

Email Support Document

Outlook 2003



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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.

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Open Outlook

On the **Tools** menu, click **E-mail Accounts**

In the **E-mail Accounts** dialog box, click to select the **Add a new E-mail Account** option, and then click **Next**.

In the **Server Type** dialog box, either select * : **POP3 or IMAP** and then click **Next** (*Please [visit our website](#) for information on the different options).

In the E-mail Accounts dialog box, enter the required information by using the following guidelines:

User **Information**:

- In the **Your Name** box, type your full name.
- In the **E-mail Address** box, type your full email address.

Under **Logon Information**:

- In the **User Name** box, type your email address.
- **Password**, type the password that we provided.

You may click to select the check box to have Outlook remember your e-mail account password.

Under **Server Information**;

- In the **Incoming mail server** box, either: pop3.webhost.co.nz or imap.webhost.co.nz (*as above).
- In the **Outgoing mail server** box, type the name of the *outgoing email server.

Click **Test Account Settings**.

Click **Next**, and then click **Finish**

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.