
Advanced Mailbox

Email Software Setup Guide



Advanced 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 create your new mailbox and set up the most common mail clients, using whichever protocol you prefer.

Software Covered in this Guide



Windows Live Mail



Windows Mail



Outlook Express



Outlook 2003



Outlook 2007



Outlook 2010



Thunderbird



Mac Mail

Add your new mailbox

Before you can set up your email software, you need to create your mailbox through your Fasthosts control panel.

Step 1

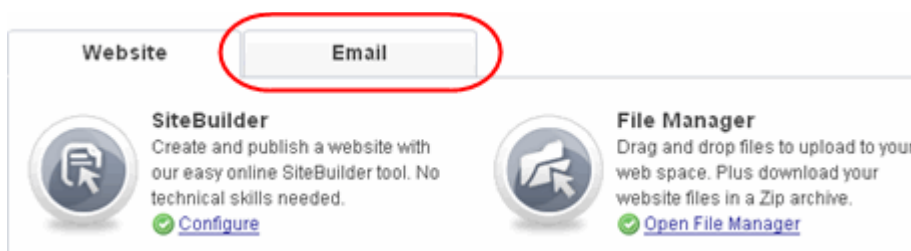
Log in to your Fasthosts control panel and click on **Email & Web Hosting**.



Step 2 Click on the domain name you would like to add the new email address to.



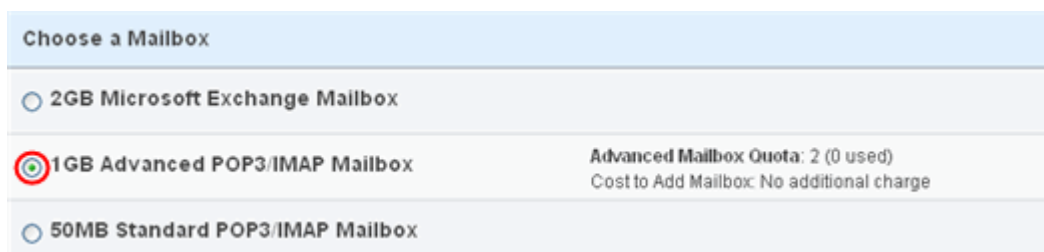
Step 3 Click on the **Email** tab.



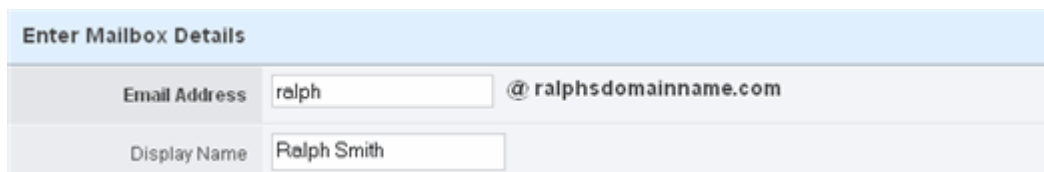
Step 4 A list of any mailboxes created on your domain will be displayed. Click the **Add Mailbox** button.



Step 5 Select the *Advanced POP3/IMAP Mailbox* option.



Step 6 Enter the email address you wish to create, and choose a display name for the mailbox. This can be your name or your company name.



Step 7 Choose a password for your mailbox, and retype it to confirm there are no mistakes. Make a note of this password; you'll need it when setting up your email software. When you are done, click **Create Mailbox**.

Choose a Password to access this Mailbox

Choose Password

Re-type Password

Acceptable Strength

Password Strength:

Strong

Medium Strength Required

[How to Create Stronger Passwords](#)

Cancel

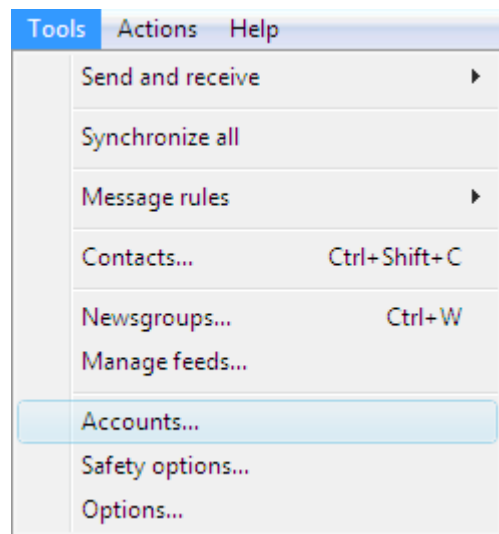
Create Mailbox

Your new mailbox will be created and you will receive an on-screen confirmation message.

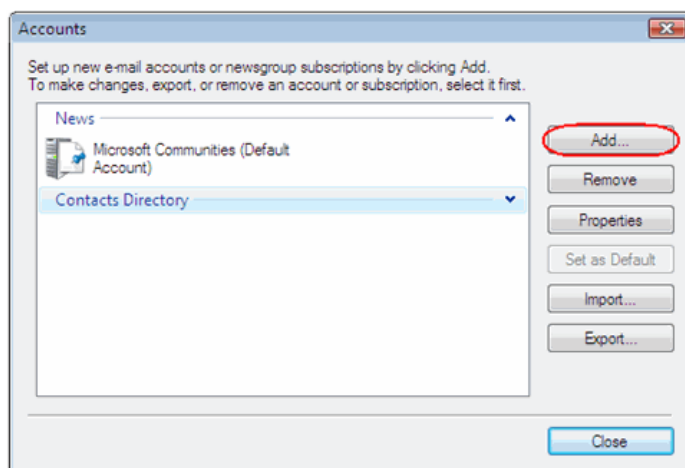
You are now ready to set up your email software to connect to this new mailbox to send and receive your email.

Set up Windows Live Mail

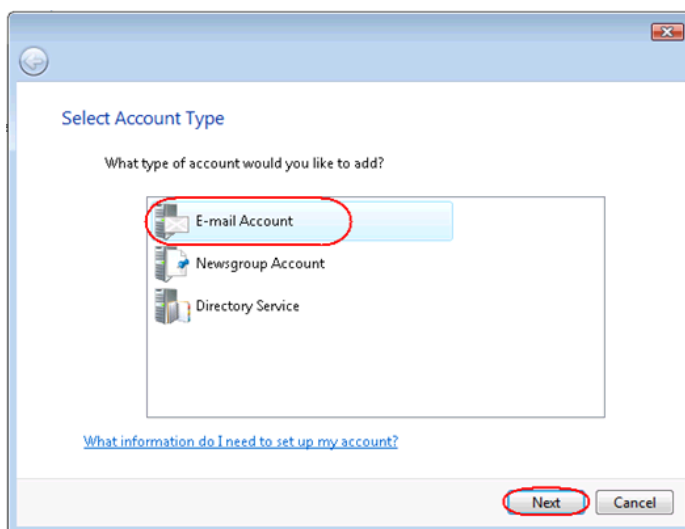
- Step 1** Open Windows Live Mail. Click **Tools**, then **Accounts** in the drop down menu.



- Step 2** The *Accounts* window will open. Click the **Add** button in the top right corner.

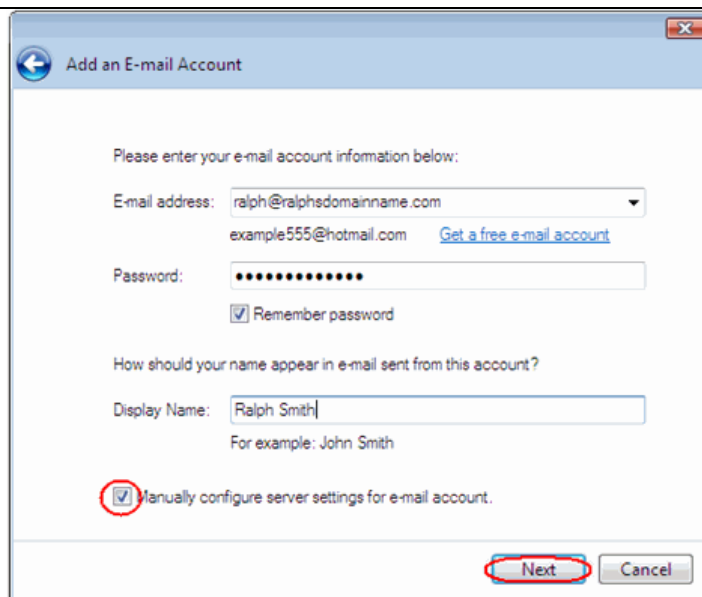


- Step 3** Select **E-mail account** and click **Next**.



Step 4 Enter your full email address and mailbox password in the text boxes provided.

Step 5 In the next text box, enter a display name. This is what most email users will see in their inboxes instead of your email address. Select the box marked *Manually configure server settings for e-mail account*. And click **Next**.



Step 6 Depending upon how you would like to connect, ensure that either **POP3** or **IMAP** are selected from the drop down list and enter the following details.

- **Incoming Server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name).
- **Incoming server port:** Should be set at *110* if using POP3, and *143* if using IMAP.
- **This server required a secure connection:** Leave unchecked.
- **Log on using:** Select *Clear text authentication* from the drop down menu.
- **Logon ID:** Enter the email address of your mailbox.
- **Outgoing server:** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name).



Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.

- **Outgoing server port:** While you can leave the outgoing server port set at 25, some ISP's (Comcast, AOL, Yahoo etc) may block this port. If you are unable to send email using port 25, you should change it to 587.
- **This server requires a secure connection:** Leave unchecked.
- **My outgoing server requires authentication:** Should be selected.

Where can I find my e-mail server information?

Incoming Server Information

My incoming mail server is a **POP3** server.

Incoming server: Port:

☐ This server requires a secure connection (SSL)

Log on using:

Login ID (if different from e-mail address):

Outgoing Server Information

Outgoing server: Port:

☐ This server requires a secure connection (SSL)

☒ My outgoing server requires authentication

Next **Cancel**

Step 7

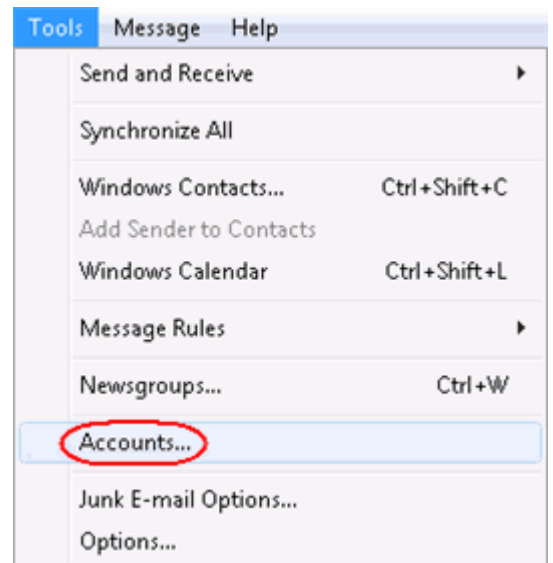
Check the details again, then click **Next** and **Finish** to set up your account and close the new account wizard.

Windows Live Mail is now set up to send and receive emails from your Advanced mailbox.

Set up Windows Mail

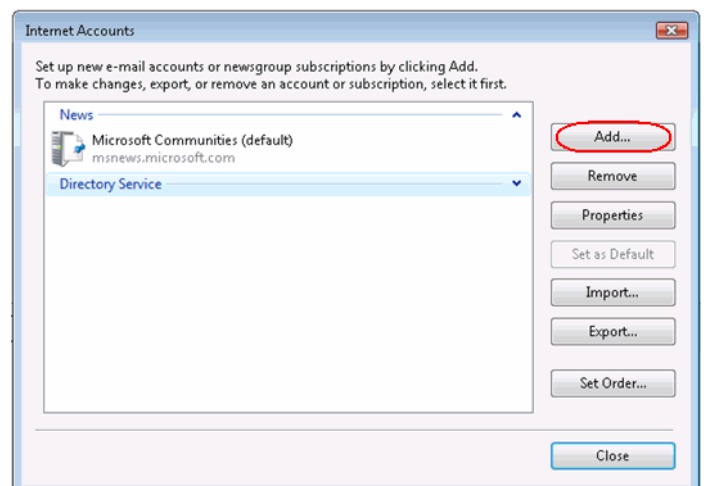
Step 1

Open Windows Live Mail. Click **Tools**, then **Accounts** in the drop down menu.



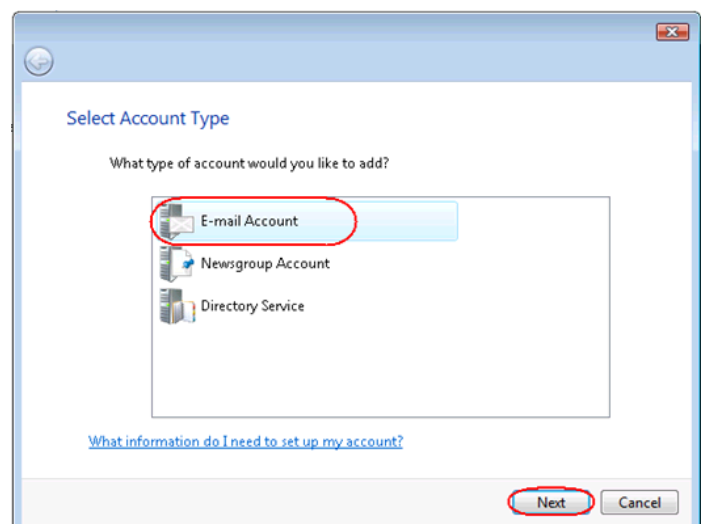
Step 2

The *Internet Accounts* window will open. Click **Add** in the top right corner.



Step 3

Click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.





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

Step 3

On the first screen 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, then click **Next**.

Step 4

Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name. Then click **Next**.

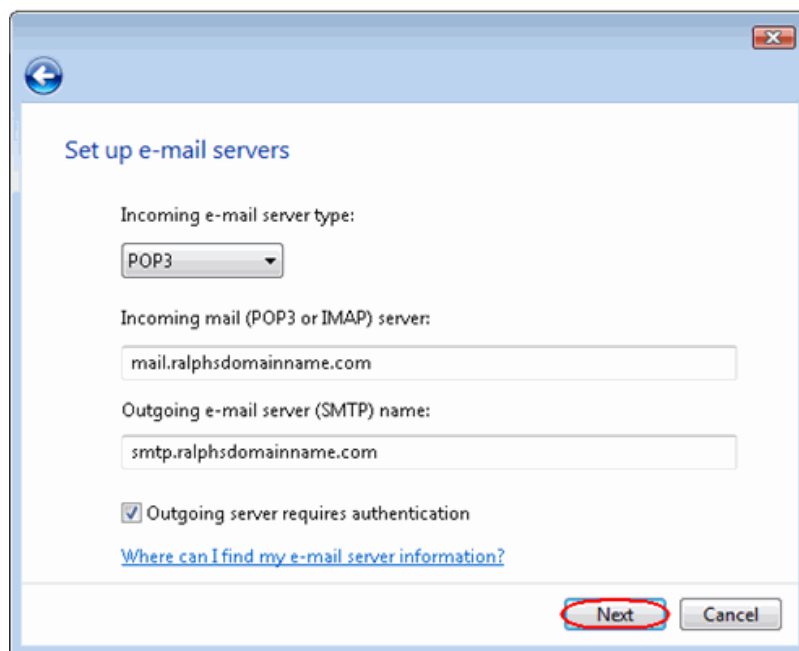
Step 5

Depending upon how you would like to connect, ensure that either **POP3** or **IMAP** are selected from the drop down list and enter the following details.

- Enter **mail.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Incoming mail (POP3, IMAP or HTTP) server* text box.
- Enter **smtp.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Outgoing mail (SMTP) server* text box.
- Check the box marked *Outgoing server requires authentication*.



Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.

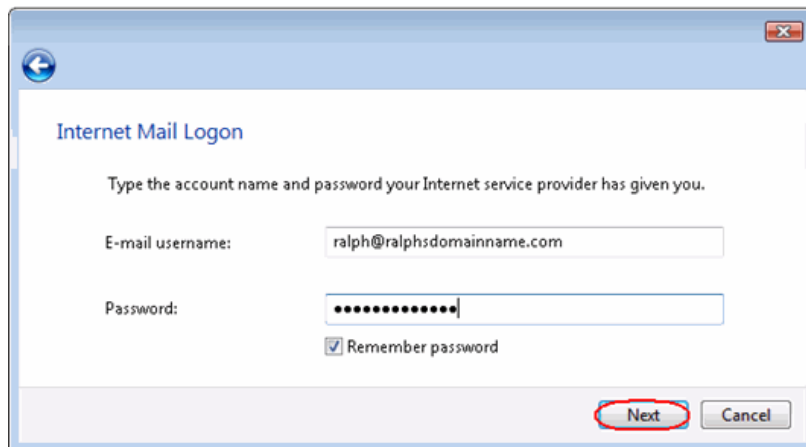


The screenshot shows a window titled "Set up e-mail servers". It contains the following fields and options:

- Incoming e-mail server type:** A dropdown menu with "POP3" selected.
- Incoming mail (POP3 or IMAP) server:** A text box containing "mail.ralphsdomainname.com".
- Outgoing e-mail server (SMTP) name:** A text box containing "smtp.ralphsdomainname.com".
- Outgoing server requires authentication:** A checked checkbox.
- Where can I find my e-mail server information?:** A blue hyperlink.
- Buttons:** "Next" and "Cancel" buttons at the bottom right. The "Next" button is circled in red.

Step 6 When you have entered your mail server names, click **Next**.

Step 7 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.



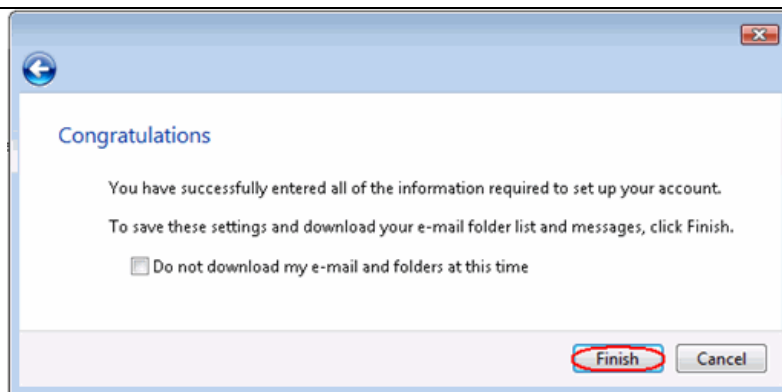
The screenshot shows a window titled "Internet Mail Logon". It contains the following fields and options:

- Type the account name and password your Internet service provider has given you.**
- E-mail username:** A text box containing "ralph@ralphsdomainname.com".
- Password:** A text box containing "*****".
- Remember password:** A checked checkbox.
- Buttons:** "Next" and "Cancel" buttons at the bottom right. The "Next" button is circled in red.

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

Step 8

Click **Finish** and the mailbox will be added to Windows Mail, then click **Close** to end the wizard and start using your email account.

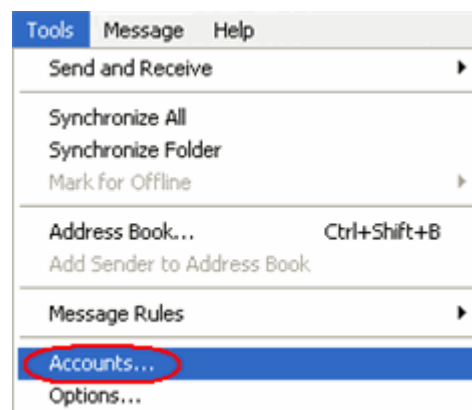


Windows Mail is now set up to send and receive emails from your Advanced mailbox.

Set up Outlook Express

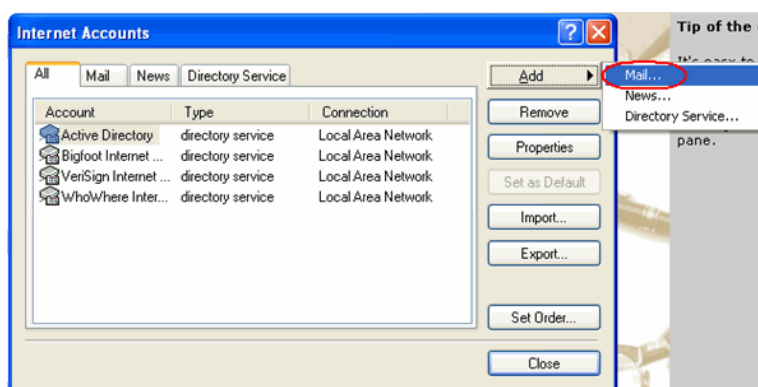
Step 1

Open Outlook Express. Click **Tools**, then **Accounts** in the drop down menu.



Step 2

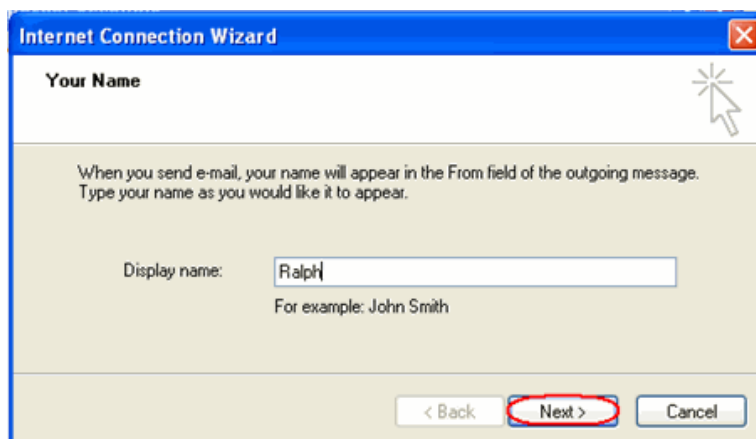
The *Internet Accounts* window will open. Click **Add** in the top right corner. Then click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.



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

Step 3

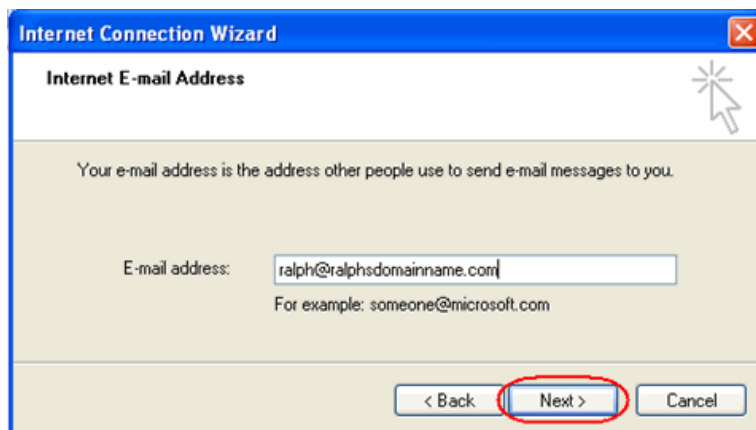
On the first screen you'll be asked to enter a display name. This is what most email users will see in the inboxes instead of your email address. Enter your name, then click **Next**.



The screenshot shows the 'Internet Connection Wizard' window with the title bar 'Internet Connection Wizard'. The main heading is 'Your Name'. Below it, a message states: 'When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.' There is a text input field labeled 'Display name:' containing the text 'Ralph'. Below the field, it says 'For example: John Smith'. At the bottom right, there are three buttons: '< Back', 'Next >' (which is highlighted with a red circle), and 'Cancel'.

Step 4

Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.



The screenshot shows the 'Internet Connection Wizard' window with the title bar 'Internet Connection Wizard'. The main heading is 'Internet E-mail Address'. Below it, a message states: 'Your e-mail address is the address other people use to send e-mail messages to you.' There is a text input field labeled 'E-mail address:' containing the text 'ralph@ralphsdomainname.com'. Below the field, it says 'For example: someone@microsoft.com'. At the bottom right, there are three buttons: '< Back', 'Next >' (which is highlighted with a red circle), and 'Cancel'.

- **For Example:** ralph@ralphsdomainname.com

Step 5

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

Step 6

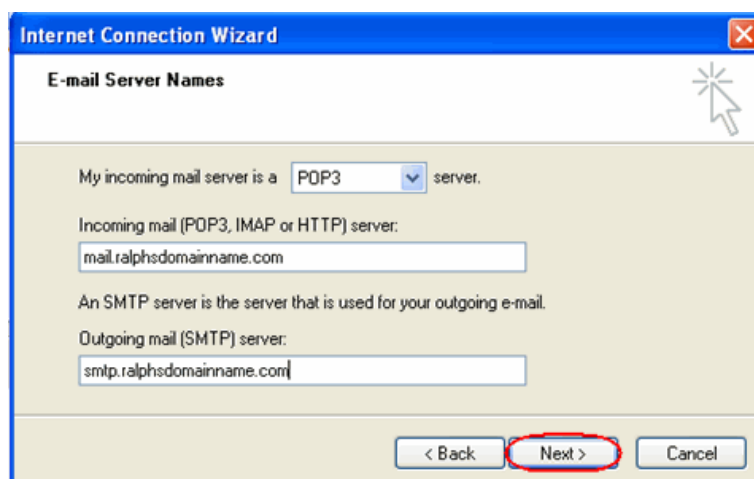
Depending upon your favored connection, select either **POP3** or **IMAP** from the drop down menu.

Enter **mail.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Incoming mail (POP3, IMAP or HTTP) server* text box.

Enter **smtp.yourdomain.com** (replacing yourdomain.com with your domain name) in the *Outgoing mail (SMTP) server* text box.



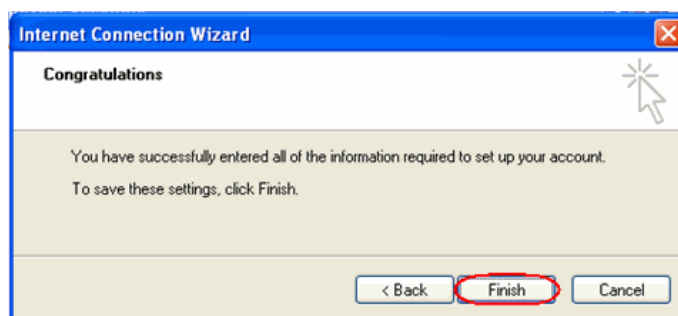
Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.



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

Step 7

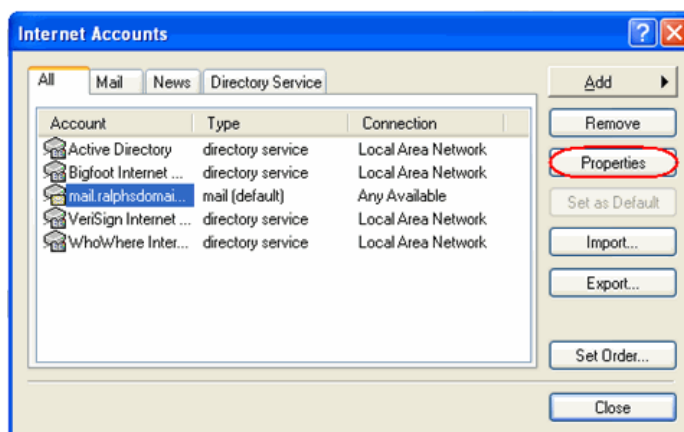
Click **Finish** and the mailbox will be added to Outlook Express.



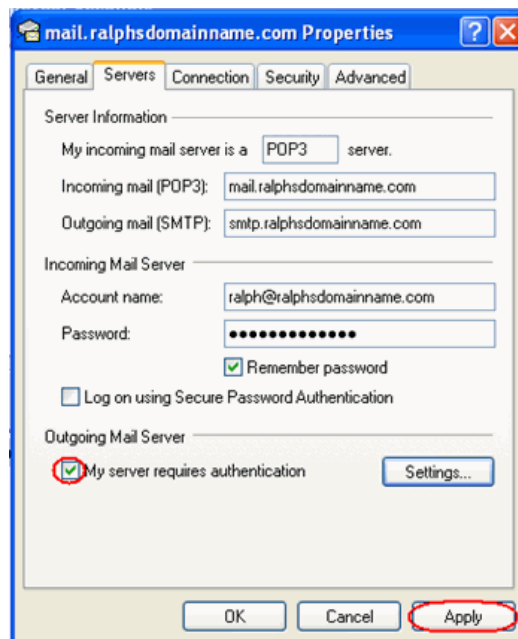
You will be taken to the *Internet Accounts* window.

Step 8

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



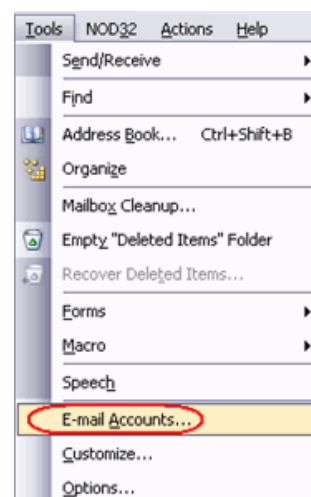
- Step 9** Click the **Servers** tab and ensure the *My server requires authentication* check box is selected, then click **Apply** and **OK**.



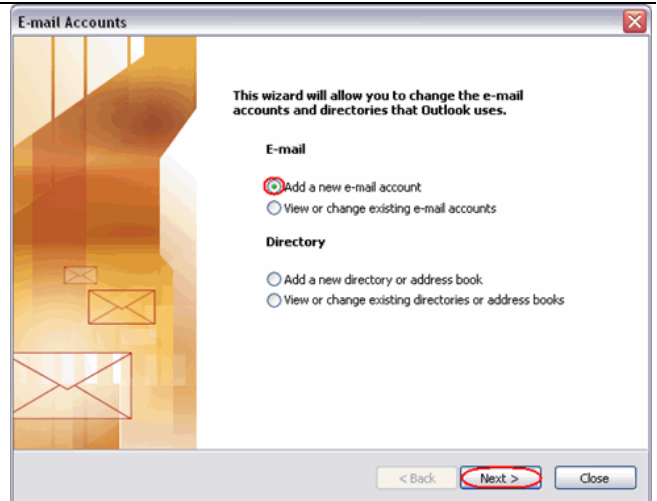
- Step 10** Finally, click the **Tools** menu, then click **Options**. Set how often you want Outlook Express to check your mailbox for new mail in the *Check for new messages* text box. Click **OK** and your new email account is now ready to use.

Set up Outlook 2003

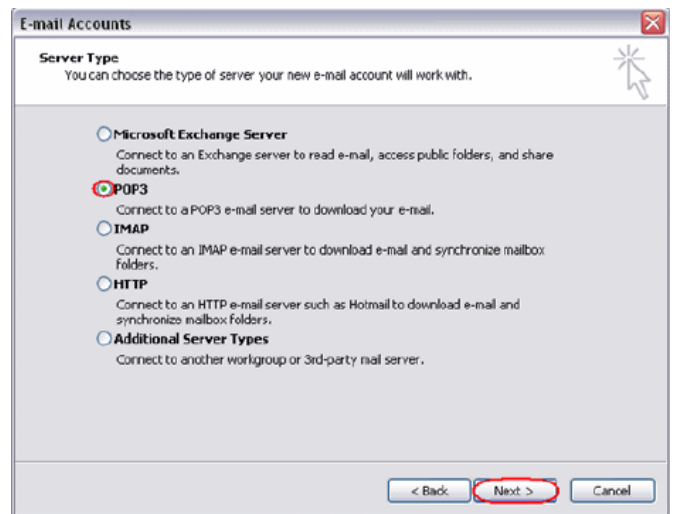
- Step 1** Open Outlook 2003, click **Tools** in the top menu, then click **E-mail Accounts**.



- Step 2** Select **Add a new e-mail account**, then click the **Next** button.



- Step 3** Depending upon your favoured type of connection, select either **POP3** or **IMAP** from the list of available server types, and then click **Next**.



- 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 the inboxes instead of your email address. Enter your name
- **E-mail Address:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.
ralph@ralphsdomainname.com for example.

Server Information

- **Incoming mail server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)
- **Outgoing mail server (SMTP):** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name)



Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.

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 complete, 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	Server Information
Your Name: <input type="text" value="Ralph"/>	Incoming mail server (POP3): <input type="text" value="ail.ralphsdomainname.com"/>
E-mail Address: <input type="text" value="r@ralphsdomainname.com"/>	Outgoing mail server (SMTP): <input type="text" value="Your-ISP's-SMTP-Server"/>

Logon Information	Test Settings
User Name: <input type="text" value="r@ralphsdomainname.com"/>	After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Password: <input type="password" value="*****"/>	
<input checked="" type="checkbox"/> Remember password	
<input type="checkbox"/> Log on using Secure Password Authentication (SPA)	<input type="button" value="Test Account Settings ..."/>
<input type="button" value="More Settings ..."/>	

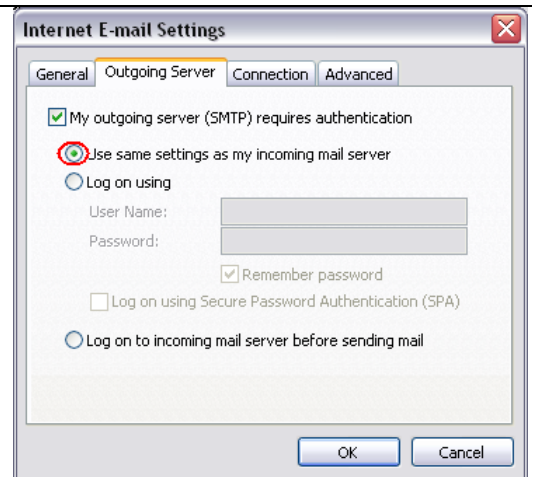
< Back Next > Cancel

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

Step 5

Click the **Outgoing Server** tab.

- Step 6** Check *My outgoing server (SMTP) requires authentication*, ensure *Use same settings as my incoming mail server* is selected, then click the **OK** button.

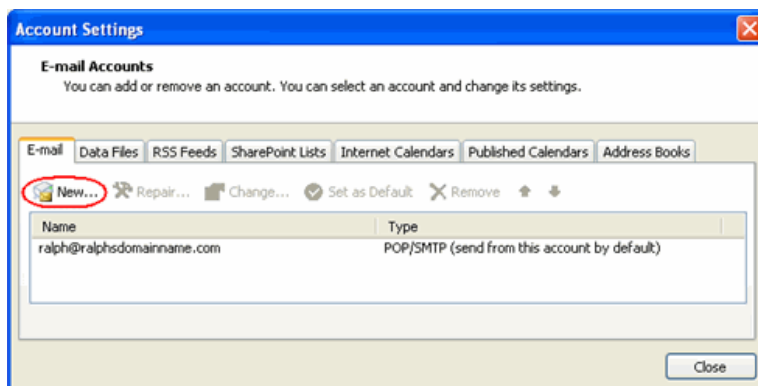


- Step 7** Click the **Next** button, then click the **Finish** button.

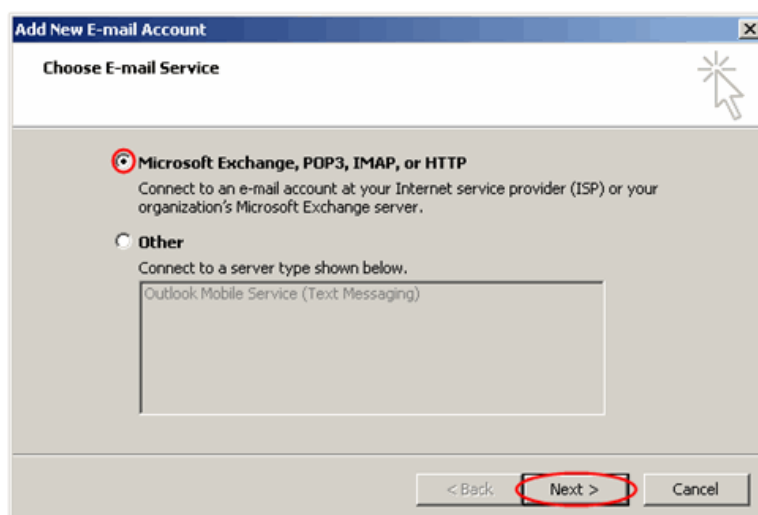
Set up Outlook 2007

Step 1 Open Outlook 2007, click **Tools** in the top menu, and then click **Account Settings**.

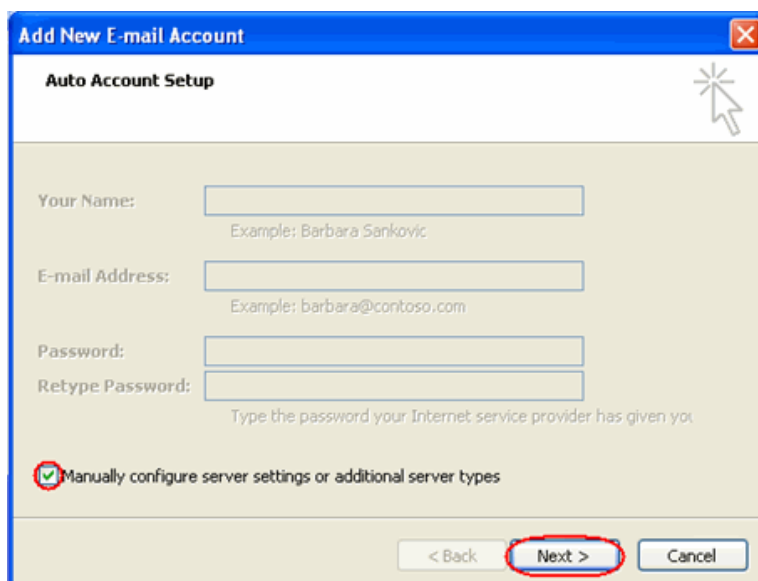
Step 2 Select the *E-mail* tab and click **New**.



Step 3 Check the box marked *Microsoft Exchange, POP3, IMAP, or HTTP* and click **Next**.

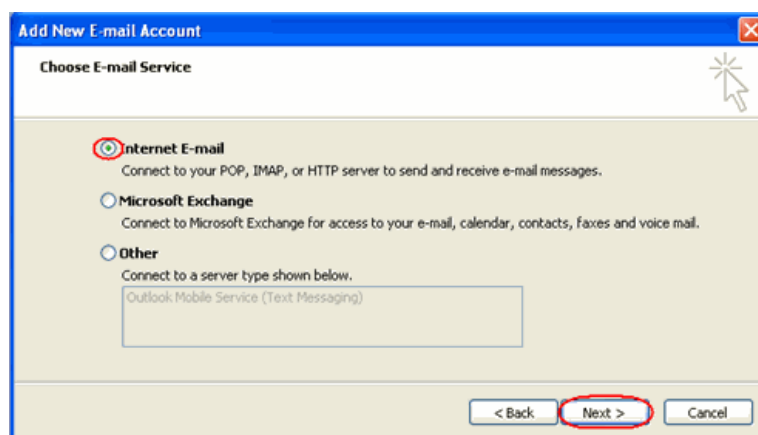


Step 4 Select *Manually configure server settings of additional server types* and click **Next**.



Step 5

Select **Internet E-mail** and click **Next**.



Step 6

There is a lot of information to fill in next, so 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 made up of the mailbox name you chose, an @ symbol and your domain name.
ralph@ralphsdomainname.com for example.

Server Information

- **Account type:** Depending upon your favoured type of connection, select either **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)
- **Outgoing mail server (SMTP):** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name)



Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.

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 complete, the screen should look similar to the following

Change E-mail Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Ralph Smith
E-mail Address: ralph@ralphsdomainname.com

Server Information
Account Type: POP3
Incoming mail server: mail.ralphsdomainname.com
Outgoing mail server (SMTP): smtp.ralphsdomainname.com

Logon Information
User Name: alph@ralphsdomainname.com
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 ...

More Settings ...

< Back Next > Cancel

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

Step 7

Click the *Outgoing Server* tab then check *My outgoing server (SMTP) requires authentication* and *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

OK Cancel



Quick tip: While you can leave the outgoing server port set at 25, some ISP's (Comcast, AOL, Yahoo etc) may block this port. To change your outgoing port, click the **Advanced** tab and change your outgoing SMTP port from 25 to 587.

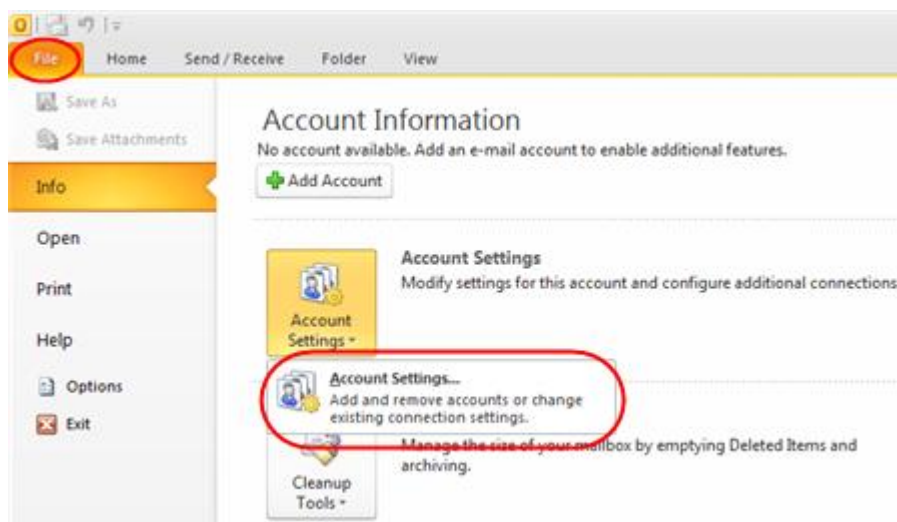
Step 8

Click **OK**, then **Next** and **Finish** to close the wizard.

Set up Outlook 2010

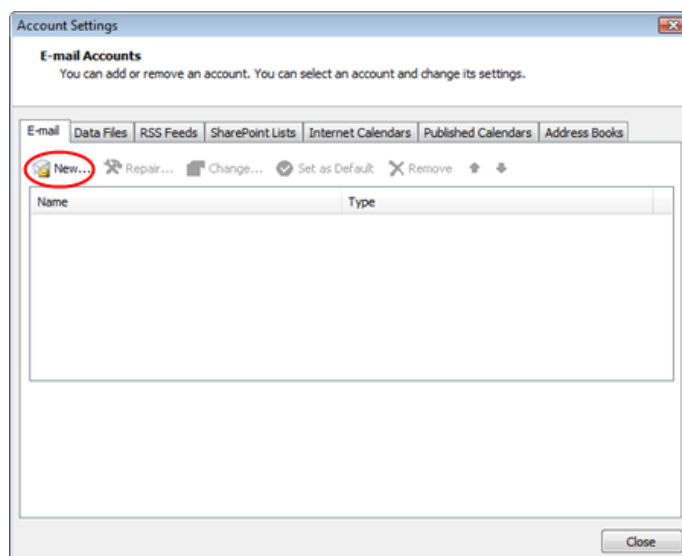
Step 1

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

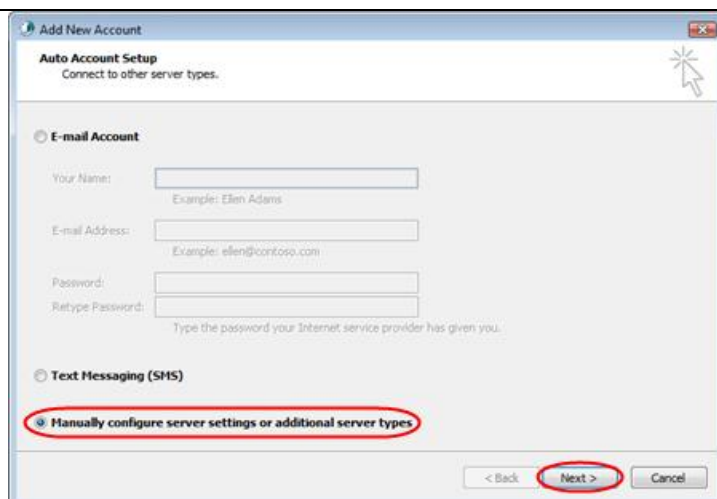


Step 2

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

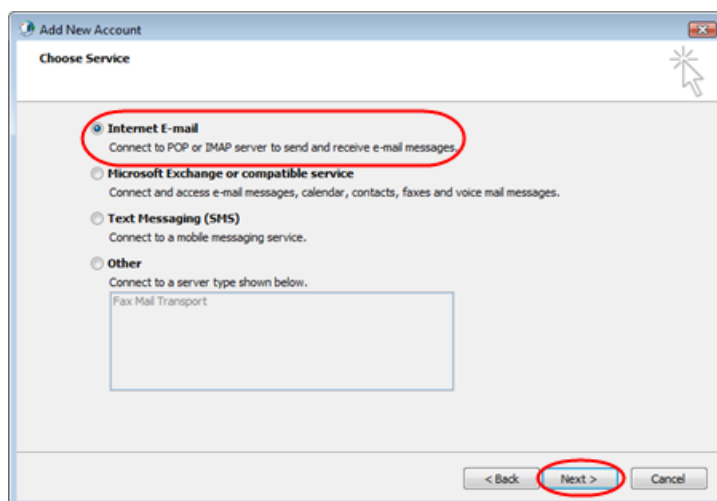


- Step 3** Select *Manually configure server settings or additional server types* and click **Next**.



The screenshot shows the 'Add New Account' window with the 'Auto Account Setup' tab selected. Under 'E-mail Account', there are fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password'. Below these, the 'Manually configure server settings or additional server types' option is selected and circled in red. At the bottom right, the 'Next >' button is circled in red.

- Step 4** Select **Internet E-mail** and click **Next**.



The screenshot shows the 'Add New Account' window with the 'Choose Service' tab selected. The 'Internet E-mail' option is selected and circled in red. Below it, there are options for 'Microsoft Exchange or compatible service', 'Text Messaging (SMS)', and 'Other'. At the bottom right, the 'Next >' button is circled in red.

- Step 5** There is a lot of information to fill in next, so 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 made up of the mailbox name you chose, an @ symbol and your domain name, ralph@ralphsdomainname.com for example.

Server Information

- **Account type:** Depending upon your favoured type of connection, select either **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)

- **Outgoing mail server (SMTP):** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name)



Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.

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.

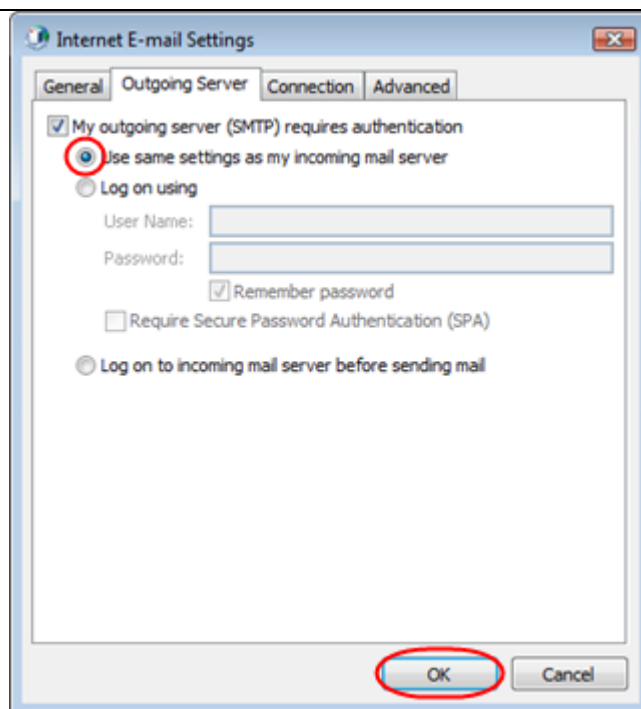
Once complete, the screen should look similar to the following

The screenshot shows the 'Add New Account' window with the following details:

- User Information:** Your Name: Ralph Smith; E-mail Address: ralph@alphsdomainname.com
- Server Information:** Account Type: POP3; Incoming mail server: mail.ralphsdomainname.com; Outgoing mail server (SMTP): smtp.ralphsdomainname.com
- Logon Information:** User Name: alph@alphsdomainname.com; Password: [masked]; ☒ Remember password; ☐ Require logon using Secure Password Authentication (SPA)
- Test Account Settings:** Test Account Settings by clicking the Next button (checked); Test Account Settings ... button
- Deliver new messages to:** ☒ New Outlook Data File; ☐ Existing Outlook Data File; Browse button
- Buttons:** < Back, Next >, Cancel, and a circled **More Settings ...** button.

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

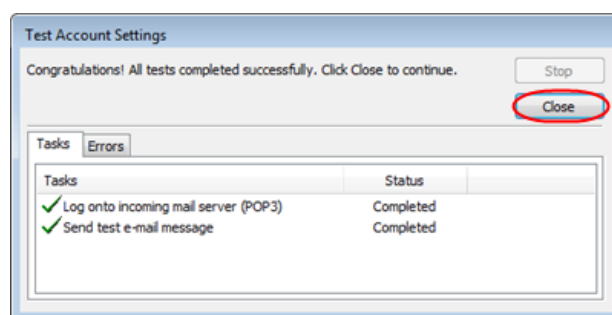
- Step 6** Click the *Outgoing Server* tab then check *My outgoing server (SMTP) requires authentication* and *Use same settings as my incoming mail server*.



Quick tip: While you can leave the outgoing server port set at 25, some ISP's (Comcast, AOL, Yahoo etc) may block this port. To change your outgoing port, click the **Advanced** tab and change your outgoing SMTP port from 25 to 587.

- Step 7** Click **OK**, and then **Next** and Outlook will test the connection.

- Step 8** When the test is complete click **Close**, and then click Finish to close the wizard.



Set up Thunderbird

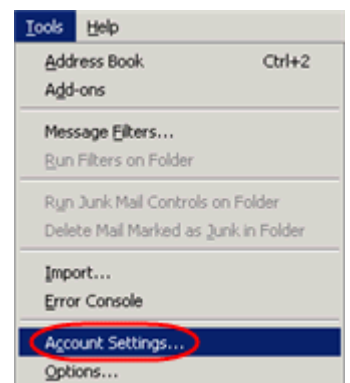
Step 1 Open Thunderbird



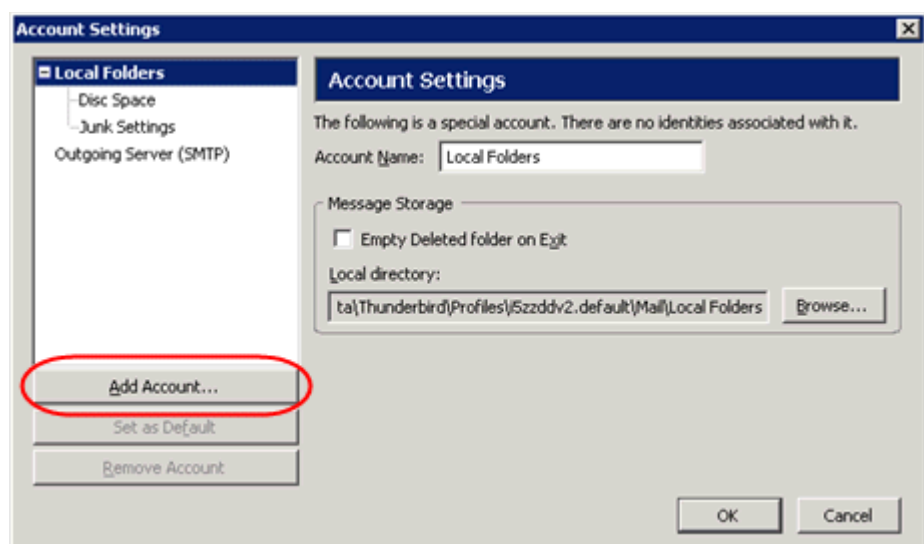
Note: You may be asked if you want to import settings from other email software, such as Outlook Express. This guide shows you how to set up a new mailbox from scratch.

Step 2 The *Account Wizard* will open, if you don't have any other mailboxes set up in Thunderbird.

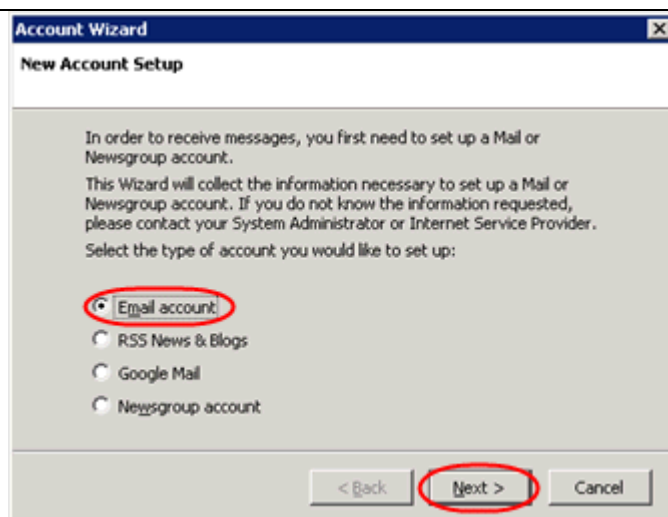
If the wizard does not open automatically, click **Account Settings** in the *Tools* menu.



Step 3 Click the **Add Account** button.



Step 4 Select the **Email account** radio button, then click **Next**.



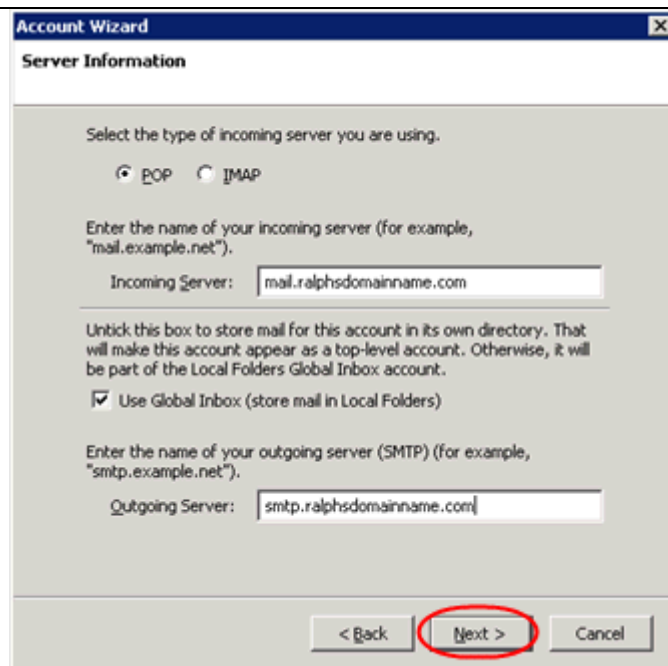
Step 5 Enter your name in the *Your Name* text-box. This is what most people will see when you send them an email. Then enter your email address in the *Email Address* text-box, then click the **Next** button.



Step 6 Depending upon your favoured connection type, check either **POP** or **IMAP** as the incoming server type.

Step 7

- Incoming server: Enter *mail.yourdomain.com* (replacing yourdomain.com with your domain name)
- Outgoing Server: Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name). You will only see this option if this is the first mailbox you've setup in Thunderbird.

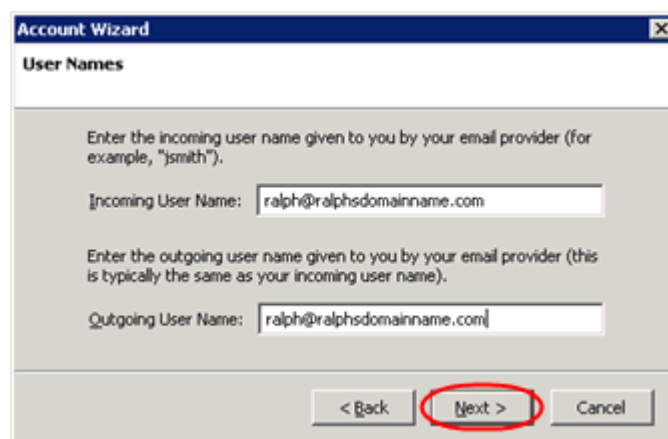


The screenshot shows the 'Account Wizard' window with the 'Server Information' tab selected. It prompts the user to select the type of incoming server (POP or IMAP), enter the incoming server name (mail.ralphsdomainname.com), and enter the outgoing server name (smtp.ralphsdomainname.com). The 'Use Global Inbox' checkbox is checked. The 'Next >' button is circled in red.

Step 9

Enter your full email address in the *Incoming User Name* and *Outgoing User Name* text-boxes.

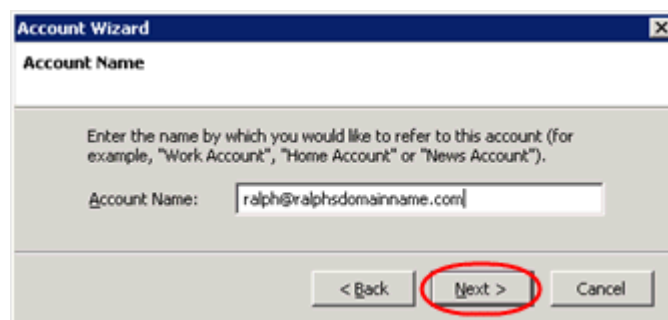
You will only see the *Outgoing User Name* text box if this is the first account you've set up in Thunderbird.



The screenshot shows the 'Account Wizard' window with the 'User Names' tab selected. It prompts the user to enter the incoming user name (ralph@ralphsdomainname.com) and the outgoing user name (ralph@ralphsdomainname.com). The 'Next >' button is circled in red.

Step 11

Use the *Account Name* text-box to enter the name you want to use to identify this account, then click **Next**. This name will only be visible to you.



The screenshot shows the 'Account Wizard' window with the 'Account Name' tab selected. It prompts the user to enter the name by which they would like to refer to this account (for example, 'Work Account', 'Home Account' or 'News Account'). The 'Account Name' text box contains 'ralph@ralphsdomainname.com'. The 'Next >' button is circled in red.

Step 12

Confirm the details you have entered, click **Finish**, then click **OK** to close the *Account Settings* window.



Note: The first time you access your mailbox, Thunderbird will ask for the password you chose when the mailbox was created.

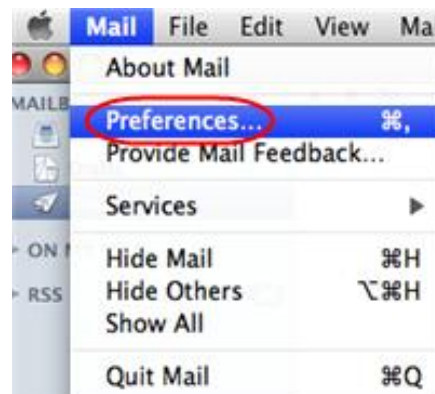
Set up Mac Mail

Step 1

Open Mac Mail.

Step 2

Click **Preferences** from the **Mail** menu.



Step 3

Click the **Create an account** button to open the *Add Account* wizard.

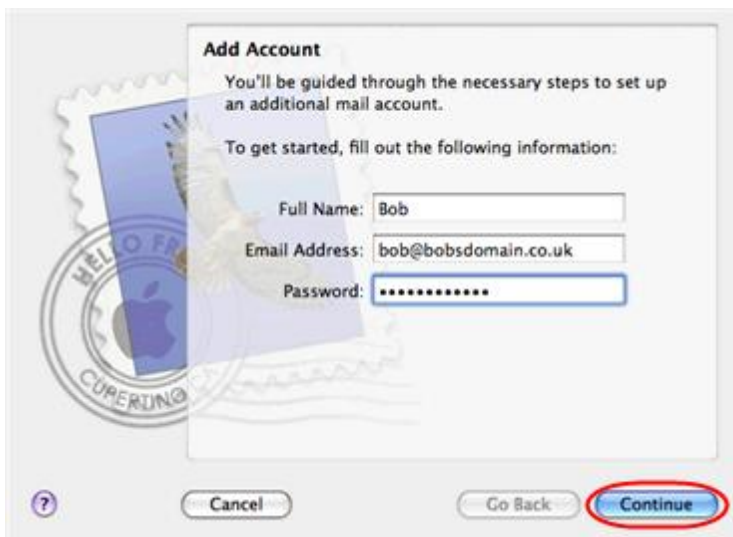
This is located under the Accounts list, on the bottom-left of the window.



Step 4

Enter your name in the *Full Name* text-box. This is what most people will see when you send them an email. Type your email address in the *Email Address* text-box.

Enter the password for the mailbox in the *Password* text box.



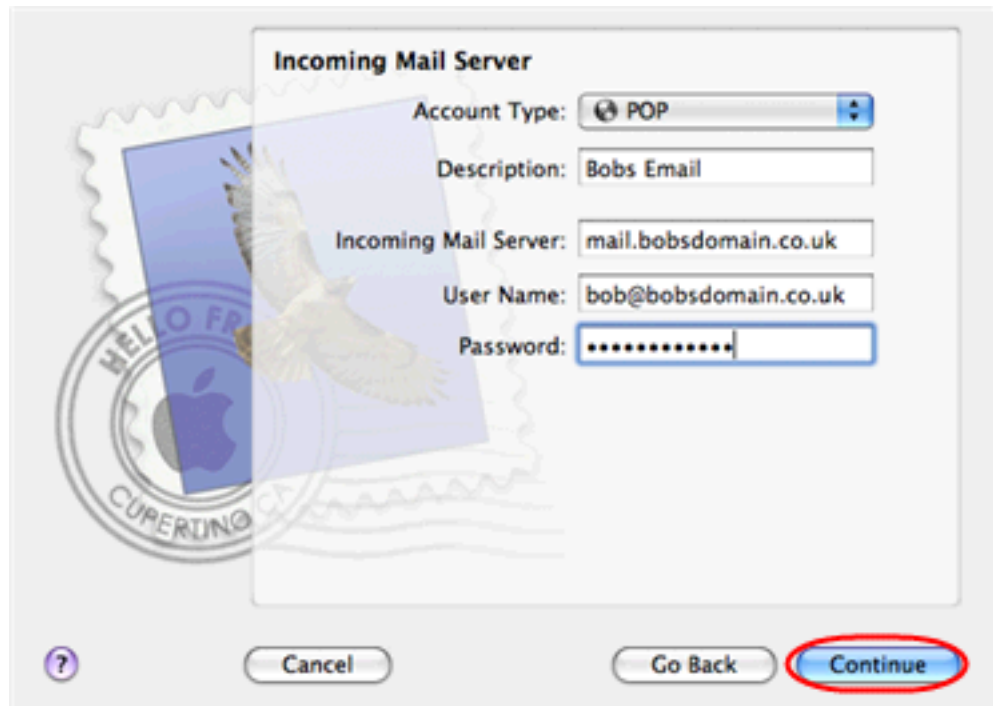
Click the **Continue** button.

Step 5

On the *Incoming Mail Server* page, enter the following information:

- **Account Type:** Depending upon your favoured type of connection, select either **POP** or **IMAP** from the drop down menu.

- **Description:** Enter a name for this account so you can identify it. This is only visible to you.
- **Incoming Mail Server:** Enter *mail.yourdomain.com* (replacing yourdomain.com with your own domain name).
- **User Name:** Enter your full email address.
- **Password:** Enter the password for the mailbox.



Click the **Continue** button when you are done.

Step 6

Enter the following information on the *Outgoing Mail Server* screen:

- **Outgoing Mail Server:** Enter *smtp.yourdomain.com* (replacing yourdomain.com with your domain name).
- **Use only this server:** Check this box.
- **Use Authentication:** Check this box.
- **User Name:** Enter your full email address.
- **Password:** Enter the password for this mailbox (the same password that you entered on the previous screen).



Note: If you are using an external DNS provider you should enter **smtp.livemail.co.uk** as your outgoing SMTP server address.



The 'Outgoing Mail Server' window is shown with the following fields and options:

- Description: (optional)
- Outgoing Mail Server: smtp.bobsdomain.co.uk
- ☒ Use only this server
- ☒ Use Authentication (highlighted with a red circle)
- User Name: bob@bobsdomain.co.uk
- Password: [masked]

At the bottom, there are three buttons: Cancel, Go Back, and Continue (highlighted with a red circle).

Click **Continue** when you have filled out this information.

Step 7

Ensure the *Use secure sockets layer (SSL)* box is not checked and click **Continue**.



The 'Outgoing Mail Security' window is shown with the following options:

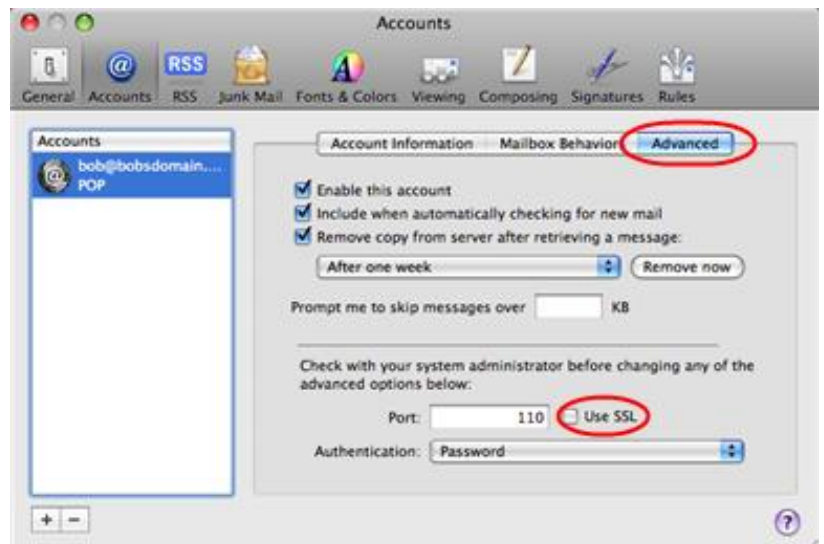
- ☐ Use Secure Sockets Layer (SSL)
- Authentication: None

At the bottom, there are three buttons: Cancel, Go Back, and Continue (highlighted with a red circle).

Step 8 Confirm the details you have filled out, and click the **Create** button.



Step 9 On the *Accounts* window, select the *Advanced* tab, then uncheck the option **Use SSL**.



Mac Mail is now configured to send and receive email from your Advanced mailbox.