Purpose: This document will assist the end user in configuring Outlook Express, Windows Mail, or Microsoft Outlook 2000 to access a POP3 email account hosted by Smarsh.

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To set up Outlook Express, Windows Mail, or Microsoft Outlook 2000 to access your email account, follow these instructions. You will need to know the following information before you get started:

- Your email address
- Your email password
- The server where your email is hosted

### Add a New Email Account

Your email software may look slightly different than what you see here, but the same instructions should apply. If your email program is not already open, open it now.

### Step 1: Add Mail Account

If this is the first time you’ve set up an email account in this program, you may be automatically prompted to add a new email account; if so, skip to step 2.

Otherwise, go to the Tools menu and select “Accounts”. If you’re using Outlook Express or Microsoft Outlook 2000, click the “Mail” tab at the top, then click the “Add” button and select “Mail”. Continue to step 2.

If you’re using Windows Mail, click the “Add” button, then select “E-mail Account” and click Next.
Step 2: Enter Display Name

Enter your name as you would like it to appear on messages you send. Click Next.

Step 3: Enter Email Address

Enter your email address and click Next.
Step 4: Enter Email Servers

Our servers support both the POP3 and IMAP protocols, but most of our customers use POP3. Unless you know you have a reason to use IMAP, you should leave the server type set on POP3.

For the incoming and outgoing mail servers, enter the server name provided to you (do not actually type “example.smarsh.com” as shown here; this is just an example).

If you’re using Windows Mail, check the box labeled “Outgoing server requires authentication” (Outlook Express and Outlook 2000 users will set this option later). Click Next.
Step 5: Enter Username And Password

In the first field labeled “Account Name” (Outlook Express, Outlook 2000) or “E-mail username” (Windows Mail), enter your entire email address (not just the first part).

Enter your password in the “Password” field, and be sure the “Remember password” box is checked. In Outlook Express or Microsoft Outlook 2000, the “Log on using Secure Password Authentication” box should NOT be checked. (Windows Mail does not have this option.)

Click Next.

Step 6: Finish Adding Account

If you’re using Windows Mail, check the box labeled “Do not download my e-mail at this time”. (Outlook Express and Outlook 2000 do not have this option.) Click Finish. There are just a few more steps; continue to the next page.
### Step 7: Additional Account Settings

If this did not take you back to the Internet Accounts window, choose Accounts from the Tools menu. In Outlook Express or Outlook 2000, click the Mail tab at the top. Select the new account you just added, and click Properties.

![Internet Accounts Window]

### Step 8: Enable SMTP Authentication

Click the Servers tab at the top. At the bottom under “Outgoing Mail Server”, check the box labeled “My server requires authentication”. (On Windows Mail, this should already be checked, so you can skip this step.)

![SMTP Authentication Settings]
Step 9: Advanced Settings

Click the Advanced tab at the top. Check both boxes labeled “This server requires a secure connection (SSL)”. Change the first number for “Outgoing mail (SMTP)” from 25 to 465. Leave the second number on the default setting.

If you’re setting up an IMAP account, skip this step. If you’re setting up a POP3 account, check the box at the bottom labeled “Leave a copy of messages on server”, then check both of the next two boxes. The default setting of 5 days is fine for most people, but if you have a good reason to change it, you may do so. Click OK.
**Set Default Account**

If you only have one account set up, you don’t need to worry about this, but if you have more than one account, you need to choose which account to send from by default. We recommend setting your Smarsh account as the default account. If you need to send from another account, you can always choose which account to use for each message you send by clicking the “Account” button before sending.

To set the default account, select the new Smarsh account you just added and click the “Set as Default” button.

When finished, click Close. Your new account is set up and ready to send and receive email.