

Email Support Document

Outlook 2010



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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 **File** menu, click **Info**, and then click **Account Settings**

Select **Account Settings** from the drop-down list

On the **Email** tab, click **New**, select **Email Account**, and then click **Next**

Click to select the '**Manually configure server settings**' or additional server types check box, and then click Next.

Click **Internet E-Mail**, and then click **Next**.

Under User Information, follow these steps:

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

Under **Server Information**, select the type of e-mail account that you have in the Account Type box select either **POP** or **IMAP***.

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

In the **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

If you want Outlook to remember your email account password, click to select the Remember password check box. Click **Test Account** Settings.

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

* 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.