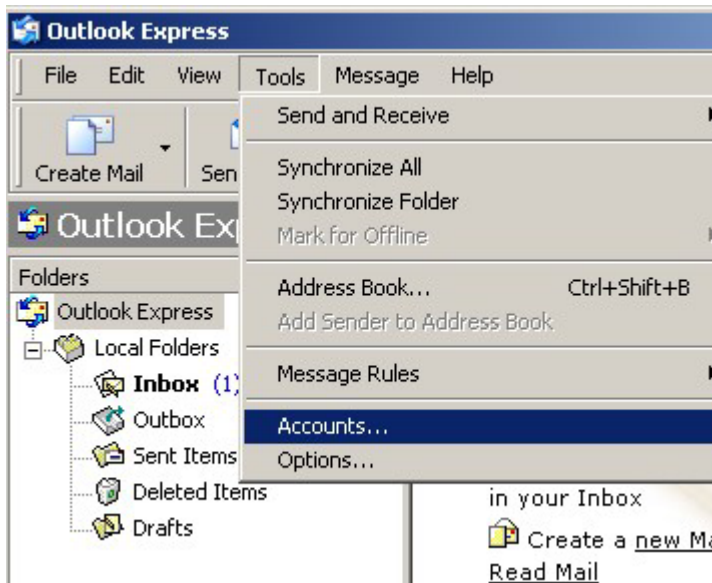


How Set-Up a New E-mail Account – Microsoft Outlook Express 6

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 - Outlook Express 6.0



Open Outlook Express.

At this point, Outlook Express 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 'Accounts...'. Click on the 'Mail' tab at the top. Click 'Add' and then 'Mail'.



Your Name

When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.

Display name:

For example: John Smith

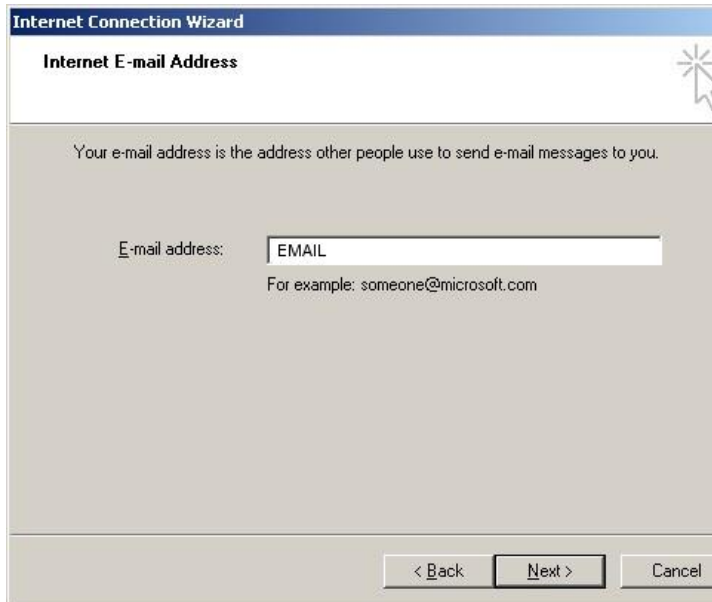
< Back Next > Cancel

Your Name

This is where you can choose what name will be displayed in the FROM area when you send an email. A good idea is to use your real name or business name (if this is a generic mailbox).

'Display Name':
Replace with: *Your Name*

Click **'Next'**.



Internet E-mail Address

Your e-mail address is the address other people use to send e-mail messages to you.

E-mail address:

For example: someone@microsoft.com

< Back Next > Cancel

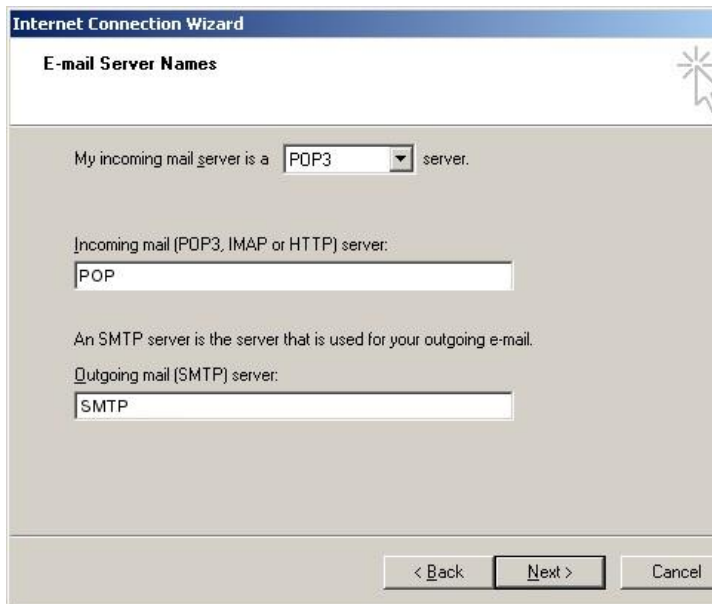
Internet E-mail address

This is where you type in your email address.

'E-mail address':
Replace with:
your_email@your_website_address.com

Click **'Next'**.

The information in this guide is provided for your convenient reference only and is based on a typical user's system set up. Because individual users may have unique system set ups and software configurations, Allstream does not guarantee that these instructions will deliver the results you expect. Allstream does not guarantee that you will not cause harm to your system even if you follow these instructions exactly as stated. Allstream recommends that if you have any concerns you should only proceed with the assistance of an expert software technician of your choice. If you choose to proceed, Allstream assumes no responsibility or liability whatsoever, for any loss or damage, which may result from the set-up of your e-mail accounts as discussed in this guide. By proceeding with this set-up, you assume all risk of loss or damage. (© 2007 MTS Allstream Inc. All rights reserved.)



The screenshot shows the 'E-mail Server Names' step of the Internet Connection Wizard. It features a dropdown menu for the incoming mail server type, currently set to 'POP3'. Below this are two text input fields: one for the incoming mail server (containing 'POP') and one for the outgoing mail (SMTP) server (containing 'SMTP'). At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.



E-mail Server Names

Make sure you have '**POP3**' selected for the incoming mail server type.

'Incoming mail (POP3, IMAP, or HTTP) server':

Replace with:
mail.your_website_address.com

'Outgoing mail (SMTP) server':

Replace with:
mail.your_website_address.com

Click '**Next**'.



The screenshot shows the 'Internet Mail Logon' step of the Internet Connection Wizard. It includes a text input field for the account name (containing 'USER') and a password input field (masked with dots). There is a checked checkbox for 'Remember password' and an unchecked checkbox for 'Log on using Secure Password Authentication (SPA)'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.



Internet Mail Logon

'Account Name':

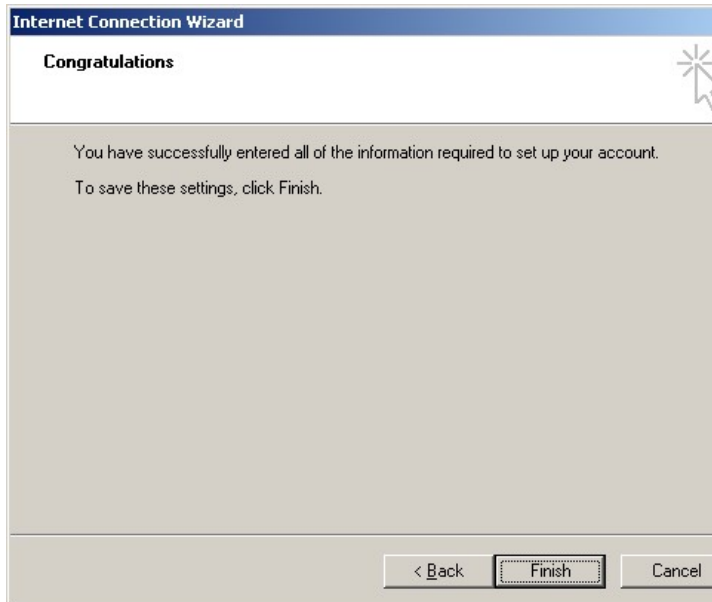
Replace with:
your_email.your_website_address.com

'Password':

The one you specified in your EasyMail Setup (8 characters maximum).

Click '**Next**'.

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Congratulations

Click '**Finish**'.



If you are not there already, please go to the '**Tools**' menu, click '**Accounts...**' and click on the '**Mail**' tab at the top. You should see your new account listed here. Select it and click '**Properties**'.

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Click the '**Servers**' tab at the top.

At the bottom of the screen:

'Outgoing Mail Server':
Put a checkmark beside 'My server requires authentication'

Click on the '**Settings...**' button to the right.



Make sure the dot is in the first option, '**Use same settings as my incoming mail server**' and click th

Click the '**OK**' button and then the '**Close**' button 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".