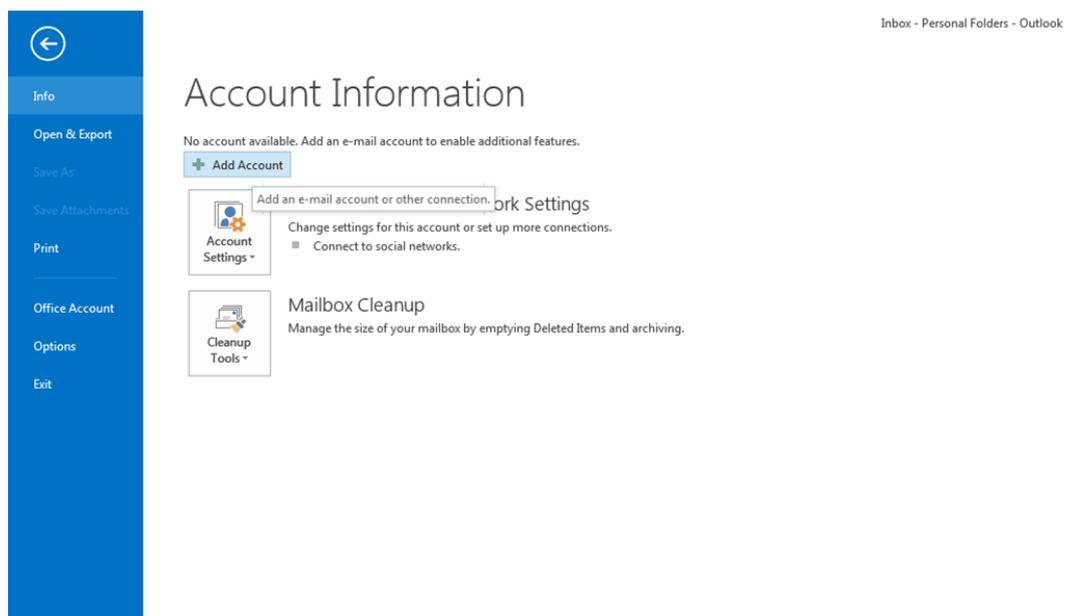
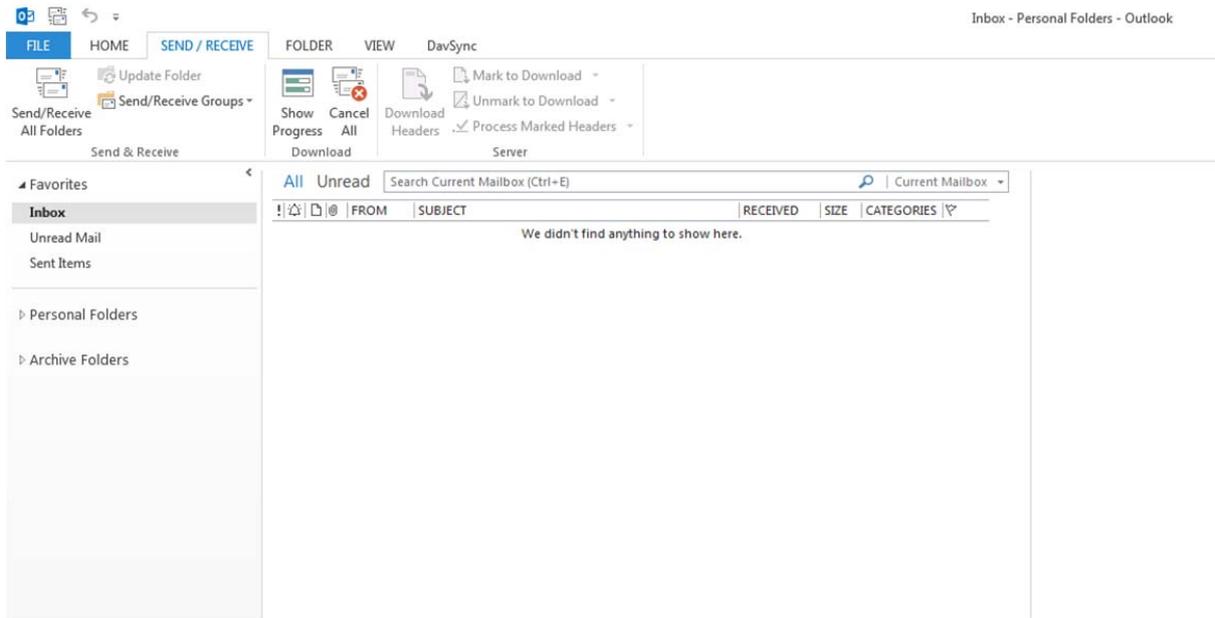
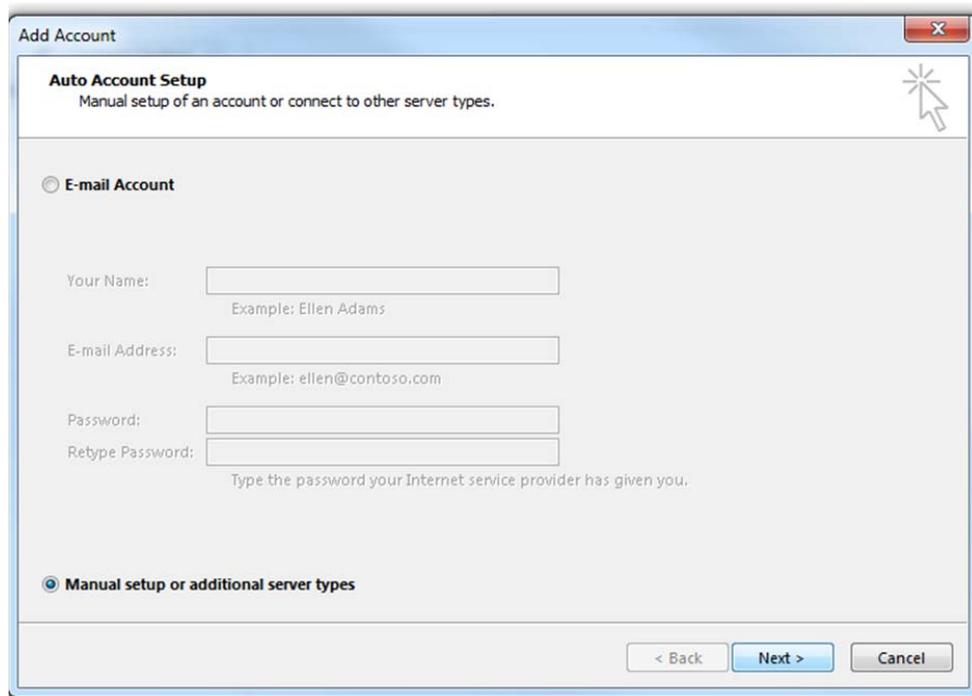


Configuring E-Mail in Outlook 2013

1. First we will need to access the account settings, in order to do this first click on "File", then the "Info" tab and select "Add Account".

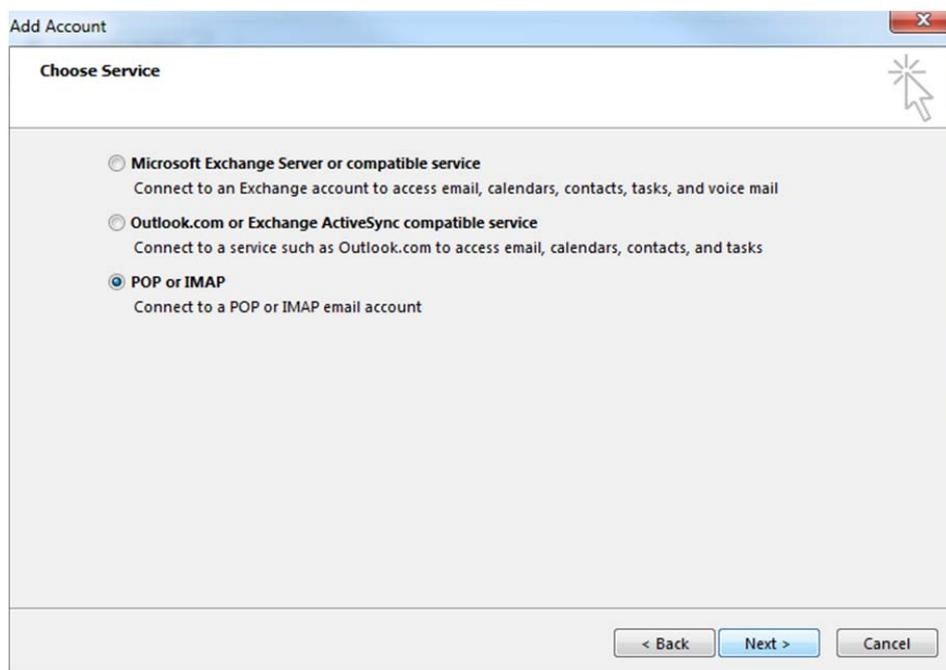


2. A new screen should appear where you will need to select “Manual setup or additional server types” and hit “Next”.



The screenshot shows the 'Add Account' dialog box with the 'Auto Account Setup' section. The title bar reads 'Add Account' and the subtitle is 'Auto Account Setup' with the instruction 'Manual setup of an account or connect to other server types.' There are two radio button options: 'E-mail Account' (unselected) and 'Manual setup or additional server types' (selected). Under 'E-mail Account', there are four input fields: 'Your Name:' (with example 'Ellen Adams'), 'E-mail Address:' (with example 'ellen@contoso.com'), 'Password:', and 'Retype Password:' (with instruction 'Type the password your Internet service provider has given you.'). At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

3. On this page you will need to select “[POP or IMAP](#)” and then hit “Next”.



The screenshot shows the 'Add Account' dialog box with the 'Choose Service' section. The title bar reads 'Add Account' and the subtitle is 'Choose Service'. There are three radio button options: 'Microsoft Exchange Server or compatible service' (unselected, with description 'Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail'), 'Outlook.com or Exchange ActiveSync compatible service' (unselected, with description 'Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks'), and 'POP or IMAP' (selected, with description 'Connect to a POP or IMAP email account'). At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- The next screen will require you to input information about the account, once this has been completed click "More Settings". We have included an example of the information required and an example screenshot below:

Your Name: Your name for Outlook's account records (e.g. John Doe).

E-mail Address: The email address you wish to add (e.g. johndoe@hostaway.net.au).

Account Type: If you only need to access the email from one device please use POP3. However if you want to access this email account on multiple devices (extra computers, mobile phone, laptop) then IMAP would be more suitable.

Incoming mail server: This is where Outlook goes to collect your emails. Please set this to mail.yourdomain.com.au or mail.hostaway.net.au as per the example.

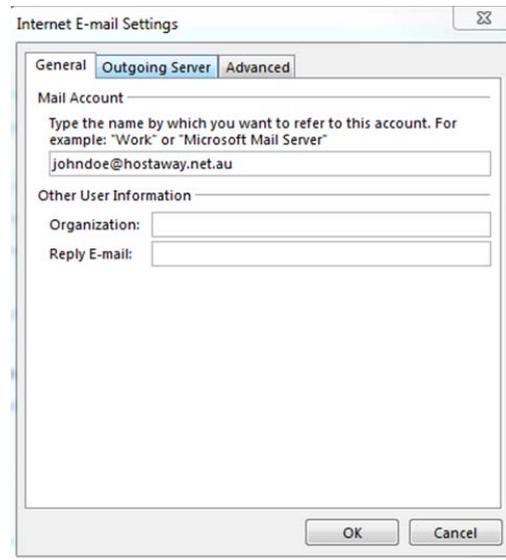
Outgoing mail server: This is where Outlook goes to send emails. Please set this to mail.yourdomain.com.au or mail.hostaway.net.au as per the example. If the mailbox is on a desktop computer you also have the choice of using your Internet Service Provider's mail server. Some examples include mail.bigpond.com, mail.iinet.net.au, mail.amnet.net.au, etc and this will mean you can leave the outgoing mail port set at the default "25".

User Name: Your user name should be set to your email address (e.g. johndoe@hostaway.net.au).

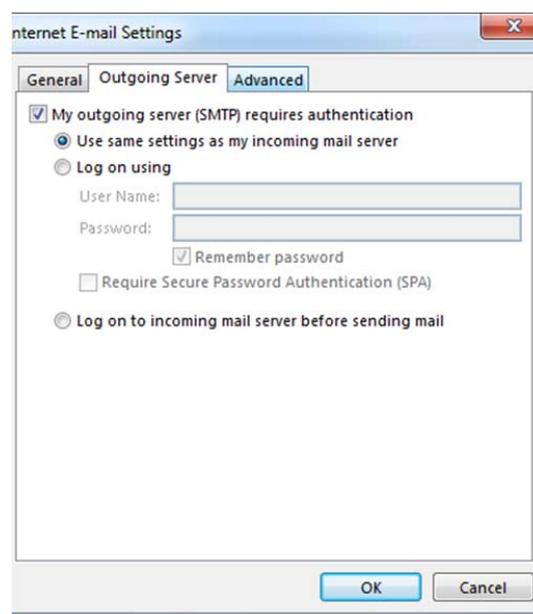
Password: The password you specified when creating your email account.

The screenshot shows the 'Add Account' dialog box in Outlook, specifically the 'POP and IMAP Account Settings' section. The dialog box has a title bar with 'Add Account' and a close button. The main content area is titled 'POP and IMAP Account Settings' and includes the instruction 'Enter the mail server settings for your account.' The settings are organized into several sections: 'User Information' with fields for 'Your Name' (John Doe) and 'Email Address' (johndoe@hostaway.net.au); 'Server Information' with a dropdown for 'Account Type' (POP3), and text boxes for 'Incoming mail server' (mail.hostaway.net.au) and 'Outgoing mail server (SMTP)' (mail.hostaway.net.au); 'Logon Information' with fields for 'User Name' (johndoe@hostaway.net.au) and 'Password' (masked with asterisks), and a checked 'Remember password' checkbox; and 'Test Account Settings' with a 'Test Account Settings ...' button and a checked checkbox for 'Automatically test account settings when Next is clicked'. Below this is the 'Deliver new messages to:' section with radio buttons for 'New Outlook Data File' (selected) and 'Existing Outlook Data File', and a 'Browse' button. At the bottom right is a 'More Settings ...' button. The dialog box has navigation buttons at the bottom: '< Back', 'Next >', and 'Cancel'.

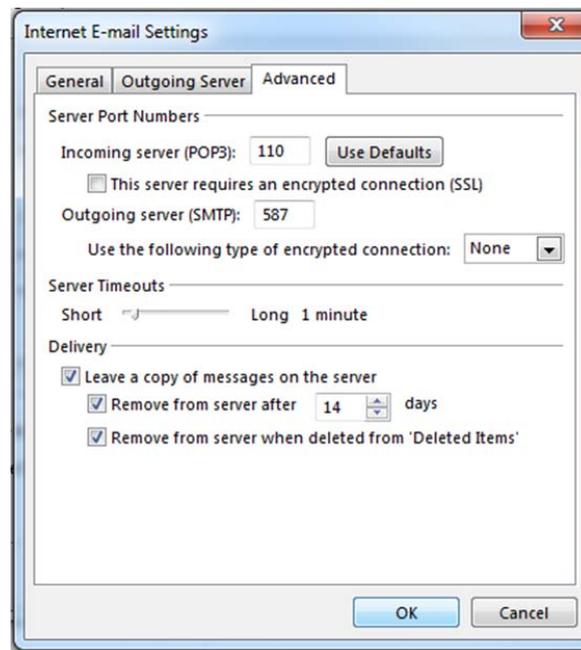
5. When you select "More Settings" a screen will pop up with general information about the account, you will need to select the "Outgoing Server" tab as shown below:



6. If you are using mail.hostaway.net.au or mail.yourdomain.com.au as your outgoing server select "My outgoing server (SMTP) requires authentication" and ensure "Use same settings as my incoming mail server" is also selected. Then click the "Advanced" tab. If you are using your Internet Service Provider please ensure "My outgoing server (SMTP) requires authentication" is **NOT** selected and then click the "Advanced" tab:



7. If you are using mail.hostaway.net.au or mail.yourdomain.com.au as your outgoing server then change the "Outgoing server (SMTP)" port from "25 to "587". If you are using your Internet Service Provider then leave this as "25". If you are using POP3 you may also wish to configure "Delivery" regarding how mail is stored on the server.



8. Once you have configured the above click "OK" and then "Next" on the information screen, if you get a confirmation as seen below you can then close this screen. If any of the tests fail please check your settings and try again, or give us a call on 08 9249-3646 if the problem persists.

