

## Email FAQ

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### **WebMail\* Login Procedure:**

Open your internet browser and browse to [www.ctctel.com](http://www.ctctel.com), under the Resources sections you will see a WebMail Login option. You can also browse right to this page at [webmail.ndsupernet.com](http://webmail.ndsupernet.com). You will need to enter your Username and Password, keep in mind your password will be case sensitive. You will be able to access this email anywhere you have access to an internet connection.

### **Q: How do I setup my email account on my new smartphone/tablet/computer?**

*A: We have a few quick setup steps to guide you through this process for both Android and Apple devices on our Support section of our website, or follow this link [\(INSERT LINK HERE\)](#)*

### **Q: I have stopped receiving any new emails, why am I getting an Over Quota response?**

*A: You have exceeded the maximum storage space available on the mailbox. Messages including high resolution pictures or video clips will use a large portion of this space. If you sort by size on the inbox you can either delete and or download the messages to your computer to lower the mailbox size. Please remember that all messages in the Inbox, Drafts, Sent, and Trash will count towards the total storage space.*

### **Q: I have email messages I would like to save on my mailbox, can I increase my storage limit?**

*A: Yes, by default your mailbox will have a storage limit of 100mb. However you can increase your email storage capacity to 200mb or 500mb with a monthly fee. Please call our Customer Service at 701-483-4000 for price rates.*

### **Q: I have been sent emails that I am not seeing in my Inbox, where can I locate these?**

*A: Once you are logged into WebMail you will see an eScout on the far right tab. The eScout is our version of a SPAM message filter, sometimes certain criteria such as the subject or attachments for email messages will cause these to be flagged. If you see an email from a sender you trust, mark the radio button to the right as Not Spam, and scroll down until you see the "Confirm Selected Items" button. When you click that button, this will carry the message to your inbox as well as prevent this email from being blocked in the future.*