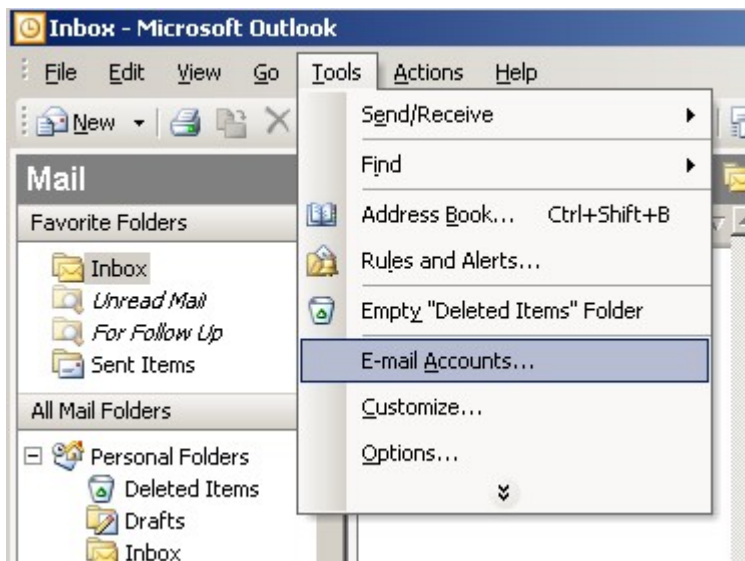


How Set-Up a New E-mail Account – Microsoft Outlook 2002/2003

1. 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).

2. Setup a New Account - Microsoft Outlook 2002/2003



Open Microsoft Outlook.

At this point, either Outlook 2002/2003 will either open to the summary screen, or it will open and pop up a wizard to help you setup your email account.

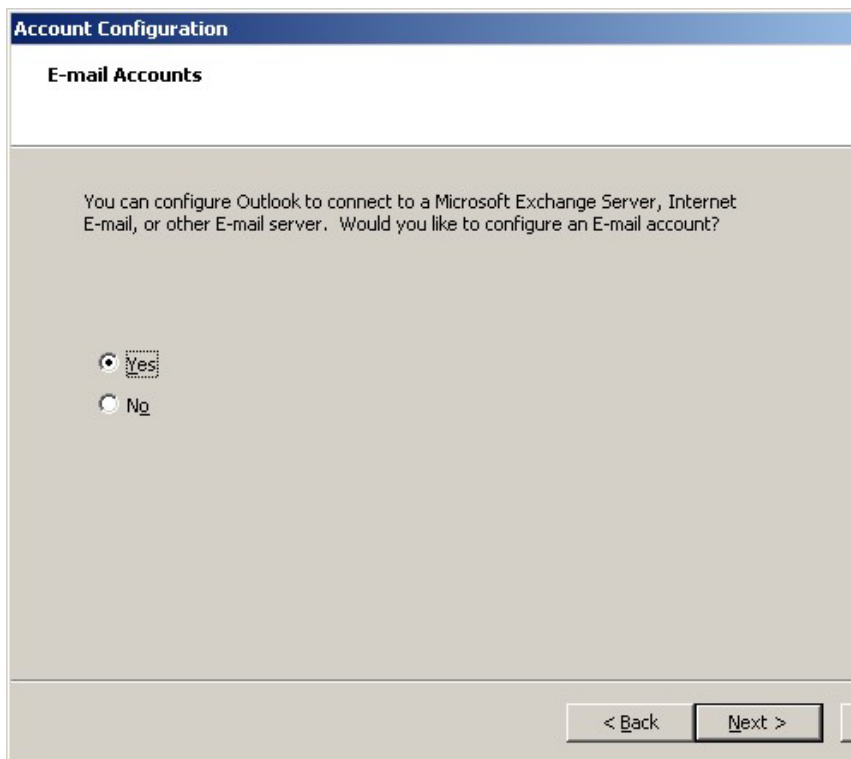
If you do not see the wizard:

At the top of the page click on the '**Tools**' menu and then select '**E-mail Accounts...**'. Put a dot in '**Add a new e-mail account**' and click '**Next**'.



Outlook 2003 Startup

Click '**Next**'.



Put a dot in '**Yes**' and click '**Next**'.

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E-mail Accounts

Server Type
You can choose the type of server your new e-mail account will work with.

Microsoft Exchange Server
Connect to an Exchange server to read e-mail, access public folders, and share documents.

POP3
Connect to a POP3 e-mail server to download your e-mail.

IMAP
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.

HTTP
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.

Additional Server Types
Connect to another workgroup or 3rd-party mail server.

< Back Next > Cancel

Server Type

Put a dot in '**POP3**' and click '**Next**'.

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

<p>User Information</p> <p>Your Name: <input type="text" value="NAME"/></p> <p>E-mail Address: <input type="text" value="EMAIL"/></p>	<p>Server Information</p> <p>Incoming mail server (POP3): <input type="text" value="POP"/></p> <p>Outgoing mail server (SMTP): <input type="text" value="SMTP"/></p>
<p>Logon Information</p> <p>User Name: <input type="text" value="USER"/></p> <p>Password: <input type="password" value="*****"/></p> <p><input checked="" type="checkbox"/> Remember password</p> <p><input type="checkbox"/> Log on using Secure Password Authentication (SPA)</p>	<p>Test Settings</p> <p>After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)</p> <p><input type="button" value="Test Account Settings ..."/></p> <p><input type="button" value="More Settings ..."/></p>

< Back Next > Cancel

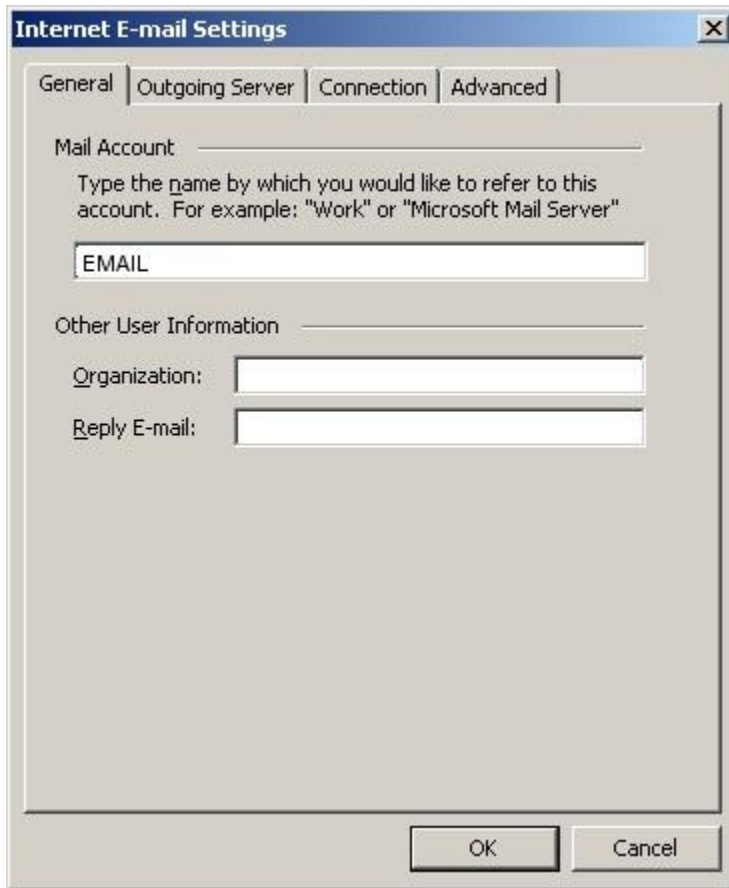
Make sure that your settings look like the settings shown in this screenshot.

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).

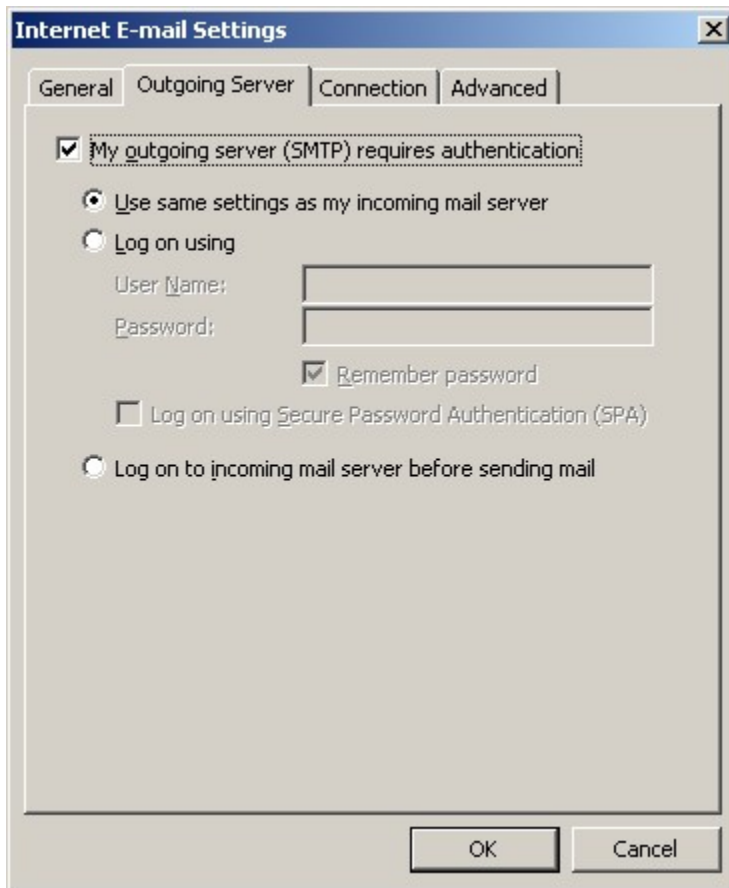
Note: Once your settings look like the settings shown in this screenshot, click on the 'More Settings...' button in the bottom right hand corner.

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

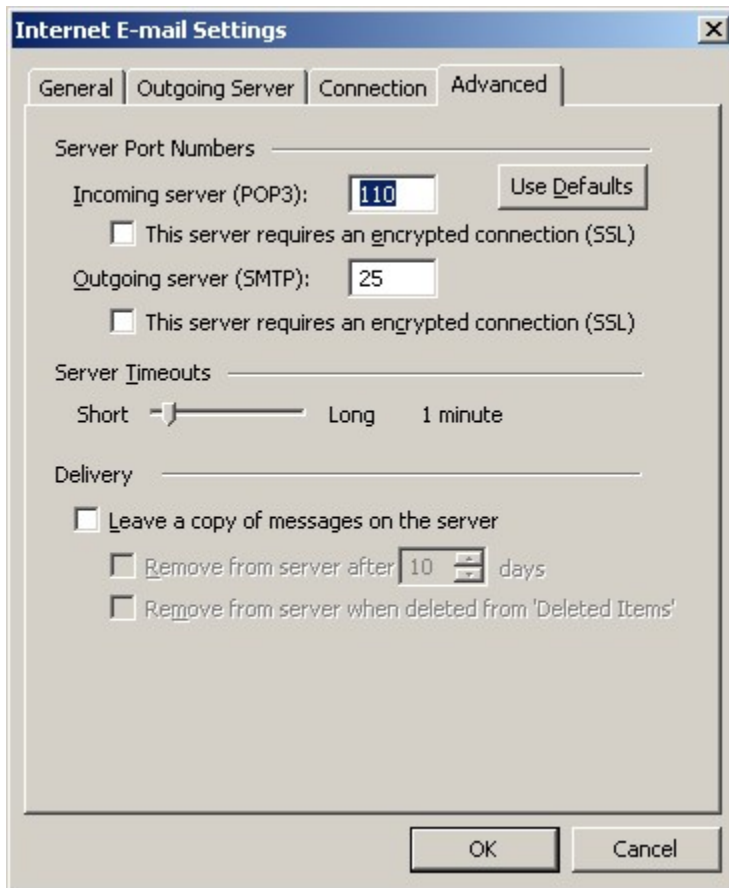
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Put a checkmark in '**My outgoing server (SMTP) requires authentication**'

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

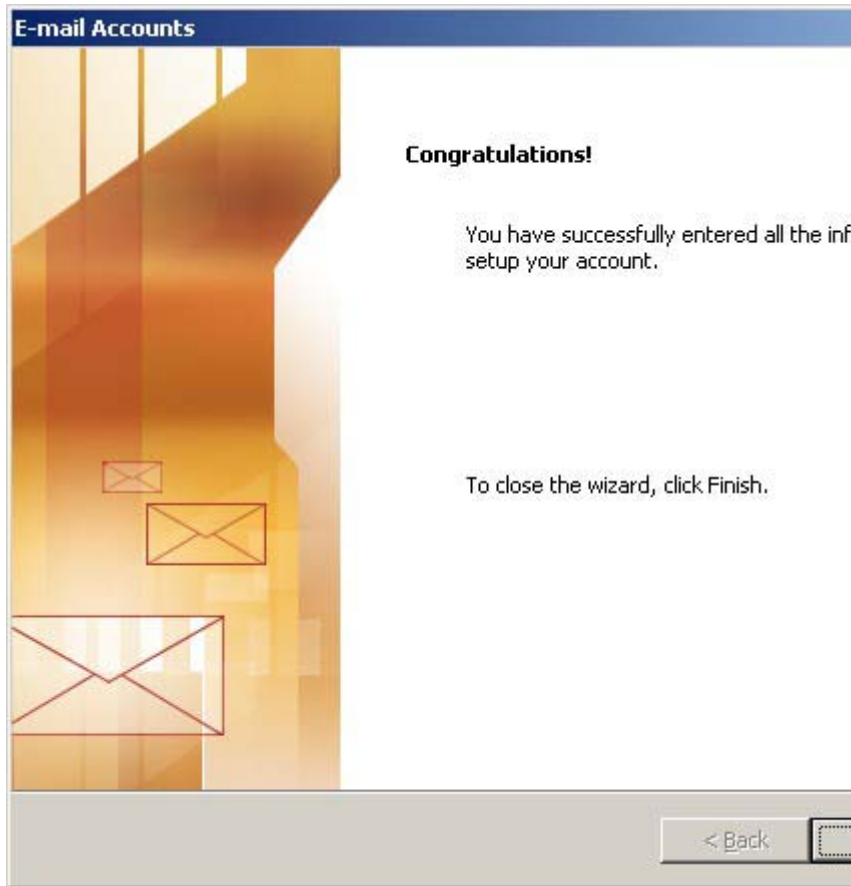
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Click on the '**Advanced**' tab at the top.

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

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

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3. 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

If you are receiving duplicate emails from Outlook:

There's a known problem with Outlook 2002/2003 and duplicate messages showing up in your mailbox when you POP your account. The

links below are to a Microsoft Knowledge Base article with the appropriate solutions.

For Outlook 2002:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;317945>

For Outlook 2003:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;825230>

For Outlook 2002 you just need to install all the latest service packs using

<http://office.microsoft.com/officeupdate/>

The solution for 2003 is a little different and involves a more specific configuration that you might have setup and includes a workaround for it.

Also, it would probably be a good idea to upgrade to the latest Service Pack for your Operating System and Office versions using,

<http://windowsupdate.microsoft.com> and

<http://office.microsoft.com/officeupdate/> respectively.

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".