



# **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.
- The new incoming mail server (POP 3) is now "mail.fullchannel.net".
- The new outgoing mail server (SMTP) is now "mail.fullchannel.net".
- "Outgoing server requires authentication" needs to remain checked.
- Check "This server requires a secure connection (SSL)"

## Outlook 2013

Open Outlook.

Click the **File** tab, and select **Account Settings...**

On the **E-mail** tab, select your POP account and click **Change...**

Change the following fields:

**Incoming mail server:** mail.fullchannel.net

**Outgoing mail server (SMTP):** mail.fullchannel.net

**Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.

Click the **More Settings...** button

Change Account

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**  
Your Name: First Last  
Email Address: username@your\_domain.co

**Server Information**  
Account Type: POP3  
Incoming mail server: mail.your\_domain.com  
Outgoing mail server (SMTP): mail.your\_domain.com

**Logon Information**  
User Name: Username@your\_domain.co  
Password:   
 Remember password

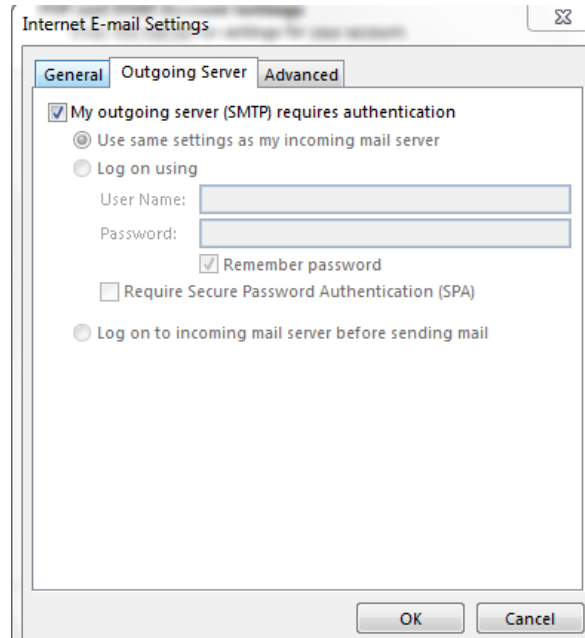
Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
  
 Automatically test account settings when Next is clicked

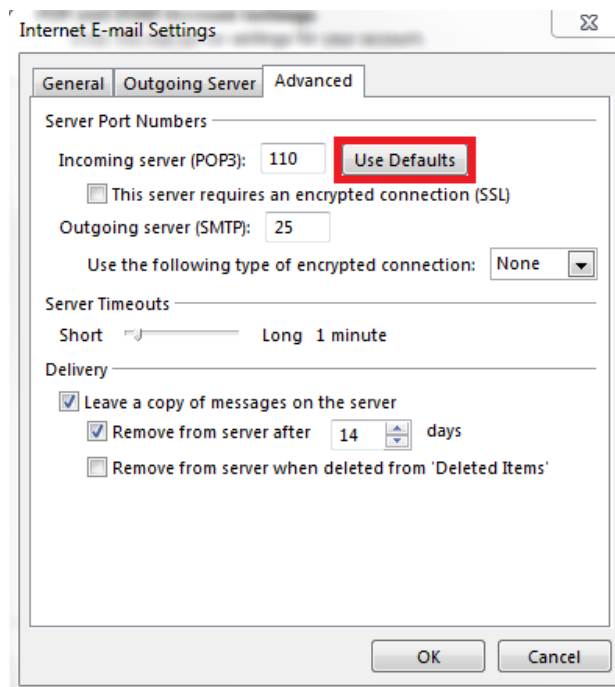
< Back   Next >   Cancel

Select the **Outgoing Server** tab.

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



Click the **Advanced tab**, and Click the **Use Defaults** button



Verify that the settings were reset to the following:

**Incoming server (POP3):** 995 (This server requires an encrypted connection (SSL) should be checked.)

**Outgoing server (SMTP):** 465 (Use the following type of encrypted connection should be set to SSL/TLS)

Click **OK**.

Click **Next**, and then click **Finish**.

## Outlook 2007

Open Outlook.

Click the **Tools** menu, and select **Account Settings...**

On the **E-mail** tab, select your POP account and click **Change...**

Change the following fields:

**POP server:** mail.fullchannel.net

**SMTP server:** smtp.fullchannel.net

**Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.

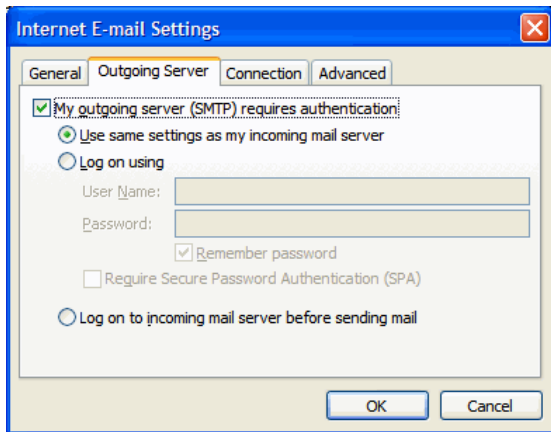
Click the **More Settings...** button

The screenshot shows the 'Change E-mail Account' dialog box. The title bar reads 'Change E-mail Account'. Below the title bar, it says 'Internet E-mail Settings' and 'Each of these settings are required to get your e-mail account working.' The dialog is divided into several sections:

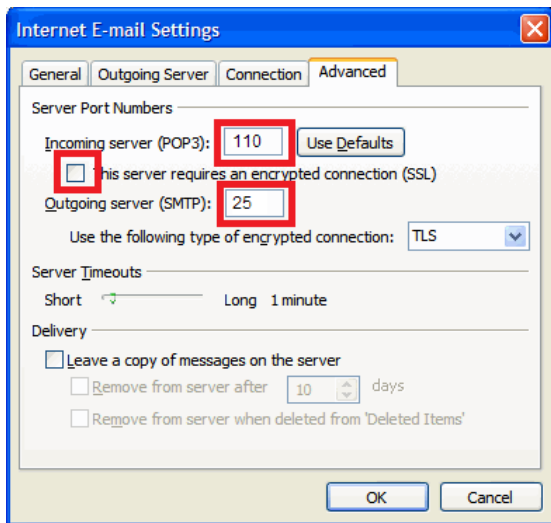
- User Information:** 'Your Name' (text box with 'Your Name'), 'E-mail Address' (text box with 'username@your\_domain.com').
- Server Information:** 'Account Type' (dropdown menu with 'POP3'), 'Incoming mail server:' (text box with 'mail.your\_domain.com'), 'Outgoing mail server (SMTP):' (text box with 'mail.your\_domain.com').
- Logon Information:** 'User Name:' (text box with 'username@your\_domain.com'), 'Password:' (text box with '\*\*\*\*\*'), a checked checkbox for 'Remember password', and an unchecked checkbox for 'Require logon using Secure Password Authentication (SPA)'. A red arrow points to this checkbox.
- Test Account Settings:** A text box with 'Test Account Settings ...' and a button labeled 'Test Account Settings ...'.

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A red arrow points to the 'Next >' button.

1. Select the **Outgoing Server** tab.
2. Verify the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server**.



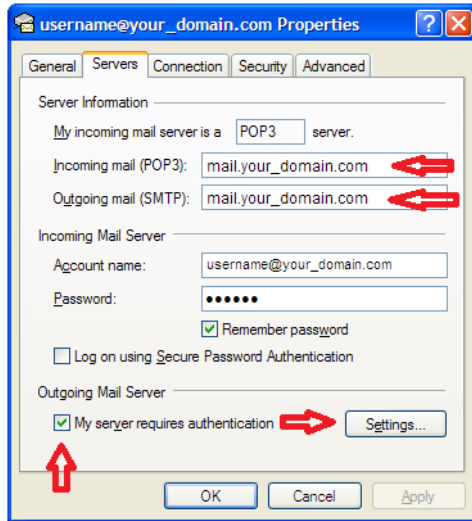
3. Click the **Advanced** tab, and check the box next to **This server requires an encrypted connection (SSL)**. Under **Incoming Server (POP3)**, enter **995** in the 'Incoming Server' box.
4. In the **Outgoing server (SMTP)** box, enter **25**, and select **SSL/TLS** from the drop-down menu next to **Use the following type of encrypted connection**.



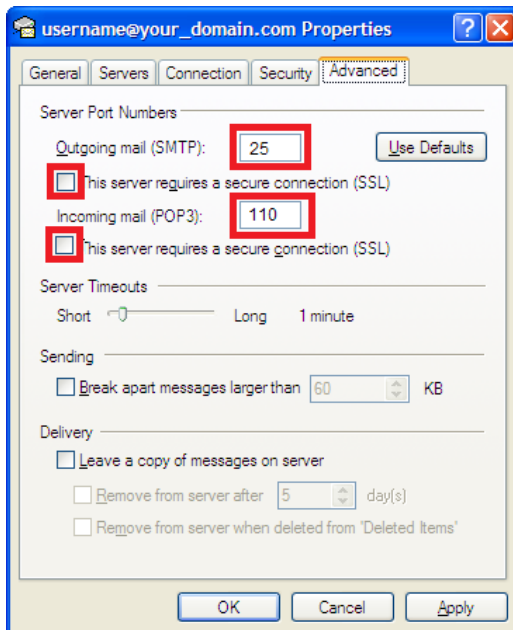
5. Click **OK**.
6. Click **Next**, and then click **Finish**.

# 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**.



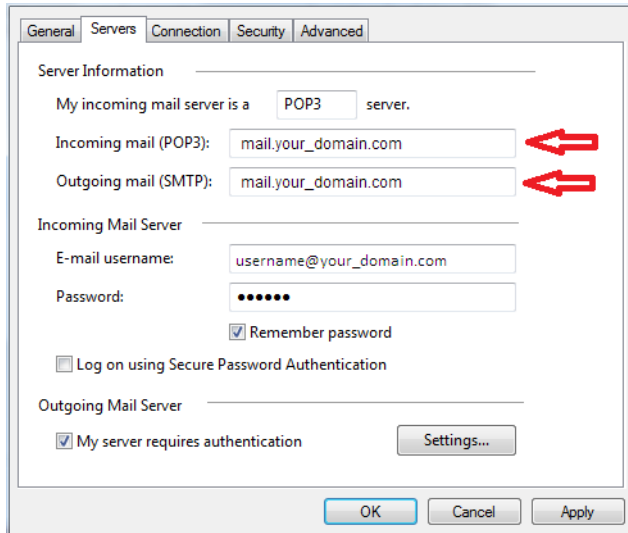
4. Click on the **Servers** Tab and change the following fields:  
**POP server:** mail.fullchannel.net  
**SMTP server:** mail.fullchannel.net
5. Verify **My server requires authentication** is checked
6. Click the **Advanced** tab.



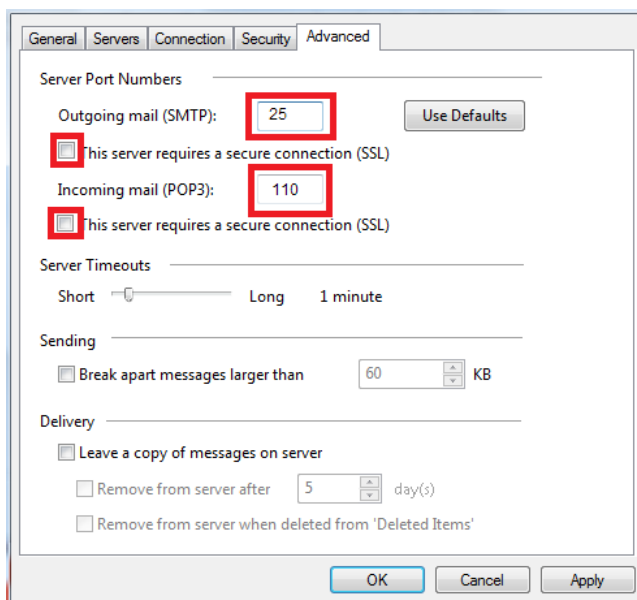
7. Enter **465** in the in the box next to **Outgoing mail (SMTP)**, and CHECK the box next to **This server requires an encrypted connection (SSL)**.
8. Enter **995** in the in the box next to **Incoming mail (POP3)**, and CHECK the box next to **This server requires an encrypted connection (SSL)**.
9. 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 on the **Servers** Tab and change the following fields:  
**POP server:** mail.fullchannel.net  
**SMTP server:** mail.fullchannel.net
5. Verify the box next to **My server requires authentication** is checked.
6. Click the **Advanced** tab.



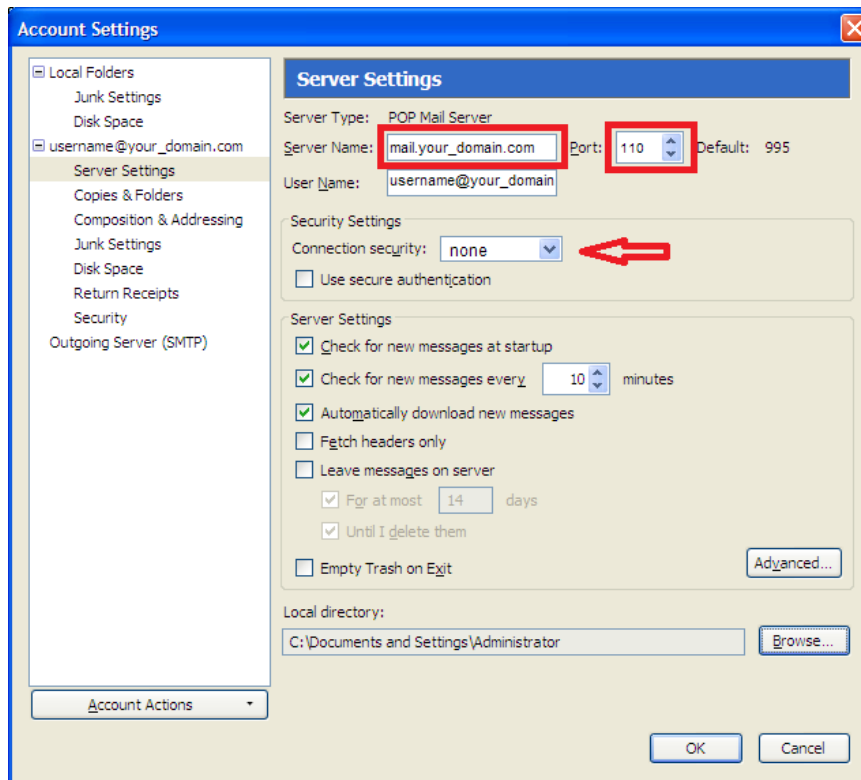
7. Enter **465** in the in the box next to **Outgoing mail (SMTP)**, and CHECK the box next to **This server requires an encrypted connection (SSL)**.
8. Enter **995** in the in the box next to **Incoming mail (POP3)**, and CHECK the box next to **This server requires an encrypted connection (SSL)**.
9. Click **OK**.





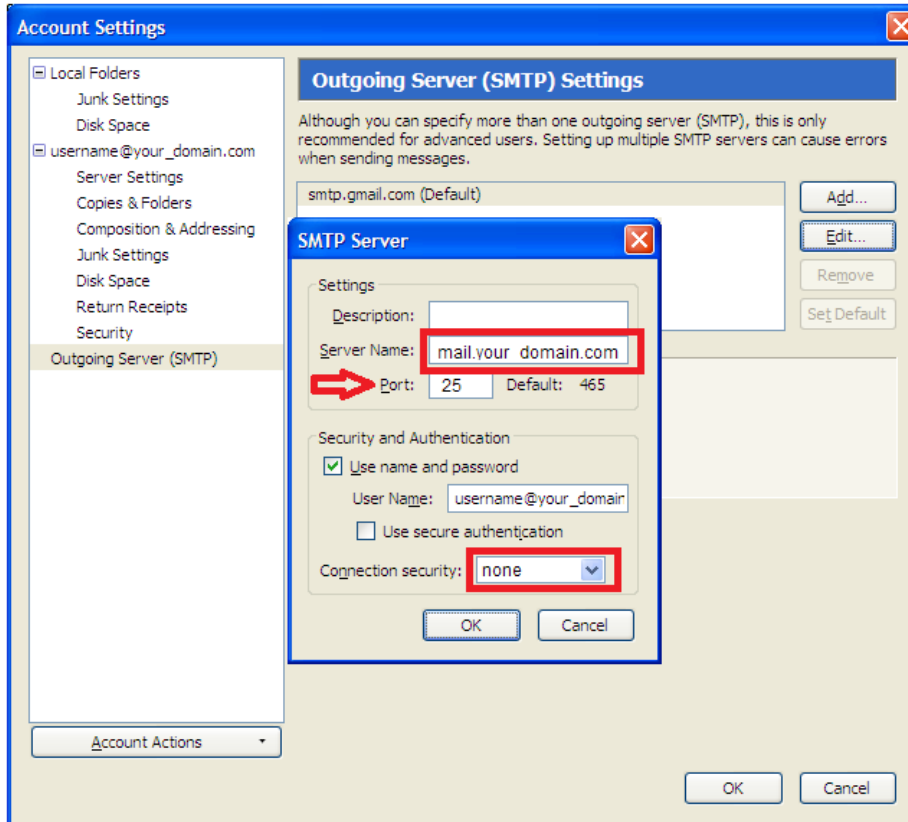
# Thunderbird 3

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click Server setting in the left-hand pane.



4. In the **Server Name** field enter **mail.fullchannel.net**
5. In the **Port** field enter **995**.

6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.fullchannel.net** in the **Server Name** field.
9. Enter **465** 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 **SSL/TLS**.

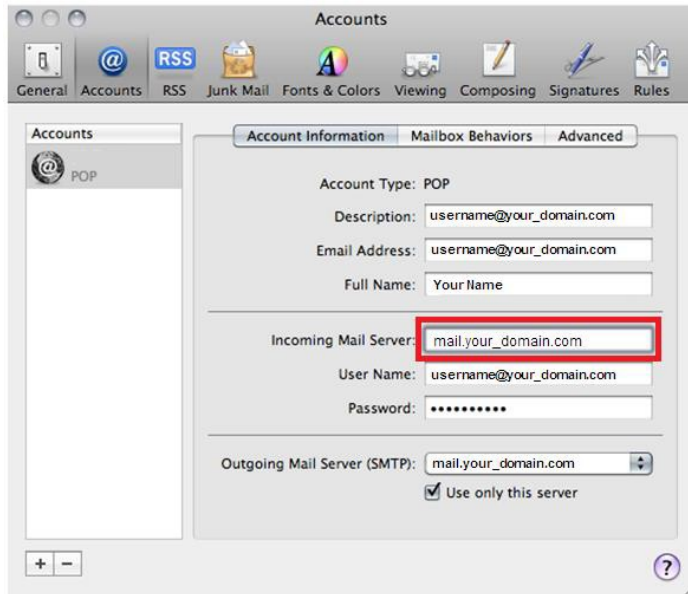


12. Click **OK** on the SMTP Server box.
13. Click **OK** on the Account Settings box.

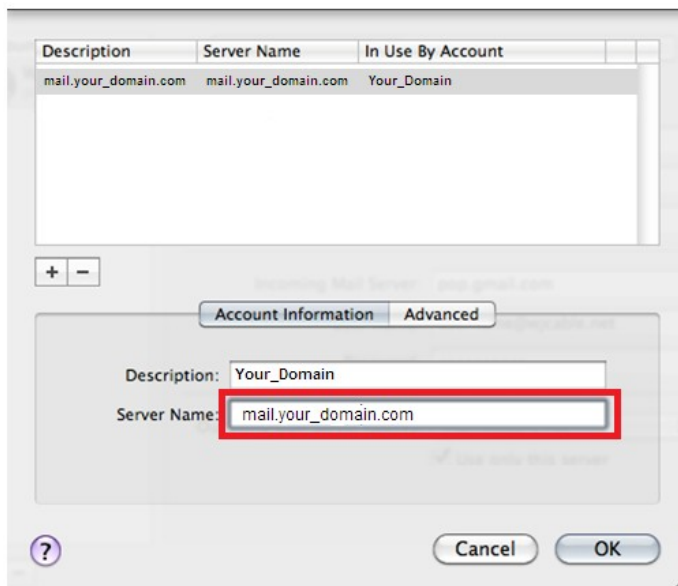
# Apple Mail

## Setting Your Outgoing (SMTP) Server Settings

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. **Setting up your outbound SMTP server.**  
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.



You will be presented with the screen below.



5. Click the **Advanced** tab and verify **Use default port (25, 465, 587)** is selected.

6. **CHECK** the box next to **Use Secure Sockets Layer (SSL)**.
7. Click **OK**

The screenshot shows a dialog box with a table at the top and configuration options below. The table has columns for Description, Server Name, and In Use By Account. Below the table are expand/collapse buttons (+/-). The 'Account Information' tab is active, showing options for automatically detecting settings, port (465), authentication (Password), and a checked 'Use SSL' box. The User Name field contains 'username@fullchannel.net' and the Password field is masked with dots. 'Cancel' and 'OK' buttons are at the bottom right.

Description	Server Name	In Use By Account
Full Channel	mail.fullchannel.net	

Automatically detect and maintain account settings  
 Port:   Use SSL  
 Authentication:   
 Allow insecure authentication  
 User Name:   
 Password:

### Setting Your Incoming (POP) Server Settings

1. At the **Accounts** screen click the **Advanced** tab.
2. Set the **Port** field to 995 and put a check mark in the box labeled **Use SSL**
3. Make sure **Authentication** is set to **Password** and the close button and confirm that you wish to save.

The screenshot shows the 'Mailbox Behaviors' tab of the advanced settings dialog. It contains several checked options: 'Automatically detect and maintain account settings', 'Include when automatically checking for new messages', 'Compact mailboxes automatically', and 'Automatically download all attachments'. There is an unchecked option for 'Send large attachments with Mail Drop'. A warning message asks to check with a system administrator before changing advanced options. Below this, the IMAP Path Prefix field is empty, the Port is set to 993 with 'Use SSL' checked, and Authentication is set to Password. 'Allow insecure authentication' is unchecked, and 'Use IDLE command if the server supports it' is checked.

Automatically detect and maintain account settings  
 Include when automatically checking for new messages  
 Compact mailboxes automatically  
 Automatically download all attachments  
 Send large attachments with Mail Drop

Check with your system administrator before changing any of the advanced options below:

IMAP Path Prefix:   
 Port:   Use SSL  
 Authentication:   
 Allow insecure authentication  
 Use IDLE command if the server supports it