

BLUETIE FREQUENTLY ASKED QUESTIONS

Q. Who do I contact if I am having problems with my @talktotucker.com email account?

A1. Password resets, Login problems, General Email configuration issues on your **personal computer** should be directed to BlueTie.

BlueTie technical support can be reached at:

Support hours are: 7:00 am to 8:00 pm EST (USA) Mon – Fri

Weekends leave a voicemail or e-mail and your call will be returned.

Toll-free Technical Support

1.800.BLUE-TIE or 1-800-258-3843 (option 3, then option 5)

Outside the USA

1.585.586.2000 (option 3, then option 5)

support@bluetie.com

A2. Creating New E-mail accounts, Adding Features, and Account Terminations should be directed to the F.C. Tucker Company Information Systems Department:

F.C. Tucker E-Mail Support Voicemail: 317-571-2200 ask for the On Call Person
emailaccountchanges@talktotucker.com

The following forms can be found at www.mytucker.com:

Create a new Email Account. PDF

Add Features to Your Email Account. PDF

Terminate Your Email Account. PDF

Change your @talktotucker.com email address. PDF

These forms should be submitted back to the F.C. Tucker Company Corporate Office @ 317-571-2204. Not to BLUETIE.

Q. What happens if I can't remember my password or if someone other than me tries to log into my account?

A1. If you/someone attempts to make 5 invalid attempts to log in, your account will be **"locked"**. A user can then either contact a BlueTie Representative at 1-800-BLUETIE or call the F.C. Tucker Information Systems Department at 317-571-2200 to UNLOCK your account.

A2. If you have not already locked your account you can click the **"Forgot Your Password?"** link on the login page where you will be asked a series of questions to reset your password.

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Q. I am using Outlook/Outlook Express and it will receive my Bluetie Emails, but I can't send anything. What can I do?

A. When your pc was setup a specific setting was not turned on. Here are the steps that need to be followed to turn on this feature.

Outlook Express: Click on Tools, Accounts, Click on your Bluetie Account so it is Highlighted, then click the Properties button. Click on the Servers Tab, make sure the My Server Requires Authentication Box has a checkmark, and then click OK.

Outlook 2000/2003: Click on Tools, Email Accounts, View or Change existing email accounts, Click Next then click on your BlueTie Account so it is Highlighted, Click Change. Click on the More Settings Button, and then click on the Outgoing Server Tab. Make sure that the My Server Requires Authentication box **IS** checked then click OK.

Q. I recently logged into the Webmail Interface and it prompted me to change my password. I can get logged in to the Webmail Interface with the new password but now my Outlook/Outlook Express is always prompting me for my password and it will not accept what I changed my password to.

A. This problem can occur if you have recently changed your password via the Web Interface. BlueTie is aware of this issue and is working to correct it. It is a synchronization problem within the BlueTie system.

If this problem is **EXACTLY** what is occurring on your system, you will need to contact BlueTie Customer Support at 1-800-Bluetie Option 3, then Option 5. Make sure that they know that you recently changed your password.

Fortunately, every user has the ability to also check their email via the Web Interface. If you are expecting an important email and are not able to receive it in your Outlook/Outlook Express, don't worry just login to your Webmail account. This does require you to know your password. This may not be your ideal choice in checking your emails, but it is an alternate option.

Q. I am using the AOL Browser on my personal computer, why does my email account from Bluetie not function correctly?

A. BlueTie **DOES NOT** support or guarantee that their program will work within the AOL Browser. Some functions may work correctly in the AOL Browser and some may not even work at all. **If you are using the AOL Browser it is at your own risk.** Please do not call BlueTie regarding features that are not working correctly in the AOL Browser.

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Q. What are the system requirements to use my BlueTie email account?

A. No special hardware or software is necessary to use BlueTie. BlueTie's Web Client currently supports the following browsers and **ONLY** these browsers:

- * Firefox (Windows and Mac OSX)
 - > [Download Firefox from Mozilla.org](#)
- * IE 6 (Windows 98, 2000 and XP)
 - > [Download Internet Explorer updates from Microsoft](#)
- * Mozilla 1.7.x (Windows 98, 2000, XP, Mac OSX, and Linux)
 - > [Download the latest from Mozilla.org](#)

Q. I am not receiving emails from a specific email address and I know that it is a valid email address. What can I do about this?

A. First and foremost you should check your Junk Email folder located in the webmail interface. If you regularly use the webmail interface and are used to marking emails as junk, you could have accidentally tagged the sender as junk. If the emails you need are being sent to the Junk Email Folder you can mark them as NOT JUNK.

You should also go into the PREFERENCES, Junk Mail Controls and make sure the sender is added to the "**Safe List**"

You also have the ability to strengthen your Junk Email Filters. This feature is located in the Preferences and Junk Mail Controls section. **NOTEIf it not recommend setting your Junk Filter to higher than a level six unless you are going to check your Junk Email folder daily.**

Q. Who do I contact if I am not receiving my Showing Appointment emails?

A. Contact your F.C. Tucker Company receptionist;

- * Make sure they have your email address correct in the system
- * They will have a troubleshooting checklist to run through with you

Q. I am going to be on vacation is there a way to turn on an "Out of the Office" message?

A. Yes. This can be accomplished by using the Webmail Interface. Login to your account and go to the **Preferences** link. You will see a section for Vacation Message. You can set it to be turned on/off on a specific date. **Note**If you don't set a specific "Turn Off" date emails that are sent to you will continue to receive your Out of Office reply until you manually turn it off.**

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Q. I do not know how to check my Junk Email folder, what do I do?

- A. Login via the web interface by going to www.bluetie.com or www.mytucker.com.
- * If you are unsure of your user-name and password please call anyone in the I.S. Department at 317-571-2200.
 - * Once you have logged in, go to the top right of the screen and click the **Preferences Link**.
 - * Scroll down until you come to the Junk Mail Controls Link
 - * You will see a drop down with a number in it. 0-Least Restrictive to 10-Most Restrictive (**NOTE: If you are only going to check your webmail every 1-2 weeks I would not set your level higher than 4**)
 - * You also have a Safe & Block List. If you add an email address to the *Safe List* you **WILL** receive messages from that sender. If you add an email address to the Block List you **WILL NOT** receive messages from that sender.
 - * You also have a choice of how often you want your Junk Mail folder emptied. You can set your Junk Mail folder to automatically delete messages: **After Logout, That are one or two weeks old, or one month old.**
 - * Click Save

Q. How do I empty the entire Junk Email folder at once?

- A. You can Right-Mouse Click on the Junk Email Folder and select Empty

Q. How do I select more than one Junk Email at a time to delete it?

- A. You can hold down your CTRL (Control) key on your keyboard and then select with your mouse what emails you want to delete, and then click the **Red X** to delete them.

- A. You can click on the first message you want to start with your mouse then hold down the Shift Key at the same time and select the last message you wish to delete. This will select a group of messages at once.