

About Mail: Download set-up and Webmail

For the average user there are two ways of collecting mail: by downloading it from the mailbox to your local computer or by viewing it while it remains in the mailbox. While downloading mail is the preferred method for business, online mail or webmail, as it is usually known, is nearly always used by private individuals and is the only offering from companies like AOL, googlemail, and hotmail.

Downloading mail is essential for business and sometimes the company will have its own mail server distributing the mail after download. However, for small business the main mail programme of choice is Outlook or the 'lite' version 'Outlook Express' (Windows XP and earlier) 'Windows Mail' (Vista) or 'Windows Live Mail' (Windows 7).

All of these fulfil the same function by contacting the mail server for the users domain and after submitting the appropriate username and password the mail will be downloaded by the programme into an 'inbox' or similar folder for viewing, deleting or transferring. Please see the appropriate notes below for your mail programme.

Using Webmail you will still use the same password and username but you will not need further information because the mail is held in the mailbox for viewing, replying and deleting etc. This is very handy if you wish to see your mail while away as you can view it using any computer and a web browser (like Internet Explorer or Firefox), and reply in the normal way. It is also easier to set up.

The downside is that eventually the mailbox will fill up and you will have to download or delete the stored mail. Obviously this isn't great for a business that needs to keep the mail as a record of business conversations etc and as you will probably wish to download the mail eventually anyway then downloading is usually the first choice with Webmail as a backup.

The notes included cover the appropriate mail programmes, our own webmail (Horde), Outlook Express, Outlook, Windows mail, Windows Live mail. Other mail programmes will require the same basic information as forwarded with your other details but the method of inputting it may differ slightly from the notes given below. If you have any particular problems then please contact support with your queries.

The notes given are also issued separately for the various programmes.

Outlook Express and other standard mail programmes

To collect mail generally most businesses use Outlook, Outlook Express or a similar programme. To do this you need to set up at least one mail account as follows (note the method may vary slightly with different programmes):

Outlook Express (XP) and Windows Mail (Vista).

Go to the 'tools' menu at the top. Click on 'accounts' and in the box that opens click on the top right hand button: 'Add' and then select 'mail'. A wizard now opens and you will already know most of the information. (If in doubt all information should be in lower case letters (small letters) unless advised otherwise:

1. A name to simply recognise the account by. This can be anything you wish.
2. The correct e-mail address for the domain you are setting up. This must be spelt correctly with all dots in the right places and no spaces.

3 The incoming mail server (POP3) which is mail. <yourdomainhere> (e.g ours might be mail.mclweb.co.uk). Must be spelt correctly.

4. The outgoing mail server: This depends on who you use for your connection. If it was BT for example it might be smtp.btconnect.com . If you are using **our** dial up it would be **smtpdial.interdsl.co.uk** or our broadband would be **smtp.interdsl.co.uk** **OR as advised**. So you need to check with your connection provider their outgoing mail server details. (Or check from an existing account you have already set up). Must be spelt correctly.

Otherwise you only need your username and password as supplied by us and that's it! Must be exactly as issued.

Windows Live Mail (Windows 7 users)

Because Microsoft have been restricted in the USA and Europe from packaging a mail account with Windows 7 (anti-trust laws) you need to download this mail programme from Microsoft (unless you have already have it downloaded, or have purchased, or have a copy of 'Outlook' separately, which can obviously be used).

Downloading the programme is a very straightforward process. You need to go to this web address:

<http://download.live.com/wlmail>

(just copy this address into your web browser - **tip**: highlight this address using your mouse then hold down the 'Ctrl' button while pressing 'c' – then position your cursor over the address bar in Internet Explorer and hold down 'Ctrl' and press 'v')

Note: Live Mail differs from other mail programmes in that initially it tries to be all things to all users as well as a simply mail programme. So when downloading you will also have the opportunity to also have many add-ons (Like Windows messenger, Silverlight, Photo Gallery, special toolbar) you should ignore these options and just select 'Mail' which will not take so long to download or complicate issues when it installs).

Once it installs it appears lightly differently to Outlook Express etc but it functions in very much the same way.

Setting up a mail account in Live mail.

1. Go to 'Tools' at the top and then select 'Accounts' and a new window opens.
2. Press the 'Add' button at top right and in the new window select 'E Mail account' press 'next'
3. Put in your new email address and password as supplied, tick 'remember password' and then put in a display name (This can be your name or any name you wish and can have spaces if required)
4. Tick 'Manually configure servers' at the bottom then press 'next'
5. In the new window ensure that 'My incoming server' panel has POP3 selected.
6. Put in the incoming server details in the panel supplied and as supplied by us (This is usually something like mail.mydomainname.co.uk). The default port number can be left at 110
7. DO NOT tick 'my server requires authentication' box
8. For the drop down choice of 'Log on Using' select 'Clear text Authentication'
9. Your log in ID will be your full email address.
10. The outgoing server will be as supplied (this is usually something like smtp.mydomain.co.uk)
11. DO NOT tick the two boxes ('This server requires a secure connection' OR 'my outgoing server requires authentication'). Click 'Next' and you will have finished.

To amend the details for any of the mail accounts at any time you simply need to click on 'Tools' at the top of the programme then click on 'Accounts' then highlight the account you require in the new window and press 'properties' on the right. This will take you to all the properties that you have

entered, by selecting the appropriate tab at the top of the window where you can change and save any of the details.

Some more advanced settings can be found on the 'Advanced' tab which may be required if you have an office with more than one user or you wish to 'save a copy on the server' so that more than one person can access the same mail or if you wish to save on the server for a few days in case you wish to access from a separate location or using webmail when on holiday.

Please see our additional notes for advanced settings or call support for additional help: 01255 670081.

Outlook (2003 - earlier or later versions are similar)

As for Outlook Express you need to set up the main details and again these can be found by:

1. going to the 'Tools' menu at the top and then selecting 'E-Mail Accounts' which will open another window:
2. Select either 'Create a new mail account' or 'edit an existing mail account' depending on your circumstance –click 'next'
3. Adding a new account you will be shown a window in which you can select from a number of options. Select 'connect to a pop3 mail server...' press 'next'
4. In the new window fill in the appropriate boxes with the details you have or check with us. This is similar to the details given for Outlook Express (above). You do not need to tick the 'Log on using secure authentication' box. Once you have done this you can press 'next' to finish.

Webmail.

Webmail is accessed by using your web browser (probably Internet Explorer) rather than a standard mail client like OutlookExpress. You can use webmail from any computer, anywhere, that has internet access (useful for holidays etc) by only putting in your username and password.

1. Open Internet Explorer.
2. In the address line put: [**http://webmail.<your domain name here>.co.uk \(or .com\)**](http://webmail.<your domain name here>.co.uk (or .com))

put your domain name in without the < > marks; an example would be <http://webmail.widgets.co.uk>

3. Press return and in the username and password box put your details as supplied by us.

Webmail has a full help menu but is generally fairly straightforward. If you wish to download mail to your local machine then you need to use the options menu. The mail is not downloaded to your local machine as standard as you are 'seeing' mail and sending mail directly from the mailbox.

Should you experience any difficulties please contact support: 01255 670081