aprompt User Guide

Setting up an Advanced mailbox in Outlook 2003

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In order to be able to send and receive emails from and to your new email acocunt you will need to first set up the account in your email software on your computer. This guide is for users of Outlook 2003. To check which version of Outlook you are using, open Outlook, click on **Help** on the top menu, then click on **About Microsoft Outlook**. The version will be shown on the top line. If you do not use Outlook 2003, 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 smtp.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.

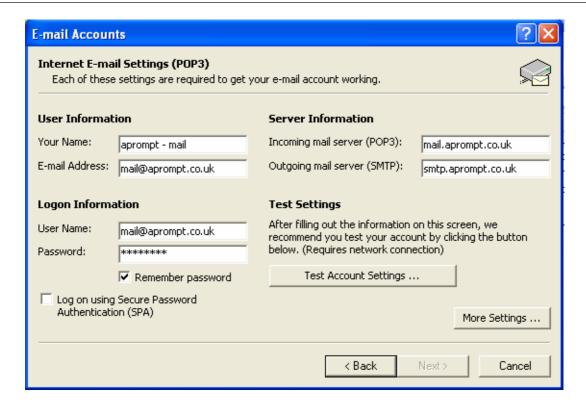**Step 1:** Open Outlook 2003, click **Tools** in the top menu, then click **E-mail Accounts**.

Step 2: Select **Add a new e-mail account**, then click the **Next** button.

Step 3: Select **POP3** from the list of available server types, then click **Next**.

Step 4: In the **User Information** section enter your name in the *Your Name* text-box and your email address in the *E-mail Address* text-box. In the **Logon Information** section enter the FULL email address in the *User Name:* box (this must be the full email address you have been given by aprompt including the @yourdomain.com part) and the email password in the *Password* box and tick *Remember Password*. In the **Server Information** section enter the *incoming mail server (POP3)* address you have been given in the space provided and enter the *Outgoing mail server (SMTP)* address provided by aprompt in the text box provided.
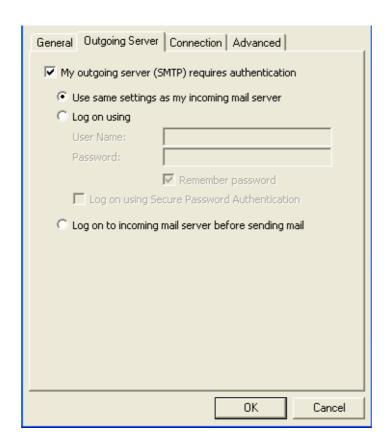
Step 5: Click on **the More Settings** button.

Click the **Outgoing Server** tab and check the **My outgoing server (SMTP) requires authentication** box.

Select the *Use same settings as my incoming mail server* option and click on **OK** to return to the E-mail Accounts wizard.

Step 6: Click the **Test Account Settings** button and correct any errors that it identifies.

Note: Outlook's Test Account Settings procedure occasionally fails even if the account settings are correct. If it repeatedly fails and you are certain that the account settings are correct, skip to step 6, then test your setup by sending an email to yourself.

Step 7: When the test gives you the message *Congratulations! All tests completed successfully*, click the **Next** button, then click the **Finish** button.

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).

I can't send emails

If you can receive emails but you can't send then, there is a problem with your Outgoing mail server (SMTP) which was provided by your ISP. It could be that the details have been entered incorrectly, if they are correct you will need to speak to your ISP.

A general rule to follow is that emails your receive come via aprompt and emails you send go via your ISP.

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.