



Fasthosts Customer Support

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.

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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.

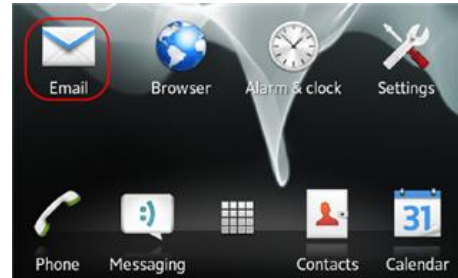
You can connect to your mailbox using either the POP3 or IMAP protocols. As a rule of thumb it is better to use POP3 if only one computer accesses your mailbox, while it is better to use IMAP if you have a number of computers that will access your mailbox. This guide will show you step by step how to 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**.

Set up account

Configure Email for most accounts in a few steps.

admin@ralphsdomainname.com

.....

☐ Show password

☐ Send email from this account by default

Manual setup Next

< Add email account

Step 3

Choose **IMAP** as the account type.

What type of account?

POP3 account

IMAP account

Microsoft Exchange ActiveSync

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**.

  Incoming server settings

IMAP server

mail.livemail.co.uk

Security type

SSL

Port

993

IMAP path prefix

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**.

  Outgoing server settings

SMTP server

smtp.livemail.co.uk

Security type

SSL

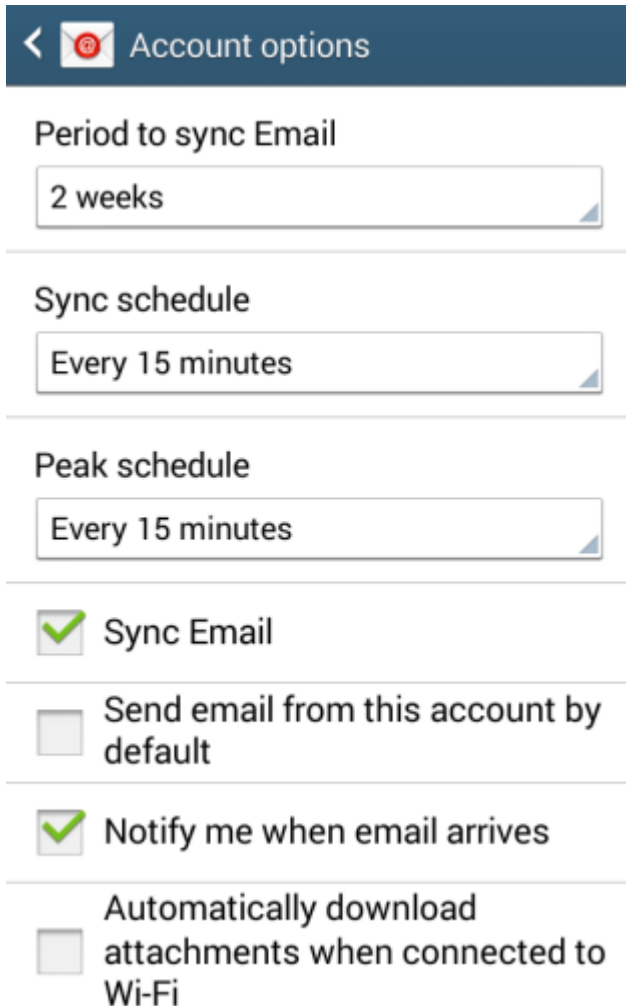
Port

465

☒ Require sign-in

Step 6

You will be given options to select some custom settings.



< Account options

Period to sync Email

2 weeks

Sync schedule

Every 15 minutes

Peak schedule

Every 15 minutes

☒ Sync Email

☐ Send email from this account by default

☒ Notify me when email arrives

☐ Automatically download attachments when connected to Wi-Fi

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

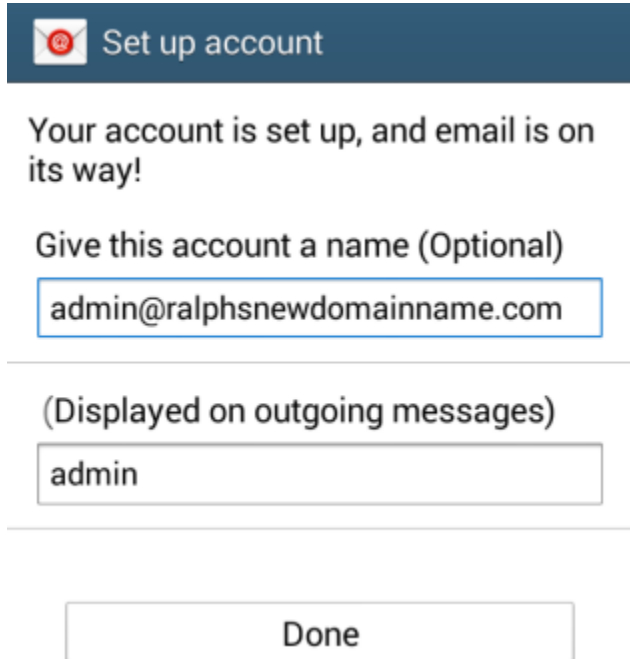
Step 7

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

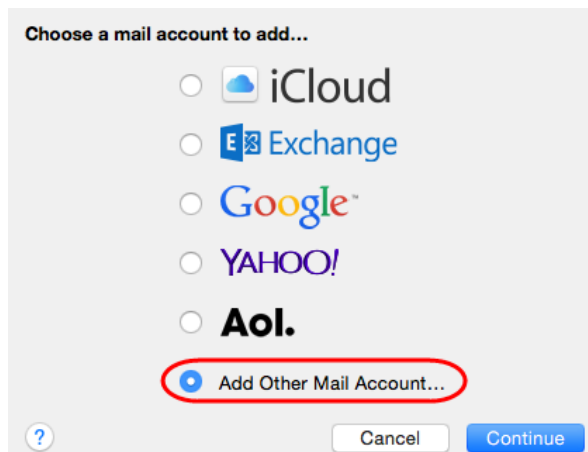
Step 1

Open Mail.

- If you have not already added an account to Mail you will be 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

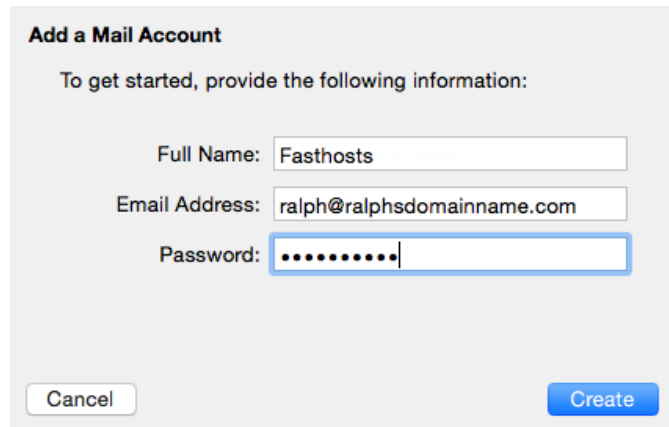
When the New Account wizard opens, select *Add Other Mail Account* and click **Continue**.



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.



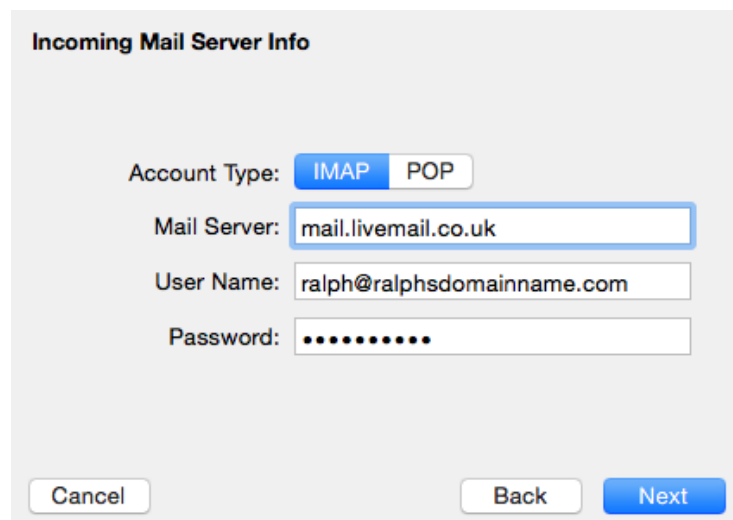
The screenshot shows a dialog box titled "Add a Mail Account". Below the title, it says "To get started, provide the following information:". There are three text input fields: "Full Name:" with the value "Fasthosts", "Email Address:" with the value "ralph@ralphsdomainname.com", and "Password:" with a masked password ".....". At the bottom, there are two buttons: "Cancel" and "Create".

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**.



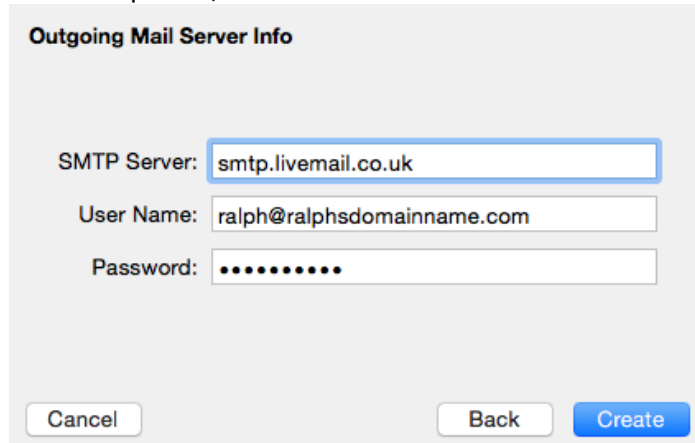
The screenshot shows a dialog box titled "Incoming Mail Server Info". It has four fields: "Account Type:" with a dropdown menu showing "IMAP" selected and "POP" as an option; "Mail Server:" with the value "mail.livemail.co.uk"; "User Name:" with the value "ralph@ralphsdomainname.com"; and "Password:" with a masked password ".....". At the bottom, there are three buttons: "Cancel", "Back", and "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:



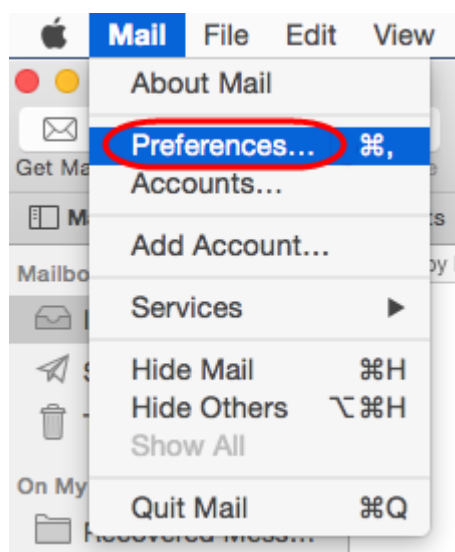
Outgoing Mail Server Info

SMTP Server:

User Name:

Password:

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



iPhone, iPad and iPod

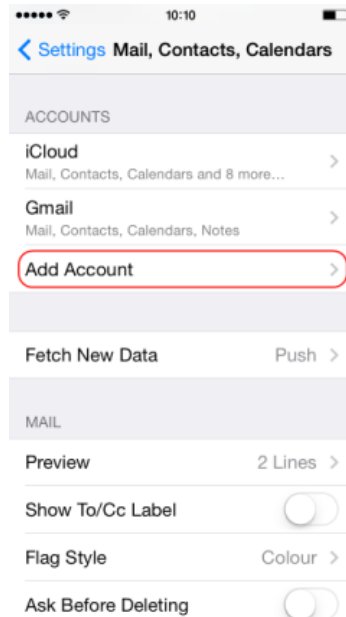
Each version of Apple's iOS may vary slightly, but this guide will show you a generic process for setting up a mailbox.

Step 1

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

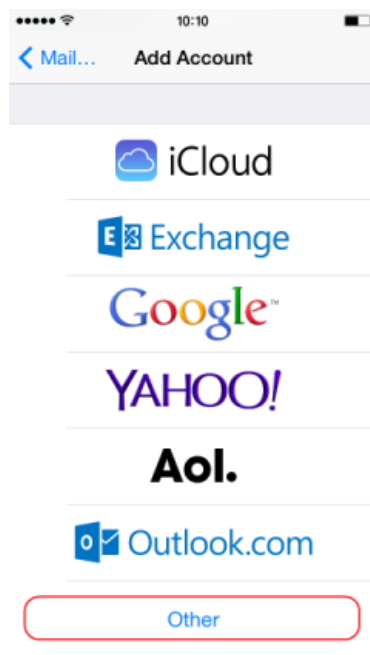
Step 2

Press Add Account.



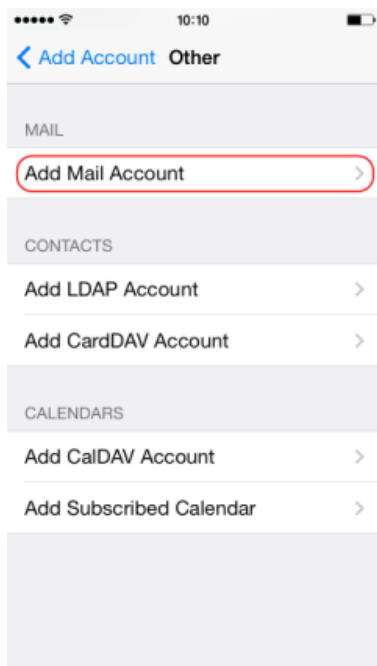
Step 3

Select **Other**.



Step 4

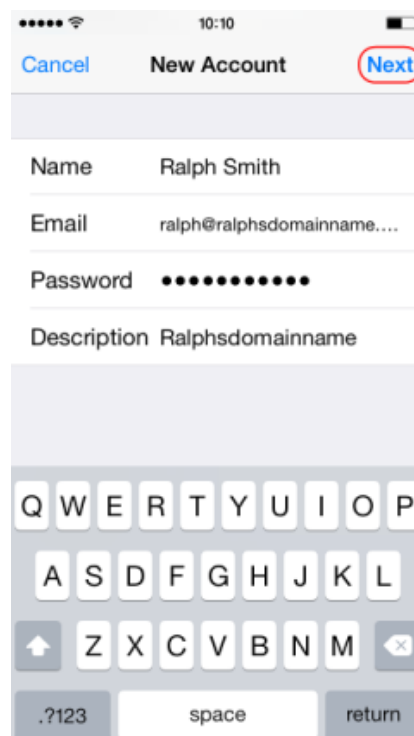
Press **Add Mail Account**.



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.



Step 6

Select the **IMAP** tab.

The screenshot shows the 'New Account' screen with the 'IMAP' tab selected. The fields are as follows:

- Name:** Ralph Smith
- Email:** ralph@ralphsdomainname...
- Description:** Ralphsdomainname
- INCOMING MAIL SERVER:**
 - Host Name:** mail.example.com
 - Username:** Required
 - Password:** masked with dots
- OUTGOING MAIL SERVER:**

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.

The screenshot shows the 'New Account' screen with the 'Incoming Mail Server' section highlighted. The fields are as follows:

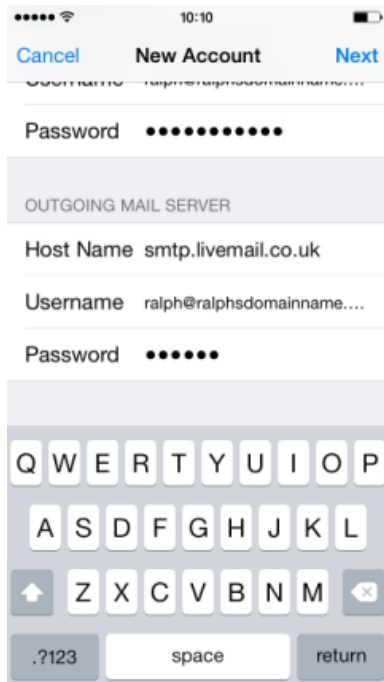
- INCOMING MAIL SERVER:**
 - Host Name:** mail.livemail.co.uk
 - Username:** ralph@ralphsdomainname...
 - Password:** masked with dots
- OUTGOING MAIL SERVER:**
 - Host Name:** smtp.example.com
 - Username:** Optional

A keyboard is visible at the bottom of the screen.

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

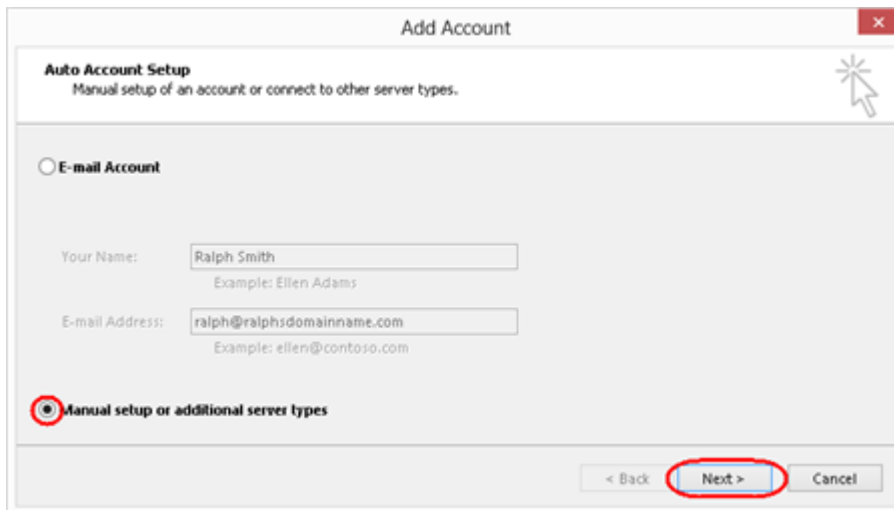
Open Outlook 2016. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

Step 2

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

Step 3

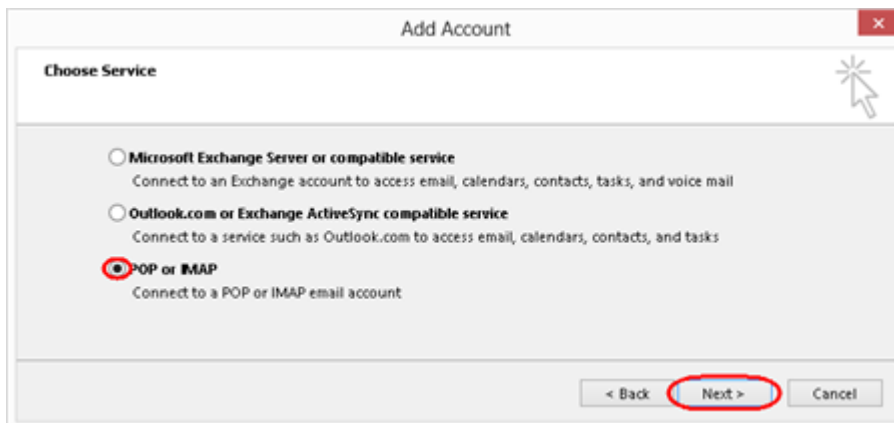
Select the button marked **Manual setup or additional server types** then click **Next**.



The screenshot shows the 'Add Account' window with the 'Auto Account Setup' tab selected. Under 'Manual setup or additional server types', the 'Next >' button is highlighted with a red circle.

Step 4

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



The screenshot shows the 'Add Account' window with the 'Choose Service' tab selected. The 'POP or IMAP' option is selected and circled in red. The 'Next >' button is also circled in red.

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

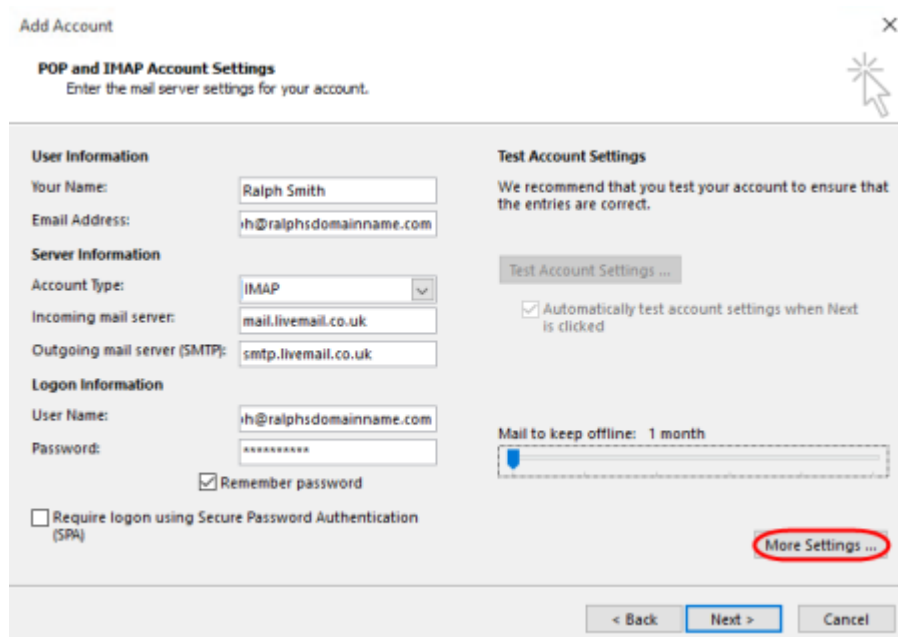
- **Account type:** Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.livemail.co.uk*

- **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:



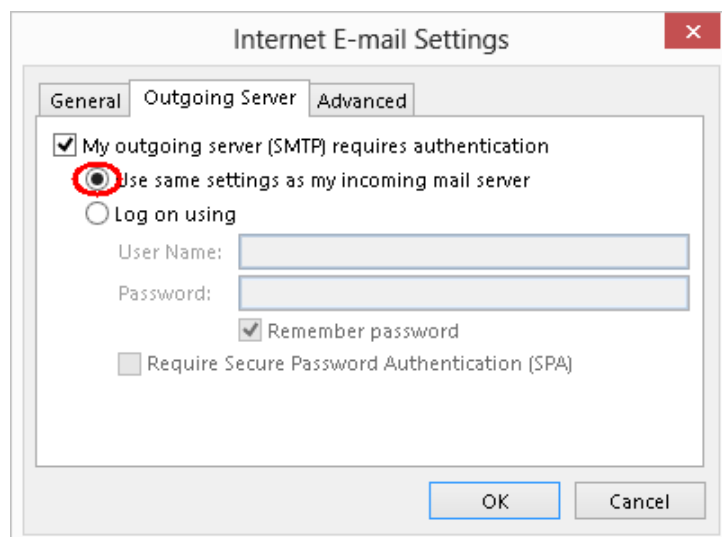
The screenshot shows the 'Add Account' window with the following details:

- User Information:** Your Name: Ralph Smith; Email Address: h@ralphsdomainname.com
- Server Information:** Account Type: IMAP; Incoming mail server: mail.livemail.co.uk; Outgoing mail server (SMTP): smtp.livemail.co.uk
- Logon Information:** User Name: h@ralphsdomainname.com; Password: [masked]; ☒ Remember password
- Test Account Settings:** We recommend that you test your account to ensure that the entries are correct. ☒ Automatically test account settings when Next is clicked
- Mail to keep offline:** 1 month
- Buttons:** < Back, Next >, Cancel
- More Settings ...** button is circled in red.

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*.



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The following options are visible:

- ☒ My outgoing server (SMTP) requires authentication
- ☒ Use same settings as my incoming mail server
- ☐ Log on using
 - User Name: [text box]
 - Password: [text box]
 - ☒ Remember password
 - ☐ Require Secure Password Authentication (SPA)

Buttons: OK, Cancel

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*.

Internet E-mail Settings

General Outgoing Server **Advanced**

Server Port Numbers

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

☐ Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

OK Cancel

Step 8

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

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

Test Account Settings

Congratulations! All tests completed successfully. Click Close to continue.

Stop Close

Tasks Errors

| Tasks | Status |
|--|-----------|
| ✓ Log onto incoming mail server (IMAP) | Completed |
| ✓ Send test e-mail message | Completed |

Outlook 2013

Step 1

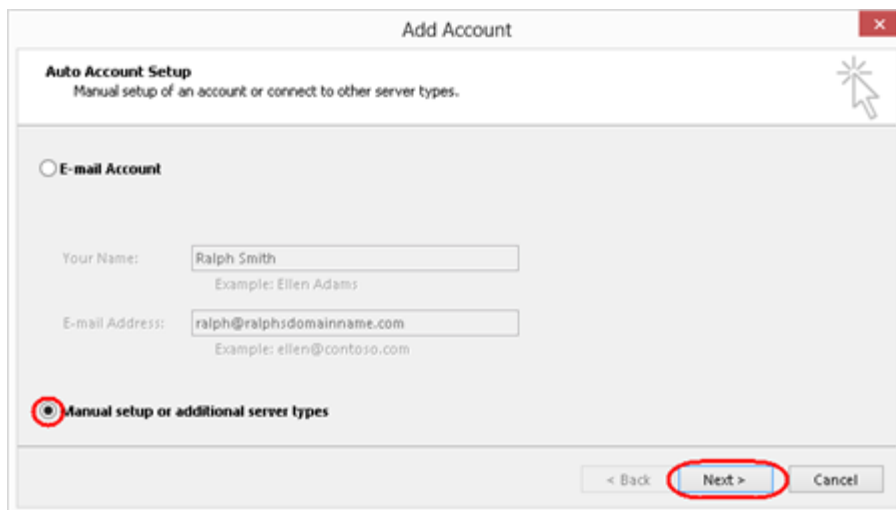
Open Outlook 2013. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

Step 2

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

Step 3

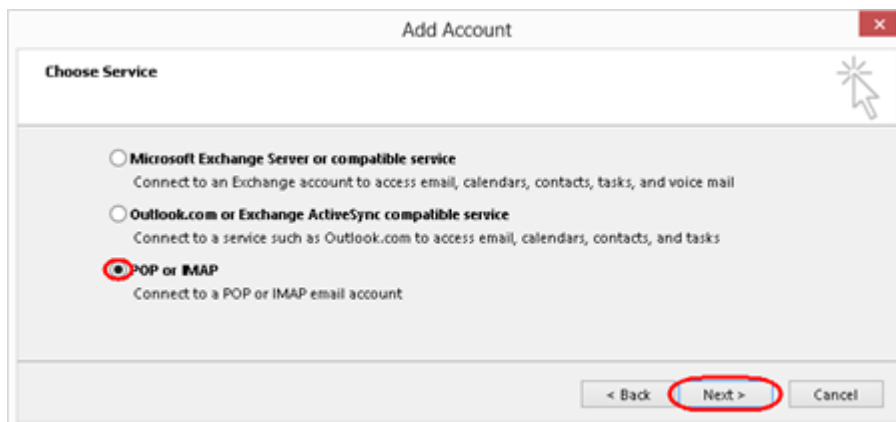
Select the button marked Manual setup or additional server types then click Next.



The screenshot shows the 'Add Account' dialog box. At the top, it says 'Add Account' with a close button. Below that, 'Auto Account Setup' is displayed with the subtitle 'Manual setup of an account or connect to other server types.' There are two radio button options: 'E-mail Account' and 'Manual setup or additional server types'. The 'Manual setup or additional server types' option is selected and circled in red. Below these options are input fields for 'Your Name' (with 'Ralph Smith' and 'Example: Ellen Adams') and 'E-mail Address' (with 'ralph@ralphsdomainname.com' and 'Example: ellen@contoso.com'). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is circled in red.

Step 4

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



The screenshot shows the 'Add Account' dialog box, specifically the 'Choose Service' section. It lists three service options with radio buttons: 'Microsoft Exchange Server or compatible service' (with subtext 'Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail'), 'Outlook.com or Exchange ActiveSync compatible service' (with subtext 'Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks'), and 'POP or IMAP' (with subtext 'Connect to a POP or IMAP email account'). The 'POP or IMAP' option is selected and circled in red. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is circled in red.

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.

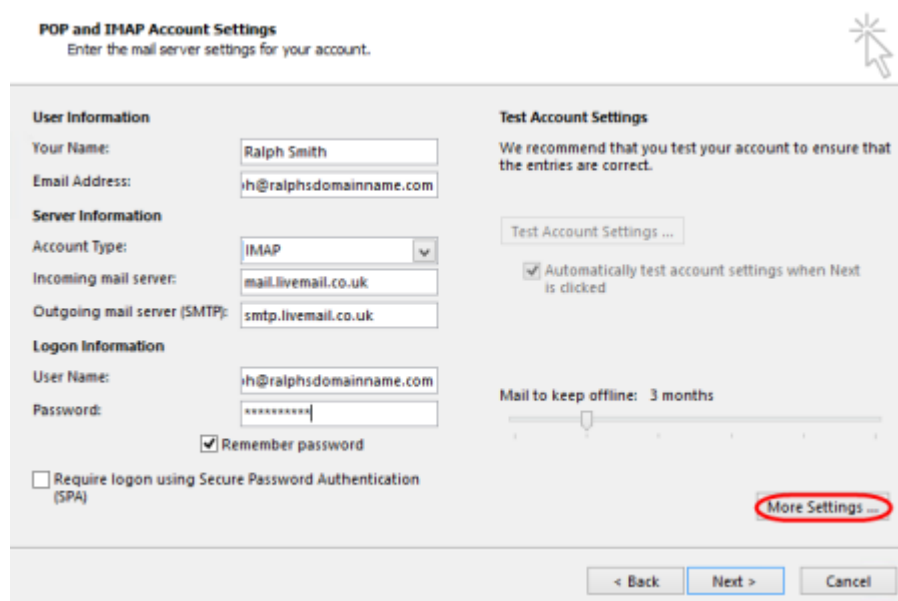
Server Information

- **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:

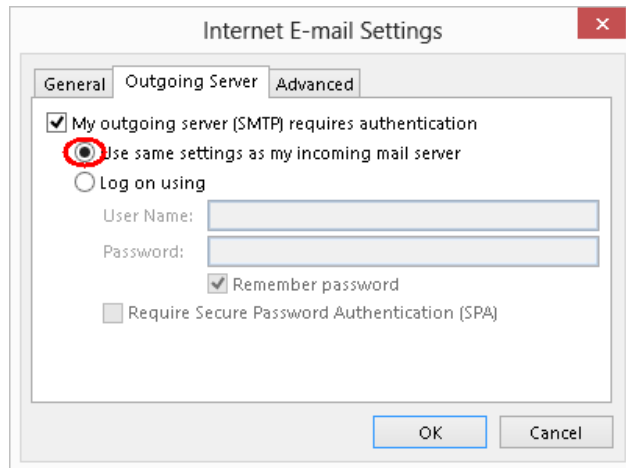


The screenshot shows the 'POP and IMAP Account Settings' window. The title bar says 'POP and IMAP Account Settings' and the subtitle is 'Enter the mail server settings for your account.' The form is divided into several sections: 'User Information' with fields for 'Your Name' (Ralph Smith) and 'Email Address' (jh@ralphsdomainname.com); 'Server Information' with a dropdown for 'Account Type' (IMAP), and text fields for 'Incoming mail server' (mail.livemail.co.uk) and 'Outgoing mail server (SMTP)' (smtp.livemail.co.uk); 'Logon Information' with fields for 'User Name' (jh@ralphsdomainname.com) and 'Password' (masked with asterisks), a checked 'Remember password' box, and an unchecked 'Require logon using Secure Password Authentication (SPA)' box; and 'Test Account Settings' with a 'Test Account Settings ...' button, a checked box for 'Automatically test account settings when Next is clicked', and a 'Mail to keep offline' slider set to 3 months. A 'More Settings ...' link is circled in red at the bottom right. At the bottom of the window are '< Back', 'Next >', and 'Cancel' buttons.

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.



Internet E-mail Settings

General Outgoing Server Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

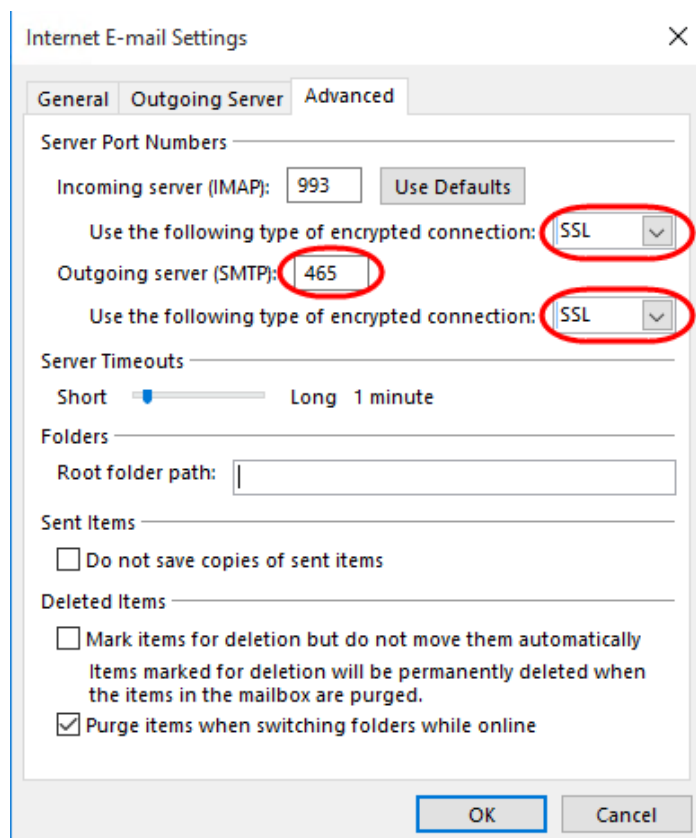
☐ Require Secure Password Authentication (SPA)

OK Cancel

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**.



Internet E-mail Settings

General Outgoing Server Advanced

Server Port Numbers

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

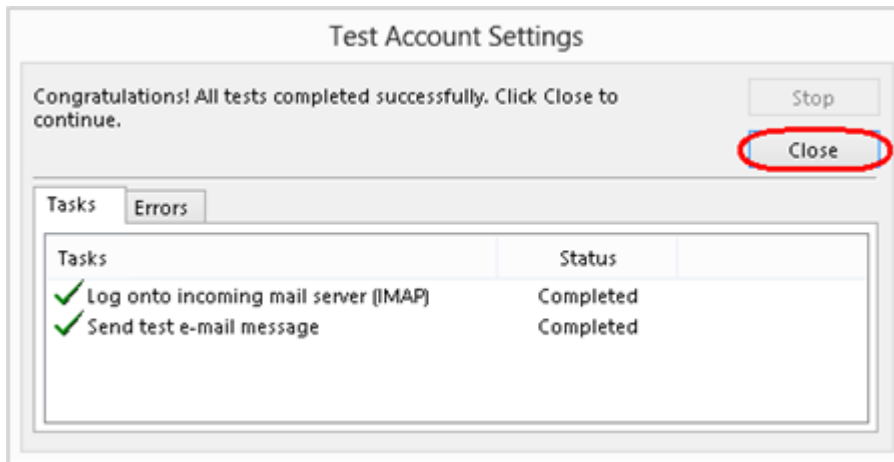
☐ Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

OK Cancel

Step 8

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

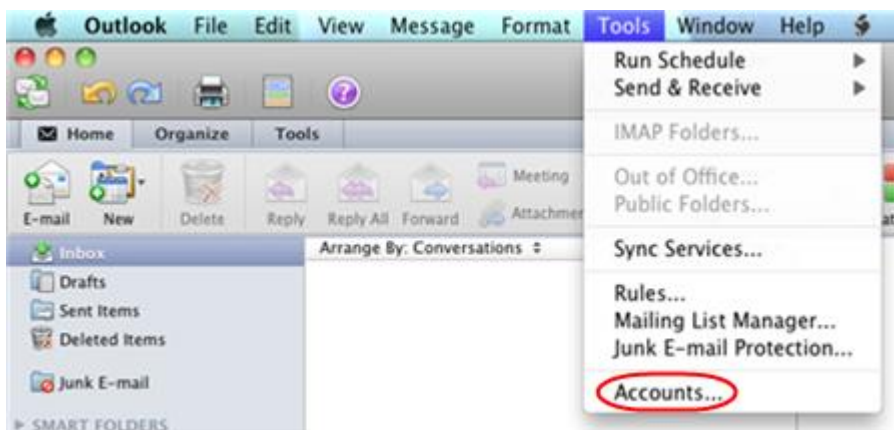


When the test is complete click **Close**, and then click **Finish** to close the wizard. Outlook 2011 is now configured to send and receive email through your mailbox.

Outlook 2011 for Mac

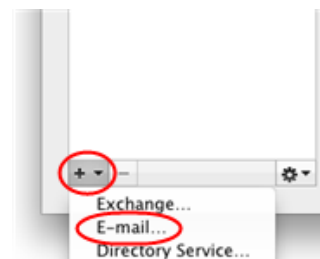
Step 1

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



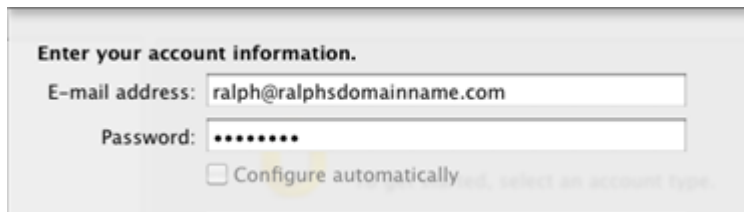
Step 2

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:

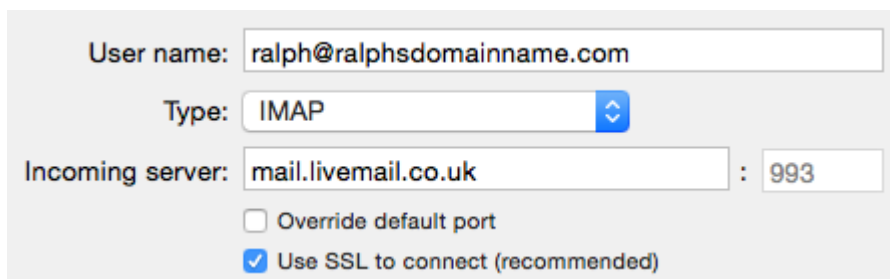
Password:

☐ Configure automatically or, select an account type.

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:

Type:

Incoming server: :

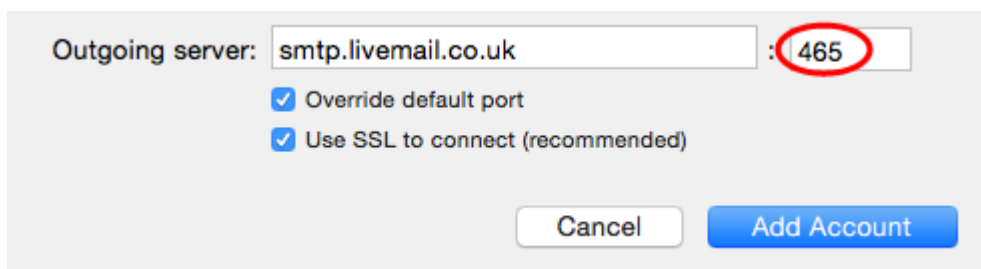
☐ Override default port

☒ 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: :

☒ Override default port

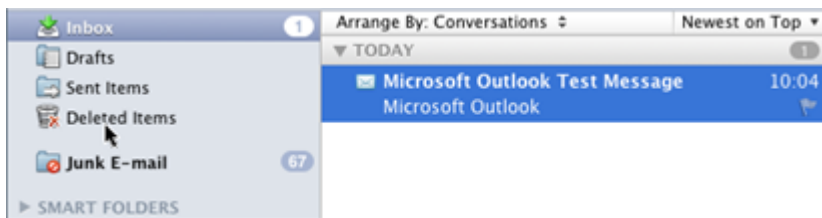
☒ Use SSL to connect (recommended)

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.

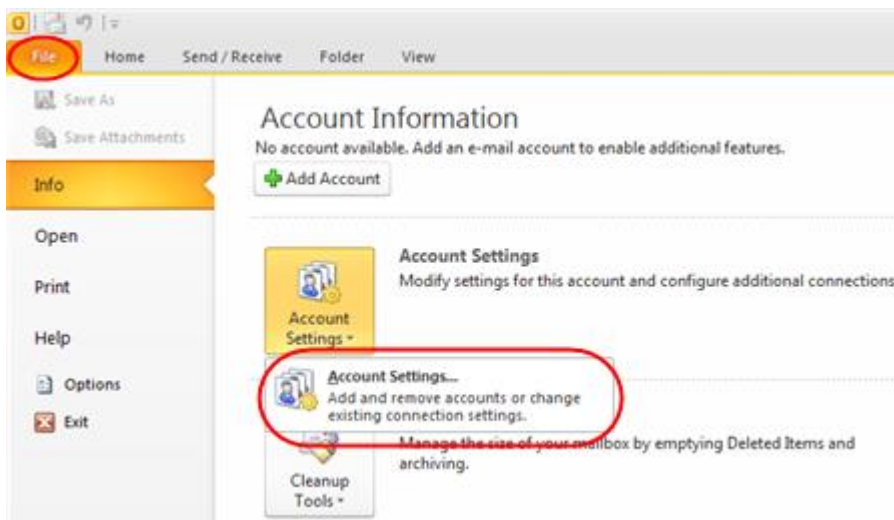


Outlook 2011 is now configured to send and receive mail through your mailbox.

Outlook 2010

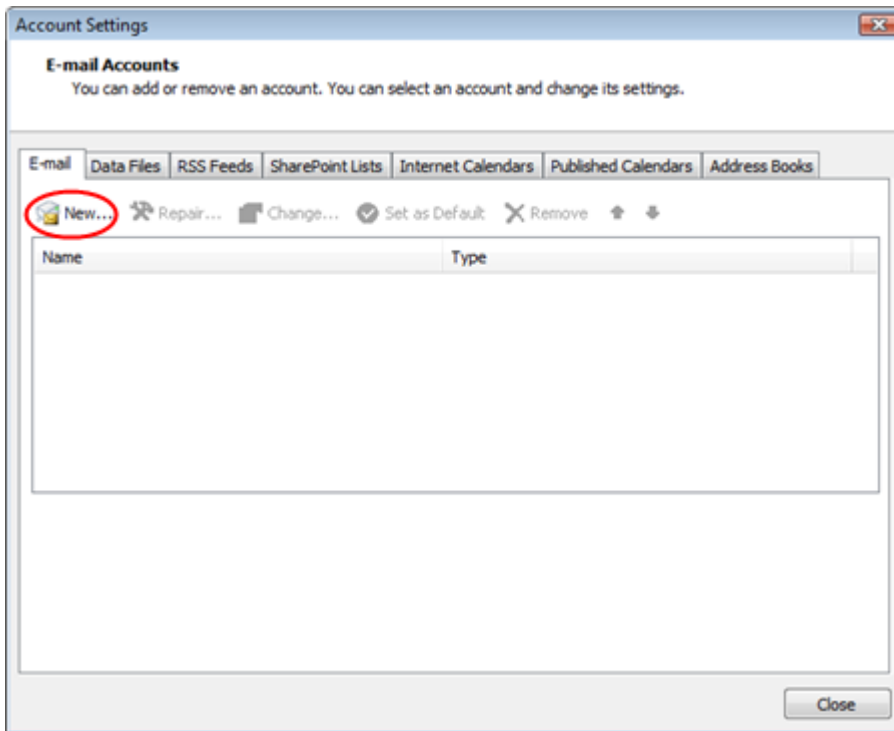
Step 1

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



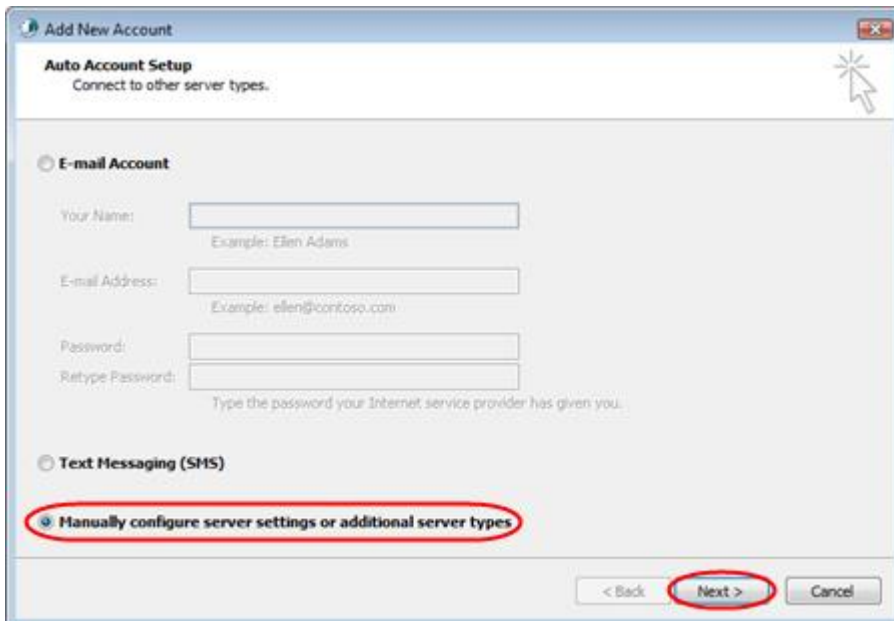
Step 2

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



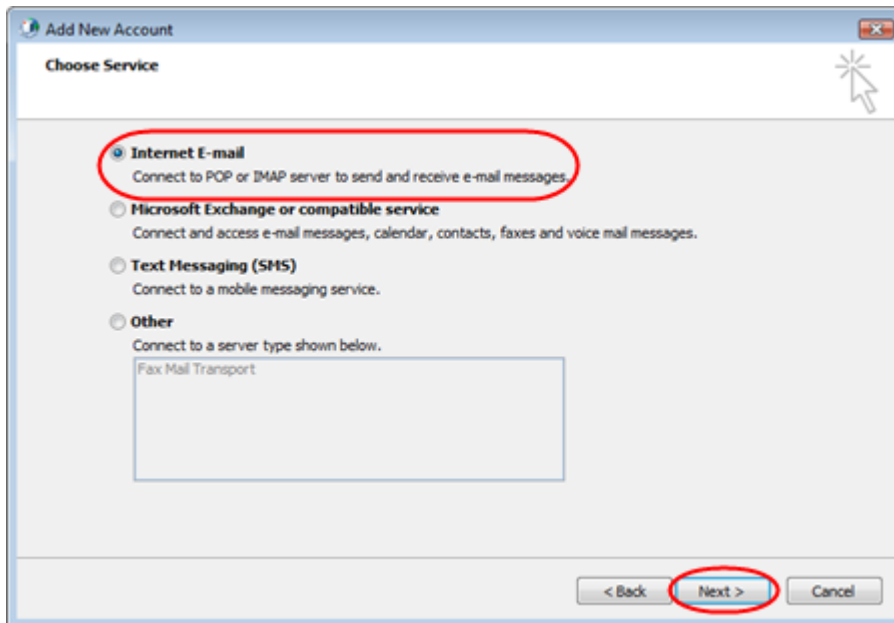
Step 3

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



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

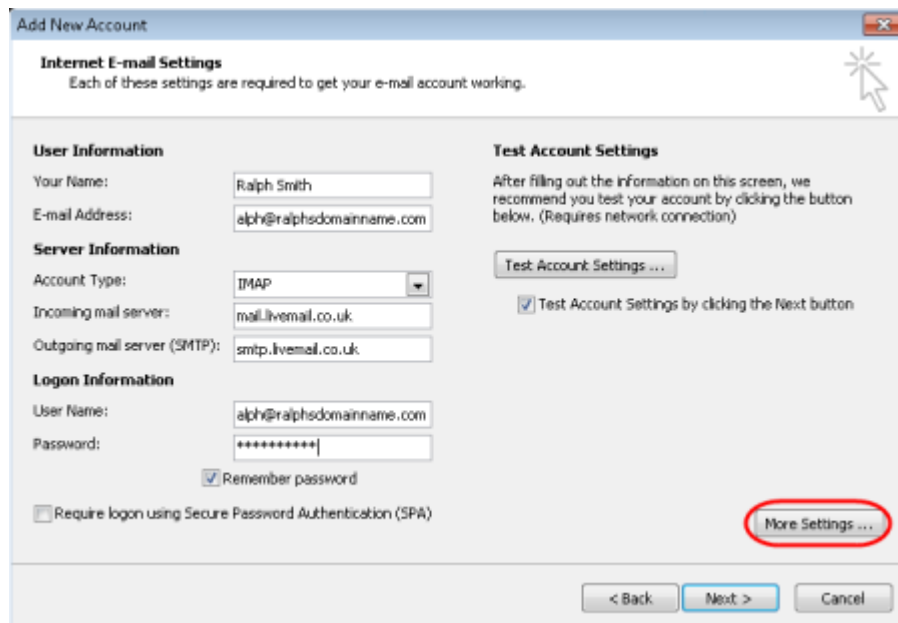
- **Account type:** Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.livemail.co.uk*
- **Outgoing mail server (SMTP):** Enter *smtp.livemail.co.uk* into the *Outgoing mail server (SMTP)* text box.

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 login using Secure Password Authentication (SPA):** Leave unchecked.

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

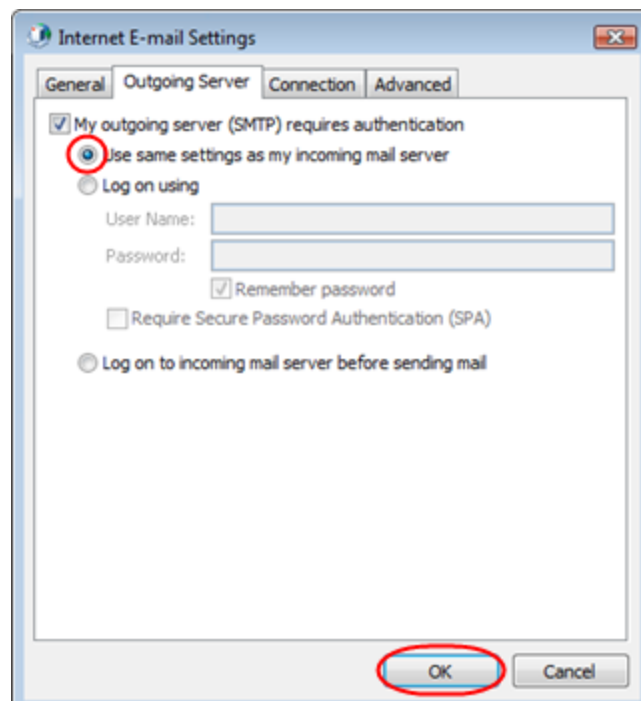


The screenshot shows the 'Add New Account' window with the 'Internet E-mail Settings' tab selected. The window contains several sections: 'User Information' with fields for 'Your Name' (Ralph Smith) and 'E-mail Address' (alph@alphsdomainname.com); 'Server Information' with a dropdown for 'Account Type' (IMAP), and fields for 'Incoming mail server' (mail.livemail.co.uk) and 'Outgoing mail server (SMTP)' (smtp.livemail.co.uk); and 'Logon Information' with fields for 'User Name' (alph@alphsdomainname.com) and 'Password' (masked with asterisks). There are checkboxes for 'Remember password' (checked) and 'Require login using Secure Password Authentication (SPA)' (unchecked). A 'Test Account Settings' section on the right includes a 'Test Account Settings ...' button and a checkbox 'Test Account Settings by clicking the Next button' (checked). At the bottom right, the 'More Settings ...' button is circled in red. Navigation buttons '< Back', 'Next >', and 'Cancel' are at the bottom.

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.

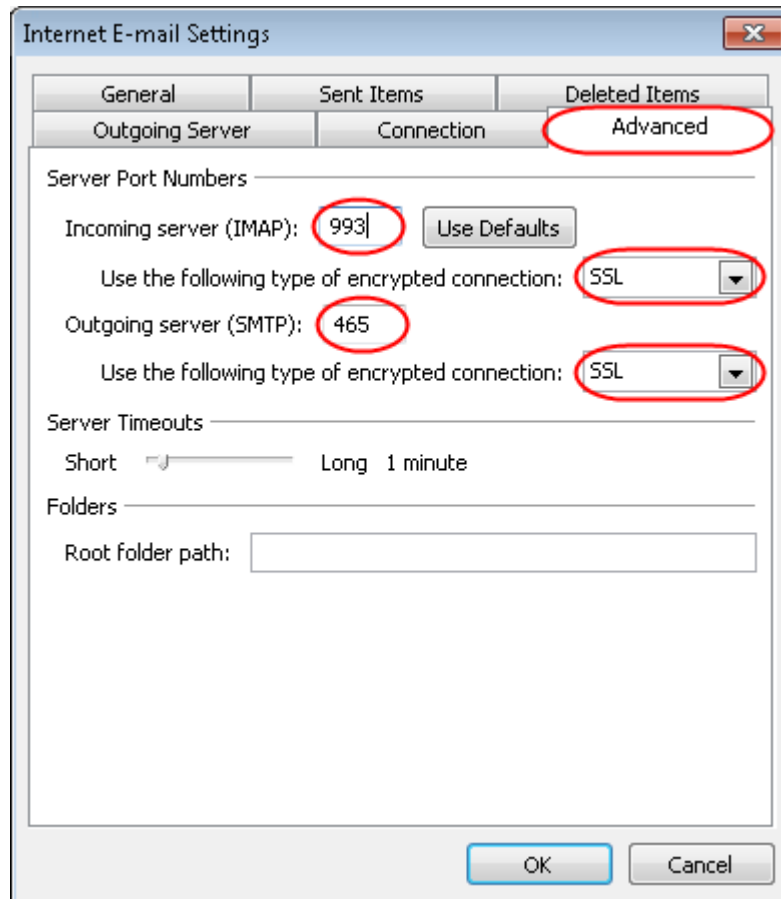


The screenshot shows the 'Internet E-mail Settings' window with the 'Outgoing Server' tab selected. The 'General' tab is also visible. The 'Outgoing Server' section has a checkbox 'My outgoing server (SMTP) requires authentication' (checked). Below it, there are two radio buttons: 'Use same settings as my incoming mail server' (selected and circled in red) and 'Log on using'. The 'Log on using' section has fields for 'User Name' and 'Password', and a checkbox 'Remember password' (checked). There is also a checkbox 'Require Secure Password Authentication (SPA)' (unchecked). At the bottom, there is a radio button 'Log on to incoming mail server before sending mail' (unchecked). The 'OK' button at the bottom right is circled in red. The 'Advanced' tab is also visible.

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

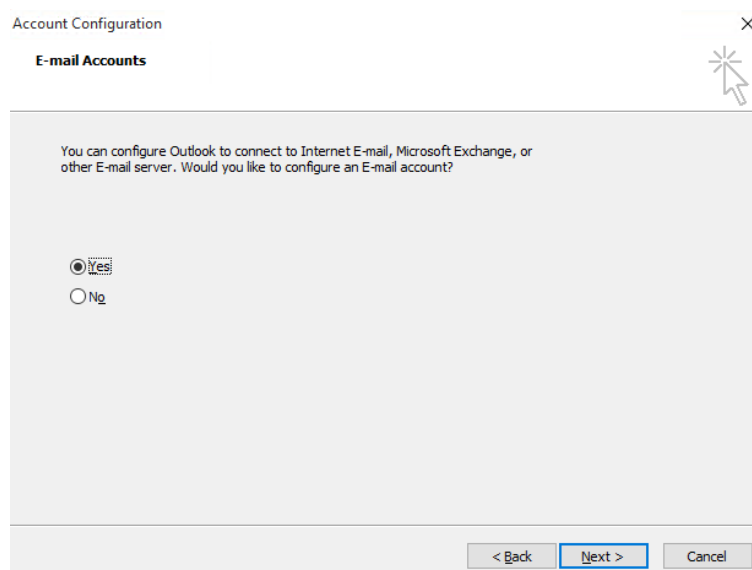
Open Outlook 2007. If this is the first time you've used Outlook 2007 the Startup Wizard will appear. Click **Next** to begin the setup.



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**.



Step 3

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

Add New E-mail Account

Auto Account Setup

Your Name:
Example: Barbara Sankovic

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

Step 4

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

Add New E-mail Account

Choose E-mail Service

☒ **Internet E-mail**
Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.

☐ **Microsoft Exchange**
Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.

☐ **Other**
Connect to a server type shown below.
Outlook Mobile Service (Text Messaging)

< Back **Next >** Cancel

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:

Add New 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
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

< Back

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.

Internet E-mail Settings

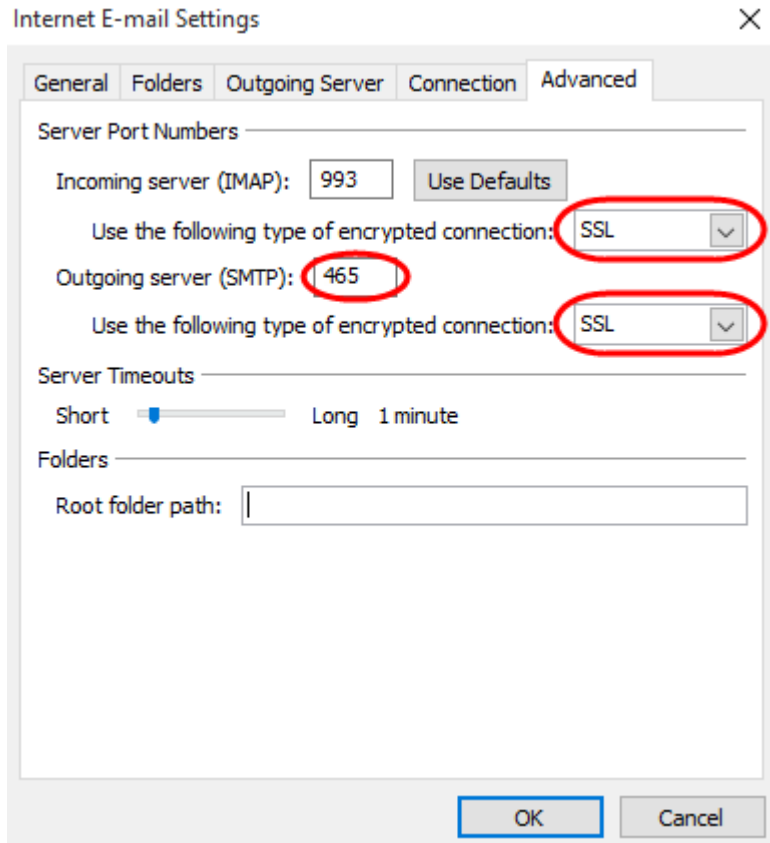
General Folders **Outgoing Server** Connection Advanced

☒ My outgoing server (SMTP) requires authentication
☒ Use same settings as my incoming mail server
☐ Log on using
User Name:
Password:
☒ Remember password
☐ Require Secure Password Authentication (SPA)

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.



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Advanced' tab selected. The 'Server Port Numbers' section contains the following settings: 'Incoming server (IMAP)' is set to '993' with a 'Use Defaults' button; 'Use the following type of encrypted connection:' is set to 'SSL' (circled in red); 'Outgoing server (SMTP)' is set to '465' (circled in red); and 'Use the following type of encrypted connection:' is set to 'SSL' (circled in red). The 'Server Timeouts' section shows a slider between 'Short' and 'Long' (1 minute). The 'Folders' section has a 'Root folder path' text box. At the bottom are 'OK' and 'Cancel' buttons.

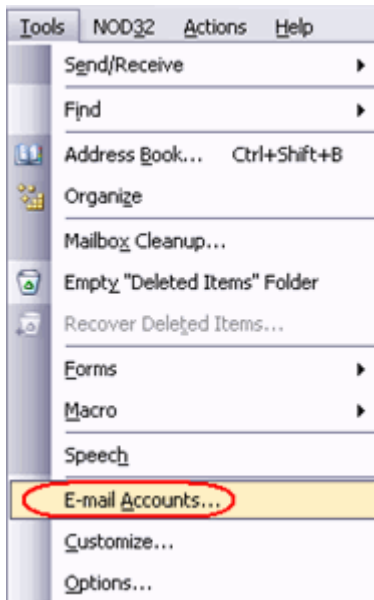
Step 8

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

Outlook 2003

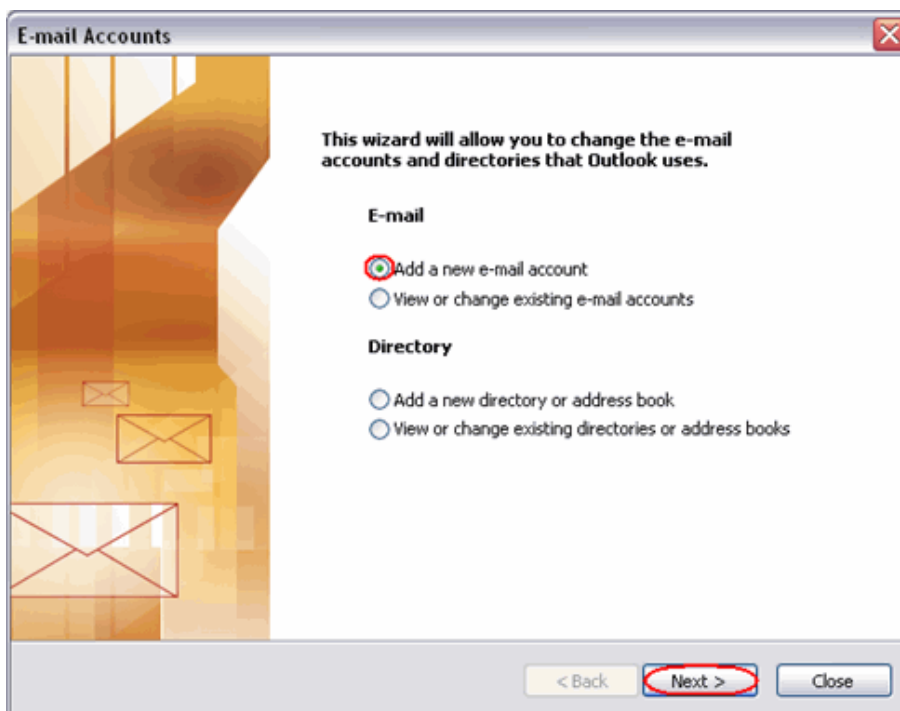
Step 1

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



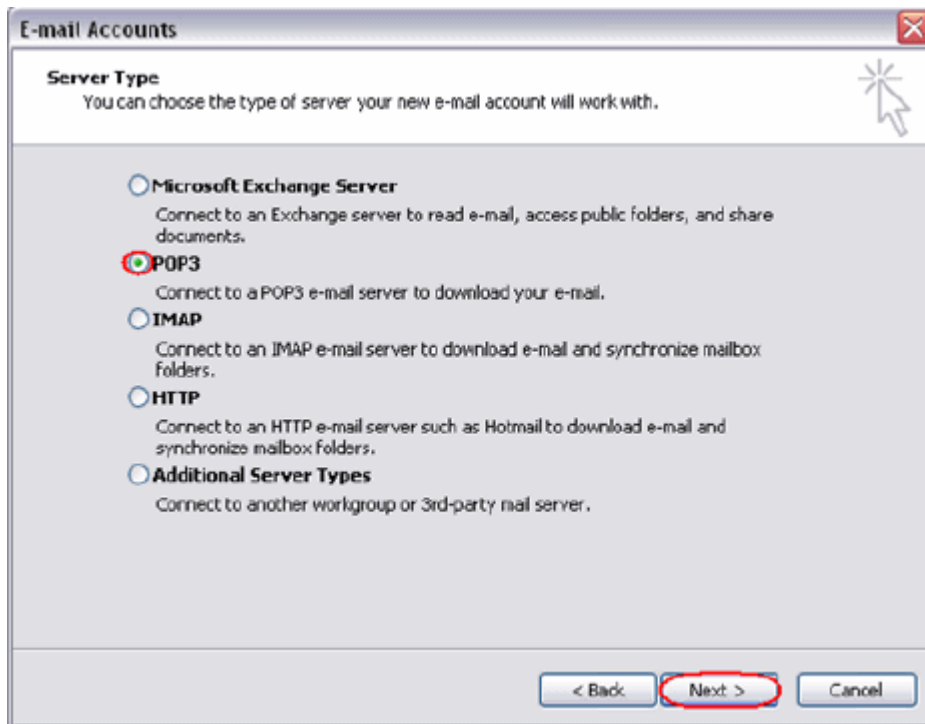
Step 2

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:

E-mail Accounts

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

| User Information | Server Information |
|---|--|
| Your Name: <input type="text" value="Ralph"/> | Incoming mail server (POP3): <input type="text" value="ail.ralphsdomainname.com"/> |
| E-mail Address: <input type="text" value="r@ralphsdomainname.com"/> | Outgoing mail server (SMTP): <input type="text" value="ail.ralphsdomainname.com"/> |

| Logon Information | Test Settings |
|--|--|
| User Name: <input type="text" value="r@ralphsdomainname.com"/> | After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection) |
| Password: <input type="password" value="*****"/> | |
| <input checked="" type="checkbox"/> Remember password | |
| <input type="checkbox"/> Log on using Secure Password Authentication (SPA) | <input type="button" value="Test Account Settings ..."/> |
| <input type="button" value="More Settings ..."/> | |

< Back Next > Cancel

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*.

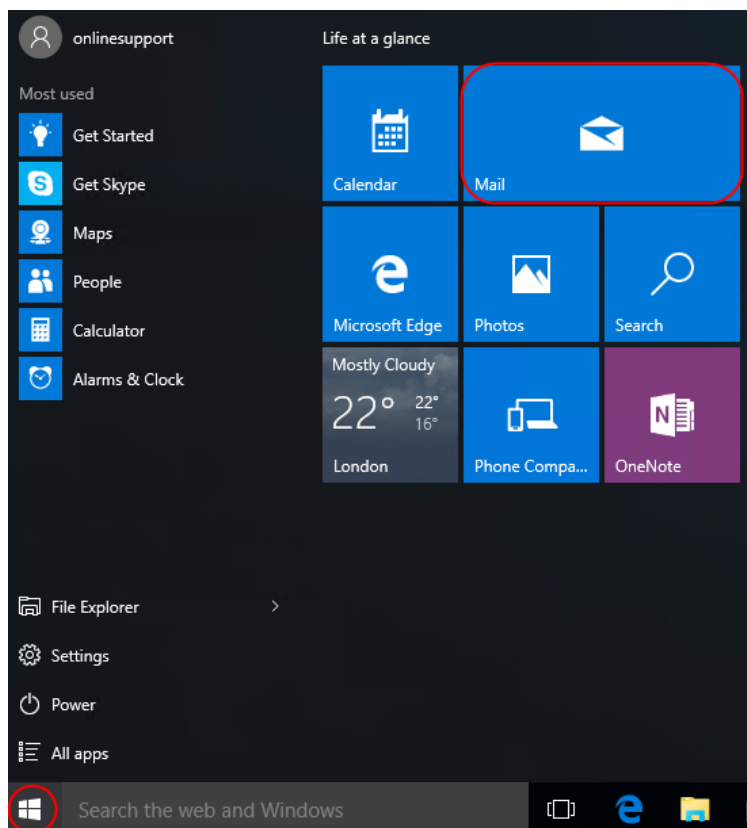
Step 7

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

Windows 10 Mail

Step 1

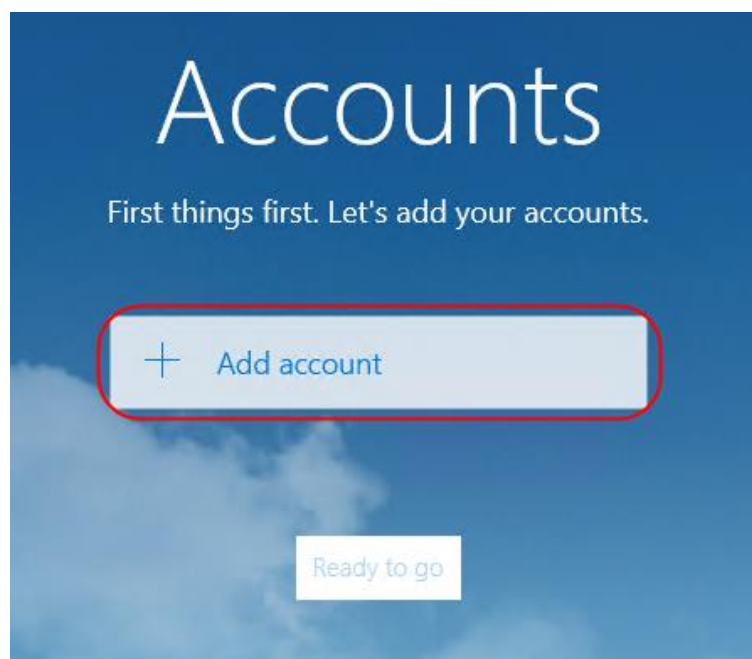
Click the *Start* icon and select **Mail** from the menu.



Step 2

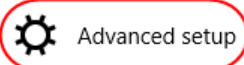
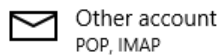
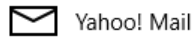
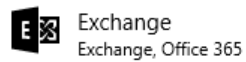
The first time you open Windows 10 Mail, you will be prompted to add an account. Click the **Add account** button.

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.



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**.

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

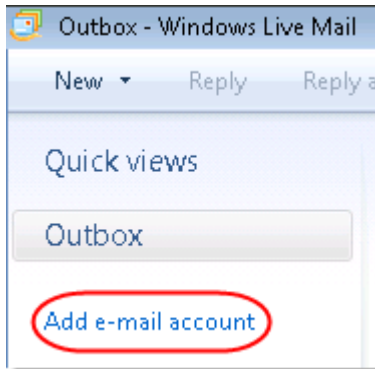
Step 7

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.

Windows Live Mail

Step 1

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

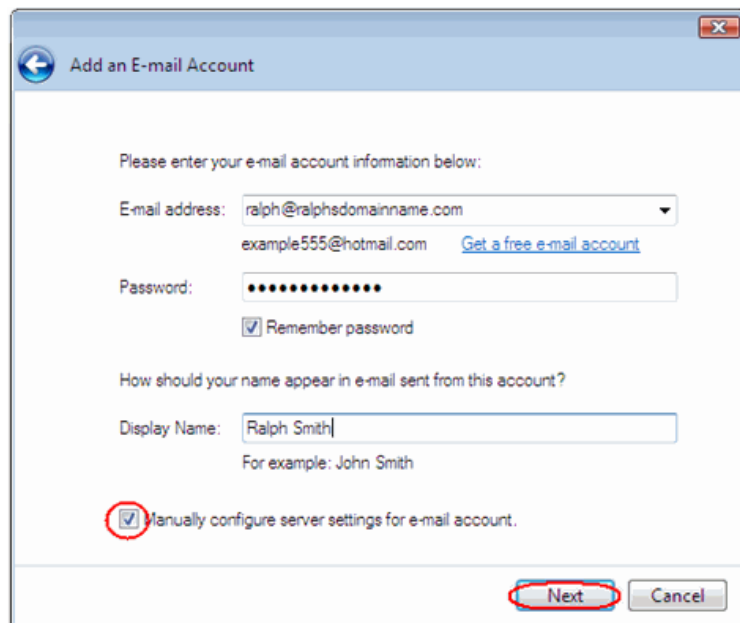


Step 2

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**.

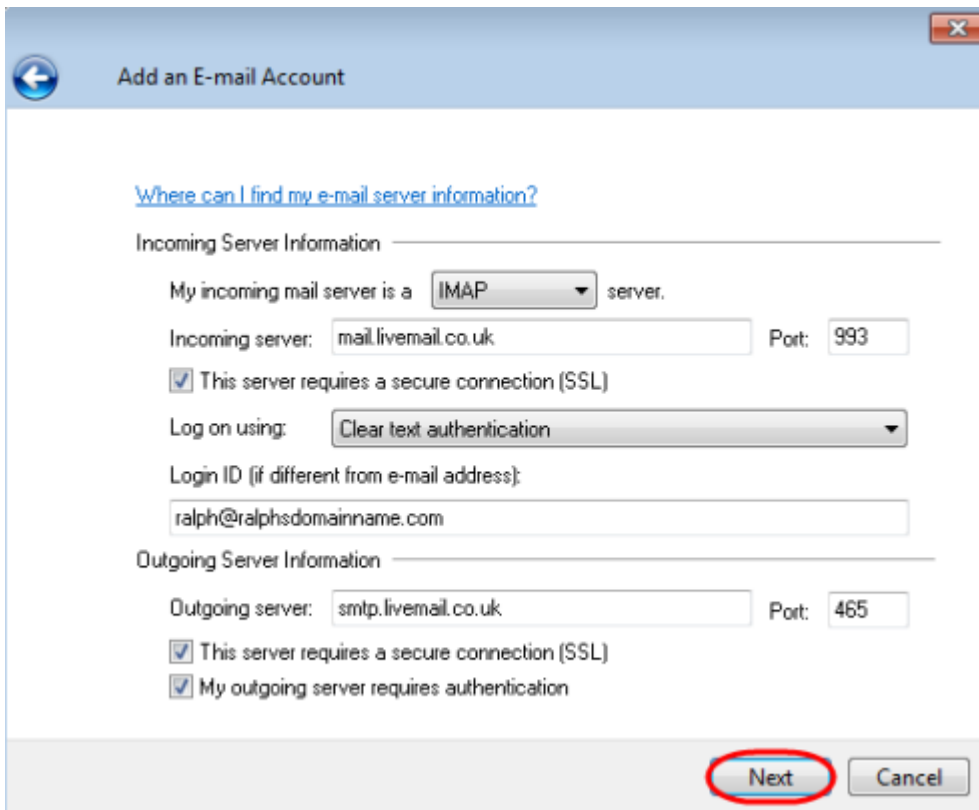


Step 3

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



Add an E-mail Account

[Where can I find my e-mail server information?](#)

Incoming Server Information

My incoming mail server is a **IMAP** server.

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

☒ This server requires a secure connection (SSL)

Log on using: **Clear text authentication**

Login ID (if different from e-mail address):
ralph@ralphsdomainname.com

Outgoing Server Information

Outgoing server: **smtp.livemail.co.uk** Port: **465**

☒ This server requires a secure connection (SSL)

☒ My outgoing server requires authentication

Next Cancel

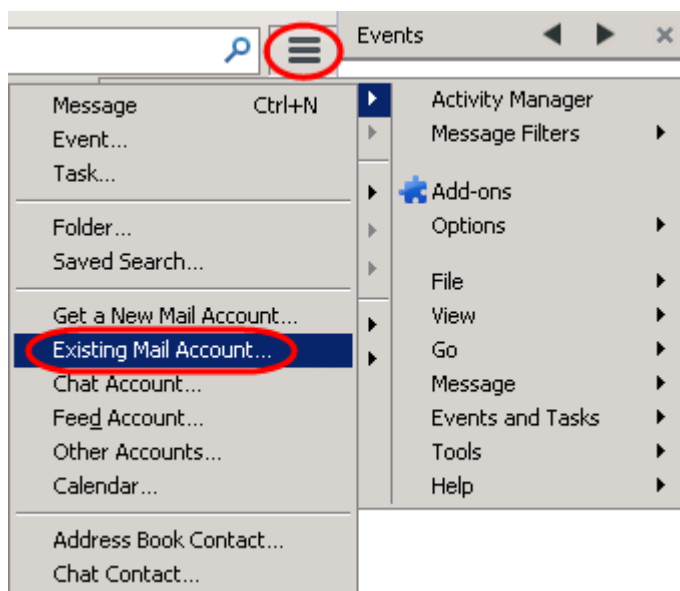
Step 4

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

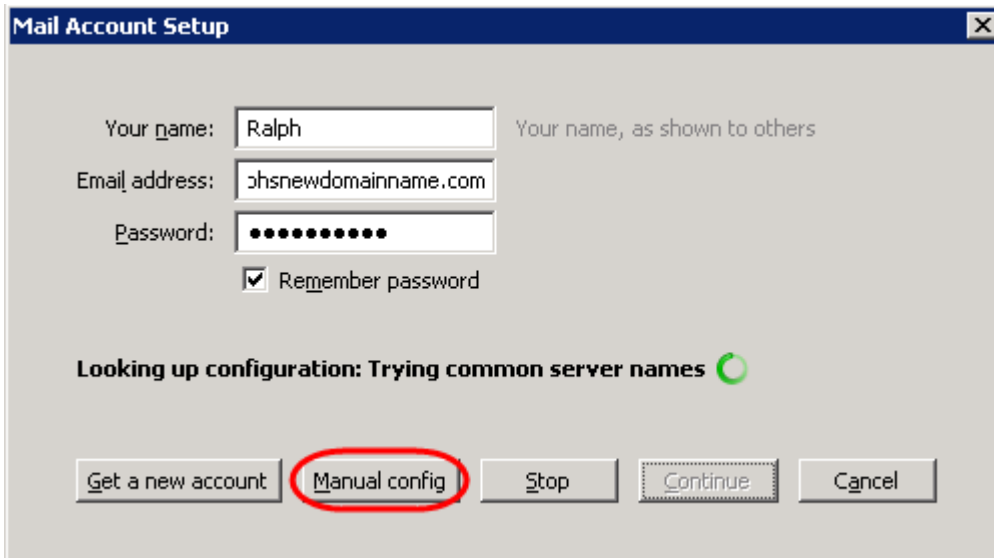
Enter your mailbox details as below into the boxes provided and click **Continue**.

- **Your name:** Enter your name.
- **Email address:** Enter your email address.
- **Password:** Enter your mailbox password.

A screenshot of the 'Mail Account Setup' dialog box. It contains fields for 'Your name' (Ralph), 'Email address' (jhsnewdomainname.com), and 'Password' (masked with dots). There is a checkbox for 'Remember password' which is checked. At the bottom, there are three buttons: 'Get a new account', 'Continue' (highlighted with a red circle), and 'Cancel'.

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.

A screenshot of the 'Mail Account Setup' window. It has a title bar with the text 'Mail Account Setup' and a close button. The window contains three input fields: 'Your name:' with the value 'Ralph', 'Email address:' with the value 'chsnewdomainname.com', and 'Password:' with a masked password of ten dots. To the right of the 'Your name' field is the text 'Your name, as shown to others'. Below the password field is a checkbox labeled 'Remember password' which is checked. In the center of the window, the text 'Looking up configuration: Trying common server names' is displayed next to a green circular progress indicator. At the bottom, there are five buttons: 'Get a new account', 'Manual config' (which is circled in red), 'Stop', 'Continue' (disabled), and 'Cancel'.

Step 4

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

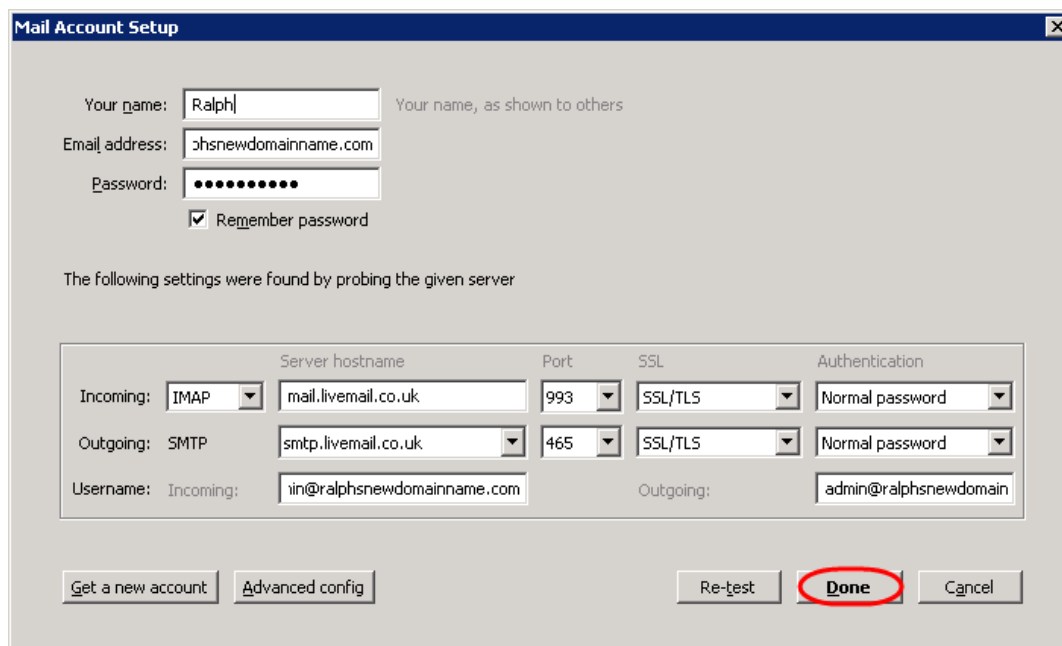
Incoming

- **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*.



The image shows a 'Mail Account Setup' window. At the top, it has a title bar with a close button. Below the title bar, there are input fields for 'Your name' (containing 'Ralph'), 'Email address' (containing 'rphsnewdomainname.com'), and 'Password' (masked with dots). A 'Remember password' checkbox is checked. Below these fields, a message states: 'The following settings were found by probing the given server'. This is followed by a table of settings. The table has four columns: 'Incoming', 'Outgoing', 'Username', and 'Authentication'. The 'Incoming' row shows 'IMAP' as the protocol, 'mail.livemail.co.uk' as the server hostname, '993' as the port, 'SSL/TLS' as the SSL type, and 'Normal password' as the authentication method. The 'Outgoing' row shows 'SMTP' as the protocol, 'smtp.livemail.co.uk' as the server hostname, '465' as the port, 'SSL/TLS' as the SSL type, and 'Normal password' as the authentication method. The 'Username' row shows 'Incoming: rin@ralphsnewdomainname.com' and 'Outgoing: admin@ralphsnewdomain'. At the bottom of the window, there are four buttons: 'Get a new account', 'Advanced config', 'Re-test', and 'Done'. The 'Done' button is highlighted with a red circle.

| | Server hostname | Port | SSL | Authentication |
|---------------------|-----------------------------|------|-----------|-----------------------|
| Incoming: IMAP | mail.livemail.co.uk | 993 | SSL/TLS | Normal password |
| Outgoing: SMTP | smtp.livemail.co.uk | 465 | SSL/TLS | Normal password |
| Username: Incoming: | rin@ralphsnewdomainname.com | | Outgoing: | admin@ralphsnewdomain |

Step 5

Thunderbird is now set up to send and receive emails.