



## **Email Update Instructions**

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## Email Client Settings – The Basics

The following settings must be checked within an email client so an email account will work with the new email infrastructure.

- The username format is the full email address. This is the login portion that is located along with the subscriber's password.
- The new incoming mail server (POP 3) is now "mail.your\_domain.com".
- The new outgoing mail server (SMTP) is now "mail.your\_domain.com".
- "Outgoing server requires authentication" needs to remain checked.
- Uncheck "This server requires a secure connection (SSL)"

## Outlook 2013

Open Outlook.

Click the **File** tab, and select **Account Settings...**

On the **E-mail** tab, select your POP account and click **Change...**

Change the following fields:

**Incoming mail server:** mail.your\_domain.com

**Outgoing mail server (SMTP):** mail.your\_domain.com

**Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.

Click the **More Settings...** button

Change Account

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

**User Information**  
Your Name: First Last  
Email Address: username@your\_domain.co

**Server Information**  
Account Type: POP3  
Incoming mail server: mail.your\_domain.com  
Outgoing mail server (SMTP): mail.your\_domain.com

**Logon Information**  
User Name: Username@your\_domain.co  
Password:   
 Remember password  
 Require logon using Secure Password Authentication (SPA)

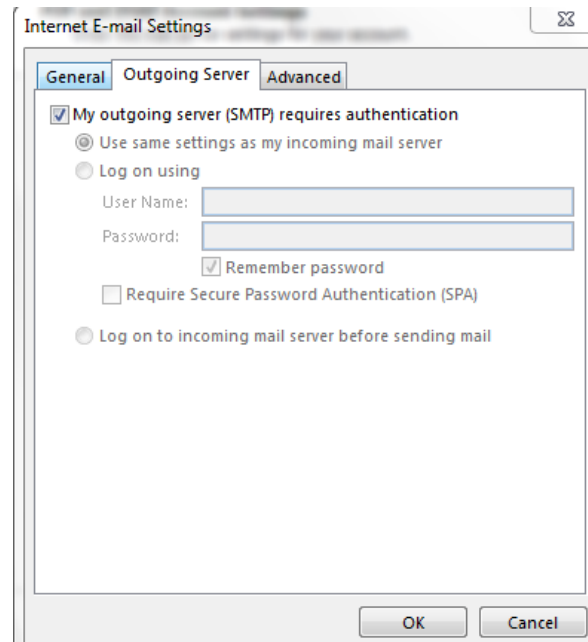
**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
Test Account Settings ...  
 Automatically test account settings when Next is clicked

More Settings ...

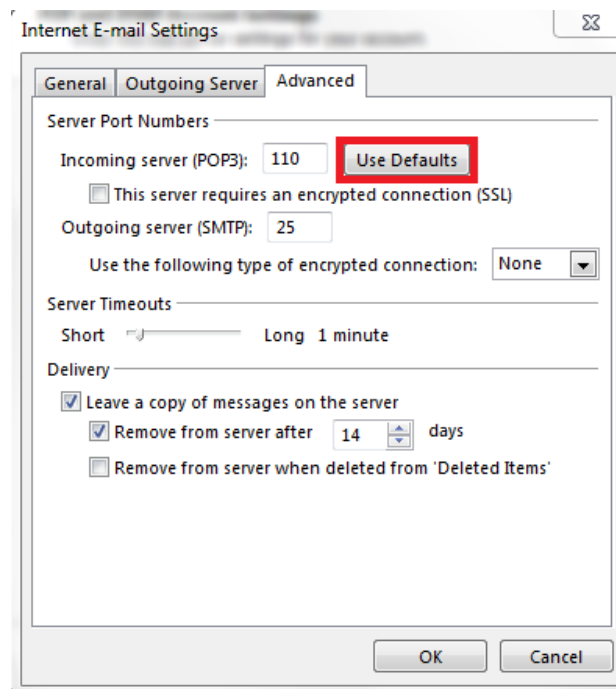
< Back Next > Cancel

Select the **Outgoing Server** tab.

Verify the box next to **My outgoing server (SMTP) requires authentication** is checked and select **Use same settings as my incoming mail server**.



Click the **Advanced** tab, and Click the **Use Defaults** button



Verify that the settings were reset to the following:

**Incoming server (POP3):** 110 (This server requires an encrypted connection (SSL) should **NOT** be checked.)

**Outgoing server (SMTP):** 25 (Use the following type of encrypted connection should be set to NONE)

Click **OK**.

Click **Next**, and then click **Finish**.

## Outlook 2007

Open Outlook.

Click the **Tools** menu, and select **Account Settings...**

On the **E-mail** tab, select your POP account and click **Change...**

Change the following fields:

**POP server:** mail.your\_domain.com

**SMTP server:** smtp.your\_domain.com

**Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.

Click the **More Settings...** button

Change E-mail Account

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

**User Information**

Your Name:

E-mail Address:

**Server Information**

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

Remember password

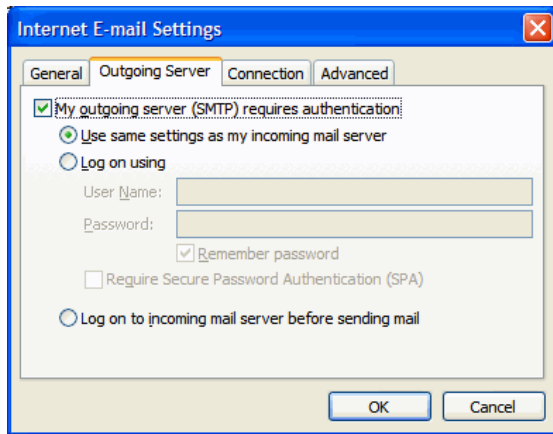
Require logon using Secure Password Authentication (SPA)

Test Account Settings ...

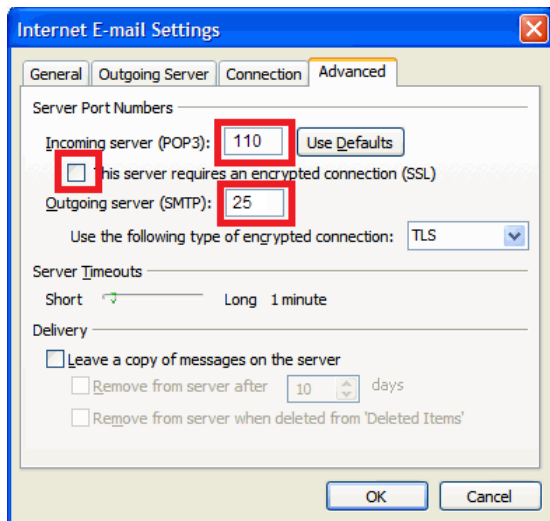
More Settings ...

< Back Next > Cancel

1. Select the **Outgoing Server** tab.
2. Verify the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server**.



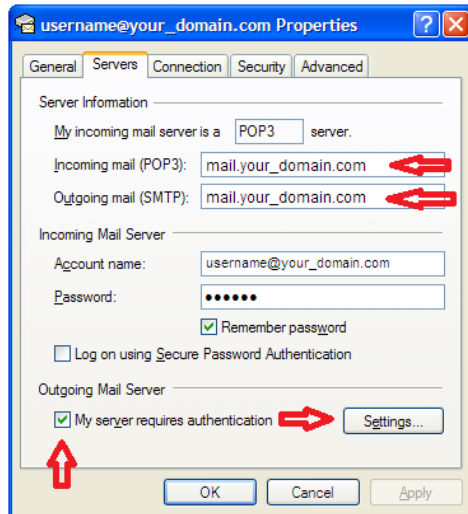
3. Click the **Advanced** tab, and uncheck the box next to **This server requires an encrypted connection (SSL)**. Under **Incoming Server (POP3)**, enter **110** in the 'Incoming Server' box.
4. In the **Outgoing server (SMTP)** box, enter **25**, and select **TLS** from the drop-down menu next to **Use the following type of encrypted connection:**.



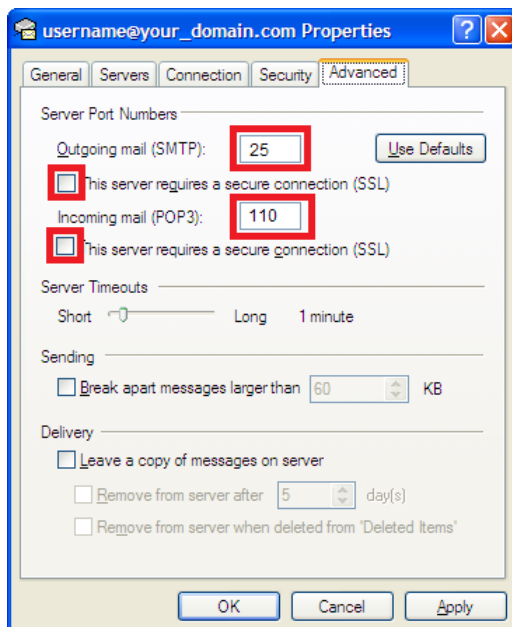
5. Click **OK**.
6. Click **Next**, and then click **Finish**.

# Outlook Express

1. Open Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.



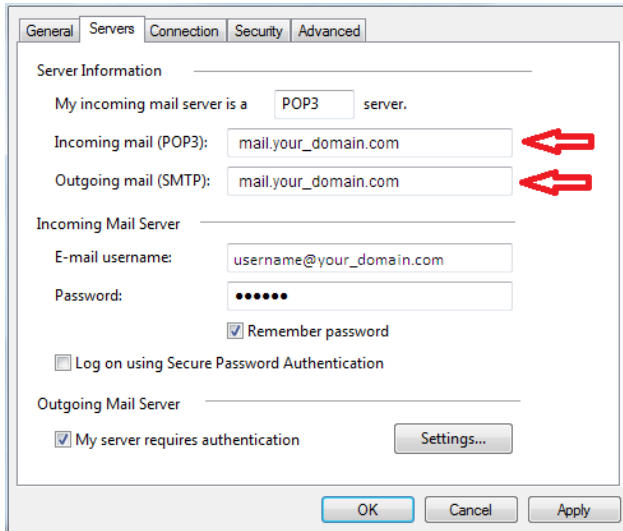
4. Click on the **Servers** Tab and change the following fields:  
**POP server:** mail.your\_domain.com  
**SMTP server:** mail.your\_domain.com
5. Verify **My server requires authentication** is checked
6. Click the **Advanced** tab.



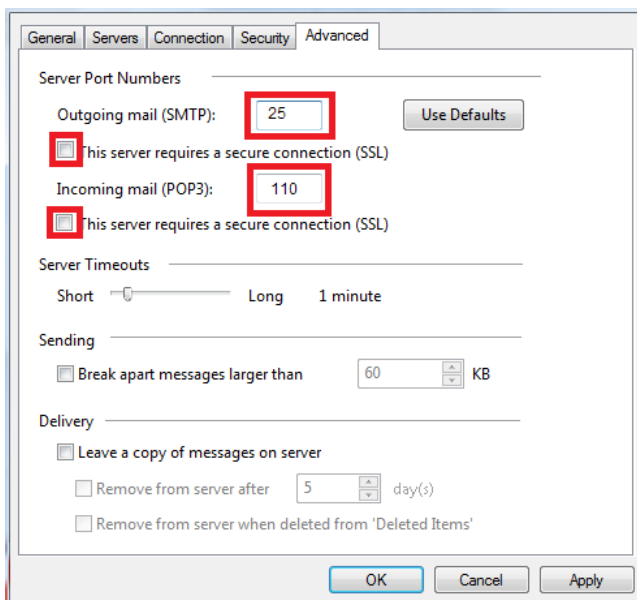
7. Enter **25** in the in the box next to **Outgoing mail (SMTP)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the in the box next to **Incoming mail (POP3)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
9. Click **OK**.

# Windows Mail

1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.



4. Click on the **Servers** Tab and change the following fields:  
**POP server:** mail.your\_domain.com  
**SMTP server:** mail.your\_domain.com
5. Verify the box next to **My server requires authentication** is checked.
6. Click the **Advanced** tab.



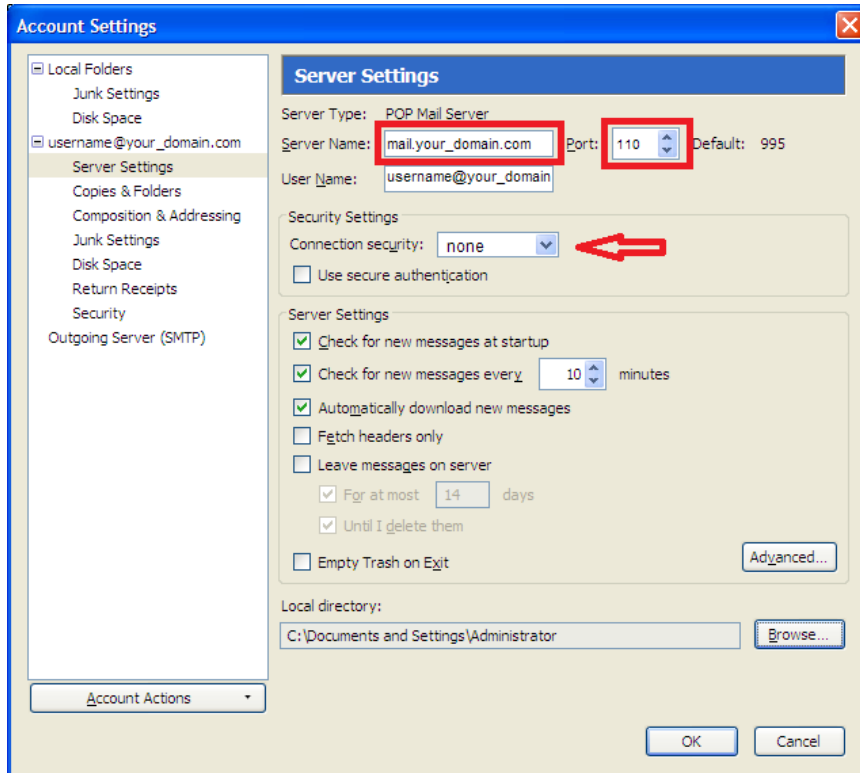
7. Enter **25** in the in the box next to **Outgoing mail (SMTP)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the in the box next to **Incoming mail (POP3)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
9. Click **OK**.





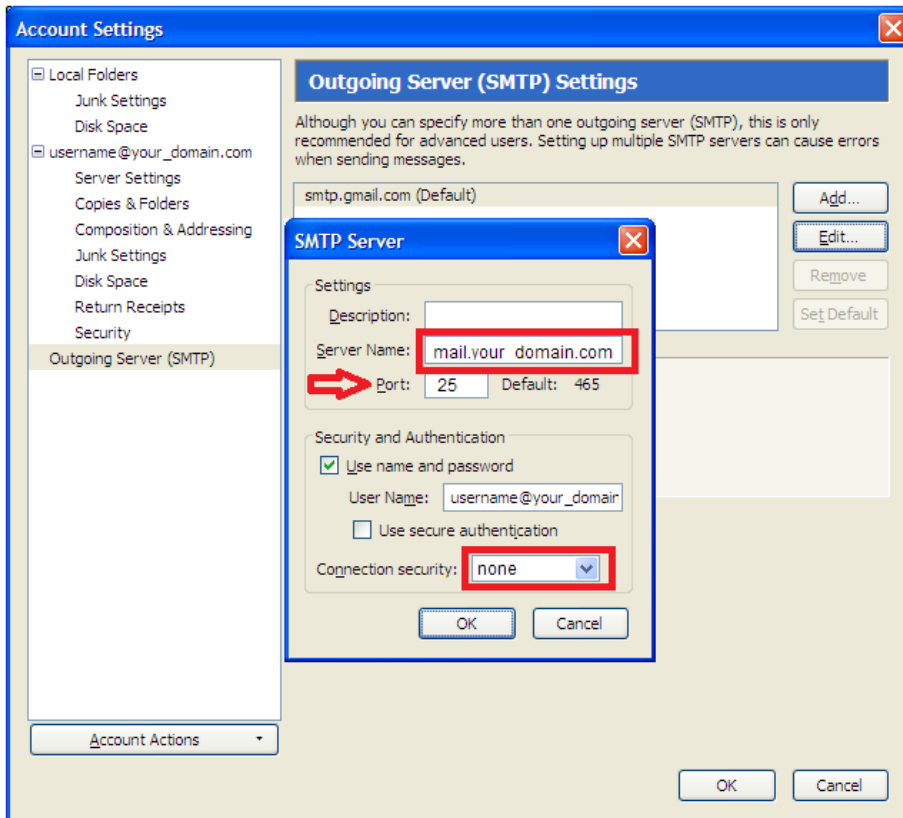
# Thunderbird 3

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click Server setting in the left-hand pane.



4. In the **Server Name** field enter **mail.your\_domain.com**
5. In the **Port** field enter **110**.

6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.your\_domain.com** in the **Server Name** field.
9. Enter **25** in the **Port** field.
10. Under **Security and Authentication** put a check mark in **Username and password**.
11. Click the **Connection security** dropdown and select **none**.

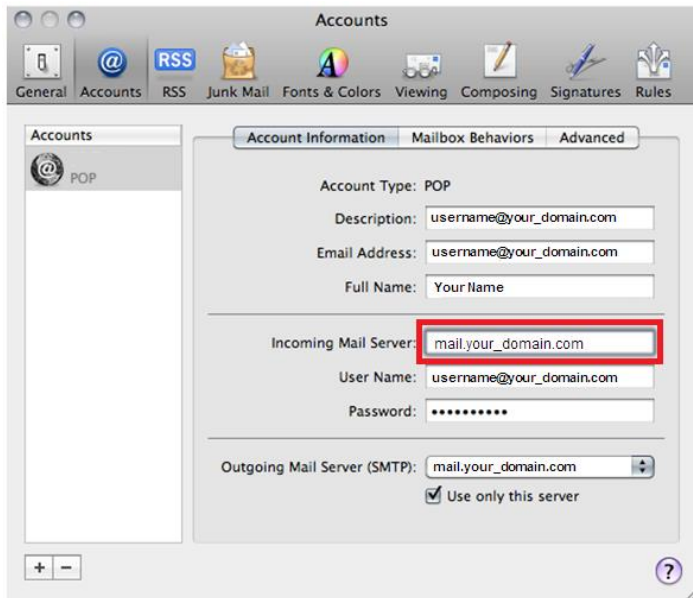


12. Click **OK** on the SMTP Server box.
13. Click **OK** on the Account Settings box.

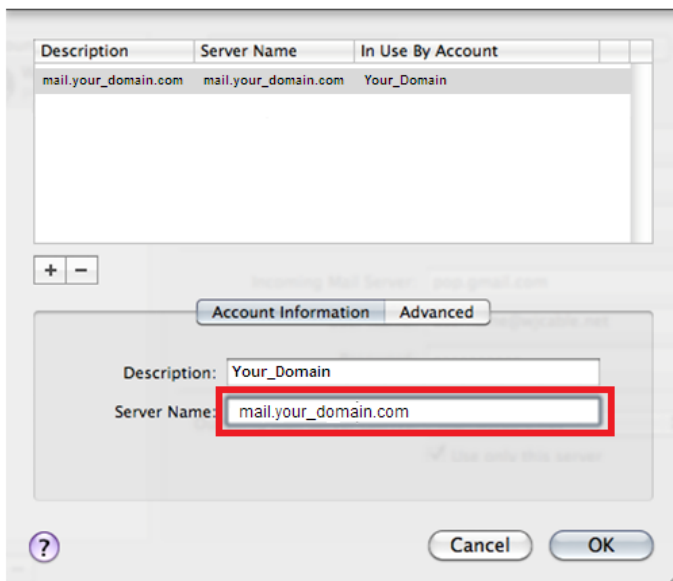
# Apple Mail

## Setting Your Outgoing (SMTP) Server Settings

1. Open Apple Mail.
2. Click **Mail**, and select **Preferences...**
3. Open the **Accounts** tab and select your existing account in the left panel.
4. **Setting up your outbound SMTP server.**  
At the bottom of the right panel click the arrow to the right of **Outgoing Mail Server (SMTP)** and click "**Edit SMTP Server List ...**" from the dropdown.

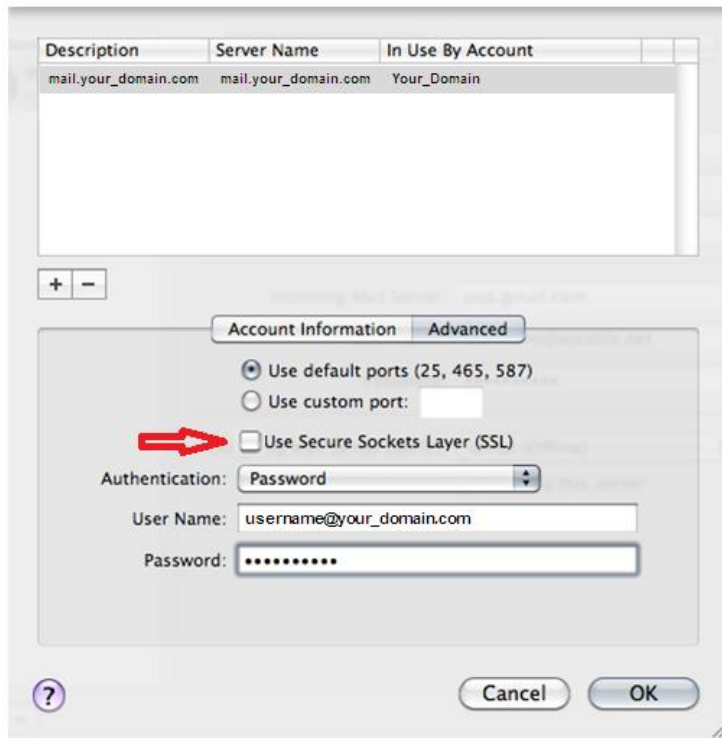


You will be presented with the screen below.



5. Click the **Advanced** tab and verify **Use default port (25, 465, 587)** is selected.

6. UNCHECK the box next to **Use Secure Sockets Layer (SSL)**.
7. Click **OK**



### Setting Your Incoming (POP) Server Settings

1. At the **Accounts** screen click the **Advanced** tab.
2. Set the **Port** field to 995 and put a check mark in the box labeled **Use SSL**
3. Make sure **Authentication** is set to **Password** and the close button and confirm that you wish to save.

