Mailbox Setup Guide

This document will show you how to set up any POP or IMAP mailbox with your preferred email software. This guide does not show you how to set up an Exchange mailbox, which is covered in a separate guide.

Contents

Introduction

Setting up a mailbox only takes a few minutes. You can set up any email software to send and receive email from your mailbox.

You can connect to your mailbox using either the POP3 or IMAP protocols. As a rule of thumb it is better to use POP3 if only one computer accesses your mailbox, while it is better to use IMAP if you have a number of computers that will access your mailbox. This guide will show you step by step how to create your new mailbox and set up the most common mail clients, using whichever protocol you prefer.

Android

Each version of Google Android may vary slightly, but this guide will show you a generic process for setting up a mailbox.

Step 1

Open the email application on your device.
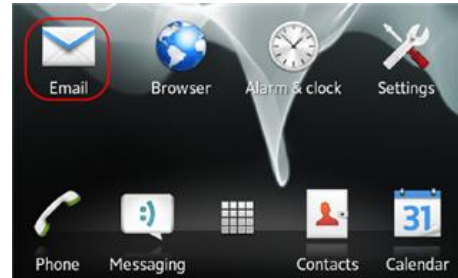
Step 2

Enter your email address and mailbox password in the text boxes provided and select **Manual Setup**.

Step 3

Choose **IMAP** as the account type.

Step 4

For the *Incoming settings*, enter the following details in the text boxes provided:

- **Username**: Enter your mailbox username, this will be the same as your email address.
- **Password**: Enter your mailbox password. This is the same password you chose when you created your mailbox.
- **IMAP Server**: Enter *mail.livemail.co.uk*.
- **Security type**: Set to SSL.
- **Port**: Leave this as 993.
- **IMAP path prefix**: Leave this blank.

Once you have filled out all the details, click **Next**.

Step 5

For the *Outgoing settings*, enter the following details in the text boxes provided:

- **SMTP server**: Enter *smtp.livemail.co.uk*.

- **Security type**: Set to SSL.

- **Port**: Leave this as 465.

- **Require sign-in**: Make sure this is checked.

- **Username**: Enter your e-mail address.

- **Password**: Enter your password.

Once you have filled out all the details, click **Next**.

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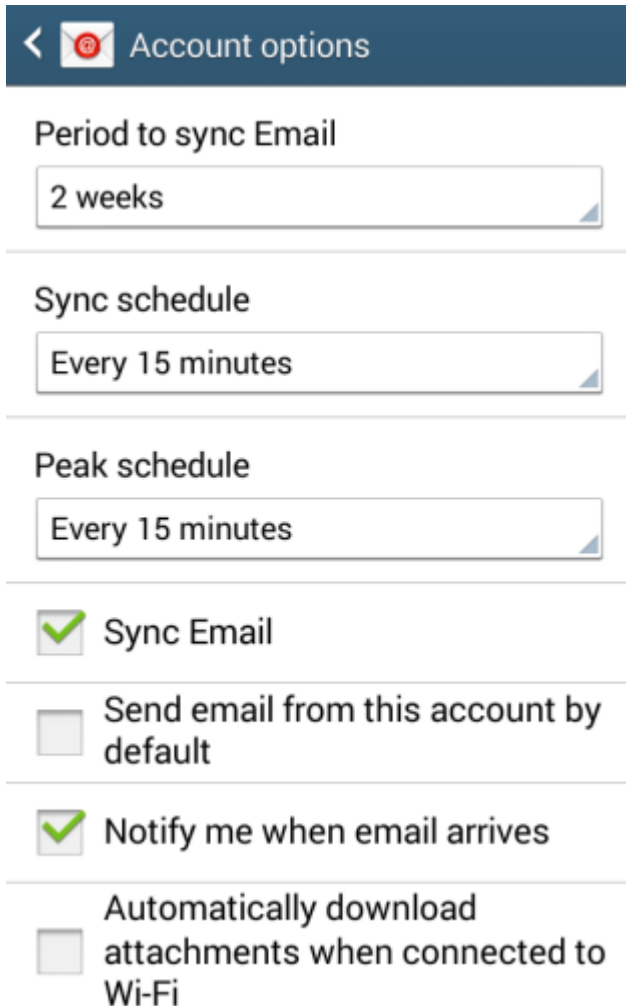
Step 6

You will be given options to select some custom settings.

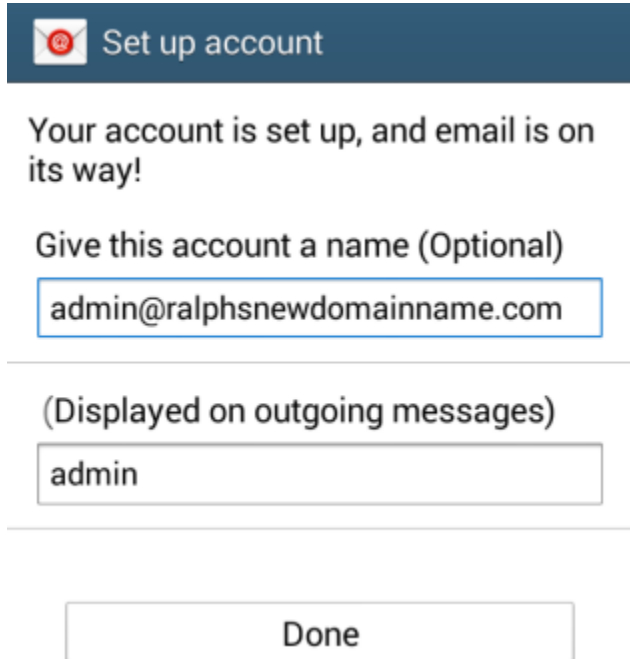Once you have chosen your custom settings, click **Next**.

Step 7

Enter an account name in the *Set account name* box and enter a display name in the *Your name* box.

The account name will allow you to distinguish this account from any other email accounts you have set up on your Phone. The display name will be shown on all outgoing messages.
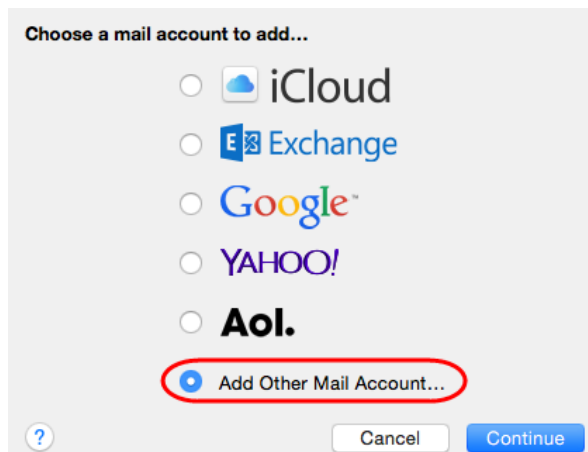
Click **Done**.

Your mailbox will now be ready to use.

Apple Mail

Step 1

Open Mail.

- If you have not already added an account to Mail you will directed to the New Account Wizard.

- If you have already created an account in Mail, click **File**, then **Add account** from the drop down menu.
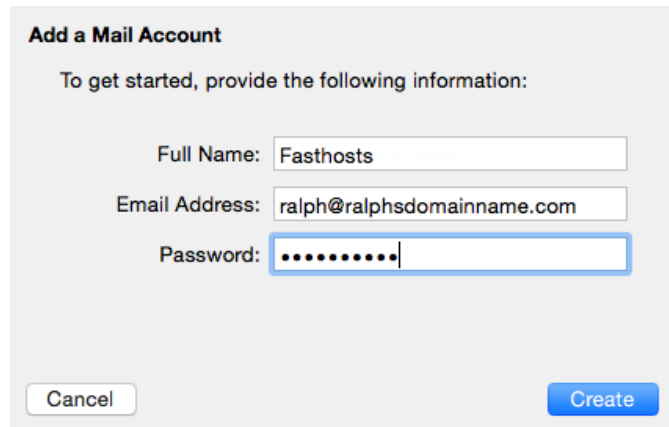
Step 2

When the New Account wizard opens, select *Add Other Mail Account* and click **Continue**.

Step 3

Enter the following in the text boxes provided:

- **Full Name:** Enter your full name.

- **Email Address:** Enter the full email address of the mailbox you want to create to.

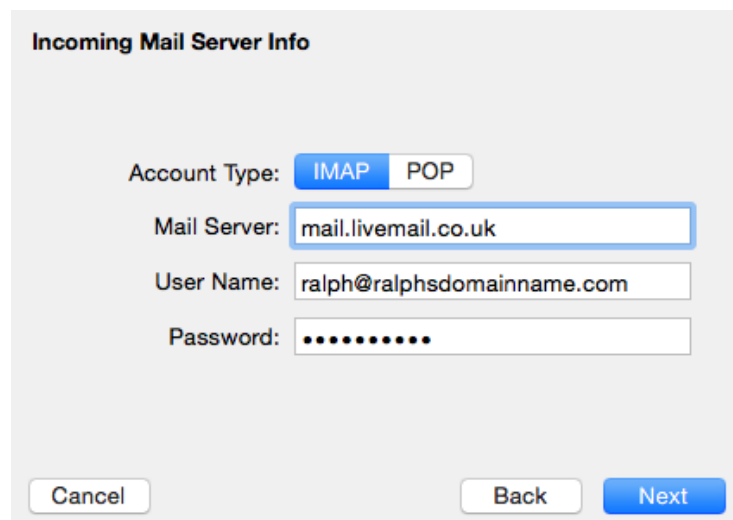- **Password:** Enter the password for your mailbox.

Once done, click **Create**. You will receive a message stating *Account must be configured manually,* click **Next**.

Step 4

Select to setup your mailbox as *IMAP*. Enter *mail.livemail.co.uk* as the mail server to use a *secure SSL* connection.

Your username is the same as your full email address. Enter this and your password in the text boxes and click **Next**.
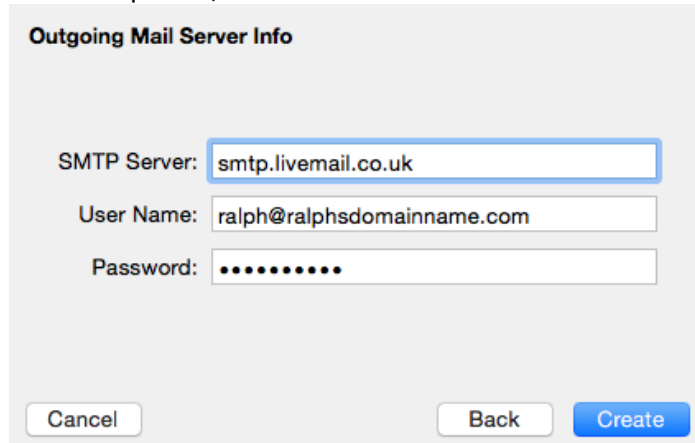
Step 5

The *Outgoing Mail Server* page will appear. Enter the following information:

- **SMTP mail server**: Enter *smtp.livemail.co.uk* as the SMTP server to use a secure SSL connection.

- **Username**: Enter your full email address.

- **Password**: Enter your mailbox password. This is the password you chose when you created your mailbox.

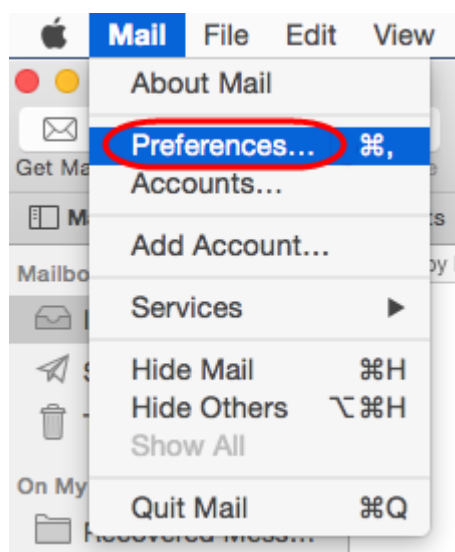Once completed, the screen should look similar to the following:

Apple Mail will now configure your mailbox to use the best settings. If you need to edit these settings **Preferences** in the *Mail* menu.

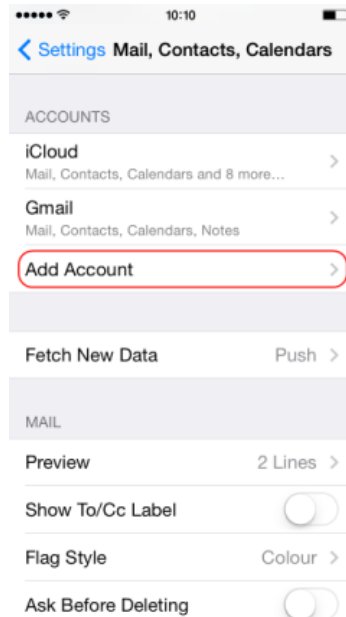fasthosts®

iPhone, iPad and iPod

Each version of Apple's iOS may vary slightly, but this guide will show you a generic process for setting up a mailbox.

Step 1

Tap the **Settings** icon, then scroll down and press **Mail, Contacts, Calendars**.
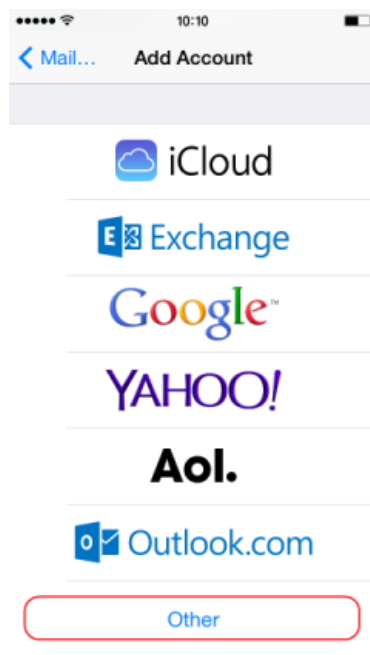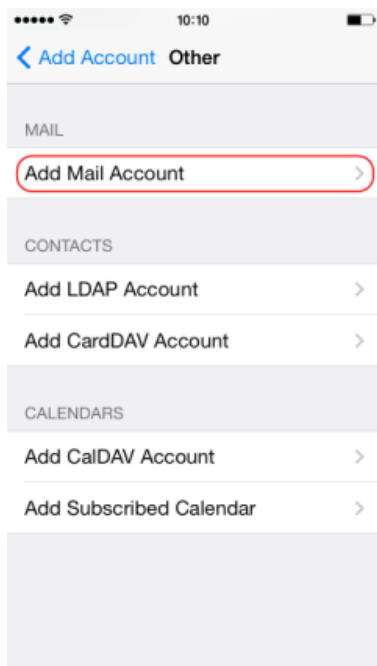
Step 2

Press Add Account.

Step 3

Select **Other**.

Step 4

Press **Add Mail Account**.

Step 5

Enter the following information and press **Next**:

- **Name**: Enter your name. People will see this when you send them an email from your device.

- **Email**: Enter the full email address you are setting up. For example *ralph@ralphsdomainname.com*.

- **Password**: Enter your mailbox password.

- **Description**: Enter an optional description to help you identify this mailbox.

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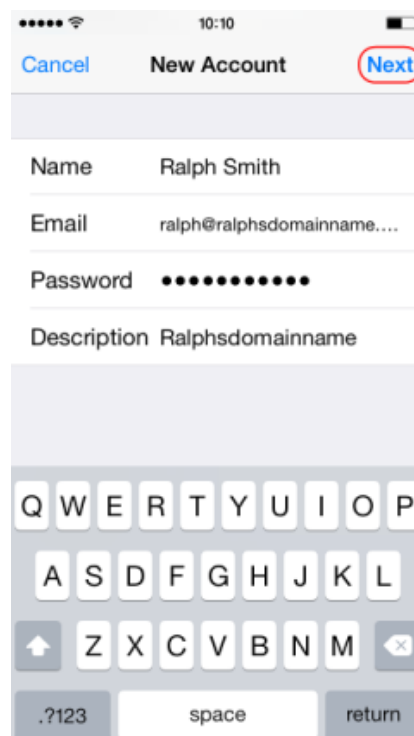
Step 6

Select the **IMAP** tab.

Step 7

You will be prompted to enter some additional information. Enter the following information in the *Incoming Mail Server* box.

- **Host Name:** *mail.livemail.co.uk*.
- **Username:** Enter your email address, e.g *ralph@ralphsdomainname.com*
- **Password:** Enter the password you chose when you set up the mailbox with in your Fasthosts control panel.

Step 8

You will be prompted to enter some additional information. Enter the following information in the *Outgoing Mail Server* box.

- **Host Name:** Enter *smtp.livemail.co.uk*.
- **Username:** Enter your email address, e.g *ralph@ralphsdomainname.com*
- **Password:** Enter the password you chose when you set up the mailbox with in your Fasthosts control panel.
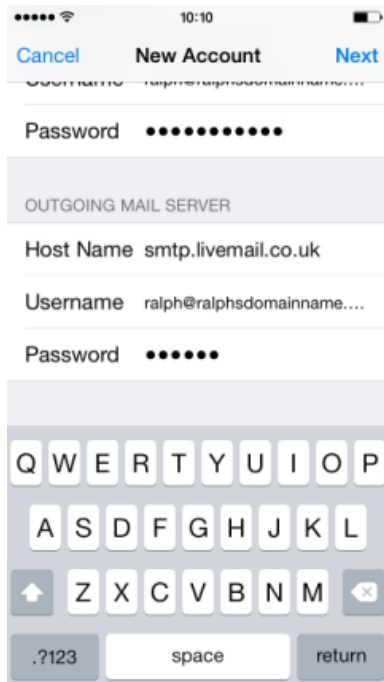
Once you have entered these details, press **Next**.

Step 9

Press the **Save** button at the top right of the screen to save your new account.
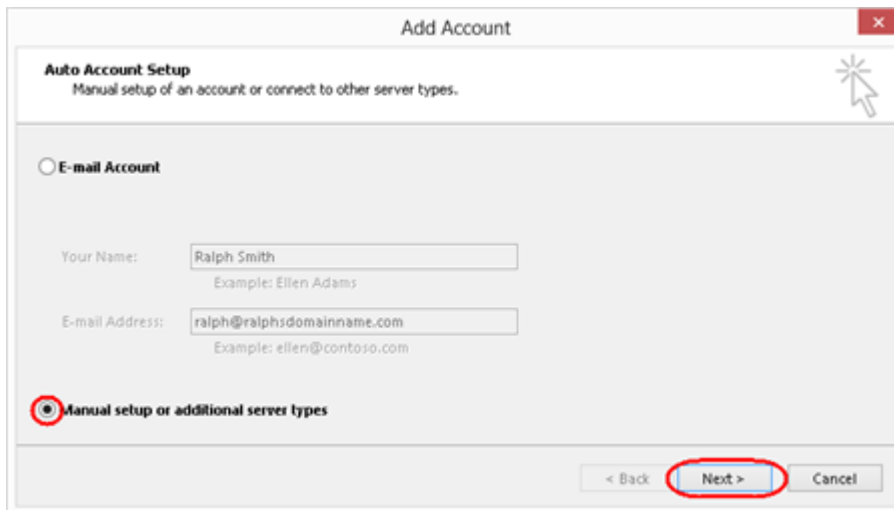
Outlook 2016

Step 1

Open Outlook 2016. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

Step 2

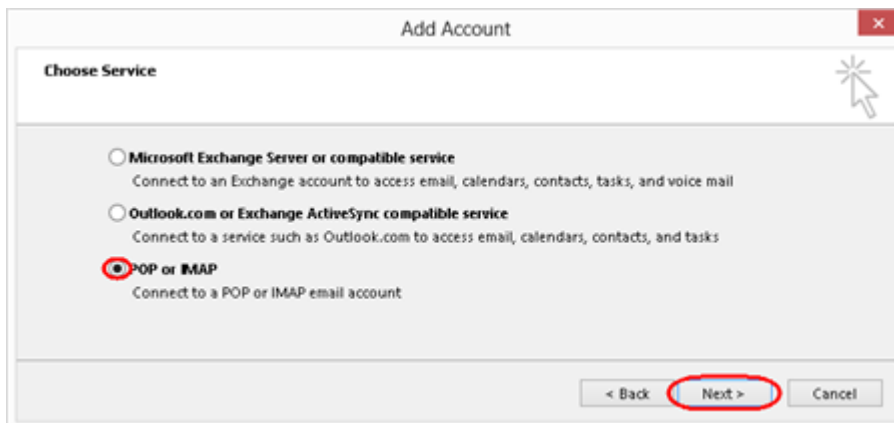When the Welcome to Outlook 2016 box opens, click **Next**, then **Next** again.

Step 3

Select the button marked **Manual setup or additional server types** then click **Next**.

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Step 4

Select **POP or IMAP**, then click **Next**.

Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

User Information

- **Your name**: This is what most email users will see in their inboxes instead of your email address. Enter your name.
- **E-mail Address**: Enter your full email address.
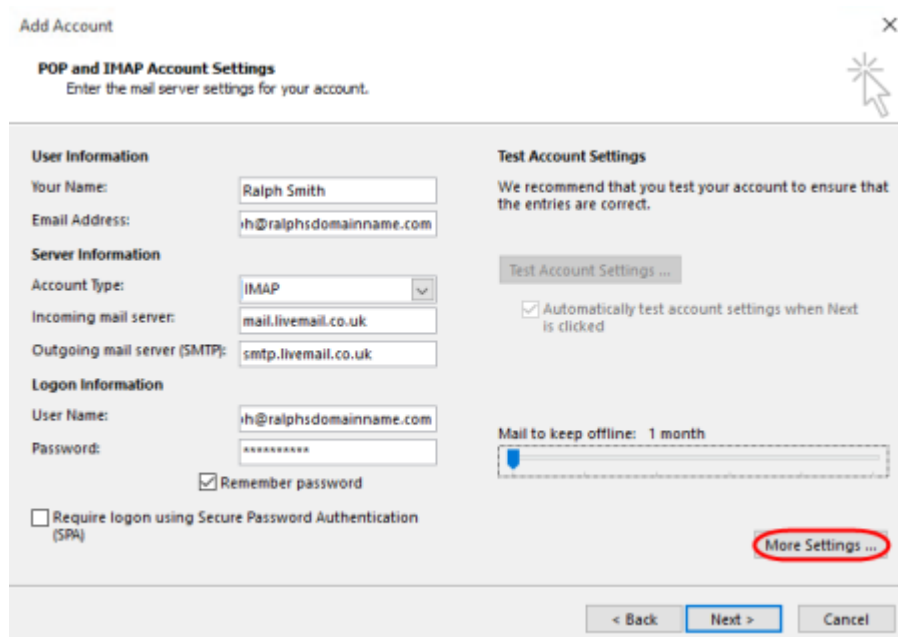
Server Information

- **Account type**: Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server**: Enter *mail.livemail.co.uk*

- **Outgoing mail server (SMTP)**: Enter *smtp.livemail.co.uk*

Logon Information

- **User Name**: Enter your full email address.

- **Password**: Enter the password you set up when you created the mailbox within your control panel.

- **Remember password**: Check this box.

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

Once completed, the screen should look similar to the following:

Once you have entered all the information required, click **More Settings**.

Step 6

Make sure *Use same settings as my incoming mail server is selected*.

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Step 7

Click the *Advanced* tab and enter the following settings:

- **Incoming server**: *993* for *IMAP* or *995* for *POP*.

- **Use the following type of encrypted connection**: Set to *SSL*.

- **Outgoing server**: Enter *465*.

- **Use the following type of encrypted connection**: Set to *SSL*.

Step 8

Click **OK**, then **Next** and Outlook will test the connection.

When the test is complete click **Close**.
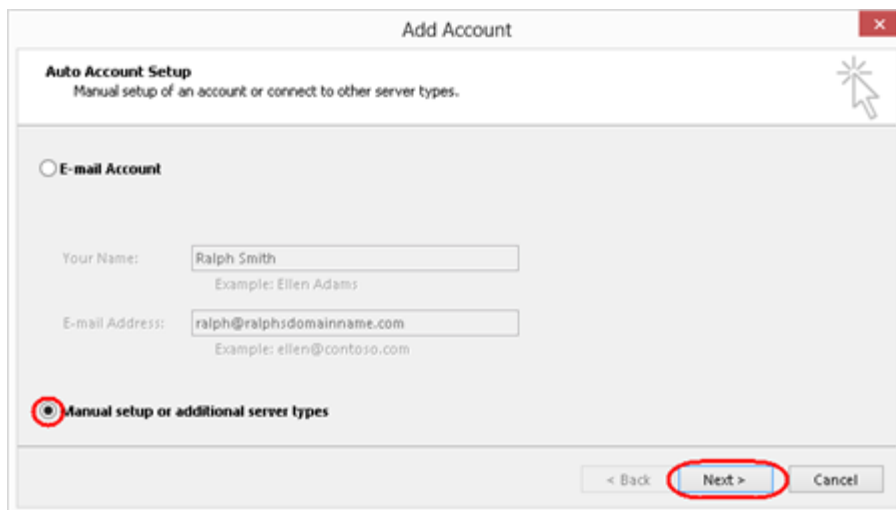
Outlook 2013

Step 1

Open Outlook 2013. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

Step 2

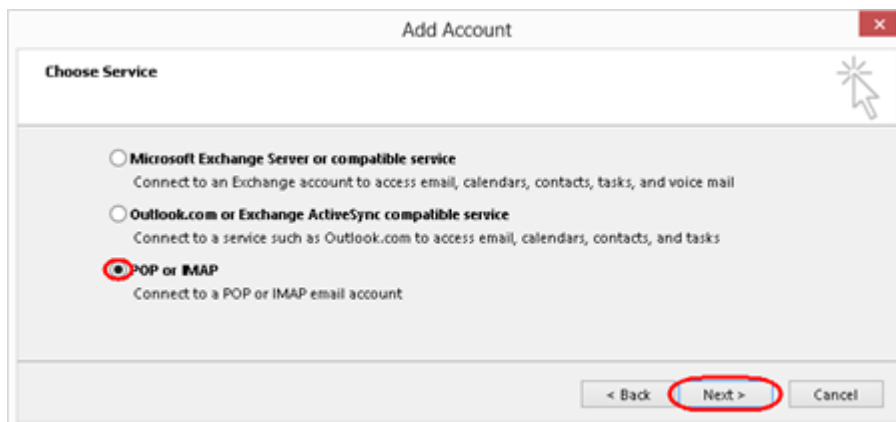When the Welcome to Outlook 2013 box opens, click **Next**, then **Next** again.

Step 3

Select the button marked Manual setup or additional server types then click Next.

Step 4

Select **POP or IMAP**, then click **Next**.

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Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

User Information

- **Your name**: This is what most email users will see in their inboxes instead of your email address. Enter your name.
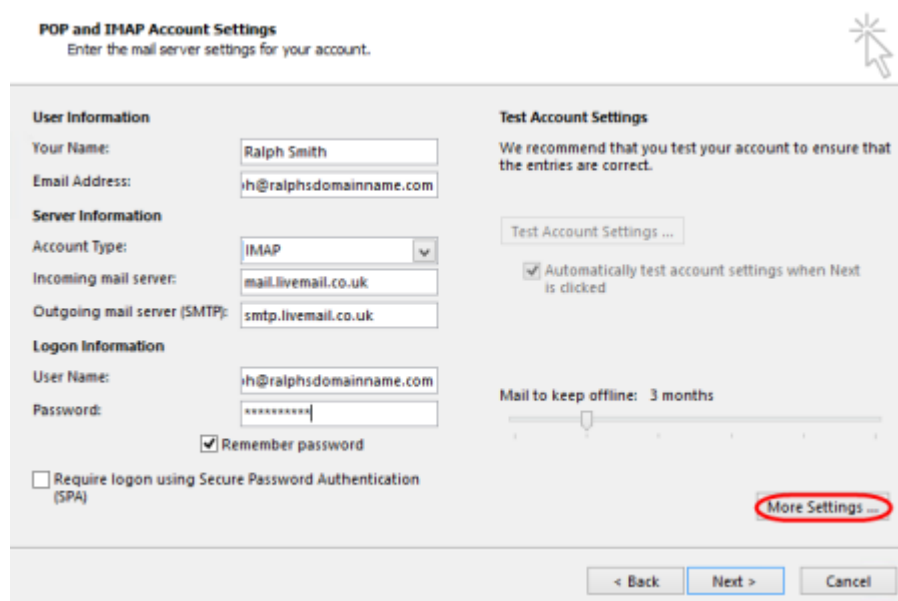- **E-mail Address**: Enter your full email address.

Server Information

- **Account type**: Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server**: Enter *mail.livemail.co.uk*
- **Outgoing mail server (SMTP)**: Enter *smtp.livemail.co.uk*

Logon Information

- **User Name**: Enter your full email address.
- **Password**: Enter the password you set up when you created the mailbox within your control panel.
- **Remember password**: Check this box.
- **Require logon using Secure Password Authentication (SPA)**: Leave unchecked.

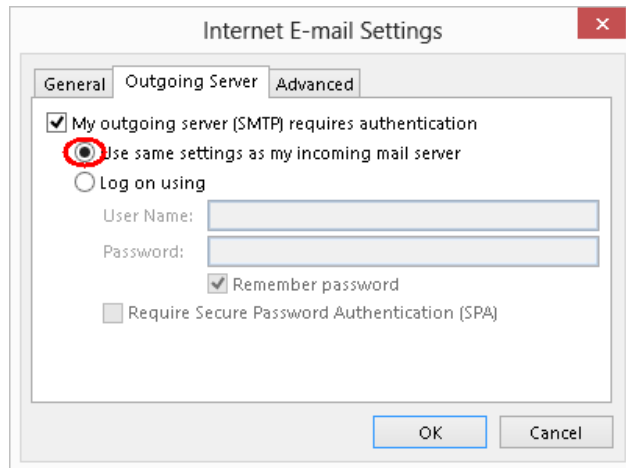Once completed, the screen should look similar to the following:

Once you have entered all the information required, click **More Settings**.

Step 6

Make sure *Use same settings as my incoming mail server is selected*.

Click the *Advanced* tab and enter

Step 7

Click the *Advanced* tab and enter
the following settings:

- **Incoming server**: *993* for
  IMAP or *995* for *POP*.

- **Use the following type of
  encrypted connection**: Set
  to *SSL*.

- **Outgoing server**: Enter *465*.

- **Use the following type of
  encrypted connection**: Set
  to *SSL*.

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Step 8

Click **OK**, then **Next** and Outlook will test the connection.

When the test is complete click **Close**, and then click **Finish** to close the wizard. Outlook 2013 is now configured to send and receive email through your mailbox.

Outlook 2011 for Mac

Step 1

Open Outlook 2011 and select **Accounts** from the **Tools** menu.

Step 2

In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **E-mail** from the popup menu.

Step 3

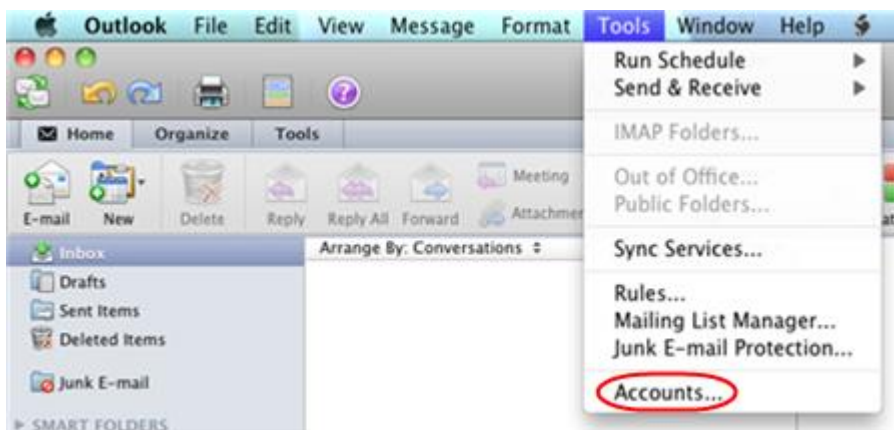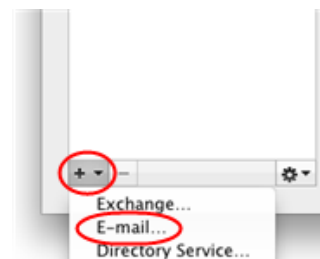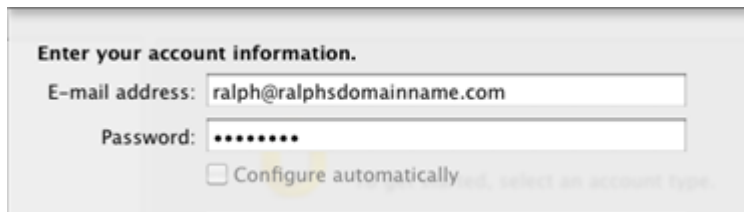Enter the email address you are setting up in the **E-mail address** text field. Enter the password you set up when you created the mailbox within your control panel in the **Password** field.
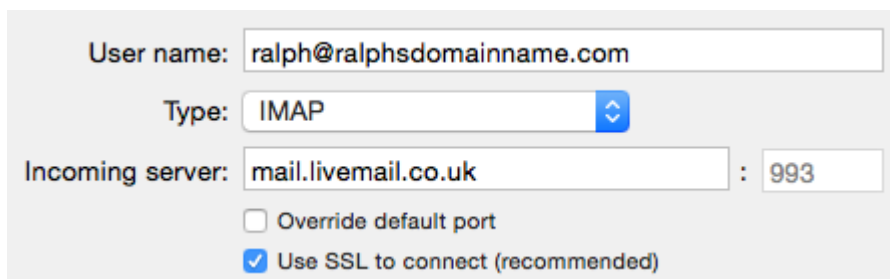
Enter your account information.

E-mail address: ralph@ralphsdomainname.com

Password: ••••••••

☐ Configure automatically

Step 4

In the **User name** text box enter your full email address and select *POP* or *IMAP* from the **Type** drop down list, depending on your preference.

In the **Incoming server** text box enter *mail.livemail.co.uk* as your incoming server and tick *Use SSL to connect (recommended).* Make sure *Override default port* is not selected.

User name: ralph@ralphsdomainname.com

Type: IMAP

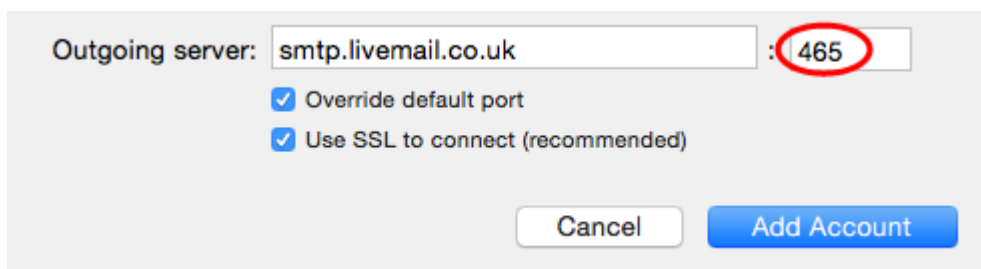Incoming server: mail.livemail.co.uk : 993

☐ Override default port

☑ Use SSL to connect (recommended)

Step 5

Enter *smtp.livemail.co.uk* into the **Outgoing server** text box. Select *Override default port* and enter **465** in the port box to the right of the **Outgoing server**, and make sure *Use SSL to connect (recommended)* is selected.

Click **Add Account** when you have entered the details.

Outgoing server: smtp.livemail.co.uk : 465
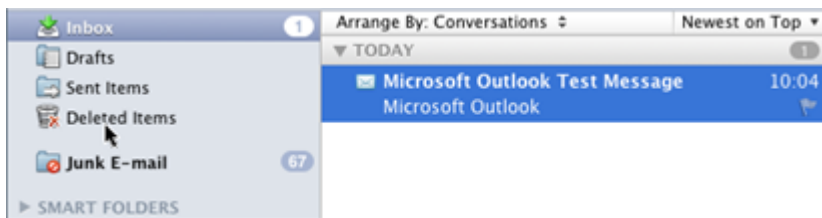
☑ Override default port

☑ Use SSL to connect (recommended)

Cancel   Add Account

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Step 6

Close the *Accounts* window and click the **Send messages in the Outbox and check for new**

items button on the toolbar.

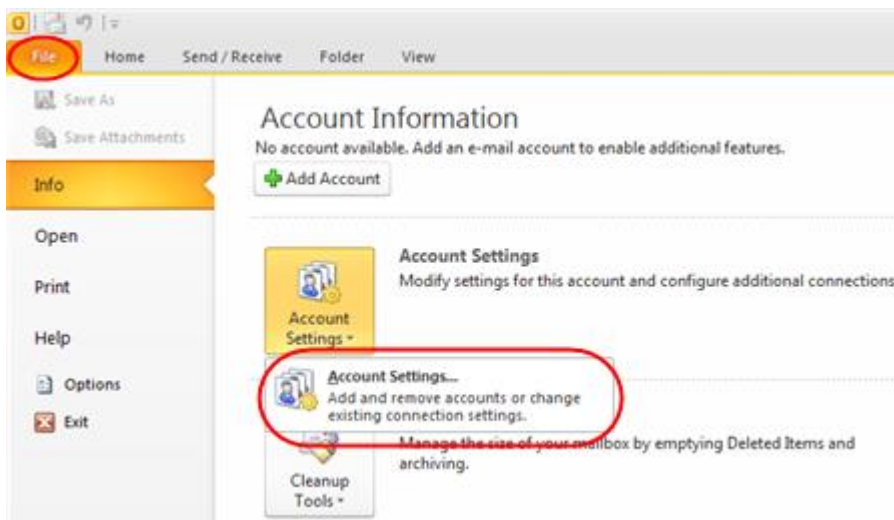You should receive a test email to your *Inbox* folder.

Outlook 2011 is now configured to send and receive mail through your mailbox.
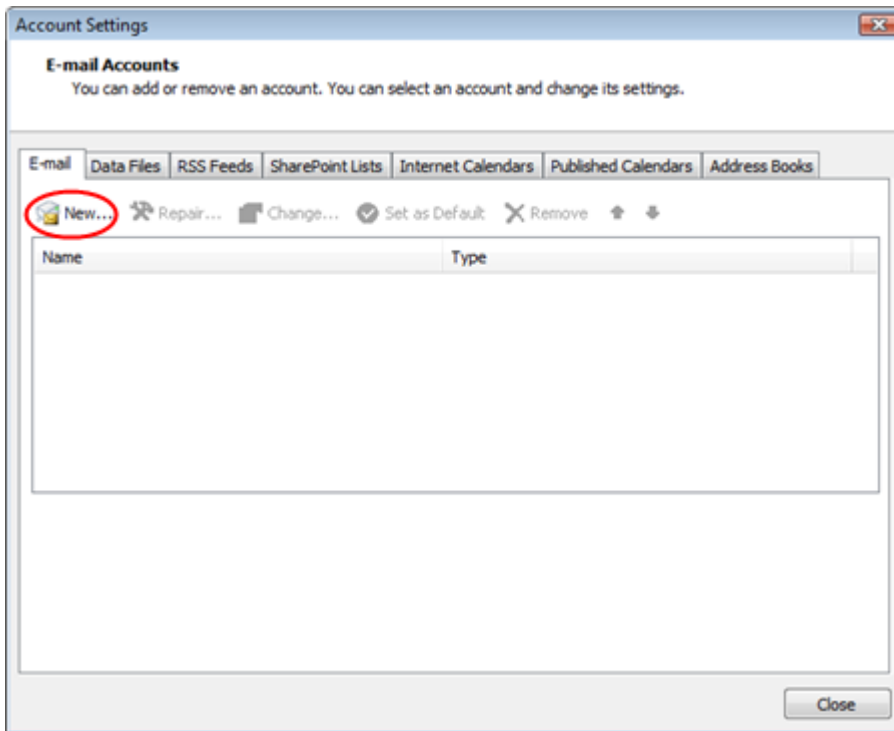
Outlook 2010

Step 1

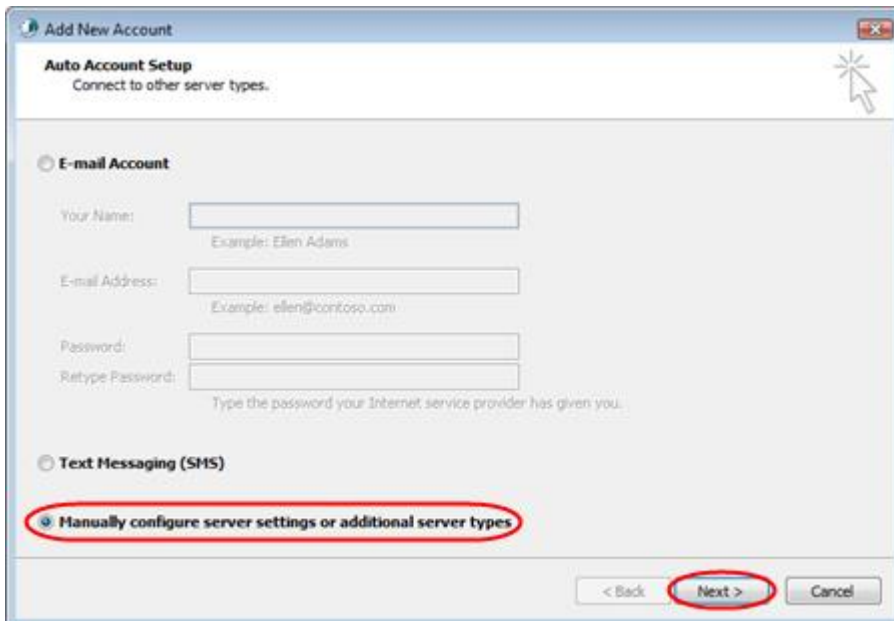Open Outlook 2010. Click **File** and then click **Account Settings**.

Step 2

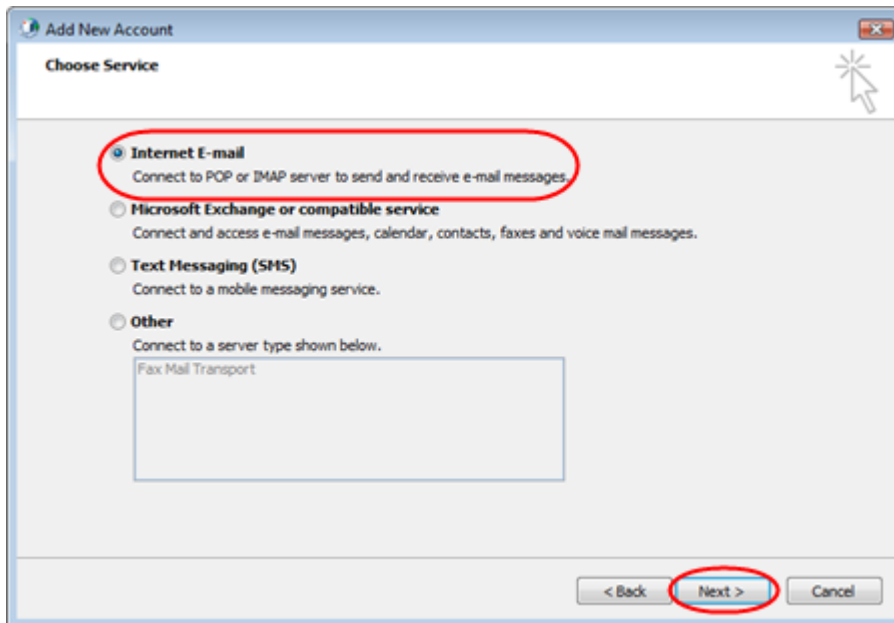Select the E-mail tab and click **New**.

Step 3

Select *Manually configure server settings or additional server types* and click **Next**.

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Step 4

Select *Internet E-mail* and click **Next**.

Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

User Information

- **Your name**: This is what most email users will see in their inboxes instead of your email address. Enter your name

- **E-mail Address**: Enter your full email address. This is made up of the mailbox name you chose, an @ symbol and your domain name. *you@yourdomain.com* for example.
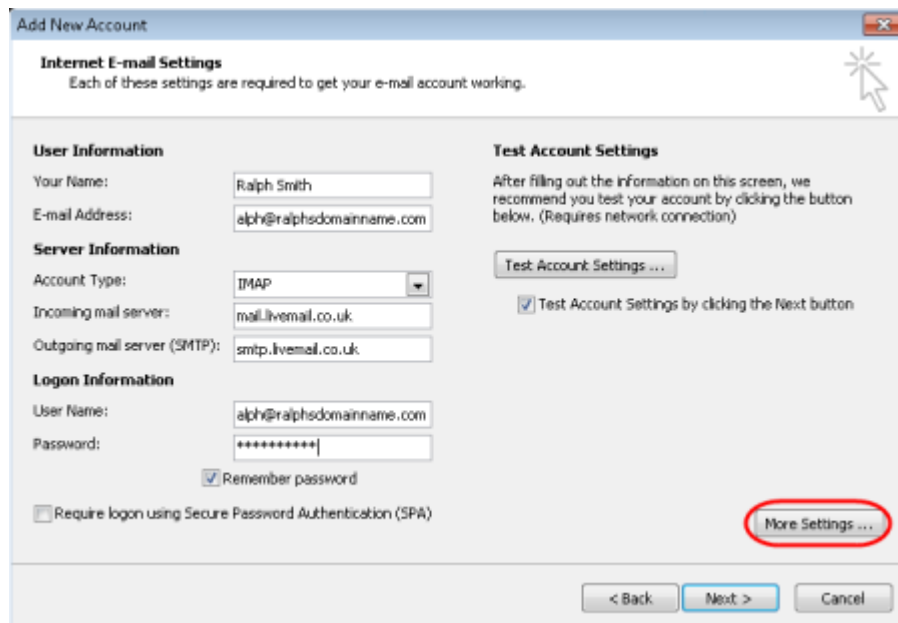
Server Information

- **Account type**: Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.

- **Incoming mail server**: Enter *mail.livemail.co.uk*

- **Outgoing mail server (SMTP)**: Enter *smtp.livemail.co.uk* into the *Outgoing mail server (SMTP)* text box.

Logon Information

- **User Name**: Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.

- **Password**: Enter the password you set up when you created the mailbox within your control panel.

- **Remember password**: Check this box.

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

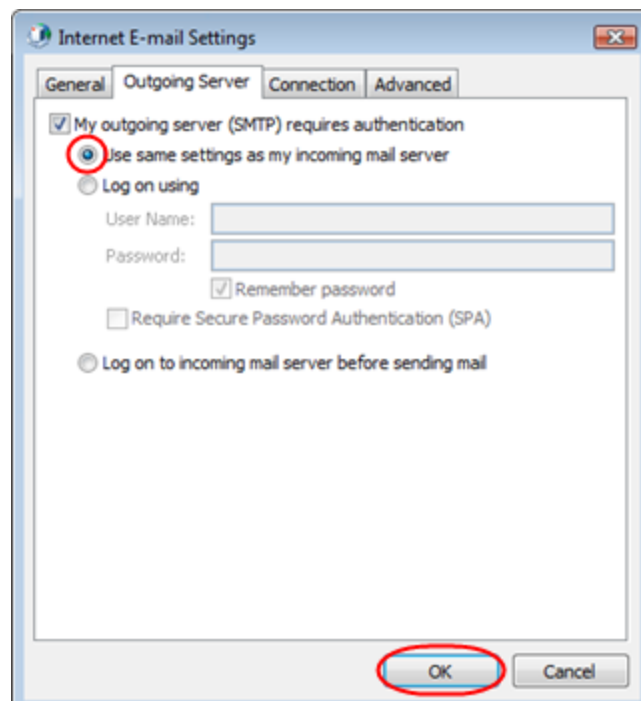Once completed, the screen should look similar to the following:

Once you have entered all the information required, click **More Settings**.

Step 6

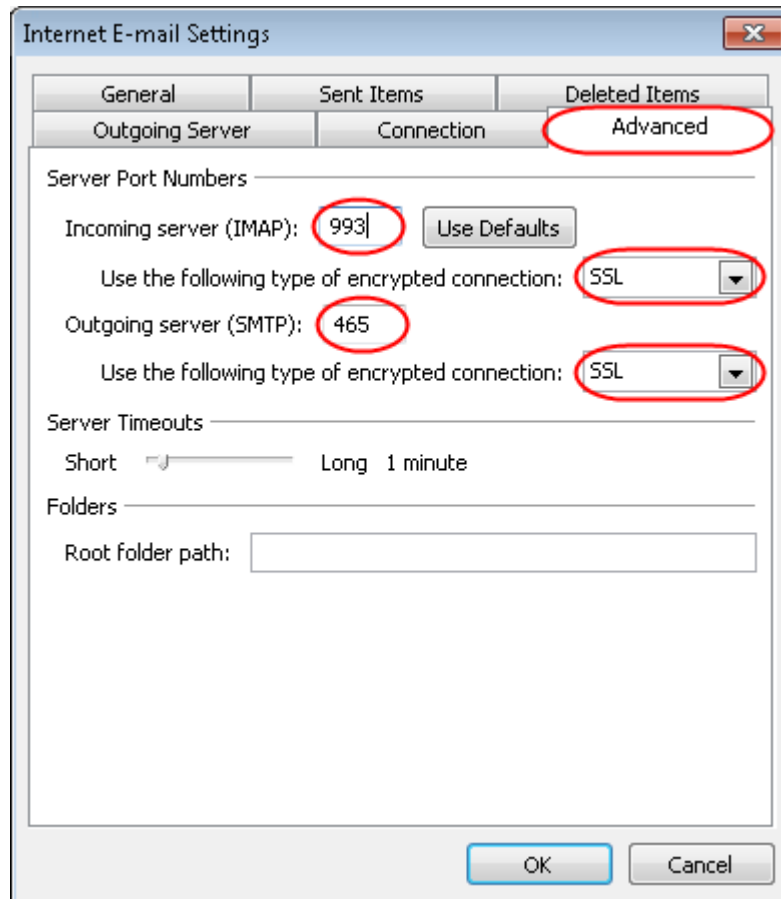Make sure *Use same settings as my incoming mail server is selected*.

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Step 7

Click the *Advanced* tab and enter the following settings:

- **Incoming server**: *993* for *IMAP* or *995* for *POP*.

- **Use the following type of encrypted connection**: Set to *SSL*.

- **Outgoing server**: Enter *465*.

- **Use the following type of encrypted connection**: Set to *SSL*.

Step 8

Click **OK**, then **Next** and **Finish** to close the wizard. Outlook 2010 is now configured to send and receive email through your mailbox.
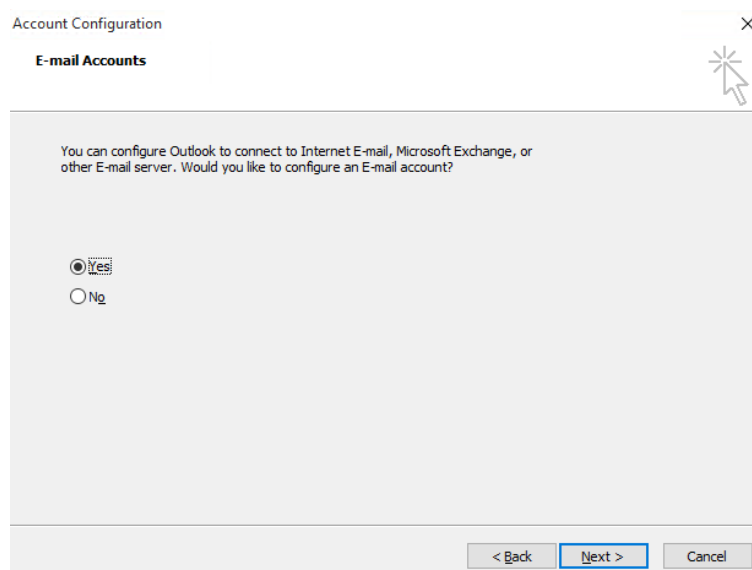
Outlook 2007

Step 1

Open Outlook 2007. If this is the first time you've used Outlook 2007 the Startup Wizard will appear. Click **Next** to begin the setup.

If you already have an account setup, click **Tools** in the top menu and then click **Account Settings**.

Step 2

To configure an email account select *Yes* and click **Next**.

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Step 3

Select *Manually configure server settings of additional server types* and click **Next**.

Step 4

Select *Internet E-mail* and click **Next**.

Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

User Information

- **Your name**: This is what most email users will see in their inboxes instead of your email address. Enter your name

- **E-mail Address**: Enter your full email address. This is made up of the mailbox name you chose, an @ symbol and your domain name. *you@yourdomain.com* for example.

Server Information

- **Account type**: Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.

- **Incoming mail server**: Enter *mail.livemail.co.uk.*
- **Outgoing mail server (SMTP)**: Enter *smtp.livemail.co.uk*

Login Information

- **User Name**: Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.

- **Password**: Enter the password you set up when you created the mailbox within your control panel.

- **Remember password**: Check this box.
- **Require logon using Secure Password Authentication (SPA)**: Leave unchecked.

Once completed, the screen should look similar to the following:

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Once you have entered all the information required, click **More Settings**.

Step 6

Make sure *Use same settings as my incoming mail server is selected*.

Step 7

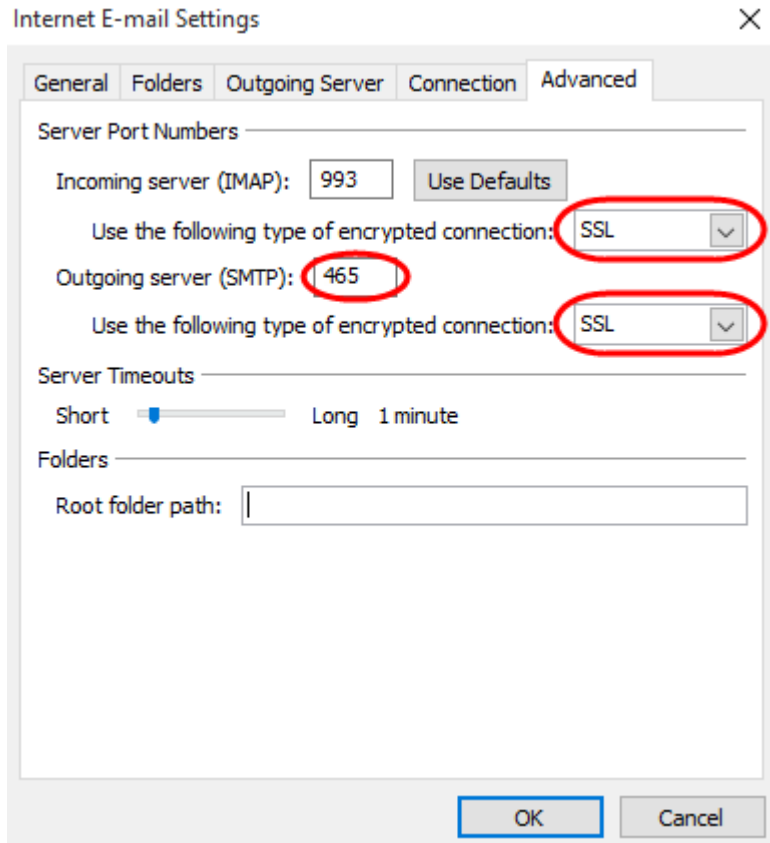Click the Advanced tab and enter the following settings:

- **Incoming server**: **993** for IMAP or **995** for POP.

- **Use the following type of encrypted connection**: Set to SSL.

- **Outgoing server**: Enter **465**.

- **Use the following type of encrypted connection**: Set to SSL.
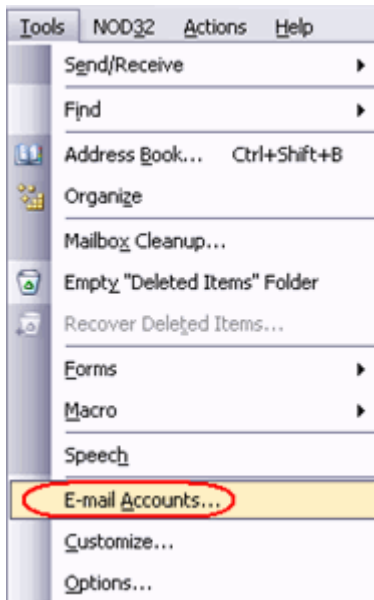

Step 8

Click **OK**, then **Next** and **Finish** to close the wizard. Outlook 2007 is now configured to send and receive email through your mailbox.
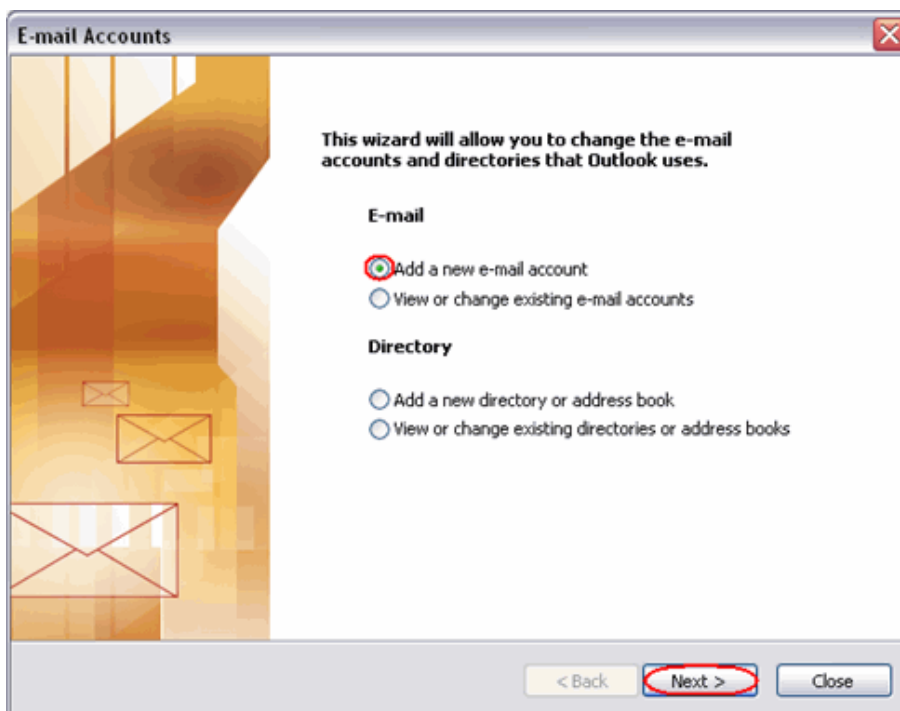
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Outlook 2003

Step 1

Open Outlook 2003. Click **Tools** in the top menu and then click **E-mail Accounts**.
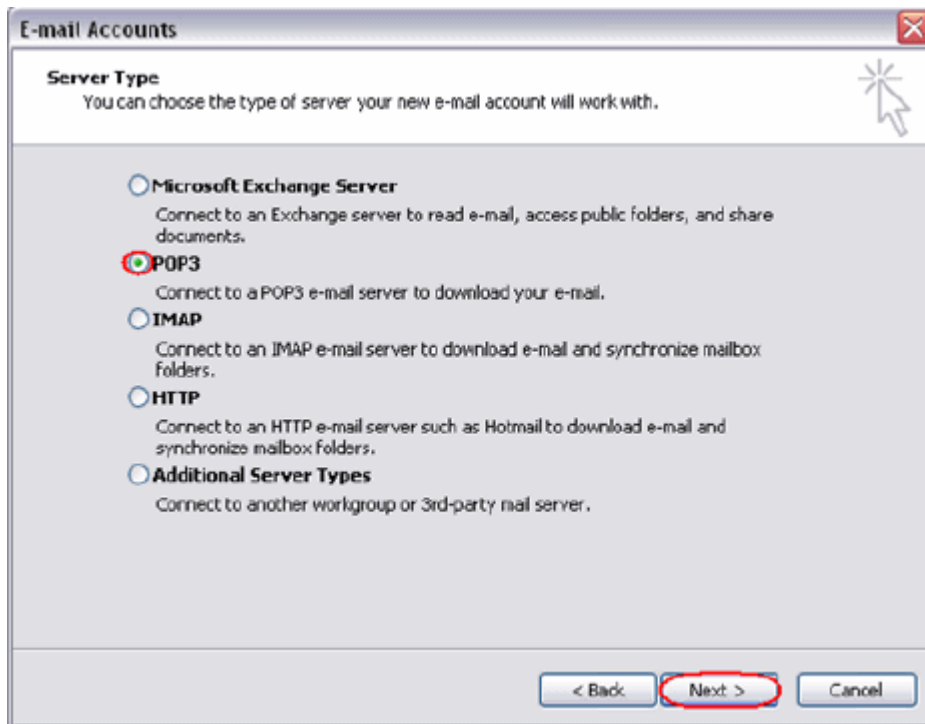

Step 2

Select **Add a new e-mail account** and then click the **Next** button.

Step 3

Depending on your preferred connection select **POP3** or **IMAP** from the list of available server types. Click **Next**.

Step 4

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

User Information

- **Your name**: This is what most email users will see in their inboxes instead of your email address. Enter your name.

- **E-mail Address**: Enter your full email address. This is made up of the mailbox name you chose, an @ symbol and your domain name. *you@yourdomain.com* for example.

Server Information

- **Incoming mail server**: Enter *mail.livemail.co.uk*

- **Outgoing mail server (SMTP)**: Enter *smtp.livemail.co.uk*

Login Information

- **User Name**: Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.

- **Password**: Enter the password you set up when you created the mailbox within your control panel.

- **Remember password**: Check this box.

- **Log on using secure password authentication (SPA)**: Leave unchecked.

Once completed, the screen should look similar to the following:

Once you have entered all the information required, click **More Settings**.

Step 5

Make sure *Use same settings as my incoming mail server is selected* .

Step 6

Click the Advanced tab and enter the following settings:

- **Incoming server**: **993** for IMAP or **995** for POP.

- **Use the following type of encrypted connection**: Set to *SSL*.

- **Outgoing server**: Enter **465**.

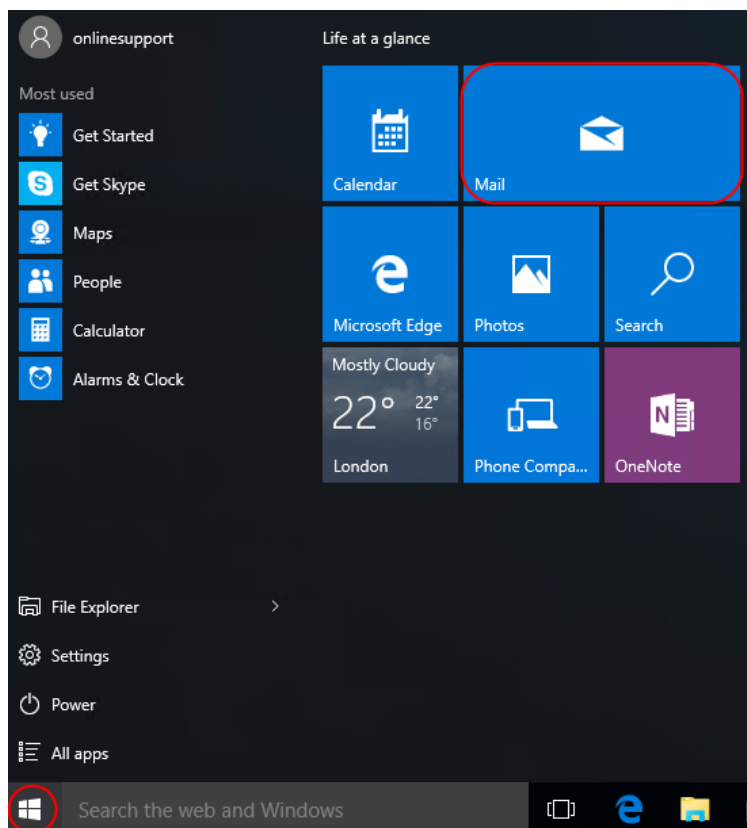- **Use the following type of encrypted connection**: Set to *SSL*.

Step 7

Click the **Next** button, then click **Finish**. Outlook 2003 is now configured to send and receive email through your mailbox.
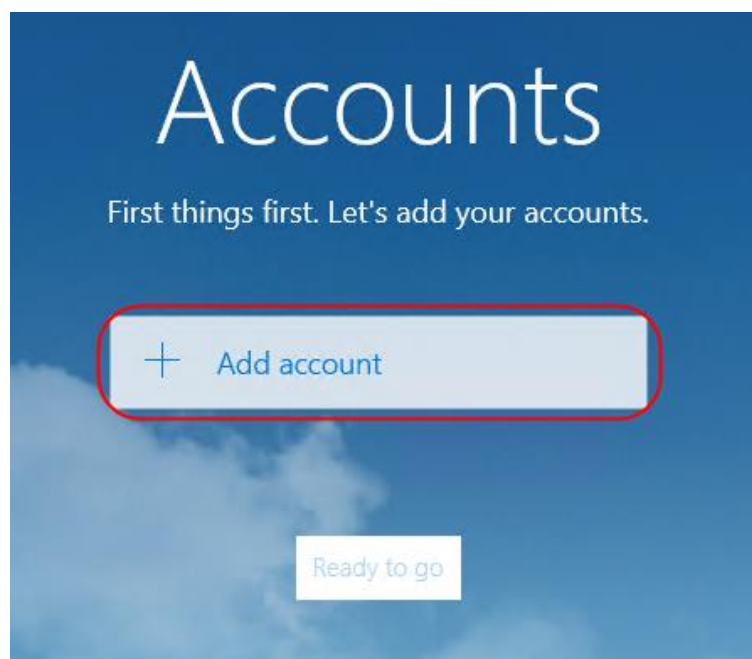
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Windows 10 Mail

Step 1

Click the *Start* icon and select **Mail** from the menu.

Step 2

The first time you open Windows 10 Mail, you will be prompted to add an account. Click the **Add account** button.

If you already have an email account set up click **Settings**, **Accounts**, **Add an Account**, then **Advanced Setup** to start the wizard.

Step 3

Click the **Advanced Setup** icon.

Exchange
Exchange, Office 365

Google

Yahoo! Mail

iCloud

Other account
POP, IMAP
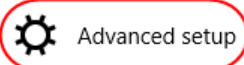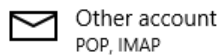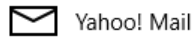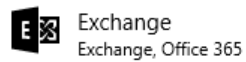
Advanced setup

Close

Step 4

Click **Internet email**.

Advanced setup

Choose the kind of account you want to setup. If you're not sure, check with your service provider.

Exchange ActiveSync

Includes Exchange and other accounts that use Exchange ActiveSync.

Internet email

POP or IMAP accounts that let you view your email in a web browser.

Cancel

Step 5

Enter the following details:

- **Account name**: A name to identify your account.

- **Your name**: The name that will be displayed in your messages.

- **Incoming email server**: Enter mail.livemail.co.uk.

- **Account type**: Select **IMAP4**.

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Internet email account

Account name

Ralph's new mailbox

Your name

Ralph

We'll send your messages using this name.

Incoming email server

mail.livemail.co.uk

Account type

IMAP4

Step 6

Scroll down to fill out the rest of the details

- **Username**: Enter your email address.

- **Password**: Enter your mailbox password.

- **Outgoing (SMTP) email server**: Enter *smtp.livemail.co.uk*.

- **Outgoing server requires authentication**: Checked.

- **User the same user name and password for sending email**: Checked.

- **Require SSL for incoming mail**: Checked.

- **Require SSL for outgoing mail**: Checked.

Once completed, the screen should look similar to the following:

Email address

ralph@ralphsnewdomainname.com

User name

ralph@ralphsnewdomainname.com

Examples: kevinc, kevinc@contoso.com, domain\kevinc

Password

••••••••••

Outgoing (SMTP) email server

smtp.livemail.co.uk

☑ Outgoing server requires authentication

☑ Use the same user name and password for sending email

☑ Require SSL for incoming email
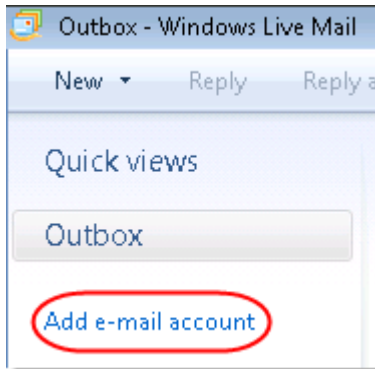
☑ Require SSL for outgoing email

Cancel	Sign-in

Step 7

Click **Sign-in** to set up your account and start using Windows 10 Mail. Windows 10 Mail is now

set up to send and receive emails from your mailbox.

fasthosts®

Windows Live Mail

Step 1

Open Windows Live Mail. Click the **Add e-mail account** link.

Step 2

Enter your full email address and mailbox password in the text boxes provided.

In the *Display Name* text box, enter your name or company name. This is what most people will see in their inbox when they receive an email from you.

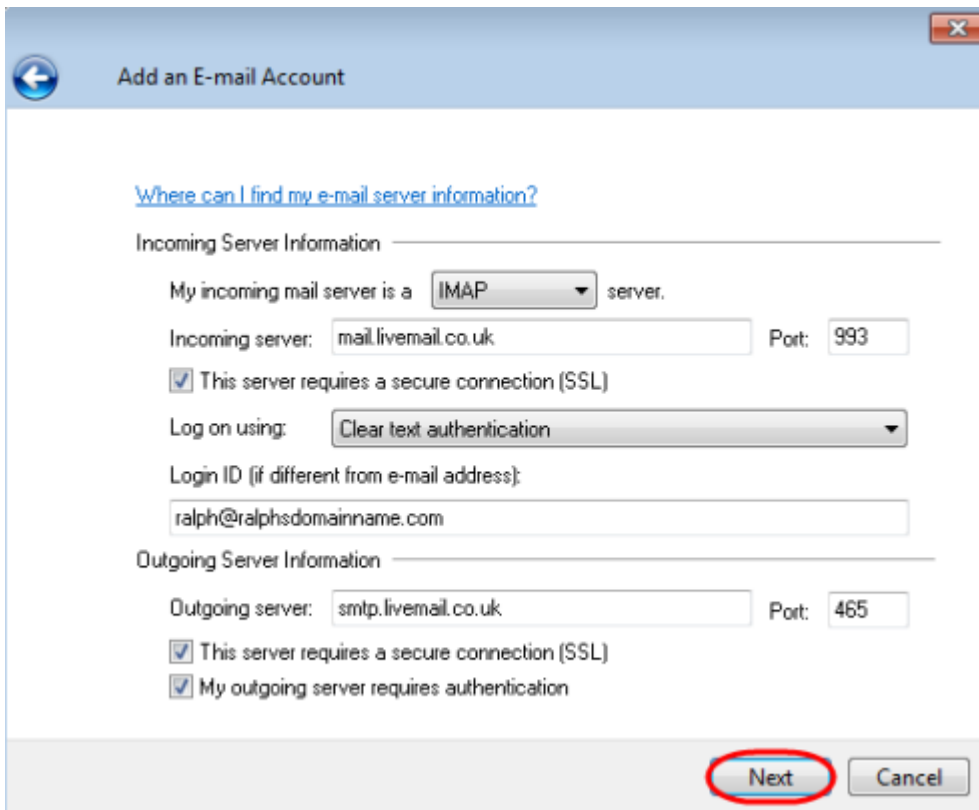Select the box marked *Manually configure server settings for e-mail account* and click **Next**.
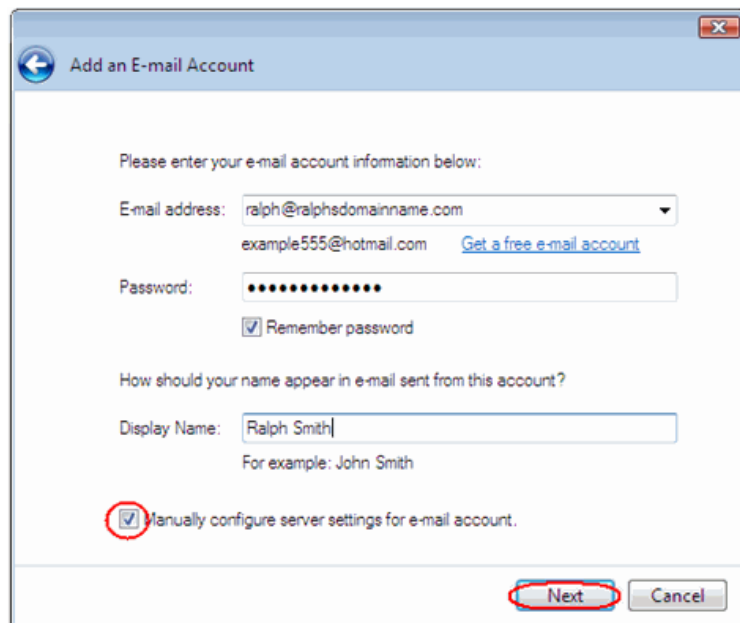
Step 3

Select POP or IMAP as your incoming mail server from the drop down list and enter the following details:

- **Incoming Server**: Enter *mail.livemail.co.uk*

- **Incoming server port**: 993 for IMAP, 995 for POP.

- **This server requires a secure connection**: Tick.

- **Log on using**: Select *Clear text authentication* from the drop down menu.

- **Logon ID**: Enter the email address of your mailbox.

- **Outgoing server**: Enter smtp.livemail.co.uk.

- **Outgoing server port**: Change this from **25** to **465**.

- **This server requires a secure connection**: Tick.

- **My outgoing server requires authentication**: Tick

Step 4

Check the details again. Click **Next** and **Finish** to set up your account and close the new account wizard. Windows Live Mail is now configured to send and receive email through your mailbox.

Thunderbird

Step 1

Open Thunderbird, open the menu, select **New Message** and then **Existing Mail Account**.
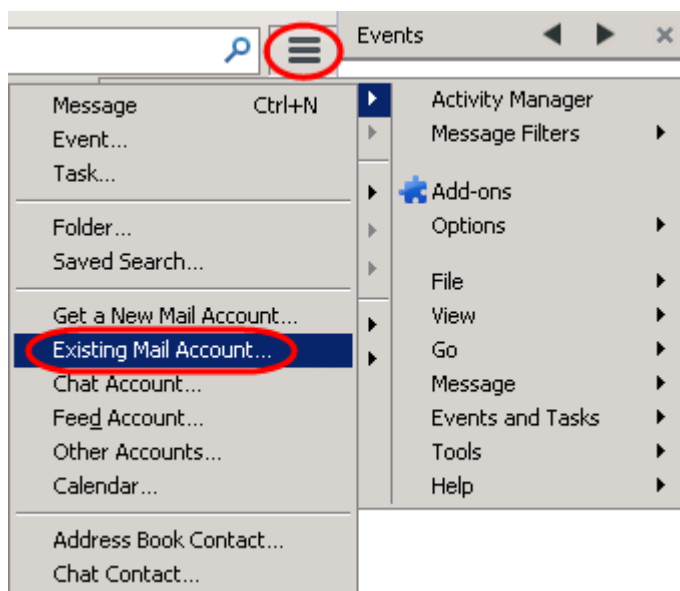
Step 2
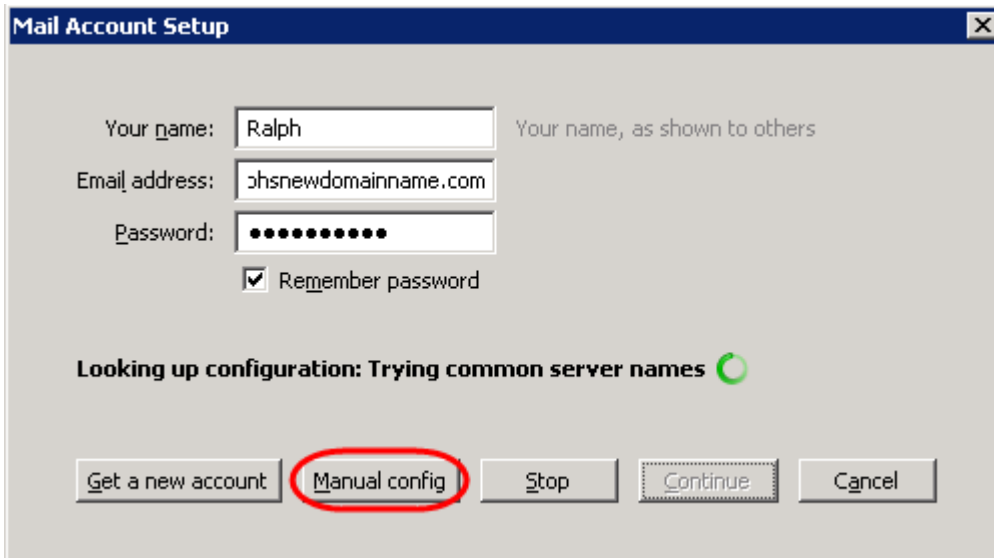
Enter your mailbox details as below into the boxes provided and click **Continue**.

- **Your name:** Enter your name.

- **Email address:** Enter your email address.

- **Password:** Enter your mailbox password.

Step 3

The setup wizard will attempt to gather the server settings for your mailbox, however the username will be set up incorrectly. To correct this click the **Manual Config** button.

Step 4

Enter the following details on the *Mail Account Setup* screen.
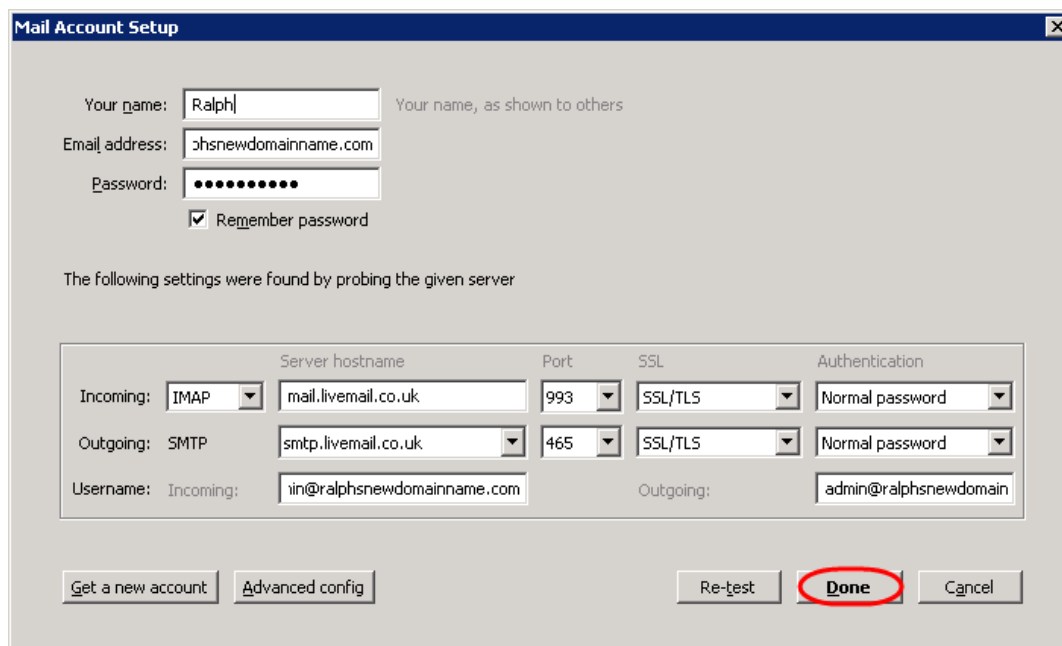
Incoming

- **Server hostname:** mail.livemail.co.uk
- **SSL:** SSL/TLS
- **Authentication:** Normal password

Outgoing

- **Server hostname:** smtp.livemail.co.uk
- **SSL:** SSL/TLS
- **Authentication:** Normal password

Enter your email address in to the *Username: Incoming* and *Outgoing* fields. Once finished, click *Done*.

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Step 5

Thunderbird is now set up to send and receive emails.