

Email Support Document

Outlook Express



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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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Start Outlook Express, and on the **Tools** menu, click **Accounts**.
Click **Add**, and then click **Mail** to open the **Internet Connection Wizard**. Note: The Internet Connection Wizard starts up automatically if you haven't used the programme before.

On the **Your Name** page of the wizard, type your name as you want it to appear to everyone who gets e-mail from you, and then click **Next**.

On the Internet Explorer Address page, type your e-mail address, and then click **Next**.

On the **E-mail Server Names** page

Select either **POP** or **IMAP*** from the drop down list by incoming mail server.

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

- In the **Incoming mail server** box, type 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 **Next**.

On the **Internet Mail Logon** page, type your email address (account name) and password that was provided to you by Online Designs.

Tick the **remember password** box so that you don't need to put your password in every time you check your mail.

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

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* 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.
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