

aprompt User Guide

Setting up a Standard mailbox in Outlook Express

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In order to be able to send and receive emails from and to your new email account you will need to first set up the account in your email software on your computer. This guide is for users of Outlook Express. If you do not use Outlook Express, 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 (this is provided by your Internet Service Provider)

Your email address, password and incoming mail server (POP3) 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)

Outgoing mail server (SMTP)

Your Outgoing mail server (SMTP) is **provided by your ISP**, this is the company you use to connect to the Internet (i.e. your broadband provider), this might be Virgin media, Orange, BT Broadband, etc. You will need to contact your ISP to obtain your Outgoing mail server (SMTP) address, it usually takes the form of: **smtp.myisp.com** where myisp is the domain name of your ISP.

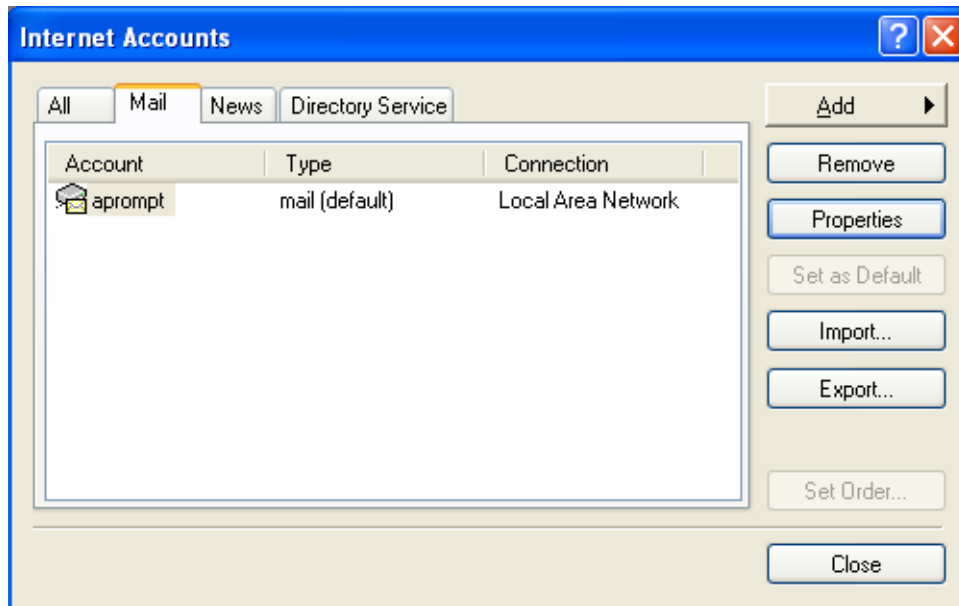
Important Note:

If you use either BT or AOL to connect to the Internet please read the notice at the end of this guide.

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 Express, click **Tools** in the top menu, then click **Accounts**.

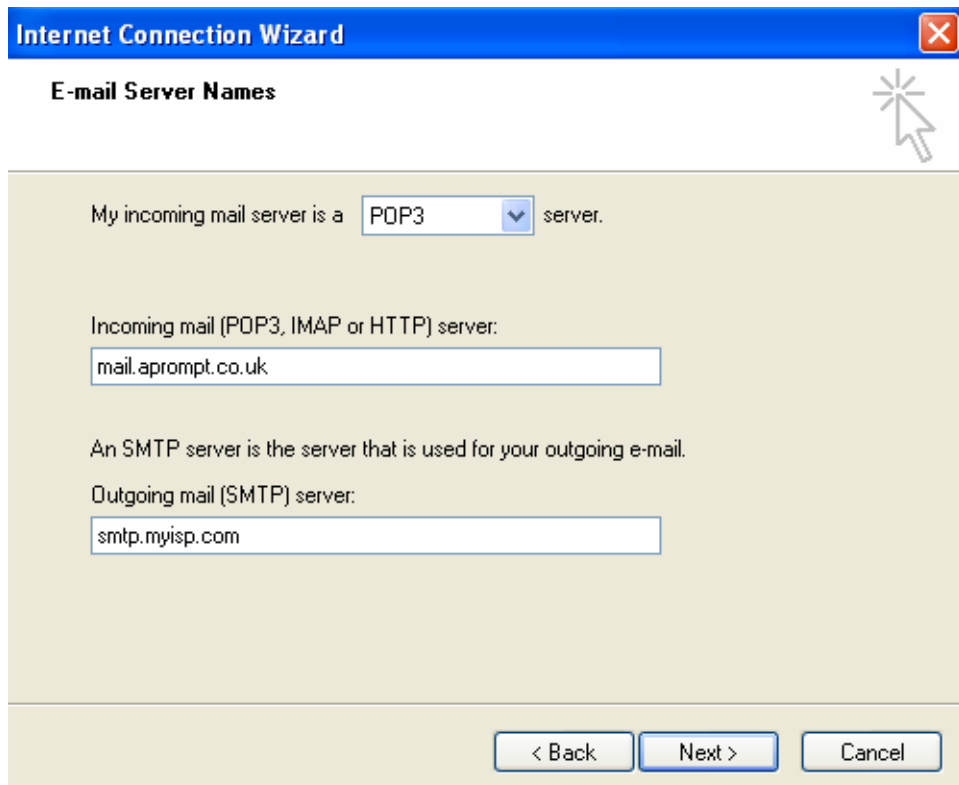
Step 2: The *Internet Accounts* window will open. Click **Add** in the top right corner. Click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.



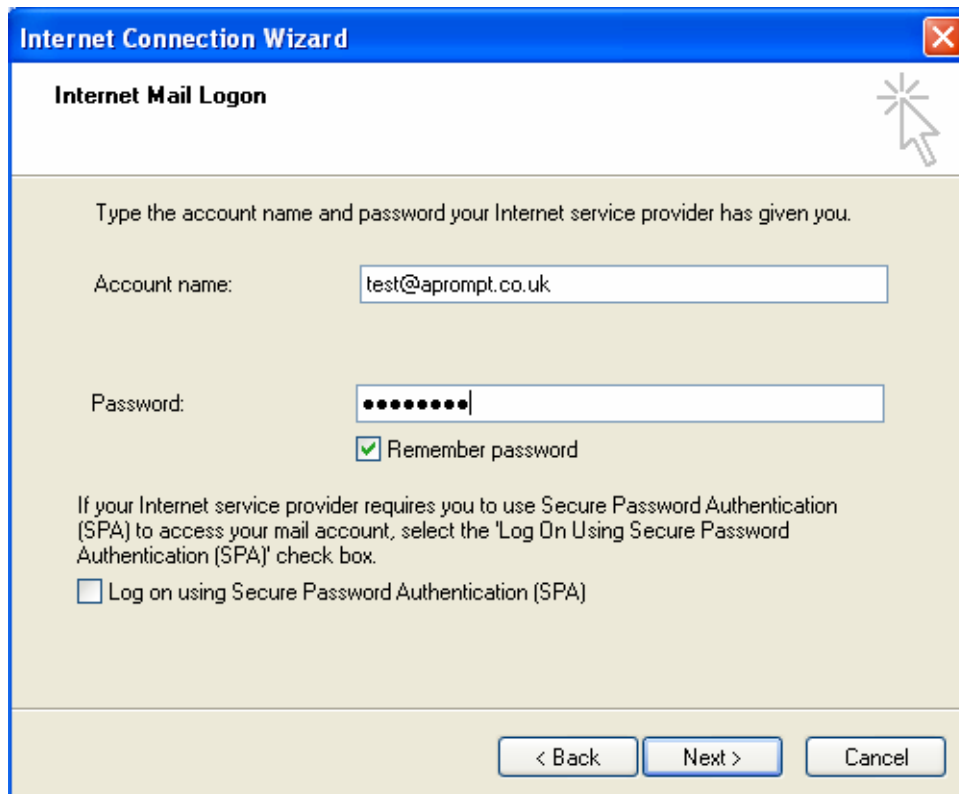
Step 3: On the first screen of the *Internet Connection Wizard*, you'll be asked to enter a display name. This is what most email users will see in their inbox instead of your email address. Enter your name, then click **Next**.

Step 4: Enter your full email address. This is the email address aprompt have provided and ends in your domain name, once entered click **Next**.

Step 5: On the *E-mail Server Names* screen, select **POP3** from the drop-down list. Enter the Incoming mail server (POP3) address provided by aprompt in the text box provided. Enter the Outgoing mail server (SMTP) address provided by your ISP in the text box provided.



Step 6: On the Internet Mail Logon screen, enter your **full** email address (provided by aprompt) in the *Account name* text box. Enter the email account password supplied by aprompt in the *Password* text box. Click **Next**.



Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name:

Password:

Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

Important: The Log on using Secure Password Authentication (SPA) should not be selected.

Step 7: Click **Finish** and the mailbox will be added to Outlook Express., now click **Close** to close the *Internet Accounts* window.

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 receive emails

If you have never received any emails on your new account it could be that either your email account username (your email address), password or incoming mail server 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 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 you 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.

BT Users

If you use BT as your ISP you will need to ask permission to use their SMTP server to relay your email messages. You will need to do this prior to setting up the email account in Outlook.

To set up mail relay **contact BT Technical Support** and request to have mail relay set up for you. You will need to provide details of your domain name. Once your request has been received, BT agents verify that you are the rightful owner of the domain name before they activate mail relay on your account. Please note this can take several days so it is best to start this process as early as possible.

Please note: If the domain name is registered in a different name from your BT Business primary account name you need to send BT proof that you are entitled to use it:

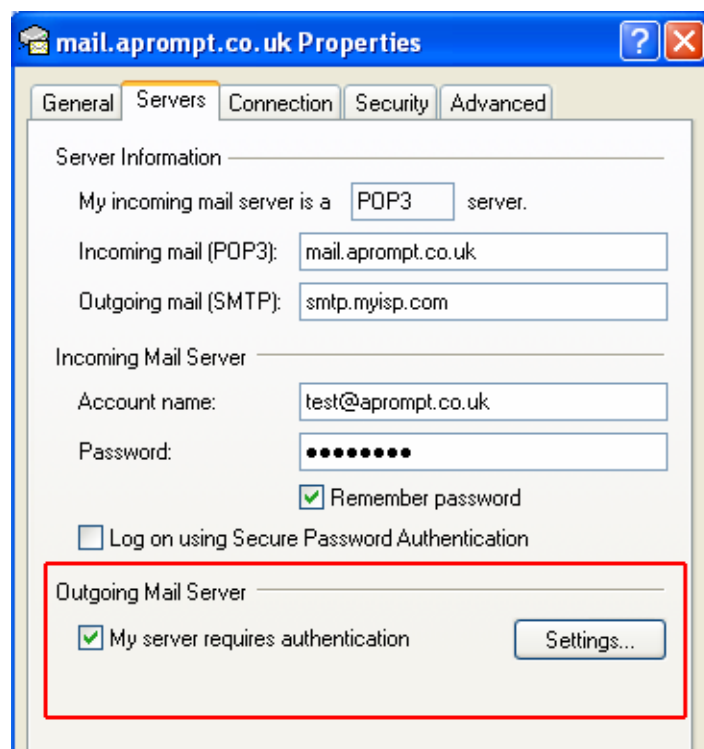
- a copy of the domain name registration certificate
- a copy of the invoice from the domain name registrar
- permission from the domain name owner provided on company headed paper.

Once BT confirm that mail relay has been activated you can begin setting up your email address in Outlook. BT will supply you with the Outgoing mail server (SMTP) address to use, it will usually be **smtp.btconnect.com**.


Step 8: Add your email account as explained earlier in this manual. Once the account has been added you need to re-open the *Internet Accounts* window by clicking **Tools** and then clicking **Accounts**.

Step 9: Highlight the email account you have just added and click the **Properties** button.

Step 10: Click on **Servers** tab. Tick the box *My Server Requires Authentication* and click the **Settings** button.



Step 11: Select the *Log on using* option and enter **your BT Business user name** (this is your actual BT username – usually your BT email address) and **password**. (this is not your email password – this your broadband connection password provided by BT)



Click on **OK** to return to the *account properties* dialogue box, click **OK** to return to the *Internet Accounts* window and then click **Close** to return to Outlook Express.

AOL Users

It is not possible to use the standard email account if AOL is your ISP as AOL do not provide Outgoing mail server (SMTP) addresses. You will either need to upgrade to an advanced mailbox or only use our WebMail service. Please contact us for more details on **0845 224 5806** or email support@aprompt.co.uk