aprompt User Guide

Setting up another Advanced mailbox in Mac Mail

Setting up another Advanced mailbox in Mac Mail

In order to be able to send and receive emails from and to your new email aocunt you will need to first set up the account in your email software on your computer. This guide is for users of Windows Live Mail. If you do not use Windows Live Mail, please go to **www.aprompt.co.uk/support/guides.asp** to select the correct guide for your email software.

> Before continuing make sure you have the following information to hand:
>
> - Your new **email address** (aprompt will provide this)
> - The **password** for your email address (aprompt will provide this)
> - Your **incoming mail server (POP3)** address (aprompt will provide this)
> - Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

Your email address, password, incoming mail server (POP3) and Outgoing mail server (SMTP) are all provided by aprompt. The incoming mail server will be **mail.yourdomain.com** where yourdomain.com is your actual domain name without the www part and your Outgoing SMTP server will be mail.yourdomain.com.

Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

Step 1: Open Mail, then click **Preferences** in the *Mail* menu.

Step 2: Click the **+** button in the bottom-left of the window, to add a new mailbox.
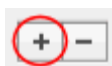
Step 3: A mailbox called *New Mailbox* will appear in the *Accounts* list. Depending upon your favoured connection type, choose **POP3** in the *Account Type* drop-down list.
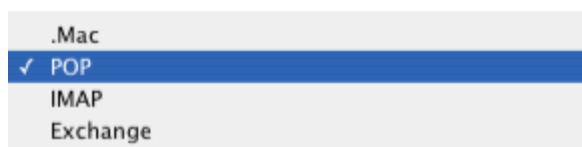
Step 4: Enter a description of the mailbox in the *Description* text-box. This can be anything you choose and will only be seen by you.

Step 5: Enter your **FULL** email address in the *Email Address* text-box.

Step 6: Enter your name the in the *Full Name* text-box. This will be the name that most people see when they receive email from you.

Step 7: Enter your mailserver in the *Incoming Mail Server* text-box. This is your domain name with "mail." added to the beginning.

Example: If your domain name were yourdomain.co.uk, it would be mail.yourdomain.co.uk

Step 8: Enter your **FULL** email address in the *User Name* text-box.

Step 9: Enter the password you chose for your mailbox in the *Password* text-box (aprompt will provide this).


Setting up your outgoing (SMTP) mail server (Advanced mailbox)

Step 1: Click the *Outgoing Mail Server (SMTP)* drop-down list, then click **Add Server**.

Step 2: The *SMTP Server Options* window will open. Enter the SMTP server address aprompt have provided in the *Outgoing Mail Server* text-box.

Step 3: Ensure the *Use Secure Sockets Layer (SSL)* text-box remains **unticked**, then select **Password** from the *Authentication* drop-down list.

Step 4: Enter your email address in the *Username* text-box, then enter your mailbox password (that aprompt provided) in the *Password* text-box.
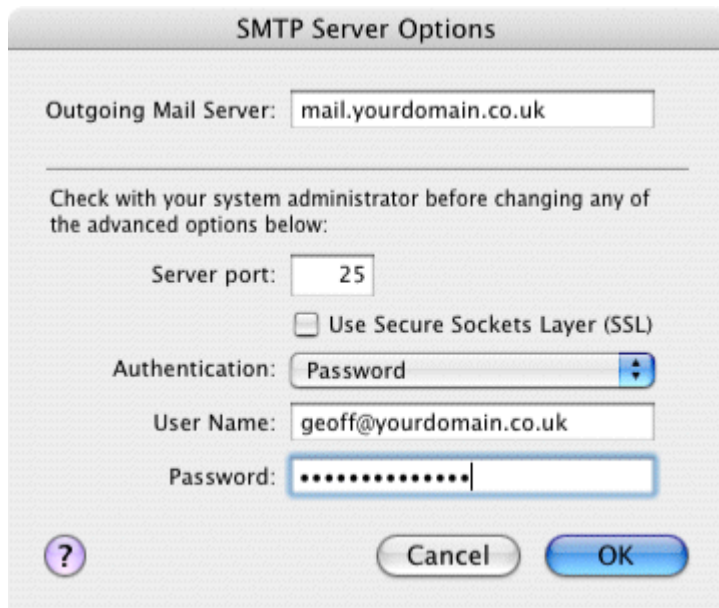
Step 5: Click the **OK** button to close the window.

Saving your new mailbox

Close the *Accounts* window, then click the **Save** button when prompted.

Your new email address has now been set up. It is a good idea to test your new email address by sending a test email. You can send a test email to aprompt at **support@aprompt.co.uk** and type EMAIL TEST in the subject line. We will then send you an email back. If you successfully send us an email and receive a reply your new email is fully working (if you have several email addresses on your PC make sure you use the correct email account to send the test message).

Trouble Shooting

I can't send or receive emails

If you have never been able to send or receive any emails on your new account it could be that either your email account username (your email address), password, incoming mail server or outgoing mail server (SMTP) has been typed incorrectly. The most common error is not using the full email address in the user name field. By default, Outlook will only use the bit of your email address before the @ symbol but you must type the full email address in this field.

If you have been sending and receiving email but now cannot it may be one of two possible reasons. Firstly it might be your Internet connection, test your connection by opening your web browser and try and load a website (preferably one you haven't visited before), if the page fails to load then your Internet connection is down and you need to speak to your ISP (Internet Service Provider). If you can load a web page then it's possible our email servers are experiencing problems, this is a rare occurrence but if it does happen it is usually resolved within a few hours. Use our WebMail service to check whether your email account is working okay, see the WebMail section below. If the problem lasts longer than a few hours contact the aprompt support department on 0845 224 5806 (Mon – Fri 9.00am – 5.30pm) or by email to support@aprompt.co.uk (24 hours).

WebMail

All aprompt email accounts come with an online WebMail service. WebMail allows you to check, read and write emails from a special website and is useful for users who are not at their own PC (and therefore cannot access their Outlook) or who prefer not to setup their email account on their computer. As WebMail is Internet based you can access your emails from any computer, anywhere in the world which is connected to the Internet (please note – WebMail cannot display emails you have already received and downloaded into Outlook).

To access your WebMail service open your web browser and enter the following url:
http://webmail.yourdomain.com (where yourdomain.com is your domain name without the www.)
*(note the address is your usual web address but the **www** has been replaced with **webmail**)*

Enter your full email address in the *Mailbox* field and your password in the *Password* field and click login. You can now read your emails or compose new messages.

If you are having problems receiving emails you can use your WebMail service to check your email account is functioning correctly. If you can logon to your WebMail account then your email account is functioning without any problems and the error is being caused by an incorrect setting in your Outlook.