

aprompt User Guide

Setting up an Advanced 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:

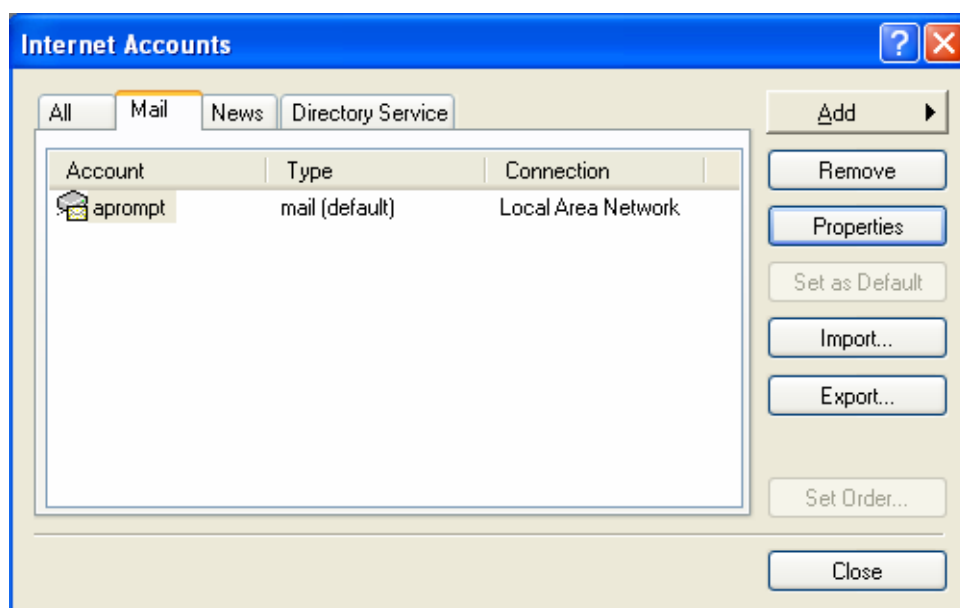
- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (POP3)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

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

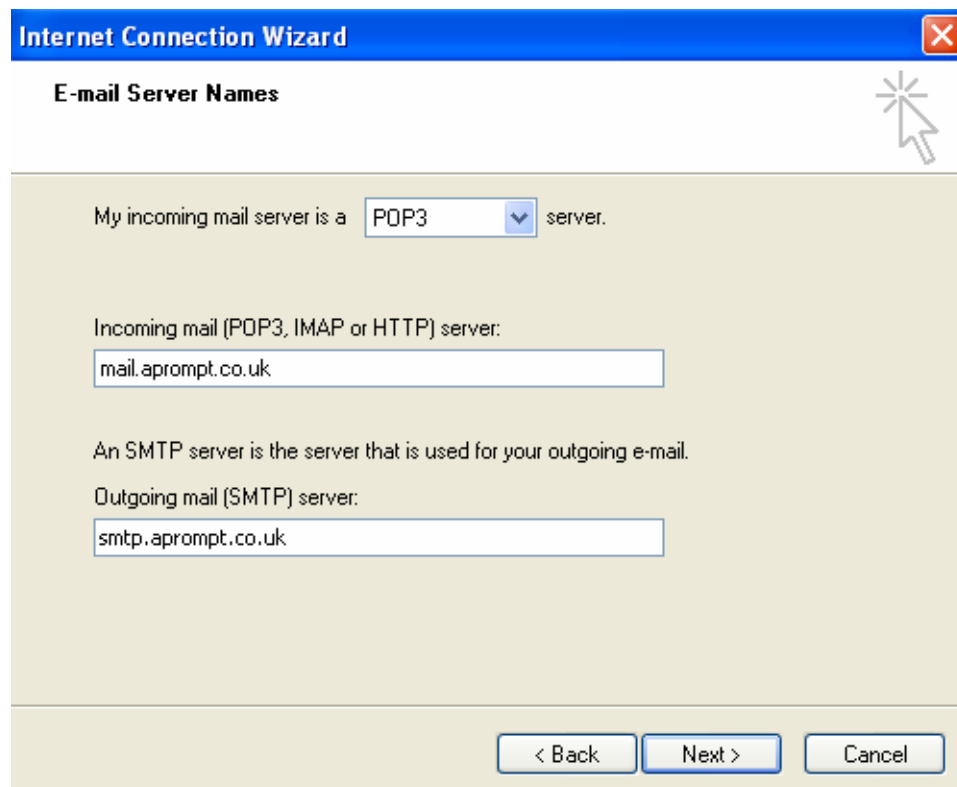
Step 2: The *Internet Accounts* window will open. Click **Add** in the top right corner. Click **Mail** in the menu that appears. This will open the *Internet Connection Wizard*.



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 aprompt 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**.

The screenshot shows the 'Internet Connection Wizard' dialog box with the 'Internet Mail Logon' step selected. The title bar includes a close button (X). The main area contains the following text and controls:

- Instruction: "Type the account name and password your Internet service provider has given you."
- Account name: text box containing "test@aprompt.co.uk"
- Password: text box containing "●●●●●●"
- Remember password: Remember password
- SPA instruction: "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."
- SPA checkbox: Log on using Secure Password Authentication (SPA)
- Navigation buttons: "< Back", "Next >", and "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.,

Step 8: In the Internet Accounts window, highlight the email account you have just added and click the **Properties** button.

Step 9: Click on **Servers** tab. Tick the box *My Server Requires Authentication* and click the **Settings** button.

The screenshot shows the 'Internet Accounts Properties' dialog box with the 'Servers' tab selected. The 'Outgoing Mail Server' section is highlighted with a red box. The dialog has tabs for 'General', 'Servers', 'Connection', 'Security', and 'Advanced'. The 'Servers' section contains the following text and controls:

- Server Information: "My incoming mail server is a POP3 server."
- Incoming mail (POP3): text box containing "mail.aprompt.co.uk"
- Outgoing mail (SMTP): text box containing "smtp.aprompt.co.uk"
- Incoming Mail Server: "Account name: test@aprompt.co.uk", "Password: ●●●●●●", Remember password, Log on using Secure Password Authentication
- Outgoing Mail Server: My server requires authentication, Settings...

Step 10: Select the *Use same settings as my incoming mail server* option and click 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.



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.