

## Windows 8

### 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 the Mail app in Windows 8. This guide is for users of Windows 8 and Windows 8.1. If you do not use either of these, please go to [www.aprompt.co.uk/guides/](http://www.aprompt.co.uk/guides/) to select the correct guide for your email software and device.

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

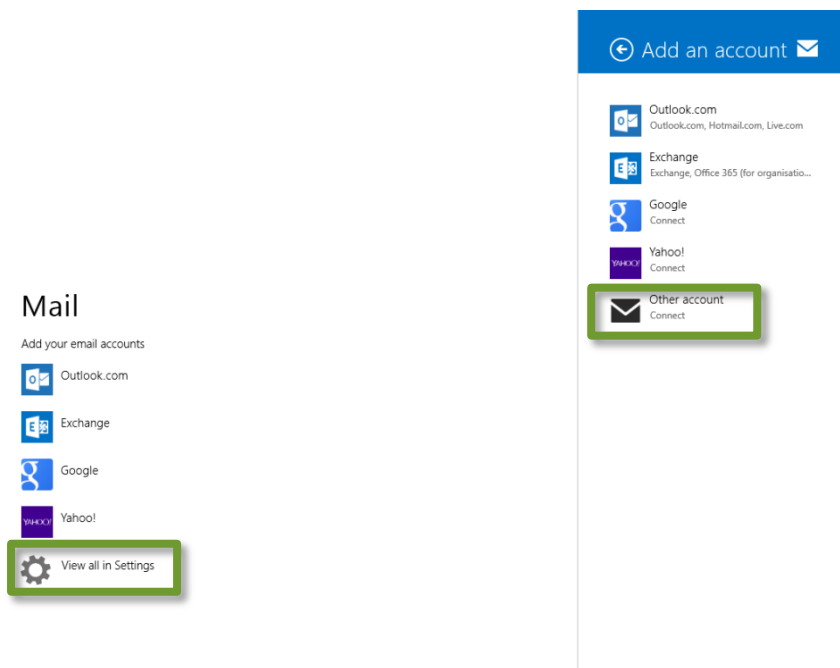
- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (IMAP)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

Your email address, password, incoming mail server (IMAP) 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.

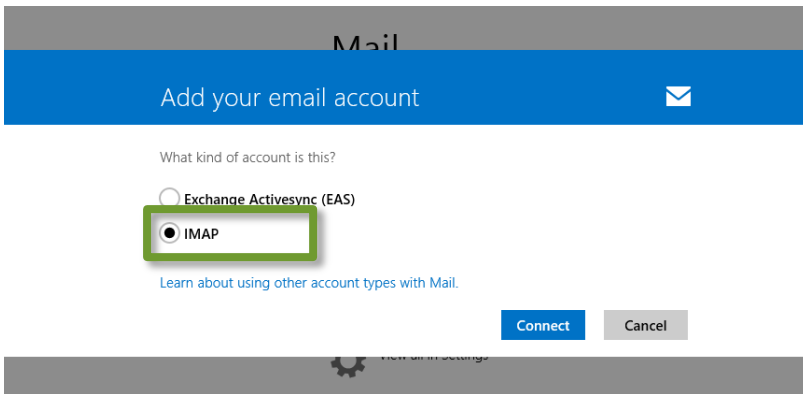
Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

**Step 1:** Find the **Mail** app on your device. It should be pre-installed on the Start page. You will need to be logged into your Microsoft account (for most people, this happens by default – if not, you'll be prompted to log in or sign up when you open the app).

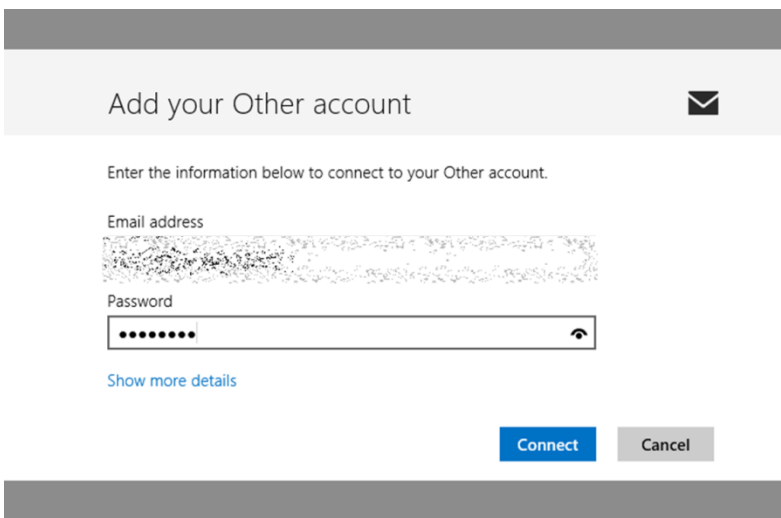
**Step 2:** If this is your first time setting up an account in the Mail app, you'll meet a screen with different account types listed on it. Click "**View all in Settings**" then choose "**Other Account**".



Step 3: Select your account type as **IMAP** and click "Connect".




Step 4: Enter the **email address** and **password** aprompt provided you with and click "Connect".



Step 5: You may receive an error message.

✉

We still can't find settings for . Providing this additional info may help. If you don't know this information, search online or check with your provider.

Email address

Username

Password

Incoming (IMAP) email server Port  
 993

Incoming server requires SSL

Outgoing (SMTP) email server Port  
 465

Outgoing server requires SSL

Outgoing server requires authentication

Use the same username and password to send and receive email

[Show fewer details](#)


Connect Cancel

Fill in remaining details as provided by aprompt (**username** is the same as your email address; mail servers are mail.yourdomain.com – replacing “yourdomain.com”!).

Uncheck “**Incoming server requires SSL**” and “**Outgoing server requires SSL**”. The numbers for ports should update themselves accordingly.

Then, click “**Connect**”.


✉

We still can't find settings for . Providing this additional info may help. If you don't know this information, search online or check with your provider.


Email address

Username

Password

Incoming (IMAP) email server Port  
 mail. 143

Incoming server requires SSL

Outgoing (SMTP) email server Port  
 mail. 25

Outgoing server requires SSL

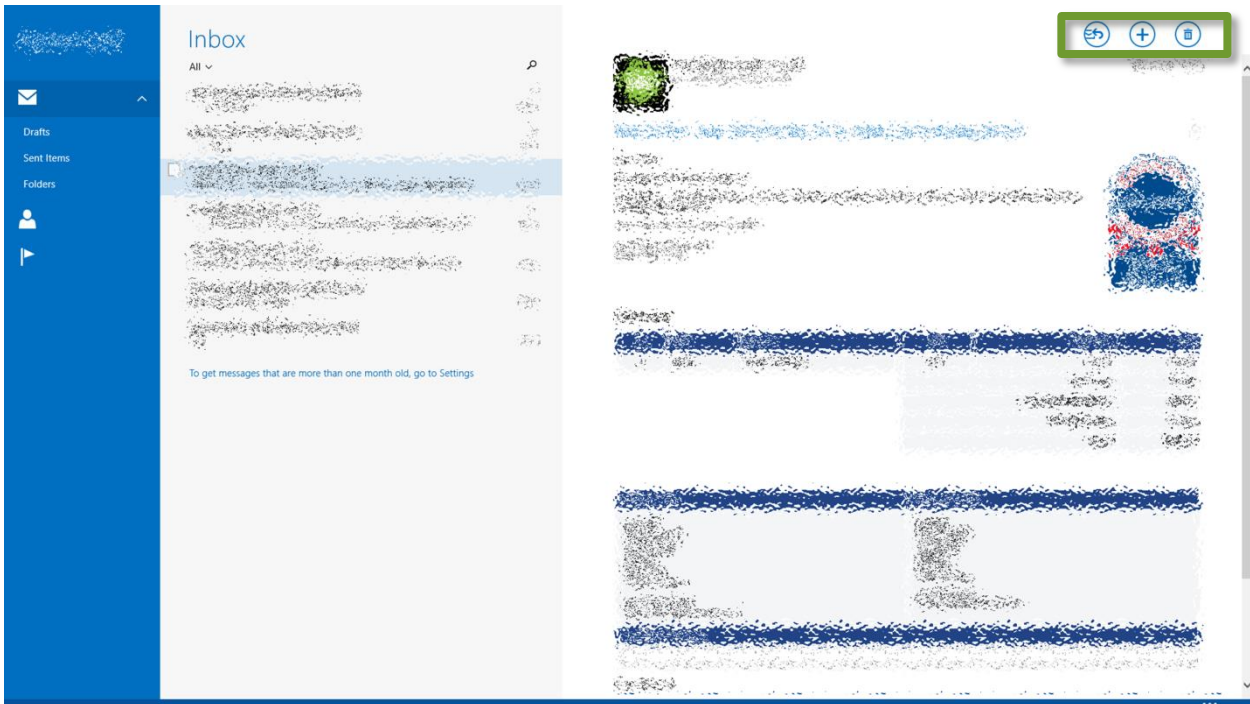
Outgoing server requires authentication

Use the same username and password to send and receive email

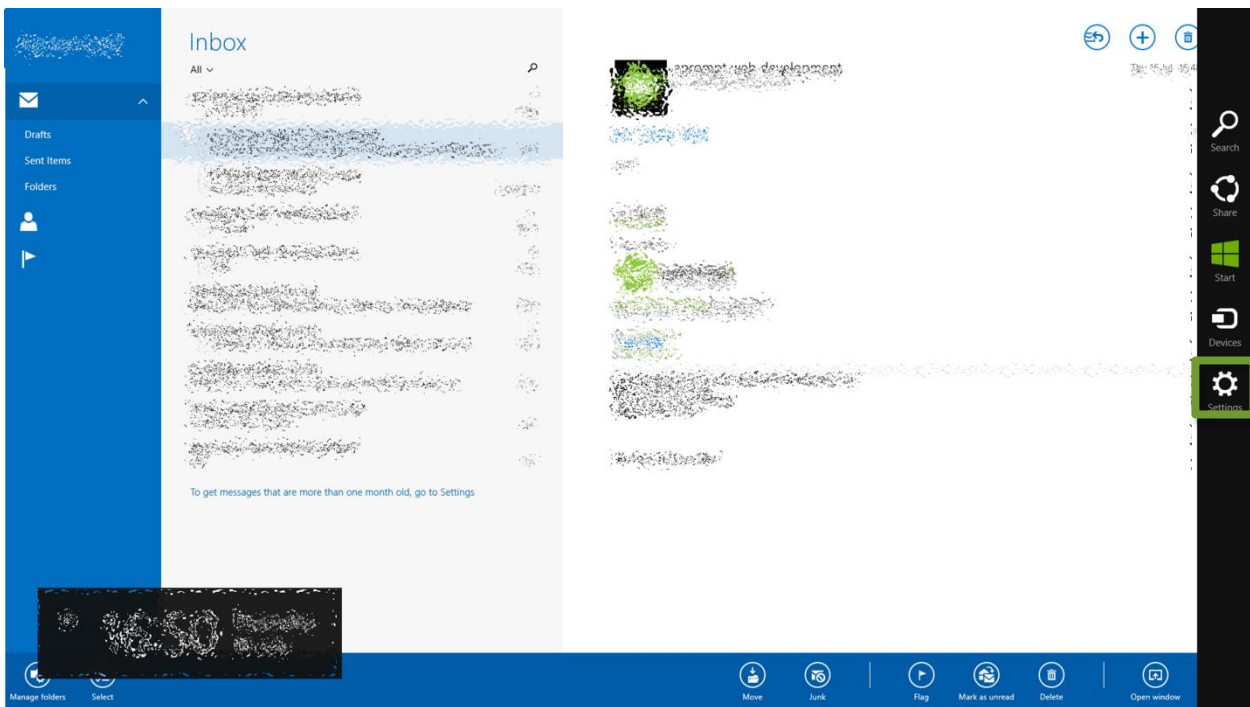
[Show fewer details](#)

Connect Cancel

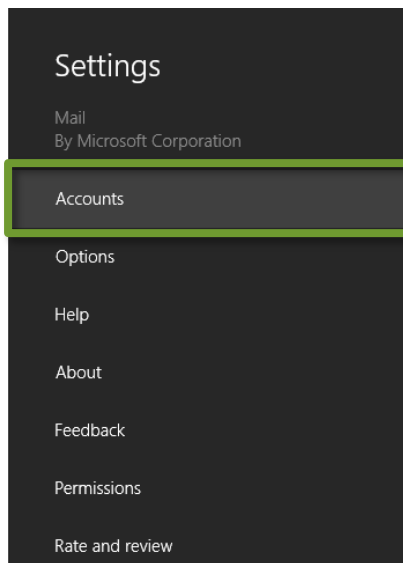
**Step 6:** Your account should now be set up. You can control by right-clicking to show the options menu.



**Step 7:** To edit account settings (like default signature) or add a new account, bring up the charms bar and choose "Settings".



Step 8: Select "Accounts".



From here, you will be able to add additional accounts and click each account to change its settings if necessary.

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](mailto: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 in Mail 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 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.

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.