

Microsoft Outlook 2010

Setting up an email account

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 Outlook software. This guide is for users of Outlook 2010. If you do not use this version of Outlook, please go to www.aprompt.co.uk/guides/ to select the correct guide for your email software and version.

Before continuing make sure you have the following information to hand:

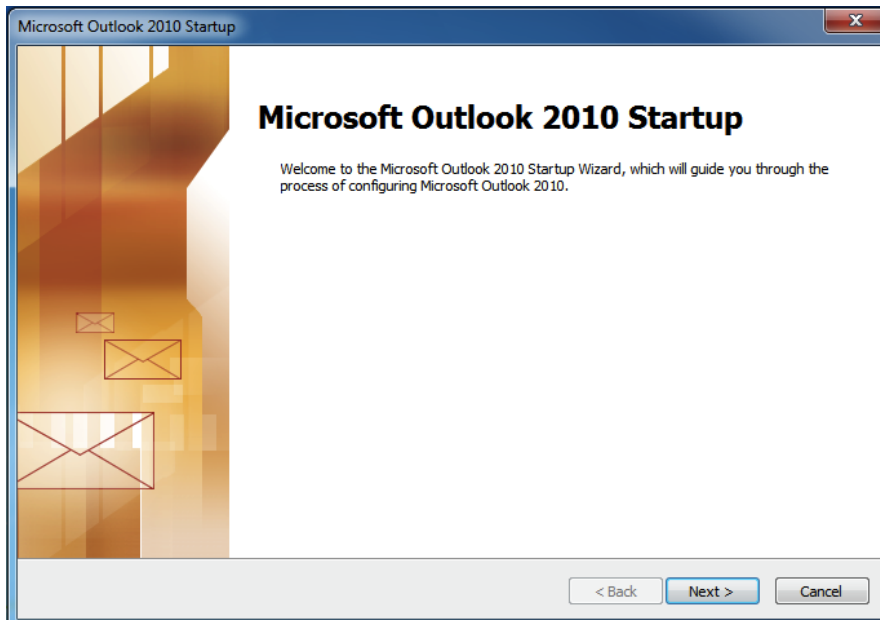
- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (POP3)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

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 also be mail.yourdomain.com.

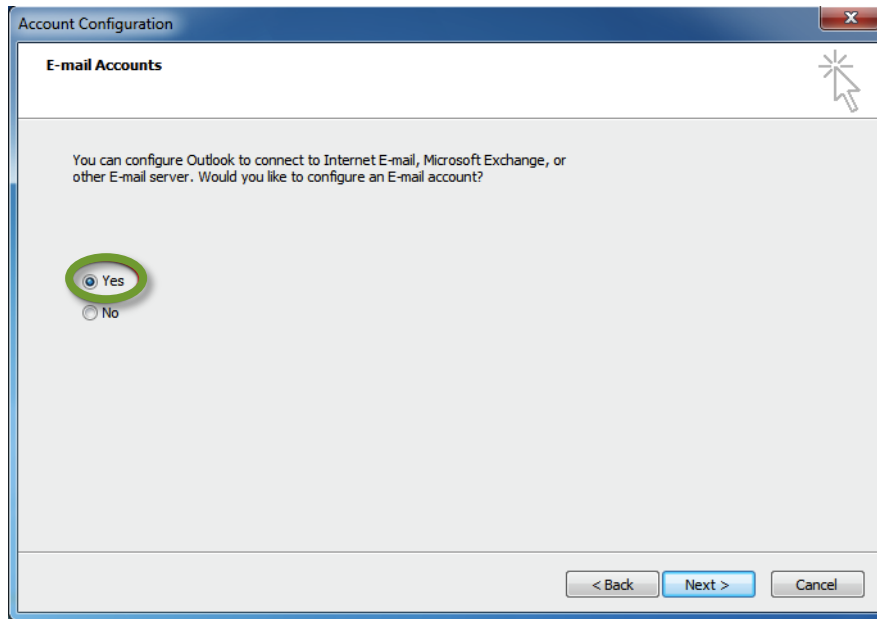
Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

Step 1: Open Microsoft Office Outlook 2010. If you use Windows 7 or previous and have just installed Outlook 2010 it will show in your Start Menu. Click *Start Menu > All Programs > Microsoft Office > Microsoft Office Outlook 2010*. If you use Windows 8 or later, go to your *Start* screen and begin typing "Microsoft Office Outlook 2010" and select from the search results.

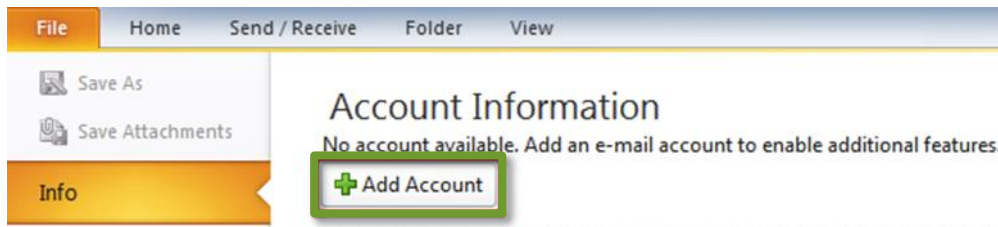
Step 2: If this is the first time you have opened Outlook 2010 then the Startup wizard will show. Click **Next**.



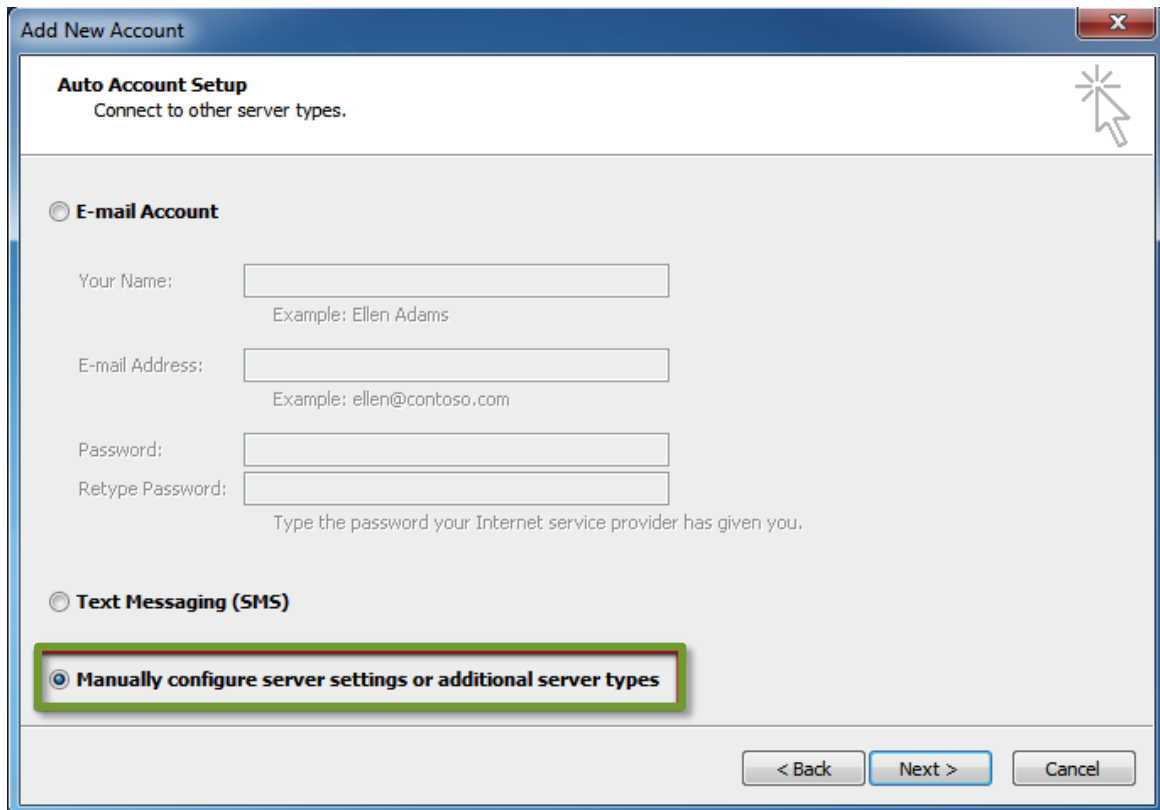
Step 3: Outlook will ask if you wish to configure an email account. Select **Yes** and click **Next**.



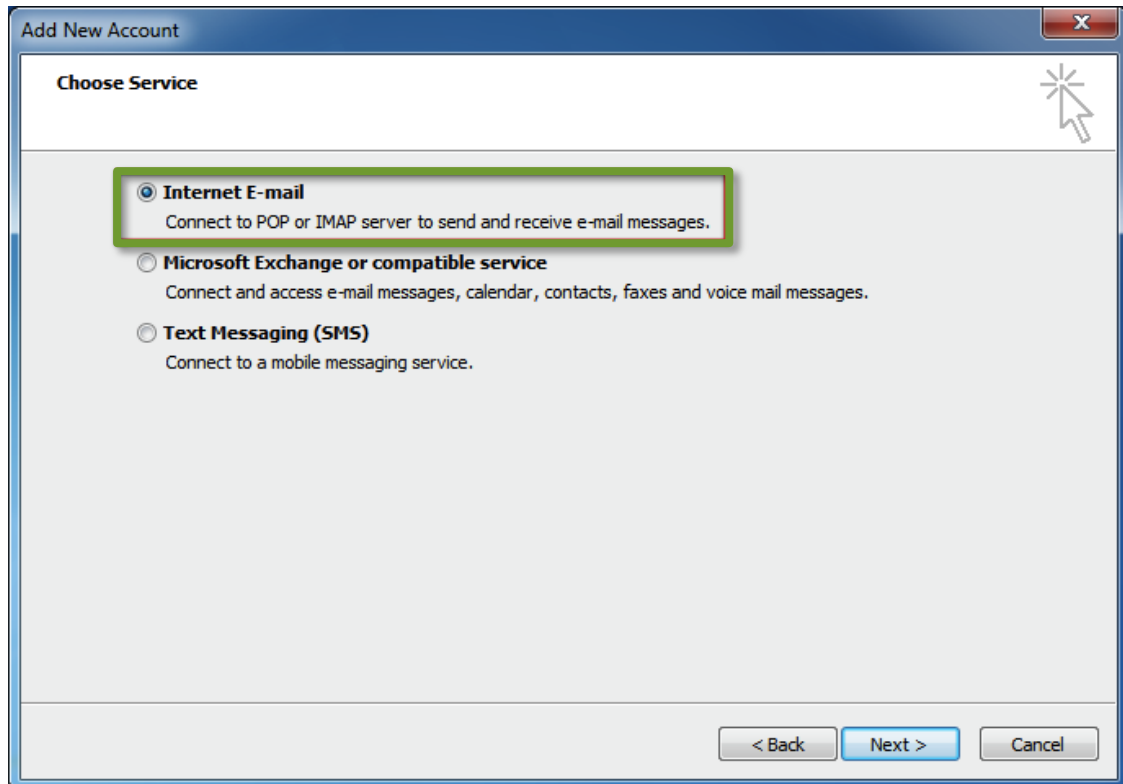
Step 4: If the Setup Wizard does not show then click the **File** menu and click **Add Account**.



Step 5: Select **Manually configure server settings or additional server types** and click **Next**.



Step 6: Outlook will prompt you to choose your E-mail Service. Select **Internet E-mail**. Then click **Next**.

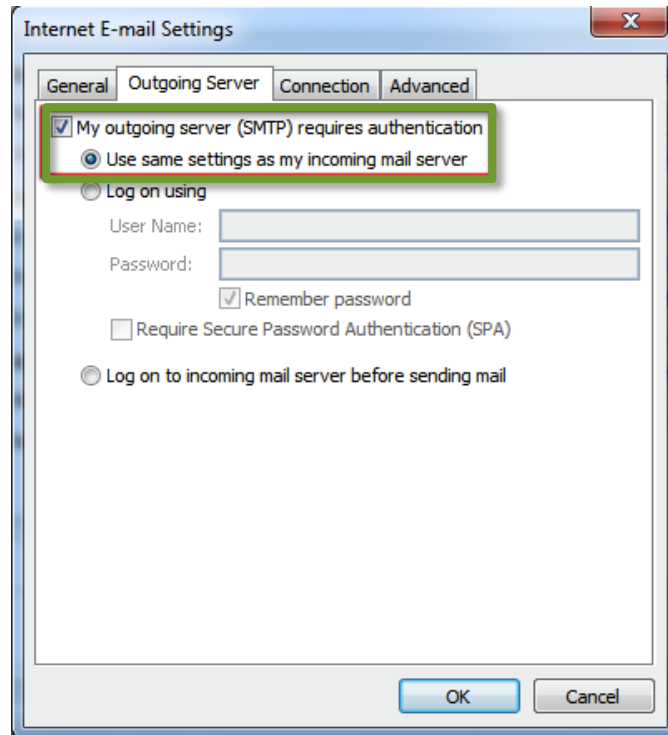


Step 7: You are now asked to enter your email account details.

- o Enter your name
- o Enter your email address. For example, yourname@yourdomain.com
- o Select **POP3** for the Account Type
- o Enter **mail.yourdomain.com** as your **Incoming Mail Server**
- o Enter **mail.yourdomain.com** as your **Outgoing Mail Server**
- o For User Name, enter your email address. For example: yourname@yourdomain.com
- o Enter your email password

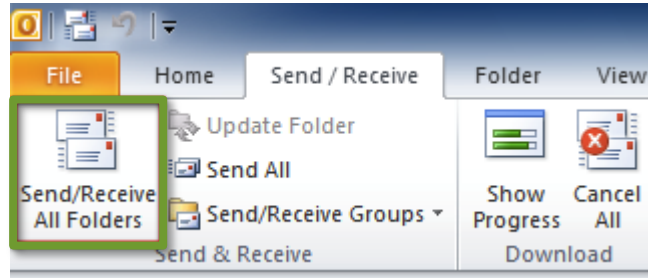
Step 8: Click **More Settings**.

Step 9: Click the **Outgoing Server** tab and then tick **My outgoing server (SMTP) requires authentication**. Click **OK**.



Step 10: Click **Next**. Outlook will test your settings. Click **Close**, then **Finished**.

Step 11: Your POP3 email account now appears on the left-side of Outlook 2010. From Outlook 2010's menu bar select **Send/Receive** then click **Send/Receive All Folders**. Outlook 2010 will now connect to your email account and show you any emails in your inbox.



Congratulations. You've now configured Microsoft Outlook 2010 to send and receive email using POP3.

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 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. Also please ensure that you have followed step 9 of this guide.

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.