

E-Mail Setup Guides

WALKTHROUGHS FOR MOST COMMON MAIL CLIENTS
D&P COMMUNICATIONS

Outlook 2013/2016

1. Open Outlook
2. Click **"File"** and then select **"Info"**

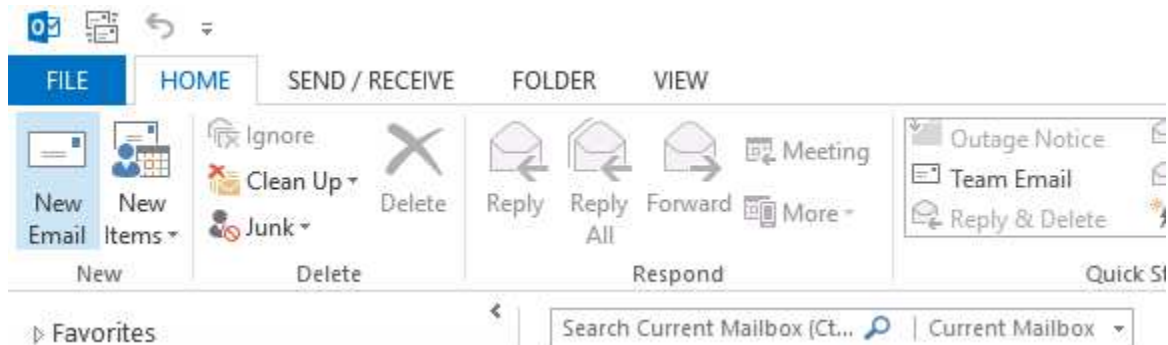


Fig. 1-1: Locating the File Menu

3. Click the **"Account Settings"** box and select **"Account Settings"**. This will open the new window.



Fig. 1-2: Entering the Account Settings

4. Click the **"E-mail"** tab in the new window

5. Click **“New...”**

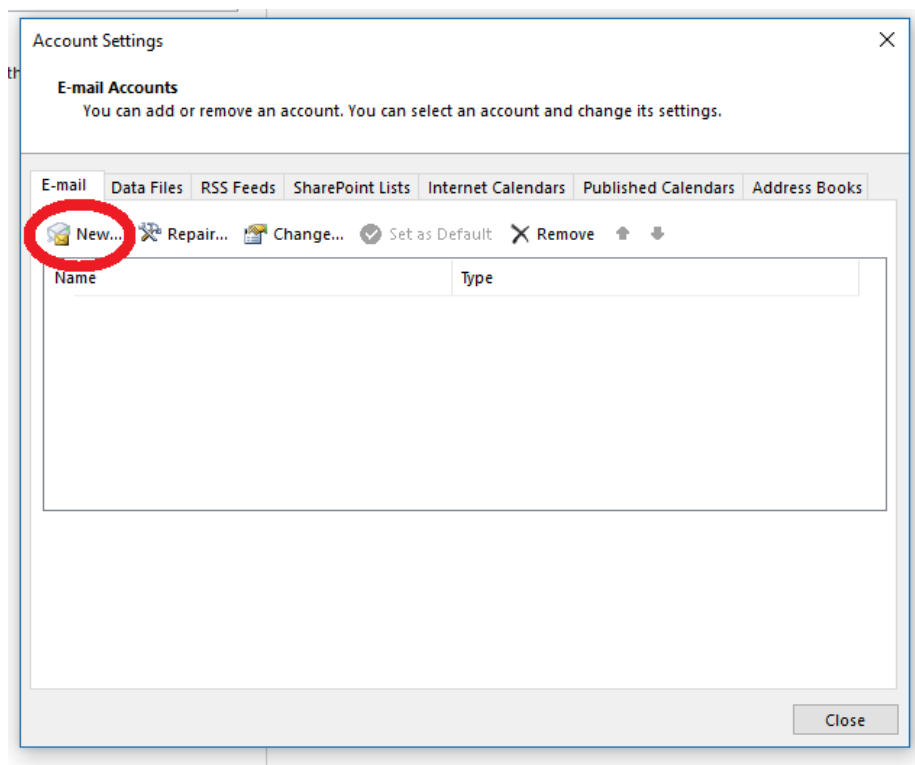


Fig. 1-3: Creating a New Account Profile

6. Choose **“Manual setup or additional server types”** and then click **“Next >”**

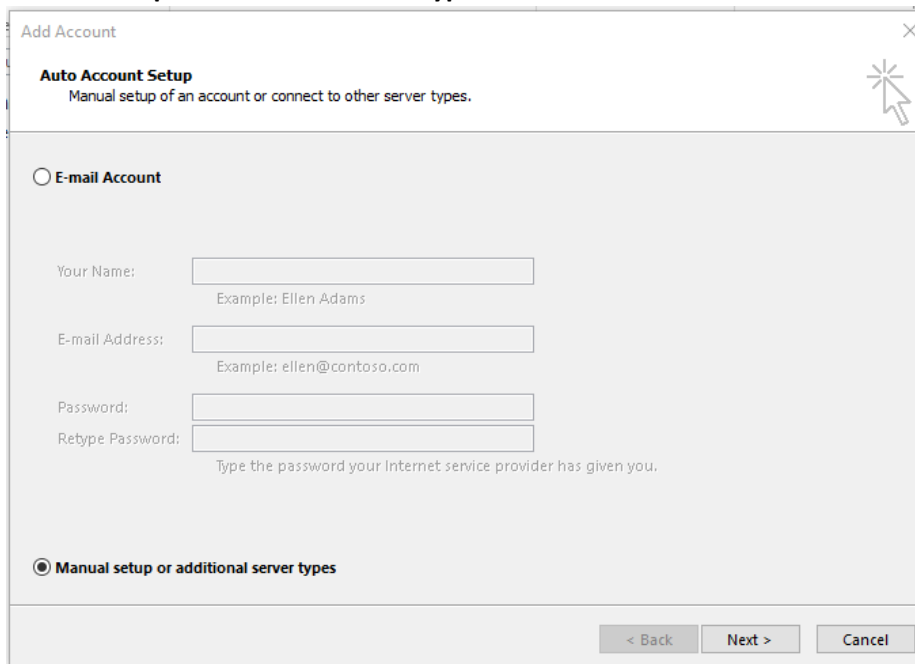


Fig. 1-4: Manually Configuring the Mail Servers

7. Select **“POP or IMAP”** and then click **“Next >”**

8. Fill in the **User Information**, **Server Information**, and **Logon Information** sections

*Use POP3 if this is the only device you check your e-mail with. If you use multiple devices to check e-mail (smartphones, tablets, etc.) use IMAP

**Incoming/Outgoing mail servers will match the same domain as your e-mail

ex: an e-mail of “example@d-pcomm.net” would have a mail server of “mail.d-pcomm.net”

an e-mail of “example@cass.net” would have a mail server of “mail.cass.net”

an e-mail of “example@tc3net.com” would have a mail server of “mail.tc3net.com”

*** The User Name should be your full e-mail address

Fig. 1-5: Entering Server Settings

9. Click “**More Settings...**”

10. Select the “**Outgoing Server**” tab and check the box for “**My outgoing server (SMTP) requires authentication**”

11. Select “**Use same credentials as my incoming mail server**” and click “**OK**”

Fig. 1-6: Adjusting Outgoing Server Settings

12. Click “**Next >**” to test the account and complete setup.

Mozilla Thunderbird

1. Open Mozilla Thunderbird
2. On the “**Home**” tab, look under “**Accounts**” and click “**Email**” under “**Set up an account:**”

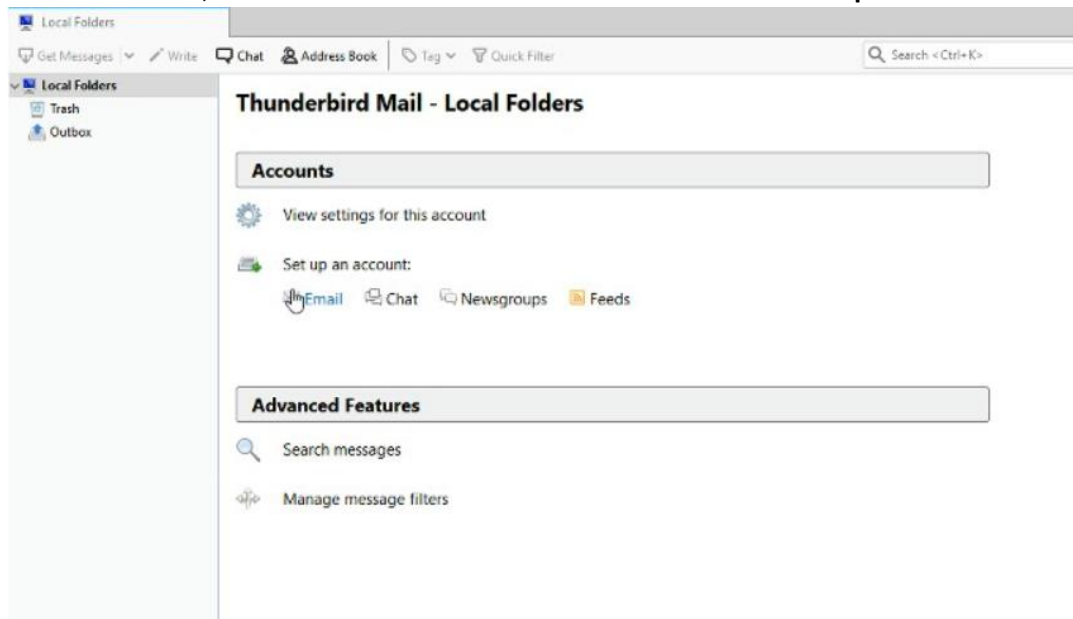


Fig. 2-1: Add a New E-Mail Account

3. Fill in the information and click “**Continue**”

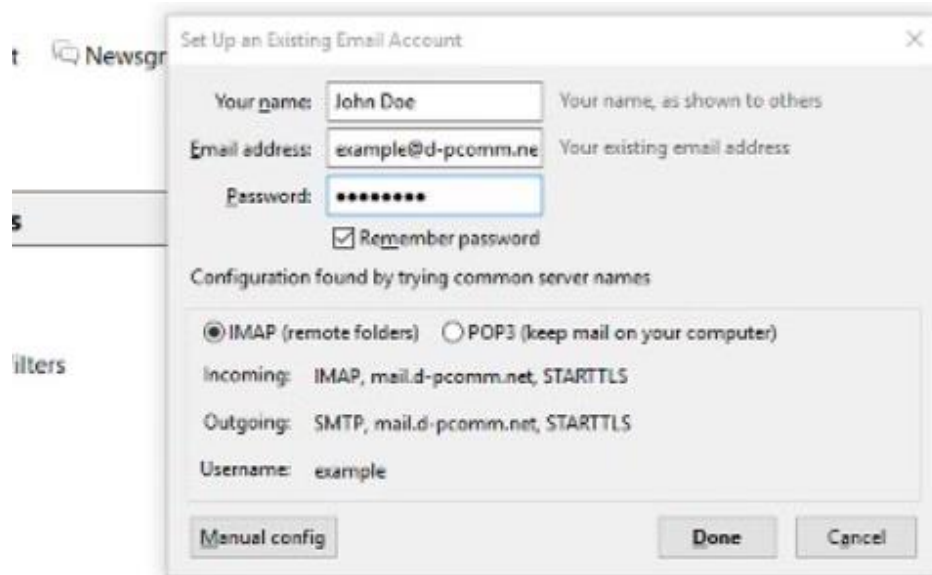


Fig. 2-2: Fill in Credentials

4. Once Thunderbird finishes fetching information, click “**Manual config**”

5. For incoming server, select IMAP if you access your e-mail from multiple device or POP3 if this is the only device you use for e-mail
6. **“Server hostname”** should be “mail.(your e-mail’s domain)”
 ex: an e-mail of “example@d-pcomm.net” would have a mail server of “mail.d-pcomm.net”
 an e-mail of “example@cass.net” would have a mail server of “mail.cass.net”
 an e-mail of “example@tc3net.com” would have a mail server of “mail.tc3net.com”
7. Set **“SSL”** to **“None”** for incoming and outgoing servers—leaving SSL enabled can cause e-mail to come into your account or keep you from sending e-mail.

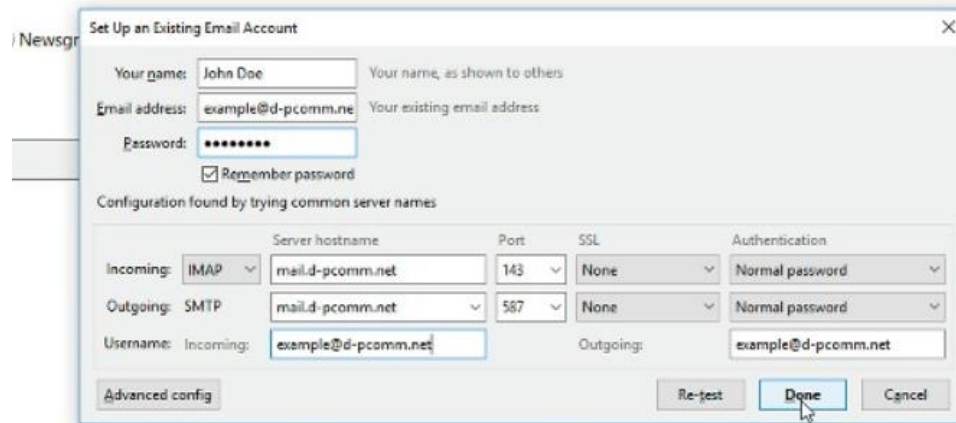


Fig. 2-3: Entering Manual Server Settings

8. Make sure the Username for incoming and outgoing is your full e-mail address
9. Set authentication for incoming and outgoing to **“Normal password”**
10. Click **“Re-test”** to make sure there are no issues found, then click **“Done”**
11. A pop-up window may have you confirm the security settings since SSL is not turned on. Check the box next to **“I understand the risks.”** and click **“Done”**

Apple Mail

1. Open Mail
2. Click **“Mail”** and select **“Preferences”**

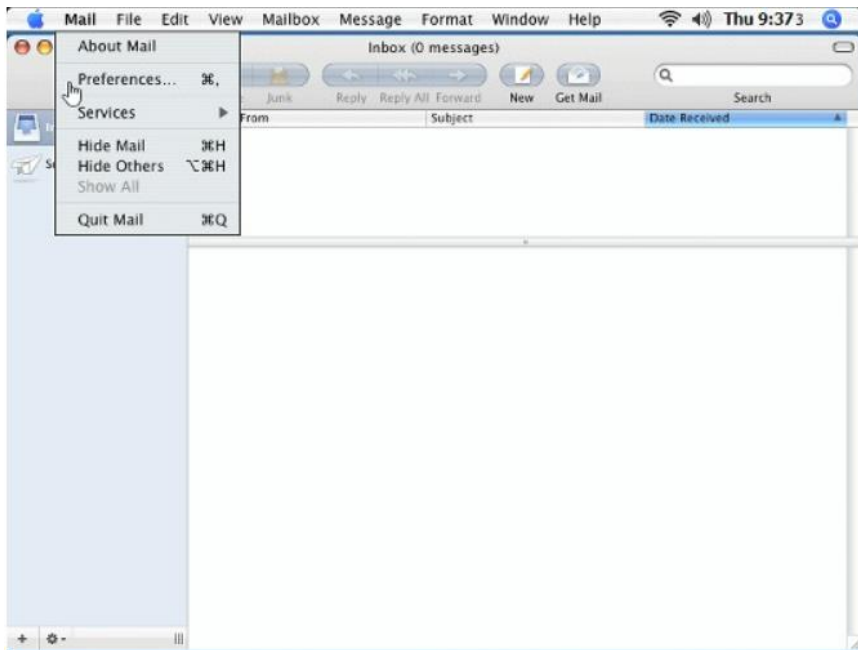


Fig. 3-1: Opening Apple Mail Preferences

3. Click **“Accounts”** and then **“+”** to add an account

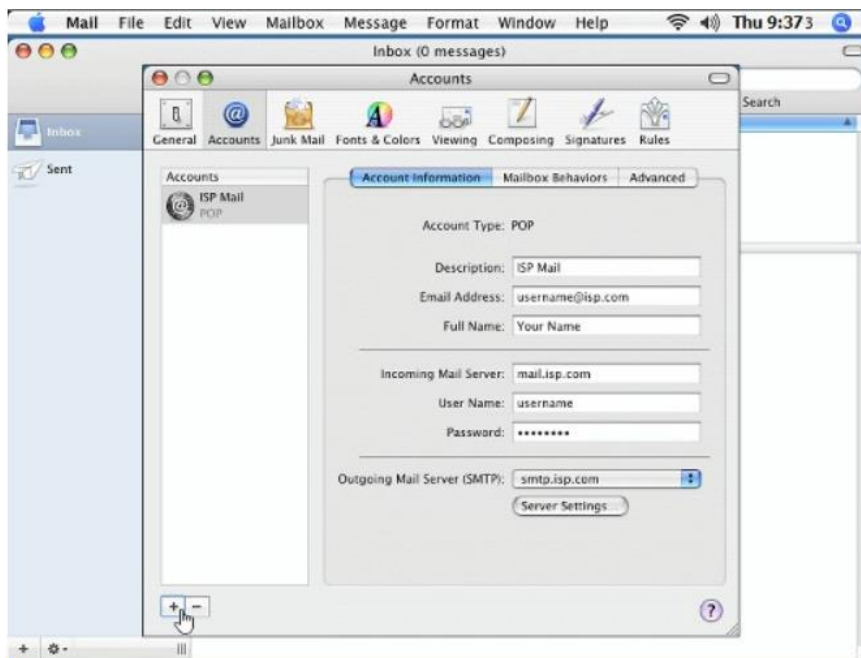


Fig. 3-2: Adding an Account

4. Fill in the information for “**Account Information**”

*Incoming and outgoing mail servers should both be “mail.(your e-mail’s domain)”

ex: an e-mail of “example@d-pcomm.net” would have a mail server of “mail.d-pcomm.net”

an e-mail of “example@cass.net” would have a mail server of “mail.cass.net”

an e-mail of “example@tc3net.com” would have a mail server of “mail.tc3net.com”

*User Name should be your full e-mail address

*In Outgoing Mail Server, click “**Use Authentication**” and enter your User Name and Password again

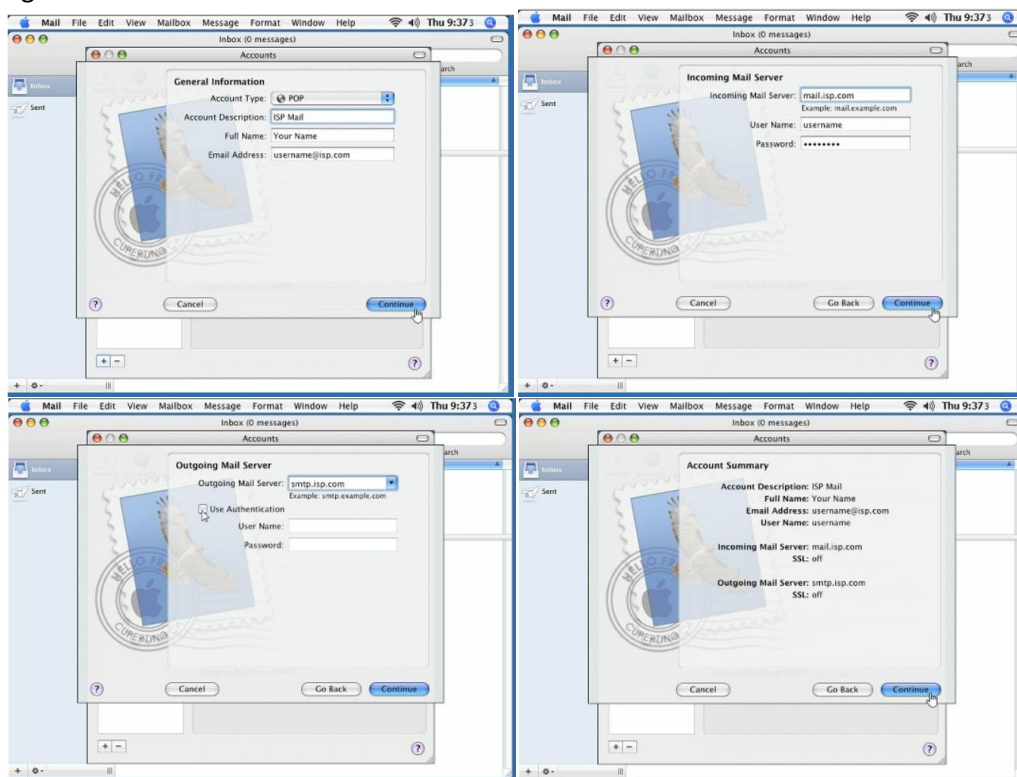


Fig. 3-3 to 3-6: Apply Server Credentials

5. Click “**Server Settings...**”

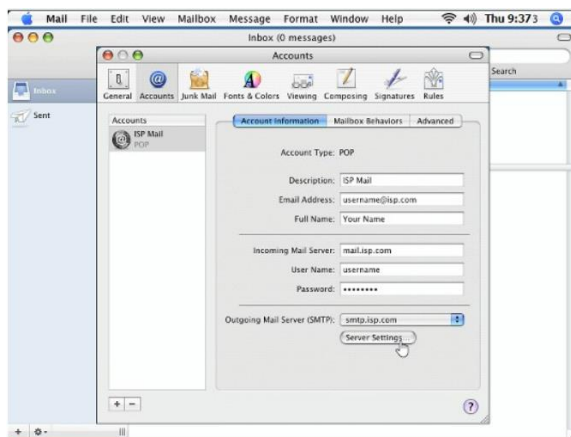


Fig. 3-7: Accessing Server Settings

6. Verify the outgoing mail server is still correct
7. **Outgoing Server Port should be 587**

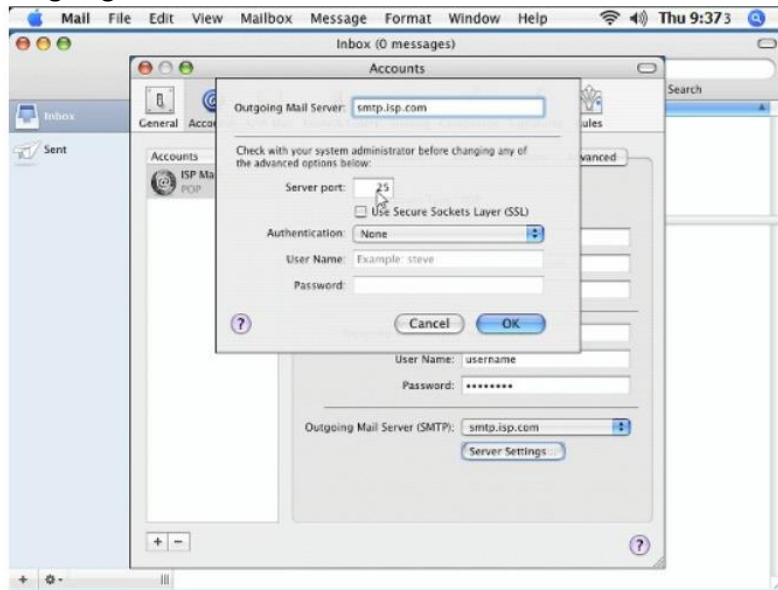


Fig. 3-8: Changing Outgoing Server Port

8. Make sure that **“Use Secure Sockets Layer (SSL)”** is disabled
9. Authentication should be set to **“Password”** and the User Name (your full e-mail address) and password are filled in
10. Click **“OK”**
11. Click the **“Advanced”** tab and make sure that SSL is disabled on the incoming server, as well

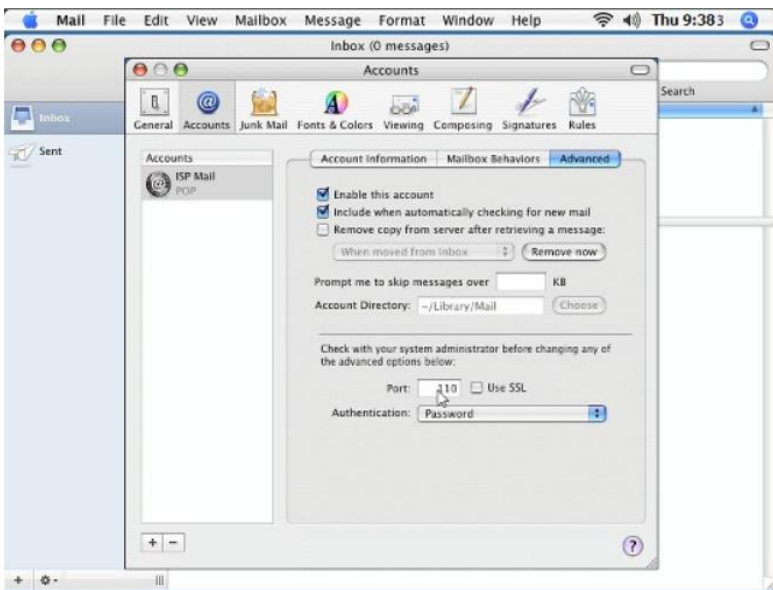


Fig. 3-9: Verifying Incoming Server Settings

12. Close the Accounts window
13. Compose and send a self-addressed e-mail to verify that Incoming and Outgoing Servers are working properly.

iPhone/iPad

1. From the Home screen, go to **“Settings”** > **“Passwords & Accounts”**, and then select **“Add Account”**

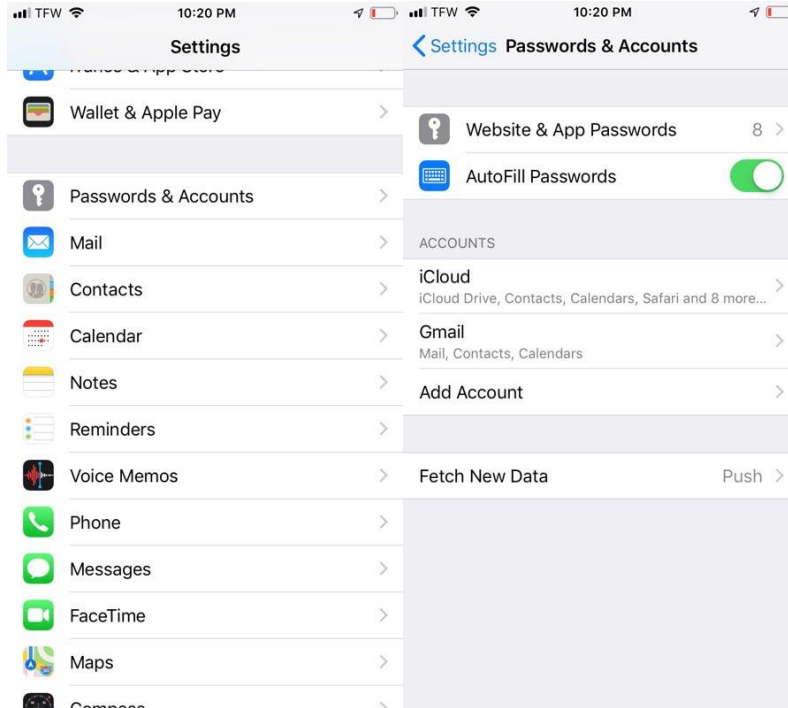


Fig. 4-1 to 4-2: Adding a New Account

2. Select **“Other”** and then tap **“Add Mail Account”**

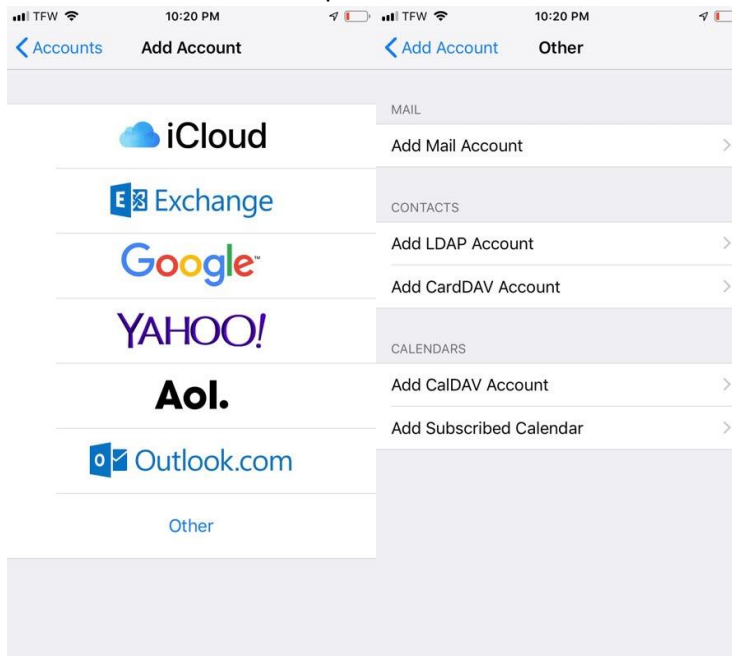


Fig. 4-3 to 4-4: Choosing Account Type

- Fill in the account information on the New Account screen and then tap **“Next”**

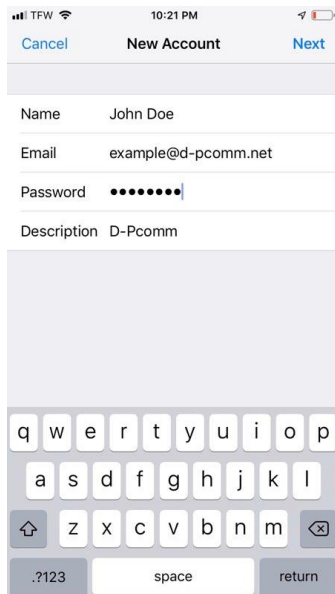


Fig. 4-5: Entering Account Information

- Select **“IMAP”**
- Fill in the information for **“Incoming Mail Server”** and **“Outgoing Mail Server”**
 - *Incoming and outgoing mail servers should both be “mail.(your e-mail’s domain)”
 ex: an e-mail of “example@d-pcomm.net” would have a mail server of “mail.d-pcomm.net”
 an e-mail of “example@cass.net” would have a mail server of “mail.cass.net”
 an e-mail of “example@tc3net.com” would have a mail server of “mail.tc3net.com”
 - *User Name should be your full e-mail address

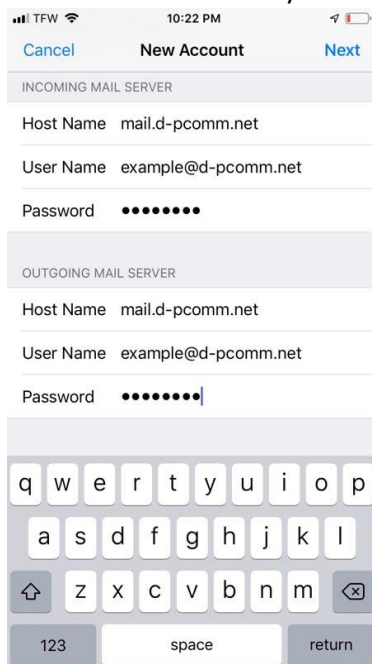


Fig. 4-6: Entering Incoming and Outgoing Server Settings

6. After submitting this info, hit **“Save”** and then tap the account again to go back into the profile
7. Under **“Outgoing Mail Server”**, select **“SMTP mail.(your e-mail domain)”**



Fig. 4-7: Locating the SMTP settings

8. Tap on the **“Primary Server”** and make sure that **“Use SSL”** is off, **“Authentication”** is set to Password, and **“Server Port”** is 587
9. Tap **“Done”** and the settings will be verified

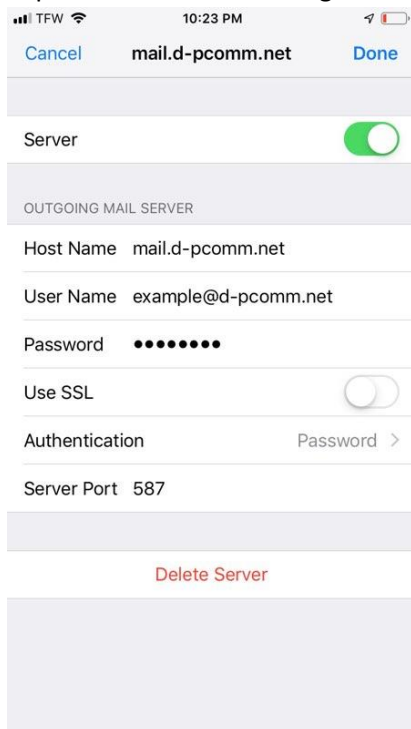


Fig. 4-8: Disabling Outgoing Server SSL

10. Navigate back to the **“IMAP Account Information”** screen and under the outgoing mail server settings, tap **“Advanced”**
11. Scroll down and ensure SSL is turned off here, as well.



Fig. 4-9: Disabling Incoming Server SSL

12. When done, tap **“Accounts”** to go back to the main account window. The settings will automatically be verified again. If issues are found, correct them and continue.
13. Tap **“Done”** and the account should now be active



Fig. 4-10: Finalizing Account Setup

Windows Mail (Windows 10)

1. Open the Mail app
2. Click **“Accounts”** in the left pane
3. In the new menu to the right, click **“Add account”**

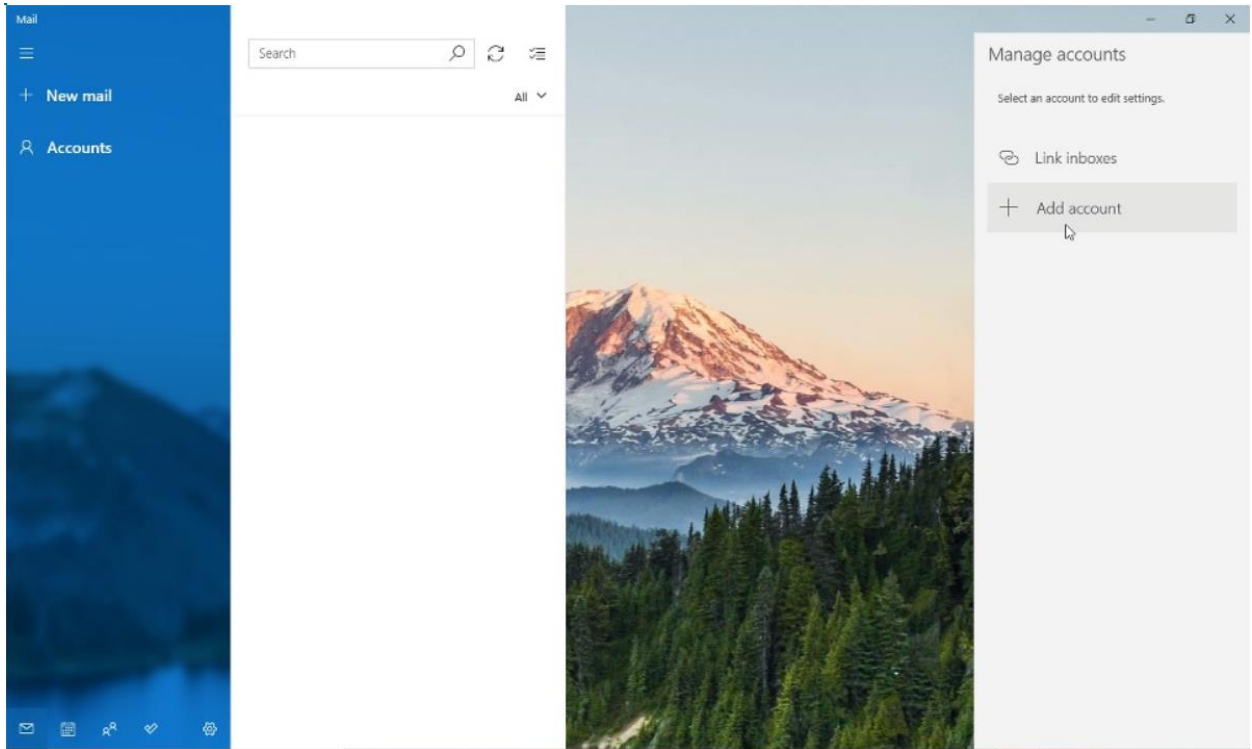


Fig. 5-1: Adding a New Account to Windows Mail

4. In the new window, select **“Other account”**
5. Enter the account information in the appropriate areas and click **“Sign in”**

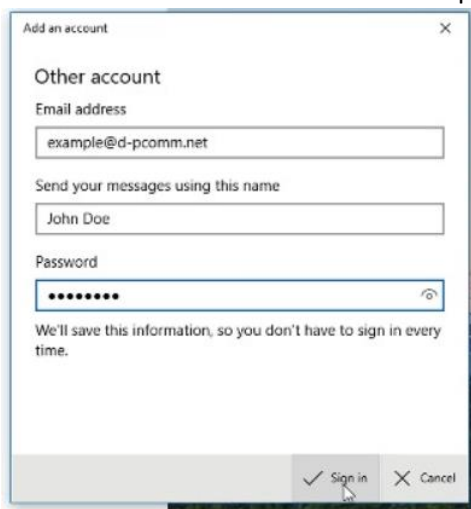
The image shows a dialog box titled 'Add an account' with a close button (X) in the top right corner. The dialog is for adding an 'Other account'. It contains three input fields: 'Email address' with the text 'example@d-pcomm.net', 'Send your messages using this name' with the text 'John Doe', and 'Password' with a masked password '••••••••' and a visibility toggle icon. Below the fields is a message: 'We'll save this information, so you don't have to sign in every time.' At the bottom, there are two buttons: 'Sign in' with a checkmark icon and 'Cancel' with an X icon.

Fig. 5-2: Completing General Account Information

6. Click **“Done”** if the account creation was a success. Otherwise, verify the e-mail and password and retry
7. The account may say **“Attention required”** on the right. Click the account and then select **“Change settings”**

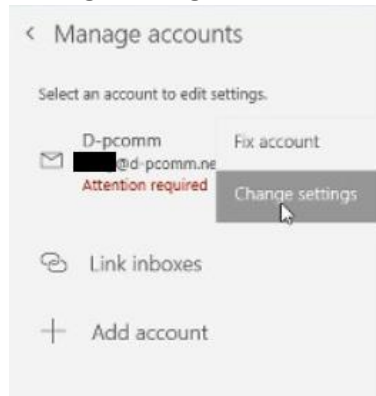


Fig. 5-3: Changing Settings after Primary Creation

8. In the account settings, click **“Options for syncing your content”** under **“Change mailbox sync settings”**

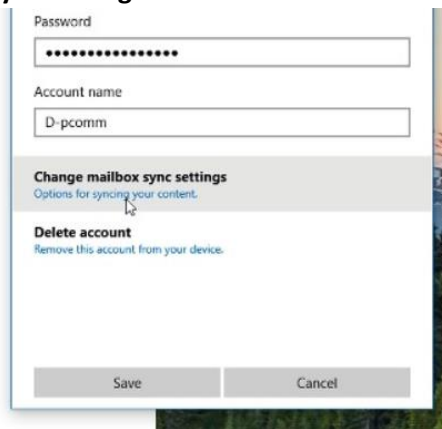


Fig. 5-4: Navigating to Account Sync Settings

9. Scroll to the bottom of the sync settings and click **“Incoming and outgoing mail server info”** under **“Advanced mailbox settings”**

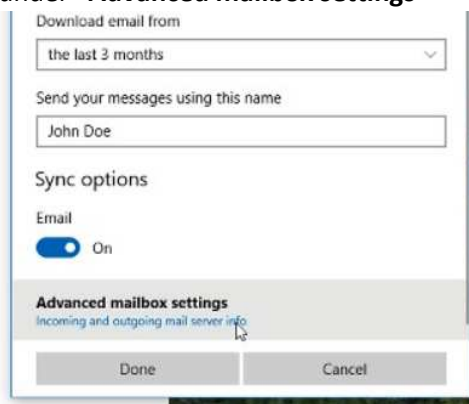


Fig. 5-5: Navigating to Additional Server Settings

10. Incoming and outgoing mail servers should both be “mail.(your e-mail’s domain)”
 ex: an e-mail of “example@d-pcomm.net” would have a mail server of “mail.d-pcomm.net”
 an e-mail of “example@cass.net” would have a mail server of “mail.cass.net”
 an e-mail of “example@tc3net.com” would have a mail server of “mail.tc3net.com”
11. Uncheck the boxes for **“Require SSL for incoming email”** and **“Require SSL for outgoing email”**
12. Click **“Done”**

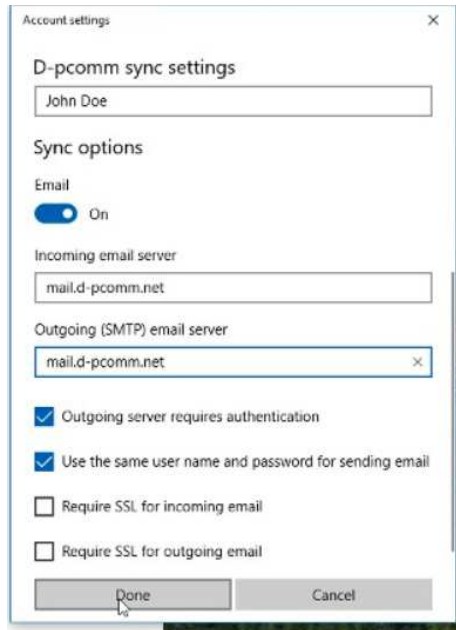


Fig. 5-6: Submitting Changes Made to Server Settings

13. The account will still say further attention is required. Since changes were made to the server info, you will need to verify your password.
14. Click the account on the right again, but this time select **“Fix account”**
15. Retype your password and click **“Save”**
16. Within a few moment, your messages should begin to sync and the process is complete