# **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"



- rig. 1 1. Locating the the Mena
- 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..."

Account	Settings					×
E-mai Yo	<b>il Accounts</b> ou can add o	r remove an a	iccount. You can s	elect an account and	l change its settings.	
E-mail	Data Files	RSS Feeds	SharePoint Lists	Internet Calendars	Published Calendars	Address Books
🧝 Ne	w 🛠 Rej	pair 督 C	hange 📀 Set :	as Default 🗙 Remo	ove 🕈 🖶	
Name				Туре		
						Close

Fig. 1-3: Creating a New Account Profile

6. Choose "Manual setup or additional server types" and then click "Next >"

) E-mail Account			
Your Name:			
	Example: Ellen Adams		
E-mail Address:			
	Example; ellen@contoso.com		
Password:			
Retype Password:			
	Type the password your Internet service provider ha	s given you,	

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

POP and IMAP Account Se Enter the mail server setti	ttings ngs for your account.	Ť
User Information		Test Account Settings
Your Name:	(Your Name Here)	We recommend that you test your account to ensure that
Email Address:	example@d-pcomm.net	the entries are correct.
Server Information		
Account Type:	IMAP	Test Account Settings
Incoming mail server:	mail.d-pcomm.net	Automatically test account settings when Next is clicked
Outgoing mail server (SMTP):	mail.d-pcomm.net	15 citered
Logon Information		
User Name:	example@d-pcomm.net	
Password:	*******	Mail to keep offline: All
⊠ R	emember password	a da ser en 🔻
Require logon using Secu (SPA)	re Password Authentication	More Settings

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"

	. mon occur	ys.					×
General	Outgoing	Server	Advanc	ed			
🗹 My o	utgoing ser	ver (SM	FP) requi	es auth	entication		
٥u	se same sett	ings as	my inco	ning ma	il server		
OL	og on using						
L	Iser Name:						
P	assword:						1
		Rem	ember p	assword			
	Require S	ecure Pa	assword	Authent	ication (SP	A)	

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:"

Local Folders	Thunderbird Mail - Local Folders	
1 Outbox		
	Accounts	
	Wiew settings for this account	
	Set up an account:	
	Hermail 🕾 Chat 🖓 Newsgroups 💿 Feeds	
	Advanced Features	
	Advanced Features	
	Advanced Features          Q       Search messages         Image message filters	

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

3. Fill in the information and click "Continue"

Newsgr				
	Your name:	John Doe	Your name, as shown to others	
	Email address:	example@d-pcomm.ne	Your existing email address	
	Password	•••••		
,		Remember password		
	Configuration f	ound by trying common s	erver names	
	() IMAP (rem	ote folders) OPOP3 (ke	ep mail on your computer)	
lters	Incoming: II	MAP, mail.d-pcomm.net, !	STARTTLS	
	Outgoing: S	MTP, mail.d-pcomm.net,	STARTTLS	
	Username: e	xample		
	Manual confin	i i	Door	

- 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.

	Your name:	John Doe		Your name, as show	wn to others				
	Email address: example@d-		d-pcomm.ne	Your existing email	address				
	Password:		•						
		Remen	oher password						
		C. I statistics	une businere						
	Configuration 1	found by try	ving common s	erver names					
	Configuration 1	found by try	ving common s	erver names	Port	SSL		Authentication	
	Configuration f	found by try	Server hostna mail.d-pcom	erver names me m.net	Port 143 V	SSL None	~	Authentication Normal password	*
	Configuration f	found by try MAP ~	Server hostna mail.d-pcom	rerver names me m.net m.net v	Port 143 \v 587 \v	SSL None None	~	Authentication Normal password Normal password	× ×

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

莺 Mail File	Edit	View	Mailbox	Messa	ge Forma	t W	indow	Help	((;	<b>4</b> 3)	Thu 9:373	0	
00				Ini	box (0 mess	ages)						0	
	00				Accounts	6				C	2		
	[n]	C						-	502		Search		
Inbox	General	Acca	Outgoing M	all Server:	smtp.isp.com	)	201102		ules		-		
Sent	Accou	nts	Check with y the advanced	our system I options be	administrator I liow:	efore ch	langing an	y of	vanced	)			
	0	SP Ma POP	Se	rver port:	25								
			2.5		Use Secur	: Socke	ts Layer (	SSL)			-	-	
			Authe	ntication	None			•					
			U	er Name:	Example: ste	ve							
			,	Password:									
			?		Ca	ncel		HK )	-	-			
			11		User	Name:	usernam	e					
					Pas	word:		•					
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				Conditions	p man server e		Server	ettings	1	-			
		1								-			
	+ -	J)								(?)			

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**"

7.

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

 From the Home screen, go to "Settings" > "Passwords & Accounts", and then select "Add Account"

1

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	Wallet & Apple Pay	>	Y Website	& App Passwords	8 >
P	Passwords & Accounts	>	AutoFill	Passwords	
	Mail	>	ACCOUNTS		
9	Contacts	>	iCloud iCloud Drive, Con	tacts, Calendars, Safari and	d 8 more >
	Calendar	>	<b>Gmail</b> Mail, Contacts, Ca	alendars	>
	Notes	>	Add Account		>
	Reminders	>			
•	Voice Memos	>	Fetch New Da	ta	Push >
	Phone	>			
	Messages	>			
	FaceTime	>			
6	Maps	>			
	Compace	~			

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

2. Select "Other" and then tap "Add Mail Account" ↓↓ TEW 
↑ 10:20 PM ↓ Accounts Add Account ↓ Add Account ↓ Other

	MAIL	
	Add Mail Account	>
E 🛛 Exchange	CONTACTS	
Google	Add LDAP Account	>
oogie	Add CardDAV Account	>
YAHOO!	CALENDARS	
Aol.	Add CalDAV Account	>
	Add Subscribed Calendar	>
Outlook.com		
Other		

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

3. Fill in the account information on the New Account screen and then tap "Next"



Fig. 4-5: Entering Account Information

- 4. 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)"

III IFW 🗢	10:23 PM 1	
Cancel	Account Do	one
IMAP ACCOUN	T INFORMATION	
Name	John Doe	
Email	example@d-pcomm.net	>
Description	D-Pcomm	
INCOMING MAI	L SERVER	
Host Name	mail.d-pcomm.net	
User Name	example@d-pcomm.net	
Password	•••••	
Password	IL SERVER	
Password OUTGOING MA SMTP	•••••••• IL SERVER mail.d-pcomm.ne	t >
Password OUTGOING MA SMTP	L SERVER mail.d-pcomm.ne	t >

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.

uli TFW 🗢	10:23 PM	7	
Account	Advanced		
Deleted Mailb	ох		~
Archive Mailb	ох		
DELETED MESSA	GES		
Remove	Aft	ter one week	>
INCOMING SETT	NGS		
Use SSL		$\bigcirc$	
Authentication	n	Password	>
IMAP Path Pre	efix /		
Server Port	143		
S/MIME			
Sign		No	>
Encrypt by De	efault	No	>

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"

dd an account		×
Other account		
Email address		
example@d-pcomm.net		
Send your messages using this n	ame	
John Doe		
Password		
		6
We'll save this information, so yo time.	u don't have to sign in	every
	✓ Sign in >	K Canci

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"

Account name		
D-pcomm		
Change mailbox sync setting Options for syncing your content.	s	
Delete account		
Delete account Remove this account from your device		
Delete account Remove this account from your device		
Delete account Remove this account from your device		

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"

the last 3 months	~
Send your messages using this	name
John Doe	
Sync options	
Email	
Email On	
Email On Advanced mailbox settings Incoming and outgoing mail server in	6

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"

×
×
thentication d password for sending email
nail
nail
Cancel

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