

## **How Set-Up a New E-mail Account – Microsoft Outlook 2007**

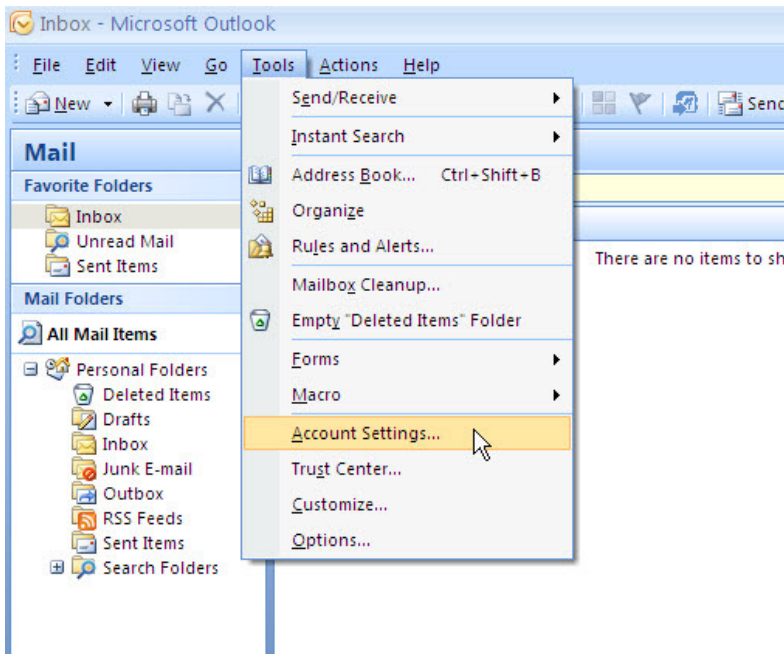
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### **Generic Mail Settings**

- **Incoming Mail Server:** mail."yourdomain".com
- **Outgoing Mail Server:** mail."yourdomain".com
- **Username:** username."yourdomain".com (otherwise known as your email address but use the "." NOT the "@")
- **Password:** The one you specified in your WebsiteOS > EasyMail Setup (8 characters maximum).

## Setup a New Account - Microsoft Outlook 2007

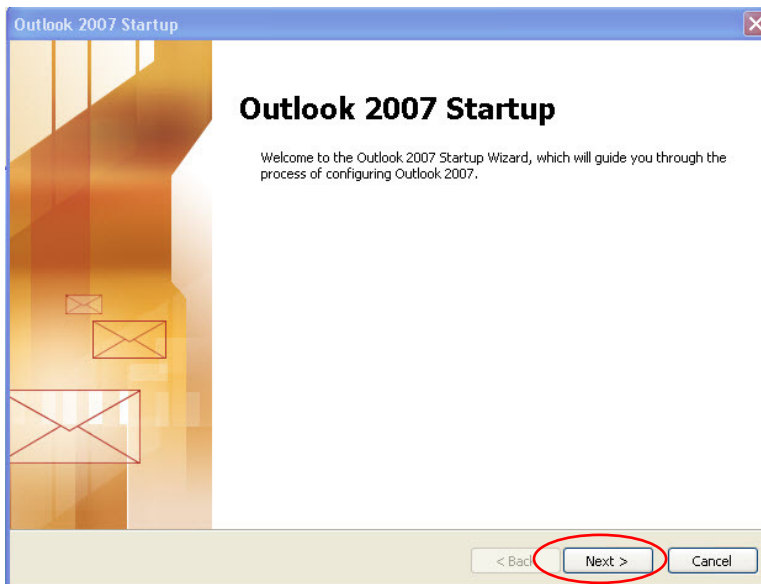


Open Microsoft Outlook.

At this point, Outlook 2007 will either open to the summary screen, or it will open and pop up a wizard to help you setup your email account.

If you do not see the wizard:

At the top of the page click on the **Tools** menu and then select **Account Settings**. Once open, select "New".



Outlook 2007 Startup Screen.

Click '**Next**'.

Account Configuration

**E-mail Accounts**

You can configure Outlook to connect to Internet E-mail, Microsoft Exchange, or other E-mail server. Would you like to configure an E-mail account?

Yes  
 No

< Back   **Next >**   Cancel

Select 'Yes' and click 'Next'.

Add New E-mail Account

**Auto Account Setup**

Your Name:   
Example: Barbara Senkovic

E-mail Address:   
Example: barbara@contoso.com

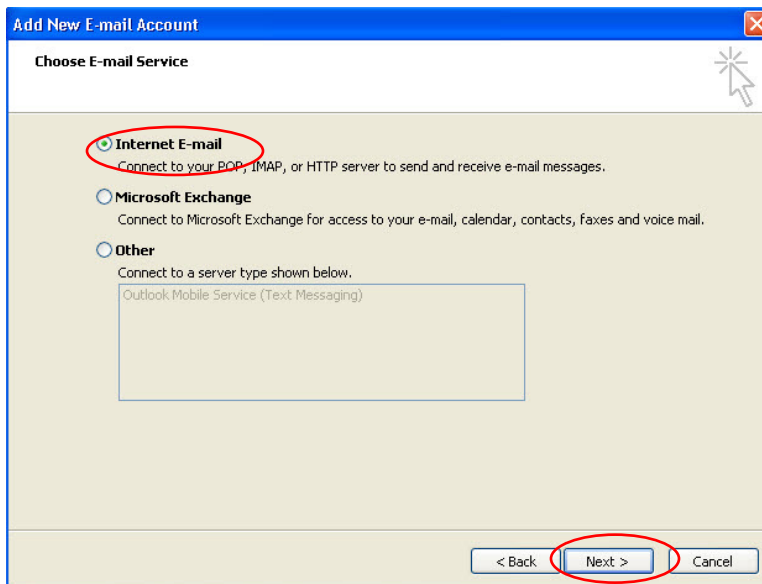
Password:   
Retype Password:   
Type the password your Internet service provider has given you.

Manually configure server settings or additional server types

< Back   **Next >**   Cancel

Select "Manually Configure server settings or additional server types"

Click **Next**.



Select "*Internet E-mail*" as your e-mail service.

Click **Next**.

**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: NAME  
E-mail Address: EMAIL ADDRESS

**Server Information**

Account Type: POP3  
Incoming mail server: mail.YOURDOMAIN.com  
Outgoing mail server (SMTP): mail.YOURDOMAIN.com

**Logon Information**

User Name: EMAIL ADDRESS  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

Test Account Settings ...

More Settings ...

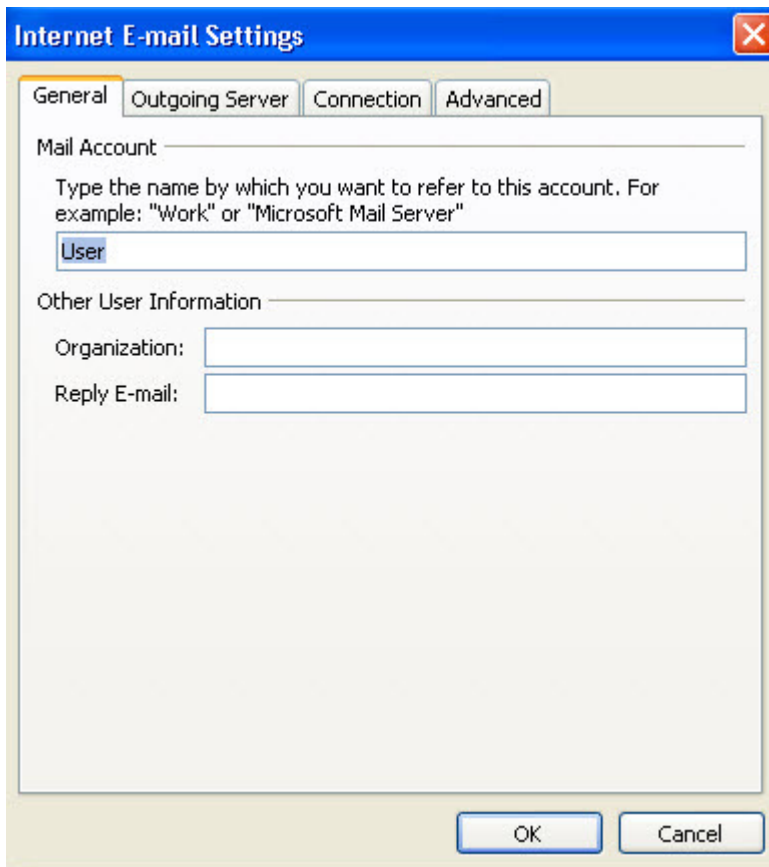
< Back   Next >   Cancel

**Note:** Once your settings look like the settings shown in this screenshot, click on the 'More Settings...' button in the bottom right hand corner.

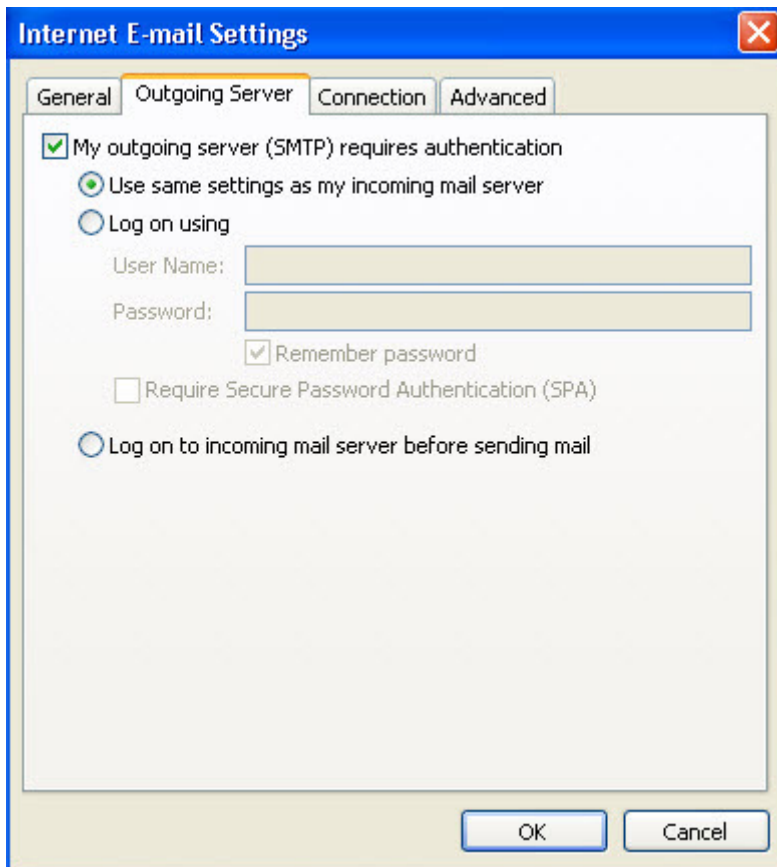
Make sure that your settings look like the settings shown in this screenshot.

The following are the most important:

- **'Your Name':**  
Replace with: *Your Name*
- **'E-mail Address':**  
Replace with:  
*your\_email@your\_website\_address.com*
- **'Incoming mail server (POP3)':**  
Replace with:  
*mail.your\_website\_address.com*
- **'Outgoing mail server (SMTP)':**  
Replace with:  
*mail.your\_website\_address.com*
  - **'User Name':**  
Replace with:  
*your\_email.your\_website\_address.com*
  - **'Password':**  
The one you specified in your EasyMail Setup (8 characters maximum).

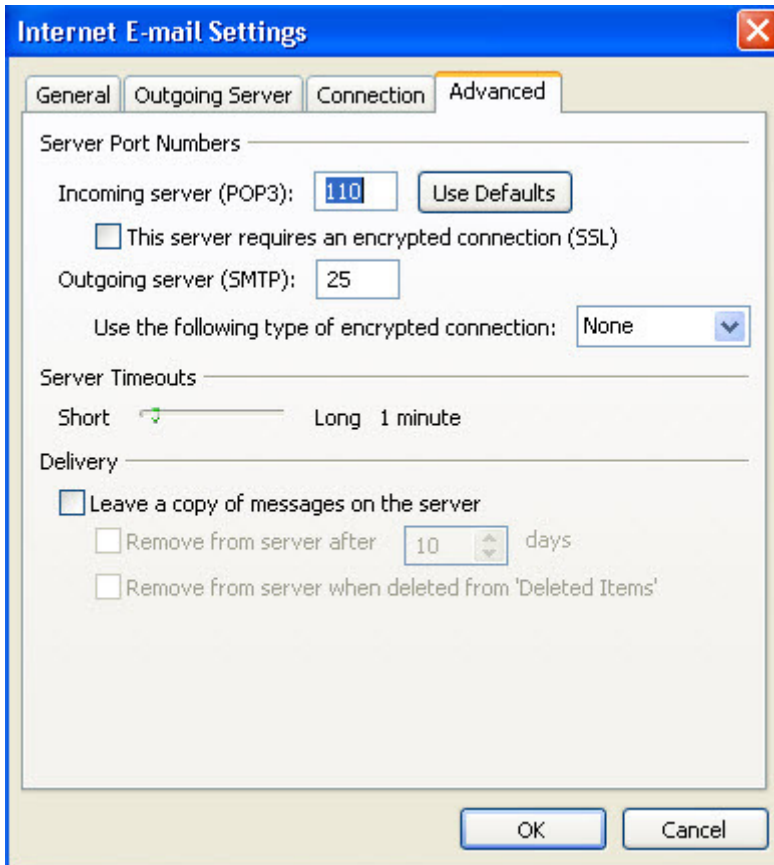


Click the '**Outgoing Server**'  
tab at the top of the screen.



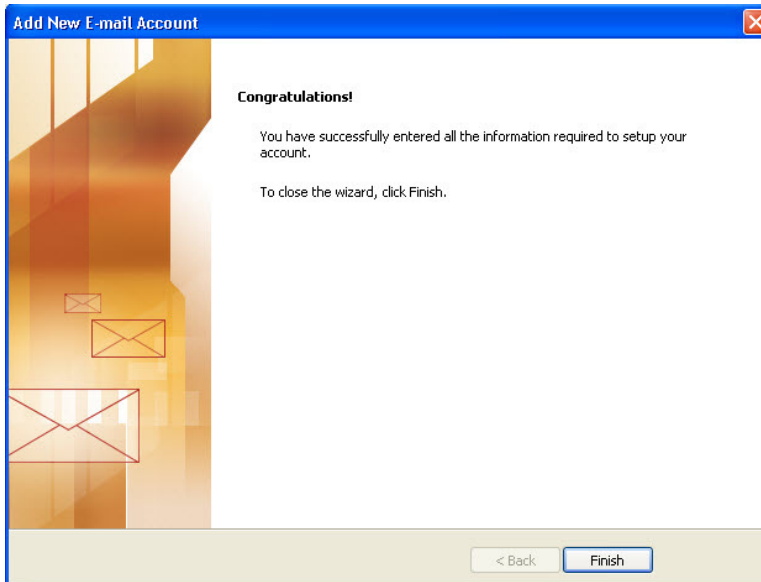
Put a checkmark in '**My outgoing server (SMTP) requires authentication**'

Make sure that the dot is in '**Use same settings as my incoming mail server**'.



Click on the '**Advanced**' tab at the top.

Make sure that your settings look like the settings shown in this screenshot.



Click the '**OK**', '**Next**' and then '**Finish**' buttons and now you should be able to send and receive email

## ***Trouble Shooting***

### **I am getting relaying denied error, SMTP Authentication, Can't deliver mail error.**

Our system is designed to work with SMTP authentication (enabling instructions below). We do however have a backup system that may take up to one minute to enable mail delivery without SMTP authentication causing the 'Relaying Denied' error.

Subsequent attempts should result in successful mail delivery.

To enable SMTP authentication on Outlook Express:

1. Open Outlook Express
2. Select **Tools** from the menu bar
3. Click on **Accounts** from the drop down menu
4. High-light desired email account from list
5. Select **Properties**
6. Select the **Servers** tab
7. Check '*My Server Requires Authentication*' below '*Outgoing Mail Server*'

### **I am receiving duplicate emails**

If you continuously change from POP to WebMail, you may receive duplicate messages if you set "*Leave Mail on Server*" to "*On*" within your email client.

The following are possible solutions:

- a) Do not leave mail on the server
- b) Leave mail on the server but not for extended periods of time (this will only duplicate emails for the specified period)
- c) Ignore/Delete any duplicate messages

## Deleting Emails through Webmail

There are times when a 50 MB business class email account approaches or is above the 50 MB storage limit, the deletion of email from the server locks up. We suggest that you check your EasyMail Setup in your WebsiteOS control panel to ensure that the account is almost or above your 50 MB limit. If so, perform one of the following steps to successfully remove email from your account:

- a) To remove all messages on the server or to delete them, you must delete and re-create the account through your EasyMail Setup in your WebsiteOS. You will be required to create a new email password at this time.
- b) To remove a limited amount of email from your account, create a POP account using an email client such as Microsoft Outlook Express, Microsoft Outlook, or Eudora. Download all of your messages via POP and then proceed to remove the unwanted emails.
- c) Should you wish to keep all of the remaining messages on the server, remove the POP settings in your mail client (keeping the SMTP settings) and proceed to forward all email to the same email address.
- d) You can use third-party software to remove specific messages, such as "Email Remover".