

## Setting Up Email in Outlook and other Email Programs inc Mobiles

The following settings can be used in any email client as they all work in the same way.

**Note:** The screenshots and instructions in this guide are based on Outlook 2003 and may not entirely tally with what you're seeing.

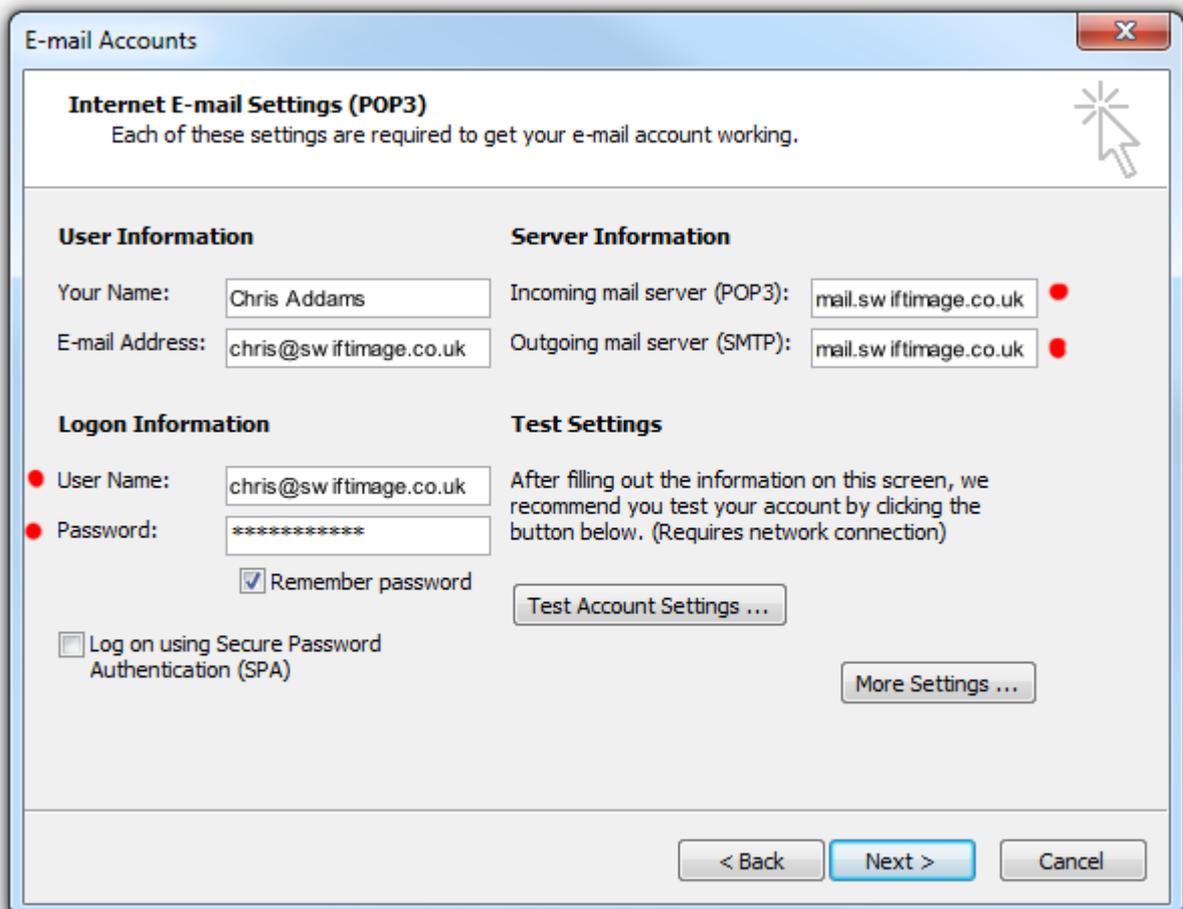
The User Name is always the **FULL EMAIL ADDRESS**

The Password is as advised separately unless you change it. (See further down for information on changing your password.)

The POP/POP3 or IMAP setting, which is the Incoming server for receiving emails is **mail.yourdomainname.xx.xx** (IMAP is usually the setting for phones)

For example: **mail.swiftimage.co.uk** is **my one**

The SMTP setting is the outgoing server name for sending and is also **mail.yourdomainname.xx.xx**



The screenshot shows the 'E-mail Accounts' dialog box with the following settings:

- Internet E-mail Settings (POP3)**: Each of these settings are required to get your e-mail account working.
- User Information**:
  - Your Name: Chris Addams
  - E-mail Address: chris@swiftimage.co.uk
- Server Information**:
  - Incoming mail server (POP3): mail.swiftimage.co.uk
  - Outgoing mail server (SMTP): mail.swiftimage.co.uk
- Logon Information**:
  - User Name: chris@swiftimage.co.uk
  - 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)
  - Test Account Settings ...
  - More Settings ...

Navigation buttons at the bottom: < Back, Next >, Cancel.

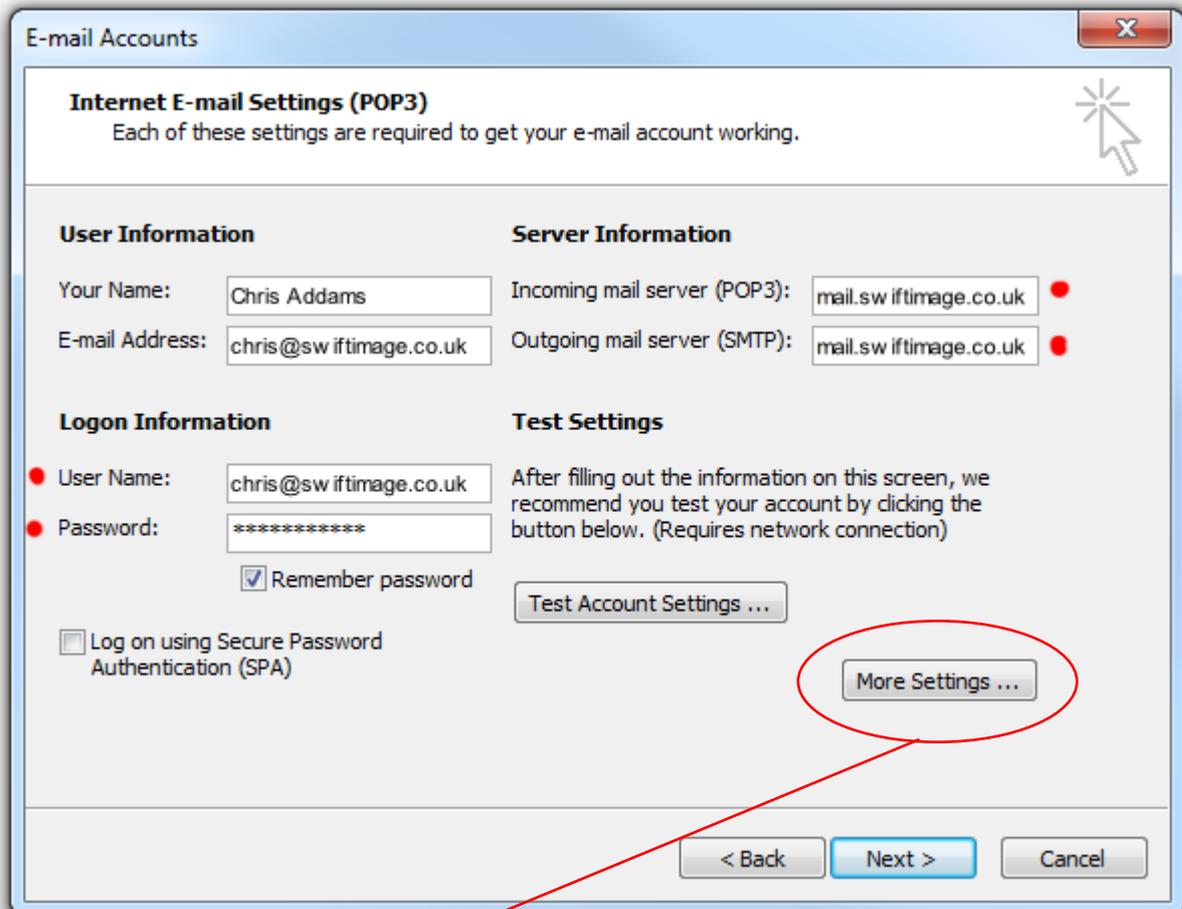
### Common Error

A common error is to use the @ symbol in the server settings, instead of a dot.

In the example above, the Email address and the Username contain the @ symbol.  
E.g. chris@swiftimage.co.uk

But the Server Information uses a dot between the 'mail' and the domain name.  
E.g. mail.swiftimage.co.uk

## Authentication



**E-mail Accounts**

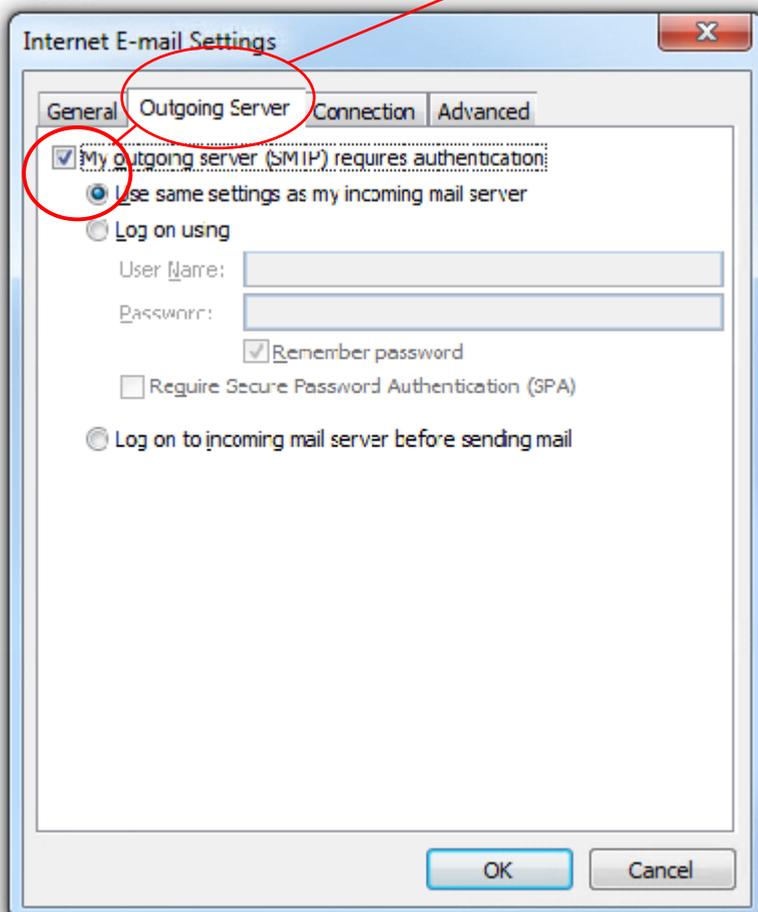
**Internet E-mail Settings (POP3)**  
Each of these settings are required to get your e-mail account working.

**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

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

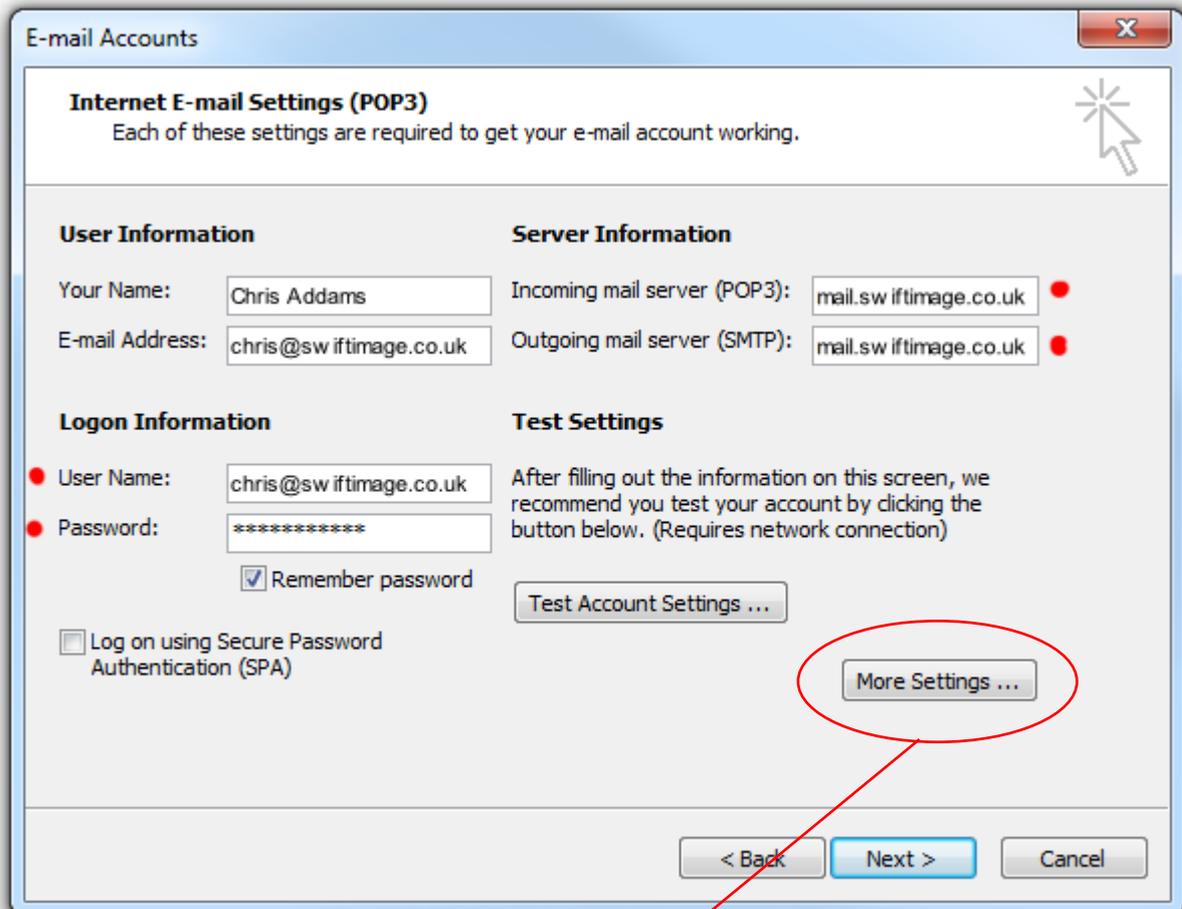
The server requires authentication.

This is found on the **Outgoing Server** tab within **More Settings**.

Note:

Please **don't confuse this** with Secure Password Authentication (SPA).

## A note about Mobiles and other Mobile Network Devices



**E-mail Accounts**

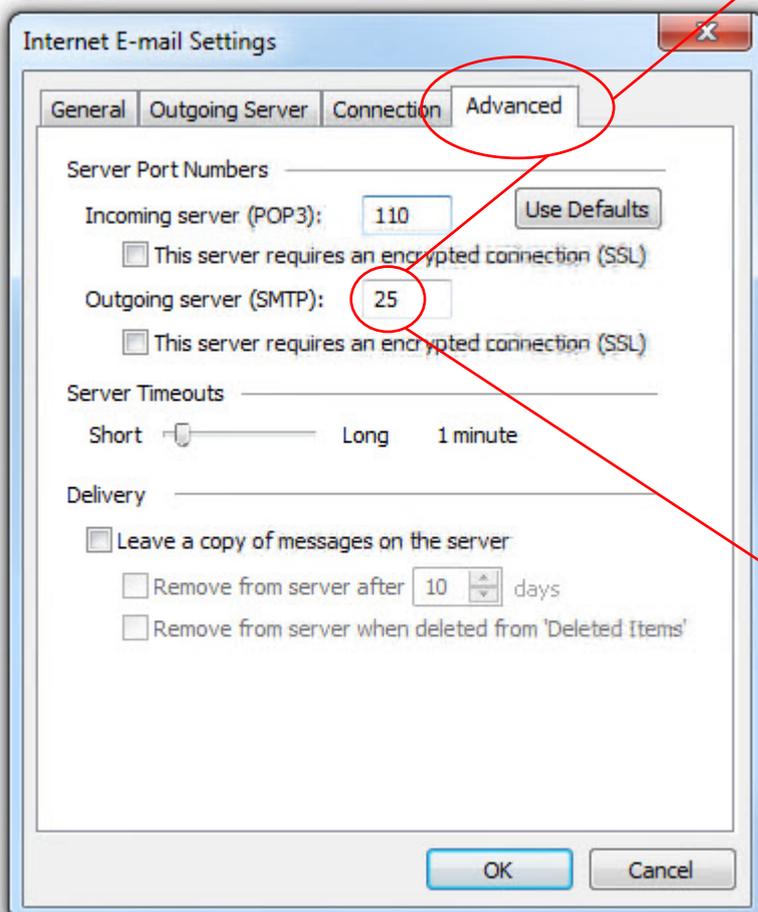
**Internet E-mail Settings (POP3)**  
Each of these settings are required to get your e-mail account working.

**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**

**Server Port Numbers**

Incoming server (POP3):    
 This server requires an encrypted connection (SSL)

Outgoing server (SMTP):   
 This server requires an encrypted connection (SSL)

**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'

The incoming mail settings invariably work perfectly.

It's the Outgoing (SMTP) which MAY cause problems as some Networks and ISP's block the outgoing email port (25).

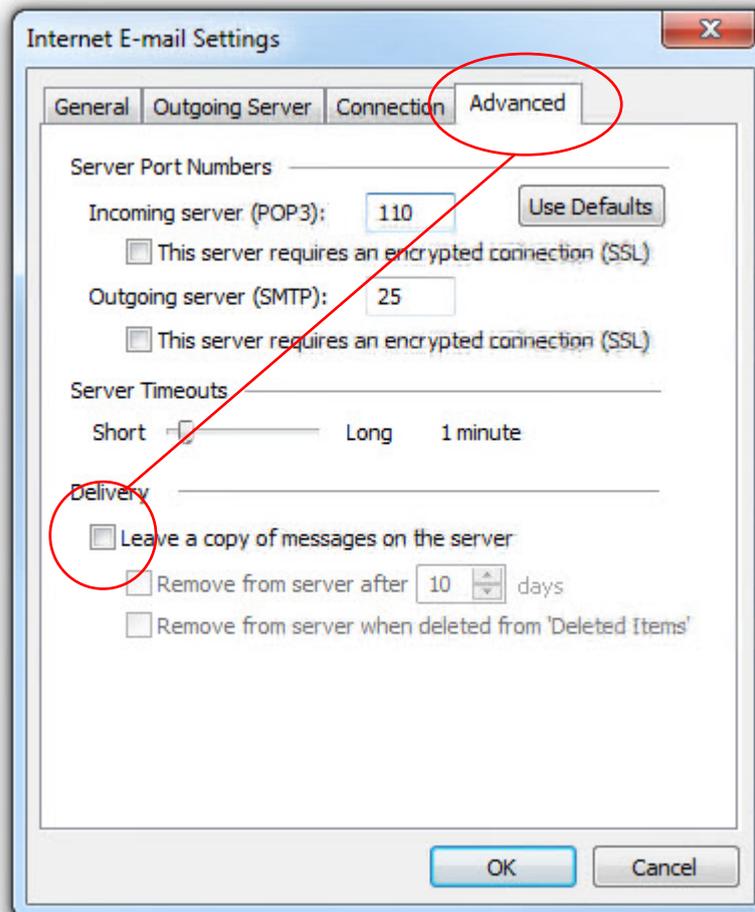
If this is the case, you can use port 587 as an alternative (see screen shots).

If this doesn't work you will need to contact your Mobile Network provider for the SMTP settings.

**Note:** From Oct 2019, if using Swift Image's email hosting on Heart Internet's servers, you must now use **port 587** for outgoing mail.

## Don't let your Mailbox fill up (on the server)

If you let your mailbox fill up, then eventually people that email you will get a bounce-back message as there will be no room to receive further emails. So please help yourself by doing this one extra step.



If you only receive mail to your PC, please **DO NOT** tick this box as it will cause your email account to fill up and hit the limit

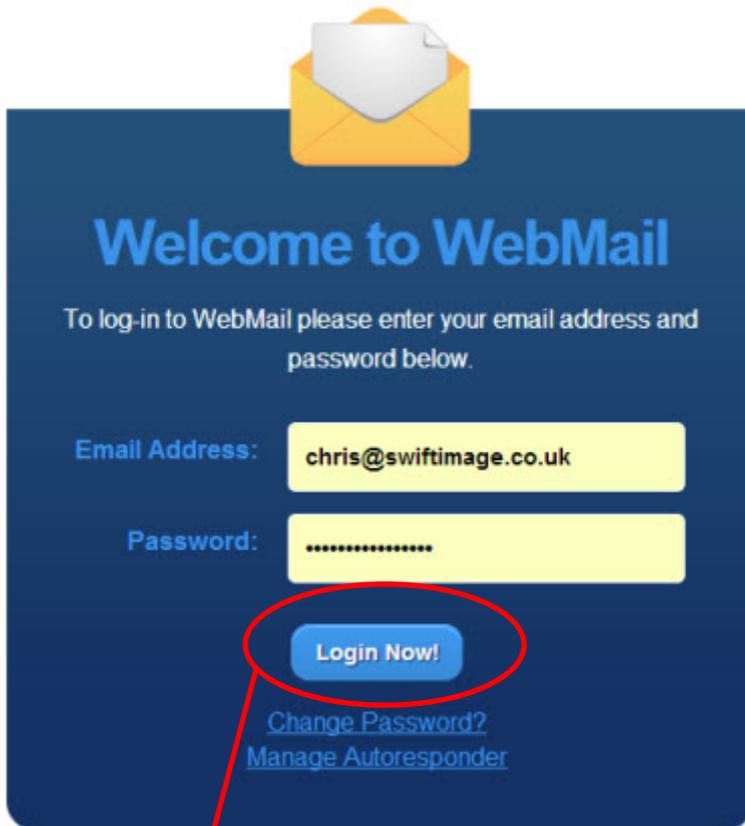
However, **if you wish to receive emails on all of your devices** ie iPads, iPhones, Laptops and PC's then tick the box BUT PLEASE **set a number of days** by also ticking the box below it.

## WebMail Access

You can also access the email using a web browser. Simply visit [www.outitgoes.com](http://www.outitgoes.com) and use your username (full email address) and password that you've been given for Outlook.

(There is also a Webmail link at the foot of the Swift Image website if you forget).

This will give you a login panel...



The login panel has a blue background and a yellow envelope icon at the top. It contains the following text and fields:

**Welcome to WebMail**

To log-in to WebMail please enter your email address and password below.

Email Address:

Password:

**Login Now!** (circled in red)

[Change Password?](#)

[Manage Autoresponder](#)

Enter your email address and password, then hit Login Now!

This will take you to your inbox.

