

## E-mail Account Configuration for Outlook

(Outlook XP/2003 and Outlook Express 6.0 or later)

This article is written for users who have an Internet service provider (ISP) company but a different e-mail hosting provider. (For example: your ISP is Covad, Earthlink, Verizon, etc., and your e-mail and web hosting provider is ORCS Web, Inc.) While such a setup is slightly more expensive, it offers a benefit of having your e-mail accounts independent from your Internet access service. This enables you to change your ISP without having to change your e-mail address (and go through the costly process of informing everyone of the change).

**i Note:** Very often, users confuse Internet access with e-mail account access as well as their respective user names and passwords. When your ISP is also your e-mail provider, the user login name and password are the same. When your e-mail provider is different from your ISP, you should have two sets of user names and passwords – one set for gaining access to the Internet and one set for logging into your e-mail account and retrieving your messages.

The following instructions will also work, with slight modification, for users who have the same ISP and e-mail provider.

Before you begin you will need:

- **E-mail user name** (also known as login name or account name) **and password**.  
If your ISP is also your e-mail provider the user name is usually the part of your e-mail address before the "@", otherwise the user name is the entire e-mail address.
- **Name of the incoming mail server (POP3)**  
This is the server (e-mail post office) that will deliver your e-mail.
- **Name of the outgoing mail server (SMTP)**  
This is the server (e-mail post office) through which you will send your e-mail.
- **Internet access (ISP) user name and password.**

You should get this information from your service provider(s) or from your computer technical support.

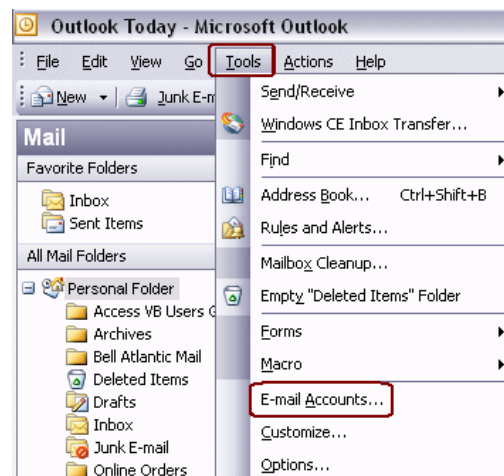
**i Note:** This article assumes that your Internet access is already configured and that you can surf the Internet.

## OUTLOOK 2003

(Also works in Outlook 2000/XP, with some differences in the look of the form)

### Step 1

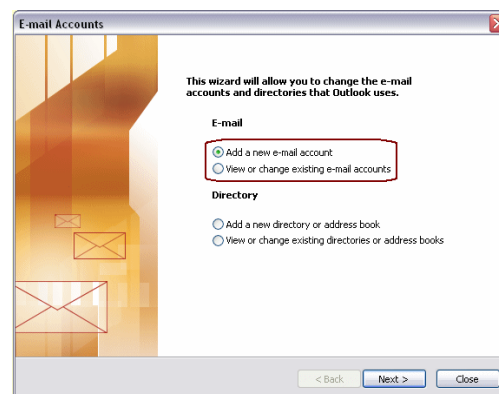
Click on *Tools* in the menu bar and select *E-mail Accounts*.



### Step 2

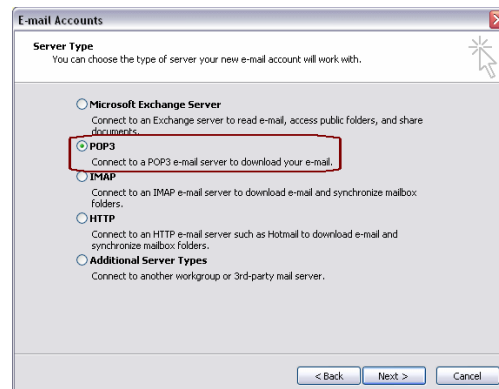
Select *Add a new e-mail account* and click Next.

**Note:** To edit an existing account, select *View or change existing e-mail accounts*. Select the e-mail account name that you want to change and click on "Change..." button.



### Step 3

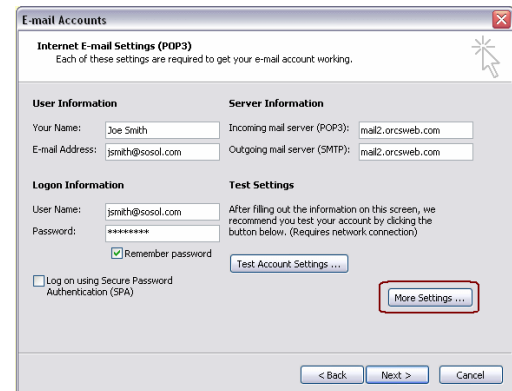
On the *Server Type* page, select **POP3** and click Next.



## Step 4

Enter User, Server, and Logon Information:

- Your Name* will appear in the e-mail header.
- User Name* is your e-mail account user name.
- With ORCS Web provider, this is the entire e-mail.
- Password* is your e-mail account password.
- Check the *Remember password* check box, so you won't have to enter the password every time you login.
- Enter *Incoming mail server (POP3)* and *Outgoing mail server (SMTP)*. These should be [mail2.orcsweb.com](http://mail2.orcsweb.com) when ORCS Web is your e-mail service provider.
- Click on *More Settings ...* button.



**Important Note:** In a futile attempt to contain the spread of spam mail, more and more ISPs are restricting access to the Internet and their e-mail servers. This means that they will not relay (send) e-mail that is sent through someone else's outgoing server. It is often hard to detect this restriction because it will only affect your ability to send e-mail, while incoming mail will be delivered without a problem.

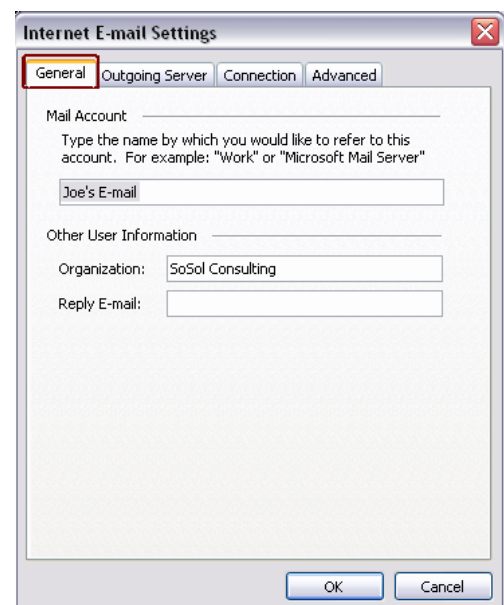
If you get an error message (when sending e-mail) saying that the user cannot be authenticated on the outgoing server or that the login name and password are incorrect, you should change the Outgoing mail server (SMTP) text box to the name of the outgoing e-mail server of your ISP and enable outgoing server (SMTP) authentication.

How to do this is described in next two steps.

## Step 5

After you click on the *More Settings ...* button a new window opens. On the *General* tab page enter as needed:

- Mail Account* is the name that will appear in Outlook as the name of this e-mail account. (This is Outlook's internal value that will not appear on any of the sent e-mails. It is safe to leave the default name.)
- Organization* is the name of your organization that will appear in the sent e-mail header (which may also be left empty).
- Reply E-mail* should be used only if you are using an alias e-mail address and your true e-mail address (entered in step 4) is different from what you enter here. If you enter an e-mail here, it will appear in the sent e-mail header.



**Step 6**

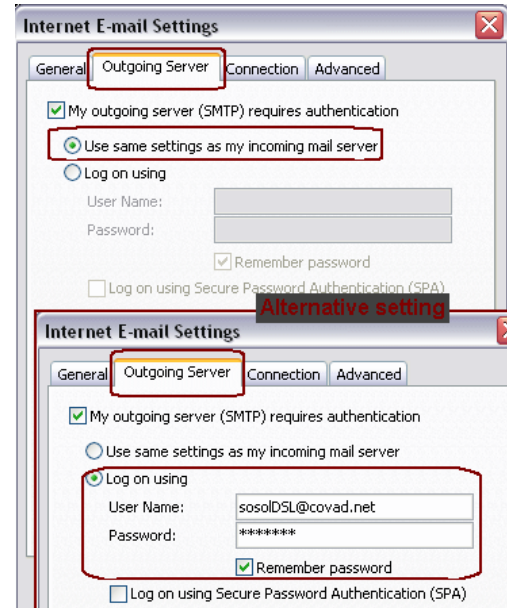
ORCS Web outgoing mail server (SMTP) requires authentication. You should also perform this step, if you are using e-mail provided by your ISP and they require authentication on their outgoing mail server (SMTP). (They will tell you this in their welcome letter.)

Click on *Outgoing Server* tab and check the *My outgoing mail server (SMTP) requires authentication* check box. Leave *Use same settings as my incoming mail server* radio button checked.

**Alternative setting:**

If your e-mail is hosted by ORCS Web and your outgoing mail server (SMTP) is on the ISP's site, select *Log on using* radio button. Enter the *User Name* and *Password* that you got from your ISP (usually the same as the user name and password for your Internet access). Keep the *Remember password* check box checked, so you will not have to re-enter it every time you are sending e-mail.

If you are configuring an e-mail account provided by your ISP, select the *Use same settings as my incoming mail server* radio button (The *User Name* and *Password* boxes will be grayed-out).



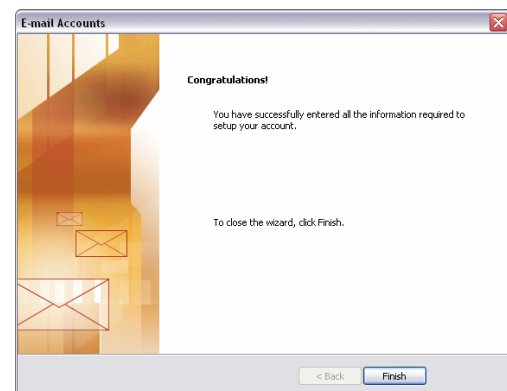
Here is a list of some Internet service providers (ISP) that require outgoing mail server (SMTP) authentication and do not allow outgoing e-mail to be relayed through unrelated mail servers.

Provider	Outgoing server (SMTP)	Usual User Name format
Covad	smtp.covad.net	username@covad.net (also just the username)
Earthlink	smptauth.earthlink.net	username@earthlink.net (entire e-mail)
Verizon	outgoing.verizon.net	username (without the @verizon.net)

Click *OK* button to close the *More Internet E-mail Settings* window.

Click *Finish* button.

(To view the e-mail account you just created, follow the instructions in the Note portion of Step 2.)



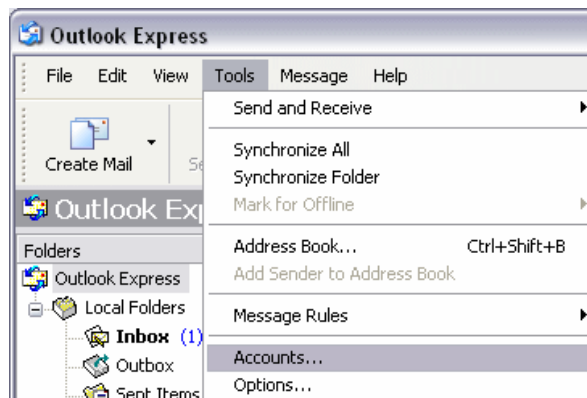
## Outlook Express 6.x and Later

(also works in Outlook Express 5.x, with some differences in the look of the form)

The e-mail account setup in Outlook Express is very similar to the Outlook e-mail setup.

### Step 1

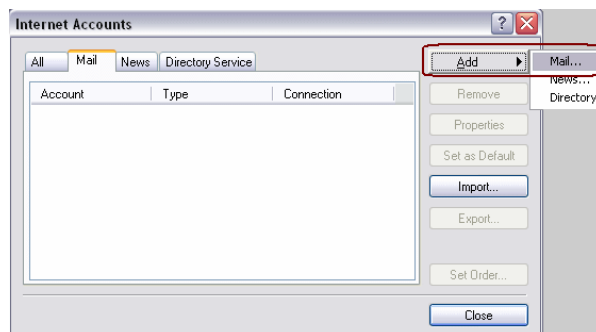
Click on *Tools* in the menu bar and select *Accounts*.



### Step 2

Click on *Add* and select *Mail...*

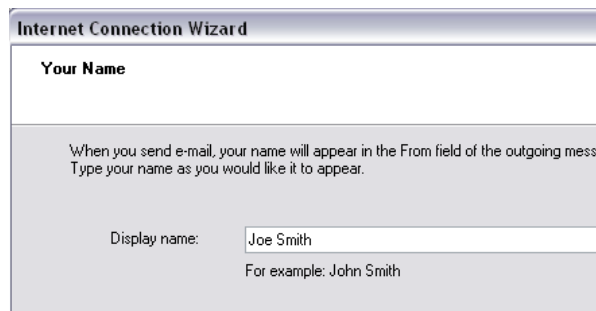
The *Internet Connection Wizard* will open.  
(Don't let the word Internet confuse you, this is the e-mail configuration wizard.)



### Step 3

Enter the name that will be displayed in the header of sent e-mail.

Click *Next*.



### Step 4

Enter true e-mail address (not alias).

Click *Next*.



## Step 5

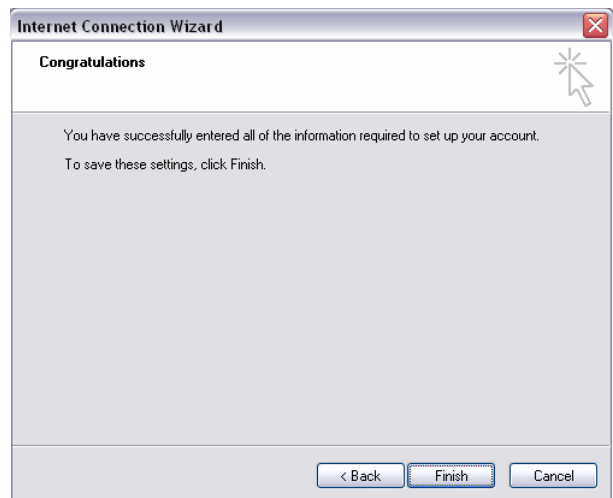
Enter user name into the *Account name* box and password into the *Password* text box.

Click *Next*.



## Step 6

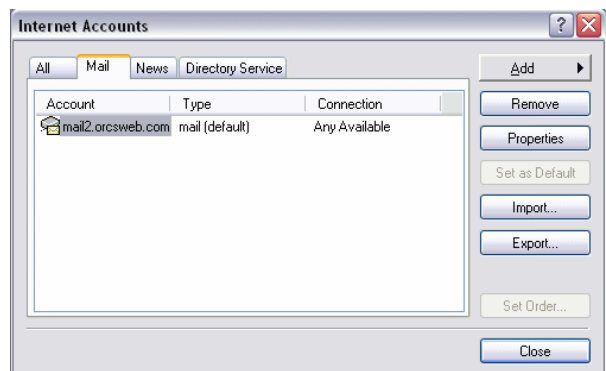
Click *Finish* button.  
(However, you are not quite done yet.)



## Step 7

The account should now appear under the *Mail* tab. The default name in Outlook Express is the name of the incoming mail server (POP3).

You can change it (as well as configure other advanced features, by selecting the account name and clicking on *Properties* button.

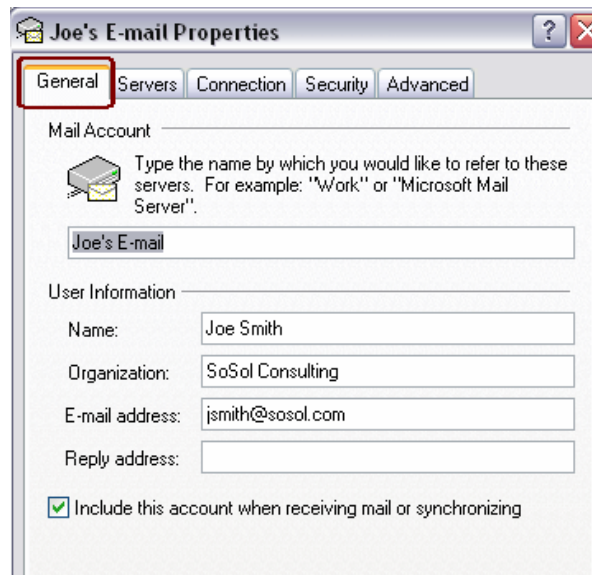


Account	Type	Connection
mail2.orcsweb.com	mail (default)	Any Available

### Step 8

Under the *General* tab, you can change the internal Outlook Express e-mail account name. Enter *Organization* and *Reply address* (alias e-mail to be displayed in the sent e-mail header).

If the *Include this account when receiving mail or synchronizing* check box is checked, the e-mail for this account will be retrieved when you click on the *Send/Recv* button in the toolbar.

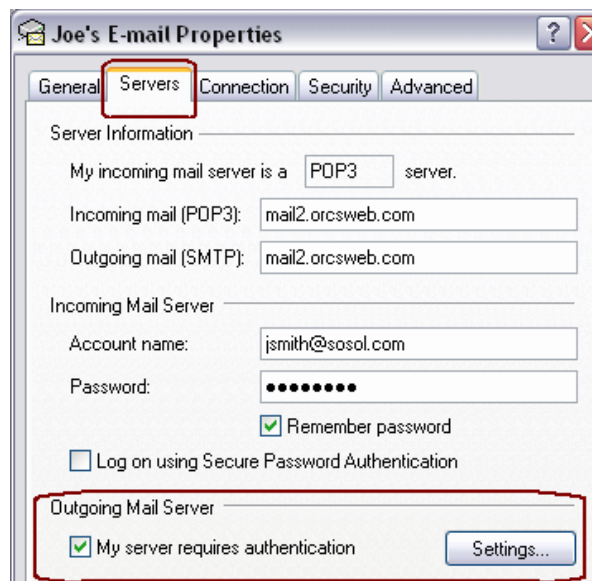


### Step 9

Select the *Servers* tab where you can change the *Incoming mail (POP3)* and *Outgoing mail (SMTP)* server names, account name, and password.

Activate outgoing server (SMTP) authentication by checking the *My server requires authentication* check box.

Click on the *Settings...* button if you want to change the authentication login information (see Outlook explanation – Step 4, page 3).



Configure Outgoing Mail Server Logon Information in the same way as in Outlook (Step 4).

- Select *Use same settings as my incoming mail server* if you are using e-mail account provided by your ISP.
- Select *Log on using* and enter account name and password if you are using non-ISP e-mail account.

Click *OK* to close Outgoing Mail Server window.  
 Click *OK* to close E-mail Properties window.  
 Click *Close* to close Internet Accounts window.

