conhecimento técnico, pelo que não são necessários conhecimentos avançados para executar as operações descritas.

Recomenda-se a leitura integral deste manual antes da utilização do serviço, de forma a garantir uma configuração correta, segura e alinhada com as boas práticas de utilização do correio eletrónico.

2 Acesso Plataforma

O acesso à plataforma cPanel permite a gestão centralizada dos serviços associados ao domínio, incluindo o serviço de hosting de email. Através desta plataforma, o utilizador pode criar e administrar contas de correio eletrónico, configurar encaminhamentos, definir respostas automáticas, gerir segurança e acompanhar a utilização de recursos.

Como aceder ao Webmail.

O acesso ao webmail é efetuado através de um navegador de internet, utilizando o endereço: <https://hosting.artelecom.pt:2096>

Credenciais de acesso

Para entrar na plataforma, o utilizador deverá introduzir:

- Nome de utilizador

- Palavra-passe

Estas credenciais são fornecidas no momento da ativação do serviço. Por motivos de segurança, recomenda-se a alteração da palavra-passe no primeiro acesso e a utilização de uma palavra-passe forte.

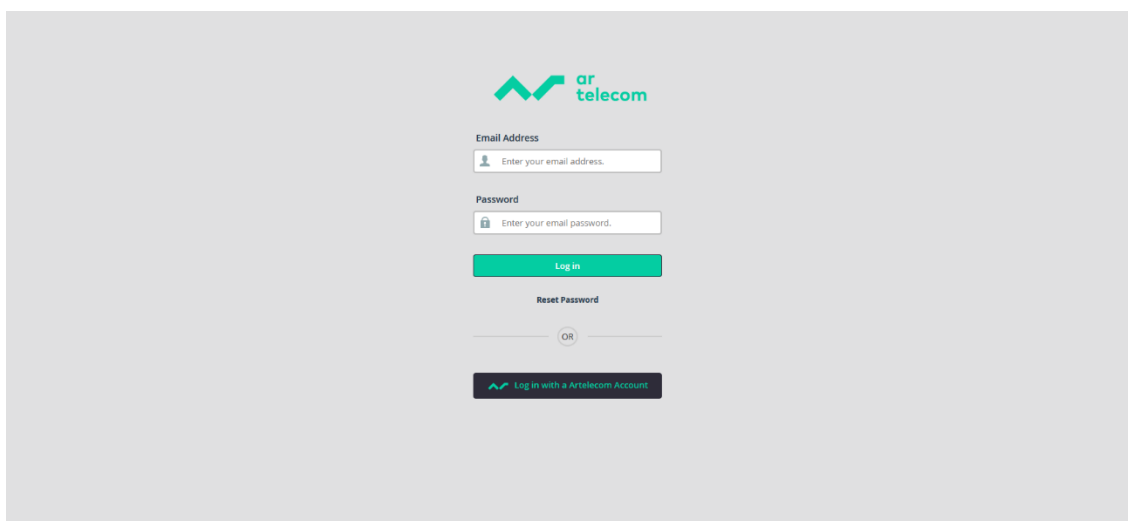
Recuperação de palavra-passe

Caso se esqueça da palavra-passe, deverá utilizar a opção de recuperação disponível no ecrã de login ou contactar o suporte técnico, seguindo os procedimentos definidos pelo prestador do serviço.

3 Configuração do MFA Contas Webmail

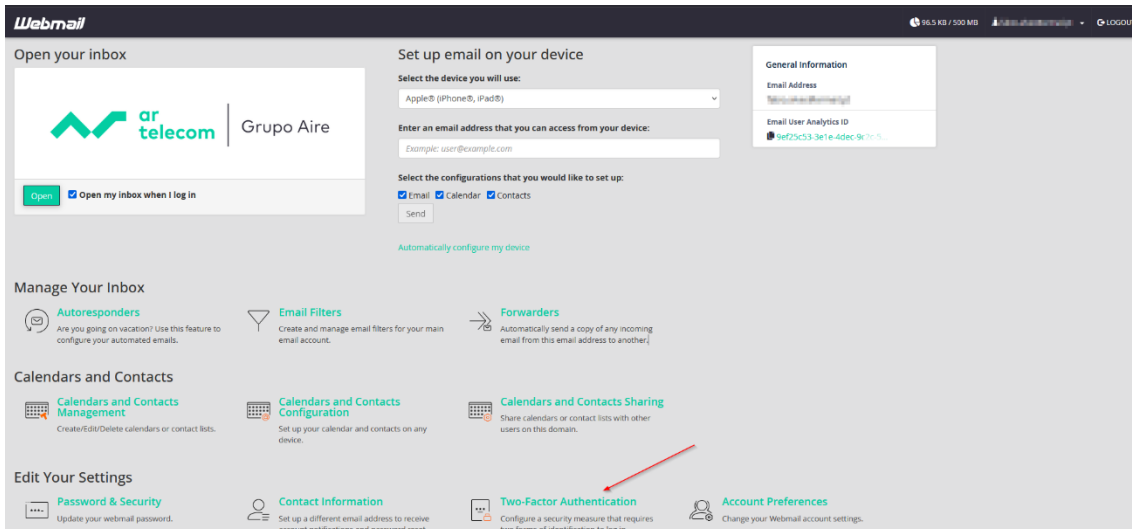
Esta secção tem como objetivo ajudar a configurar o MFA para contas Webmail sem SSO da Ar Telecom.

Efetuar login na plataforma, em: <https://hosting.artelecom.pt:2096>




The image shows the login interface for Ar Telecom. At the top is the Ar Telecom logo. Below it are two input fields: 'Email Address' with a placeholder 'Enter your email address.' and 'Password' with a placeholder 'Enter your email password.'. There is a green 'Log In' button. Below the button is a 'Reset Password' link. A horizontal line with 'OR' in the center separates this from a dark button at the bottom that says 'Log In with a Artelecom Account'.

Após login, selecione Two-Factor Authentication



Webmail 16.5 KB / 500 MB [Help](#) [Logout](#)

Open your inbox

 **Grupo Aire**

[Open](#) ☒ Open my inbox when I log in

Set up email on your device

Select the device you will use:
Apple® (iPhone®, iPad®)

Enter an email address that you can access from your device:
Example: user@example.com

Select the configurations that you would like to set up:
☒ Email ☒ Calendar ☒ Contacts

[Send](#)

[Automatically configure my device](#)

General Information

Email Address
[tel@ar.pt](#)

Email User Analytics ID
[9e725c33-3e1e-4d8c-9c7b-5...](#)

Manage Your Inbox

Autoresponders
Are you going on vacation? Use this feature to configure your automated emails.

Email Filters
Create and manage email filters for your main email account.

Forwarders
Automatically send a copy of any incoming email from this email address to another.

Calendars and Contacts

Calendars and Contacts Management
Create/Edit/Delete calendars or contact lists.

Calendars and Contacts Configuration
Set up your calendar and contacts on any device.

Calendars and Contacts Sharing
Share calendars or contact lists with other users on this domain.

Edit Your Settings

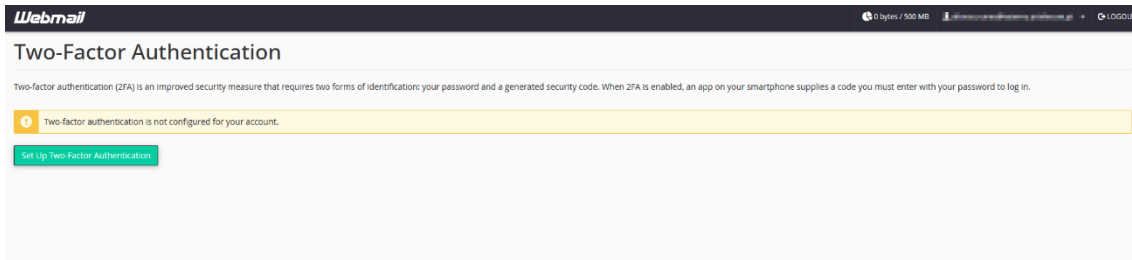
Password & Security
Update your webmail password.

Contact Information
Set up a different email address to receive account notifications and password reset.

Two-Factor Authentication
Configure a security measure that requires two forms of identification to log in.

Account Preferences
Change your Webmail account settings.

Siga os passos abaixo:



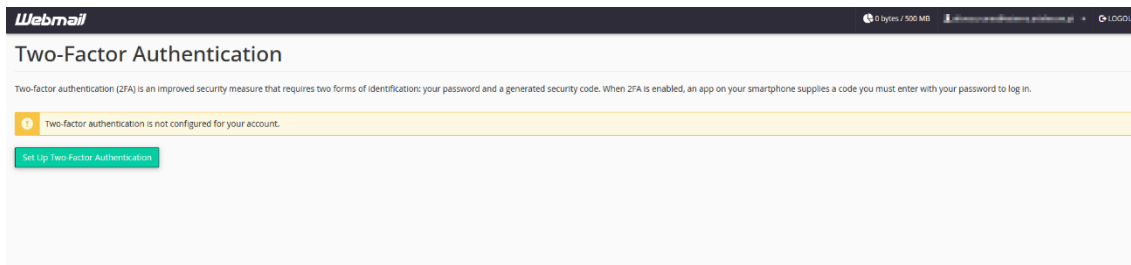
Webmail 0 bytes / 500 MB [Help](#) [Logout](#)

Two-Factor Authentication

Two-factor authentication (2FA) is an improved security measure that requires two forms of identification: your password and a generated security code. When 2FA is enabled, an app on your smartphone supplies a code you must enter with your password to log in.

Two-factor authentication is not configured for your account.

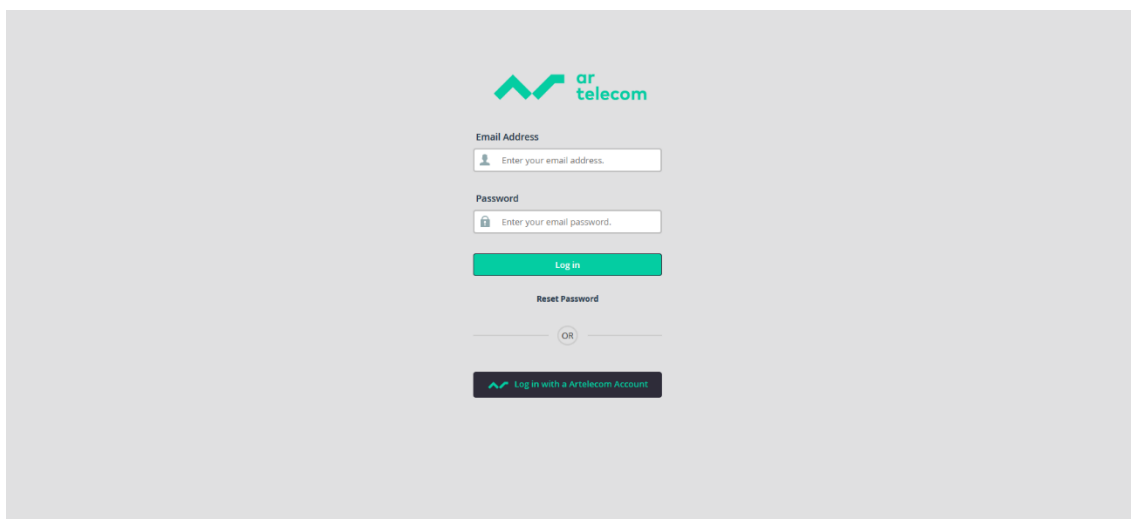
[Set Up Two-Factor Authentication](#)



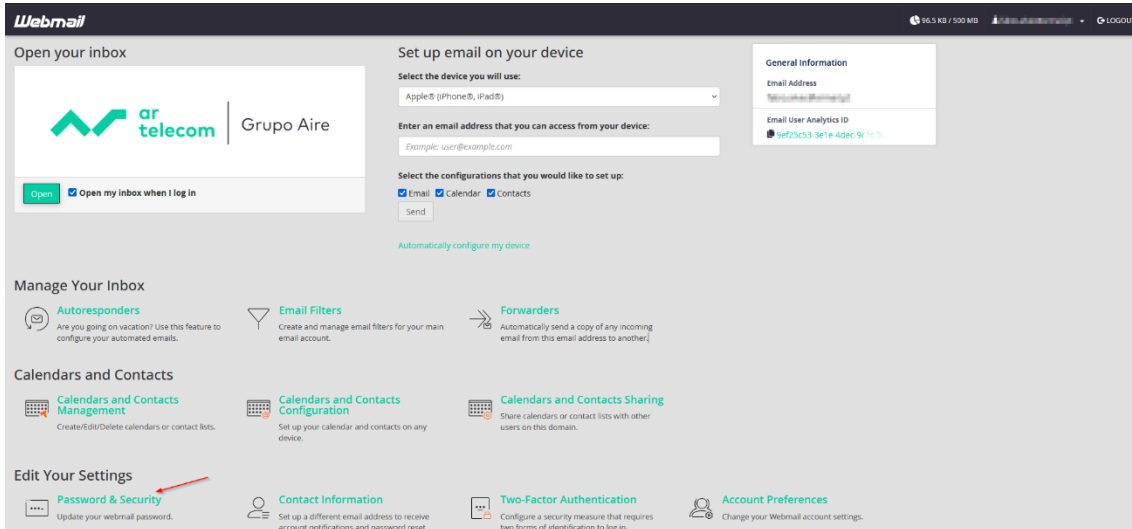
4 Configuração do SSO Contas Webmail

Esta secção tem como objetivo ajudar a configurar o SSO para contas Webmail. Este capítulo só é aplicável para clientes que têm conta no portal de Clientes Ar Telecom.

Efetue o login na plataforma - <https://hosting.artelecom.pt:2096>

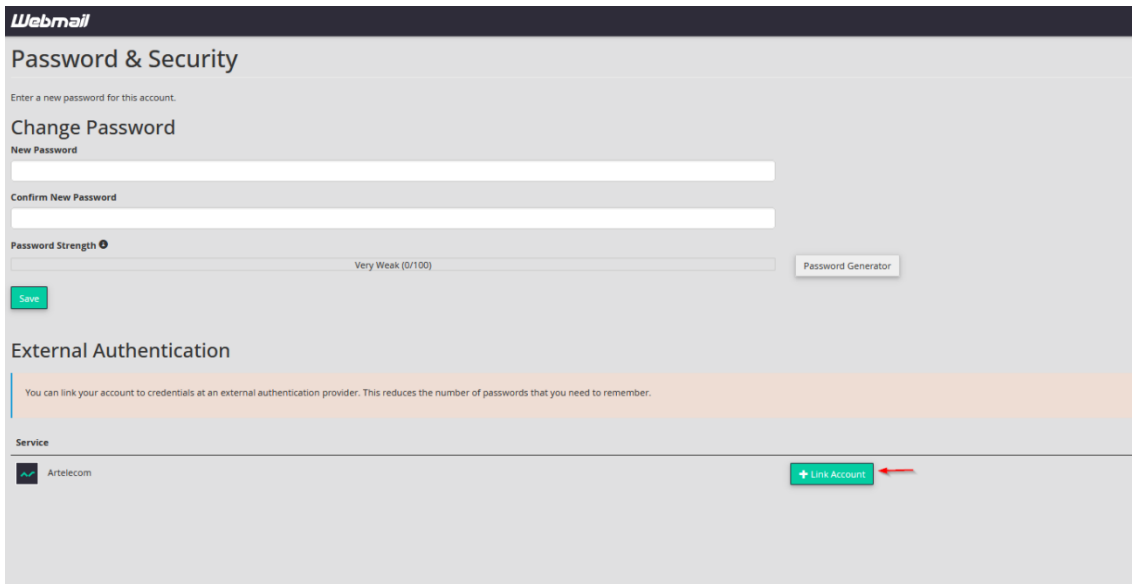


Após login, selecione **Password & Security**



The screenshot shows the Webmail dashboard. At the top, there's a header with the Webmail logo and user information. Below the header, there are several sections: 'Open your inbox' with a button to open the inbox; 'Set up email on your device' with fields for device selection and email address; 'General Information' with fields for email address and analytics ID; 'Manage Your Inbox' with links for Autoresponders, Email Filters, and Forwarders; 'Calendars and Contacts' with links for Management, Configuration, and Sharing; and 'Edit Your Settings' with links for Password & Security, Contact Information, Two-Factor Authentication, and Account Preferences. A red arrow points to the 'Password & Security' link.

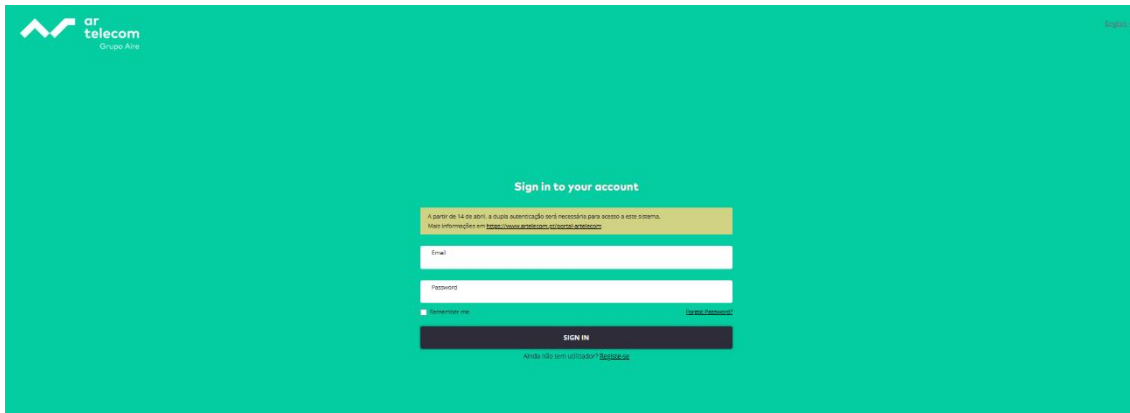
Selecione a opção de Link Account



The screenshot shows the 'Password & Security' page. It has a section for 'Change Password' with fields for 'New Password' and 'Confirm New Password', a 'Password Strength' indicator, and a 'Save' button. Below this is the 'External Authentication' section, which includes a description and a table of services. A red arrow points to the '+ Link Account' button in the table.

Service	Action
Artelecom	+ Link Account

Irá ser redirecionado para a página de login do SSO, será necessário fazer login com a conta existente no Portal de Clientes.

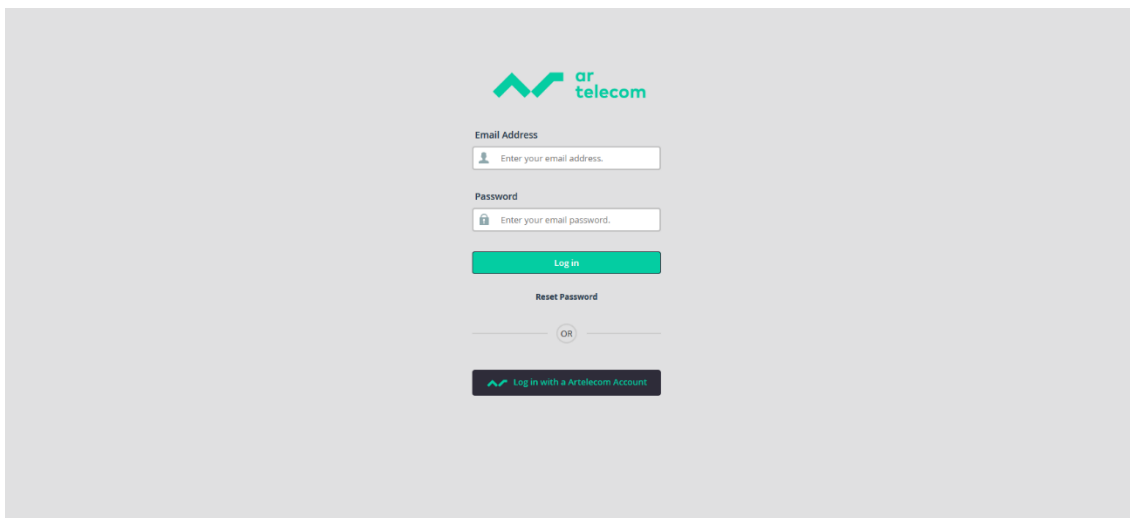


The screenshot shows a login page with a teal background. At the top left is the Ar Telecom logo. In the top right corner, the text "Página 1" is visible. The main heading is "Sign in to your account". Below it, a yellow banner contains the text: "A partir de la versión 4.0 la validación será necesaria para acceder a este sistema. Más información en <https://www.artelecom.pt/portal/usuarios>". The login form includes fields for "Email" and "Password", a "Remember me" checkbox, and a "Forgot Password" link. A teal "SIGN IN" button is at the bottom of the form. Below the button, a link reads "¿No tienes una cuenta? [Regístrate](#)".

5 Configuração Webmail Cpanel

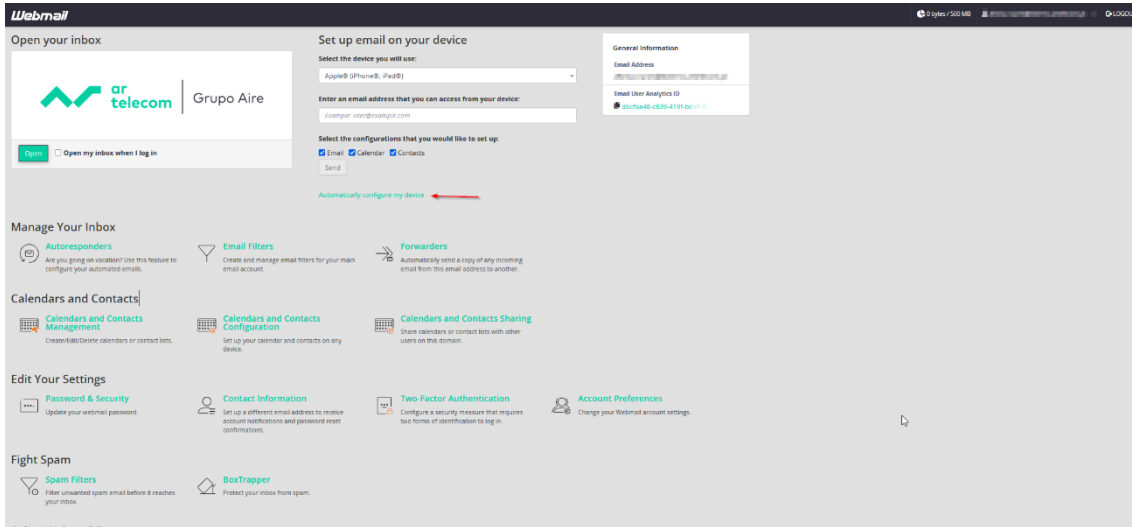
Esta secção, tem como objetivo ajudar a configurar o contas webmail para outras plataformas.

Para configurar o webmail, faça login na plataforma <https://hosting.artelecom.pt:2096>



The screenshot shows a login page with a light gray background. At the top center is the Ar Telecom logo. Below it, the text "Email Address" is followed by a text input field with the placeholder "Enter your email address.". Below that, the text "Password" is followed by a password input field with the placeholder "Enter your email password.". A teal "Log in" button is positioned below the password field. Underneath the button is a "Reset Password" link. A horizontal line with a circle containing "OR" in the center separates the standard login from the Ar Telecom account login. At the bottom, a teal button reads "Log in with a Artelecom Account".

Após o login, selecionar a opção **Automatically configure my device**



Webmail

Open your inbox

Set up email on your device

Select the device you will use:

Apple® (iPhone®, iPad®)

Enter an email address that you can access from your device:

Example: user@grupoair.com

Select the configurations that you would like to set up:

☒ Email ☒ Calendar ☒ Contacts

Send

[Automatically configure my device](#)

General Information

Email Address

Email User Analytics ID

Manage Your Inbox

Autore responders

Email Filters

Forwarders

Calendars and Contacts Management

Calendars and Contacts Configuration

Calendars and Contacts Sharing

Edit Your Settings

Password & Security

Contact Information

Two-Factor Authentication

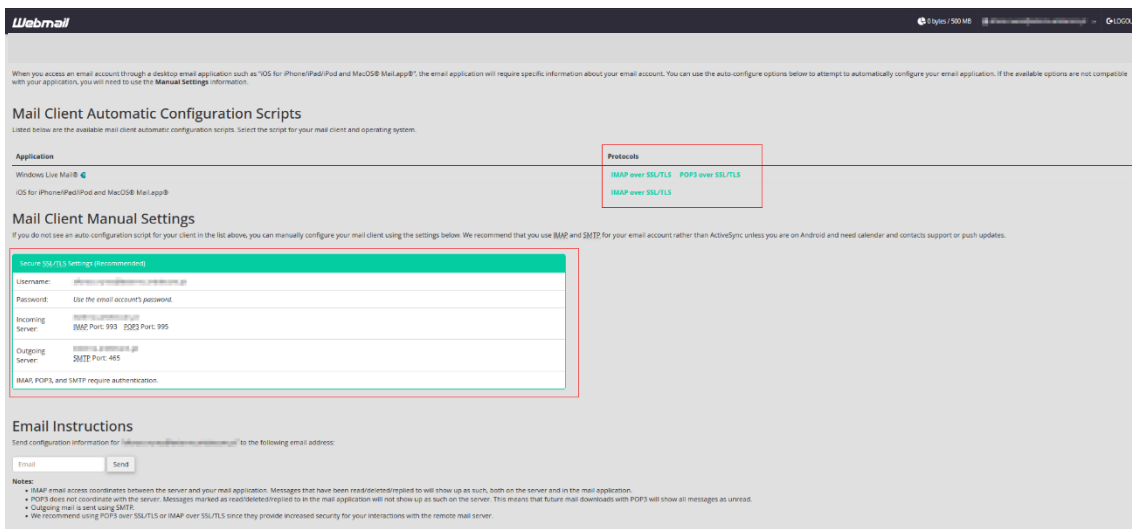
Account Preferences

Fight Spam

Spam Filters

BoxTrapper

Escolher a Application que vai utilizar e escolher o protocolo. Caso não vá usar nenhuma destas applications terá de fazer a configuração manual.



Webmail

When you access an email account through a desktop email application such as "iOS for iPhone/iPad/iPod and Mac OS® Mail app®", the email application will require specific information about your email account. You can use the auto-configure options below to attempt to automatically configure your email application. If the available options are not compatible with your application, you will need to use the **Manual Settings** information.

Mail Client Automatic Configuration Scripts

Listed below are the available mail client automatic configuration scripts. Select the script for your mail client and operating system.

Application	Protocols
Windows Live Mail®	IMAP over SSL/TLS POP3 over SSL/TLS
iOS for iPhone/iPad/iPod and Mac OS® Mail app®	IMAP over SSL/TLS

Mail Client Manual Settings

If you do not see an auto-configuration script for your client in the list above, you can manually configure your mail client using the settings below. We recommend that you use IMAP and SMTP for your email account rather than ActiveSync unless you are on Android and need calendar and contacts support or push updates.

Secure SSL/TLS Settings (Recommended)

Username: user@grupoair.com.br

Password: Use the email account's password.

Incoming Server: grupoair.com.br IMAP Port: 993 POP3 Port: 995

Outgoing Server: grupoair.com.br SMTP Port: 465

IMAP, POP3, and SMTP require authentication.

Email Instructions

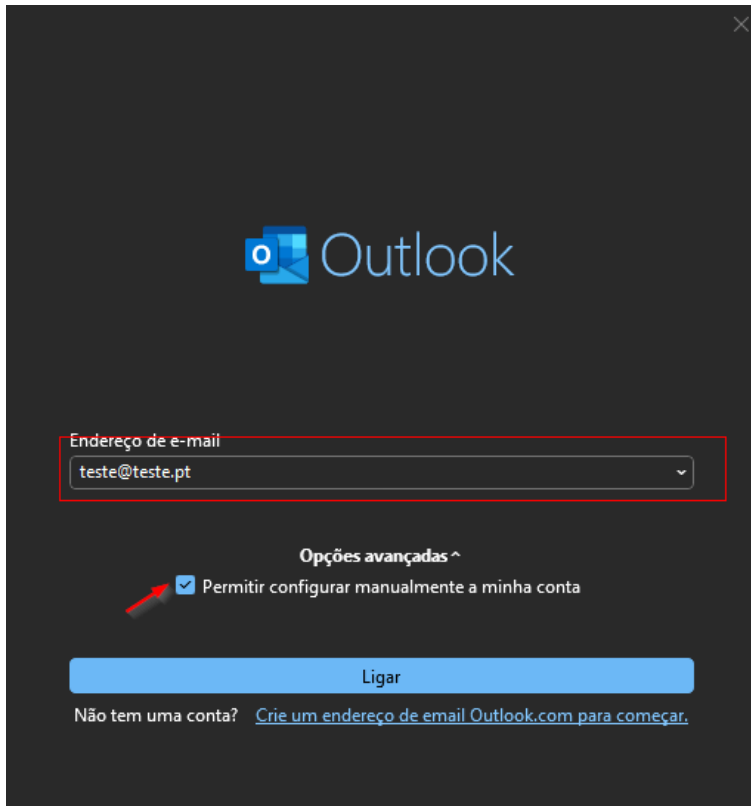
Send configuration information for user@grupoair.com.br to the following email address:

Email: Send

Notes:

- IMAP email access coordinates between the server and your mail application. Messages that have been read/deleted/replied to will show up as such, both on the server and in the mail application.
- POP3 does not coordinate with the server. Messages marked as read/deleted/replied to in the mail application will not show up as such on the server. This means that future mail downloads with POP3 will show all messages as unread.
- Outgoing mail is sent using SMTP.
- We recommend using POP3 over SSL/TLS or IMAP over SSL/TLS since they provide increased security for your interactions with the remote mail server.

Exemplo de configuração no Outlook:



Outlook

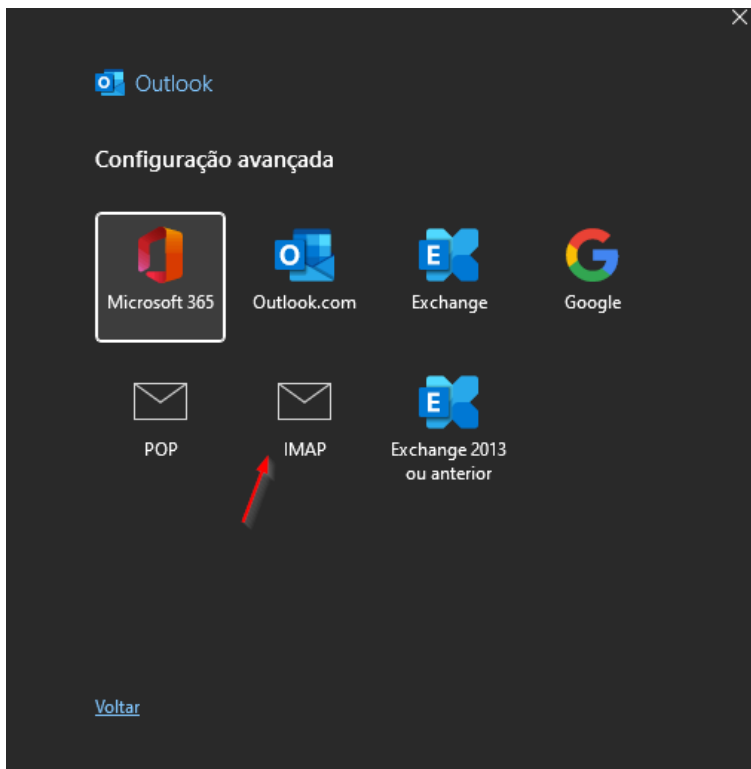
Endereço de e-mail
teste@teste.pt

Opções avançadas ^

☒ Permitir configurar manualmente a minha conta

Ligar

Não tem uma conta? [Crie um endereço de email Outlook.com para começar.](#)



Outlook

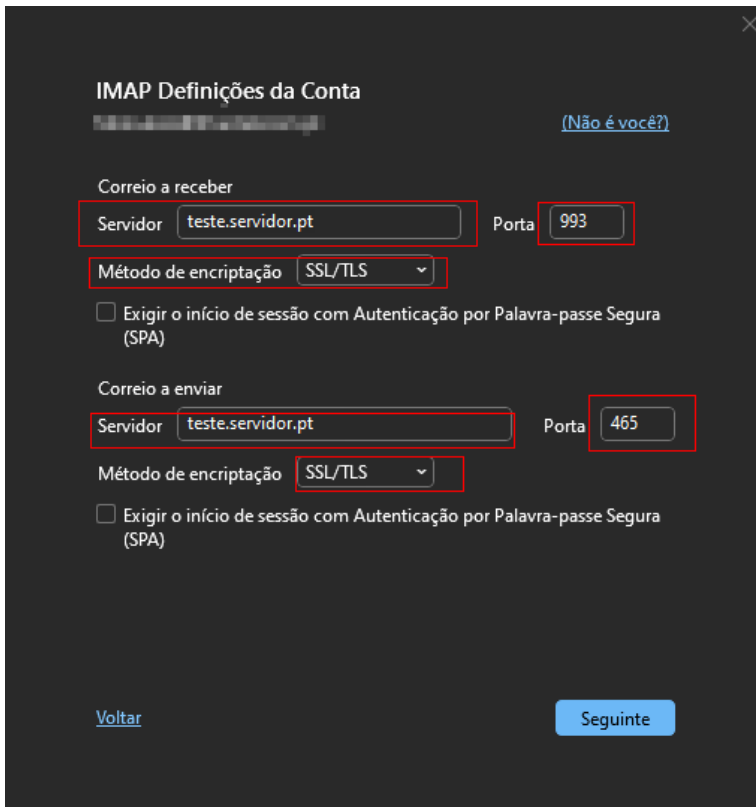
Configuração avançada

Microsoft 365 Outlook.com Exchange Google

POP IMAP Exchange 2013 ou anterior

[Voltar](#)

Ter atenção ao Servidor a Receber e enviar como as portas e respetivo Método de encriptação.



IMAP Definições da Conta

[\(Não é você?\)](#)

Correio a receber

Servidor Porta

Método de encriptação

☐ Exigir o início de sessão com Autenticação por Palavra-passe Segura (SPA)

Correio a enviar

Servidor Porta


Método de encriptação

☐ Exigir o início de sessão com Autenticação por Palavra-passe Segura (SPA)

[Voltar](#) [Seguinte](#)

6 Configuração Webmail Zimbra

Exemplo de configuração (Outlook) - POP

 Add Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

☒ Automatically test account settings when Next is clicked

Deliver new messages to:

☒ New Outlook Data File

☐ Existing Outlook Data File

Internet Email Settings

General | **Outgoing Server** | Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Require Secure Password Authentication (SPA)

☐ Log on to incoming mail server before sending mail

OK Cancel

Internet Email Settings

General | **Outgoing Server** | Advanced

Server Port Numbers

Incoming server (POP3):

☐ This server requires an encrypted connection (SSL/TLS)

Outgoing server (SMTP):

Use the following type of encrypted connection: ▼

Server Timeouts

Short Long 1 minute

Delivery


☒ Leave a copy of messages on the server

☒ Remove from server after days

☐ Remove from server when deleted from 'Deleted Items'

OK Cancel

Exemplo de configuração (Outlook) – POPS

 Add Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

☒ Automatically test account settings when Next is clicked

Deliver new messages to:

☒ New Outlook Data File

☐ Existing Outlook Data File

Internet Email Settings

General **Outgoing Server** Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Require Secure Password Authentication (SPA)

☐ Log on to incoming mail server before sending mail

OK Cancel

Internet Email Settings

General **Outgoing Server** Advanced

Server Port Numbers

Incoming server (POP3):

☒ This server requires an encrypted connection (SSL/TLS)

Outgoing server (SMTP):

Use the following type of encrypted connection: ▼

Server Timeouts

Short Long 1 minute

Delivery


☒ Leave a copy of messages on the server

☒ Remove from server after days

☐ Remove from server when deleted from 'Deleted Items'

OK Cancel

Exemplo de configuração (Outlook) – IMAP

 Add Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name:
Email Address:
Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):
Logon Information
User Name:
Password:
☒ Remember password
☐ Require logon using Secure Password Authentication (SPA)

Test Account Settings
We recommend that you test your account to ensure that the entries are correct.

Test Account Settings ...

☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

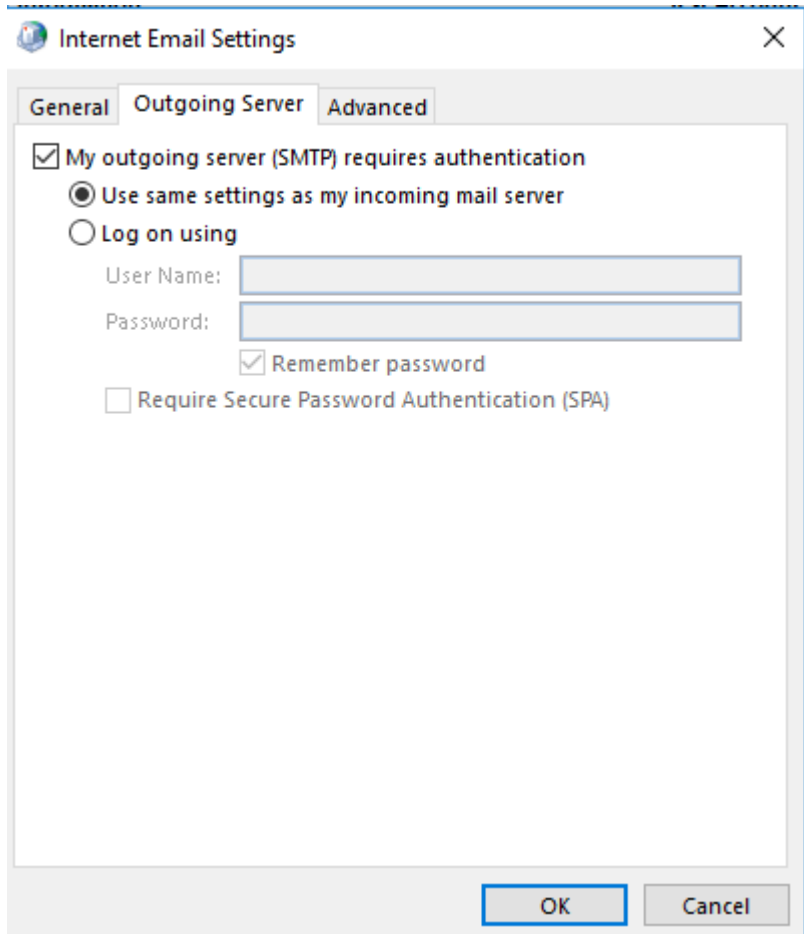
More Settings ...

< Back

Next >

Cancel

Help



The image shows a Windows-style dialog box titled "Internet Email Settings". It has three tabs: "General", "Outgoing Server", and "Advanced". The "Outgoing Server" tab is currently selected. Inside this tab, there is a checked checkbox labeled "My outgoing server (SMTP) requires authentication". Below this, there are two radio button options: "Use same settings as my incoming mail server" (which is selected) and "Log on using". The "Log on using" option has two text input fields labeled "User Name:" and "Password:". Below these fields, there is a checked checkbox labeled "Remember password" and an unchecked checkbox labeled "Require Secure Password Authentication (SPA)". At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

Internet Email Settings

General Outgoing Server Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Require Secure Password Authentication (SPA)

OK Cancel

Internet Email Settings

General Outgoing Server **Advanced**

Server Port Numbers

Incoming server (IMAP):

Use the following type of encrypted connection:

Outgoing server (SMTP):

Use the following type of encrypted connection:

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items


☐ Do not save copies of sent items

Deleted Items

☐ Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

Exemplo de configuração (Outlook) – IMAPS

 Add Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

Internet Email Settings

General **Outgoing Server** Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Require Secure Password Authentication (SPA)

OK Cancel

Internet Email Settings

General Outgoing Server **Advanced**

Server Port Numbers

Incoming server (IMAP):

Use the following type of encrypted connection:

Outgoing server (SMTP):

Use the following type of encrypted connection:

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

☐ Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

Exemplo de configuração (Thunderbird) - POP3S

Definições do servidor

Tipo de servidor: Servidor de correio POP

Nome do servidor: Porta: Predefinida: 995

Nome de utilizador:

Definições de segurança

Segurança da ligação:

Método de autenticação:

Servidor SMTP

Definições

Descrição:

Nome do servidor:

Porta: Pré-definido: 587

Autenticação e segurança

Segurança da ligação:

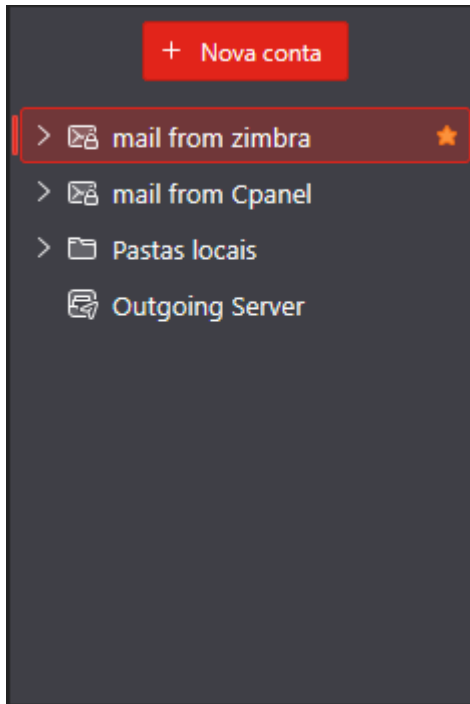
Método de autenticação:

Nome de utilizador:

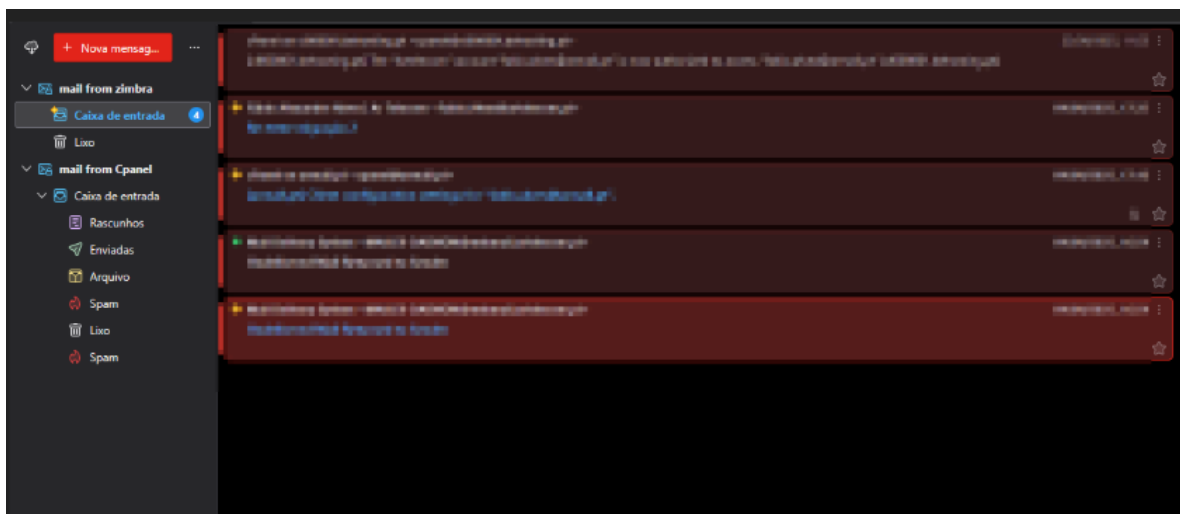
OK Cancelar

7 Migração contas Mails

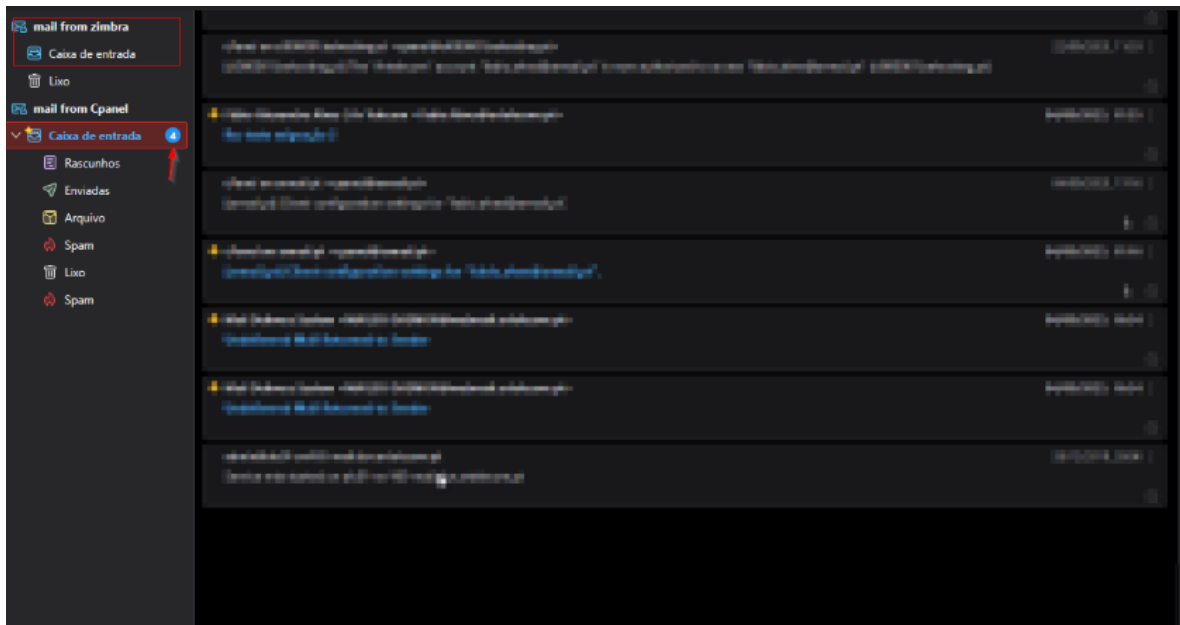
Devemos usar um cliente de email Thunderbird por exemplo e fazer login com as 2 contas. Exemplo o mesmo email com 2 caixas de correio diferentes por serem 2 servidores de email diferentes.



Ainda com emails na conta co zimbra, devemos seleccionar todos e mover para a pasta destino da conta do cpanel.



Podemos verificar que agora temos os 4 emails não lido do lado da conta do Cpanel.



8 Contactos e suporte

O suporte técnico é um recurso essencial para garantir a correta utilização da plataforma de **hosting de email no cPanel**. Em caso de dúvidas, dificuldades de acesso, problemas técnicos ou qualquer questão relacionada com o serviço, a Ar Telecom disponibiliza diferentes canais de contacto para suporte imediato.

Horário de Atendimento

O apoio técnico está disponível **24 horas por dia, 7 dias por semana**, garantindo assistência contínua sempre que necessário.

Canais de Suporte

- **Email:** suporte@artelecom.pt
- **Telefone:** 800 303 303