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Work Instruction

## Set up Email Account in Outlook Express

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**Implementation  
Approval:**

**Process Owner:  
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Manager WEBY  
Systems**

**Implementation:**

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## 1. PREPARATION

Before Setting up your account you will need the following information:

Email Address:

Password:

Incoming Server (POP3):

Outgoing Server (SMTP):

For the purposes of this example we will use the following information, when you set up your account just replace the demo info with the real info.

Email Address: **email@company.com.au**

Password: **mypassword**

Incoming Server (POP3): **mail.compay.com.au**

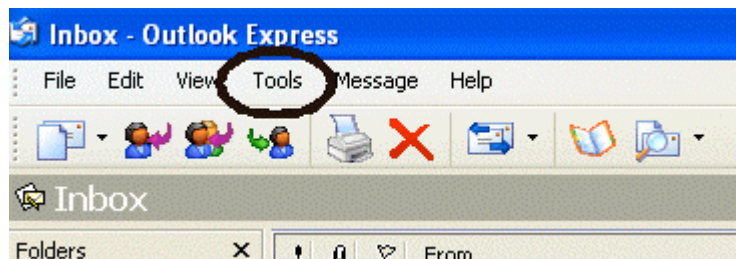
Outgoing Server (SMTP): **mail.company.com.au**

This setup takes into account that you wish to both send and receive mail through our server.

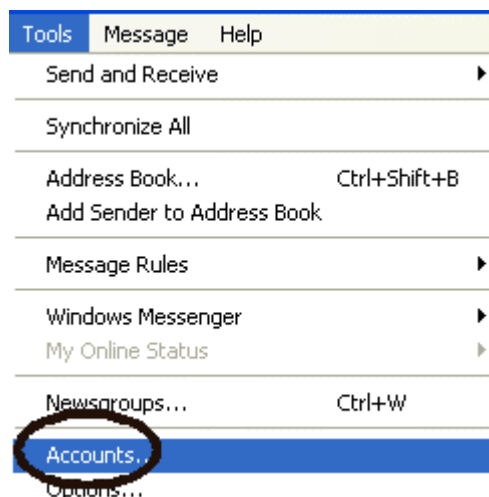
You will also already have your computer setup to access the internet with an account from an ISP like Telstra.

## 2. INITIAL SETUP

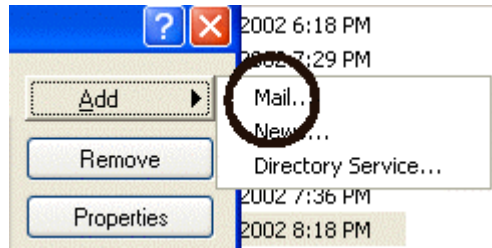
First thing to do is setup the new account, in Outlook Express on the toolbar select **T**ools,



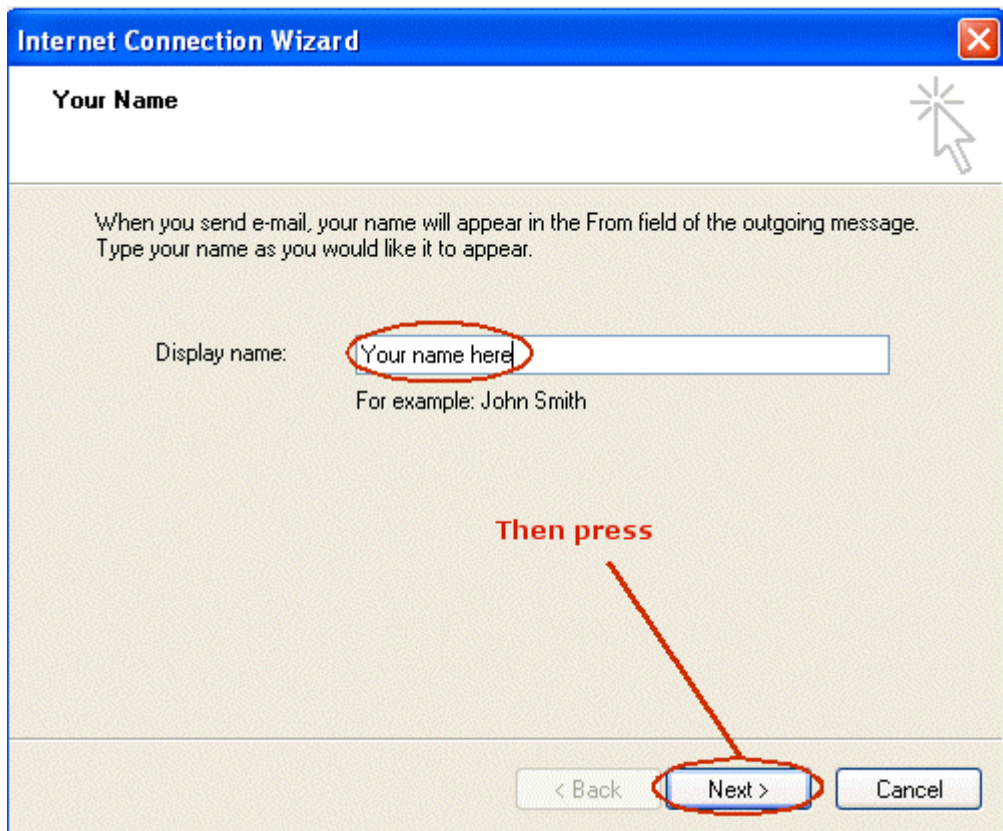
then **A**ccounts.



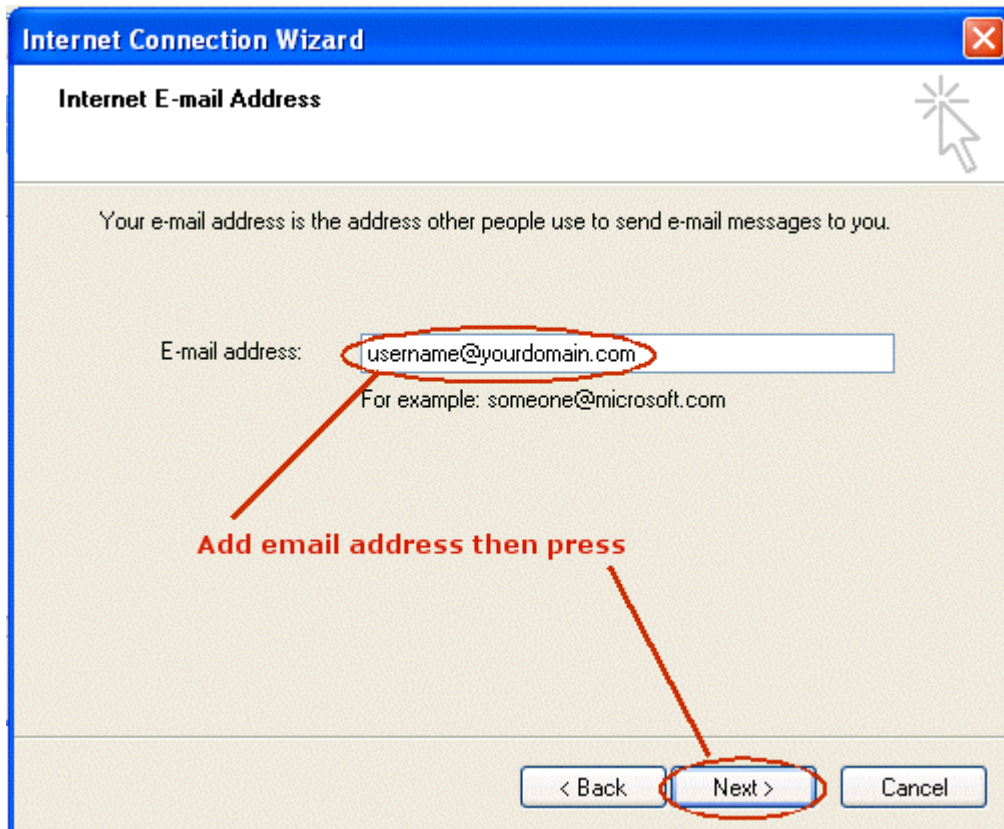
To add a new Email account Click on the **Add** button and then select Mail from the pop out list.



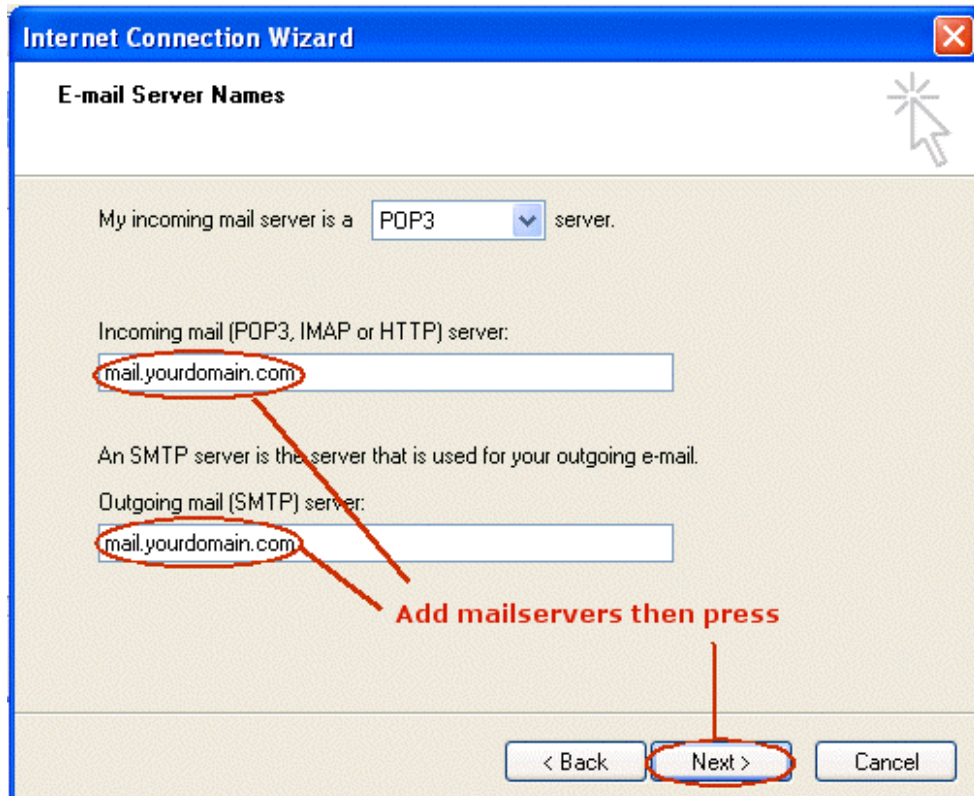
You now need to enter your Account information, First things is to enter your name as you would like it to be displayed. Then click on **Next**.



Next you need to enter your email address, then click on **Next**.



Now you need to enter the mail servers for the POP3 email account, in this case as you are going to send and receive all email via your domain name you enter the server names we supplied you with. Then click **Next**.



You now need to enter your login details ie. the username and password. The username is your full email address, Outlook will try and help you by entering the part before the @ but you must make sure that the full email address is entered here or the system will not recognise you when you try and logon. After you enter the username and password click on **Next**.

Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: username@yourdomain.com

Password: [masked]

Remember password

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.

Log on using Secure Password Authentication (SPA)

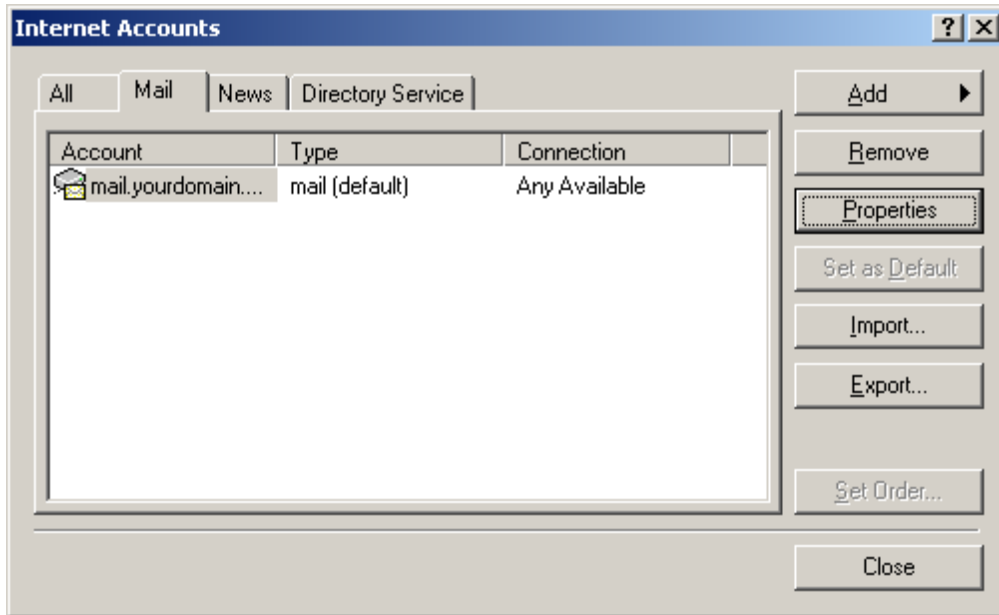
< Back Next > Cancel

That's it for this part so you can click on **Finish**.

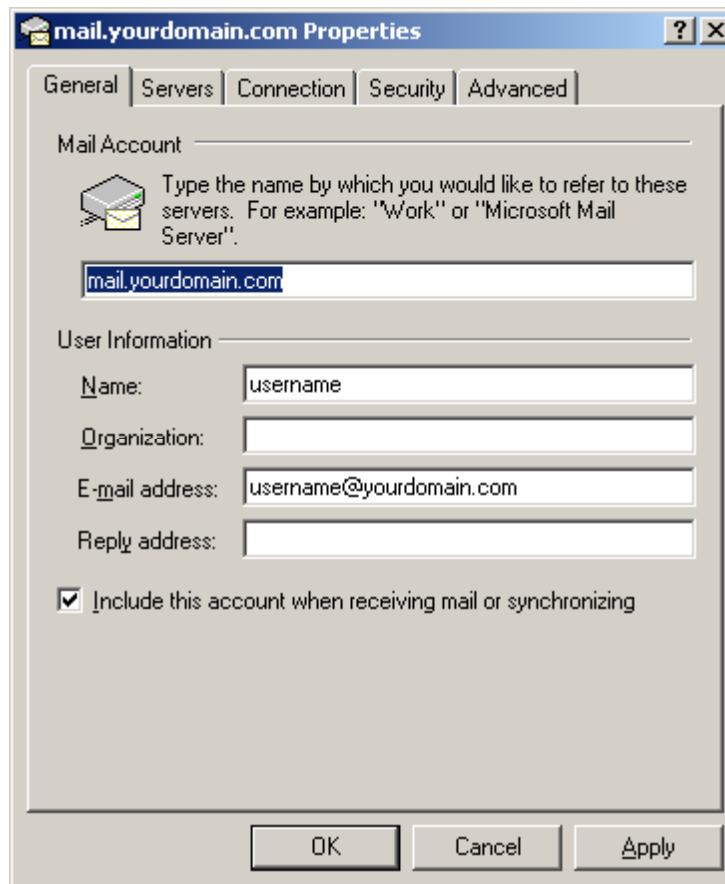
Now that the basic settings are complete you need to make a few adjustments so don't click on **Close** just yet.



You will need to get back to the email account you just created to make the changes, so click on the Mail tab to select just the email accounts.



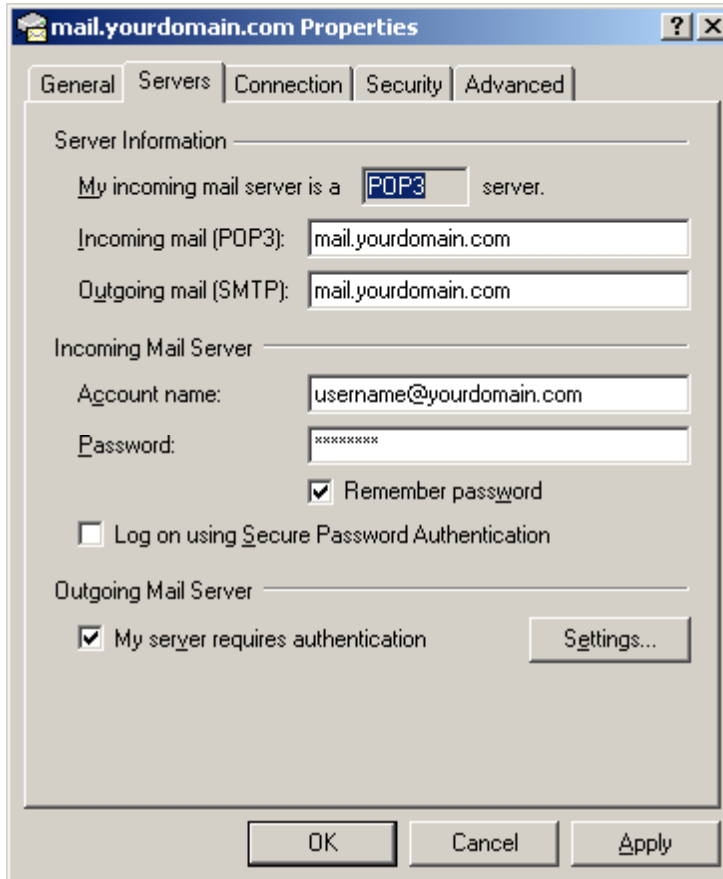
Select the email account you just created then click on the **Properties**





You can change the details for the Mail account as this is just for display purposes, the information under user information is how your details will be displayed in any email that you send you you can change your Name.

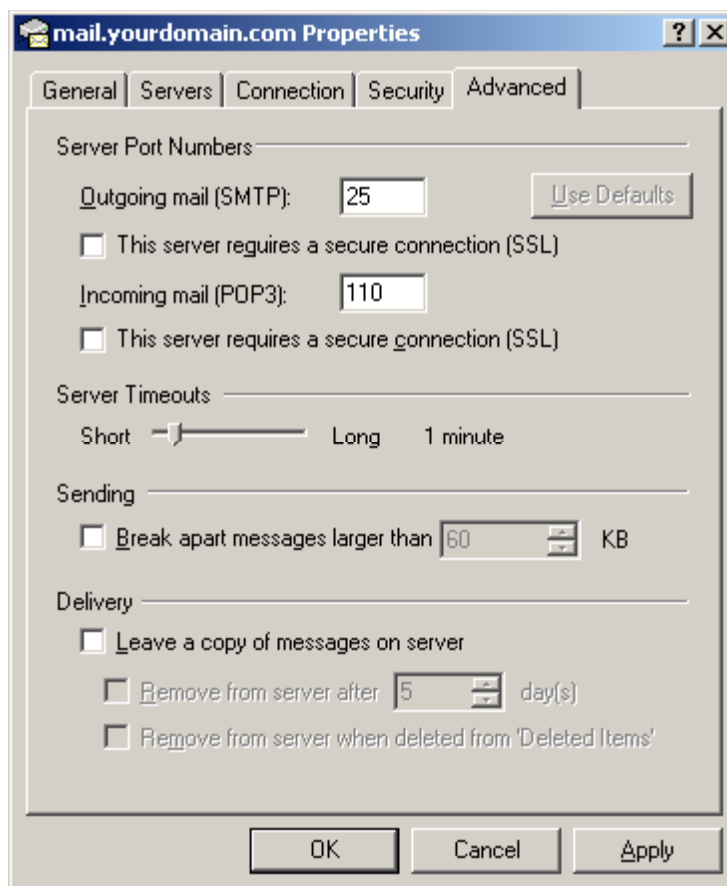
When you have made the changes click on the Servers tab.



Do not change any of the information here except for the My server requires authentication, make sure it is ticked. If you click on the Setting button the next page should have Use the same settings as my incoming mail server selected.

The next two tabs are for the connection so that Outlook express can connect to the internet. The connection tab should show the check box unticked, that way it will use whatever connection you have available. The security tab should also be left alone unless you know what you are doing, the default settings are fine.

The next place you need to make a change is on the Advanced tab so click that now.



Change the Outgoing mail (SMTP) from 25 which is the default setting to 26. All the checkboxes should be unticked.

The slider under server timeouts can be moved more to the right if you start experiencing errors downloading emails. The error can be caused by outlook express timing out while downloading large emails especially if you are on a dialup account. The default setting is for 1 minute, if you regularly get large emails 1MB and over then it is a good idea to move the slider up to 5 minutes or more as it can take that long to download a single email.

Ok now we have made all these changes click on OK to update the settings for the account.

You can now click on Close to close the accounts popup.

That should be it and you should now be able to send and receive emails, you will of course require an active internet account to access your email.

### 3. DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

**If you have any questions regarding this document contact:**

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#### Record of Issues

Issue No	Issue Date	Nature of Amendment
	19 September 2005	Initial Draft

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