

***Configuring Your Email Client: Outlook  
Express***

***Quick Reference***



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## What is an Email Client?

An email client is an application that allows you to view and send email. The manual will describe how to configure the following email client:

- Outlook Express

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## Who Should Read This Manual?

This manual is intended for all users and System Administrators who must configure email clients.

This manual assumes you understand the basics of email, including POP, SMTP, and SSL.

- Note:** After reading this chapter, you should be able to determine which type of configuration is best for you. After determining your configuration, you need to read *only* the chapter on that configuration.

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## POP, IMAP, and SSL: Which Protocol Should I Use?

- POP
  - Best when you will be primarily accessing your email from a single location, like your office or home. When you leave your office or home, you can still access your email from a web browser.
  - Downloads message to your computer, so you don't have to worry about exceeding the size of your mailbox.
  - When you access your email account through a web browser, you may not see previous message that were downloaded to Outlook Express.



## IMAP

- Best when you will be accessing your email from multiple locations.
- Allows you to create portable folders in Outlook Express. These folders will appear in each Outlook Express client you use to access your account. For example, the Outlook Express client for your account will look the same at work, at home, and at your friend's house.
- Because your email messages are stored on the email server, you must monitor your mailbox size and delete messages to avoid exceeding your mailbox size.

## SSL

- You can use SSL with either a POP email client or an IMAP email client.
- Allows you to send and receive secure, encrypted email

**Note:** Not all accounts support SSL. To determine if your account includes SSL access, contact Customer Support.

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## What's In This Manual?

This manual is organized as follows:

- Chapter 2. *Configuring Outlook Express for POP.*** Perform the steps in this chapter if you will be using the POP protocol, without SSL. You can skip the other two chapters.
- Chapter 3. *Configuring Outlook Express for IMAP.*** Perform the steps in this chapter if you will be using the IMAP protocol, without SSL. You can skip the other two chapters.
- Chapter 4. *Configuring Outlook Express for SSL.*** Perform the steps in this chapter if you will be using SSL. You can skip the other two chapters.

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## Typographical Conventions





The following typographical conventions are used throughout this manual:

<i>Italics</i>	Used for proper titles of documents and chapters/sections in documents; also used to emphasize a word or phrase.
<b>Bold</b>	Used for menu names, commands, and options; for example, “the Edit command.”
Courier New	Used to denote text that is displayed at the command line.
<b>Courier New Bold</b>	Used to denote text that must be entered at the command line.
<>	Used when referring to a key on your keyboard. For example, “press <F3>” means to press the F3 function key.



- [ ] Used when referring to a button on your screen. For example “select [**Cancel**]” means to select the button called “cancel.”
- SMALL CAPS** Used for window and dialog box names. For example “From the **INSERT HYPERLINK**” dialog box.

## Special Components

-  **Note:** This icon means that the information that follows is in addition to the information contained in the main text. It is important, but not urgent.
-  **Help:** This icon means that a helpful hint follows.
-  **Caution:** This icon means that you should stop and think carefully before proceeding; otherwise, you could lose some or all of your work.
-  **Warning:** This icon means that an action can result in significant loss of data or corruption of your software.



## Configuring Outlook Express for POP

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### Overview

This chapter will describe how to configure Outlook Express for POP. To determine if this is the version of Outlook you are running, perform the following:

1. Open Outlook.
2. Go to the **Tools** menu.
3. Select **About Microsoft Outlook Express**.

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### Prerequisites

Before performing the steps in this chapter, you must:


- Install Outlook Express.
- Sign-up for an email account.
- Know your email address and password.


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### Performing the Configuration

1. Establish an Internet connection to your ISP.
  - If you have an always-on connection, like a cable modem or DSL, you do not have to perform any tasks.
  - If you are part of a corporate LAN, you do not have to perform any tasks.
  - If you have a dial-up account, you must dial-up your ISP.
2. Start-up Outlook Express.
3. Select the **Tools** menu and choose **Accounts**.



4. The **INTERNET ACCOUNTS** dialog box appears.
5. In the **INTERNET ACCOUNTS** dialog box:
  - Select the **[Add]** button and choose **Mail**.
  
6. The **Internet Connection Wizard** starts. The **YOUR NAME** dialog box appears.
7. In the **YOUR NAME** dialog box, enter the following:
  - **Display Name**. Enter the name you want to appear in the “From” field when you send email. Usually, this is your first and last name.
  - Select the **[Next]** button.
  
8. The **INTERNET E-MAIL ADDRESS** dialog box appears.
9. In the **INTERNET E-MAIL ADDRESS** dialog box, enter the following:
  - Select *I already have an e-mail address that I'd like to use*.
  - **E-mail Address**. Enter your full email address using all lower case characters, in the format *username@home.co.uk*.
  - Select the **[Next]** button.
  
10. The **E-MAIL SERVER NAMES** dialog box appears.
11. In the **E-MAIL SERVER NAMES** dialog box, enter the following:
  - *My incoming mail server is a*. Select **POP3**.
  - *Incoming mail (POP3, IMAP, or HTTP) server*. Enter **mail.home.co.uk**
  - *Outgoing mail (SMTP) server*. Enter **mail.home.co.uk**
  - Select the **[Next]** button.
  
12. The **INTERNET MAIL LOGON** dialog box appears.
13. In **INTERNET MAIL LOGON** dialog box, enter the following:
  - **Account Name**. Enter your full email address using all lower case characters, in the format *username@home.co.uk*.
  - **Password**. Enter your email password.
  - Select the **[Next]** button.
  
-  **Caution:** Do not select *Log on using Secure Password Authentication (SPA)*.
  
14. The **CONGRATULATIONS** dialog box appears.
15. In the **CONGRATULATIONS** dialog box, select the **[Finish]** button.

 **Caution:** You are not yet done with your configuration.

16. From the main Outlook Express screen, select the **Tools** menu and choose **Accounts**.



17. The **INTERNET ACCOUNTS** dialog box appears. Select the **Mail** tab.
18. In the **Mail** tab
  - Highlight **mail.home.co.uk**
  - Select the [**Properties**] button.
  
19. The **MAIL.HOME.CO.UK PROPERTIES** dialog box appears. Select the **Servers** tab.
20. In the **Servers** tab,
  - Select **My server requires authentication**.
  - Select the [**Apply**] button and then the [**OK**] button.
  
21. If you will frequently be accessing your email from a web browser, select the **Advanced** tab.
22. In the **Advanced** tab,
  - Select *Leave a copy of messages on the server*.



**Caution:** This option will store copies of all your messages on the email server. This allows you to see all past messages through your browser. However, be aware your mailbox size, because eventually this option could cause you to exceed the size limit of your mailbox. You will have to periodically delete messages to stay within your mailbox size.

- To periodically remove messages from the server, select the *Remove from server after* check box, and then enter a number of days in the box.
- To delete messages from the server when you empty your **Deleted Items** folder, select *Remove from server when deleted from Deleted Items*.
- Select the [**Apply**] button and then the [**OK**] button.

23. You should now be able to use your Outlook Express client to access your email account!



**Note:** Most DSL, Cable and Dial-up ISPs no longer allow their customers to use third-party SMTP servers. There is an alternate SMTP port that can be used instead of the standard port 25 in order to get around this limitation. If you have trouble using our SMTP server, go back to the **Advanced** tab and enter **587** for the *Outgoing mail (SMTP)* port.





## **Configuring Outlook Express for IMAP**

IMAP stands for Internet Message Access Protocol. Like the POP protocol described in the earlier chapters of this manual, IMAP allows you to use your email client to view email messages that are stored on the email server. However, unlike POP, IMAP does not require you to download the messages from the server. IMAP allows you to view the messages directly on the server.

The advantage of IMAP is that it allows you to access your email from more than one computer. For example, if you have an IMAP email client at work and another IMAP email client at home, you can view your email from either location. Because your messages are not moved off the server, your list of messages will appear the same from any IMAP client.

- Note:** Currently, any folders you create in an IMAP email client will not appear when you access your email through a web-browser. Furthermore any folders you create when accessing your email through a web-browser will not appear in your IMAP email client.

The sections in this chapter will describe how to configure your email client for IMAP.

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### **Overview**

This chapter will describe how to configure Outlook Express for IMAP. To determine if this is the version of Outlook you are running, perform the following:

1. Open Outlook.
2. Go to the **Tools** menu.
3. Select **About Microsoft Outlook Express**.



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## Prerequisites

Before performing the steps in this chapter, you must:

- Install Outlook Express.
- Sign-up for an email account.
- Know your email address and password.

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## Performing the Configuration

1. Establish an Internet connection to your ISP.
  - If you have an always-on connection, like a cable modem or DSL, you do not have to perform any tasks.
  - If you are part of a corporate LAN, you do not have to perform any tasks.
  - If you have a dial-up account, you must dial-up your ISP.
2. Start-up Outlook Express.
3. Select the **Tools** menu and choose **Accounts**.
4. The **INTERNET ACCOUNTS** dialog box appears.
5. In the **INTERNET ACCOUNTS** dialog box:
  - Select the **[Add]** button and choose **Mail**.
6. The **Internet Connection Wizard** starts. The **YOUR NAME** dialog box appears.
7. In the **YOUR NAME** dialog box, enter the following:
  - **Display Name**. Enter the name you want to appear in the “From” field when you send email. Usually, this is your first and last name.
  - Select the **[Next]** button.
8. The **INTERNET E-MAIL ADDRESS** dialog box appears.
9. In the **INTERNET E-MAIL ADDRESS** dialog box, enter the following:
  - Select ***I already have an e-mail address that I'd like to use***.
  - **E-mail Address**. Enter your full email address using all lower case characters, in the format *username@home.co.uk*.
  - Select the **[Next]** button.
10. The **E-MAIL SERVER NAMES** dialog box appears.
11. In the **E-MAIL SERVER NAMES** dialog box, enter the following:
  - **My incoming mail server is a**. Select **IMAP**.
  - **Incoming mail (POP3, IMAP, or HTTP) server**. Enter **mail.home.co.uk**
  - **Outgoing mail (SMTP) server**. Enter **mail.home.co.uk**
  - Select the **[Next]** button.
12. The **INTERNET MAIL LOGON** dialog box appears.



13. In **INTERNET MAIL LOGON** dialog box, enter the following:

- **Account Name.** Enter your full email address using all lower case characters, in the format *username@home.co.uk*.
- **Password.** Enter your email password.
- Select the **[Next]** button.



**Caution:** Do not select *Log on using Secure Password Authentication (SPA)*.

14. The **CONGRATULATIONS** dialog box appears.

15. In the **CONGRATULATIONS** dialog box, select the **[Finish]** button.



**Caution:** You are not yet done with your configuration.

16. From the main Outlook Express screen, select the **Tools** menu and choose **Accounts**.

17. The **INTERNET ACCOUNTS** dialog box appears. Select the **Mail** tab.

18. In the **Mail** tab

- Highlight **mail.home.co.uk**
- Select the **[Properties]** button.

19. The **MAIL.HOME.CO.UK PROPERTIES** dialog box appears. Select the **Servers** tab.

20. In the **Servers** tab,

- Select *My server requires authentication*.
- Select the **[Apply]** button and then the **[OK]** button.

21. You should now be able to use your Outlook Express client to access your email account!



**Note:** Most DSL, Cable and Dial-up ISPs no longer allow their customers to use third-party SMTP servers. There is an alternate SMTP port that can be used instead of the standard port 25 in order to get around this limitation. If you have trouble using our SMTP server, go back to the **Advanced** tab and enter **587** for the *Outgoing mail (SMTP)* port.





## Configuring Outlook Express for SSL

SSL stands for **Secure Sockets Layer**. SSL is a protocol for sending secure messages over the Internet. To send secure messages, Outlook Express will communicate with a *secure* server. This secure server performs the POP/IMAP and SMTP functions.

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### Overview

This chapter will describe how to configure Outlook Express for SSL. To determine if this is the version of Outlook you are running, perform the following:

1. Open Outlook.
2. Go to the **Tools** menu.
3. Select **About Microsoft Outlook Express**.

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### Prerequisites

Before performing the steps in this chapter, you must:

- Install Outlook Express.
- Sign-up for an email account.
- Ensure that your account includes SSL access. Contact Customer Support if you are not sure.
- Know your email address and password.

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### Performing the Configuration

1. Establish an Internet connection to your ISP.
  - If you have an always-on connection, like a cable modem or DSL, you do not have to perform any tasks.
  - If you are part of a corporate LAN, you do not have to perform any tasks.
  - If you have a dial-up account, you must dial-up your ISP.



2. Start-up Outlook Express.
3. Select the **Tools** menu and choose **Accounts**.
  
4. The **INTERNET ACCOUNTS** dialog box appears.
5. In the **INTERNET ACCOUNTS** dialog box:
  - Select the **[Add]** button and choose **Mail**.
  
6. The **Internet Connection Wizard** starts. The **YOUR NAME** dialog box appears.
7. In the **YOUR NAME** dialog box, enter the following:
  - **Display Name**. Enter the name you want to appear in the “From” field when you send email. Usually, this is your first and last name.
  - Select the **[Next]** button.
  
8. The **INTERNET E-MAIL ADDRESS** dialog box appears.
9. In the **INTERNET E-MAIL ADDRESS** dialog box, enter the following:
  - Select ***I already have an e-mail address that I'd like to use***.
  - **E-mail Address**. Enter your full email address using all lower case characters, in the format *username@home.co.uk*.
  - Select the **[Next]** button.
  
10. The **E-MAIL SERVER NAMES** dialog box appears.
11. In the **E-MAIL SERVER NAMES** dialog box, enter the following:
  - ***My incoming mail server is a***. Select either **POP3** or **IMAP**.
  - ***Incoming mail (POP3, IMAP, or HTTP) server***. Enter **secure.emailsrvr.com**
  - ***Outgoing mail (SMTP) server***. Enter **secure.emailsrvr.com**
  - Select the **[Next]** button.
  
- Note:** This chapter describes how to configure SSL for use with a POP account. However, you can also use SSL with an IMAP account. To use SSL with IMAP, select **IMAP** in the field ***My incoming mail server is a***. The remaining dialog boxes will display your incoming mail server as an IMAP server.

12. The **INTERNET MAIL LOGON** dialog box appears.
13. In **INTERNET MAIL LOGON** dialog box, enter the following:
  - **Account Name**. Enter your full email address using all lower case characters, in the format *username@home.co.uk*.
  - **Password**. Enter your email password.
  - Select the **[Next]** button.



**Caution:** Do not select ***Log on using Secure Password Authentication (SPA)***.

14. The **CONGRATULATIONS** dialog box appears.
15. In the **CONGRATULATIONS** dialog box, select the **[Finish]** button.





**Caution:** You are not yet done with your configuration.

16. From the main Outlook Express screen, select the **Tools** menu and choose **Accounts**.

17. The **INTERNET ACCOUNTS** dialog box appears. Select the **Mail** tab.

18. In the **Mail** tab

- Highlight **secure.emailsrvr.com**
- Select the [**Properties**] button.

19. The **SECURE.EMAILSRVR.COM PROPERTIES** dialog box appears. Select the **Advanced** tab.

20. In the **Advanced** tab,

- **Outgoing mail (SMTP)**. Enter **465**
- Select **This server requires a secure connection (SSL)**.
- **Incoming mail (POP3)**. Enter **995**
- Select **This server requires a secure connection (SSL)**.



**Note:** If you selected **IMAP** in step 11, enter **993** for **Incoming mail (IMAP)**.

- If you will frequently be accessing your email from a web browser, select **Leave a copy of messages on the server**.



**Caution:** This option will store copies of all your messages on the email server. This allows you to see all past messages through your browser. However, be aware your mailbox size, because eventually this option could cause you to exceed the size limit of your mailbox. You will have to periodically delete messages to stay within your mailbox size.

- To periodically remove messages from the server, select the **Remove from server after** check box, and then enter a number of days in the box.
- To delete messages from the server when you empty your **Deleted Items** folder, select **Remove from server when deleted from Deleted Items**.
- Select the [**Apply**] button and then the [**OK**] button.

21. Select the **Servers** tab.

22. In the **Servers** tab,

- Select **My server requires authentication**.
- Select the [**Apply**] button and then the [**OK**] button.

23. You should now be able to use your Outlook Express client to access your email account!

