

Email Set Up

runtime

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Setting up Email in

Outlook 2010

These instructions are specific to Microsoft Outlook 2010, but the key elements to setting up email on any system are:

Username: **Full email address**

Password: **as provided**

Incoming server: **mail.yourdomainname.co.uk**

Outgoing server: **mail.yourdomainname.co.uk**

Armed with these details, you should be able to set up email on pretty much any device.

Step by Step Setting up

From the File menu in Outlook, click

“Add Account”

In the following screen, ignore all the boxes and select ‘Manually Configure server settings or additional server types’ then hit next.

Select ‘Internet Email’ because we are going to be setting up an IMAP email box. Hit next.

Complete the boxes:

User information:

Your name and full email address.

Server Information

Account Type ‘IMAP’

Incoming mail server: ‘mail.yourdomain.co.uk’

Outgoing mail server (SMTP): ‘mail.yourdomain.co.uk’

Logon Information:

Username: Enter your full email address

Password: case sensitive

Make sure that the Remember Password box is ticked but the Require logon using SPA is unticked.

Select ‘More Settings’ and then choose the second tab ‘Outgoing Server’.

Make sure that the ‘My outgoing server (SMTP) requires authentication’ box is ticked and the ‘Use same settings as my incoming mail server’ is also selected.



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Click OK and then you can ‘Test Account Settings’ to make sure it’s working.

Do you get a ‘Congratulations’ message? If so you can close and finish.

Common problems:

You can’t send emails.

Check the instruction in yellow, you probably haven’t ticked the authentication box.

The ‘Enter Network Password’ box keeps popping up.

This means that the email address, or password has possibly been entered incorrectly.

Still getting a problem? Make a note of the error message and give us a call, 01952 457392

Setting up Email on iPad/iPhone

You can setup your iPhone or iPad to receive mail from one of your mailboxes as follows:

Go to Settings > Mail, Contacts, Calendars > Add Account > Other > Add Mail Account

On the next screen enter the following settings:

Name: Your name as you would like recipients to see it
Address: The email address for the mailbox you want to setup
Password: The password for the mailbox
Description: Your own description for the mailbox

Press Save

On the next screen, leave IMAP selected at the top and enter the following settings:

Incoming Mail Server
Host Name: mail.yourdomainname (Or the mail server host name/IP address)
User Name: The email address for the mailbox you want to setup
Password: The password for the mailbox (should already be filled in)

Outgoing Mail Server
SMTP: mail.yourdomainname (Or the mail server host name/IP address)
User Name: The email address for the mailbox you want to setup
Password: The password for the mailbox

Press Save

You will then get a message saying "Cannot Connect Using SSL. Do you want to try setting up the account without SSL?", press Yes.

It should then connect to the mail server and the account will be setup.

If you are having problems with sending mail, you may need to change the port for the SMTP server. You can do this by going to Settings > Mail, Contacts, Calendar > Select the mail account > SMTP > Primary Server > Server Port and changing this to 587.



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Common IMAP problems:

Issue:

Have a new iPhone 4 with an IMAP account set up. When you delete a message, it doesn't work. The error message is "Unable to move message - The message could not be moved to the trash folder."

Solution:

The Trash folder is not properly set for the server in the new iPhones. You have to set it manually to whatever is the name of the Trash folder. This is changed in the advanced settings.

To get to the advanced settings for the IMAP account:

Settings (icon) --> **Mail, Contact, Calendars** (option) --> Under **Accounts**, select the **account** to modify --> Under **IMAP**, select the **account** again --> Click **Advanced** (option) --> Click the Deleted Mailbox entry --> Update the **On My iPhone** and the **On the Server** entries to the correct names of the folders.

Important:

For the new iPhone 4 iOS, you have to click **Done** or nothing will save. After selecting the Trash folder above. Continue below:

Click **Advanced** to return to the Advanced page --> click **Account** to go back to the Account page --> Click **Done** to return to the list of Accounts. Now it is safe to click the Home button at the bottom to return the list of icons.

Still getting a problem? Make a note of the error message and give us a call, 01952 457392