Email Support Document

Mozilla Thunderbird

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.

First, open the Account Settings (Tools | Account Settings).

Click the Account Actions button and select Add Mail Account.

User Information:

- In the **Your Name** box, type your full name.
- In the **E-mail Address** box, type your full email address.
- Enter the **Password** supplied to you by Online Designs

Press **Continue**.

Thunderbird will try to determine your account settings based on the domain portion of your email address (that is, the portion after the "@" symbol). Press the **Stop** button to abort the lookup.

Edit the server names, port and IMAP/POP*, and then press **Manual Configuration** to manually set up the account.

In the **Incoming Mail Server** either: pop3.webhost.co.nz or imap.webhost.co.nz (*Please visit our website for information on the different options).

Note: that it's important that you set server names, port and **IMAP/POP** before clicking **Manual Configuration**.

In Mozilla Thunderbird multiple email accounts can use the same outgoing SMTP server. Therefore, SMTP servers are created separately from email accounts. In the **Account Settings** dialog, in the left pane, select **Outgoing Server (SMTP)** from the bottom of the list. There may be an entry in the resulting list that was created when you entered your account details. Either edit that entry or add a new entry.

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.