



Email Update Instructions

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Email Client Settings – The Basics

The following settings must be checked within an email client so an email account will work with the new Gmail infrastructure.

- The username format is the full email address. This is the login portion that is located along with the subscriber's password.
- The new incoming mail server (POP 3) is now "mail.your_domain.com".
- The new outgoing mail server (SMTP) is now "mail.your_domain.com".
- "Outgoing server requires authentication" needs to remain checked.
- Uncheck "This server requires a secure connection (SSL)"

Outlook 2013

Open Outlook.

Click the **File** tab, and select **Account Settings...**

On the **E-mail** tab, select your POP account and click **Change...**

Change the following fields:

Incoming mail server: mail.your_domain.com

Outgoing mail server (SMTP): mail.your_domain.com

Require logon using Secure Password Authentication (SPA): Leave this option unchecked.

Click the **More Settings...** button

Change Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name: First Last
Email Address: username@your_domain.co

Server Information
Account Type: POP3
Incoming mail server: mail.your_domain.com
Outgoing mail server (SMTP): mail.your_domain.com

Logon Information
User Name: Username@your_domain.co
Password:
 Remember password
 Require logon using Secure Password Authentication (SPA)

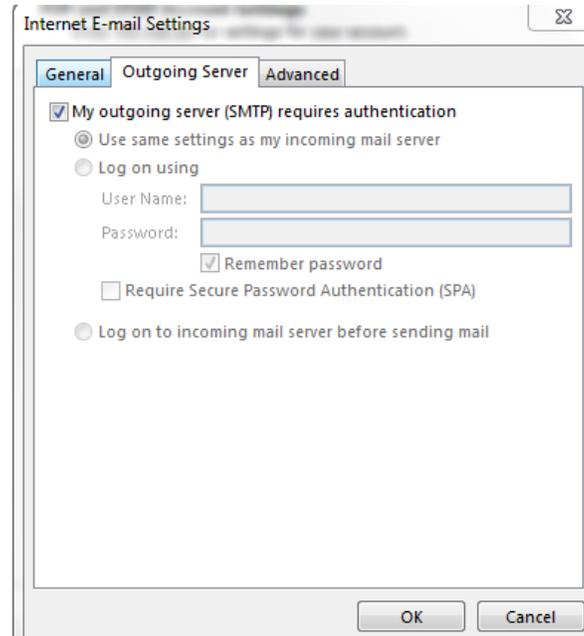
Test Account Settings
We recommend that you test your account to ensure that the entries are correct.
Test Account Settings ...
 Automatically test account settings when Next is clicked

More Settings ...

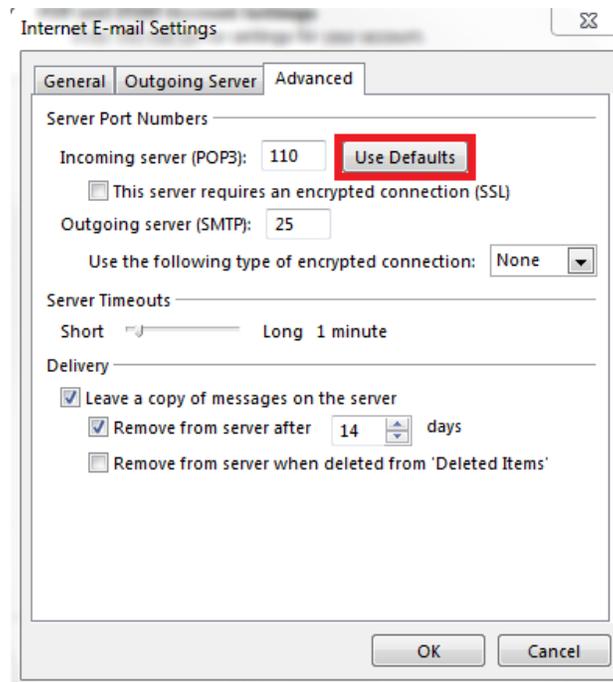
< Back Next > Cancel

Select the **Outgoing Server** tab.

Verify the box next to **My outgoing server (SMTP) requires authentication** is checked and select **Use same settings as my incoming mail server**.



Click the **Advanced** tab, and Click the **Use Defaults** button



Verify that the settings were reset to the following:

Incoming server (POP3): 110 (This server requires an encrypted connection (SSL) should **NOT** be checked.)

Outgoing server (SMTP): 25 (Use the following type of encrypted connection should be set to NONE)

Click **OK**.

Click **Next**, and then click **Finish**.

Outlook 2007

Open Outlook.

Click the **Tools** menu, and select **Account Settings...**

On the **E-mail** tab, select your POP account and click **Change...**

Change the following fields:

POP server: mail.your_domain.com

SMTP server: smtp.gmail.com

Require logon using Secure Password Authentication (SPA): Leave this option unchecked.

Click the **More Settings...** button

Change E-mail Account

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

User Information
Your Name: Your Name
E-mail Address: username@your_domain.com

Server Information
Account Type: POP3
Incoming mail server: mail.your_domain.com
Outgoing mail server (SMTP): mail.your_domain.com

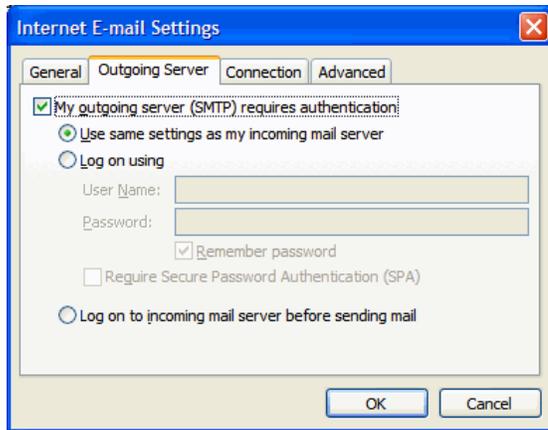
Logon Information
User Name: username@your_domain.com
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

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)
Test Account Settings ...

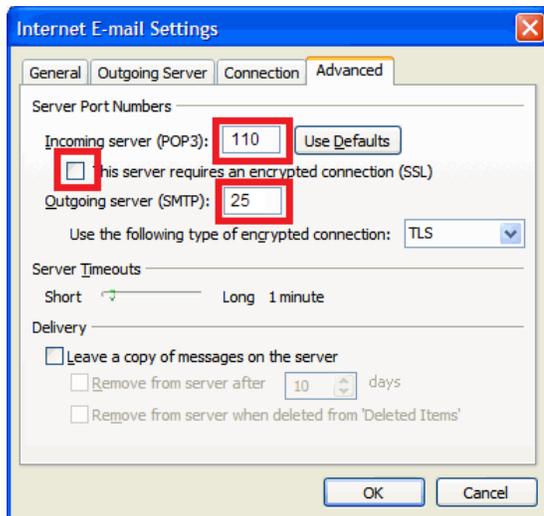
More Settings ...

< Back Next > Cancel

1. Select the **Outgoing Server** tab.
2. Verify the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server**.



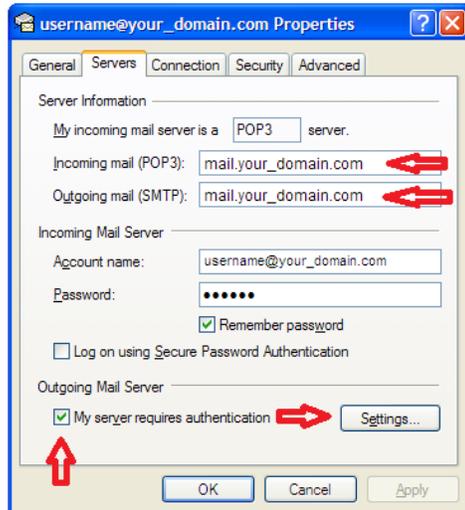
3. Click the **Advanced** tab, and uncheck the box next to **This server requires an encrypted connection (SSL)**. Under **Incoming Server (POP3)**. Enter **110** in the 'Incoming Server' box.
4. In the **Outgoing server (SMTP)** box, enter **25**, and select **TLS** from the drop-down menu next to **Use the following type of encrypted connection:**.



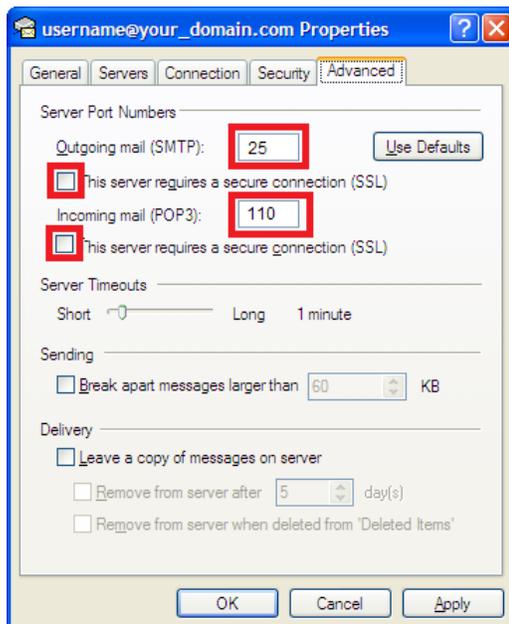
5. Click **OK**.
6. Click **Next**, and then click **Finish**.

Outlook Express

1. Open Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.



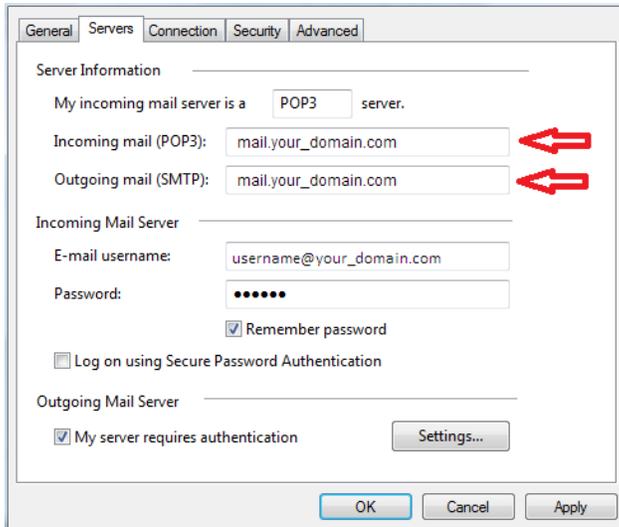
4. Click on the **Servers** Tab and change the following fields:
POP server: mail.your_domain.com
SMTP server: mail.your_domain.com
5. Verify **My server requires authentication** is checked
6. Click the **Advanced** tab.



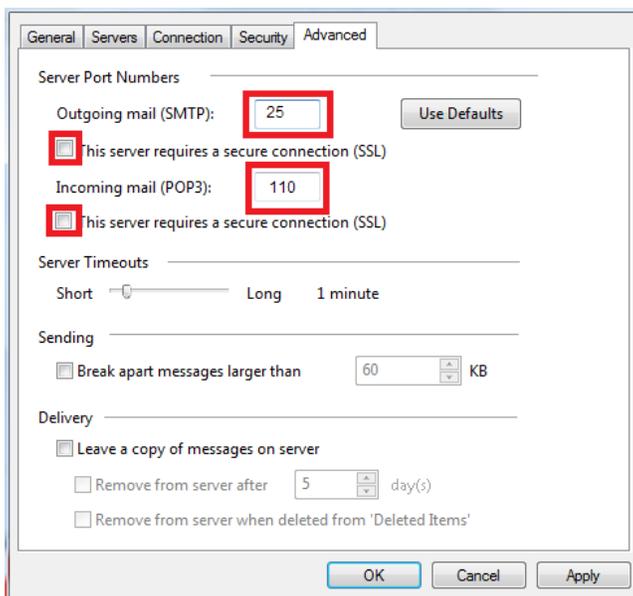
7. Enter **25** in the in the box next to **Outgoing mail (SMTP)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the in the box next to **Incoming mail (POP3)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
9. Click **OK**.

Windows Mail

1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.



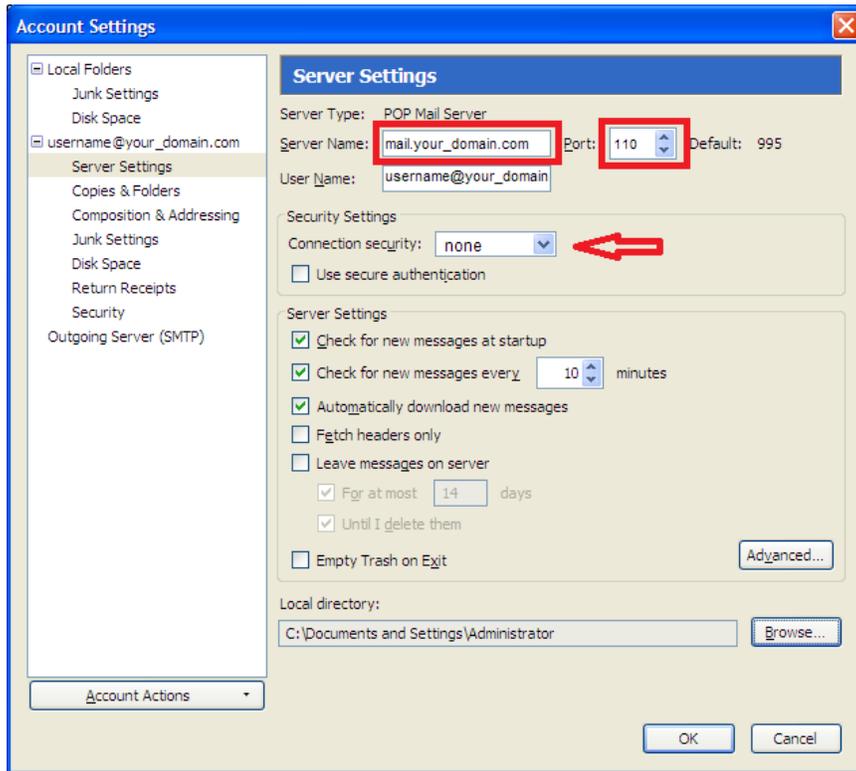
4. Click on the **Servers** Tab and change the following fields:
POP server: mail.your_domain.com
SMTP server: mail.your_domain.com
5. Verify the box next to **My server requires authentication** is checked.
6. Click the **Advanced** tab.



7. Enter **25** in the in the box next to **Outgoing mail (SMTP)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the in the box next to **Incoming mail (POP3)**, and UNCHECK the box next to **This server requires an encrypted connection (SSL)**.
9. Click **OK**.

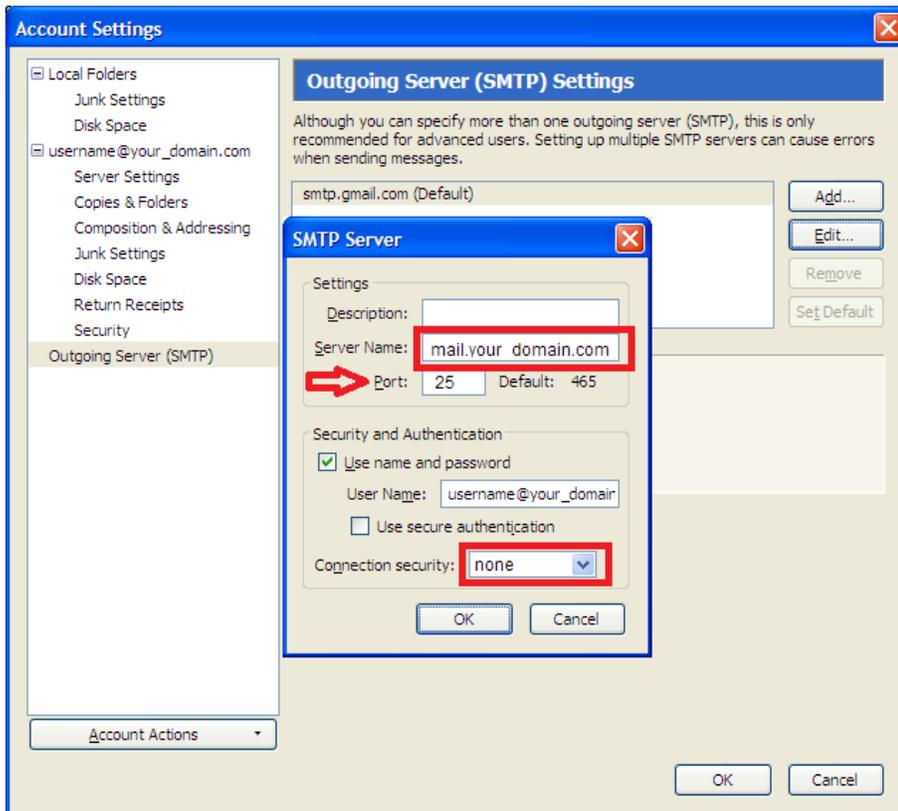
Thunderbird 3

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click Server setting in the left-hand pane.



4. In the **Server Name** field enter **mail.your_domain.com**
5. In the **Port** field enter **110**.

6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.your_domain.com** in the **Server Name** field.
9. Enter **25** in the **Port** field.
10. Under **Security and Authentication** put a check mark in **Username and password**.
11. Click the **Connection security** dropdown and select **none**.

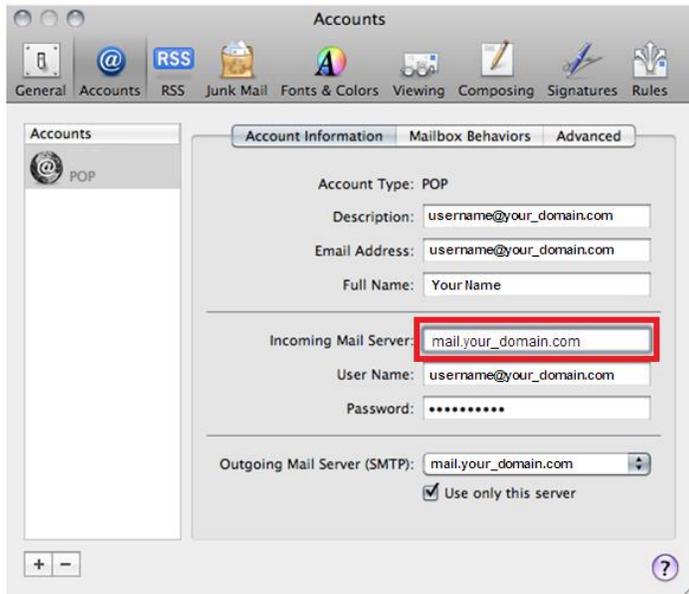


12. Click **OK** on the SMTP Server box.
13. Click **OK** on the Account Settings box.

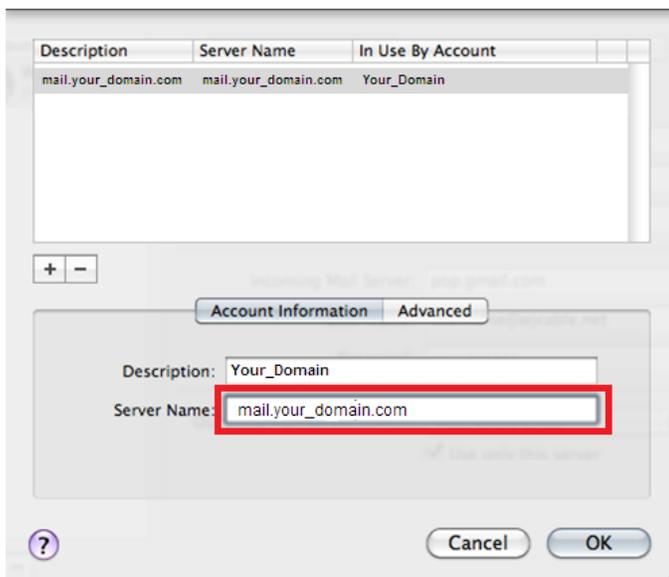
Apple Mail

Setting Your Outgoing (SMTP) Server Settings

1. Open Apple Mail.
2. Click **Mail**, and select **Preferences...**
3. Open the **Accounts** tab and select your existing account in the left panel.
4. **Setting up your outbound SMTP server.**
At the bottom of the right panel click the arrow to the right of **Outgoing Mail Server (SMTP)** and click "**Edit SMTP Server List ...**" from the dropdown.

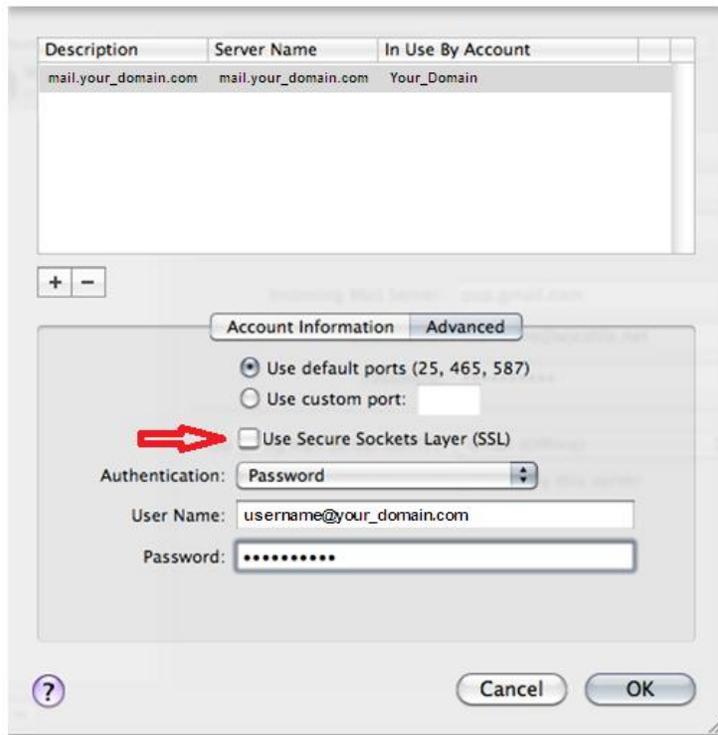


You will be presented with the screen below.



5. Click the **Advanced** tab and verify **Use default port (25, 465, 587)** is selected.

6. UNCHECK the box next to **Use Secure Sockets Layer (SSL)**.
7. Click **OK**



Setting Your Incoming (POP) Server Settings

1. At the **Accounts** screen click the **Advanced** tab.
2. Set the **Port** field to 995 and put a check mark in the box labeled **Use SSL**
3. Make sure **Authentication** is set to **Password** and the close button and confirm that you wish to save.

