

How to set up your email account

Important – please note:

- (1) In the instructions below, where we refer to *yourdomain.com* you should substitute this with your own domain name, such as *bloggscottage.co.uk* or whatever your real domain name is!
- (2) These instructions apply only to domains that are hosted with Internet@TSP.
- (3) Before you make any changes to your email settings, we strongly advise you to make a note of the original settings. If you are in any doubt about whether these instructions apply to you, please contact Support before changing anything.
- (4) Your *email client* is the program or application that you use to receive and send emails. Examples of email clients are Microsoft Outlook (which is contained within Microsoft Office), Apple Mail, Windows Mail, Thunderbird.

If you need more help . . .

. . . and you are using our hosting services, please get in touch with us. We can usually talk you through it over the phone, fairly painlessly!

How do I set up my mailbox in Outlook?

We make use of 'autodiscover' technology, so that in the majority of cases, Microsoft Outlook can set up your account for you with only an email address and a password.

Automatic Setup

- In Outlook, choose the *File* tab
- Under 'Account Information', choose *Add Account*
- On the *Auto Account Setup* page, enter your name, email address, and password, and then choose *Next*
- Choose *Finish*

Manual Setup

If automatic setup failed, you can choose Manual setup or additional server types to enter your settings manually. Use these settings:

Account type: *IMAP*

Incoming mail server: *mail.yourdomain.com*

Outgoing mail server: *mail.yourdomain.com*

Incoming server port (IMAP): 993

Use the following type of encrypted connection: *SSL*

Outgoing server port (SMTP): 465 (or 587)

Use the following type of encrypted connection: *TLS*

Important: When setting up your account, please choose *More Settings > Outgoing Server* and check the box for '*My outgoing server (SMTP) requires authentication*'.



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Continued overleaf

You may well receive a certificate warning when you first test the connection. This can be safely ignored or overwritten (see below for explanation). However, if the warning appears for a second time, please contact us: you may need to change the outgoing and incoming server names.

If you experience any problems with the connection or receive further certificate warnings, please disable SSL/TLS encryption and change the incoming server port to 143.

You can also set up the account using POP3, however this is not recommended in general as emails will be downloaded to the mail client when you connect to the mail server, and then deleted from the mail server.

But if you do wish to use POP, these are the settings that you should use:

Account type: *POP3*

Incoming mail server: *mail.yourdomain.com*

Outgoing mail server: *mail.yourdomain.com*

Incoming server port (POP3): *995*

Use the following type of encrypted connection: *SSL*

Outgoing server port (SMTP): *465 (or 587)*

Use the following type of encrypted connection: *TLS*

If you don't use Microsoft Outlook . . .

If you are using another email client such as Apple's *Mail*, *Windows Mail*, *Thunderbird* or Android's email client, the process will be broadly similar. You should use the above manual settings where they are asked for.



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