

## Setting up an Email Account in Outlook

1. In Outlook go to the Tools menu at the top and select Email Accounts
2. Select the option for View or Change existing email account and click Next
3. Click on Add
4. Setup Email Settings as follows:

User Information	User Name: this can be any name you like but generally will be your first or first and last names, e.g. Michelle Eckles Email Address: this is the user name/account that you have chosen or was given to you by your internet service provider or web hosting company, e.g. <a href="mailto:michelle@virtualsupportservices.com.au">michelle@virtualsupportservices.com.au</a>
Logon Information	User Name: this is the same as your email address above Password: whatever you chose or were given to by your service provider Tick remember password
Server Information	Incoming mail server (Pop3): this will look something like mail.bigpond.com or mail.yourdomainname.com.au depending on whether you are setting up an ISP account e.g. with a service provider like bigpond or an email account with your website hoster. Outgoing mail server (SMTP): this will usually always be your ISP's outgoing mail server regardless of the type of address you are setting up, e.g. for Telstra will be mail.bigpond.com. If you don't have an ISP then it will be the mail server details provided by your web hoster, e.g. mail.yourdomainname.com.au

5. Click on More Settings and under the General Tab complete as follows (these settings don't change your setup in anywhere they are just used to identify you when sending emails, etc.):
  - Mail Account: give this a name that is easy for your to recognize / differentiate from, e.g. the name of the service provider such as Bigpond Account or your business name
  - Organisation: your business name
  - Reply Email: the email address you put in user information or that you want people to reply to
6. There is no need to change the settings in the other tabs unless you start getting an error message about a "server requiring authentication". If this is the case then go to the Outgoing Server Tab and change settings as follows:
  - Tick my Outgoing Server requires authentication
  - If your incoming and outgoing mail servers are the same, i.e. mail.bigpond.com then check use same settings as incoming serving
  - If you are using a different outgoing mail server to your incoming mail server then uncheck use same settings as incoming mail server and select log on using and enter your ISP user name and password (i.e. the one you use to logon on to internet connection) & make sure remember password is ticked
7. Click on Test Account Settings to make sure it's all set up correctly (will get an error message if not)

Sample settings for email setup where Internet Service Provider is Bigpond and email account is hosted by web hosting company (i.e. Business Catalyst hosting website and email for [www.virtualsupportservices.com.au](http://www.virtualsupportservices.com.au) and email account is [michelle@virtualsupportservices.com.au](mailto:michelle@virtualsupportservices.com.au))

**E-mail Accounts**

**Internet E-mail Settings (POP3)**  
Each of these settings are required to get your e-mail account working.

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

**Server Information**  
Incoming mail server (POP3):   
Outgoing mail server (SMTP):

**Logon Information**  
User Name:   
Password:   
 Remember password  
 Log on using Secure Password Authentication (SPA)

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

**Internet E-mail Settings**

General | Outgoing Server | Connection | Advanced

Mail Account  
Type the name by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"

Other User Information  
Organization:   
Reply E-mail:

**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  
 Log on using Secure Password Authentication (SPA)  
 Log on to incoming mail server before sending mail