



## **Email Update Instructions**

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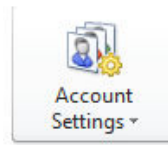
## Email Client Settings – The Basics

The following settings must be checked within an email client so an email account will work with the new email infrastructure.

- The username format is the full email address. This is the login portion that is located along with the subscriber's password.
- In the images, your\_domain.com is the part of your email address that follows the "@" sign.
- The new incoming mail server (POP 3) is now "mail.watvc.com".
- The new outgoing mail server (SMTP) is now "mail.watvc.com".
- "Outgoing server requires authentication" needs to remain checked.
- Uncheck "This server requires a secure connection (SSL)"

## Outlook 2013

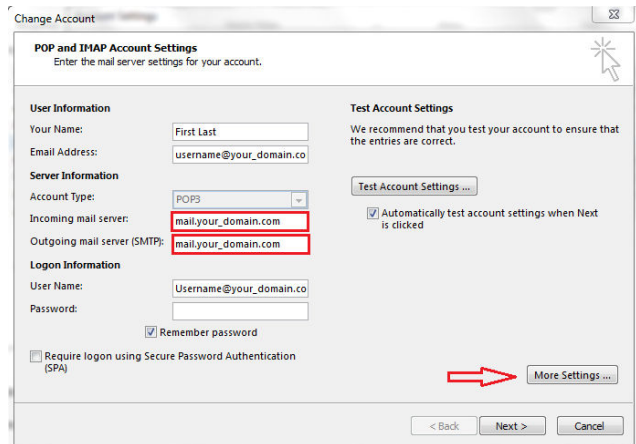
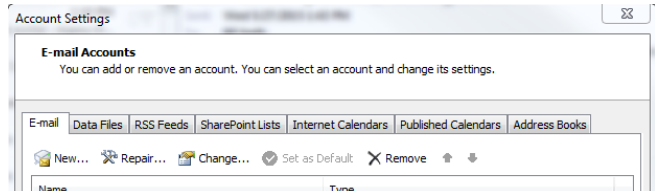
1. Open **Outlook**
2. Click the **File** tab
3. Select **Account Settings**
4. On E-mail tab select account and click **Change**



5. Change the following:

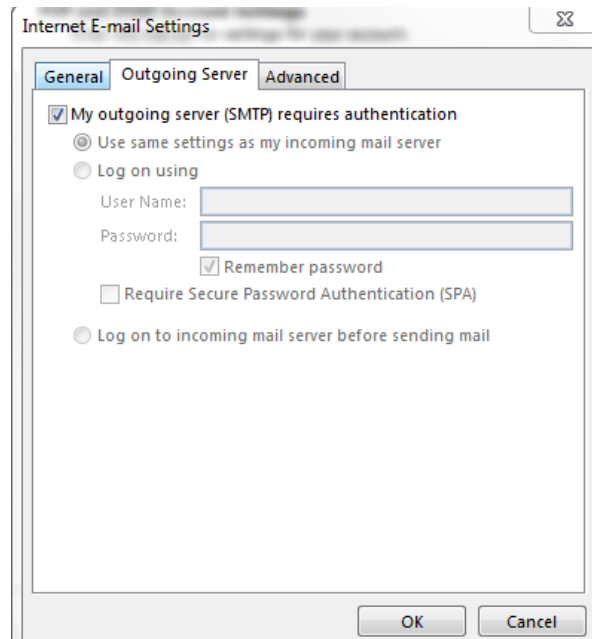
**Incoming mail server:** mail.watvc.com  
**Outgoing mail server (SMTP):** mail.watvc.com  
**Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.

6. Click **More Settings**

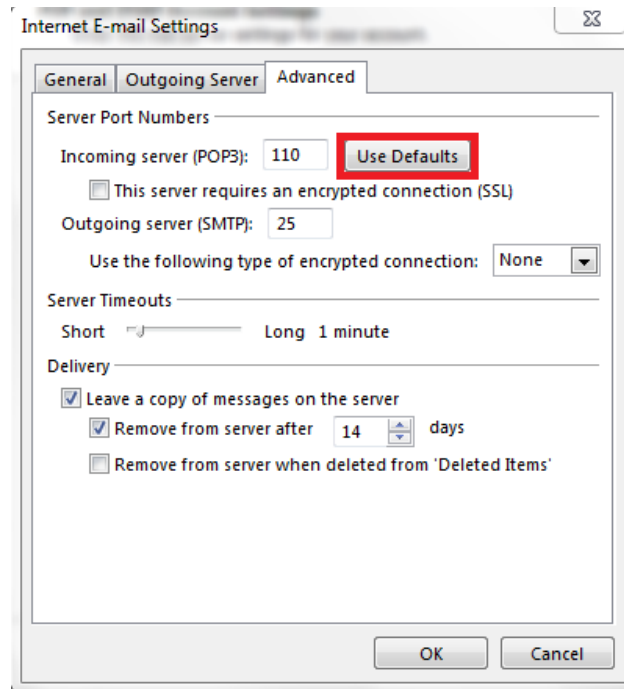


7. Select the **Outgoing Server** tab

Verify **My outgoing server (SMTP) requires authentication** is checked and select **Use same settings as my incoming mail server**.



8. Click the **Advanced tab**
9. Click the **Use Defaults** button
10. Click **OK**
11. Click **Next**
12. Click **Finish**



## Outlook 2007

1. Open **Outlook**.
2. Click the **Tools** menu, and select **Account Settings...**
3. On the **E-mail** tab, select your POP account and click **Change...**
4. Change the following fields:  
**POP server:** mail.watvc.com  
**SMTP server:** mail.watvc.com  
**Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.

Change E-mail Account

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

**User Information**  
Your Name:   
E-mail Address:

**Server Information**  
Account Type:   
Incoming mail server:   
Outgoing mail server (SMTP):

**Logon Information**  
User Name:   
Password:   
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

< Back   Next >   Cancel

5. Click the **More Settings...** button
6. Select the **Outgoing Server** tab.

7. Verify **My outgoing server (SMTP) requires authentication** is selected and select **Use same settings as my incoming mail server**.

Internet E-mail Settings

General   **Outgoing Server**   Connection   Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name:   
Password:   
 Remember password

Require Secure Password Authentication (SPA)

Log on to incoming mail server before sending mail

OK   Cancel

8. Click the **Advanced** tab
9. Enter **110** in the **Incoming Server (POP3)**
10. Uncheck **This server requires an encrypted connection (SSL)**.
11. Enter **25** in the **Outgoing Server (SMTP)**
12. Click **OK**
13. Click **Next**
14. Click **Finish**

Internet E-mail Settings

General   Outgoing Server   Connection   **Advanced**

Server Port Numbers

Incoming server (POP3):    Use Defaults

This server requires an encrypted connection (SSL)

Outgoing server (SMTP):

Use the following type of encrypted connection:

Server Timeouts

Short    Long 1 minute

Delivery

Leave a copy of messages on the server

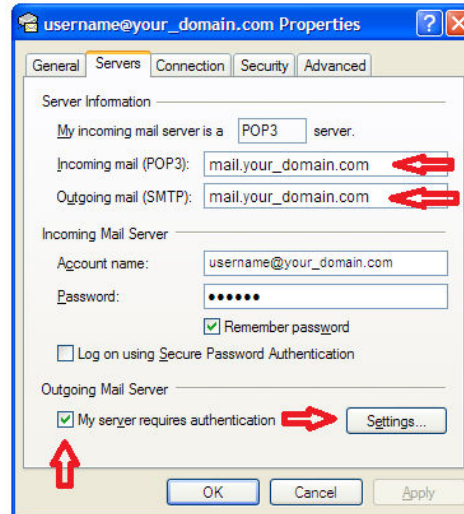
Remove from server after  days

Remove from server when deleted from 'Deleted Items'

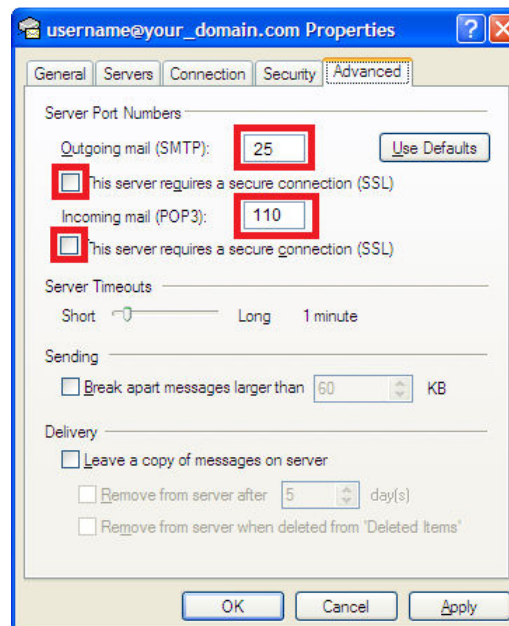
OK   Cancel

## Outlook Express

1. Open Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.
4. Click on the **Servers** Tab and change the following fields:  
**POP server:** mail.watvc.com  
**SMTP server:** mail.watvc.com  
Verify **My server requires authentication** is checked

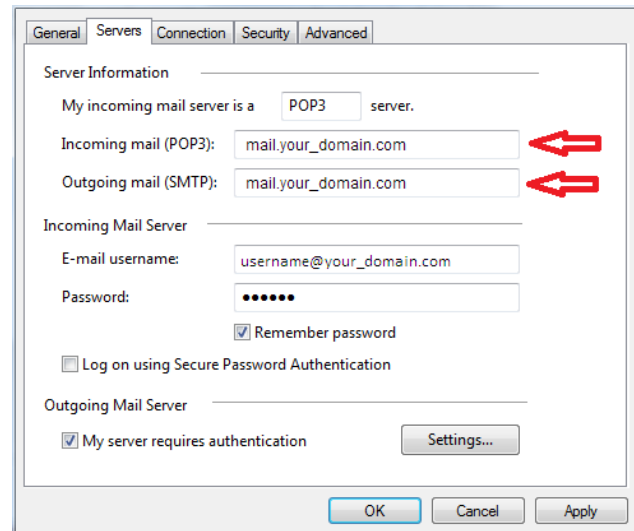


5. Click the **Advanced** tab.
6. Enter **25** in the **Outgoing Server (SMTP)**
7. Uncheck **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the **Incoming Mail (POP3)**
9. Uncheck **This server requires an encrypted connection (SSL)**.
10. Click **OK**.



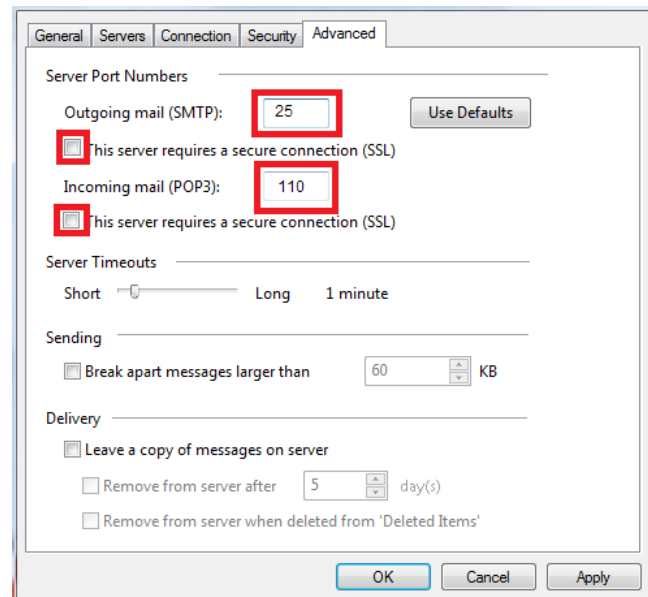
## Windows Mail

1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP account and click **Properties**.
4. Click the **Servers** tab and change the following fields:  
**POP server:** mail.watvc.com  
**SMTP server:** mail.watvc.com  
Verify **My server requires authentication** is checked



The screenshot shows the 'Servers' tab in the Windows Mail 'Properties' dialog. The 'Server Information' section is active. It shows 'My incoming mail server is a POP3 server.' Below this, the 'Incoming mail (POP3):' field contains 'mail.your\_domain.com' and the 'Outgoing mail (SMTP):' field contains 'mail.your\_domain.com'. Two red arrows point to these fields. The 'Incoming Mail Server' section shows 'E-mail username:' as 'username@your\_domain.com' and a masked password field. There is a checked checkbox for 'Remember password' and an unchecked checkbox for 'Log on using Secure Password Authentication'. The 'Outgoing Mail Server' section has a checked checkbox for 'My server requires authentication' and a 'Settings...' button. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

5. Click the **Advanced** tab.
6. Enter **25** in the **Outgoing Server (SMTP)**
7. Uncheck **This server requires an encrypted connection (SSL)**.
8. Enter **110** in the **Incoming Mail (POP3)**
9. Uncheck **This server requires an encrypted connection (SSL)**.
10. Click **OK**.

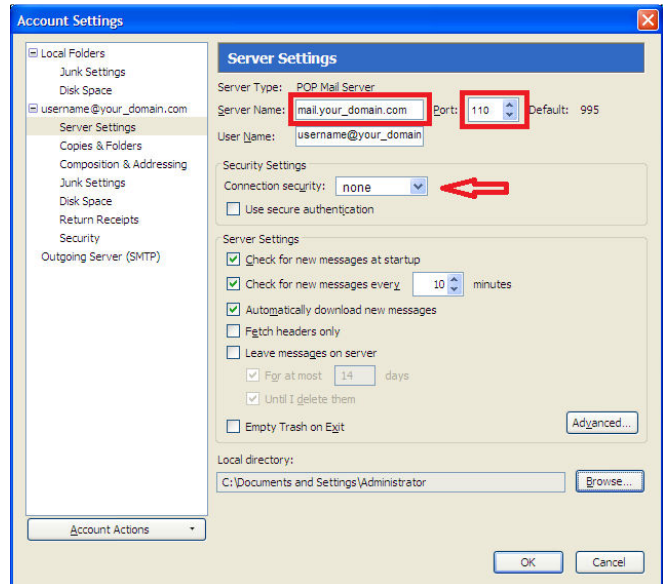


The screenshot shows the 'Advanced' tab in the Windows Mail 'Properties' dialog. The 'Server Port Numbers' section is active. The 'Outgoing mail (SMTP):' field contains '25' and the 'Incoming mail (POP3):' field contains '110'. Both fields are highlighted with red boxes. There are unchecked checkboxes for 'This server requires a secure connection (SSL)' for both outgoing and incoming mail. The 'Server Timeouts' section shows a slider between 'Short' and 'Long' (1 minute). The 'Sending' section has an unchecked checkbox for 'Break apart messages larger than' with a value of '60' KB. The 'Delivery' section has an unchecked checkbox for 'Leave a copy of messages on server' and two unchecked checkboxes for 'Remove from server after' (5 day(s)) and 'Remove from server when deleted from 'Deleted Items''. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

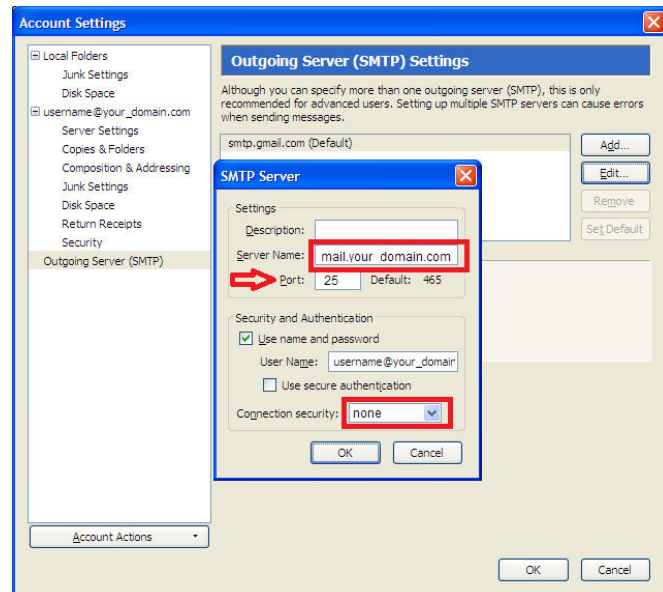


## Thunderbird 3

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click Server setting in the left-hand pane.
4. Enter **mail.watvc.com** in the **Server Name** field
5. Enter **110** in the **Port** field

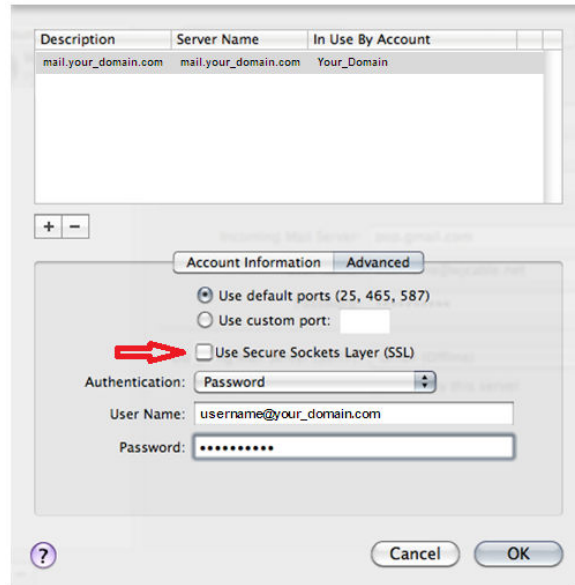
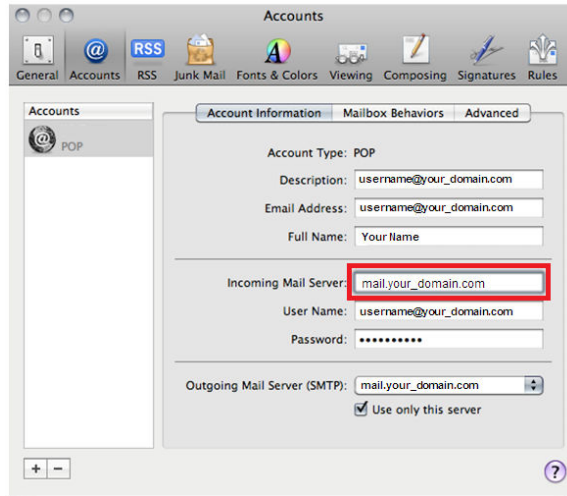


6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.watvc.com** in the **Server Name** field.
9. Enter **25** in the **Port** field.
10. Under **Security and Authentication** put a check mark in **Username and password**.
11. Click the **Connection security** dropdown and select **none**.
12. Click **OK** in the *SMTP Server* window
13. Click **OK** in the *Account Settings* window

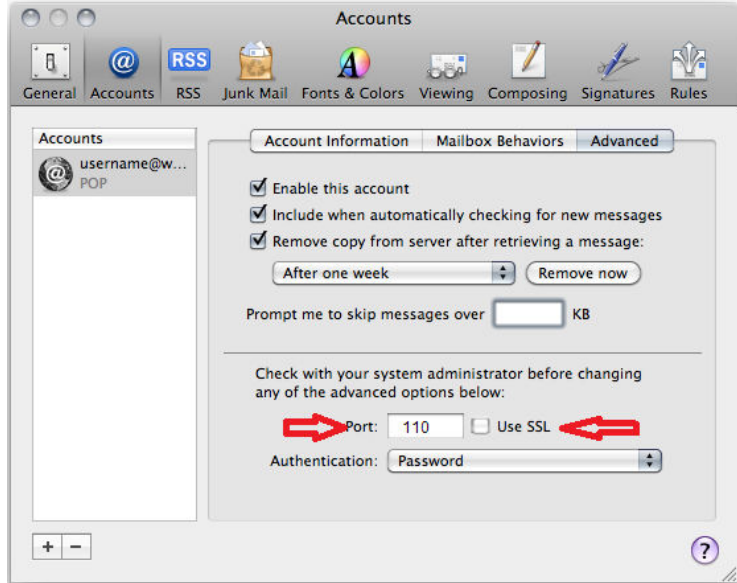


## Apple Mail

1. Open Apple Mail.
2. Click **Mail**, and select **Preferences...**
3. Open the **Accounts** tab and select your existing account in the left panel.
4. At the bottom of the right panel click the arrow to the right of **Outgoing Mail Server (SMTP)** and click “**Edit SMTP Server List ...**” from the dropdown.
5. Click the **Advanced** tab
6. Verify **Use default port (25, 465, 587)** is selected
7. Uncheck **Use Secure Sockets Layer (SSL)**
8. Click **OK**



9. On the Account page select the **Advanced** tab



10. Enter **110** in the **Port** field

11. Uncheck **Use SSL**

12. Verify *Authentication* is set to **Password**

13. Close the window to save

