

# Email Support Document

*Windows Mail*



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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 Windows Mail, click the **Tools** menu, and then click **Accounts**.

Click **Add**.

For **Account Type**, Click **E-mail Account**, click **Next**

Fill in the following information:

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

Click **Next**

Under **Incoming e-mail server type**, select either POP or IMAP \*  
(\*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.

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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

Do **not** tick the '**outgoing server requires authentication**' box unless advised to by your ISP.

\*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.

Click **Next**.

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Under Internet Mail login

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

If you want Windows Mail to remember your email account password, click to select the

**Remember password** check box.

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