

Cobourg Internet

Email Set up

1. Setup in the usual way – use Specific Settings below

Windows XP

Outlook 2003: *Tools>Email Accounts>Add a new email account>POP3.*

After completing the first page be sure to go to *More Settings*. See Specific Settings below.

Outlook Express: *Tools>Accounts>Mail>Add>Mail>*

Note that the first two items (*Your Name* and *Internet E-Mail Address*) do not affect whether your email will work, they just let recipients know who the mail is from and what the "reply" address should be.

Then after selecting Finish, select *Properties* and under *Servers* then *Outgoing Mail Servers* select *My server requires authentication*. More specific Settings below.

Do **NOT** select Logon Using Secure password authentication.

Be sure your user name and password are both all lowercase

Windows Vista

Outlook 2007: *Tools>Account Settings>New>Microsoft Exchange, POP3, IMAP or HTTP.*

Then instead of completing the second page, check the box at the bottom left *Manually configure server settings or additional server types*. On the next page choose *Internet Email*. On the next page, complete the details using the Specific settings below. Then click *More Settings* for the remaining Specific Settings. When you get back to the main page, click *Test Account Settings*. If you get an error message, make sure there are no typos!

Windows Mail: *Tools>Accounts>Add>EMail Account>*

Follow the wizard and enter the specific settings below. Remember to check *My server requires authentication*.

When complete, go back and select the email account you just entered and click properties. Now you can enter the remaining items (e.g. port 26)

Be sure your user name and password are both all lowercase

2. Specific Settings

Incoming (POP3) server: mail.<domain> (e.g. mail.cobourgineternet.com, or mail.mydomain.ca)

Outgoing (SMTP) Server: mail.<domain> (e.g. mail.cobourgineternet.com, or mail.mydomain.ca)

Logon name: use full email address

Check *Outgoing server requires authentication*. Use same settings as incoming

Ports: Incoming POP3 110; Outgoing SMTP 26 (default is 25). If you have a problem sending, try port 25.

3. Troubleshooting

If you can receive mail but aren't able to send this means one thing.....

Your Internet Service Provider (ISP) is blocking you from using outgoing mail servers that are not their own.

Many major ISP's (e.g. Sympatico) are blocking outgoing emails. The reason they do this is to prevent you from using their internet connection for spamming purposes. You will still be able to send emails, but only by using your ISP'S outgoing mail server. Try changing your outgoing (SMTP) mail server settings to be the same as the send settings are for your ISP mail. For example, if you can't **send** mail on your own web site's email and your ISP is Cogeco, use smtp.cogeco.ca for the *outgoing mail server*. Sympatico and eagle use different settings. If you don't know what they are, you'll have to contact them for help.