

Email Configuration Help - 3/8/2009 server conversion

In our continuing effort to provide you with the best and most reliable email and web hosting solutions, we have moved your email account(s) to a secure email server. There are a few changes that you will have to make in order to access your email accounts.



If you access your email through your internet provider (example: you@yahoo.com), then chances are we automatically forward your email to your email address. If this is the case, you don't need to take any action.

If you access your email directly through your domain name (example: you@yourdomain.com), then complete the following steps to upgrade your email account.

1. First we will change the temporary password that has been created for your mail account. You will need the following information to login to your mail account.

Your email address as yourname@yourdomainname. (For example MJones@MyDomain.net)

The default password that we have created for you is temp plus your email account name. In the MJones@MyDomain.net example above, the default password would be tempMJones

Click the following link (or navigate to <https://email.secureserver.net>) to login and change your temporary password.

2. After the 'Web-Based Email' screen loads, enter your email address and temporary password as described above ... then click Login
3. Click Settings - then - Personal Settings
4. Enter your current password (tempMJones)
5. Enter your new password (note: passwords ARE case sensitive - mJones is not the same as mjones)
6. Confirm you new password
7. Click Ok
8. You will see a confirmation that your password has been changed. Click the log out link and close your browser. NOTE: It can take up to 10 minutes to update your password change on the server. During this time, you may not be able to log back in to your email account using your new password.
9. That's all there is to changing your password.

If you use an email client like Outlook or Outlook Express, continue with the following steps to update your email account settings.

(Note: For Microsoft Office Outlook 2007 or 2008 users ... scroll down)

- **If you are an existing customer:** If you are an existing *IntelliWebs* customer and are editing your existing email accounts, please follow these directions. If you are creating a new account, please see the next section.
 1. From the menu at the top of your Outlook screen, click Tools, Accounts, then the Mail tab.

2. Click on the mail account you wish to change so that it is highlighted. Then click the Properties button.
3. Click the Servers tab
4. The "incoming mail" (POP3) text box should read: pop.secureserver.net
5. The "outgoing mail" (SMTP) text box should read: smtpout.secureserver.net
6. The account name should remain the same with the exception of adding the @ symbol and your domain name. For example, if the account name reflects smith and the name of your domain is mycompany.com, then the modified text should read smith@mycompany.com
7. Enter the password exactly as you created it in the previous steps above.
8. The [log on using secure password authentication](#) box should NOT be checked.
9. The [my server requires authentication](#) box should BE checked.
10. Check the incoming and outgoing ports. The incoming port should be set to 110 and the outgoing port should be set to 25, 80, 587, or 3535.
11. Click apply and ok. If you have more than one account to modify, return to step 2 above. When all accounts have been modified, close the Internet Accounts window. You're done! See the section below on 'Web Messaging' to access your email account using the powerful web messaging feature!

- **To create a NEW email account:**

1. From the menu at the top of your Outlook screen, click Tools, Accounts, then the Mail tab.
2. Click the add button, then mail.
3. The 'display name' is the name recipients will see when you send email to them.
4. The email address is the address people will use to send you email. For example, if your established email account name is smith and your domain name is mycompany.com, then the email address should be entered as smith@mycompany.com
5. The "incoming mail" (POP3 or IMAP) server text box should read: pop.secureserver.net
6. The "outgoing mail" (SMTP) server text box should read: smtpout.secureserver.net
7. Enter the account name provided to you by *IntelliWebs* or the account name you have established yourself through our Web Messaging feature. (See below for Web Messaging use instructions) Immediately following the name (no spaces) enter the @ symbol followed by your domain name. For example, if the account name is smith and the name of your domain is mycompany.com, then the account name text should read smith@mycompany.com
8. Enter the password assigned to you by *IntelliWebs* or the password you established yourself using our Web Messaging feature. Check the 'remember password' box if you would like Outlook to remember your password. If not checked, you will be prompted for your password every time you attempt to send or retrieve email.
9. The [log on using secure password authentication](#) box should NOT be checked.
10. Check the incoming and outgoing ports. The incoming port should be set to 110 and the outgoing port should be set to 25, 80, 587, or 3535.
11. Provide your connection method information as required.
12. Click finish.
13. Click the properties button then the server tab.
14. Make certain the [my server requires authentication](#) box IS checked.
15. Click apply and ok. See the section below on 'Web Messaging' to access your email account using our powerful web messaging feature!

- **Microsoft Office Outlook 2007 - 2008 users:**

1. From the menu at the top of your Outlook screen, click Tools, Accounts Settings, then the E-mail tab.
2. Click the new button.
3. Make certain 'Microsoft Exchange, POP3, IMAP, or HTTP' is selected and click the next button.

User Information:

4. The 'Your Name' field is the name recipients will see when you send email to them.
5. The email address is the address people will use to send you email. For example, if your established email account name is ksmith and your domain name is mycompany.com, then the email address should be entered as ksmith@mycompany.com
6. Enter the 'Password' assigned to you by *IntelliWebs* or the 'Password' you established yourself using our Web Messaging feature.
7. 'Retype Password' as entered in step 6.
8. Check the 'Manually configure server settings or additional server types' box then click next.
9. Make certain 'Internet E-mail' is selected then click next.

Server Information:

10. The 'Account Type' should be set to POP3
11. The 'Incoming mail server' should read: pop.secureserver.net
12. The 'Outgoing mail server (SMTP)' should read: smtpout.secureserver.net

Logon Information:

13. Enter the 'User Name' provided to you by *IntelliWebs* or the 'User Name' you have established yourself through our Web Messaging feature. (See below for Web Messaging use instructions) Immediately following the name (no spaces) enter the @ symbol followed by your domain name. For example, if the 'User Name' is ksmith and the name of your domain is mycompany.com, then the 'User Name' text should read ksmith@mycompany.com
14. Enter the 'Password' assigned to you by *IntelliWebs* or the 'Password' you established yourself using our Web Messaging feature.
15. Check the 'Remember password' box if you would like Outlook to remember your password. If not checked, you will be prompted for your password every time you attempt to send or receive email.
16. The Require logon using Secure Password Authentication (SPA) box should **NOT** be checked.
17. Click the 'More Settings ...' button, then the General tab.
18. You may enter a 'Organization' name and 'Reply E-mail' if you desire.
19. Click the 'Outgoing Server' tab.
20. Make certain the 'My outgoing server (SMTP) requires authentication' box **IS** checked.
21. Check the incoming and outgoing ports. The incoming port should be set to 110 and the outgoing port should be set to 25, 80, 587, or 3535.
22. Make certain 'Use same settings as my incoming mail server' is selected.
23. Click the 'Ok' button. Click 'Next'. Click 'Finish'. Click 'Close'.

• **Web Messaging:**

To access Web Messaging services from any standard internet browser, simply enter the following address:

www.IntelliWebs.net and click on the Email Icon

Your 'email address' is your user name and domain - entered as in this example:
smith@yourcompany.com

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