Contents

PC and Apple Mac
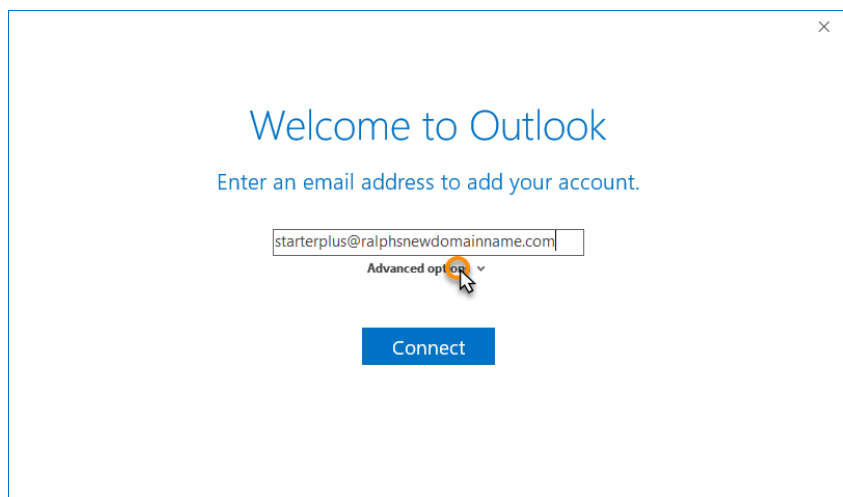
Outlook 2019

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.
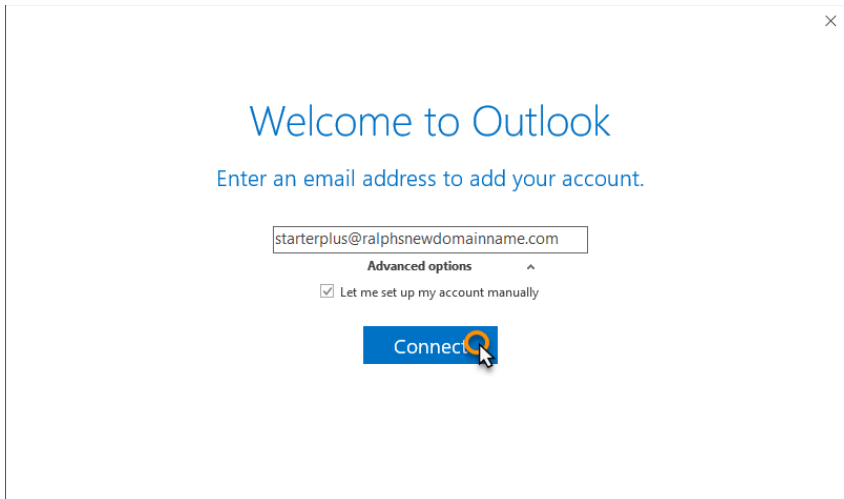
Step 2

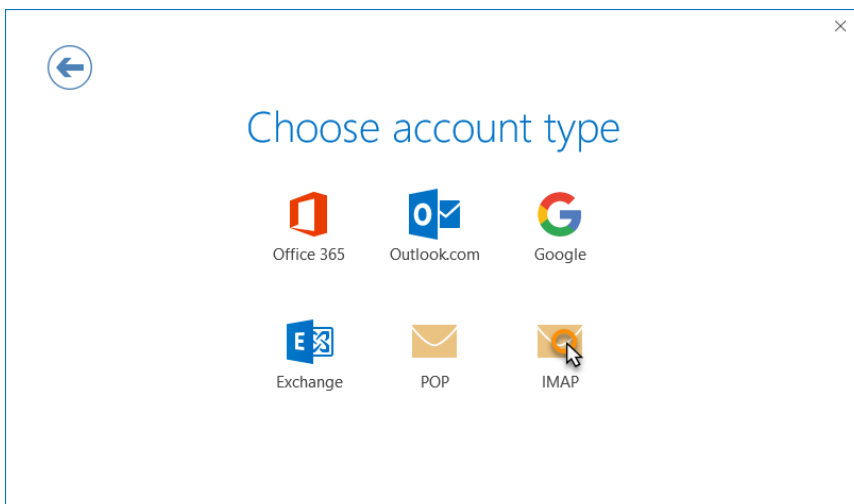When the Welcome to Outlook 2019 box opens, enter your email address and click **Advanced options**.

Step 3

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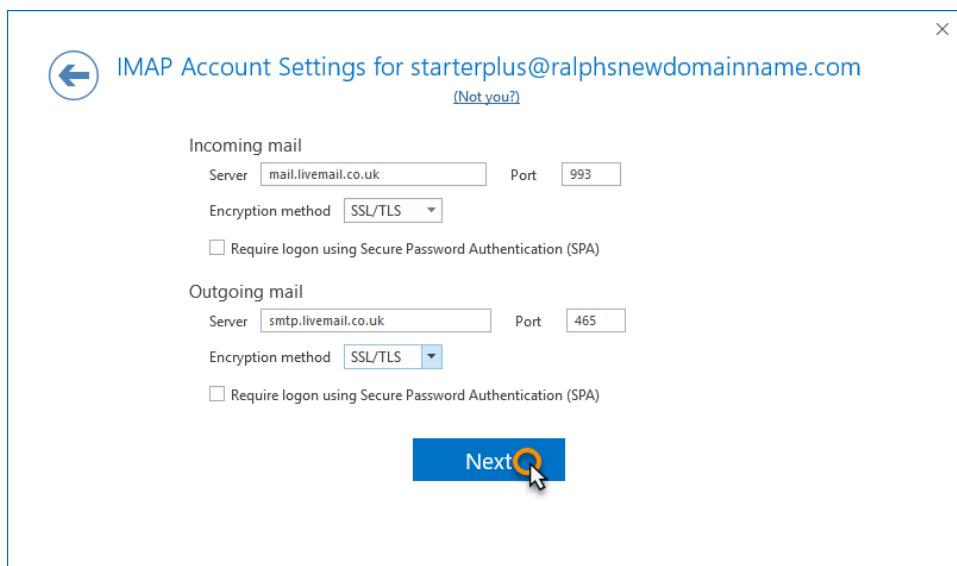

Step 4

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
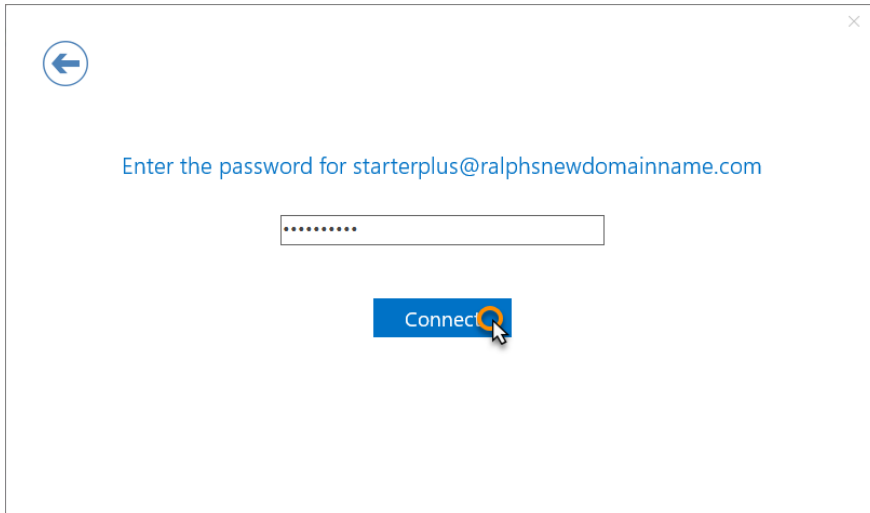 - **Require logon using Secure Password Authentication (SPA)**: Unchecked

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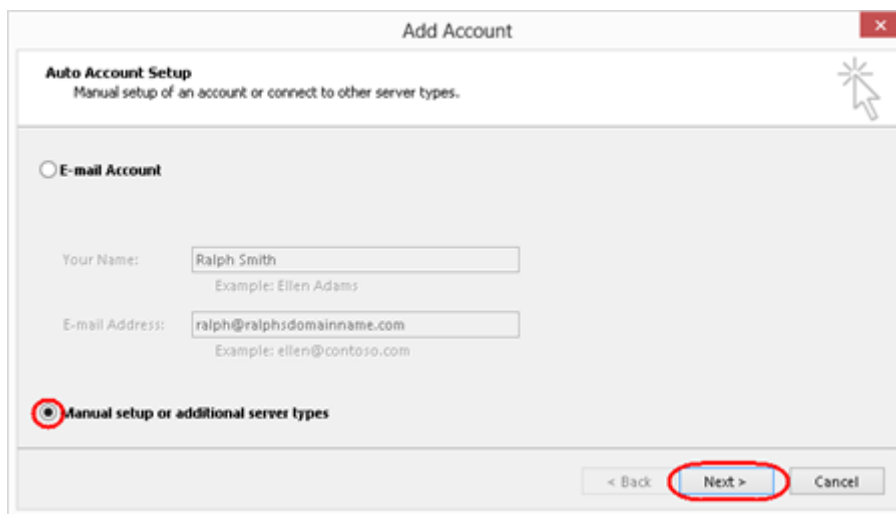
If you already have an account set up, click **File**, then **Add account** and skip to step 3.

Step 2

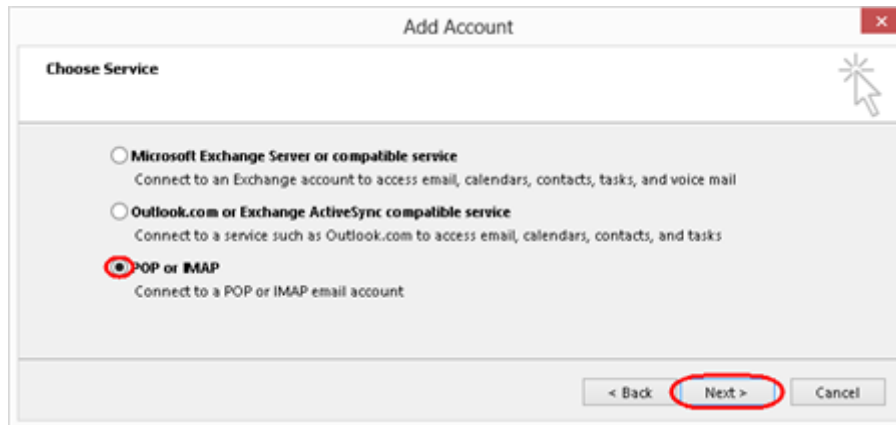When the Welcome to Outlook 2016 box opens, click **Next**, then **Next** again.

Step 3

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

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.
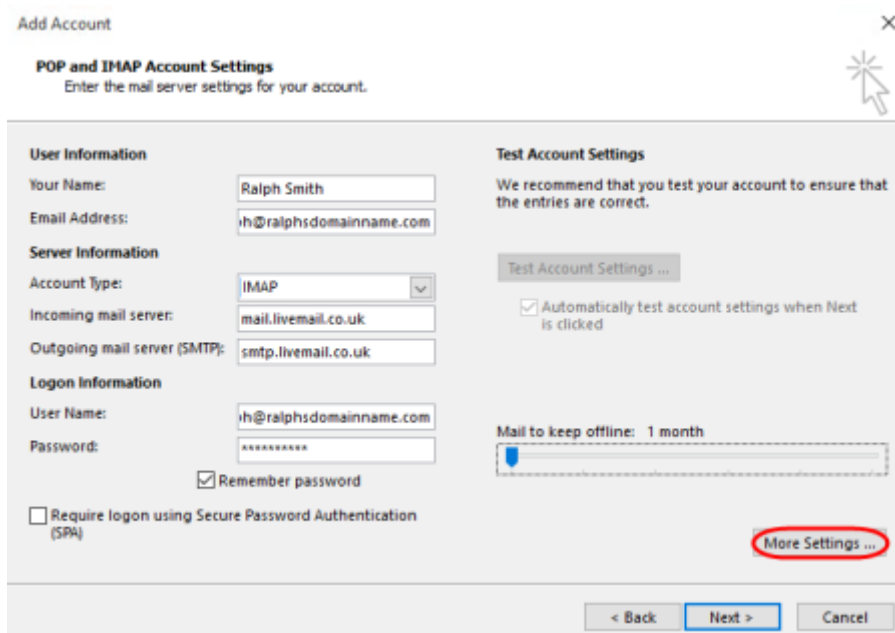
Server Information

- **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.

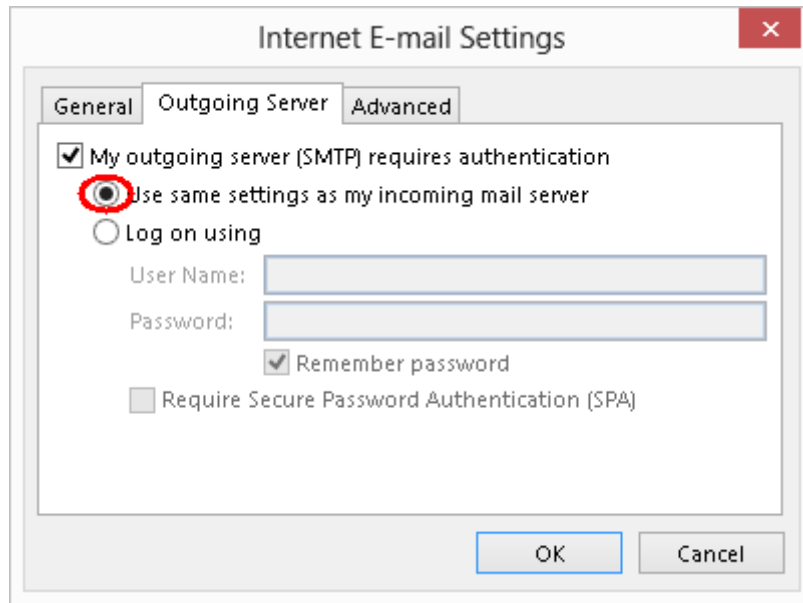Once completed, the screen should look similar to the following:

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

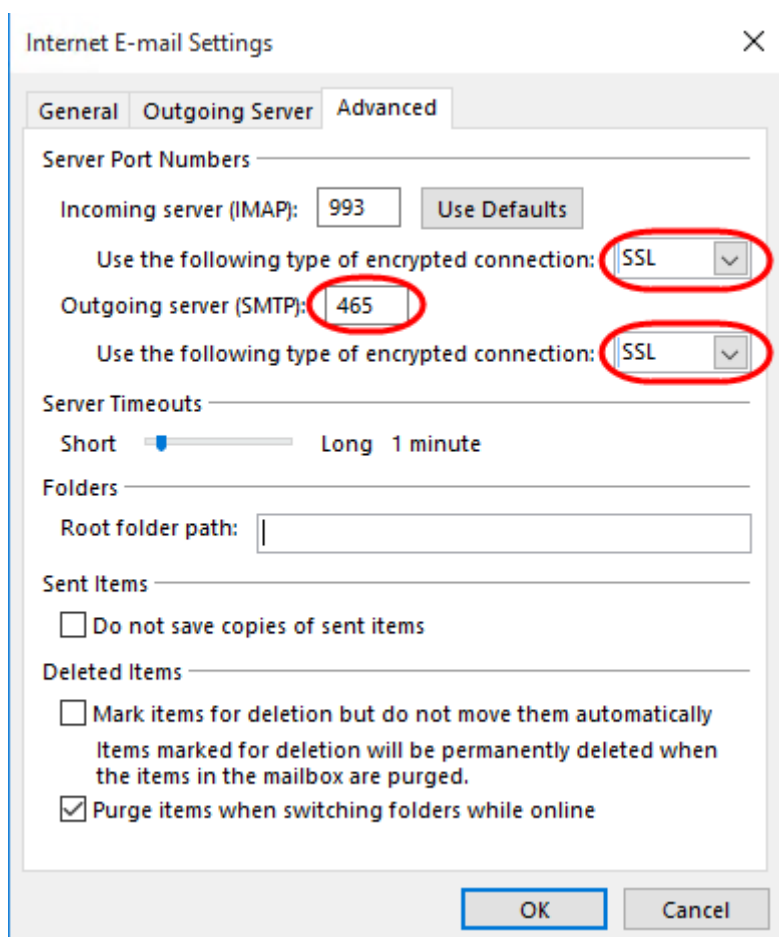# Step 6

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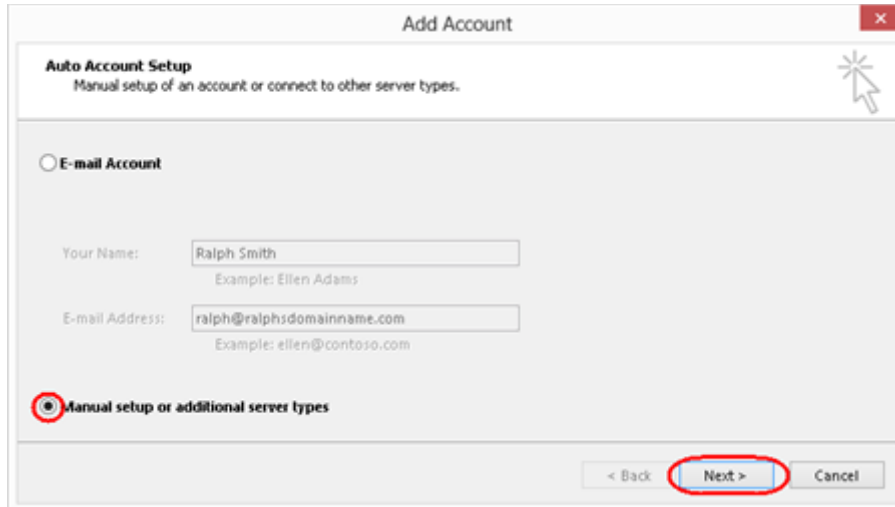
Open Outlook 2013. If this is the first time you have opened Outlook you will be directed to the new account wizard. If you already have an account set up, click **File**, then **Add account** and skip to step 3.

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.**

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:

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*.

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 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**.
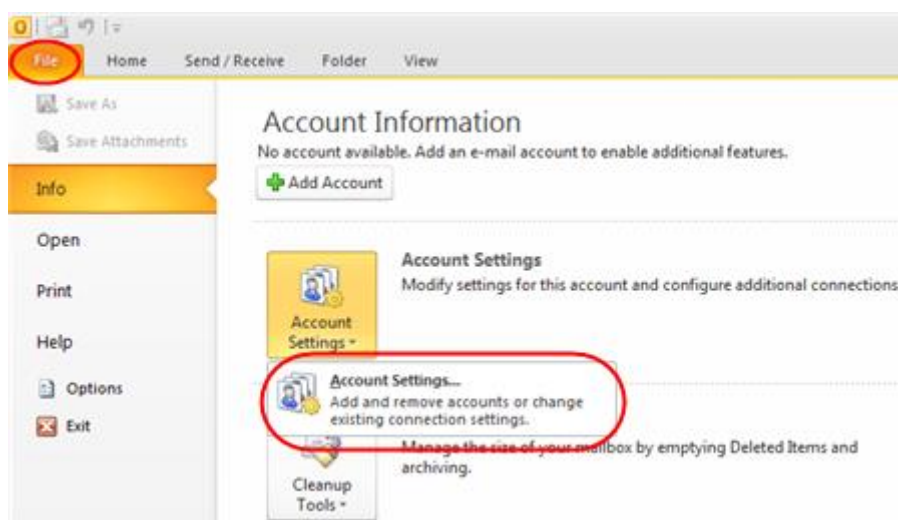
Step 2

Select the E-mail tab and click **New**.
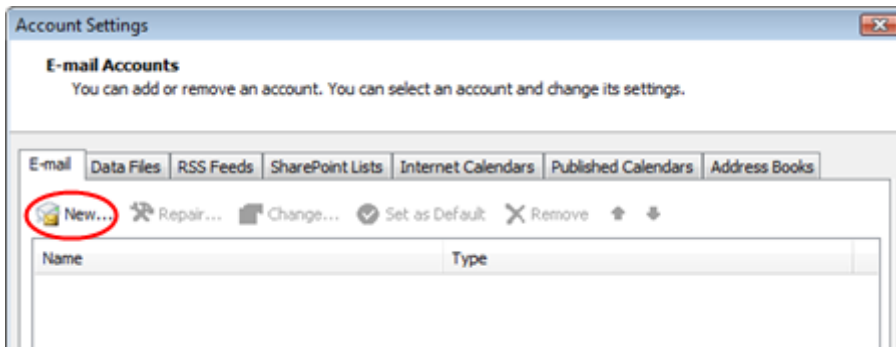
Step 3

Select *Manually configure server settings or additional server types* and click
Next.
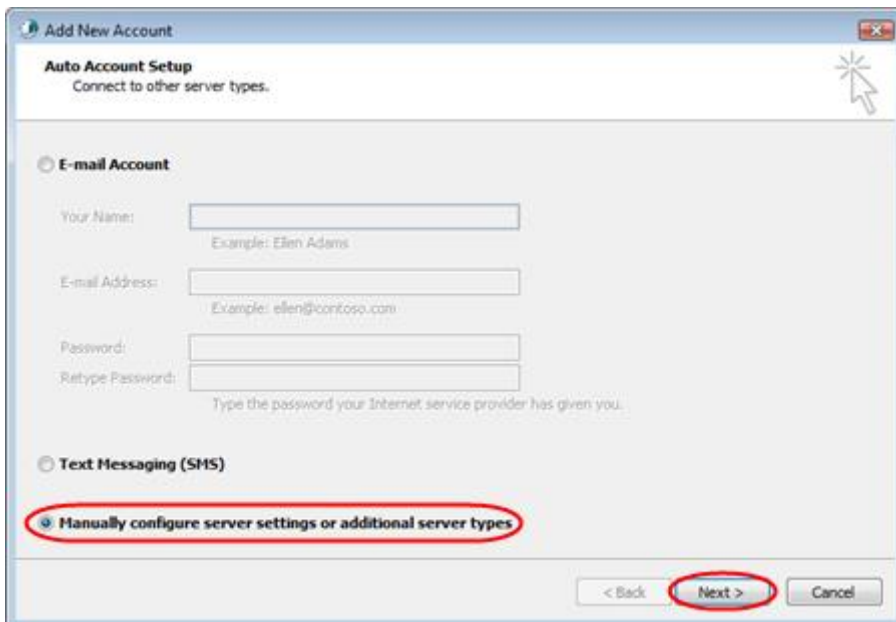
Step 4

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

- **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:

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

Step 6

Tick *Use same settings as my incoming mail server*.
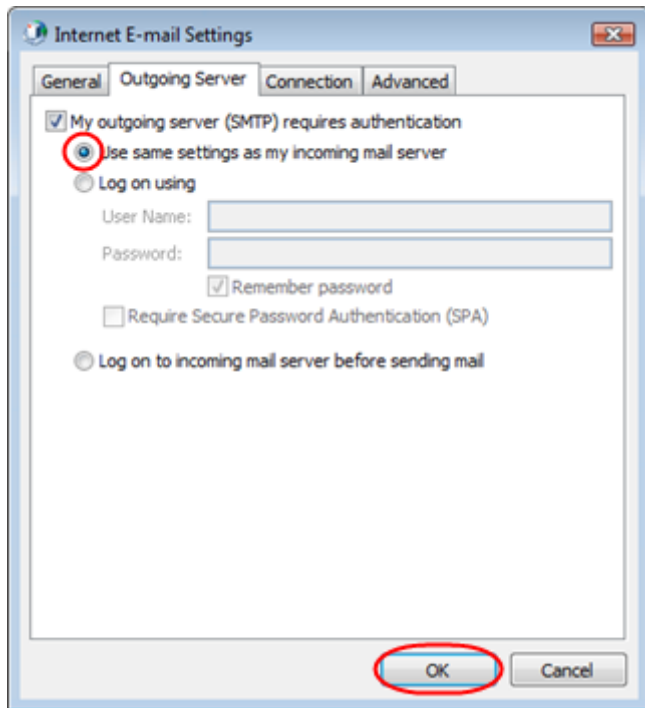
Step 7

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*.
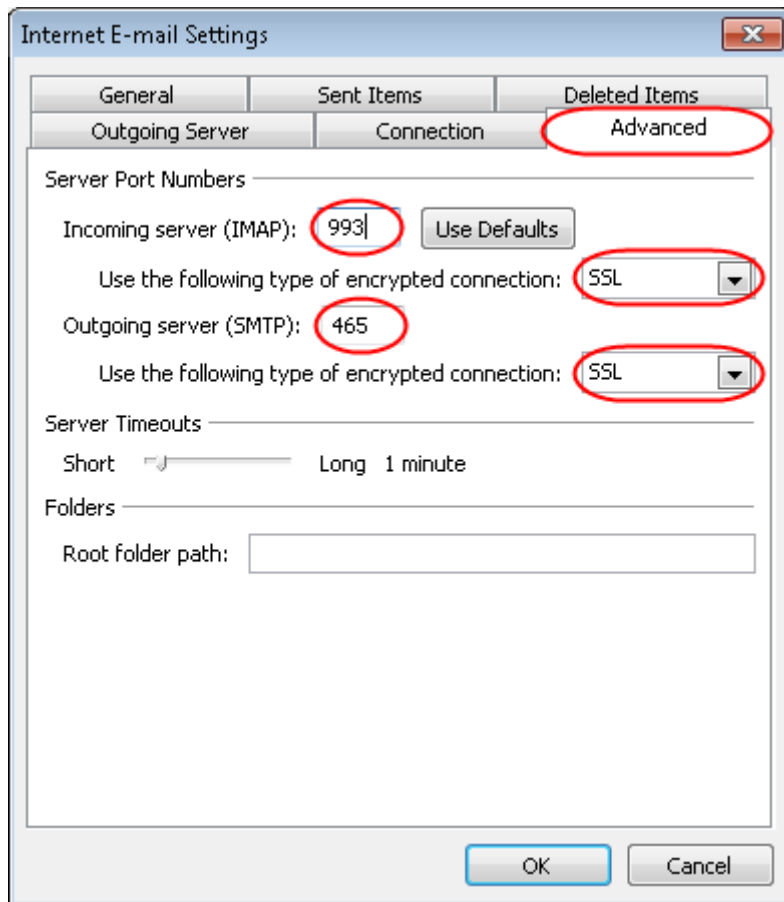
Step 8

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...**
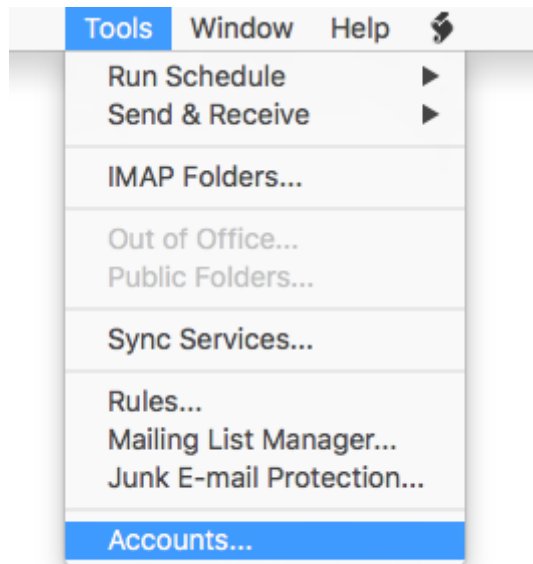
Step 4

Select E-mail Account.
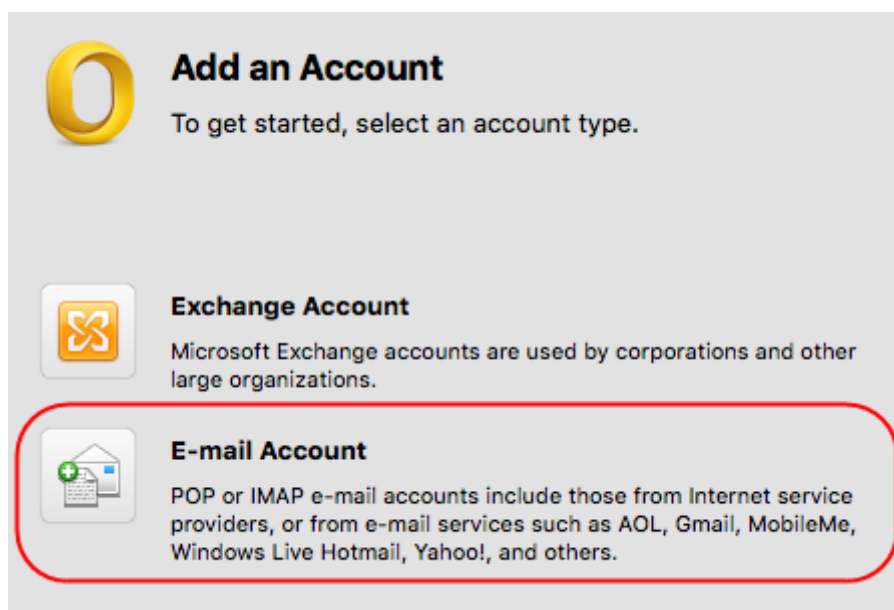
Step 5

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.
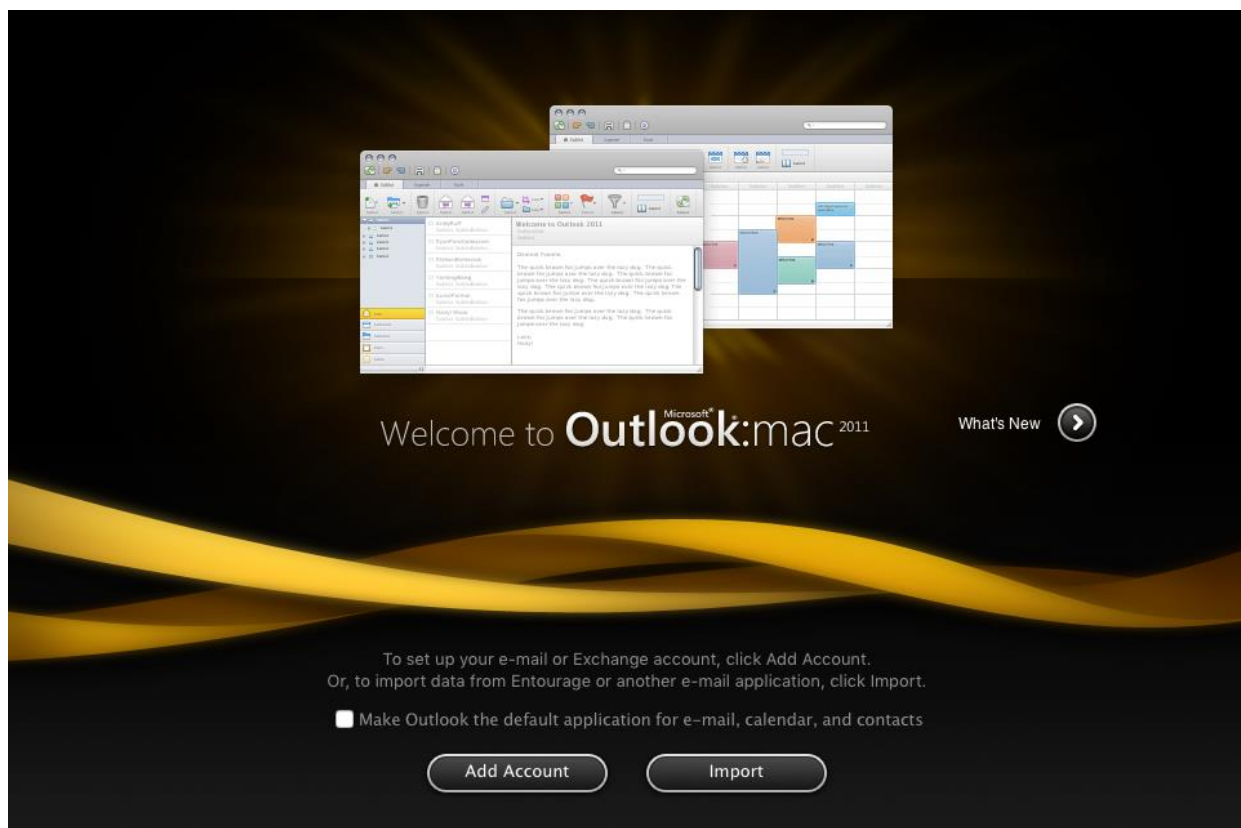4. **Type:** IMAP.
5. **Incoming server:** *mail.livemail.co.uk.*
6. **Override default port:** Yes.
7. **Port:** 993.
8. **Use SSL to connect (recommended)**: Yes.
9. **Outgoing server:** *smtp.livemail.co.uk.*
10. **Override default port**: Yes.
11. **Port**: 465.
12. **Use SSL to connect (recommended)**: Yes.

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.
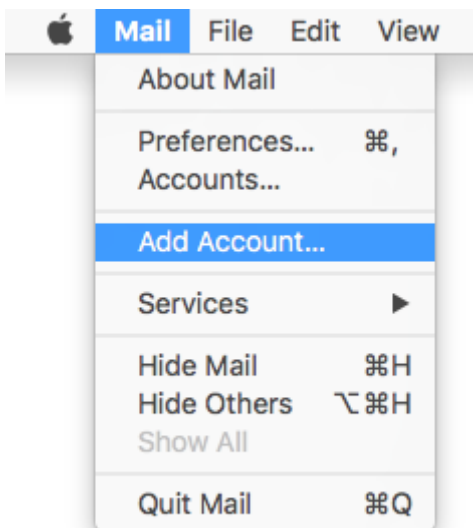
Step 3

Select **Other Mail Account...**
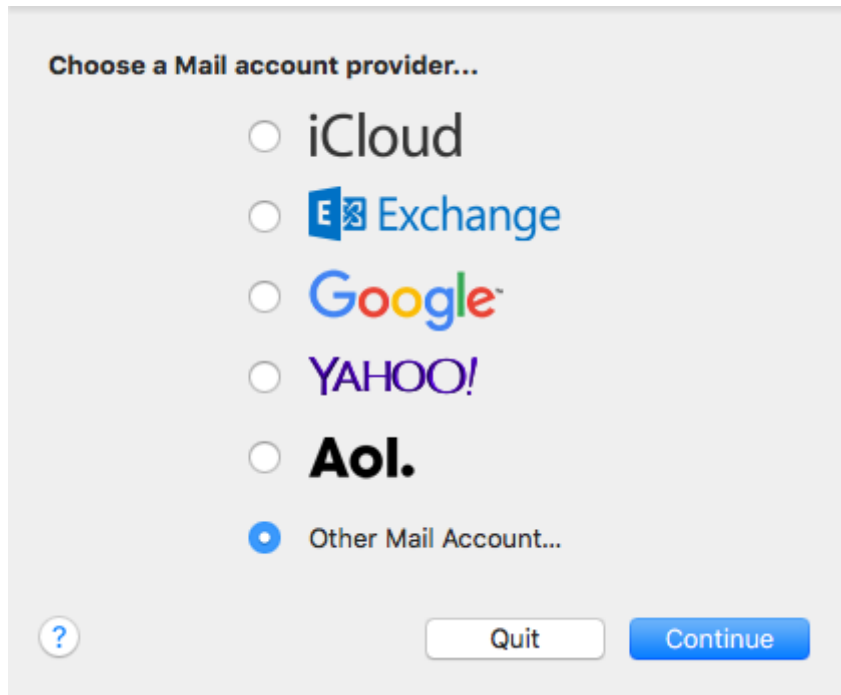
Click **Continue.**

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.
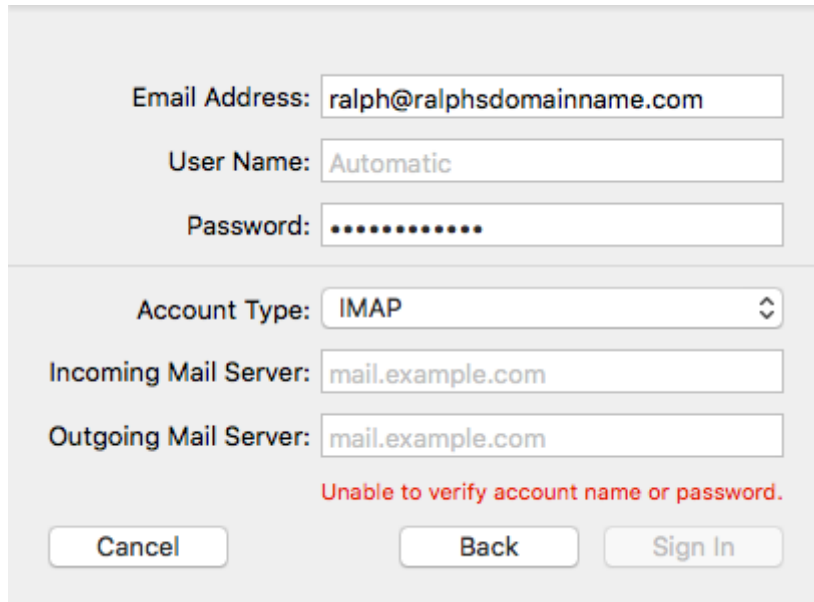
- **Password:** Enter the mailbox password.

Click **Sign In**.

Step 5

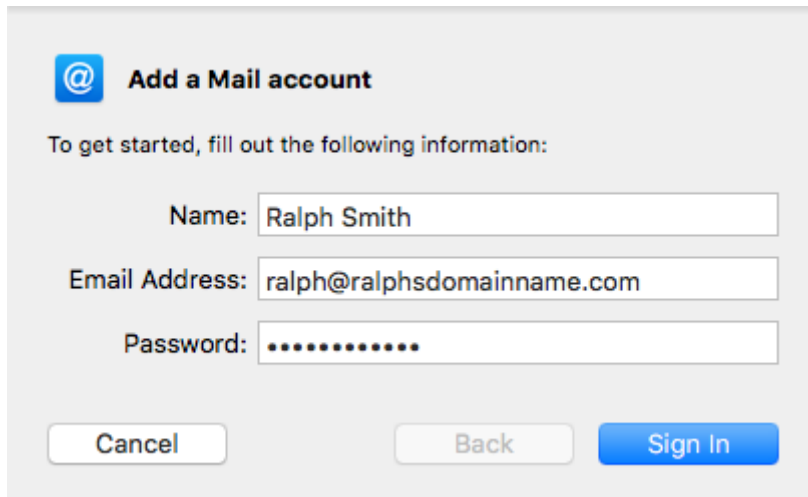Mail will attempt to automatically connect with these simple settings. This attempt will fail and you will be asked to provide more information.

Email Address:	ralph@ralphsdomainname.com
User Name:	Automatic
Password:	••••••••••••
Account Type:	IMAP
Incoming Mail Server:	mail.example.com
Outgoing Mail Server:	mail.example.com
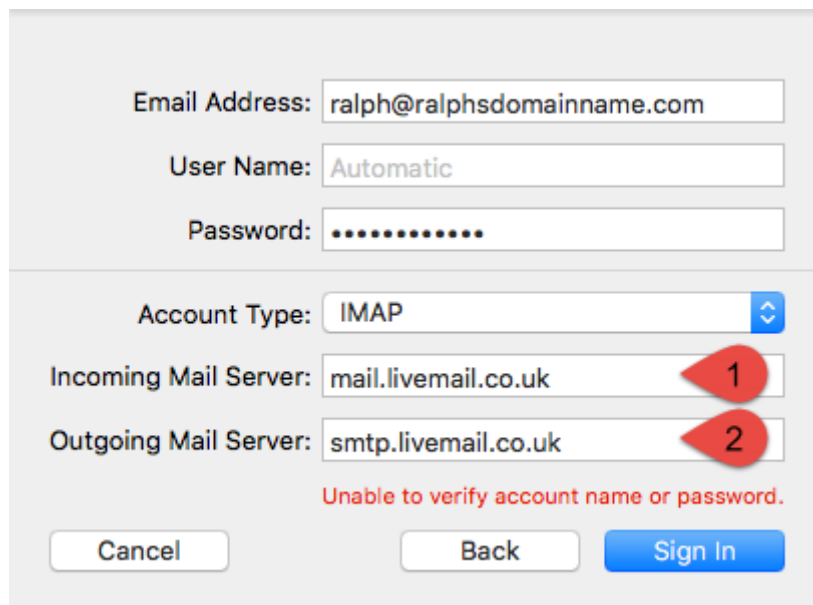
Unable to verify account name or password.

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**

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.
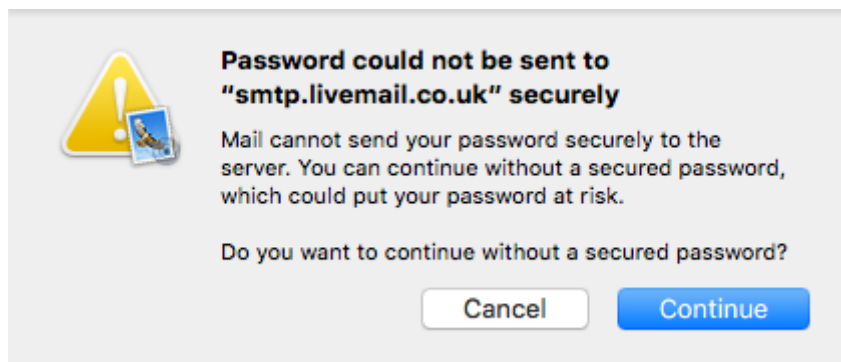
Click **continue.**

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.
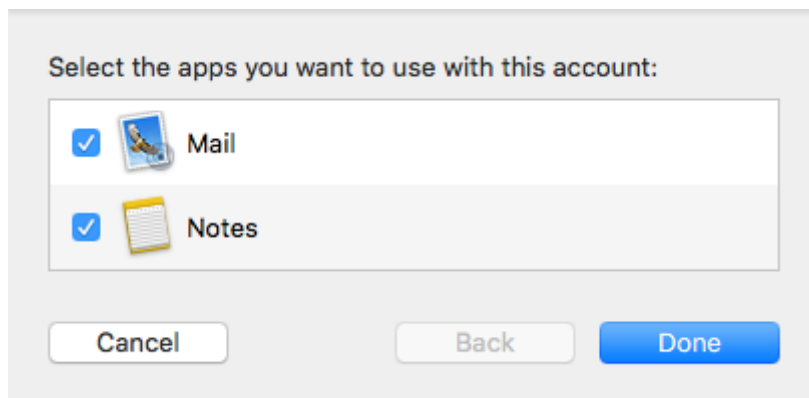
Click **Done.**

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.
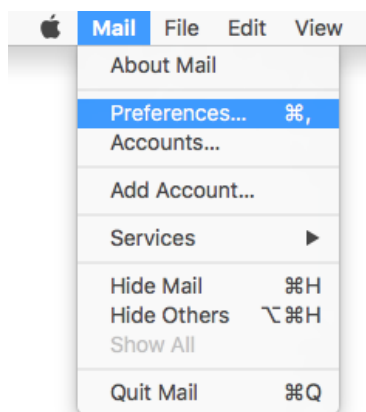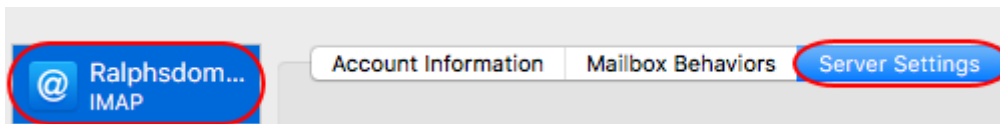
- **User Name**: Enter your email address.

- **Password**: Enter your password.

- **Host Name**: Enter *smtp.livemail.co.uk*.

- **Port**: Enter *465.*

- **Use TLS/SSL**: Tick this box.

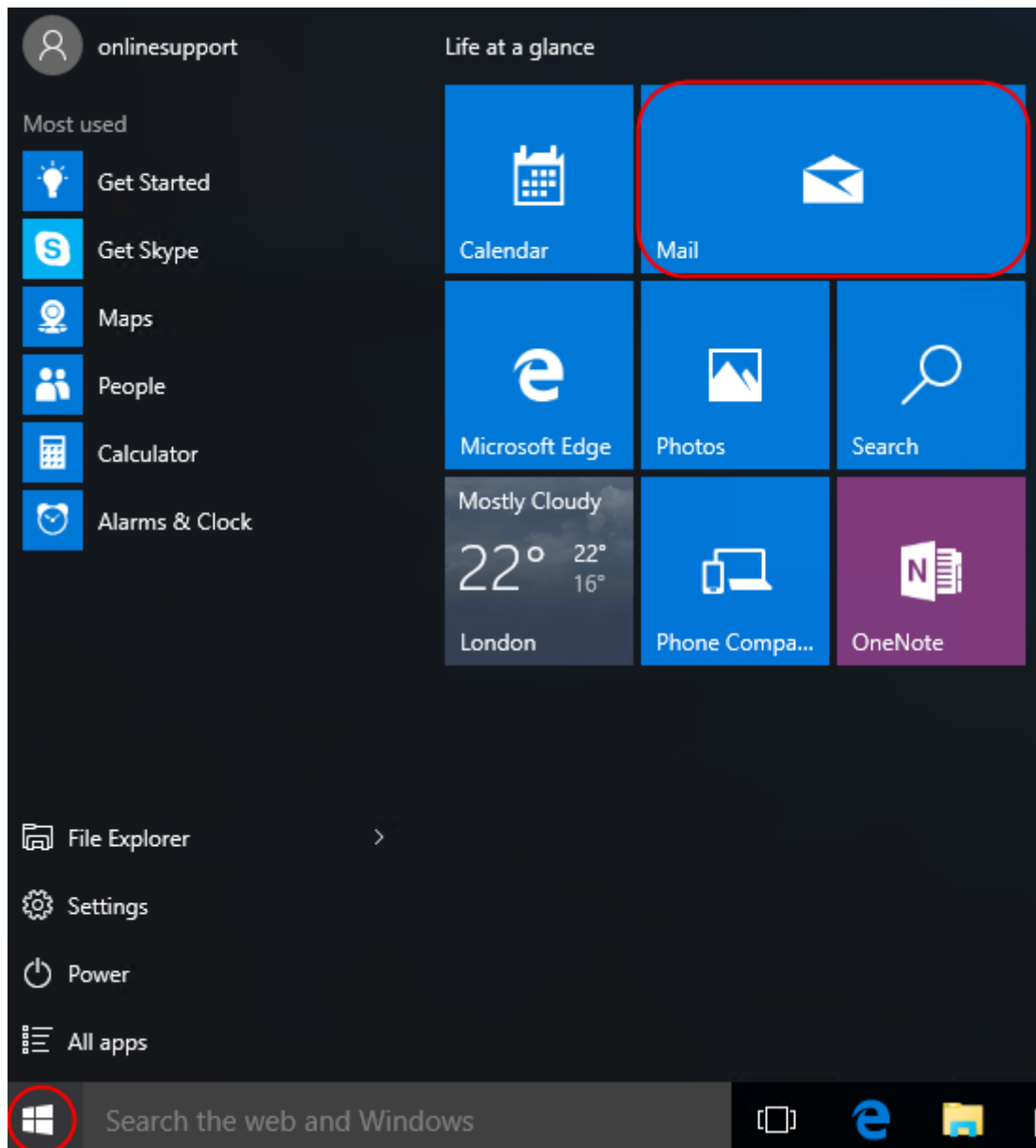- **Authentication**: Select *Password* from the dropdown menu.

Once done, click **Save.** Your mailbox will now be set up in Apple Mail.
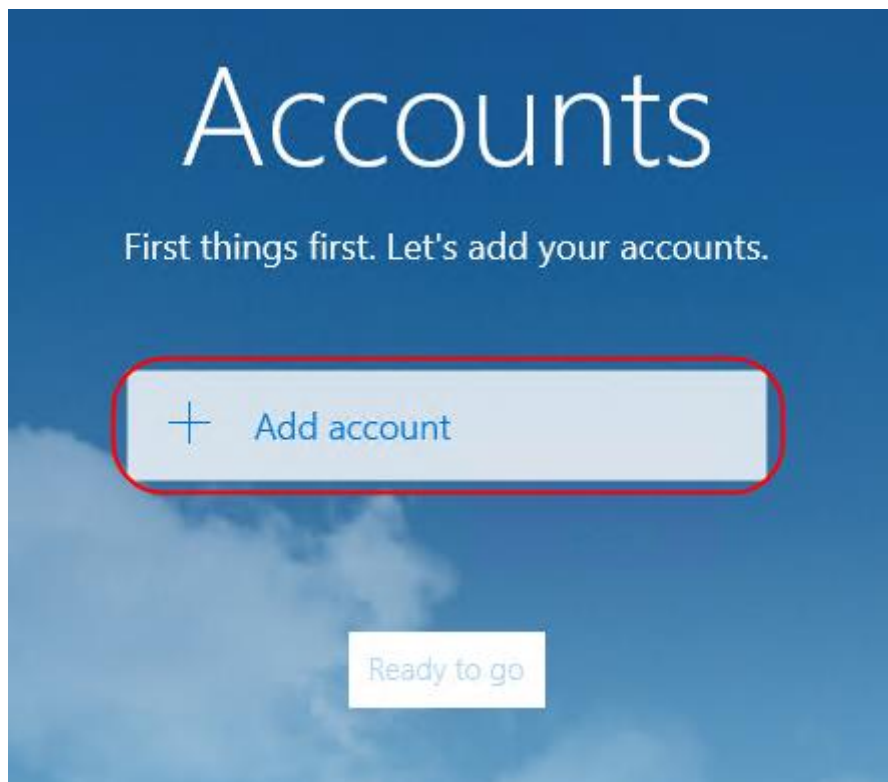
Windows 10 Mail setup

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**.

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:

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
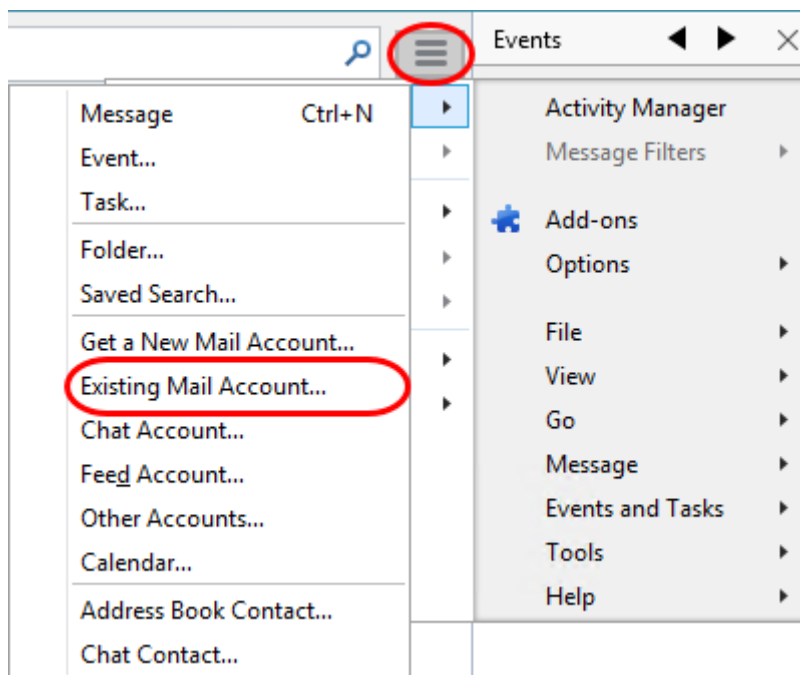
☑ Require SSL for outgoing email

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.
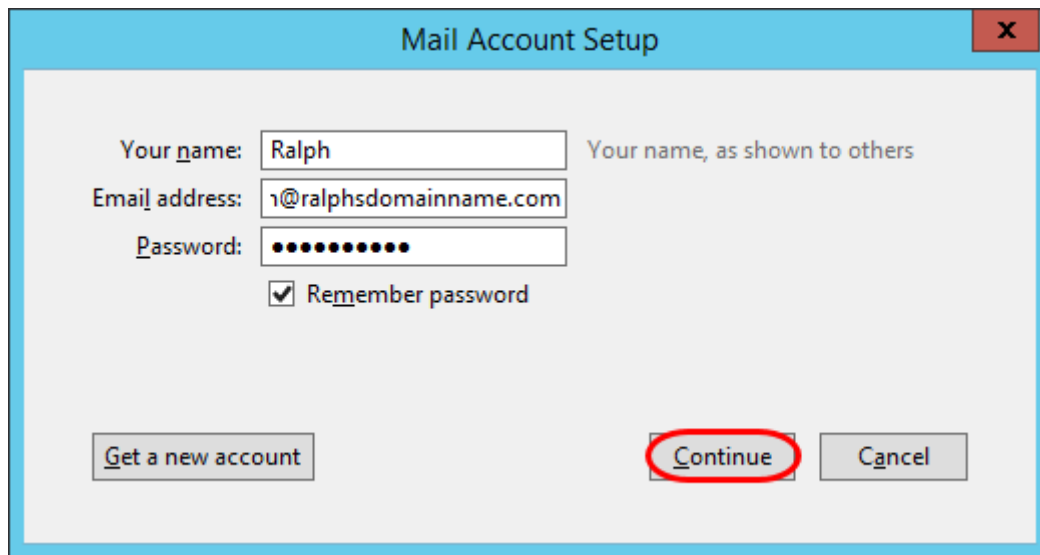
Thunderbird

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.
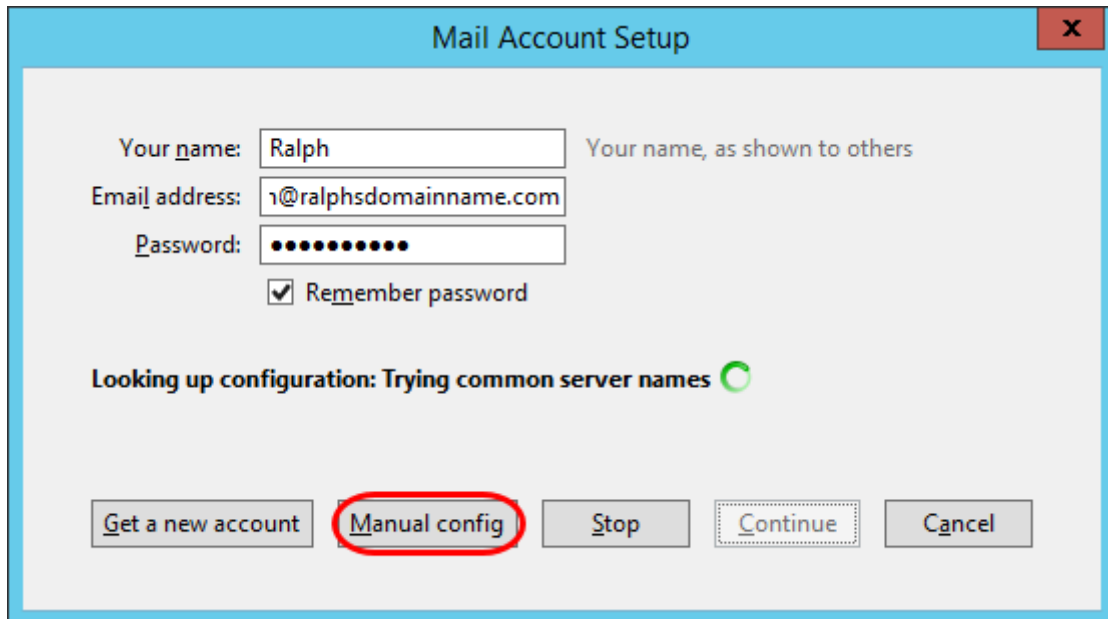
- **Email address:** Enter your email address.

- **Password:** Enter your mailbox password.

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.

Step 4

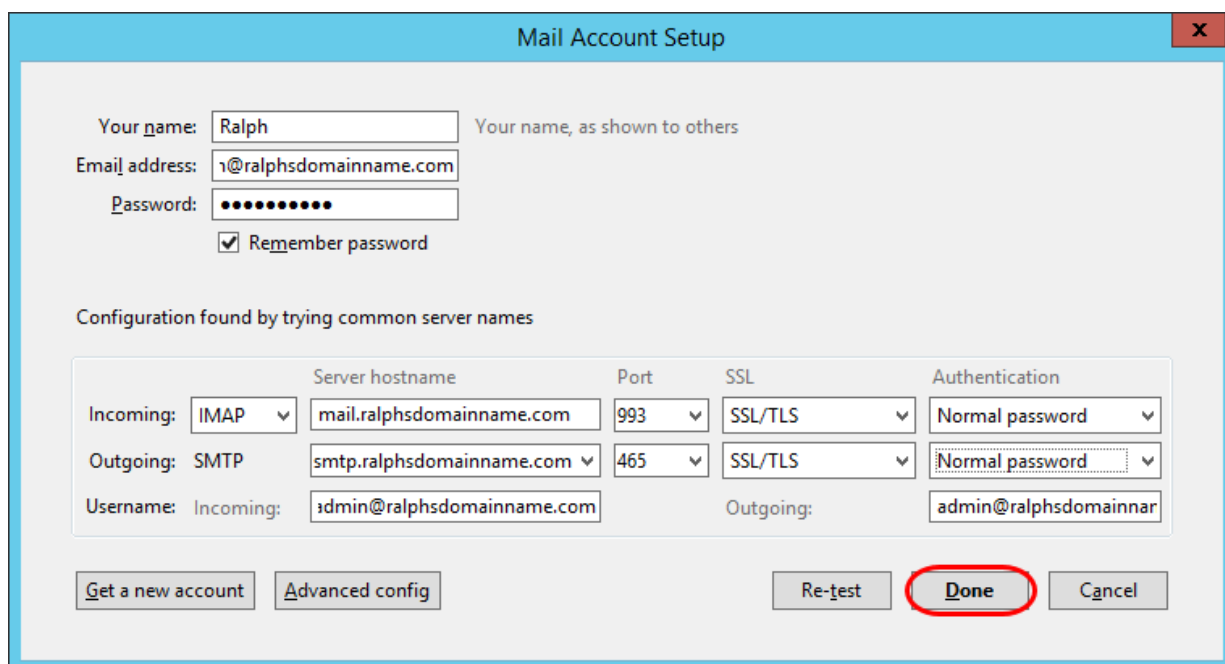Enter the following details on the *Mail Account Setup* screen.

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**.

Step 5

Thunderbird is now set up to send and receive emails.

Mobile Devices
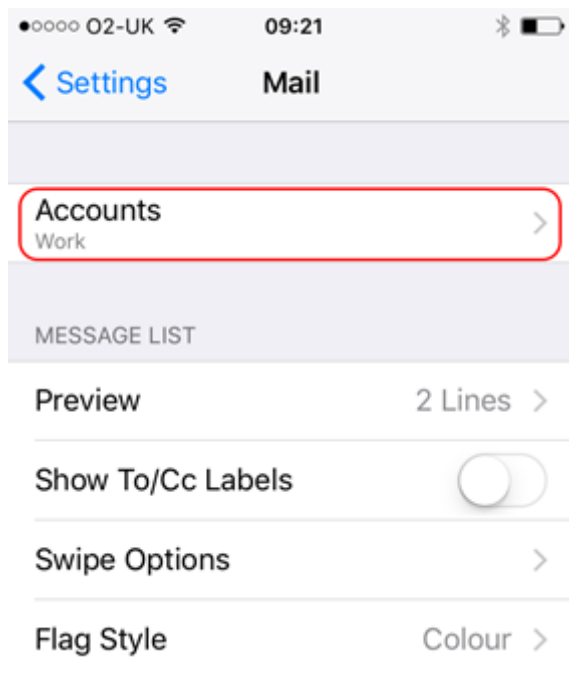
iOS

Step 1

Tap the **Settings** icon.
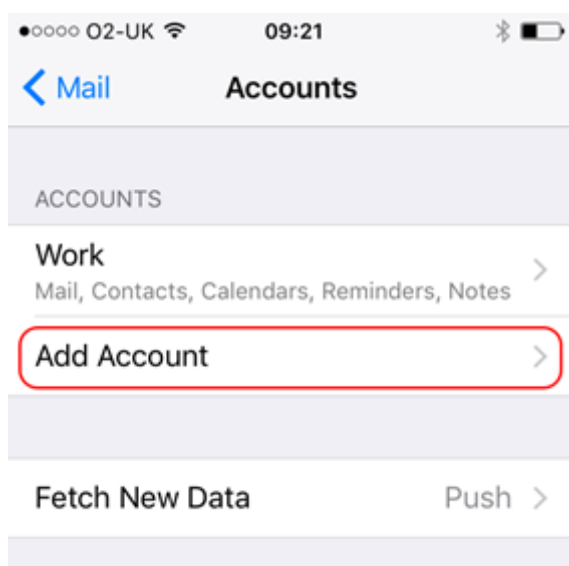
Step 2

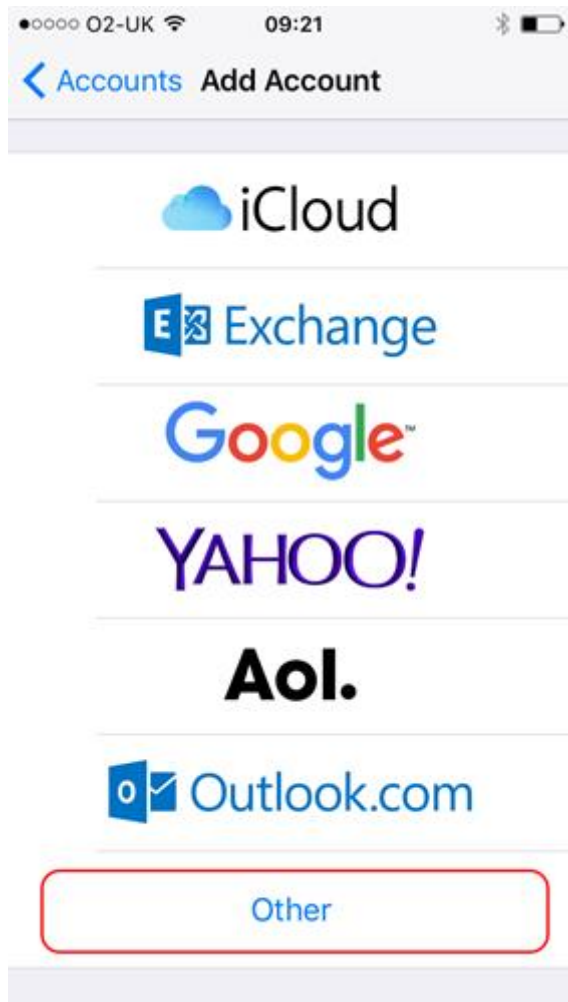Scroll down and press **Mail**.

Step 3

Press **Accounts**.

Step 4

Press **Add Account**.

Step 5

Press **Other**.

Step 6

Press **Add Mail Account**.

Step 7
========

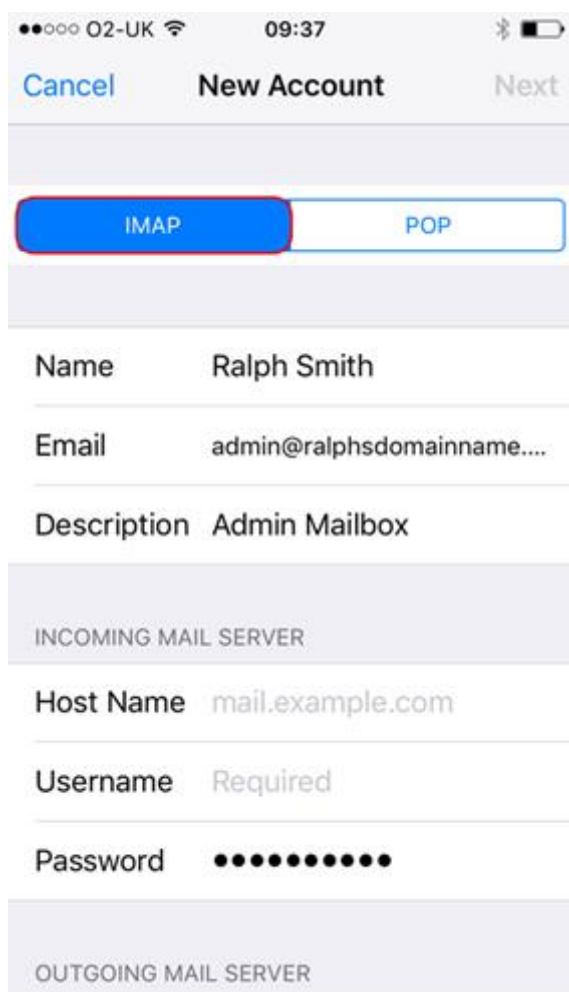Enter the following information and press **Next**:

- **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.
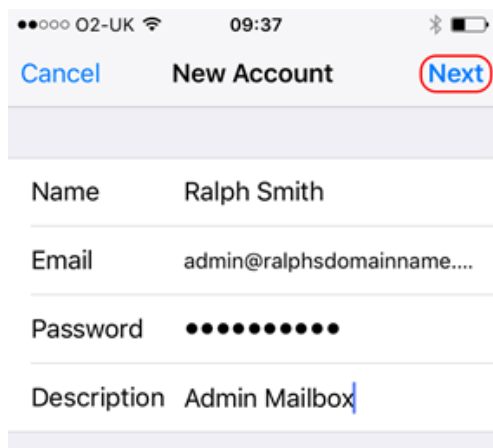
Step 8

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:
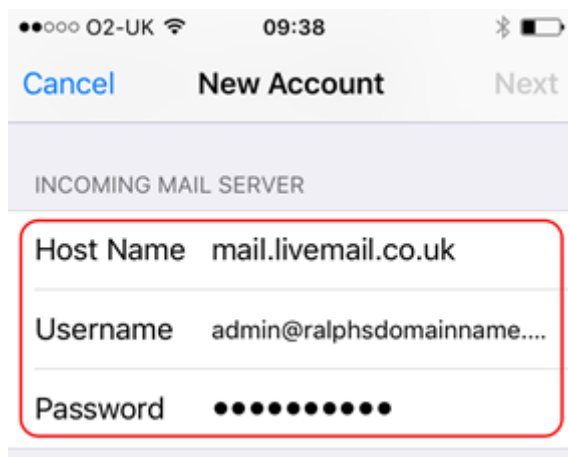
Incoming mail server

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, for the **Username**.
- Enter the **Password**, this will be the same as the one you entered earlier.

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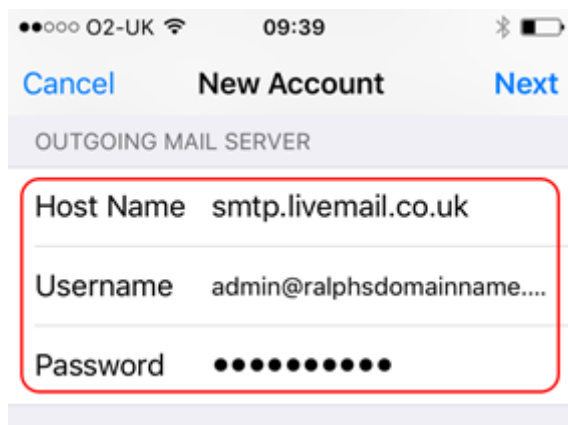
Let's now enter the *OUTGOING MAIL SERVER* settings. These settings control your ability to send email from your device.

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

And finally….

Press **Next**

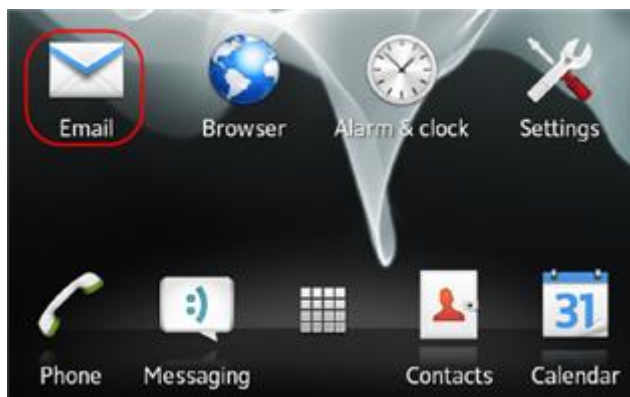Your device will then **Verify** the settings. This can take a couple of minutes.

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.

admin@ralphsdomainname.com

••••••••••

Show password

Send email from this account by default

Manual setup   Next

Step 3

Select **IMAP** as the account type.

‹ Add email account

What type of account?

POP3 account

IMAP account

Microsoft Exchange ActiveSync

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**.

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**.

Step 6

You will be given options to select some custom settings.

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.

Click **Done**.

Your mailbox will now be ready to use.