

# Contents

<b>PC and Apple Mac .....</b>	<b>1</b>
Outlook 2019.....	1
Outlook 2016.....	4
Outlook 2013.....	10
Outlook 2010.....	15
Outlook 2011 for Mac.....	21
Apple Mail .....	25
Windows 10 Mail setup .....	34
Thunderbird.....	40
<b>Mobile Devices .....</b>	<b>44</b>
iOS.....	44
Android .....	51

# PC and Apple Mac

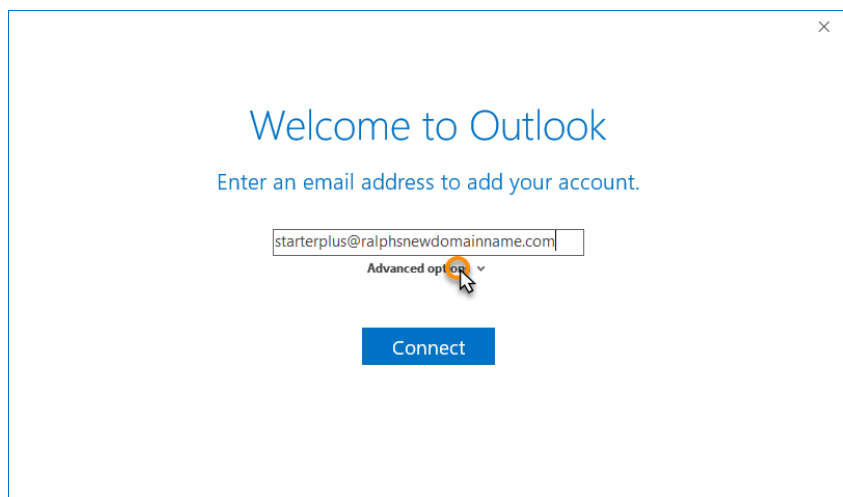
## Outlook 2019

### Step 1

Open Outlook 2019. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and continue to step 2.

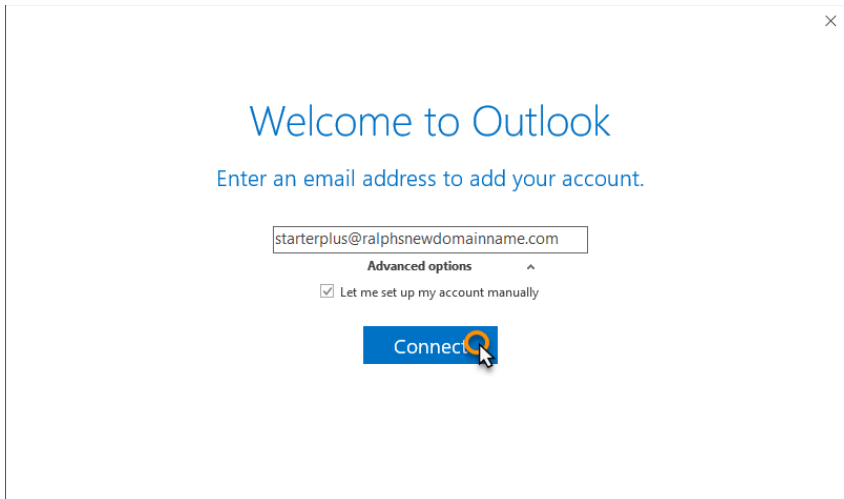
### Step 2

When the Welcome to Outlook 2019 box opens, enter your email address and click **Advanced options**.



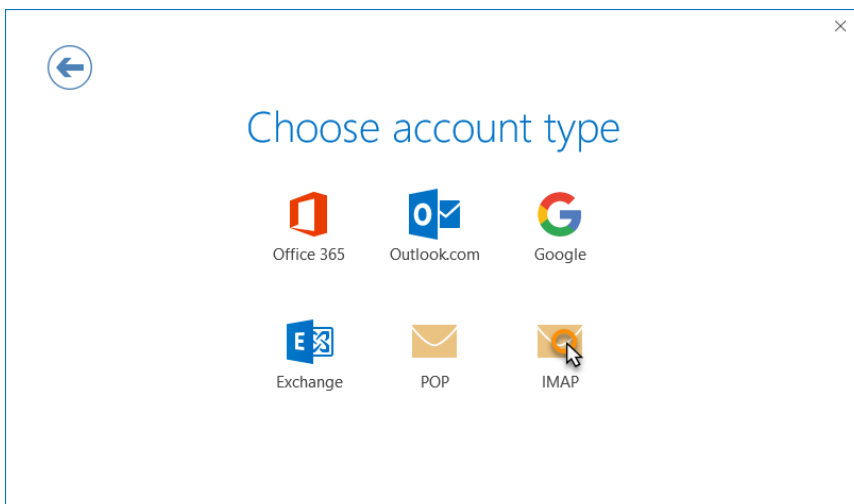
### Step 3

Check the box for the option *Let me set up my account manually* and then click **Connect**.



### Step 4

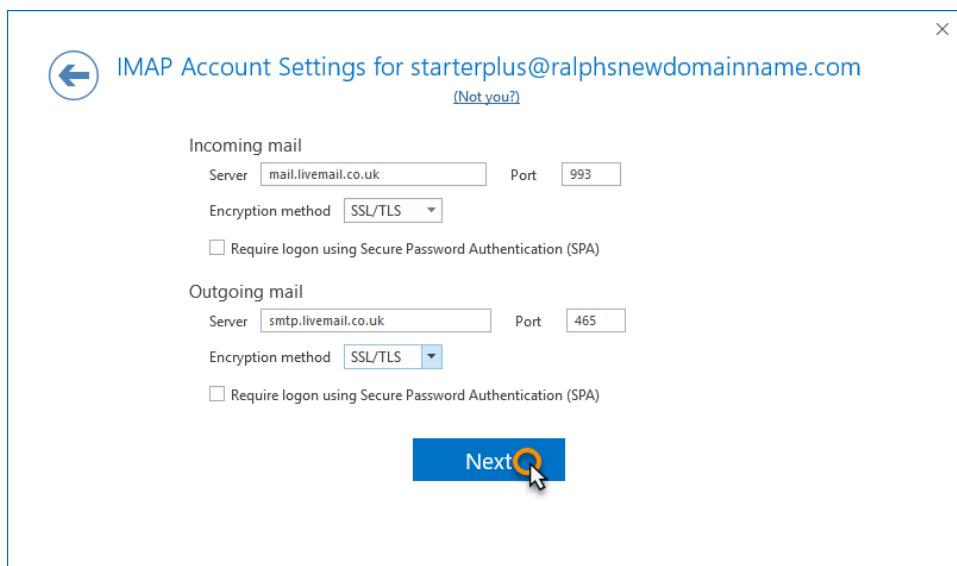
In the *Choose account type* window, select **POP** or **IMAP**.



## Step 5

Enter the following settings then click **Next**:

- **Incoming mail:**
  - **Server:** Enter *mail.livemail.co.uk*.
  - **Port:** 993 for IMAP or 995 for POP
  - **Encryption method:** SSL/TLS
  - **Require logon using Secure Password Authentication (SPA):**  
Unchecked
- **Outgoing mail:**
  - **Server:** Enter *smtp.livemail.co.uk*.
  - **Port:** 465
  - **Encryption method:** SSL/TLS
  - **Require logon using Secure Password Authentication (SPA):**  
Unchecked



IMAP Account Settings for starterplus@ralphsnewdomainname.com  
(Not you?)

Incoming mail

Server  Port

Encryption method

☐ Require logon using Secure Password Authentication (SPA)

Outgoing mail

Server  Port

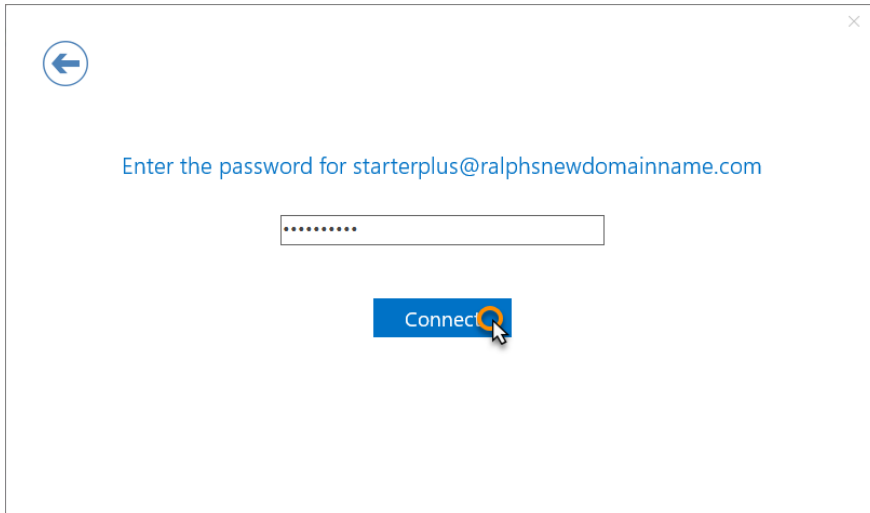
Encryption method

☐ Require logon using Secure Password Authentication (SPA)

Next

### Step 6

Enter your mailbox password, then click **Connect**.



### Complete

Your account should now be set up and ready to use, click **OK** to close the wizard. Outlook 2019 is now configured to send and receive email through your mailbox.

## Outlook 2016

### Step 1

Open Outlook 2016. If this is the first time you have opened Outlook you will be directed to the new account wizard.

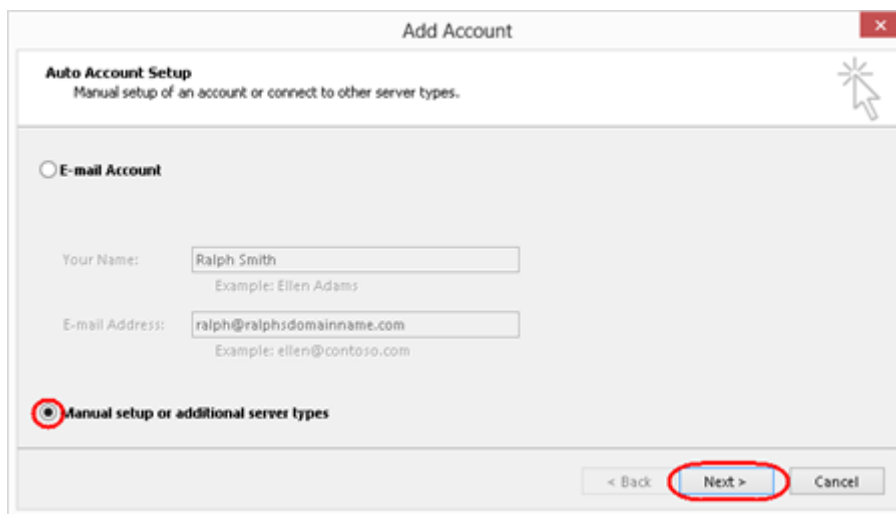
If you already have an account set up, click **File**, then **Add account** and skip to step 3.

### Step 2

When the Welcome to Outlook 2016 box opens, click **Next**, then **Next** again.

### Step 3

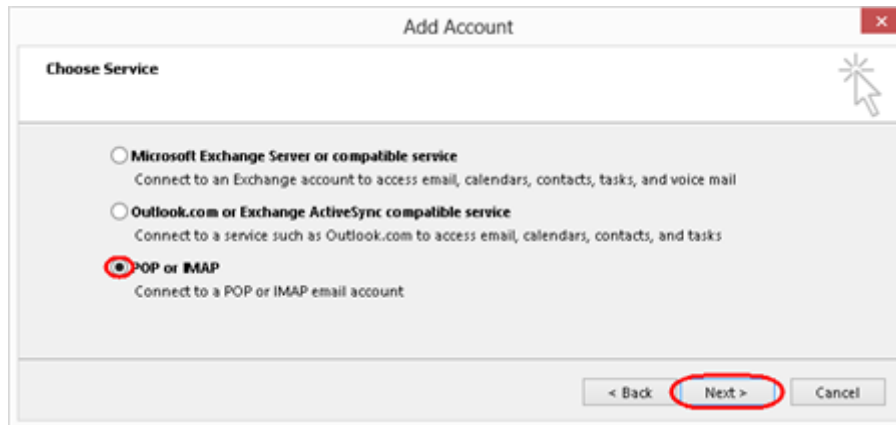
Select the button marked **Manual setup or additional server types** then click **Next**.



The screenshot shows the 'Add Account' window in Outlook 2016. The window has a title bar with a close button. Below the title bar, there's a section titled 'Auto Account Setup' with the subtitle 'Manual setup of an account or connect to other server types.' There are two radio button options: 'E-mail Account' and 'Manual setup or additional server types'. The 'Manual setup or additional server types' option is selected and circled in red. Below these options, there are input fields for 'Your Name' (containing 'Ralph Smith') and 'E-mail Address' (containing 'ralph@ralphsdomainname.com'). At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is circled in red.

### Step 4

Select **POP or IMAP**, then click **Next**.



### Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

#### User Information

- **Your name:** This is what most email users will see in their inboxes instead of your email address. Enter your name.
- **E-mail Address:** Enter your full email address. This is made up of the mailbox name you chose, an @ symbol and your domain name. *you@yourdomain.com* for example.

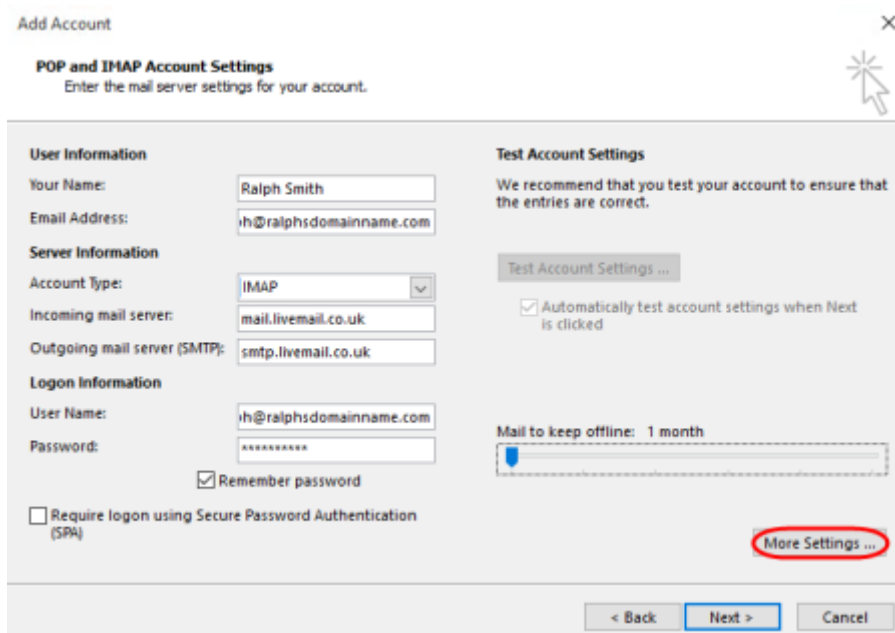
### Server Information

- **Account type:** Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.livemail.co.uk*.
- **Outgoing mail server (SMTP):** Enter *smtp.livemail.co.uk*.

### Logon Information

- **User Name:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.
- **Password:** Enter the password you set up when you created the mailbox within your control panel.
- **Remember password:** Check this box.
- **Require logon using Secure Password Authentication (SPA):** Leave unchecked.

Once completed, the screen should look similar to the following:



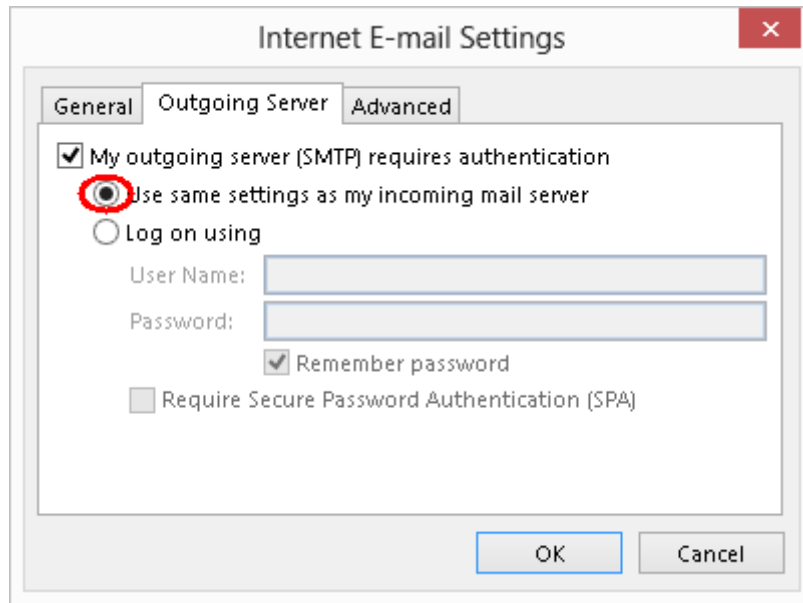
The screenshot shows a window titled "Add Account" with a close button (X) in the top right corner. Below the title bar is a section titled "POP and IMAP Account Settings" with the instruction "Enter the mail server settings for your account." The main content area is divided into three columns. The left column contains "User Information" (Your Name: Ralph Smith, Email Address: h@ralphsdomainname.com), "Server Information" (Account Type: IMAP, Incoming mail server: mail.livemail.co.uk, Outgoing mail server (SMTP): smtp.livemail.co.uk), and "Logon Information" (User Name: h@ralphsdomainname.com, Password: [masked], Remember password: checked, Require logon using Secure Password Authentication (SPA): unchecked). The middle column contains "Test Account Settings" (We recommend that you test your account to ensure that the entries are correct, Test Account Settings ... button, Automatically test account settings when Next is clicked: checked) and "Mail to keep offline: 1 month" with a progress bar. The right column contains a "More Settings ..." button circled in red. At the bottom are "< Back", "Next >", and "Cancel" buttons.



Once you have entered all the information required, click **More Settings**.

### Step 6

Select *Use same settings as my incoming mail server*.

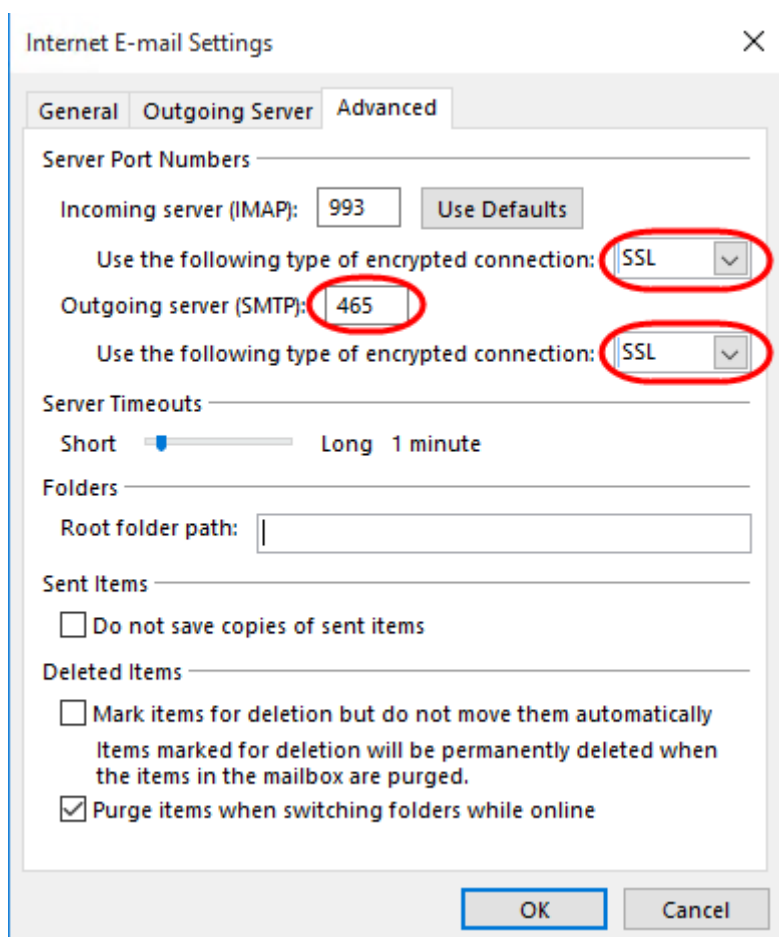


The image shows a Windows-style dialog box titled "Internet E-mail Settings" with a red close button in the top right corner. It has three tabs: "General", "Outgoing Server", and "Advanced". The "Outgoing Server" tab is selected. Inside the dialog, there is a checked checkbox for "My outgoing server (SMTP) requires authentication". Below this, there are two radio buttons: "Use same settings as my incoming mail server" (which is selected and circled in red) and "Log on using". The "Log on using" option has two text input fields for "User Name:" and "Password:", and a checked checkbox for "Remember password". At the bottom of the dialog, there is an unchecked checkbox for "Require Secure Password Authentication (SPA)". At the very bottom of the dialog box are "OK" and "Cancel" buttons.

## Step 7

Click the *Advanced* tab and enter the following settings:

- **Incoming Server:** 993 for IMAP or 995 for POP.
- **Use the following type of encrypted connection:** Set to *SSL*.
- **Outgoing server:** Enter 465.
- **Use the following type of encrypted connection:** Set to *SSL*.



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Advanced' tab selected. The 'Server Port Numbers' section has the following settings: Incoming server (IMAP) is 993, and the encrypted connection type is SSL. The Outgoing server (SMTP) is 465, and the encrypted connection type is SSL. The 'Server Timeouts' section shows a slider between 'Short' and 'Long 1 minute'. The 'Folders' section has a 'Root folder path' field. The 'Sent Items' section has a checkbox for 'Do not save copies of sent items'. The 'Deleted Items' section has two checkboxes: 'Mark items for deletion but do not move them automatically' (unchecked) and 'Purge items when switching folders while online' (checked). The 'OK' and 'Cancel' buttons are at the bottom.

Internet E-mail Settings

General Outgoing Server **Advanced**

Server Port Numbers

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

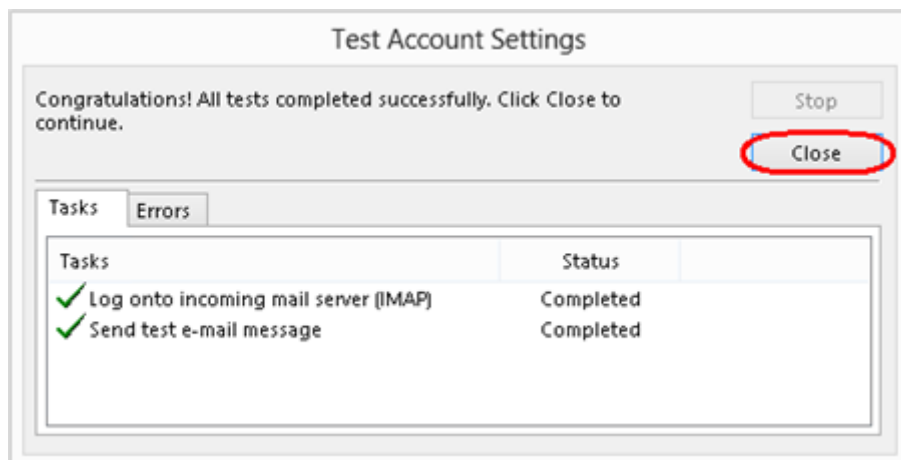
☐ Mark items for deletion but do not move them automatically  
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

OK Cancel

## Step 8

Click **OK**, then **Next** and Outlook will test the connection.



When the test is complete click **Close**, and then click **Finish** to close the wizard. Outlook 2016 is now configured to send and receive email through your mailbox.

## Outlook 2013

### Step 1

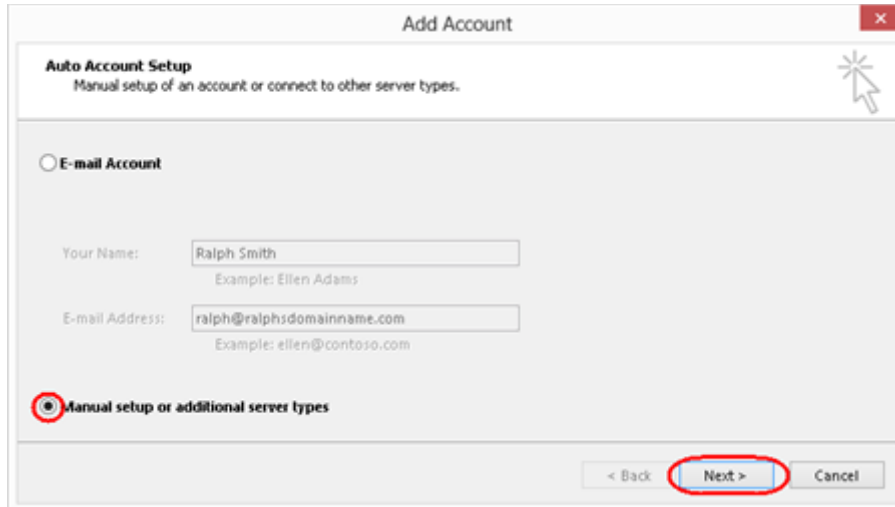
Open Outlook 2013. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

### Step 2

When the Welcome to Outlook 2013 box opens, click **Next**, then **Next** again.

### Step 3

Select the button marked **Manual setup or additional server types** then click **Next**.



The screenshot shows the 'Add Account' window with the 'Auto Account Setup' section. The 'Manual setup or additional server types' option is selected and circled in red. The 'Next >' button is also circled in red.

**Add Account**

**Auto Account Setup**  
Manual setup of an account or connect to other server types.

☐ E-mail Account

Your Name:   
Example: Ellen Adams

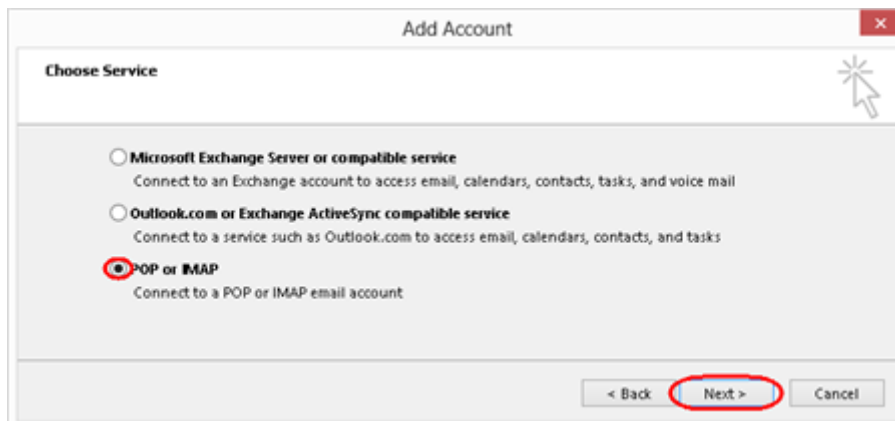
E-mail Address:   
Example: ellen@contoso.com

☒ **Manual setup or additional server types**

< Back **Next >** Cancel

### Step 4

Select **POP or IMAP**, then click **Next**.



The screenshot shows the 'Add Account' window with the 'Choose Service' section. The 'POP or IMAP' option is selected and circled in red. The 'Next >' button is also circled in red.

**Add Account**

**Choose Service**

☐ Microsoft Exchange Server or compatible service  
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail

☐ Outlook.com or Exchange ActiveSync compatible service  
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

☒ **POP or IMAP**  
Connect to a POP or IMAP email account

< Back **Next >** Cancel

### Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

#### User Information

- **Your name:** This is what most email users will see in their inboxes instead of your email address. Enter your name.
- **E-mail Address:** Enter your full email address. This is made up of the mailbox name you chose, an @ symbol and your domain name.  
*you@yourdomain.com* for example.

#### Server Information

- **Account type:** Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.livemail.co.uk*.
- **Outgoing mail server (SMTP):** Enter *smtp.livemail.co.uk*.

#### Logon Information

- **User Name:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.
- **Password:** Enter the password you set up when you created the mailbox within your control panel.
- **Remember password:** Check this box.
- **Require logon using Secure Password Authentication (SPA):** Leave unchecked.

## Customer Support | Setting up POP/IMAP Mailboxes

Once completed, the screen should look similar to the following:

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

**User Information**  
Your Name:   
Email Address:

**Server Information**  
Account Type:   
Incoming mail server:   
Outgoing mail server (SMTP):

**Logon Information**  
User Name:   
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  
Mail to keep offline: 3 months

< Back   Next >   Cancel

Once you have entered all the information required, click **More Settings**.

## Step 6

Make sure *Use same settings as my incoming mail server* is selected.

**Internet E-mail Settings**

General   Outgoing Server   **Advanced**

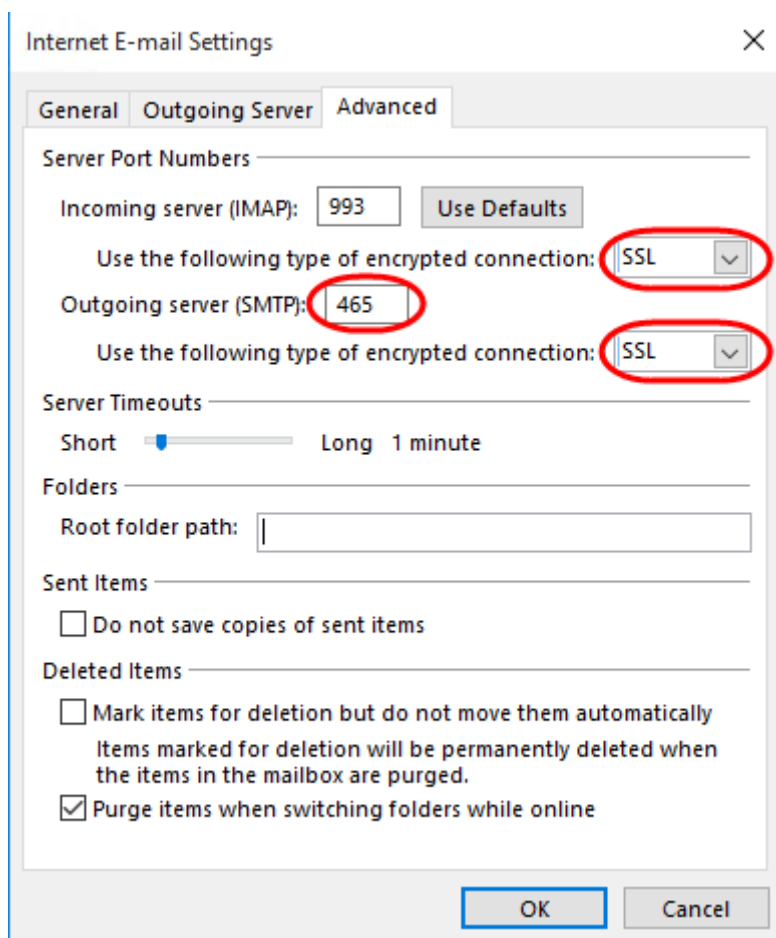
☒ My outgoing server (SMTP) requires authentication  
☒ Use same settings as my incoming mail server  
☐ Log on using  
User Name:   
Password:   
☒ Remember password  
☐ Require Secure Password Authentication (SPA)

OK   Cancel

## Step 7

Click the *Advanced* tab and enter the following settings:

- **Incoming Server:** 993 for IMAP or 995 for POP.
- **Use the following type of encrypted connection:** Set to SSL.
- **Outgoing server:** Enter 465.
- **Use the following type of encrypted connection:** Set to SSL.



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Advanced' tab selected. The 'Server Port Numbers' section has the following settings: Incoming server (IMAP) is 993, and the encrypted connection type is SSL. The Outgoing server (SMTP) is 465, and the encrypted connection type is also SSL. The 'Server Timeouts' section shows a slider between 'Short' and 'Long 1 minute'. The 'Folders' section has a 'Root folder path' field. The 'Sent Items' section has a checkbox for 'Do not save copies of sent items'. The 'Deleted Items' section has two checkboxes: 'Mark items for deletion but do not move them automatically' (unchecked) and 'Purge items when switching folders while online' (checked). The 'OK' and 'Cancel' buttons are at the bottom.

Internet E-mail Settings

General Outgoing Server **Advanced**

Server Port Numbers

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

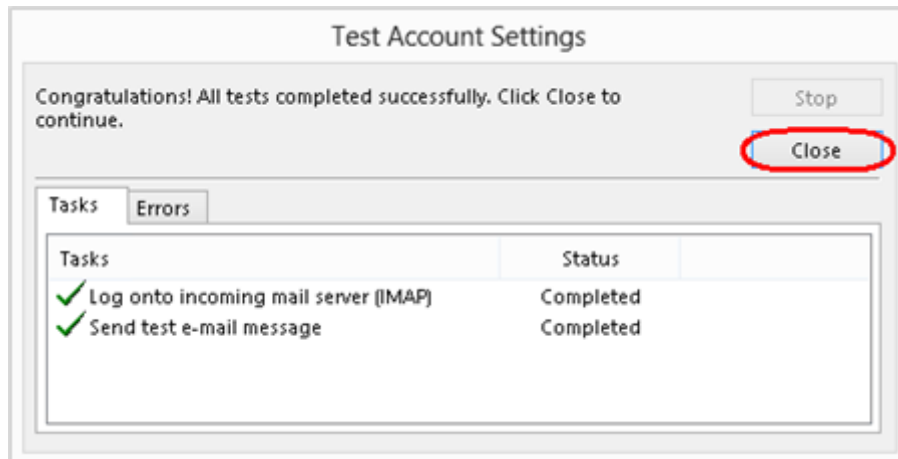
☐ Mark items for deletion but do not move them automatically  
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

OK Cancel

### Step 8

Click **OK**, then **Next** and Outlook will test the connection.

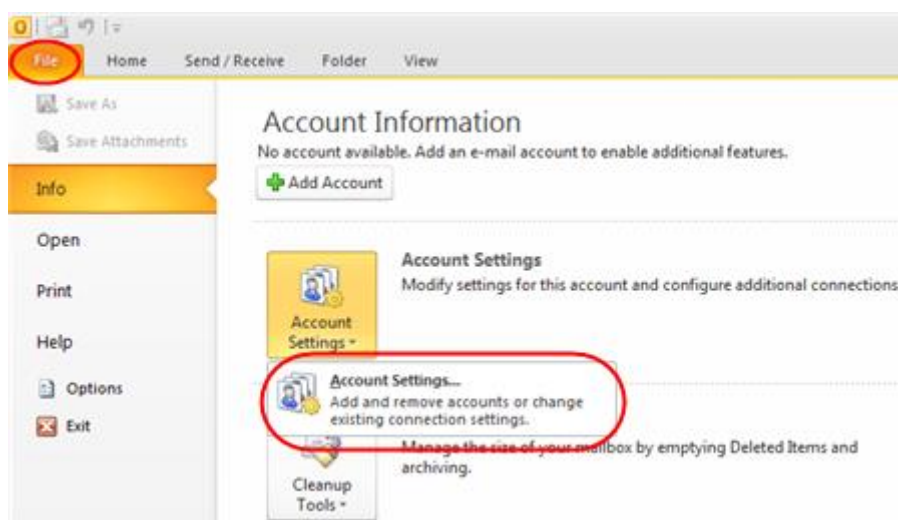


When the test is complete click **Close**, and then click **Finish** to close the wizard. Outlook 2013 is now configured to send and receive email through your mailbox.

## Outlook 2010

### Step 1

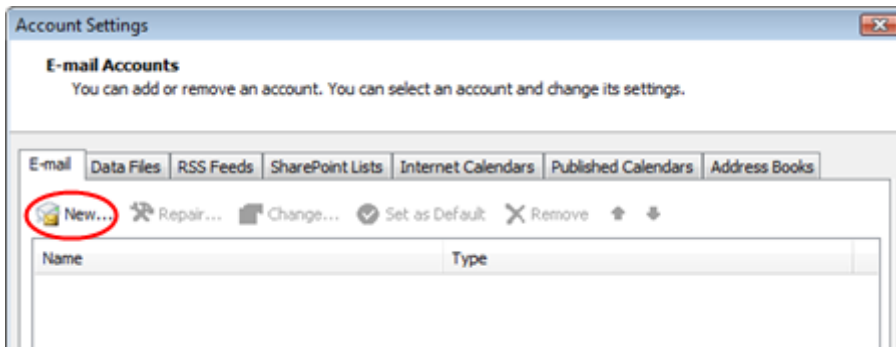
Open Outlook 2010. Click **File** and then click **Account Settings**.





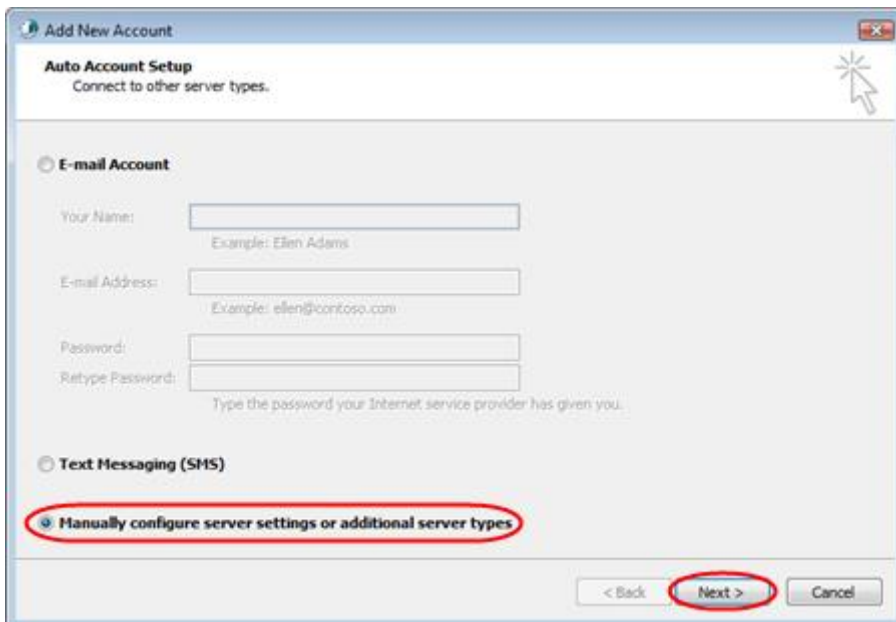
### Step 2

Select the E-mail tab and click **New**.



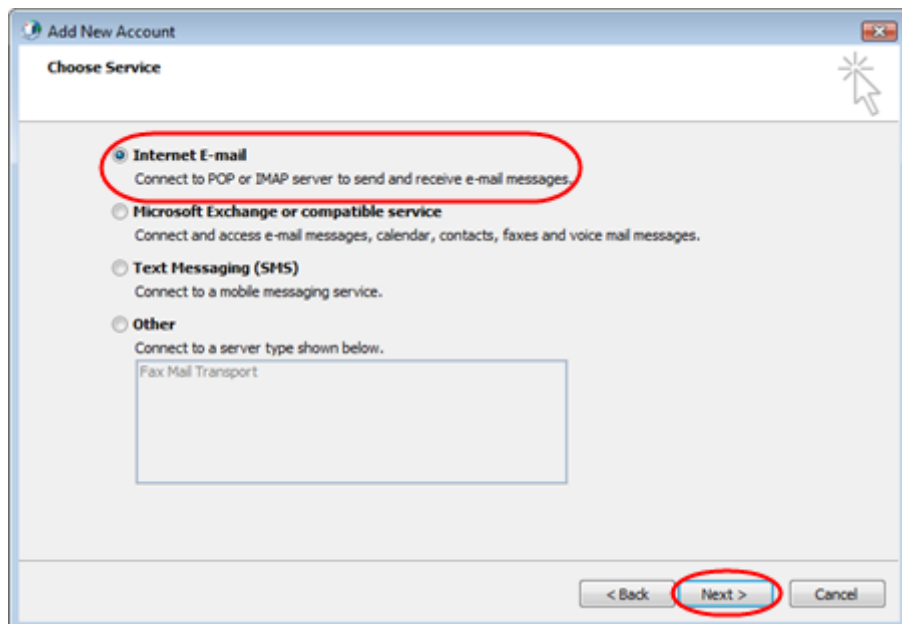
### Step 3

Select *Manually configure server settings or additional server types* and click **Next**.



### Step 4

Select *Internet E-mail* and click **Next**.



### Step 5

There is a lot of information to fill in on this next screen, let's look at each section bit by bit.

#### User Information

- **Your name:** This is what most email users will see in their inboxes instead of your email address. Enter your name.
- **E-mail Address:** Enter your full email address. This is made up of the mailbox name you chose, an @ symbol and your domain name. *you@yourdomain.com* for example.

#### Server Information


## Customer Support | Setting up POP/IMAP Mailboxes

- **Account type:** Depending on your preferred type of connection, select **POP** or **IMAP** from the drop down menu.
- **Incoming mail server:** Enter *mail.livemail.co.uk*.
- **Outgoing mail server (SMTP):** Enter *smtp.livemail.co.uk*.

### Logon Information

- **User Name:** Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.
- **Password:** Enter the password you set up when you created the mailbox within your control panel.
- **Remember password:** Check this box.
- **Require logon using Secure Password Authentication (SPA):** Leave unchecked.

Once completed, the screen should look similar to the following:



The screenshot shows a window titled "Add New Account" with a sub-header "Internet E-mail Settings" and a note: "Each of these settings are required to get your e-mail account working." The window is divided into two main sections: "User Information" and "Test Account Settings".

**User Information:**

- Your Name:** Text box containing "Ralph Smith".
- E-mail Address:** Text box containing "alph@ralphsdomainname.com".
- Server Information:**
  - Account Type:** Dropdown menu set to "IMAP".
  - Incoming mail server:** Text box containing "mail.livemail.co.uk".
  - Outgoing mail server (SMTP):** Text box containing "smtp.livemail.co.uk".
- Logon Information:**
  - User Name:** Text box containing "alph@ralphsdomainname.com".
  - Password:** Text box containing "\*\*\*\*\*".
  - ☒ Remember password
  - ☐ Require logon using Secure Password Authentication (SPA)

**Test Account Settings:**

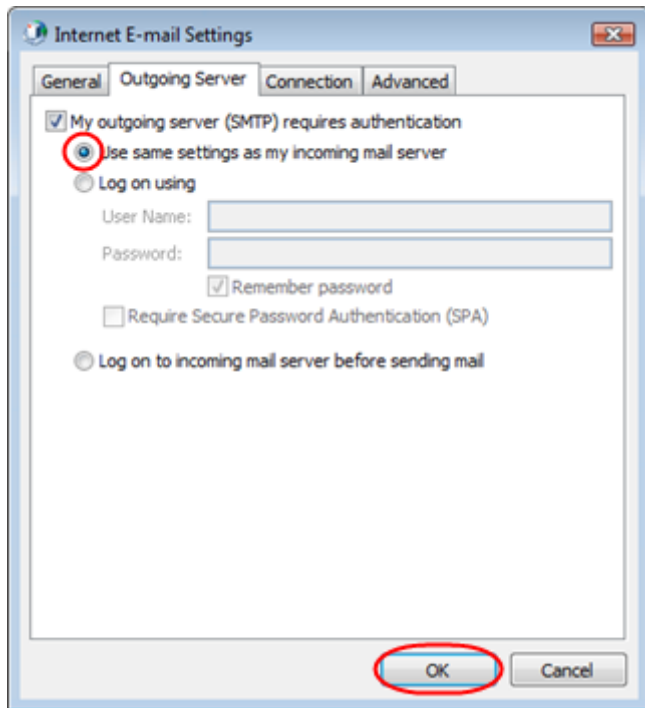
- Text: "After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)"
- Button: "Test Account Settings ..."
- ☒ Test Account Settings by clicking the Next button
- Button: "More Settings ..." (circled in red)

At the bottom of the window are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

Once you have entered all the information required, click **More Settings**.

## Step 6

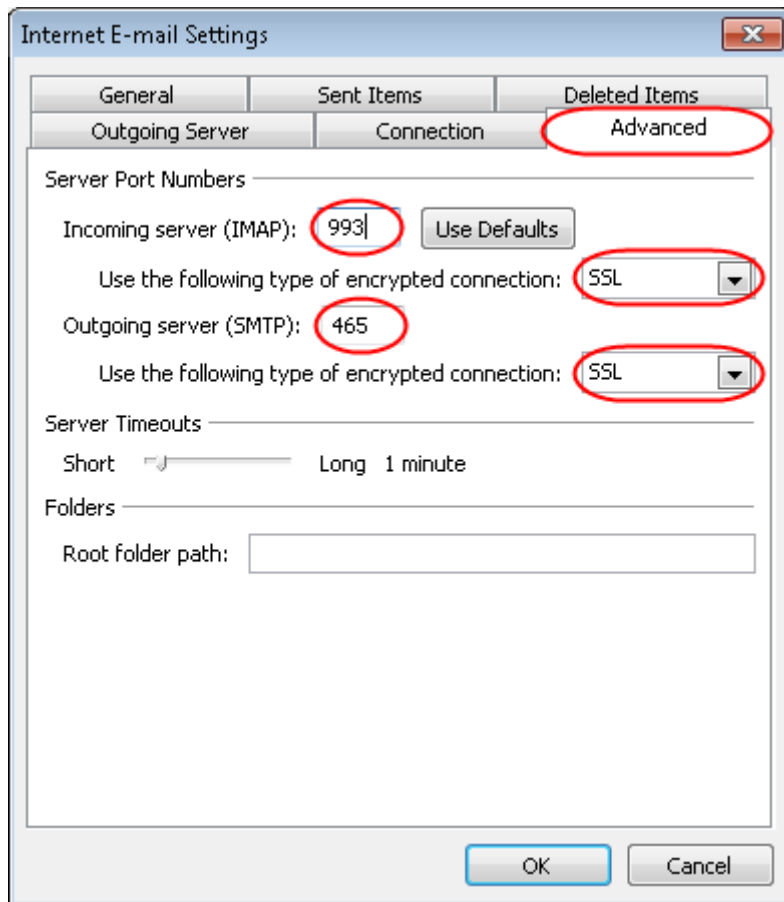
Tick *Use same settings as my incoming mail server*.



## Step 7

Click the *Advanced* tab and enter the following settings:

- **Incoming Server:** 993 for IMAP or 995 for POP.
- **Use the following type of encrypted connection:** Set to *SSL*.
- **Outgoing server:** Enter 465.
- **Use the following type of encrypted connection:** Set to *SSL*.



### Step 8

Click **OK**, then **Next** and **Finish** to close the wizard. Outlook 2010 is now configured to send and receive email through your mailbox.

# Outlook 2011 for Mac

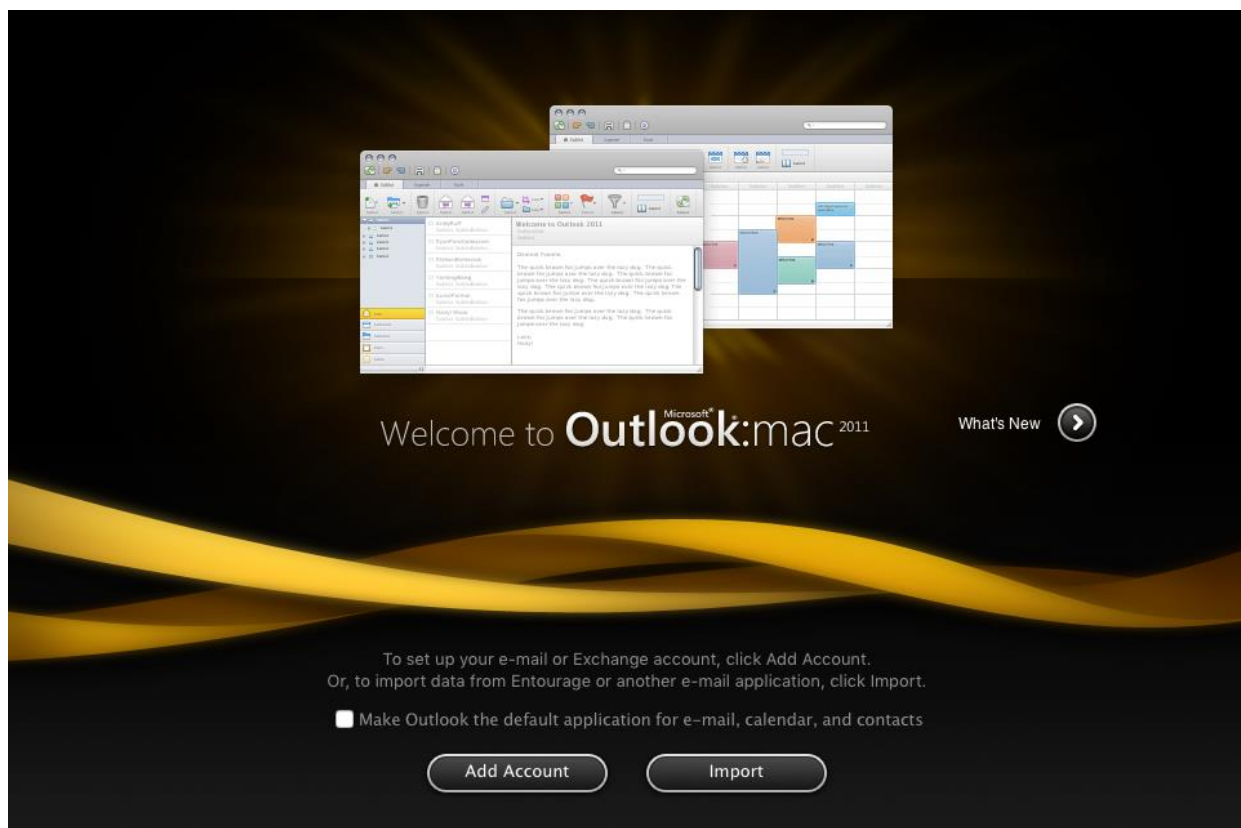
## Step 1

Open Outlook 2011 on your Mac



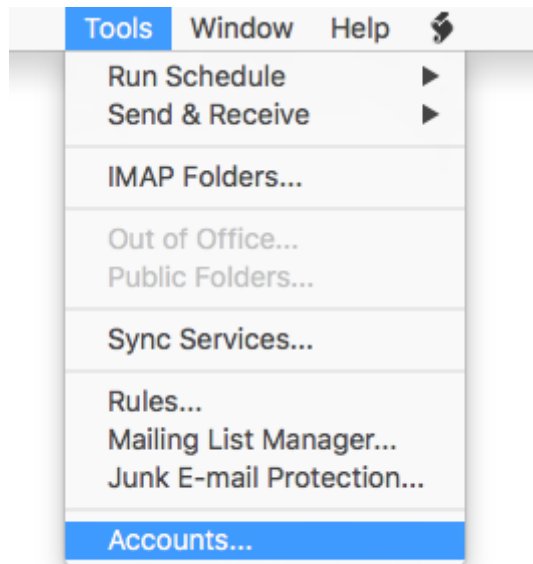
## Step 2

If you are setting up your first Mailbox, select **Add Account**.



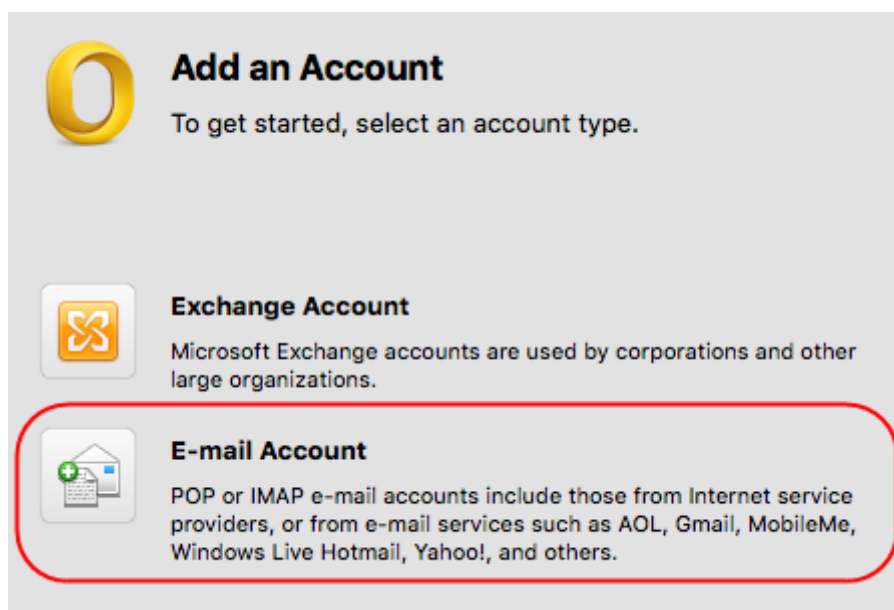
## Step 3

If you already have an email account setup, you will need to select **Tools > Accounts...**



## Step 4

Select E-mail Account.



## Step 5

Enter the following:

1. **E-mail address:** Enter the full email address of the mailbox you are setting up.
2. **Password:** Enter the mailbox password.
3. **User name:** Enter the full email address of the mailbox you are setting up.
4. **Type:** IMAP.
5. **Incoming server:** *mail.livemail.co.uk*.
6. **Override default port:** Yes.
7. **Port:** 993.
8. **Use SSL to connect (recommended):** Yes.
9. **Outgoing server:** *smtp.livemail.co.uk*.
10. **Override default port:** Yes.
11. **Port:** 465.
12. **Use SSL to connect (recommended):** Yes.



**Enter your account information.**

E-mail address:  1

Password:  2

☐ Configure automatically

---

User name:  3

Type:  4

Incoming server:  5 :  7

6 ☒ Override default port

8 ☒ Use SSL to connect (recommended)

Outgoing server:  9 :  11

10 ☒ Override default port

12 ☒ Use SSL to connect (recommended)

## Step 6

Click **Add Account**, your mailbox is now set up in Outlook 2011 for Mac.

# Apple Mail

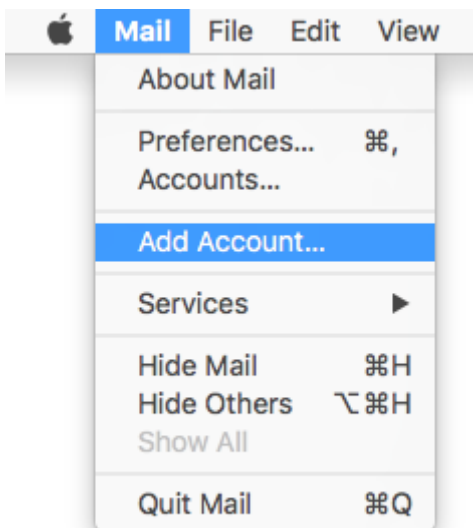
## Step 1

Open Mail on your Mac.



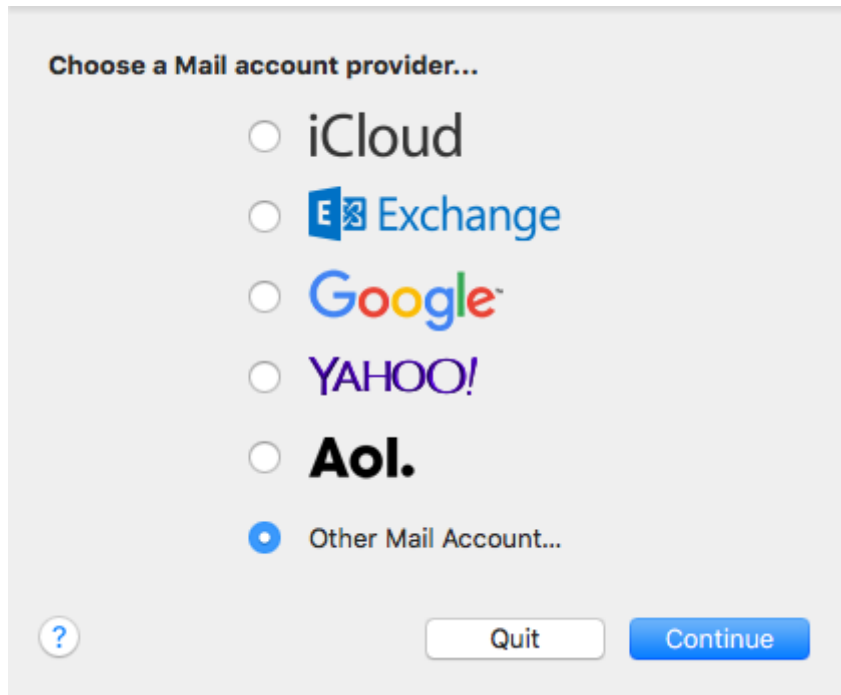
## Step 2

If you already have an email account setup, you will need to select **Mail > Add Account...** otherwise skip to the next step.



## Step 3

Select **Other Mail Account...**

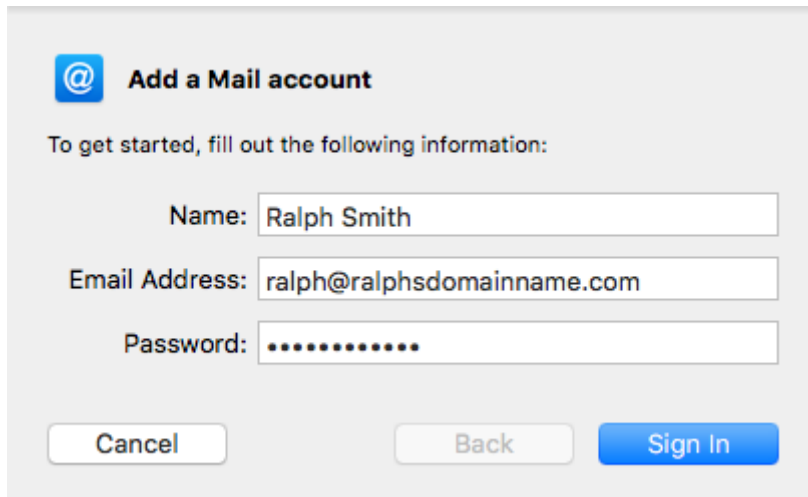



Click **Continue**.

## Step 4

Enter the following in the text boxes provided:

- **Name:** Enter your full name.
- **Email Address:** Enter the full email address of the mailbox you are setting up.
- **Password:** Enter the mailbox password.



 **Add a Mail account**

To get started, fill out the following information:

Name:

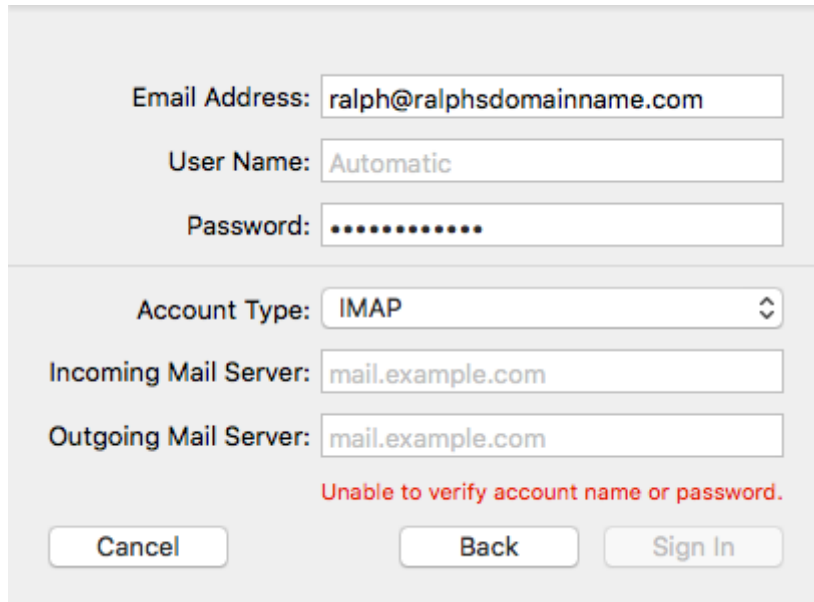
Email Address:

Password:

Click **Sign In**.

### Step 5

Mail will attempt to automatically connect with these simple settings. This attempt will fail and you will be asked to provide more information.



The screenshot shows a web-based form for setting up an email account. The form is divided into two main sections. The top section contains three input fields: 'Email Address' with the value 'ralph@ralphsdomainname.com', 'User Name' with the value 'Automatic', and 'Password' with a masked password '.....'. The bottom section contains three more input fields: 'Account Type' with a dropdown menu showing 'IMAP', 'Incoming Mail Server' with the value 'mail.example.com', and 'Outgoing Mail Server' with the value 'mail.example.com'. Below these fields, a red error message states 'Unable to verify account name or password.' At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Sign In'.

Email Address:	ralph@ralphsdomainname.com
User Name:	Automatic
Password:	.....

Account Type:	IMAP
Incoming Mail Server:	mail.example.com
Outgoing Mail Server:	mail.example.com

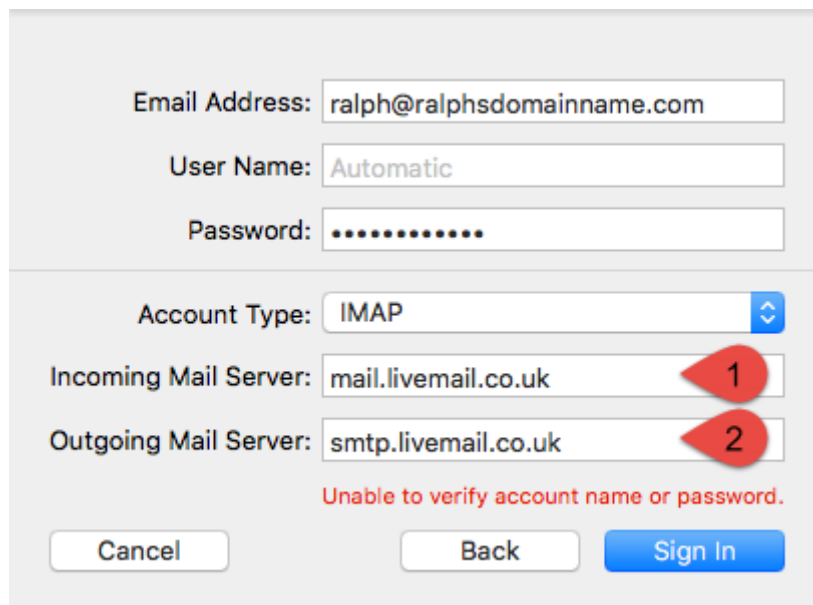
Unable to verify account name or password.

[Cancel](#) [Back](#) [Sign In](#)

## Step 6

Enter the following server settings.

1. Incoming Mail Server: **mail.livemail.co.uk**
2. Outgoing Mail Server: **smtp.livemail.co.uk**



Email Address:

User Name:

Password:

Account Type:

Incoming Mail Server:  1

Outgoing Mail Server:  2

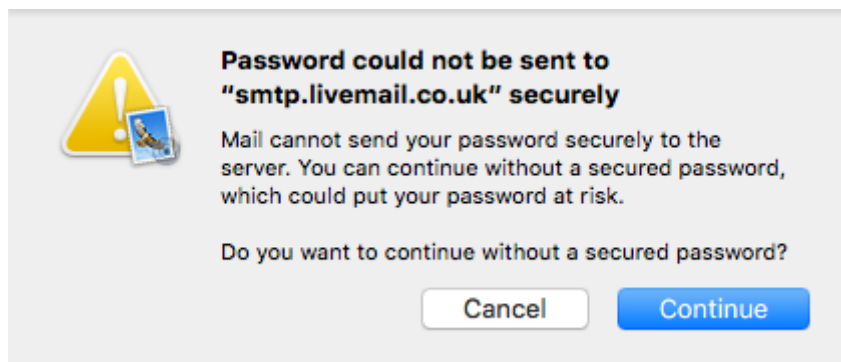
Unable to verify account name or password.

Click **Sign In**

### Step 7

Sending and receiving email are both performed over secure connections. Mail will now error as it is yet unable to connect to the SMTP servers. It will instead revert to an insecure connection.

You will reconfigure these settings later in the guide.

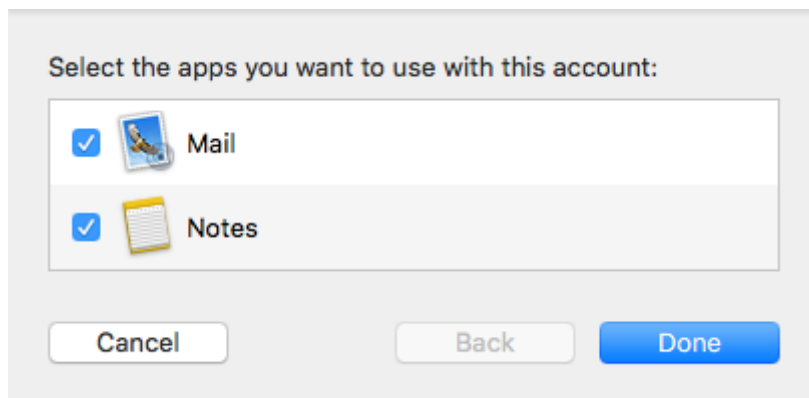


Click **continue**.

### Step 8

If you chose IMAP (recommended) you will be asked which apps to synchronise with the server.

This is useful for sharing data between devices.

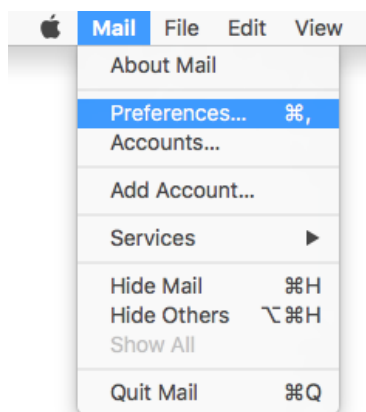


Click **Done**.

### Step 9

We will now go back and reconfigure the SMTP settings for which we had a warning for in **Step 7**.

Select **Mail > Preferences**





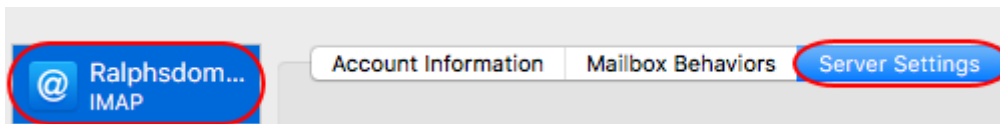
## Step 10

Click the **Accounts** icon.



## Step 11

If you have multiple account setup, make sure the correct account is selected and click **Server Settings**.



### Step 12

Untick the *Automatically manage connection settings* box. You now need to change these settings.

- **User Name:** Enter your email address.
- **Password:** Enter your password.
- **Host Name:** Enter *smtp.livemail.co.uk*.
- **Port:** Enter *465*.
- **Use TLS/SSL:** Tick this box.
- **Authentication:** Select *Password* from the dropdown menu.

**Outgoing Mail Server (SMTP)**

Account:

User Name:

Password:

Host Name:

☐ Automatically manage connection settings

Port:  ☒ Use TLS/SSL

Authentication:

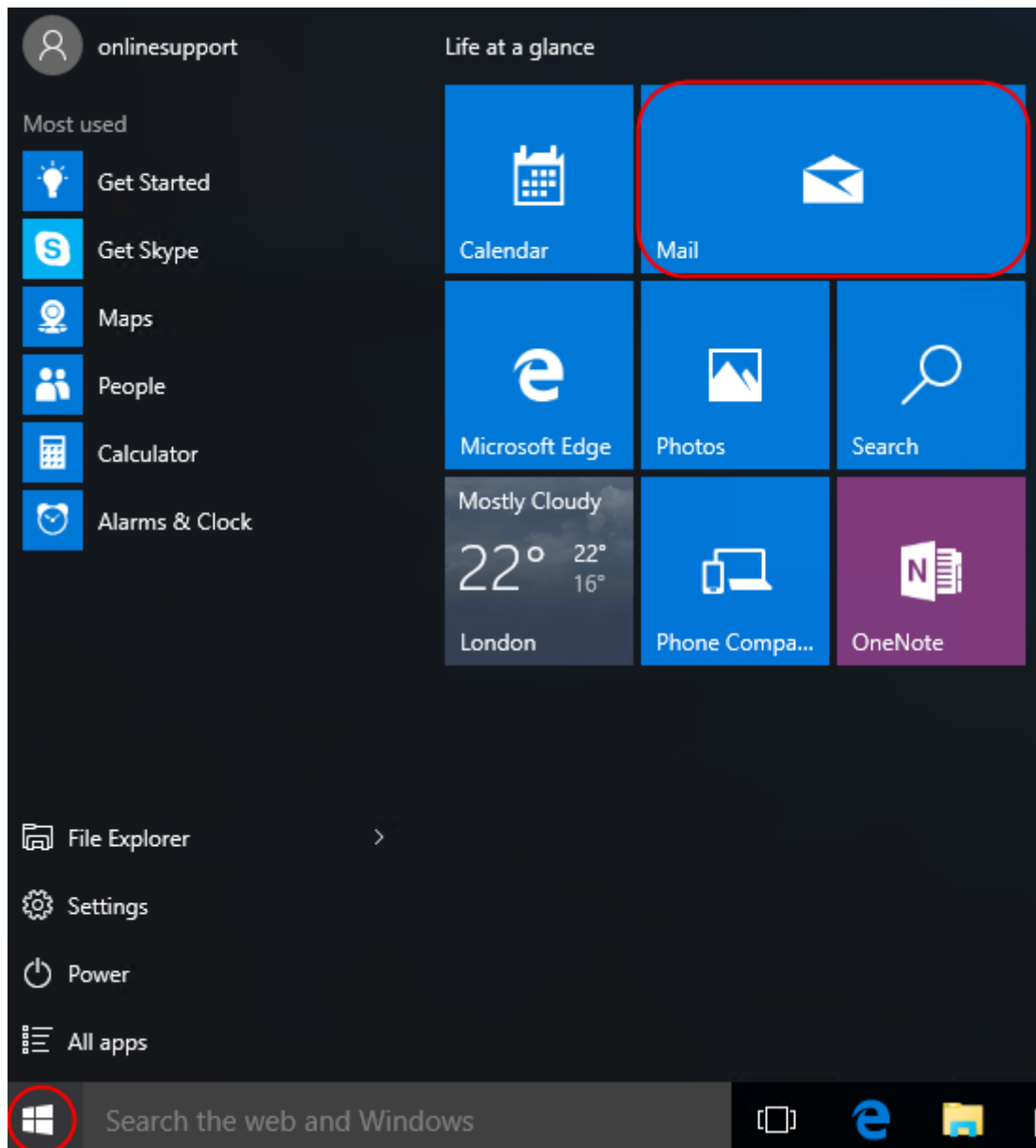
**Save**

Once done, click **Save**. Your mailbox will now be set up in Apple Mail.

# Windows 10 Mail setup

## Step 1

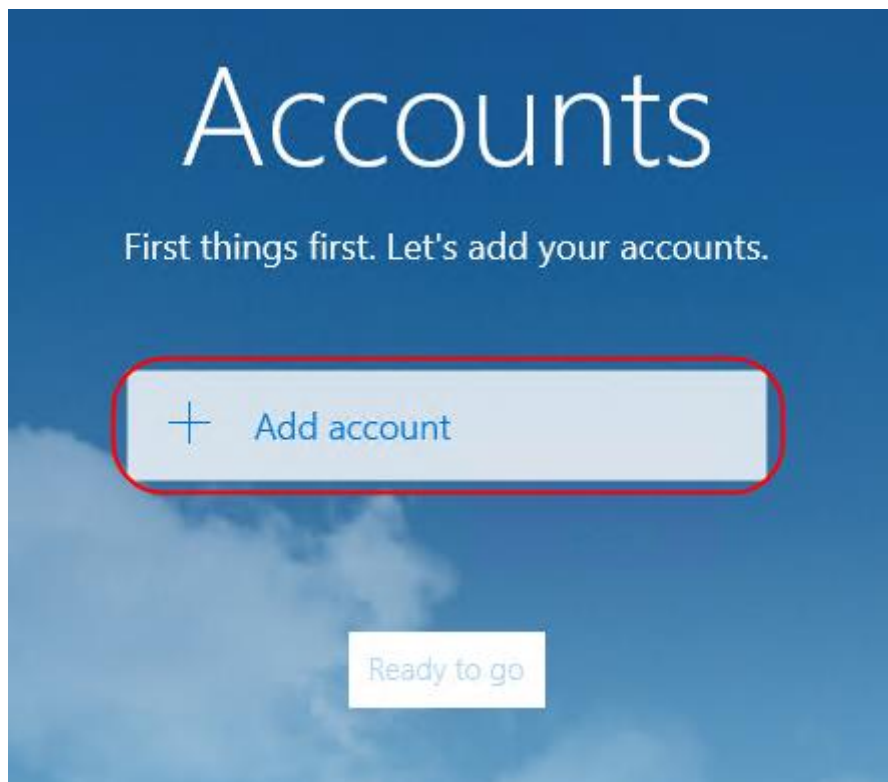
Click the *Start* icon and select **Mail** from the menu.



## Step 2

The first time you open Windows 10 Mail, you will be prompted to add an account. Click the **Add account** button.

If you already have an email account set up click **Settings, Accounts, Add an Account**, then **Advanced Setup** to start the wizard.



## Step 3

Click the **Advanced Setup** icon.



Exchange  
Exchange, Office 365



Google



Yahoo! Mail



iCloud



Other account  
POP, IMAP



Advanced setup

Close

## Step 4

Click **Internet email**.

### Advanced setup

Choose the kind of account you want to setup. If you're not sure, check with your service provider.

#### Exchange ActiveSync

Includes Exchange and other accounts that use Exchange ActiveSync.

#### Internet email

POP or IMAP accounts that let you view your email in a web browser.

Cancel

## Step 5

Enter the following details:

- **Account name:** A name to identify your account.
- **Your name:** The name that will be displayed in your messages.
- **Incoming email server:** Enter mail.livemail.co.uk.
- **Account type:** Select **IMAP4**.

### Internet email account

Account name

Ralph's new mailbox

Your name

Ralph

We'll send your messages using this name.

Incoming email server

mail.livemail.co.uk

Account type

IMAP4

## Step 6

Scroll down to fill out the rest of the details as below:

- **Username:** Enter your email address.
- **Password:** Enter your mailbox password.
- **Outgoing (SMTP) email server:** Enter *smtp.livemail.co.uk*.
- **Outgoing server requires authentication:** Checked.
- **User the same user name and password for sending email:** Checked.
- **Require SSL for incoming mail:** Checked.
- **Require SSL for outgoing mail:** Checked.

Once completed, the screen should look similar to the following:

## Customer Support | Setting up POP/IMAP Mailboxes

Email address

ralph@ralphsnewdomainname.com

User name

ralph@ralphsnewdomainname.com

Examples: kevinc, kevinc@contoso.com, domain\kevinc

Password

••••••••••

Outgoing (SMTP) email server

smtp.livemail.co.uk

- ☒ Outgoing server requires authentication
- ☒ Use the same user name and password for sending email
- ☒ Require SSL for incoming email
- ☒ Require SSL for outgoing email

Cancel

Sign-in

## Step 7

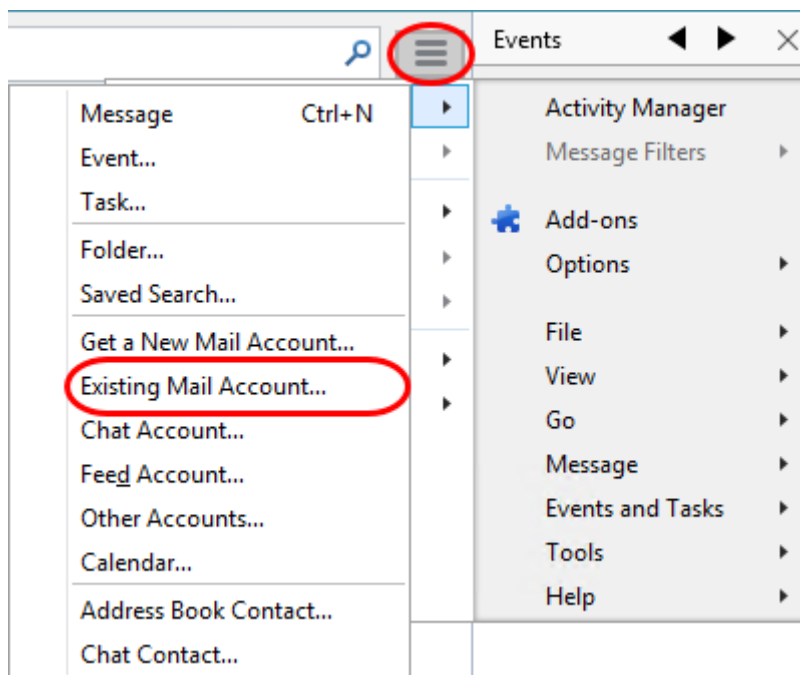
Click **Sign-in** to set up your account and start using Windows 10 Mail.  
Windows 10 Mail is now set up to send and receive emails from your mailbox.



# Thunderbird

## Step 1

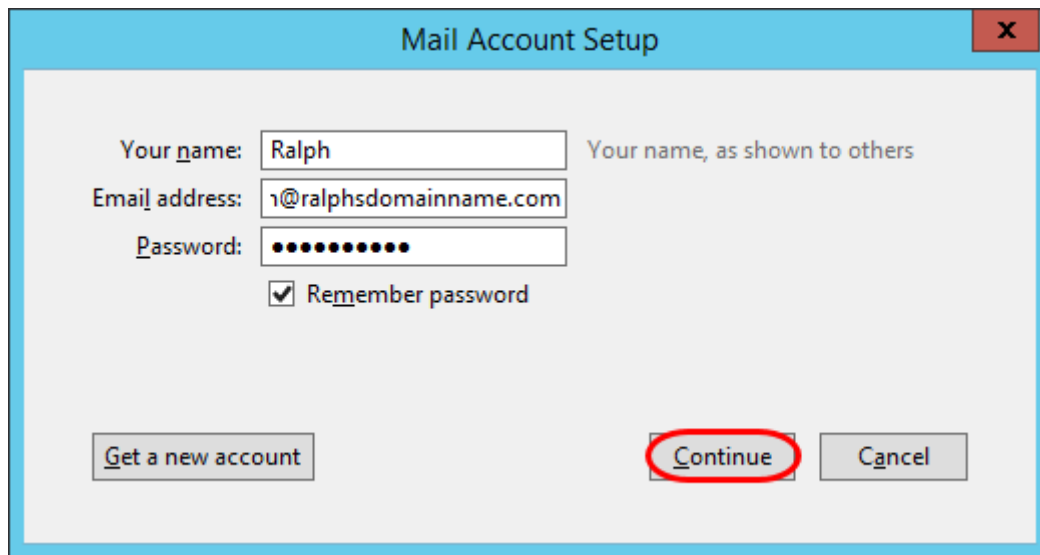
Open Thunderbird, open the menu, select **New Message** and then **Existing Mail Account**.



## Step 2

Enter your mailbox details as below into the boxes provided and click **Continue**.

- **Your name:** Enter your name.
- **Email address:** Enter your email address.
- **Password:** Enter your mailbox password.



The image shows a 'Mail Account Setup' dialog box with a blue title bar and a red close button. The dialog contains three input fields: 'Your name' with the text 'Ralph', 'Email address' with the text 'r@ralphsdomainname.com', and 'Password' with masked characters. To the right of the 'Your name' field is the text 'Your name, as shown to others'. Below the password field is a checked checkbox labeled 'Remember password'. At the bottom, there are three buttons: 'Get a new account', 'Continue' (which is circled in red), and 'Cancel'.

Mail Account Setup

Your name:  Your name, as shown to others

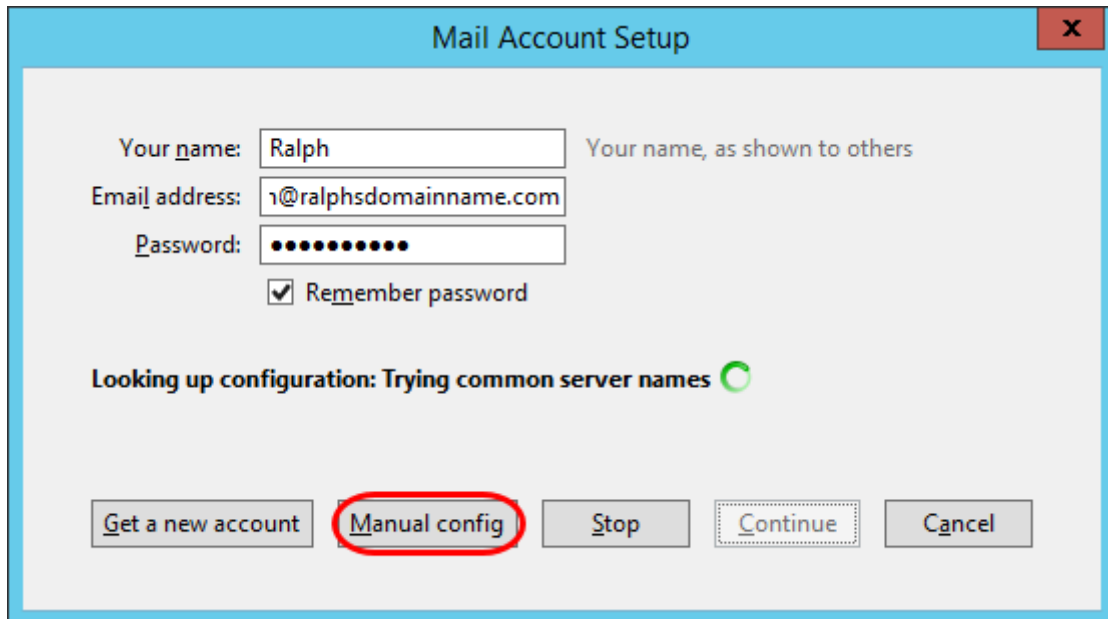
Email address:

Password:

☒ Remember password

## Step 3

The setup wizard will attempt to gather the server settings for your mailbox, however the username will be set up incorrectly. To correct this click the **Manual Config** button.

A screenshot of a 'Mail Account Setup' dialog box. The dialog has a light blue title bar with the text 'Mail Account Setup' and a red close button with an 'x' icon. The main area is light gray. It contains three input fields: 'Your name:' with the value 'Ralph', 'Email address:' with the value 'r@ralphsdomainname.com', and 'Password:' with a masked password of ten dots. To the right of the 'Your name' field is the text 'Your name, as shown to others'. Below the password field is a checked checkbox labeled 'Remember password'. Below these fields is the text 'Looking up configuration: Trying common server names' followed by a green circular progress indicator. At the bottom, there are five buttons: 'Get a new account', 'Manual config' (which is circled in red), 'Stop', 'Continue' (which is disabled and has a dotted border), and 'Cancel'.

### Step 4

Enter the following details on the *Mail Account Setup* screen.

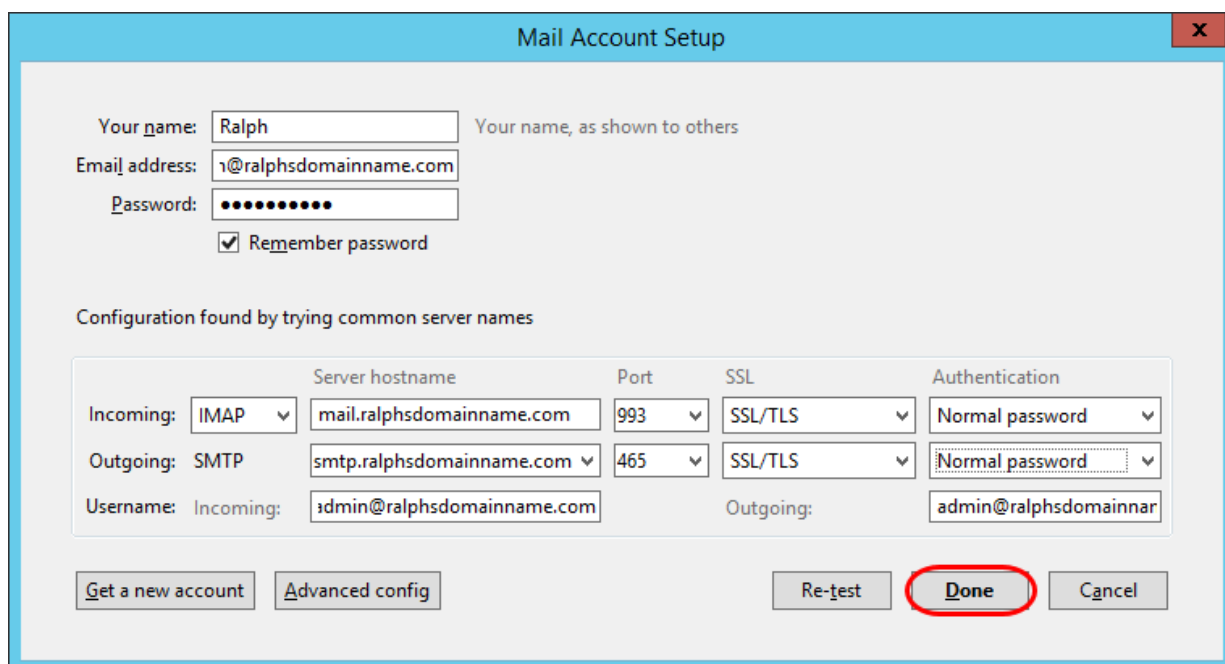
#### Incoming

- **Server hostname:** mail.livemail.co.uk.
- **SSL:** SSL/TLS.
- **Authentication:** Normal password.

#### Outgoing

- **Server hostname:** smtp.livemail.co.uk.
- **SSL:** SSL/TLS.
- **Authentication:** Normal password.

Enter your email address in to the *Username: Incoming* and *Outgoing* fields. Once finished, click **Done**.



The image shows a 'Mail Account Setup' dialog box with a light blue title bar and a red close button. The dialog contains several input fields and a table for configuration. The 'Your name' field is set to 'Ralph'. The 'Email address' field is set to 'r@ralphsdomainname.com'. The 'Password' field is masked with dots, and the 'Remember password' checkbox is checked. Below these fields, a message states 'Configuration found by trying common server names'. A table follows with columns for 'Incoming', 'Outgoing', 'Username', 'Server hostname', 'Port', 'SSL', and 'Authentication'. The 'Incoming' row shows 'IMAP' protocol, 'mail.ralphsdomainname.com' hostname, '993' port, 'SSL/TLS' SSL, and 'Normal password' authentication. The 'Outgoing' row shows 'SMTP' protocol, 'smtp.ralphsdomainname.com' hostname, '465' port, 'SSL/TLS' SSL, and 'Normal password' authentication. The 'Username' section has 'Incoming' set to 'admin@ralphsdomainname.com' and 'Outgoing' set to 'admin@ralphsdomainname.com'. At the bottom, there are buttons for 'Get a new account', 'Advanced config', 'Re-test', 'Done' (which is circled in red), and 'Cancel'.

	Server hostname	Port	SSL	Authentication
Incoming: IMAP	mail.ralphsdomainname.com	993	SSL/TLS	Normal password
Outgoing: SMTP	smtp.ralphsdomainname.com	465	SSL/TLS	Normal password

Username: Incoming: admin@ralphsdomainname.com      Outgoing: admin@ralphsdomainname.com

Buttons: Get a new account, Advanced config, Re-test, **Done**, Cancel

## Step 5

Thunderbird is now set up to send and receive emails.

# Mobile Devices

## iOS

### Step 1

Tap the **Settings** icon.

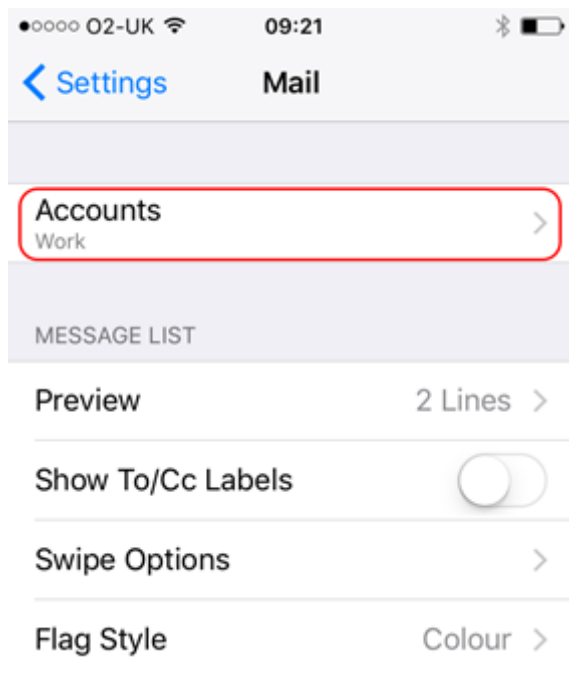
### Step 2

Scroll down and press **Mail**.



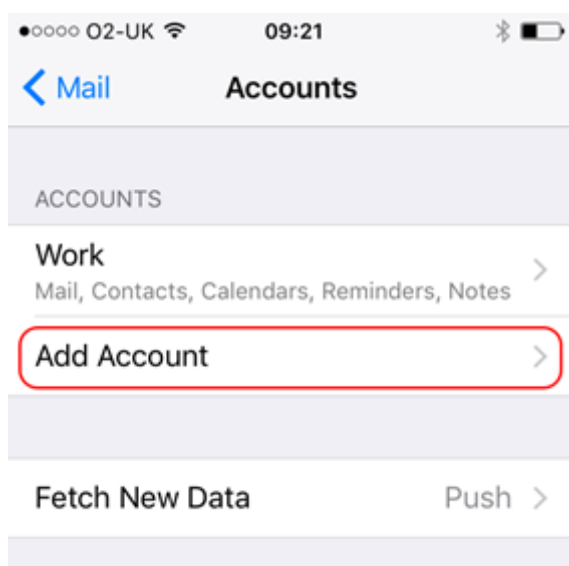
## Step 3

Press **Accounts**.



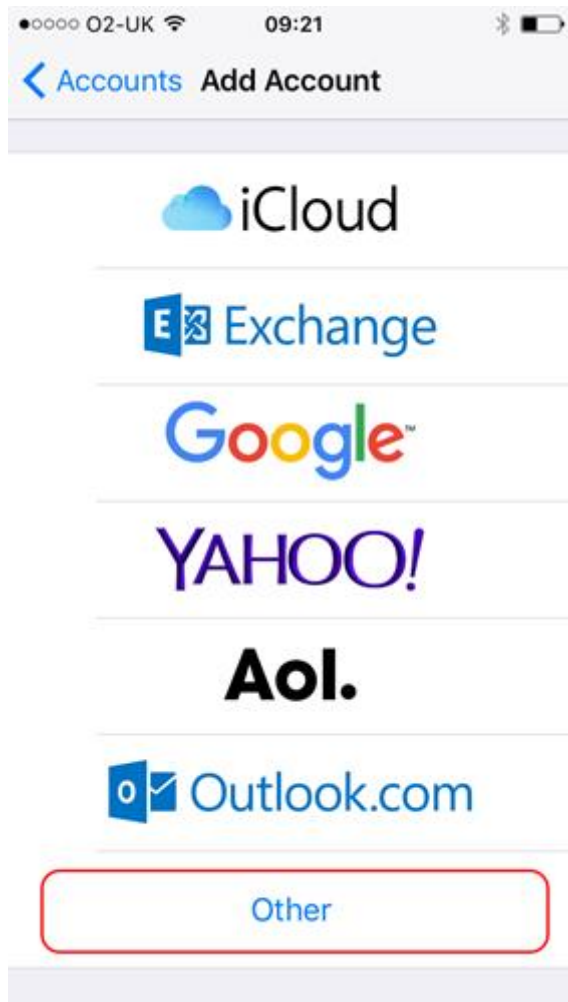
## Step 4

Press **Add Account**.



## Step 5

Press **Other**.



## Step 6

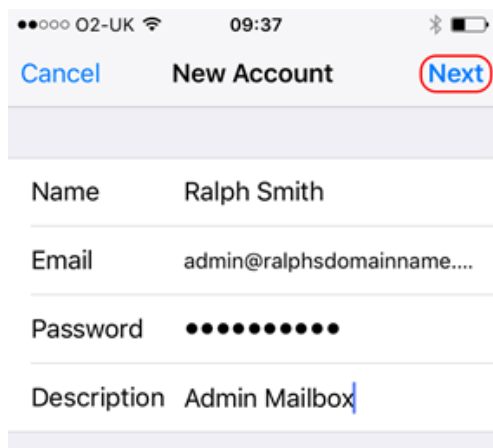
Press **Add Mail Account**.



## Step 7

Enter the following information and press **Next**:

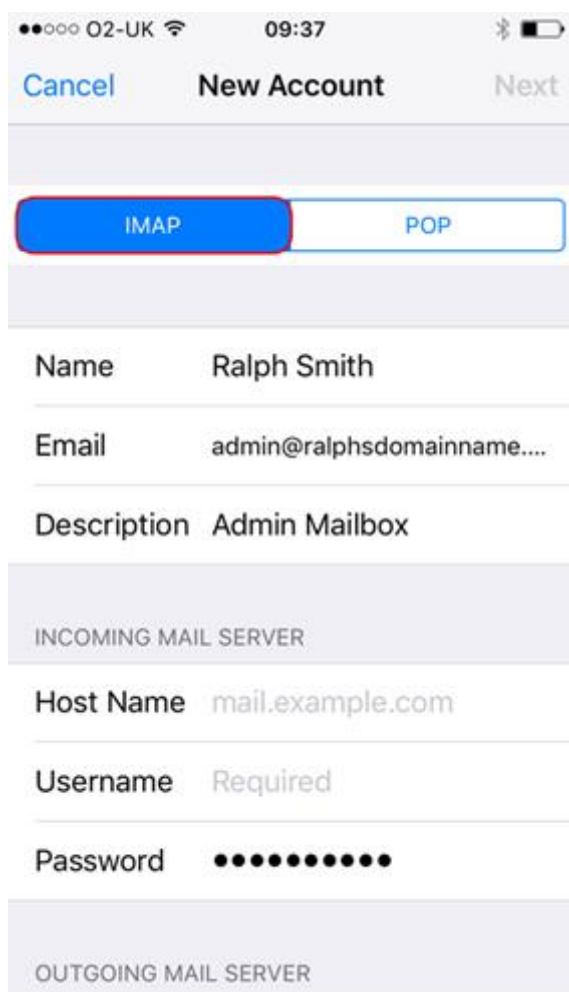
- **Name:** Enter your name. People will see this when you send them an email from your device.
- **Email:** Enter the full email address you are setting up. For example *ralph@ralphsdomainname.com*.
- **Password:** Enter your mailbox password.
- **Description:** Enter an optional description to help you identify this mailbox.





### Step 8

When using a mobile device, we recommend using **IMAP**. This will give you greater flexibility sharing information between your various devices. You should now be able to enter your various email server settings, and the screen will look similar to this:



●●○○○ 02-UK 09:37

Cancel New Account Next

IMAP POP

Name Ralph Smith

Email admin@ralphsdomainname....

Description Admin Mailbox

INCOMING MAIL SERVER

Host Name mail.example.com

Username Required

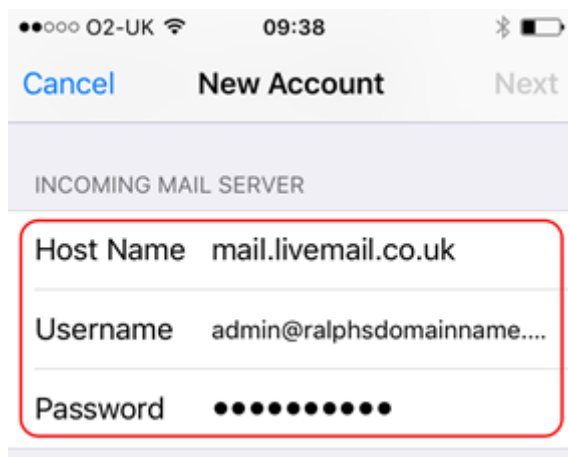
Password ●●●●●●●●

OUTGOING MAIL SERVER

### Incoming mail server

Let's now enter the *INCOMING MAIL SERVER* settings. These settings control your ability to receive email on your device.

- Change your **Host Name** to *mail.livemail.co.uk*.
- Enter the email address, e.g. [ralph@ralphsdomainname.com](mailto:ralph@ralphsdomainname.com), for the **Username**.
- Enter the **Password**, this will be the same as the one you entered earlier.



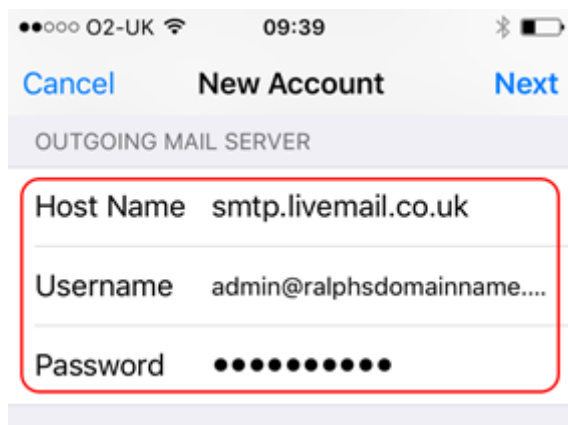
The screenshot shows an iPhone screen with the status bar at the top displaying '02-UK', signal strength, time '09:38', and battery level. The app title is 'New Account'. There are three buttons at the top: 'Cancel' (blue), 'New Account' (black), and 'Next' (grey). Below the title bar is a section header 'INCOMING MAIL SERVER'. Underneath, there are three input fields, each with a label and a value: 'Host Name' with 'mail.livemail.co.uk', 'Username' with 'admin@ralphsdomainname....', and 'Password' with ten black dots. A red rectangular box highlights these three input fields.

INCOMING MAIL SERVER	
Host Name	mail.livemail.co.uk
Username	admin@ralphsdomainname....
Password	●●●●●●●●●●

### Outgoing mail server

Let's now enter the *OUTGOING MAIL SERVER* settings. These settings control your ability to send email from your device.

- Enter *smtp.livemail.co.uk* as your **Host Name**.
- Enter the email address, e.g. *ralph@ralphsdomainname.com*, for the **Username**.
- Enter the **Password**.



The screenshot shows the 'New Account' screen on an iPhone. At the top, the status bar displays 'O2-UK', signal strength, time '09:39', and battery level. Below the status bar are three buttons: 'Cancel' (blue), 'New Account' (black), and 'Next' (blue). A light blue header bar contains the text 'OUTGOING MAIL SERVER'. Below this header, there are three input fields, each with a label and a value: 'Host Name' with 'smtp.livemail.co.uk', 'Username' with 'admin@ralphsdomainname....', and 'Password' with ten black dots. A red rounded rectangle highlights these three input fields.

Field	Value
Host Name	smtp.livemail.co.uk
Username	admin@ralphsdomainname....
Password	••••••••••

And finally....

Press **Next**

Your device will then **Verify** the settings. This can take a couple of minutes.

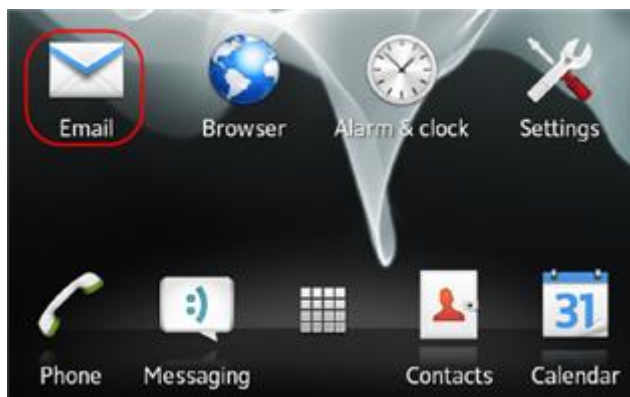


Once everything has been verified, press the **Save** button to save your new account.

## Android


### Step 1

Open the Email application on your device.



### Step 2

Enter your Email address and mailbox password in the text boxes provided and select **Manual Setup**.

 Set up account

Configure Email for most accounts in a few steps.

---

☐ Show password



---

☐ Send email from this account by default

---

### Step 3

Select **IMAP** as the account type.

  Add email account

What type of account?

### Step 4

For the *Incoming settings*, enter the following details in the text boxes provided:

- **Username:** Enter your mailbox username, this will be the same as your Email address.
- **Password:** Enter your mailbox password. This is the same password you chose when you created your mailbox.
- **IMAP Server:** Enter mail.livemail.co.uk.
- **Security type:** Set to SSL.
- **Port:** Leave this as 993.
- **IMAP path prefix:** Leave this blank.

Once you have filled out all the details, click **Next**.

  Incoming server settings

**IMAP server**

---

**Security type**

---

**Port**

---

**IMAP path prefix**

## Step 5

For the *Outgoing settings*, enter the following details in the text boxes provided:

- **SMTP server:** Enter *smtp.livemail.co.uk*.
- **Security type:** Set to SSL.
- **Port:** Leave this as 465.
- **Require sign-in:** Make sure this is checked.
- **Username:** Enter your e-mail address.
- **Password:** Enter your password.

Once you have filled out all the details, click **Next**.

  Outgoing server settings

SMTP server

smtp.livemail.co.uk

Security type

SSL



Port

465

☒ Require sign-in

## Step 6

You will be given options to select some custom settings.

  Account options

Period to sync Email

2 weeks

Sync schedule

Every 15 minutes

Peak schedule

Every 15 minutes

☒

 Sync Email

☐

 Send email from this account by default

☒

 Notify me when email arrives

☐

 Automatically download attachments when connected to Wi-Fi

Once you have chosen your custom settings, click **Next**.



### Step 7

Enter an account name in the *Set account name* box and enter a display name in the *Your name* box.



**Note:** The account name will allow you to distinguish this account from any other Email accounts you have set up on your Phone. The display name will be shown on all outgoing messages.



Set up account

Your account is set up, and email is on its way!

Give this account a name (Optional)

admin@ralphsnewdomainname.com

(Displayed on outgoing messages)

admin

Done

Click **Done**.

Your mailbox will now be ready to use.