
Customer Support
Email Setup Guide



Table of Contents

Mailbox Setup Guide	2
<i>Before you Start</i>	2
Desktop Mail Clients	3
<i>Outlook 2016 setup</i>	3
<i>Outlook 2013 setup</i>	7
<i>Outlook 2010 setup</i>	12
<i>Windows 10 Mail Setup</i>	17
<i>Windows Live Mail setup</i>	22
<i>Thunderbird Setup</i>	25
Apple Mac Mail Clients	27
<i>Outlook 2011 for Mac Setup</i>	27
<i>Mac Mail Setup</i>	30
Mobile Device Clients	33
<i>iPhone and iPad setup</i>	33
<i>Android Setup</i>	40
Legacy Mail Clients	46
<i>Outlook 2007 Setup</i>	46
<i>Outlook 2003 Setup</i>	53
<i>Outlook Express Setup</i>	57

Mailbox Setup Guide

Setting up an Advanced 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 set up the most common mail clients to work with your new mailbox, using whichever protocol you prefer.

Before you Start

Before you set up your email software, there are certain things you will need. These are

- Email software
- Internet connection
- Incoming Server address (shown in your control panel)
- SMTP address (shown in your control panel)
- Username (This is the same as the email address for your new mailbox)
- Password (As specified when you created the mailbox)

Desktop Mail Clients

Outlook 2016 setup

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.

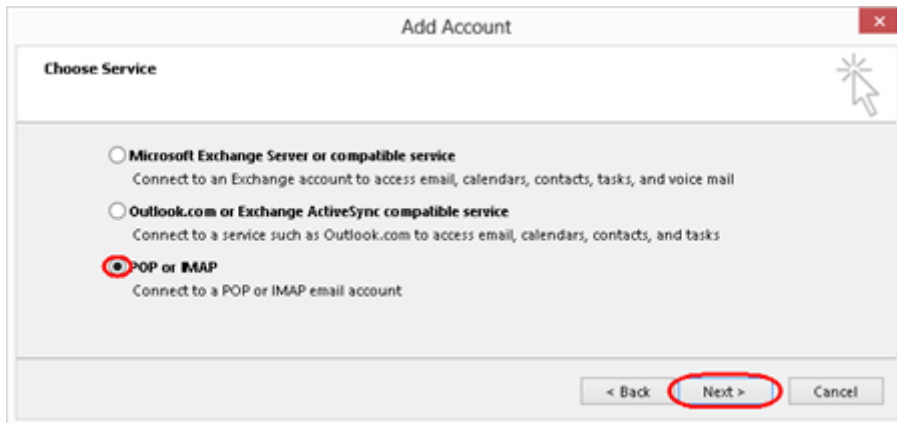
Step 3

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

The screenshot shows the 'Add Account' dialog box in Outlook 2016. The window title is 'Add Account'. The main content area is titled 'Auto Account Setup' with the subtitle 'Manual setup of an account or connect to other server types.' There are two radio button options: 'E-mail Account' (unselected) and 'Manual setup or additional server types' (selected and circled in red). Below the 'E-mail Account' option, there are two input fields: 'Your Name' with the text 'Ralph Smith' and 'Example: Ellen Adams', and 'E-mail Address' with the text 'ralph@ralphsdomainname.com' and 'Example: ellen@contoso.com'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >' (circled in red), and 'Cancel'.

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. This is made up of the mailbox name you chose, an @ symbol and your domain name. *you@yourdomain.com* for example.

Server Information

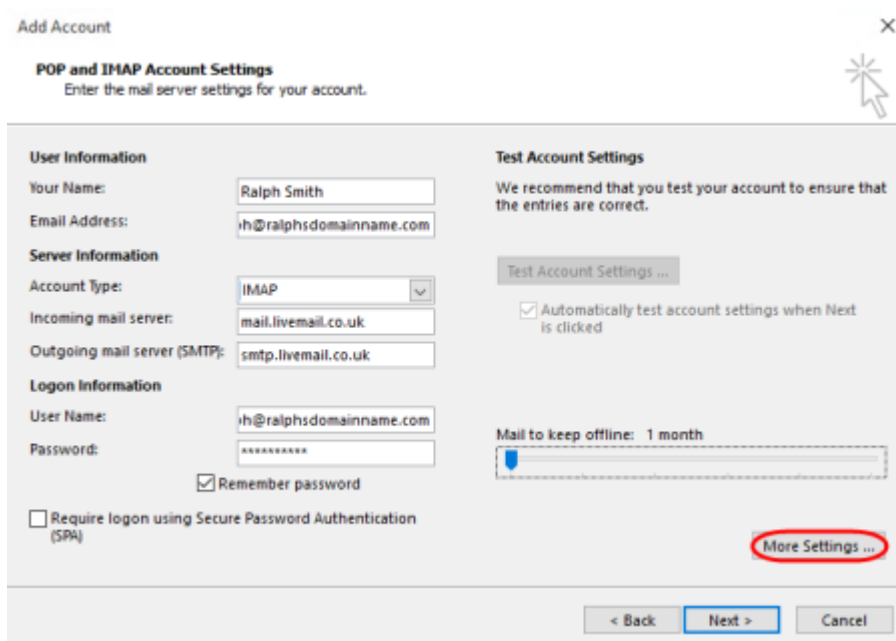
- **Account type:** Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.livemail.co.uk*.
- **Outgoing mail server (SMTP):** Enter *smtp.livemail.co.uk*.

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.

Mailbox Setup Guide

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



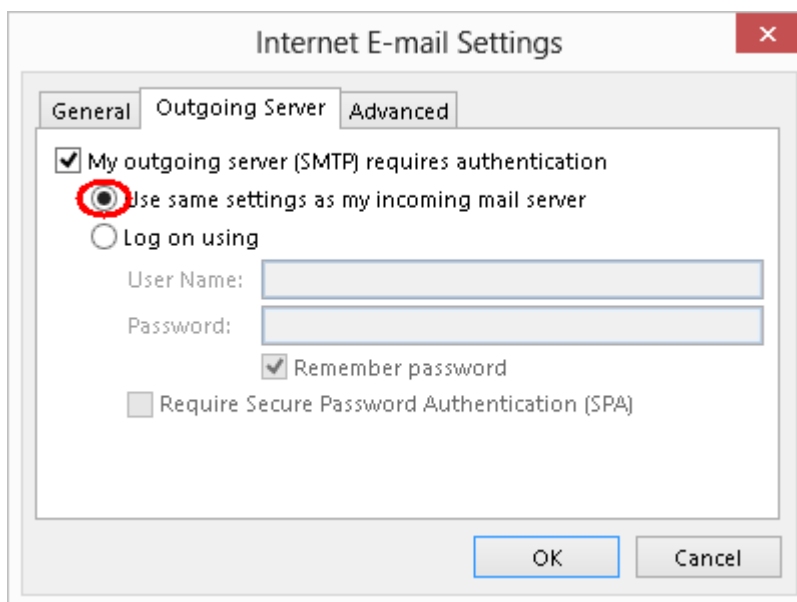
The screenshot shows the 'Add Account' dialog box with the following sections:

- User Information:** Your Name: Ralph Smith; Email Address: rh@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: rh@ralphsdomainname.com; Password: [masked]; 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. Automatically test account settings when Next is clicked
- Mail to keep offline:** 1 month
- Buttons:** < Back, Next >, Cancel, and More Settings ... (circled in red)

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

Step 6

Select *Use same settings as my incoming mail server*.



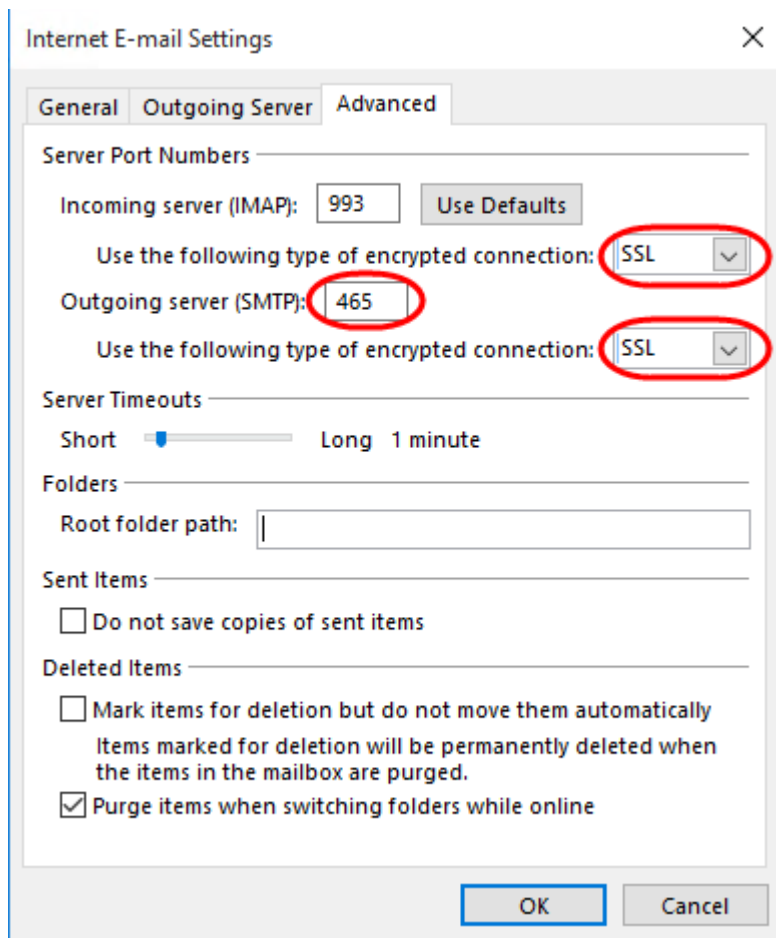
The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Advanced' tab selected. The 'Outgoing Server' section is active, showing the following options:

- My outgoing server (SMTP) requires authentication
- Use same settings as my incoming mail server (circled in red)
- 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.



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Advanced' tab selected. The 'Server Port Numbers' section is visible, showing the following settings:

- Incoming server (IMAP): 993 (with a 'Use Defaults' button next to it)
- Use the following type of encrypted connection: SSL (selected in a dropdown menu)
- Outgoing server (SMTP): 465
- Use the following type of encrypted connection: SSL (selected in a dropdown menu)

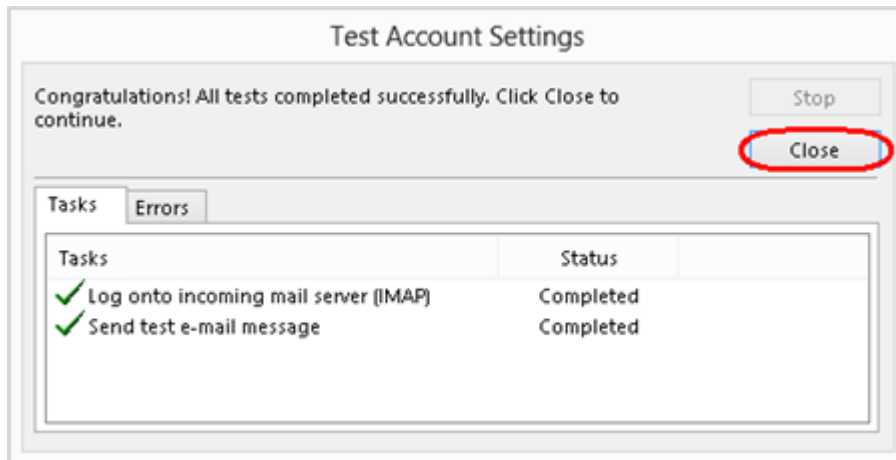
Below the port numbers, there are sections for 'Server Timeouts' (Short and Long 1 minute), 'Folders' (Root folder path), 'Sent Items' (Do not save copies of sent items), and 'Deleted Items' (Mark items for deletion but do not move them automatically, and Purge items when switching folders while online).

At the bottom of the dialog box, there are 'OK' and 'Cancel' buttons.

Mailbox Setup Guide

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 2016* is now configured to send and receive email through your mailbox.

Outlook 2013 setup

Step 1

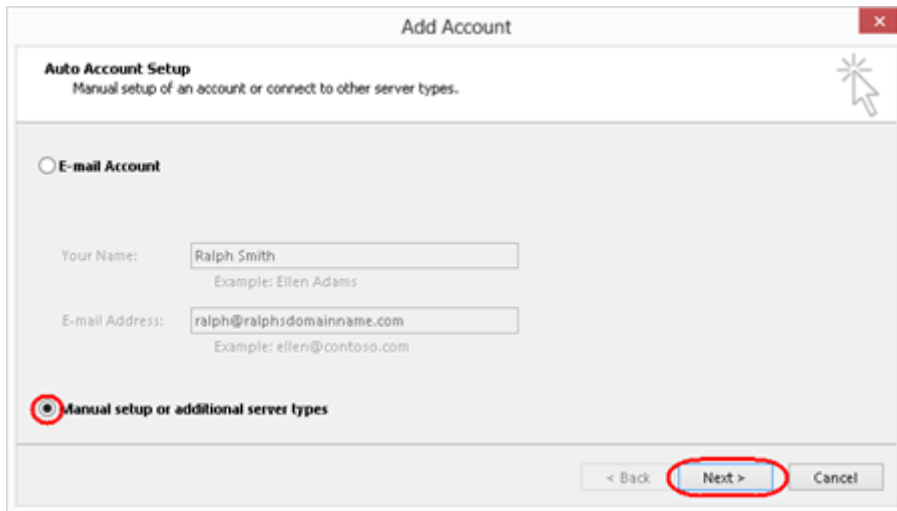
Open Outlook 2013. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

Step 2

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

Step 3

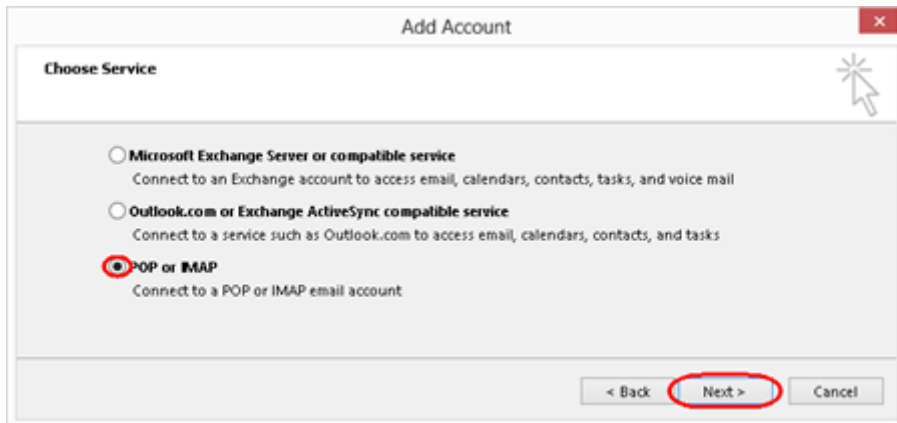
Select the button marked **Manual setup or additional server types** then click **Next**.



The screenshot shows the 'Add Account' dialog box with the 'Auto Account Setup' section. Under 'Auto Account Setup', there are two radio buttons: '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 the radio buttons, there are two text input fields: 'Your Name' with the value 'Ralph Smith' and 'E-mail Address' with the value 'ralph@ralphsdomainname.com'. At the bottom of the dialog, 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 with the 'Choose Service' section. There are three radio buttons: 'Microsoft Exchange Server or compatible service', 'Outlook.com or Exchange ActiveSync compatible service', and 'POP or IMAP'. The 'POP or IMAP' option is selected and circled in red. Below the radio buttons, 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. 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.

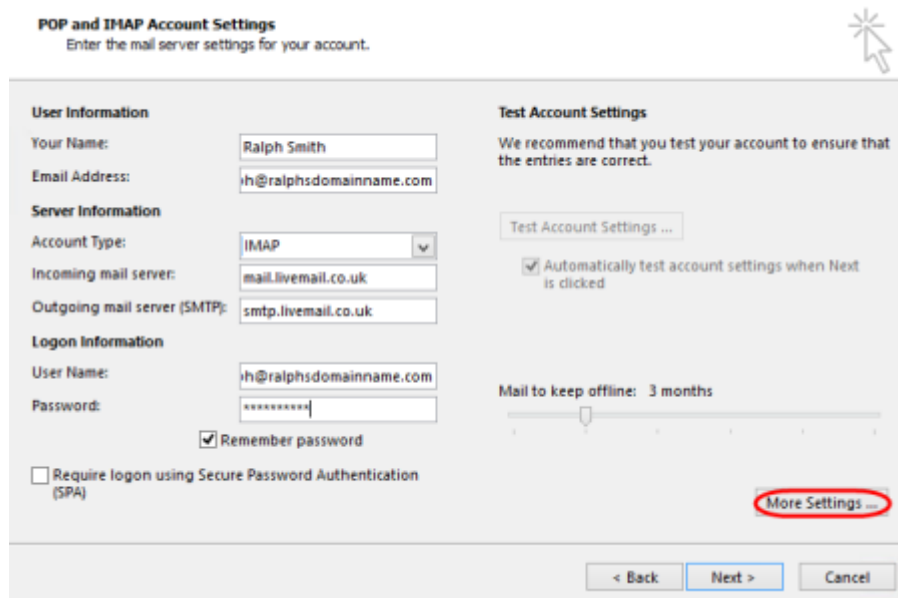
Mailbox Setup Guide

- **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. 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:



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

User Information
Your Name:
Email 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)

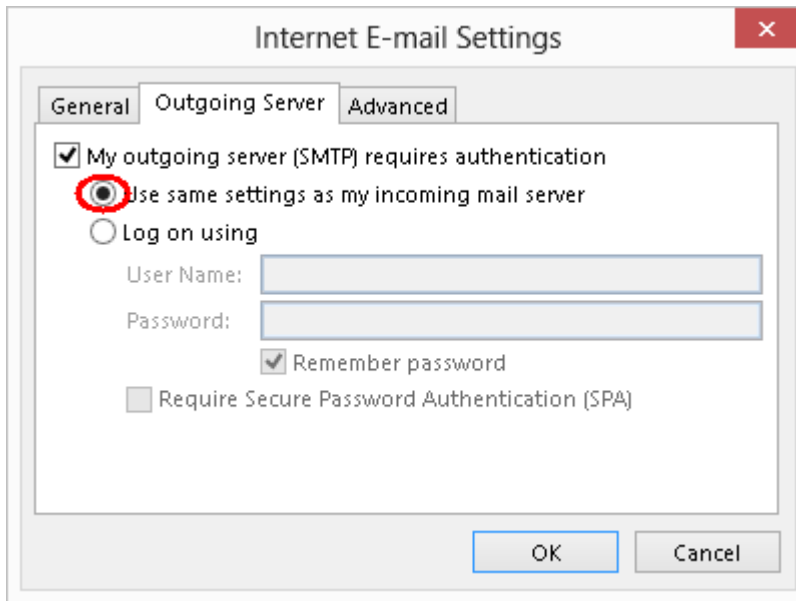
Test Account Settings
We recommend that you test your account to ensure that the entries are correct.

 Automatically test account settings when Next is clicked

Mail to keep offline: 3 months

Step 6

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

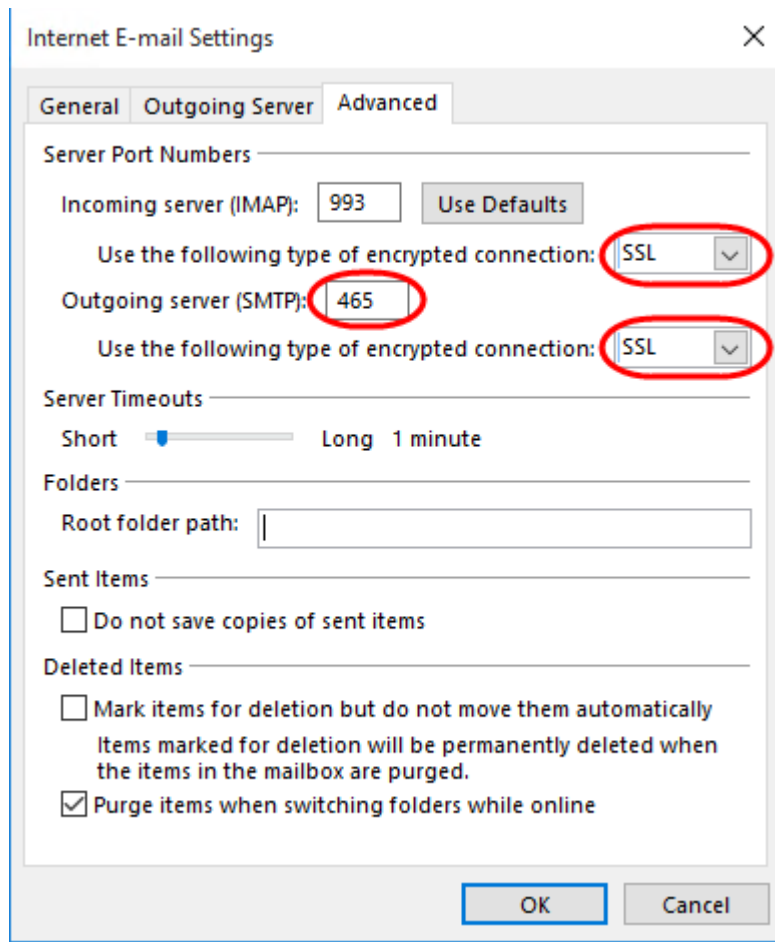


Step 7

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

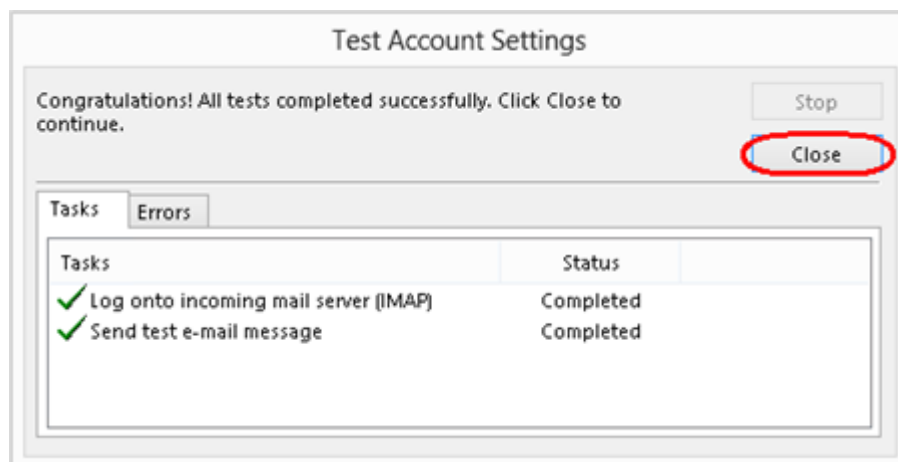
- **Incoming Server:** 993 for IMAP or 995 for POP.
- **Use the following type of encrypted connection:** Set to SSL.
- **Outgoing server:** Enter 465
- **Use the following type of encrypted connection:** Set to SSL.

Mailbox Setup Guide



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 2010 setup

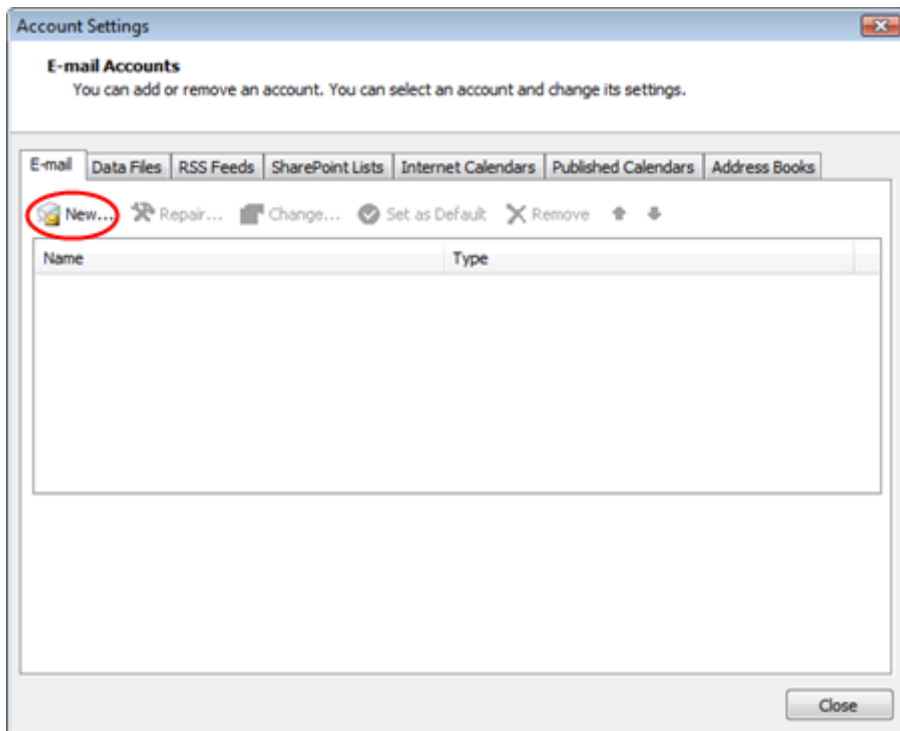
Step 1

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



Step 2

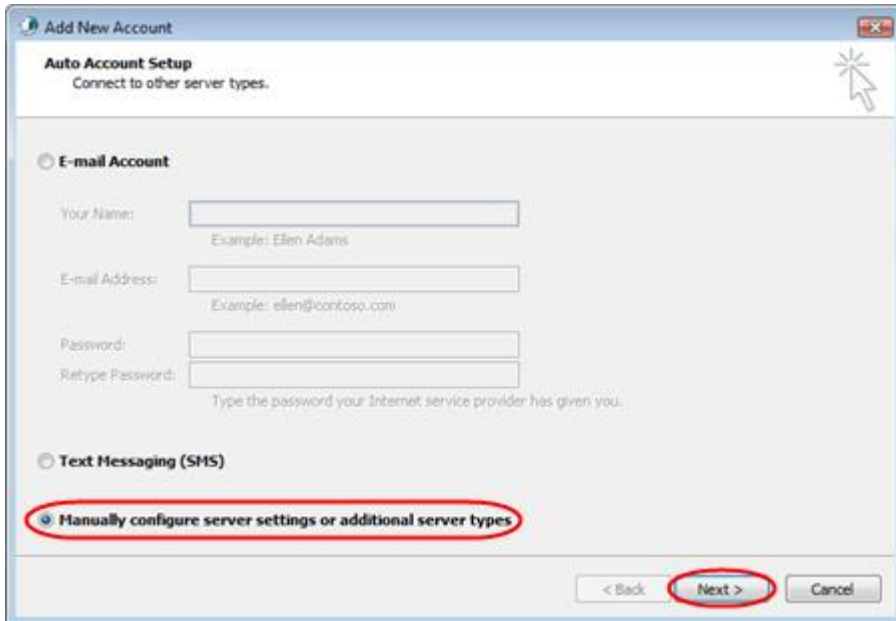
Select the E-mail tab and click **New**.



Mailbox Setup Guide

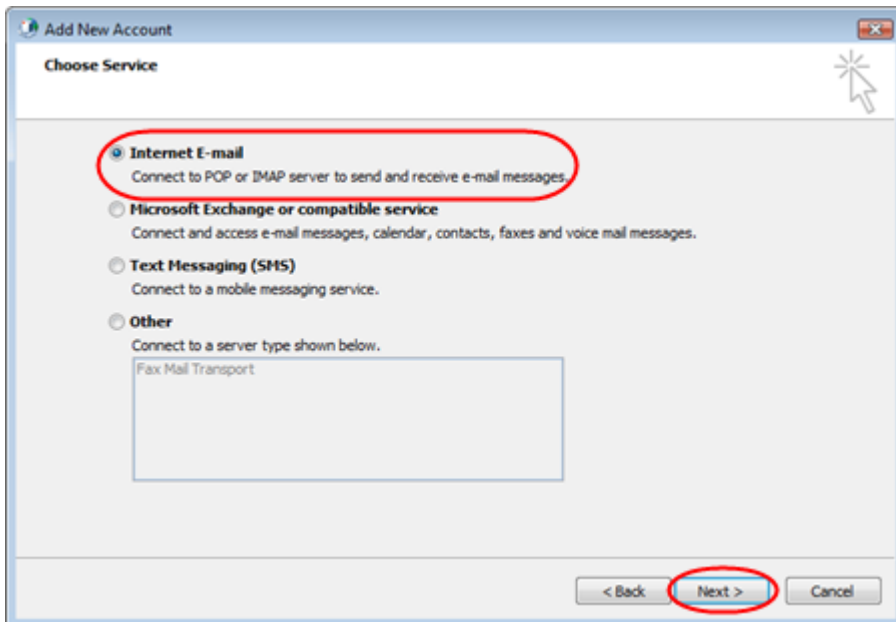
Step 3

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

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:

Mailbox Setup Guide

Add New 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)

 Test Account Settings by clicking the Next button

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

Step 6

Tick *Use same settings as my incoming mail server*.

Internet E-mail Settings

General | **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

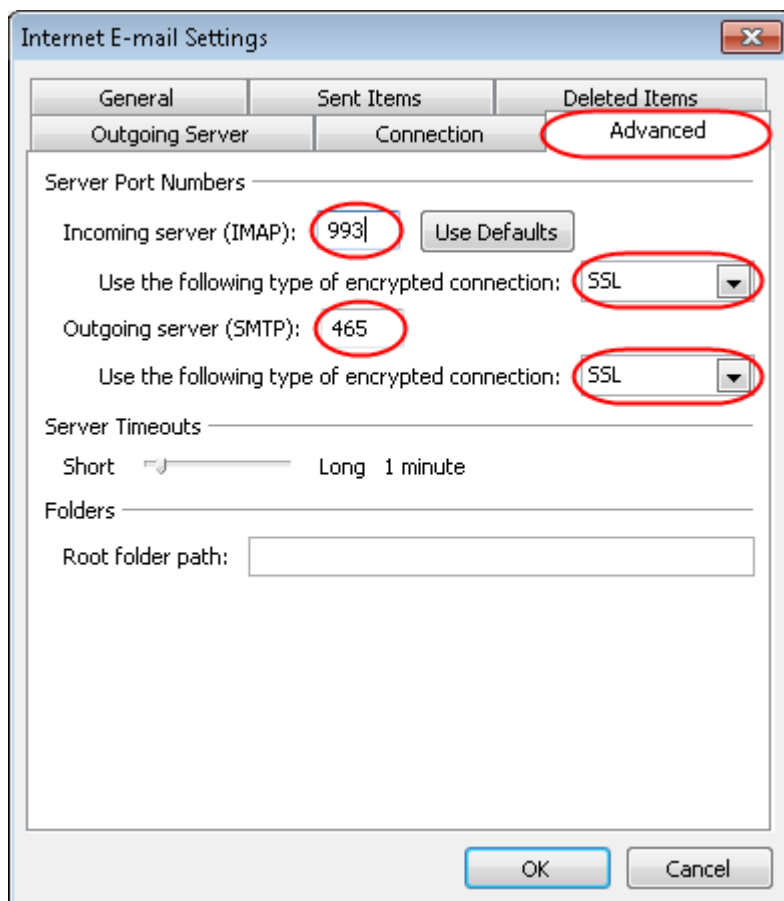
Require Secure Password Authentication (SPA)

Log on to incoming mail server before sending mail

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*.



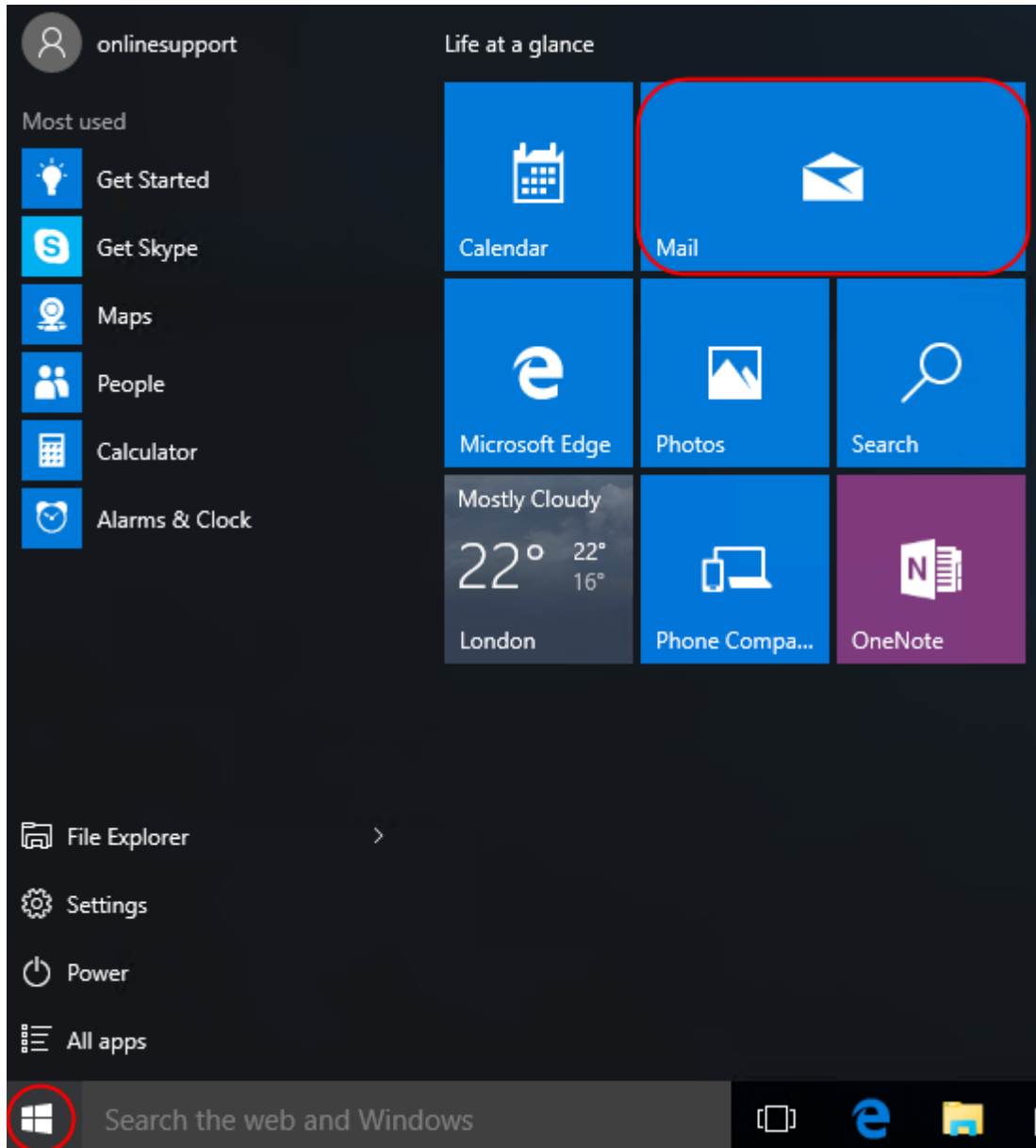
Step 8

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

Windows 10 Mail Setup

Step 1

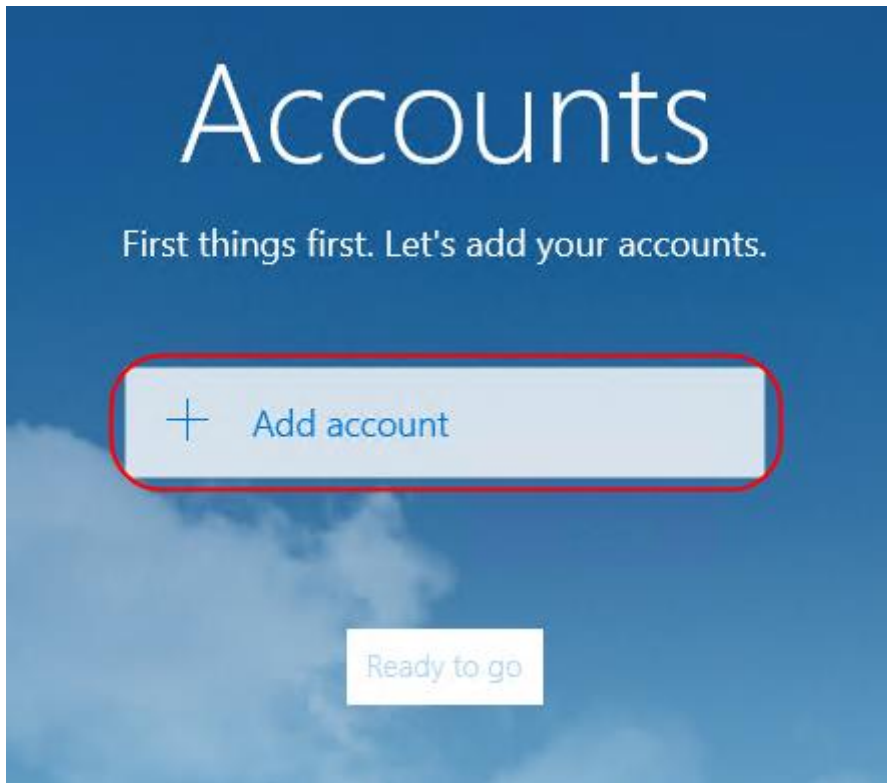
Click the *Start* icon and select **Mail** from the menu.



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

Mailbox Setup Guide

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 as below:

- **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:

Mailbox Setup Guide

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

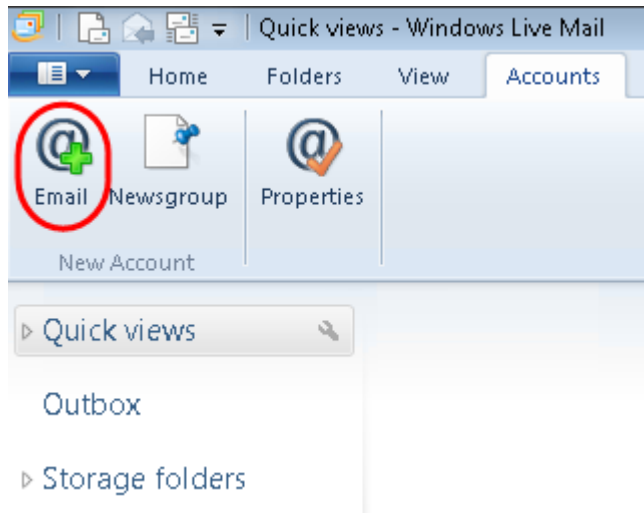
Step 7

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 setup

Step 1

Open Windows Live Mail. Click the **Accounts** tab and select **Email** in the *New Account* section.



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**.

Mailbox Setup Guide

Add your email accounts

If you have a Windows Live ID, sign in now. If not, you can create one later.

[Sign in to Windows Live](#)

Email address:

admin@ralphsnewdomainname.com

[Get a Windows Live email address](#)

Password:

Remember this password

Display name for your sent messages:

Ralph Jones

Most email accounts work with Windows Live Mail including

Hotmail
Gmail
and many others.

Manually configure server settings

Cancel

Next

Step 3

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

Incoming server information

- **Server address:** Enter *mail.livemail.co.uk*
- **Port:** 993 for IMAP, 995 for POP.
- **Requires a secure connection (SSL):** Tick.
- **Authenticate using:** Select *Clear text* from the drop down menu.
- **Logon user name:** Enter the email address of your mailbox.

Outgoing server information

- **Server address:** Enter *smtp.livemail.co.uk*.
- **Port:** Change this from **25** to **465**.
- **Requires a secure connection (SSL):** Tick.
- **Requires authentication:** Tick.

Configure server settings

If you don't know your email server settings, contact your ISP or network administrator.

Incoming server information

Server type:

IMAP

Server address:

mail.livemail.co.uk

Port:

993

Requires a secure connection (SSL)

Authenticate using:

Clear text

Logon user name:

admin@ralphsnewdomainname.com

Outgoing server information

Server address:

smtp.livemail.co.uk

Port:

465

Requires a secure connection (SSL)

Requires authentication

Cancel Back **Next**

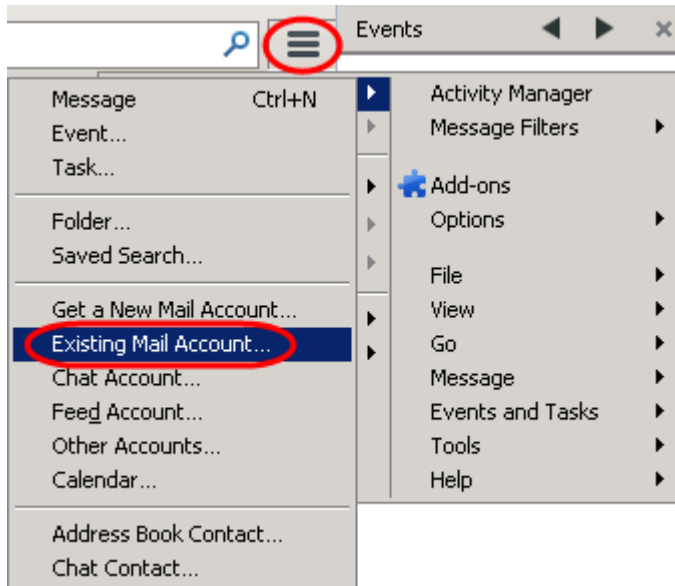
Step 4

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 Setup

Step 1

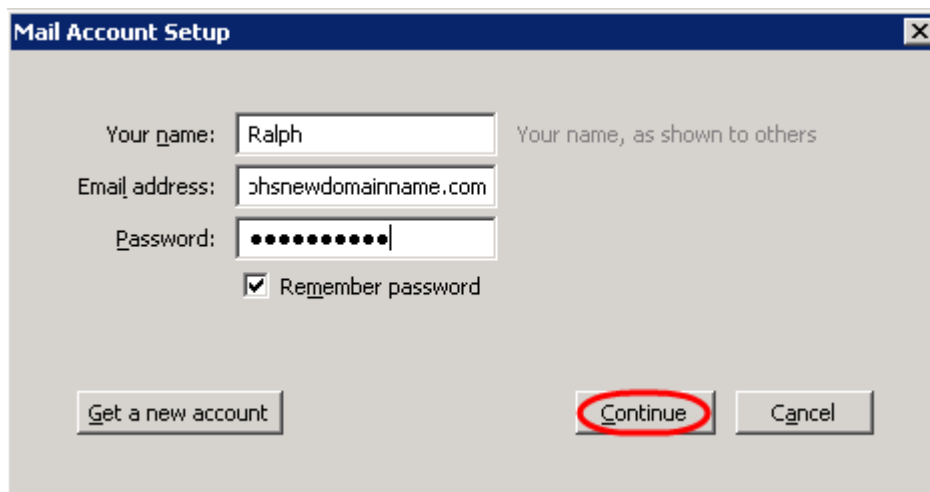
Open *Thunderbird*, open the menu, select **New Message** and then **Existing Mail Account**.



Step 2

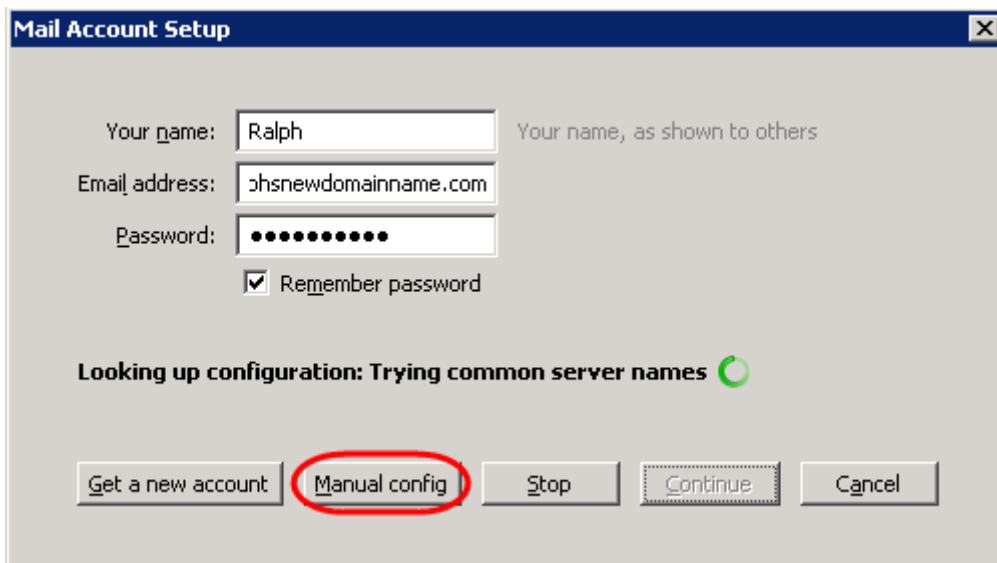
Enter your mailbox details as below into the boxes provided and click **Continue**.

- **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. The dialog has a title bar with a close button. It contains three text input fields: 'Your name:' with the value 'Ralph', 'Email address:' with the value 'jhsnewdomainname.com', and 'Password:' with a masked password of ten dots. Below the password field is a checked checkbox labeled 'Remember password'. At the bottom of the dialog are three buttons: 'Get a new account', 'Continue' (circled in red), 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.



The screenshot shows a window titled "Mail Account Setup" with a close button in the top right corner. The window contains the following fields and controls:

- Your name:** A text box containing "Ralph". To its right is the text "Your name, as shown to others".
- Email address:** A text box containing "jhsnewdomainname.com".
- Password:** A text box containing ten dots. Below it is a checked checkbox labeled "Remember password".
- Status:** The text "Looking up configuration: Trying common server names" is displayed with a green circular progress indicator to its right.
- Buttons:** At the bottom, there are five buttons: "Get a new account", "Manual config" (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*.

Mailbox Setup Guide

Mail Account Setup

Your name: Your name, as shown to others

Email address:

Password:

Remember password

The following settings were found by probing the given server

	Server hostname	Port	SSL	Authentication
Incoming:	IMAP <input type="text" value="mail.livemail.co.uk"/>	993 <input type="text"/>	SSL/TLS <input type="text"/>	Normal password <input type="text"/>
Outgoing:	SMTP <input type="text" value="smtp.livemail.co.uk"/>	465 <input type="text"/>	SSL/TLS <input type="text"/>	Normal password <input type="text"/>
Username:	Incoming: <input type="text" value="rphsnewdomainname.com"/>	Outgoing: <input type="text" value="admin@ralphsnewdomain"/>		

Step 5

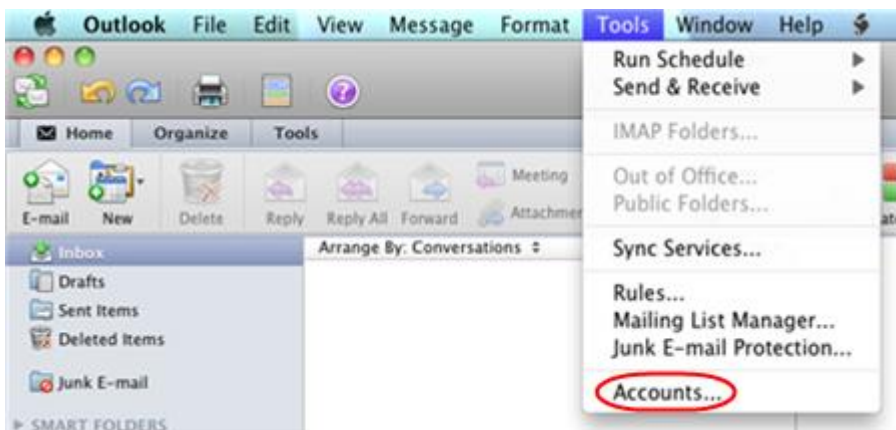
Thunderbird is now set up to send and receive emails.

Apple Mac Mail Clients

Outlook 2011 for Mac Setup

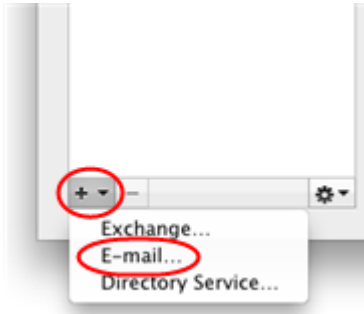
Step 1

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



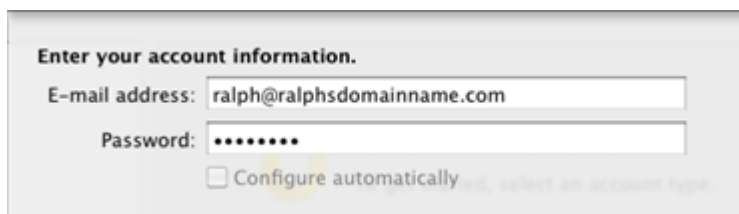
Step 2

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

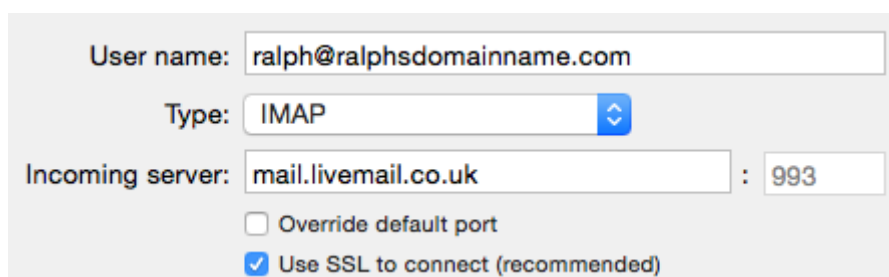
Enter the email address you are setting up in the **E-mail address** text field. Enter the password you set up when you created the mailbox within your control panel in the **Password** field.

A screenshot of a dialog box titled 'Enter your account information.'. It contains two text input fields: 'E-mail address:' with the value 'ralph@ralphsdomainname.com' and 'Password:' with a masked password '*****'. Below the fields is a checkbox labeled 'Configure automatically' which is unchecked. There is a small text link '... select an account type' next to the checkbox.

Step 4

In the **User name** text box enter your full email address and select *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.

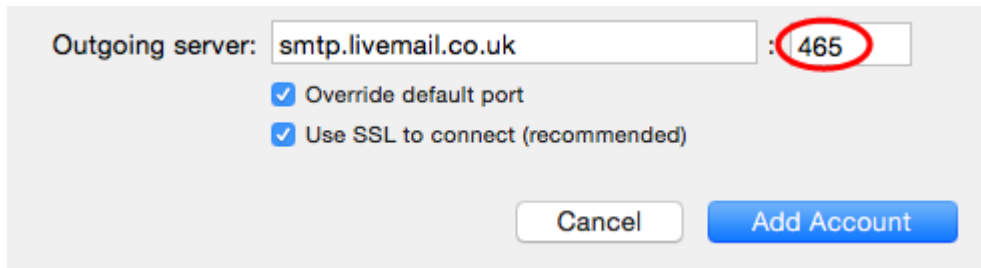
A screenshot of an account configuration dialog box. It has four main sections: 'User name:' with the text 'ralph@ralphsdomainname.com'; 'Type:' with a dropdown menu showing 'IMAP'; 'Incoming server:' with the text 'mail.livemail.co.uk' and a port field containing '993'; and two checkboxes: 'Override default port' (unchecked) and 'Use SSL to connect (recommended)' (checked).

Step 5

Mailbox Setup Guide

Enter *smtp.livemail.co.uk* into the **Outgoing server** text box. Next, 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.

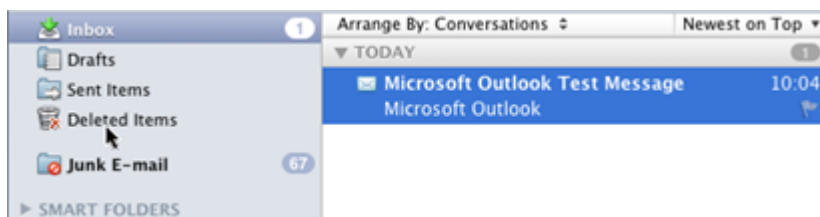


Step 6

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.

Mac Mail Setup

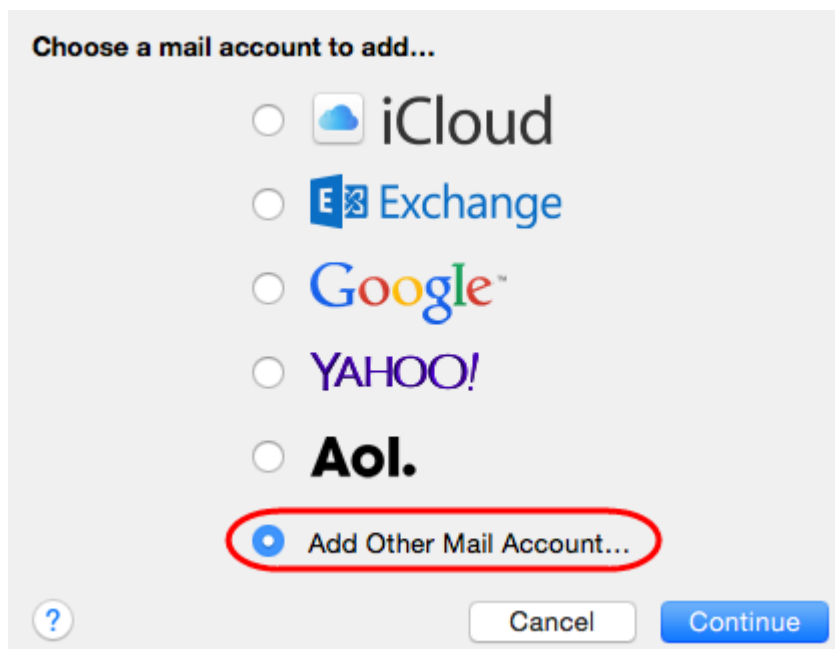
Step 1

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.

Once done, click **Create**.

Mailbox Setup Guide

Add a Mail Account

To get started, provide the following information:

Full Name:

Email Address:

Password:

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**.

Incoming Mail Server Info

Account Type: IMAP POP

Mail Server:

User Name:

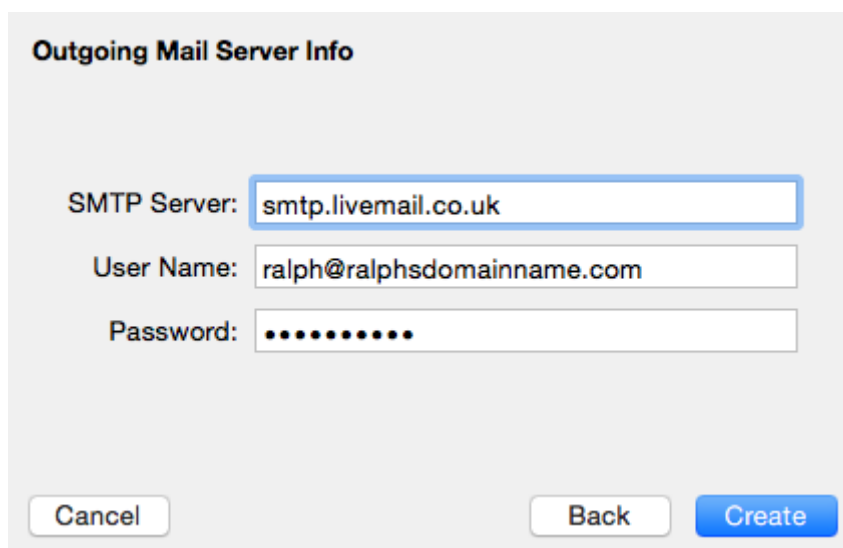
Password:

Step 5

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

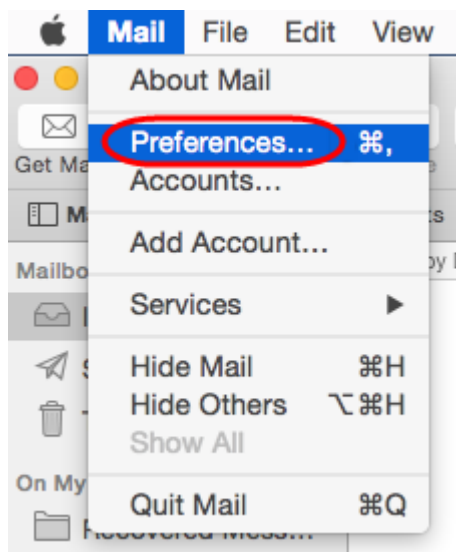
- SMTP mail server: Enter smtp.livemail.co.uk as the SMTP server to use a secure SSL connection.
- Username: Enter your full email address.
- Password: Enter your mailbox password. This is the password you chose when you created your mailbox.

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



The screenshot shows a dialog box titled "Outgoing Mail Server Info". It contains three input fields: "SMTP Server:" with the value "smtp.livemail.co.uk", "User Name:" with the value "ralph@ralphsdomainname.com", and "Password:" with a masked password represented by ten dots. At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Create".

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



Mobile Device Clients

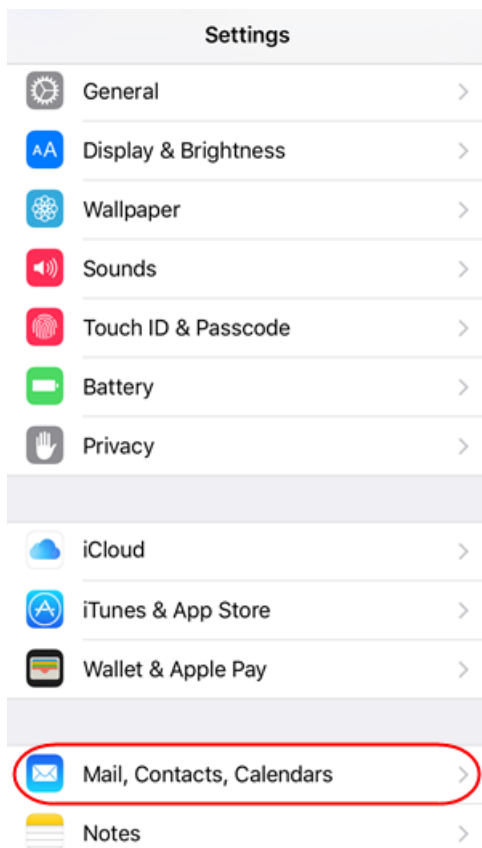
iPhone and iPad setup

Step 1

Tap the **Settings** icon.

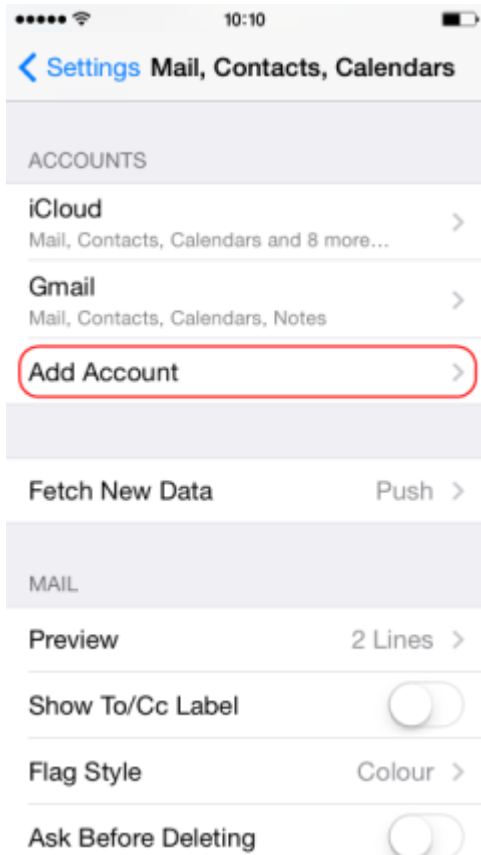
Step 2

Scroll down and press **Mail, Contacts, Calendars**.



Step 3

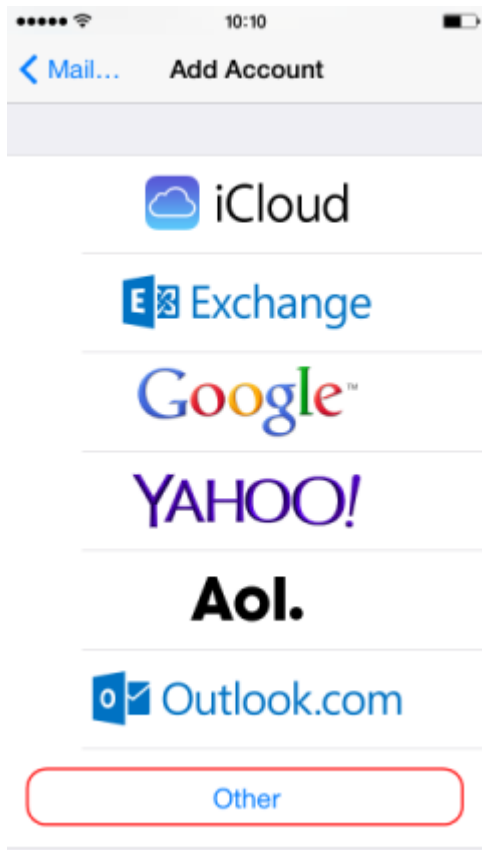
Press **Add Account**.



Step 4

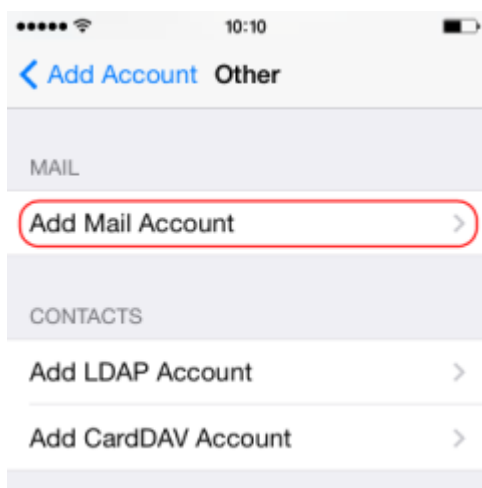
Select **Other**.

Mailbox Setup Guide



Step 5

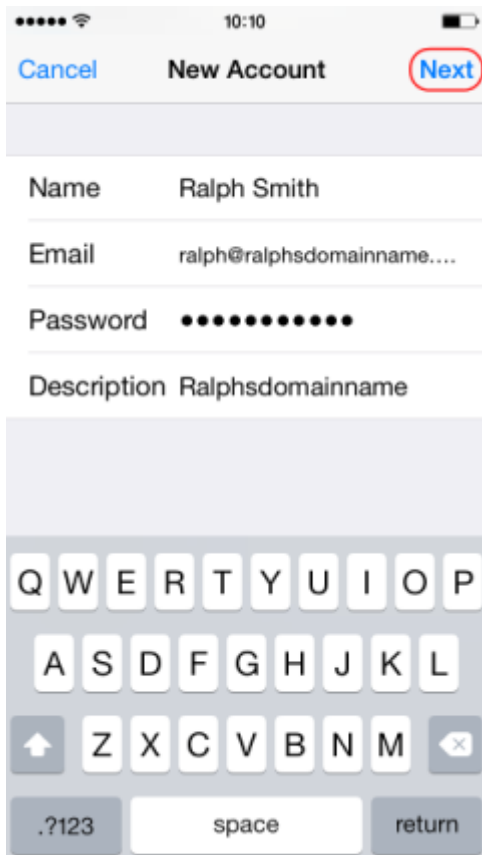
Press **Add Mail Account**.



Step 6

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.

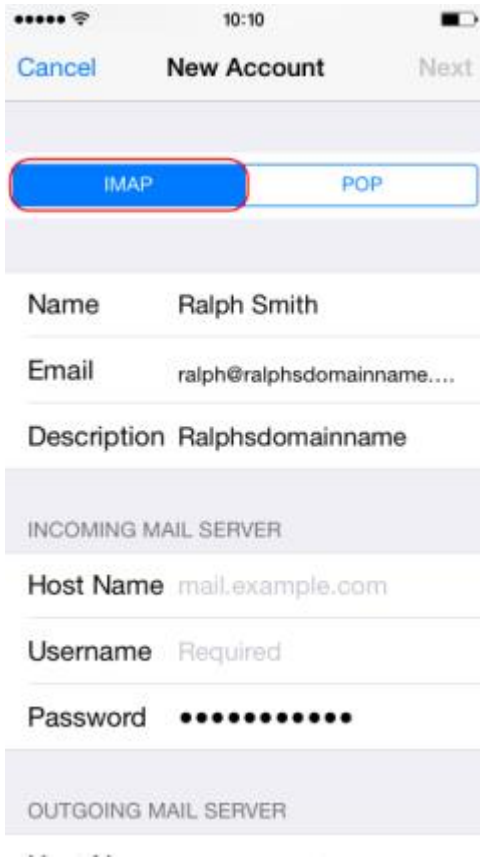


The screenshot shows the 'New Account' setup screen on an iPhone. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. The 'Next' button is circled in red. Below the buttons are four input fields: 'Name' with the text 'Ralph Smith', 'Email' with the text 'ralph@ralphsdomainname...', 'Password' with a masked password of ten dots, and 'Description' with the text 'Ralphsdomainname'. At the bottom of the screen, a portion of the QWERTY keyboard is visible, showing keys for Q, W, E, R, T, Y, U, I, O, P, A, S, D, F, G, H, J, K, L, Z, X, C, V, B, N, M, and a return key.

Mailbox Setup Guide

Step 7

When using a mobile device, we recommend using **IMAP**. This will give you greater flexibility sharing information between your various devices. You should now be able to enter your various email server settings, and the screen will look similar to this:

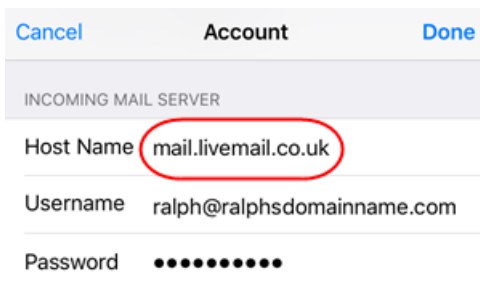


Incoming mail server

Let's now enter the *INCOMING MAIL SERVER* settings. These settings control your ability to receive email on your device.

Step 1

Change your **Host Name** to *mail.livemail.co.uk*.



Step 2

Next, enter the email address, *e.g. ralph@ralphsdomainname.com*, for the **Username**.

Cancel	Account	Done
INCOMING MAIL SERVER		
Host Name	mail.livemail.co.uk	
Username	ralph@ralphsdomainname.com	
Password	●●●●●●●●	

Step 3

Finally, enter the **Password** will be the same you entered earlier.

Cancel	Account	Done
INCOMING MAIL SERVER		
Host Name	mail.livemail.co.uk	
Username	ralph@ralphsdomainname.com	
Password	●●●●●●●●	

Step 4

Your *INCOMING MAIL SERVER* settings will now look like this.

Cancel	Account	Done
INCOMING MAIL SERVER		
Host Name	mail.livemail.co.uk	
Username	ralph@ralphsdomainname.com	
Password	●●●●●●●●	

Mailbox Setup Guide

Outgoing mail server

Step 1

Enter *smtp.livemail.co.uk* as your **Host Name**

OUTGOING MAIL SERVER	
Host Name	smtp.livemail.co.uk
Username	ralph@ralphsdomainname....
Password	••••••

Step 2

Next, enter the email address, e.g. *ralph@ralphsdomainname.com*, for the **Username**.

OUTGOING MAIL SERVER	
Host Name	smtp.livemail.co.uk
Username	ralph@ralphsdomainname....
Password	••••••

Step 3

Finally, the enter **Password**.

OUTGOING MAIL SERVER	
Host Name	smtp.livemail.co.uk
Username	ralph@ralphsdomainname....
Password	••••••

Step 4

Your **OUTGOING MAIL SERVER** settings will now look like this.

OUTGOING MAIL SERVER	
Host Name	smtp.livemail.co.uk
Username	ralph@ralphsdomainname....
Password	••••••

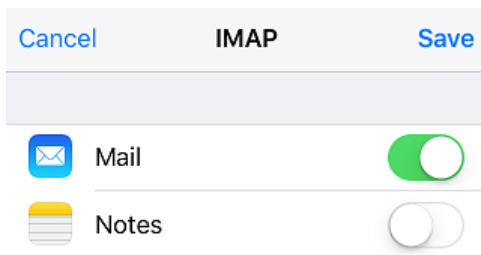
Step 5

Press **Next**

Your device will then **Verify** the settings. This can take a couple of minutes.



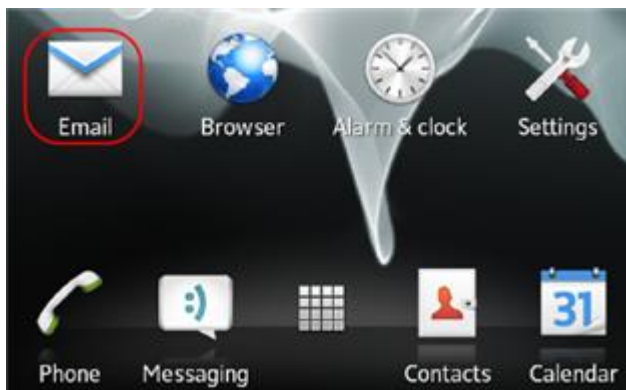
Once everything has been verified, press the **Save** button to save your new account.



Android Setup

Step 1

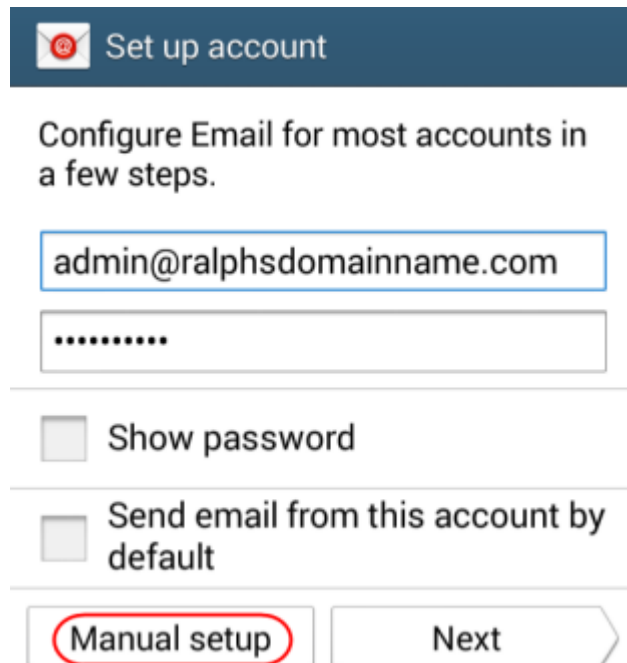
Open the Email application on your device.



Mailbox Setup Guide

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

.....

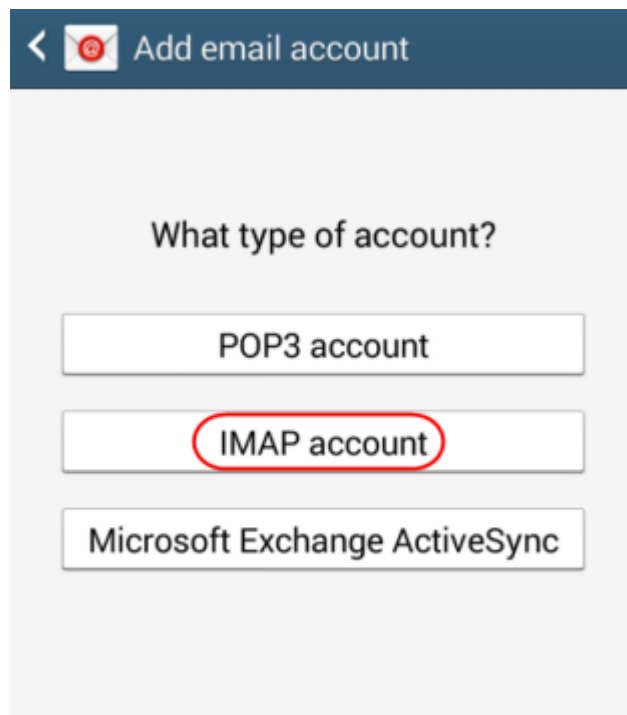
Show password

Send email from this account by default

Manual setup Next

Step 3

Select **IMAP** as the account type.



Add email account

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
[Empty]

Mailbox Setup Guide

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.



Quick tip: 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.

Mailbox Setup Guide



Set up account

Your account is set up, and email is on its way!

Give this account a name (Optional)

admin@ralphsnewdomainname.com

(Displayed on outgoing messages)

admin

Done

Click **Done**.

Your mailbox will now be ready to use.

Legacy Mail Clients

Outlook 2007 Setup

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**.

Mailbox Setup Guide

Step 2

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

Account Configuration

E-mail Accounts

You can configure Outlook to connect to Internet E-mail, Microsoft Exchange, or other E-mail server. Would you like to configure an E-mail account?

Yes


No

< Back Next > Cancel

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:

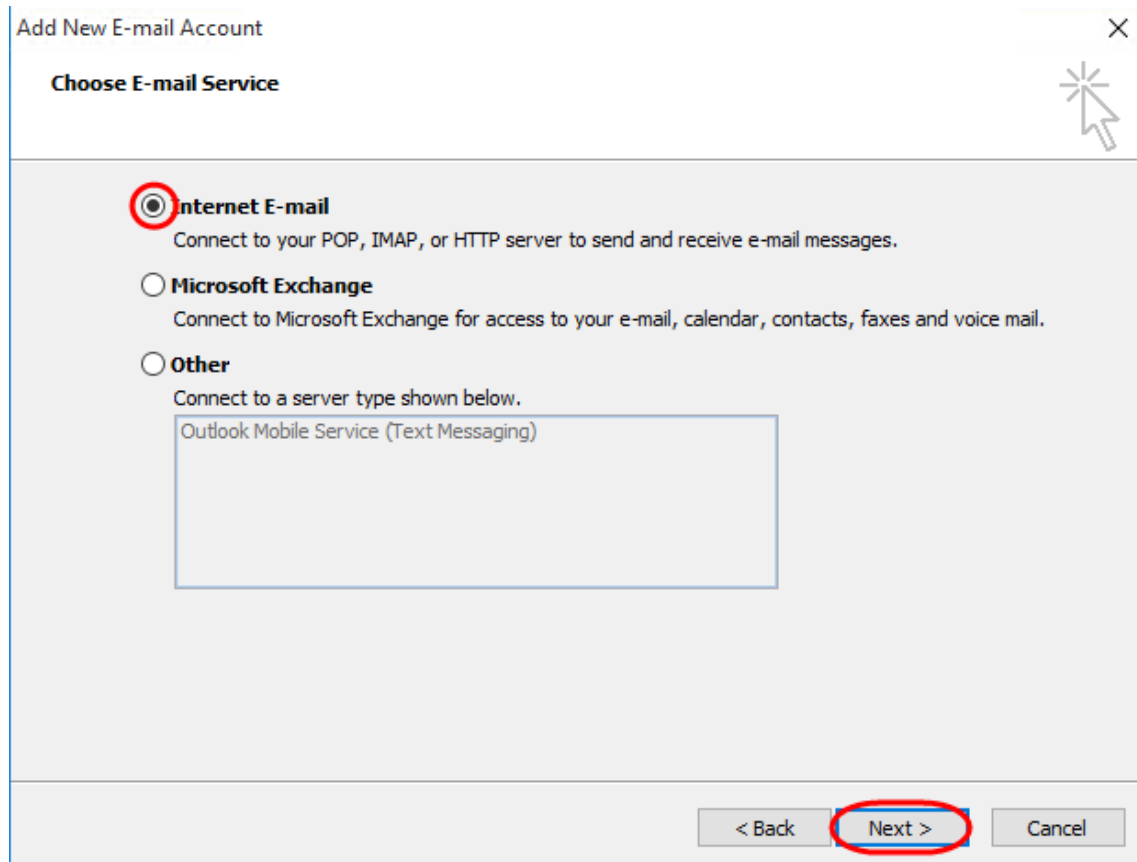
Retype Password:
Type the password your Internet service provider has given you.

Manually configure server settings or additional server types

Mailbox Setup Guide

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)

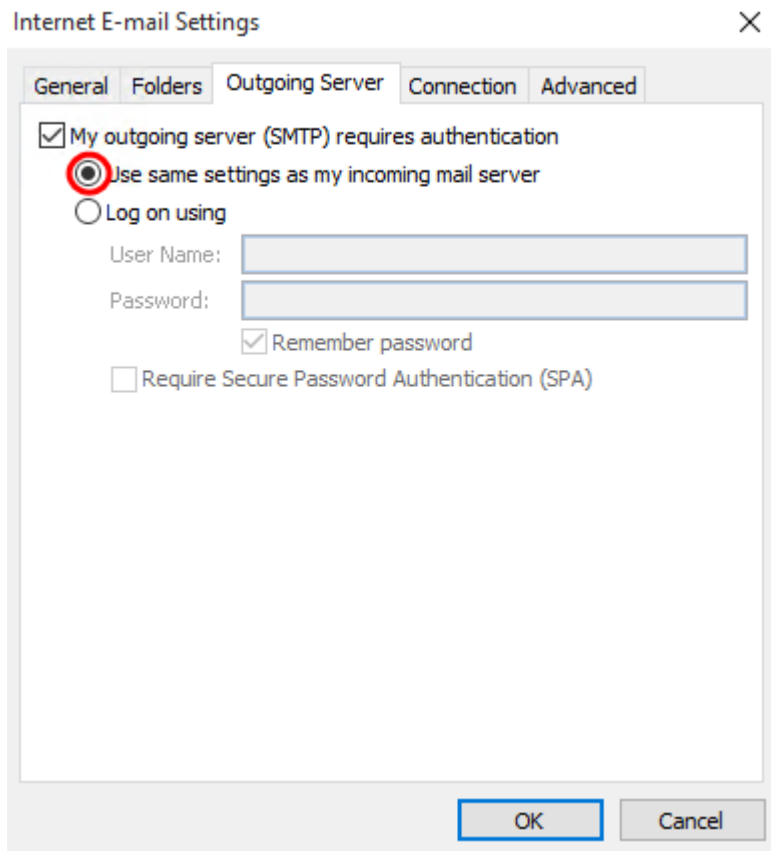
Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

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

Mailbox Setup Guide

Step 6

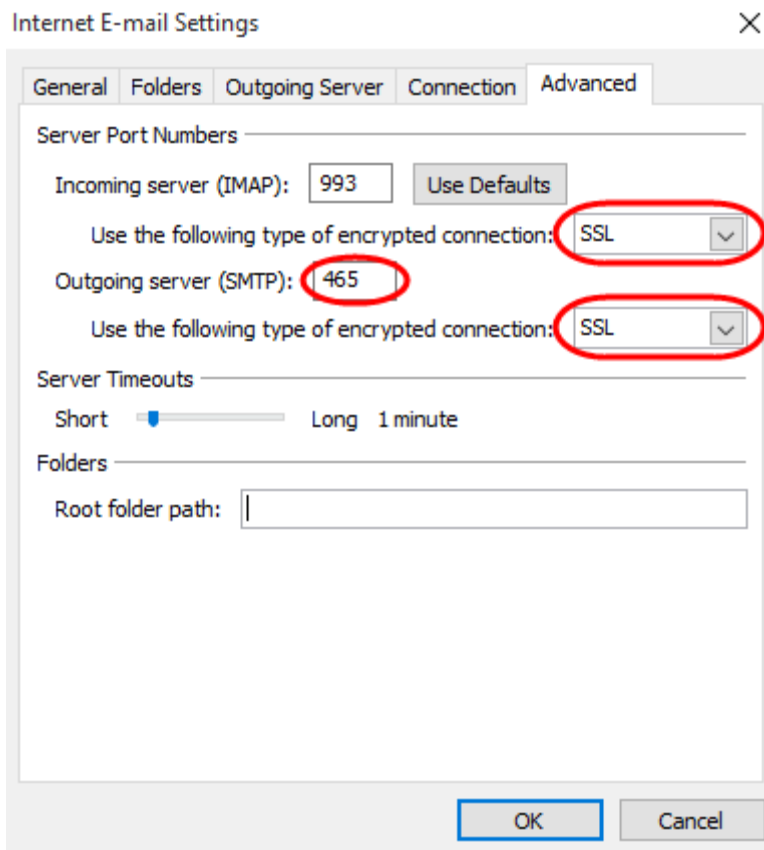
Select *Use same settings as my incoming mail server*.



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.

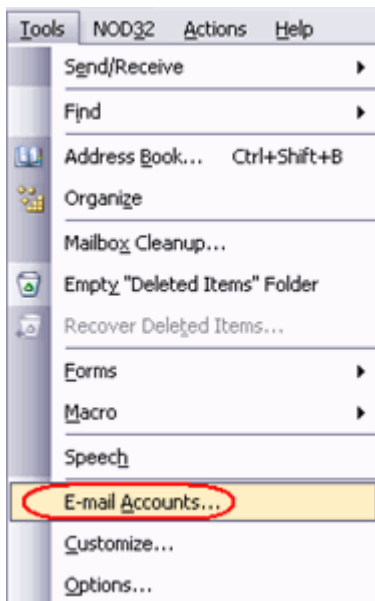
Outlook 2003 Setup



Important: *Outlook 2003* is no longer available or supported by Microsoft meaning you will no longer receive security and software updates from Microsoft Update. Security updates to help protect your PC from harmful viruses, spyware, and other malicious software, which can steal your personal information. Although you will still be able to start and run *Outlook 2003*, you may want to upgrade to a newer version of *Outlook* to get continuing support and updates.

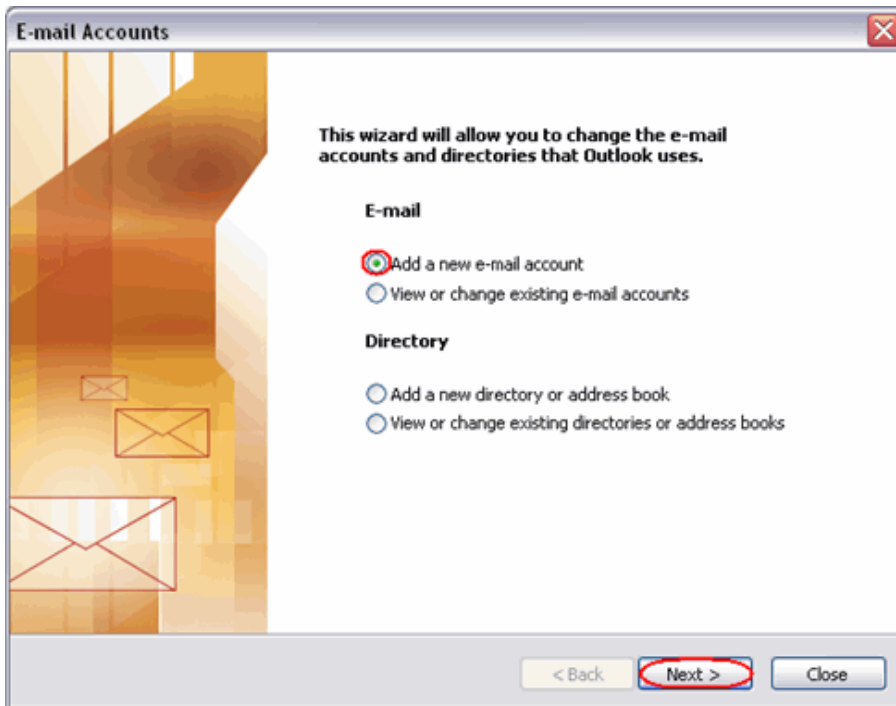
Step 1

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



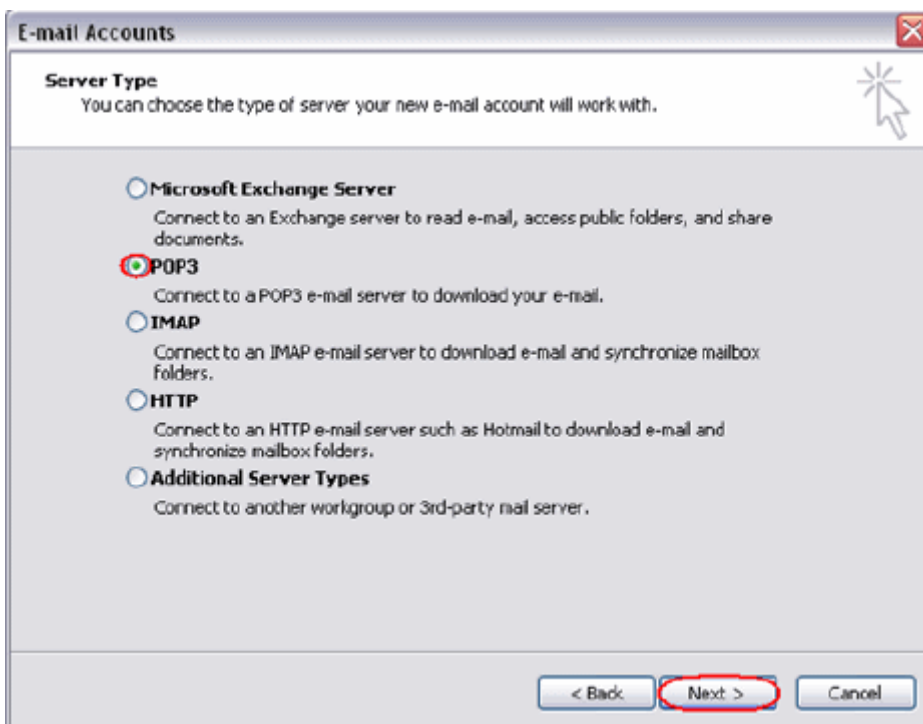
Step 2

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**.



Mailbox Setup Guide

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
Your Name:
E-mail Address:

Server Information
Incoming mail server (POP3):
Outgoing mail server (SMTP):

Logon Information
User Name:
Password:
 Remember password
 Log on using Secure Password Authentication (SPA)

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

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

Step 5

Select *Use same settings as my incoming mail server*.

Internet E-mail Settings

General | **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

Log on using Secure Password Authentication (SPA)

Log on to incoming mail server before sending mail

Step 6

Click on the *Advanced* tab

Mailbox Setup Guide

Change the *Incoming server* port number to **993** if you are using IMAP or **995** for POP and ensure you tick the **This server requires an encrypted connection (SSL)** box.

Change the *Outgoing server* port number to **465** and ensure you tick the **This server requires an encrypted connection (SSL)** box.

Once finished click the **OK** button.

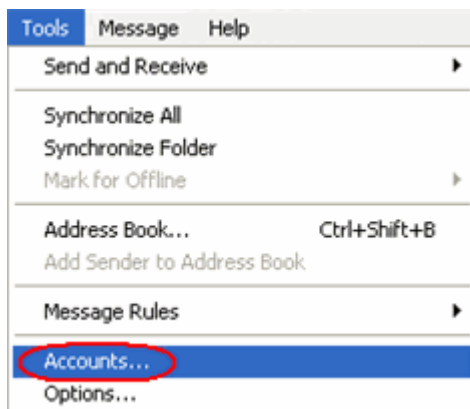
Step 7

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

Outlook Express Setup

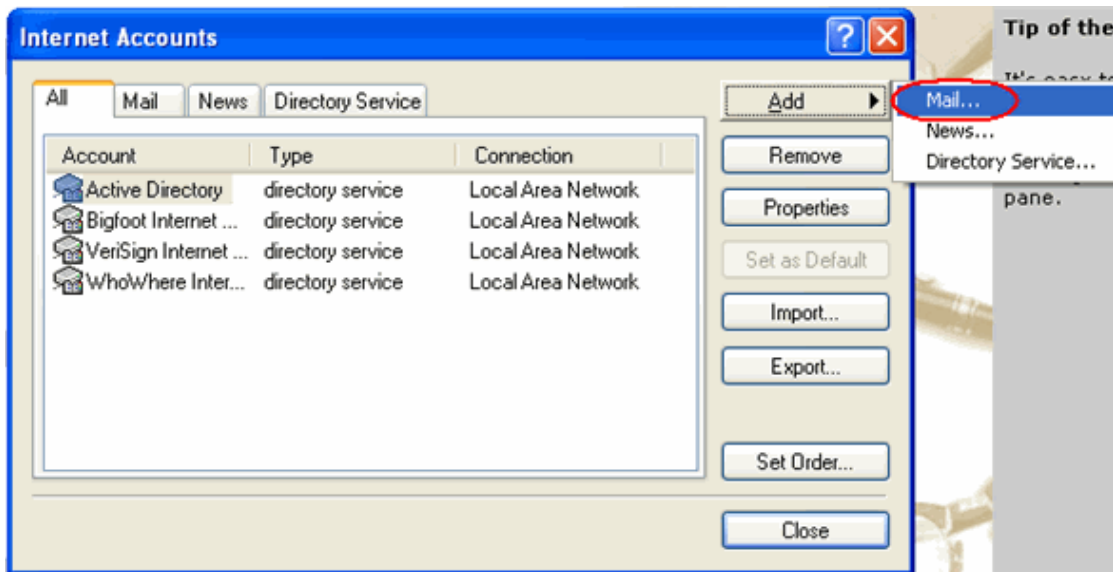
Step 1

Open Outlook Express. Click the **Tools** menu and then click **Accounts**.



Step 2

The Internet Accounts window will open. Click **Add** in the top right corner. Click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.



Note: If it is the first time you have run Outlook Express on this computer, the Internet Connection Setup wizard may start automatically.

Mailbox Setup Guide

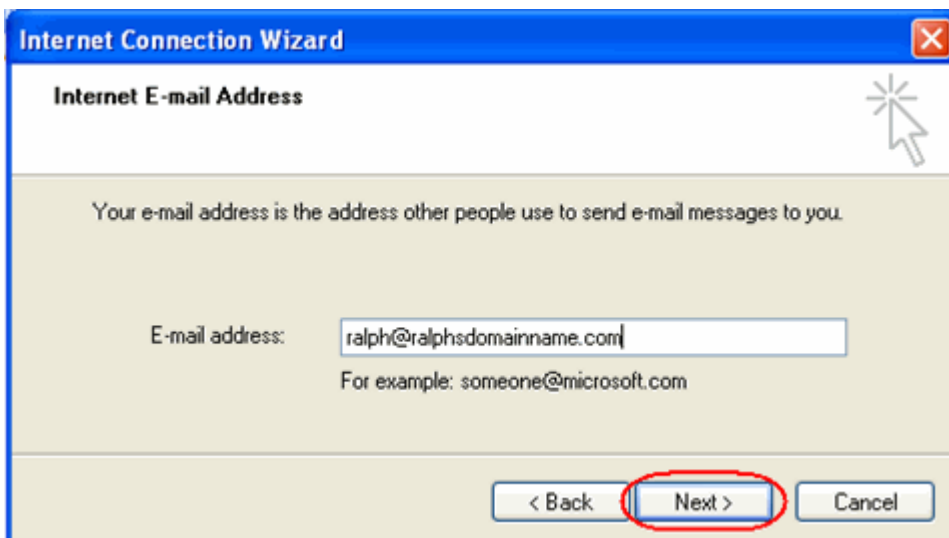
Step 3

On the first screen of the *Internet Connection Wizard*, you'll be asked to enter a display name. This is what most email users will see in their inboxes instead of your email address. Enter your name and then click **Next**.



Step 4

Enter your full email address. This is made up of the mailbox name you chose, an "@" symbol and your domain name. For example you@yourdomain.com.



After you have entered your email address, click **Next**.

Step 5

Depending on your preferred connection select **POP3** or **IMAP** from the drop down menu.

Enter **mail.livemail.co.uk** in the *Incoming mail (POP3, IMAP or HTTP)* server text box.

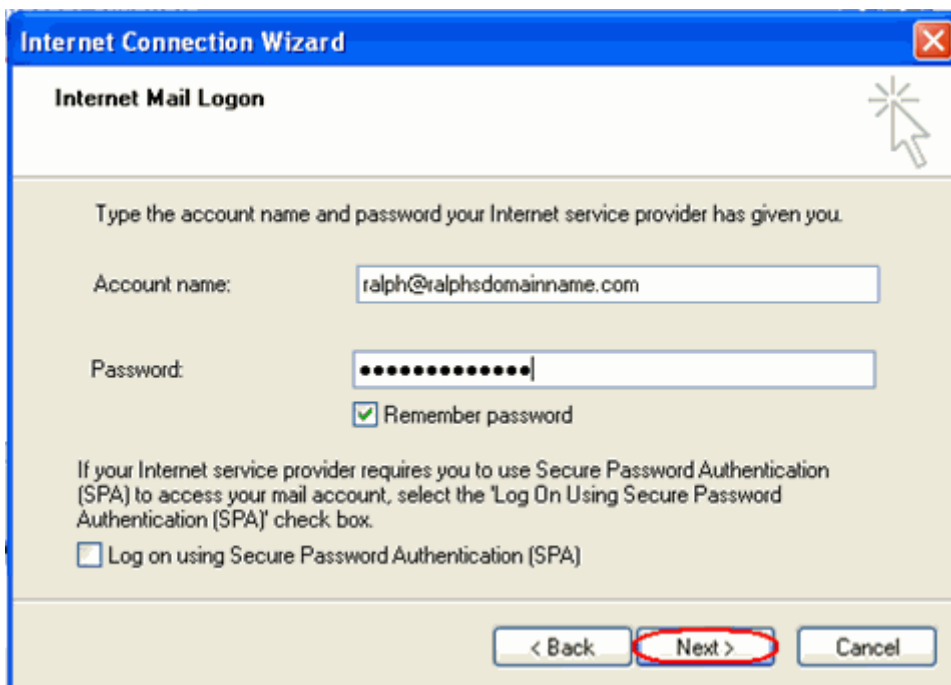
Enter **smtp.livemail.co.uk** into the *Outgoing mail (SMTP)* text box.

After you have entered your mail server names, click **Next**.

Step 6

On the *Internet Mail Logon* screen, enter your full email address in the *Account name* text box.

When you created the mailbox, you chose a password. Enter this in the *Password* text box.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard" with a sub-title "Internet Mail Logon". The dialog contains the following elements:

- A title bar with a close button (X) in the top right corner.
- A mouse cursor icon in the top right corner.
- Instructional text: "Type the account name and password your Internet service provider has given you."
- "Account name:" label followed by a text box containing "ralph@ralphsdomainname.com".
- "Password:" label followed by a text box filled with dots.
- A checked checkbox labeled "Remember password".
- Text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box."
- An unchecked checkbox labeled "Log on using Secure Password Authentication (SPA)".
- At the bottom, three buttons: "< Back", "Next >" (which is circled in red), and "Cancel".

After you have entered your mailbox name and password, click **Next**.

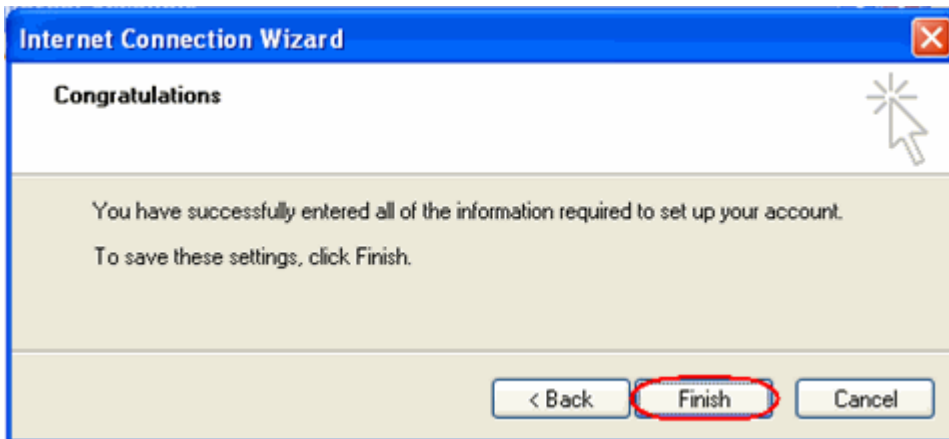


Important: The Log on using Secure Password Authentication (SPA) should not be selected.

Mailbox Setup Guide

Step 7

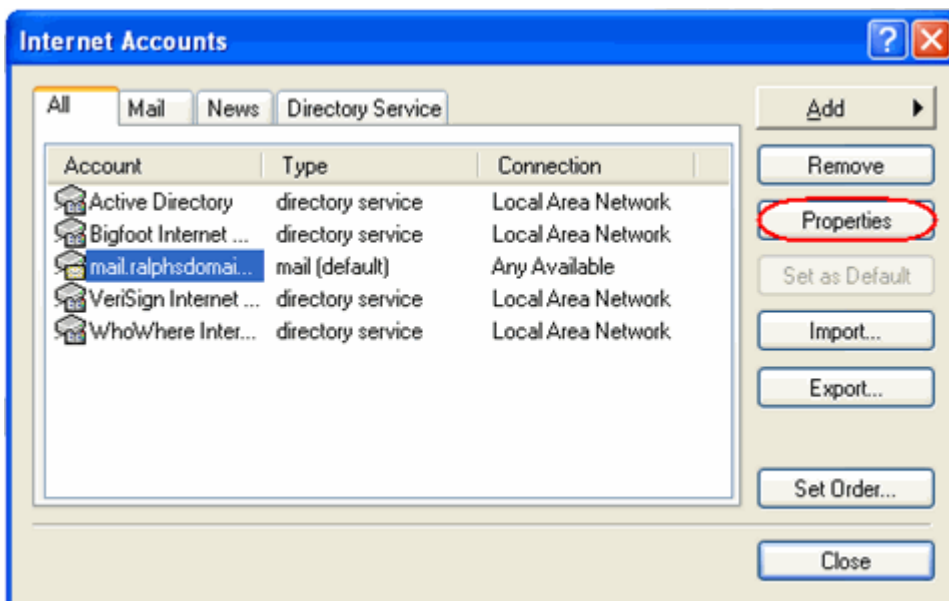
Click **Finish** and the mailbox will be added to Outlook Express.



You will be left at the *Internet Accounts* window.

Step 8

Select the account you have just created and click **Properties**.

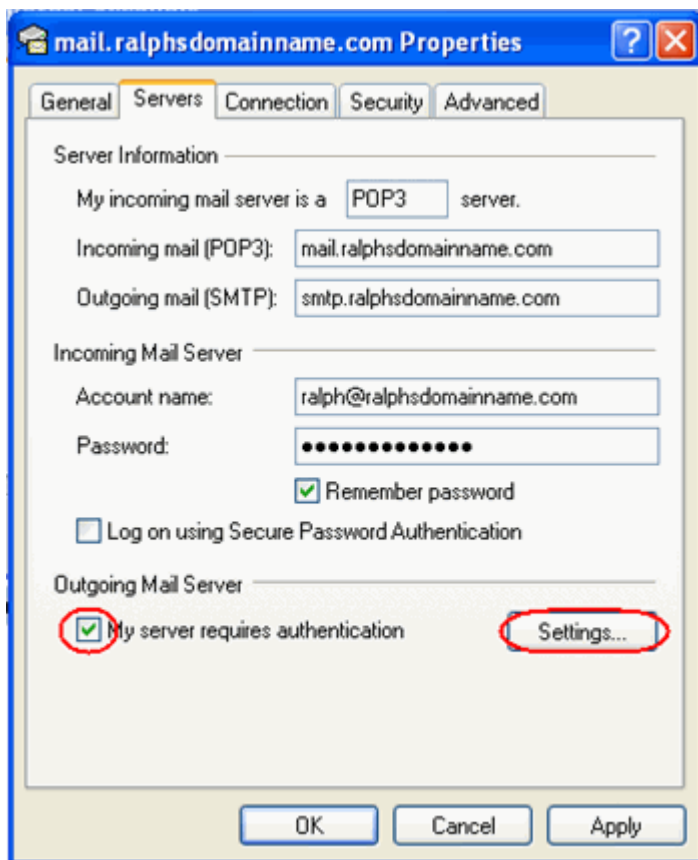


Step 9

Click the *Advanced* tab and change the value in the *Outgoing mail (SMTP)* text box from 25 to **587**.

Step 10

Click the *Servers* tab and ensure the **My server requires authentication** check box is selected, then click **Settings**.



Step 11

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

Step 12

Finally, click **OK** and then **Close** to exit the window. Outlook Express is now configured to send and receive email through your mailbox.