Email Support Document

Apple Mail

....

As a convenience to our clients, we provide some information about how to setup your account in various third party email programmes such as Microsoft Outlook, however we do not provide direct support for third-party products and therefore if you do have difficulty setting up your email, we recommend you seek advice from an IT specialist.

....

Open **Mail** (click it on the Dock or open it from the Applications folder).

If the 'Welcome to Mail' assistant does not appear, choose **Add Account** from the **File** menu.

Fill in the **Full Name, Email address,** and **Password** fields.

Deselect 'Automatically set up account' if it is enabled.

Click **Continue** to proceed.

Under **Account Type** select either POP or IMAP

(*Please visit our website for information on the different options).

Give your account a useful description, such as 'business email'. It can be called whatever you want.

Enter:

> Your **Incoming Mail Server** either: pop3.webhost.co.nz or imap.webhost.co.nz (*as above).

> Your **Username** is your email address.

> Your **Password,** use password that we provided

Ensure secure password authentication/SSL etc is turned off

Click on **Continue** to proceed.

....

For **Outgoing Mail Server,** a useful description such as 'SMTP Outgoing Mail Server'.

Enter the Outgoing Mail Server details.

The Outgoing Mail Server will be your Internet Service Provider's (ISP) mail server details eg. if you use Clear, the outgoing mail server will be smtp.clear.net.nz. If you don't know what SMTP server details to use you should contact your ISP's helpdesk, however you may find it in the following list.

- TelstraClear | smtp.clear.net.nz
- Orcon | mail.orcon.net.nz
- IHUG/Vodafone | smtp.ihug.co.nz
- Slingshot | smtp.slingshot.co.nz
- Maxnet | smtp.maxnet.co.nz
- Xnet | pop3.xnet.co.nz

*If Telecom is your Internet Service Provider you will need to use the below settings.

Note: You can use our smtp (outgoing mail service) if desired: smtp.webhost.co.nz

- We recommend that you connect using SSL on port 465.
- SMTP authentication in plain text is required to send the email.
- Outgoing server requires Authentication.
- Use same settings as your incoming mail.

To configure, you're outgoing server to send through Webhost. Click the **Account Information** tab select the down box next to **Outgoing Mail Server (SMTP),** then select **Edit SMTP Server List...**
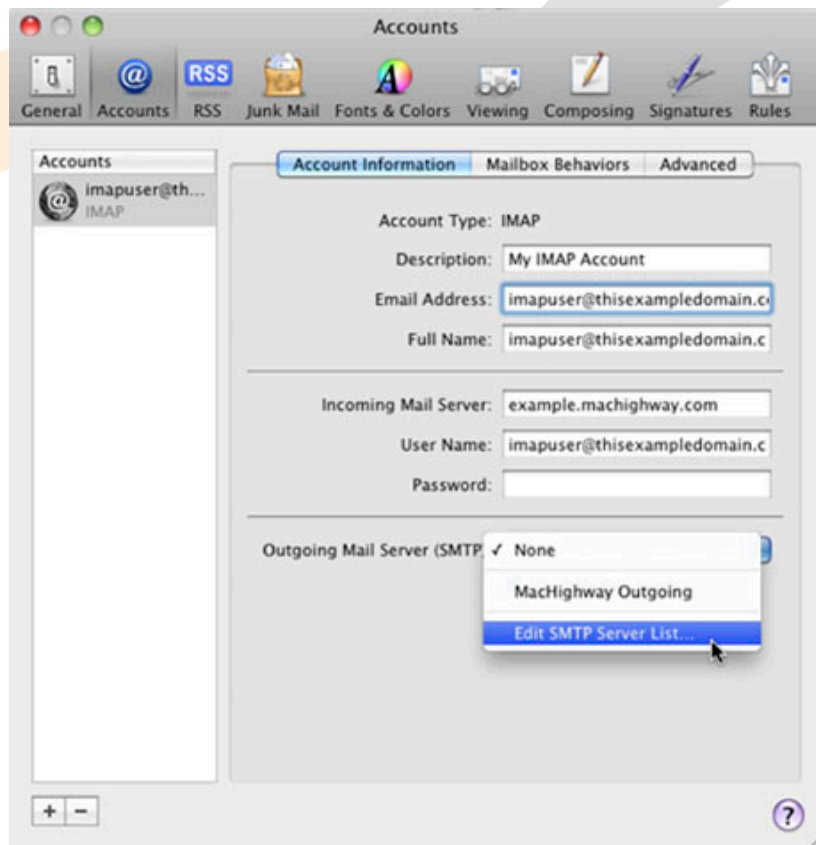
If you have an existing mail server listed for your account you can choose to either edit that entry, or create a new one. We'll be assuming you are creating a new entry. Click the + (plus) button to continue, which will create a new outgoing server entry.

In the description field you can enter whatever you'd like. Most users will choose their email address so they can quickly identify it. In the **Server Name:** smtp.webhost.co.nz *OR* your desired ISP server settings.

Click the **Advanced Tab.**
Use **Default Ports (25, 465, 587)** should be checked. Use Secure Sockets Layer (SSL) should be checked.
Authentication should be set to **Password.**
In the **User Name:** field type your email address.
In the **Password** field type the password you have been given.

Click **OK** to save your settings. You're now finished configuring your outgoing mail server.