

# Configuring Email Software

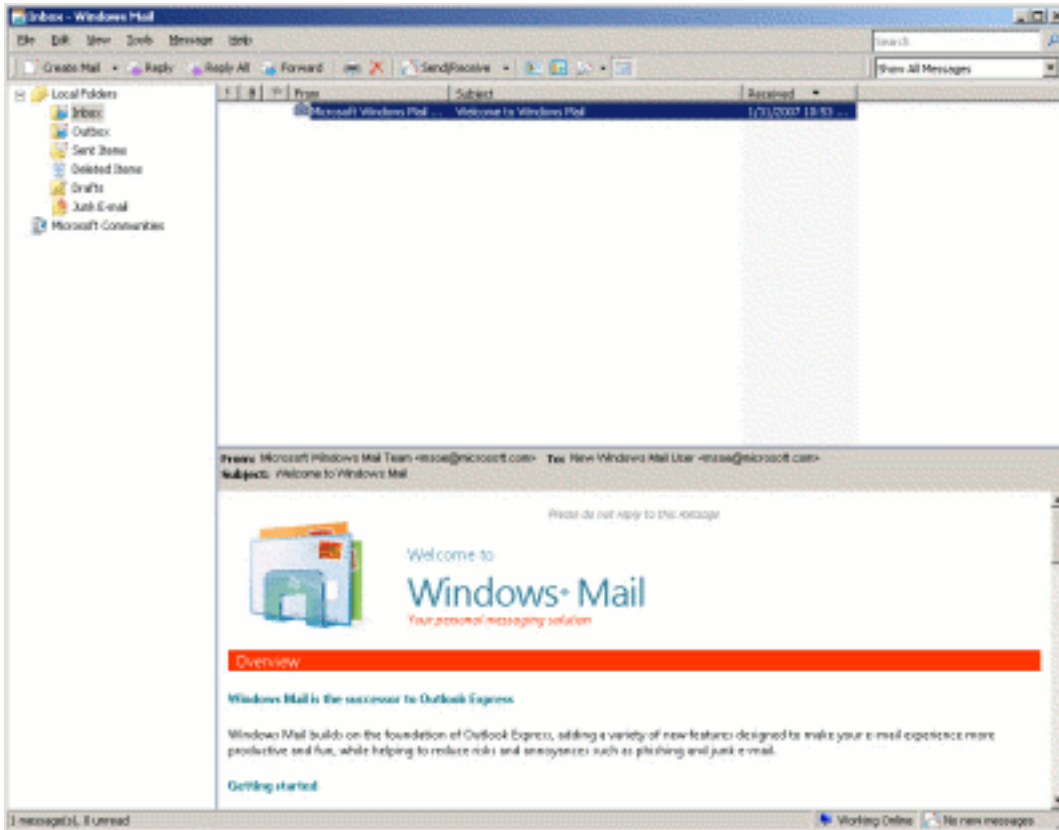
## Configuring Windows Mail

Default e-mail client for Windows Vista.

This document will help you configure Windows Mail to manage your Iglou E-Mail account.

### Step 1

Open Windows Mail. Likely, you will have a screen that looks something like this:

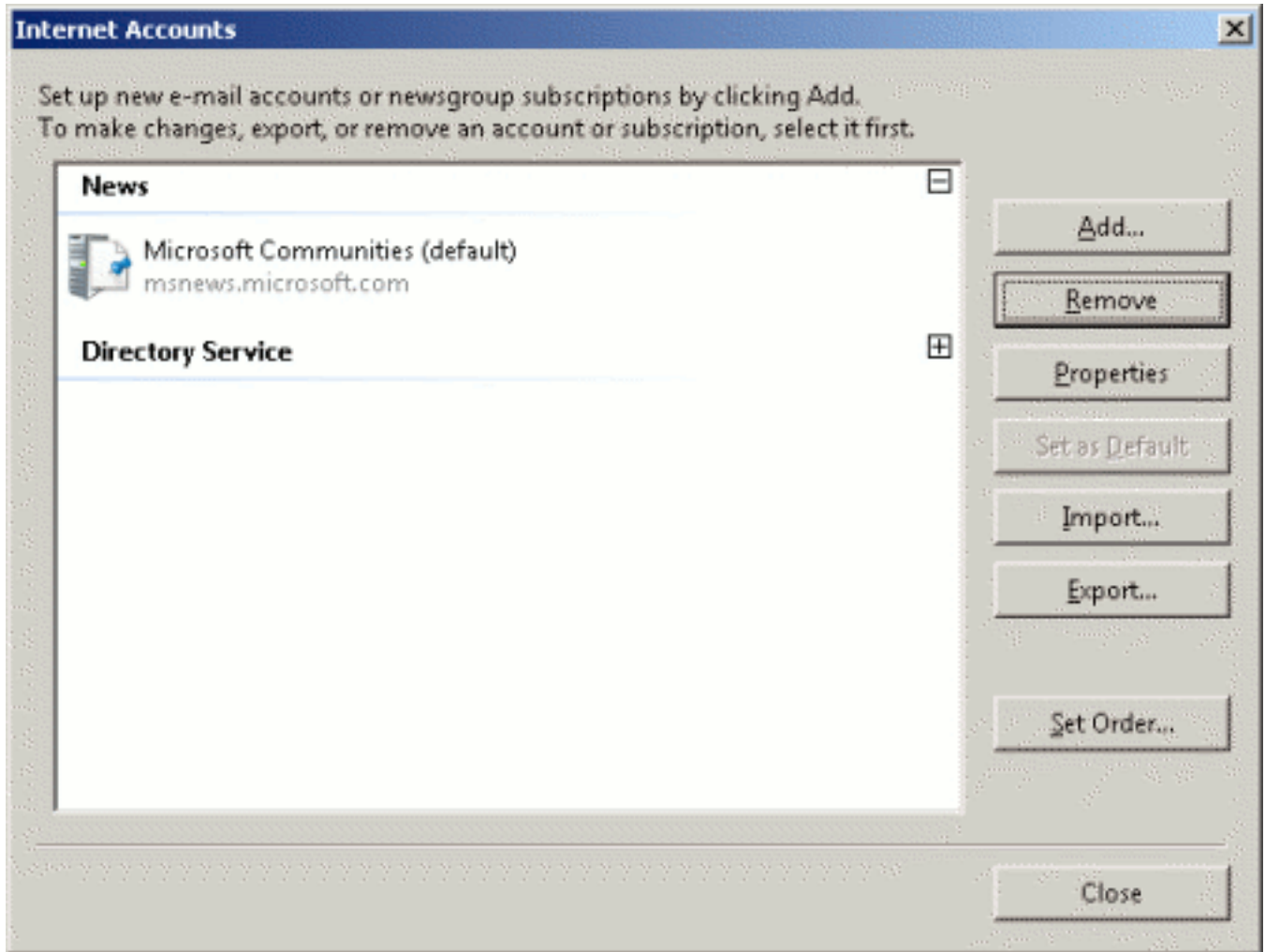


### Step 2

On the Tools menu, select Accounts. The Internet Accounts dialog will appear.

If you aren't going to be using this software for any other E-Mail service, remove any accounts that are there. If there are no mail accounts active in Windows Mail, the Mail subcategory will be missing.

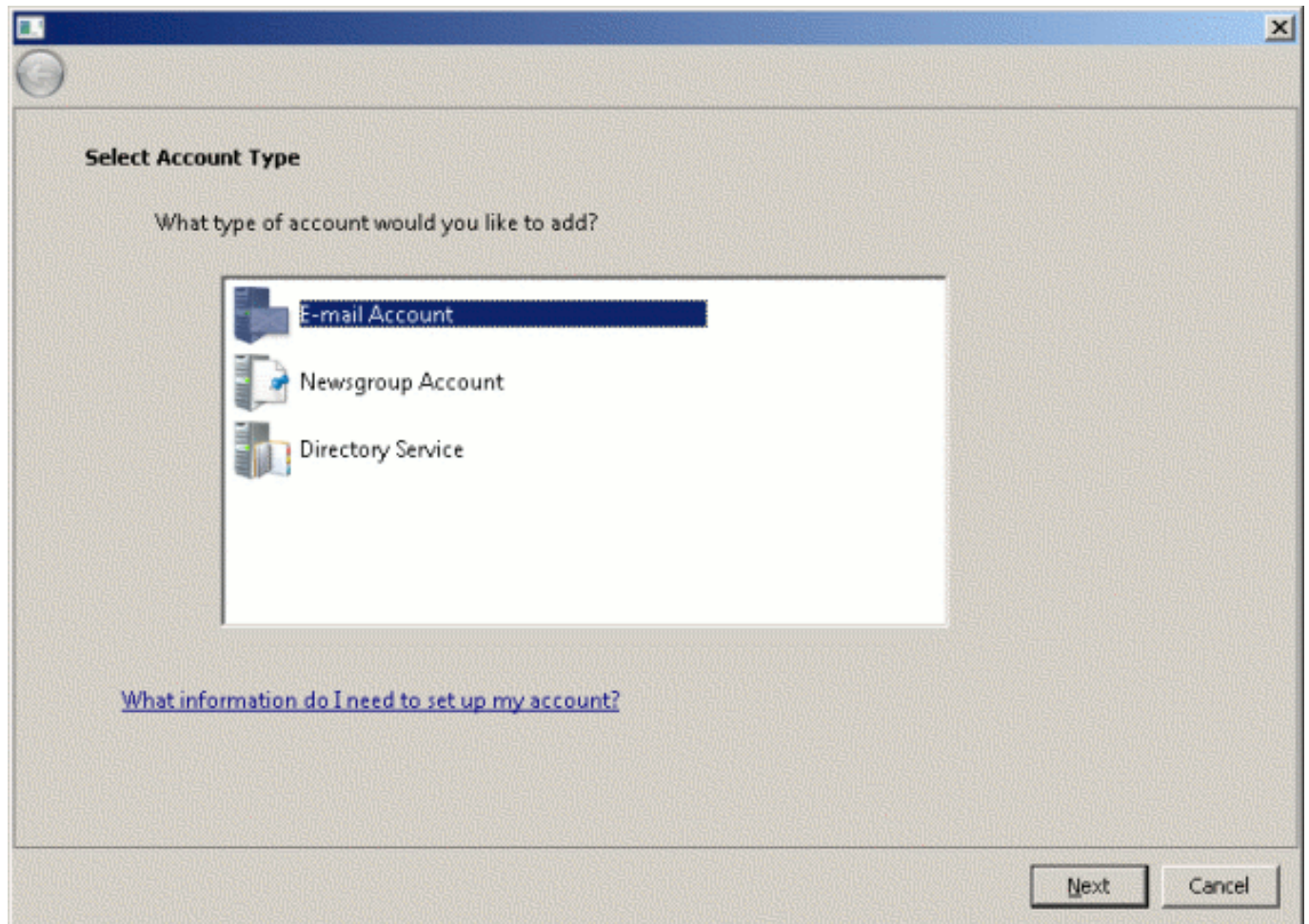
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## Step 3

Click the Add button. Select E-mail Account and then click the Next button.

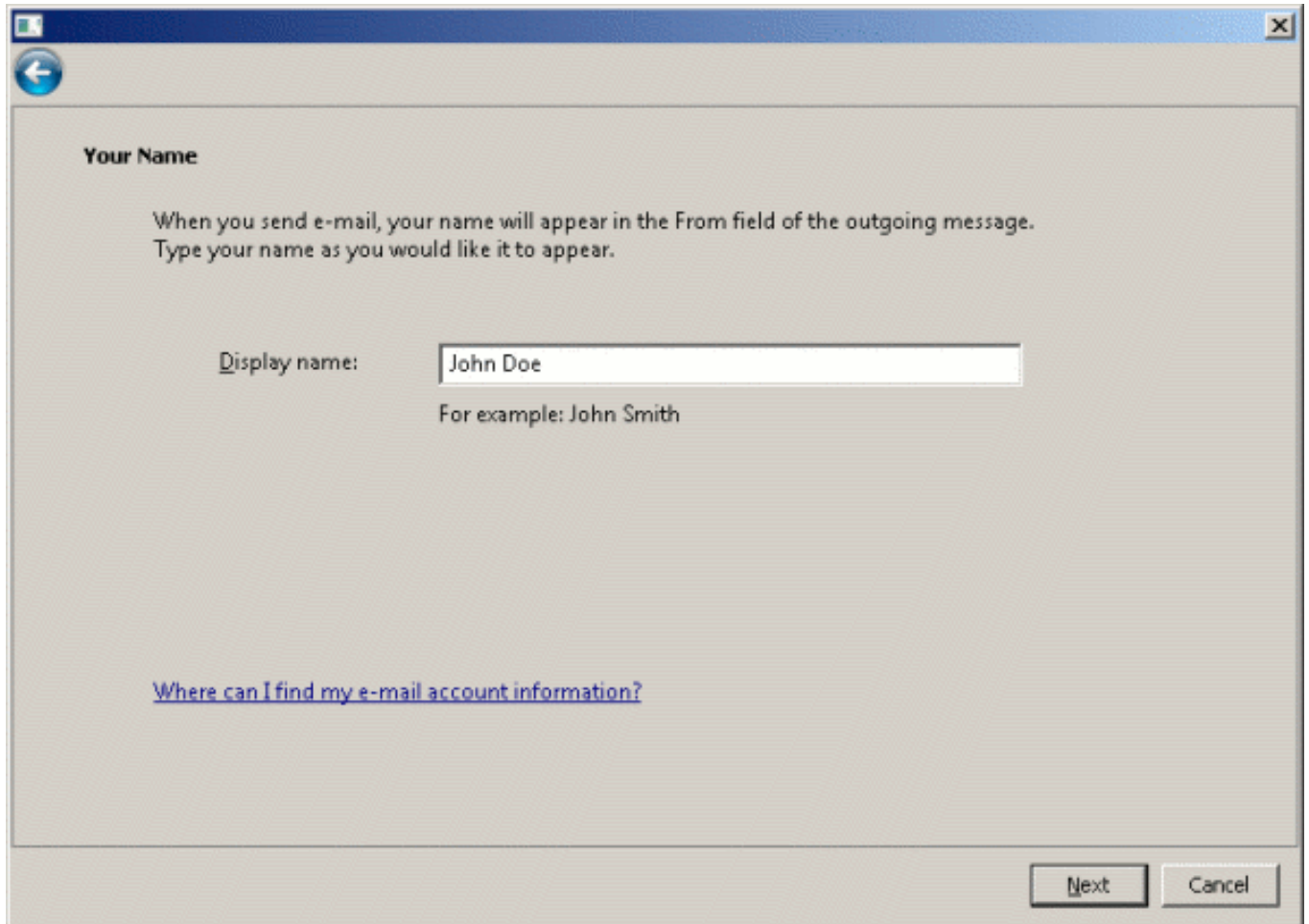
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## Step 4

You will be prompted to enter your name. Enter your name as you would like it to appear on messages you send out. When someone receives your mail, it will show that it came from whatever is entered here. When you're done, click Next.

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The screenshot shows a window titled "Your Name" with a back arrow icon in the top left corner. The main text reads: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." Below this, there is a label "Display name:" followed by a text input field containing "John Doe". Underneath the input field, it says "For example: John Smith". At the bottom left, there is a blue hyperlink that reads "Where can I find my e-mail account information?". At the bottom right, there are two buttons: "Next" and "Cancel".

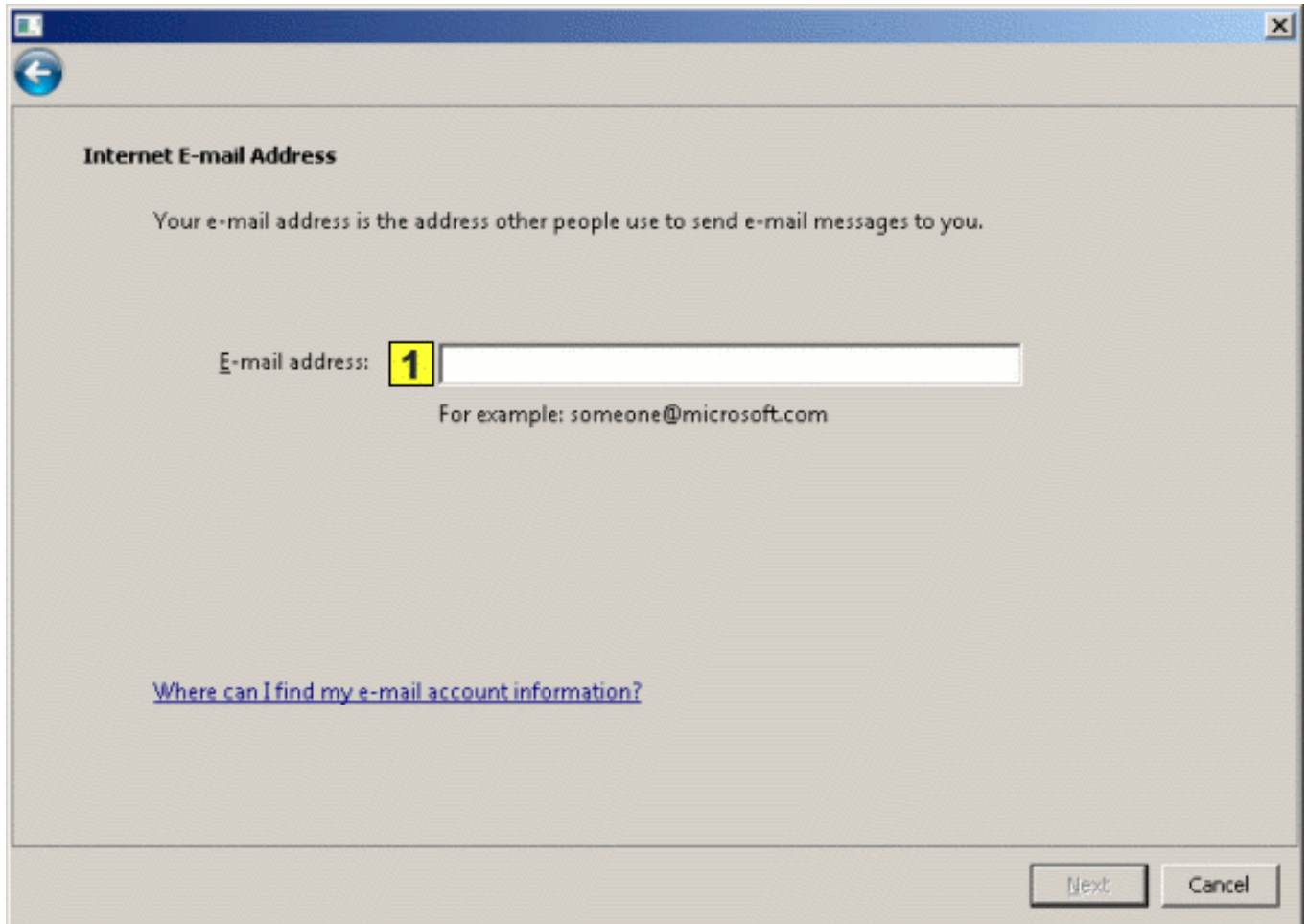
## Step 5

**1**

Enter your E-Mail address

Do this in the format username@iglou.com and click next when finished.

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**Internet E-mail Address**

Your e-mail address is the address other people use to send e-mail messages to you.

E-mail address: **1**

For example: someone@microsoft.com

[Where can I find my e-mail account information?](#)

Next Cancel

## Step 6

Now, you'll be asked to provide the names of the mail servers you use. Here is the information you need to know:

Your incoming mail server is a POP3 server.

**2**

Your incoming mail server is: pop.iglou.com

**3**

Your outgoing mail server is: smtp.iglou.com

Enter the information as shown here, check Outgoing Server Requires Authentication, and click Next when you've done this:

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**Set up e-mail servers**

Incoming e-mail server type:  
POP3

Incoming mail (POP3 or IMAP) server:  
**2**

Outgoing e-mail server (SMTP) name:  
**3**

☒ Outgoing server requires authentication

[Where can I find my e-mail server information?](#)

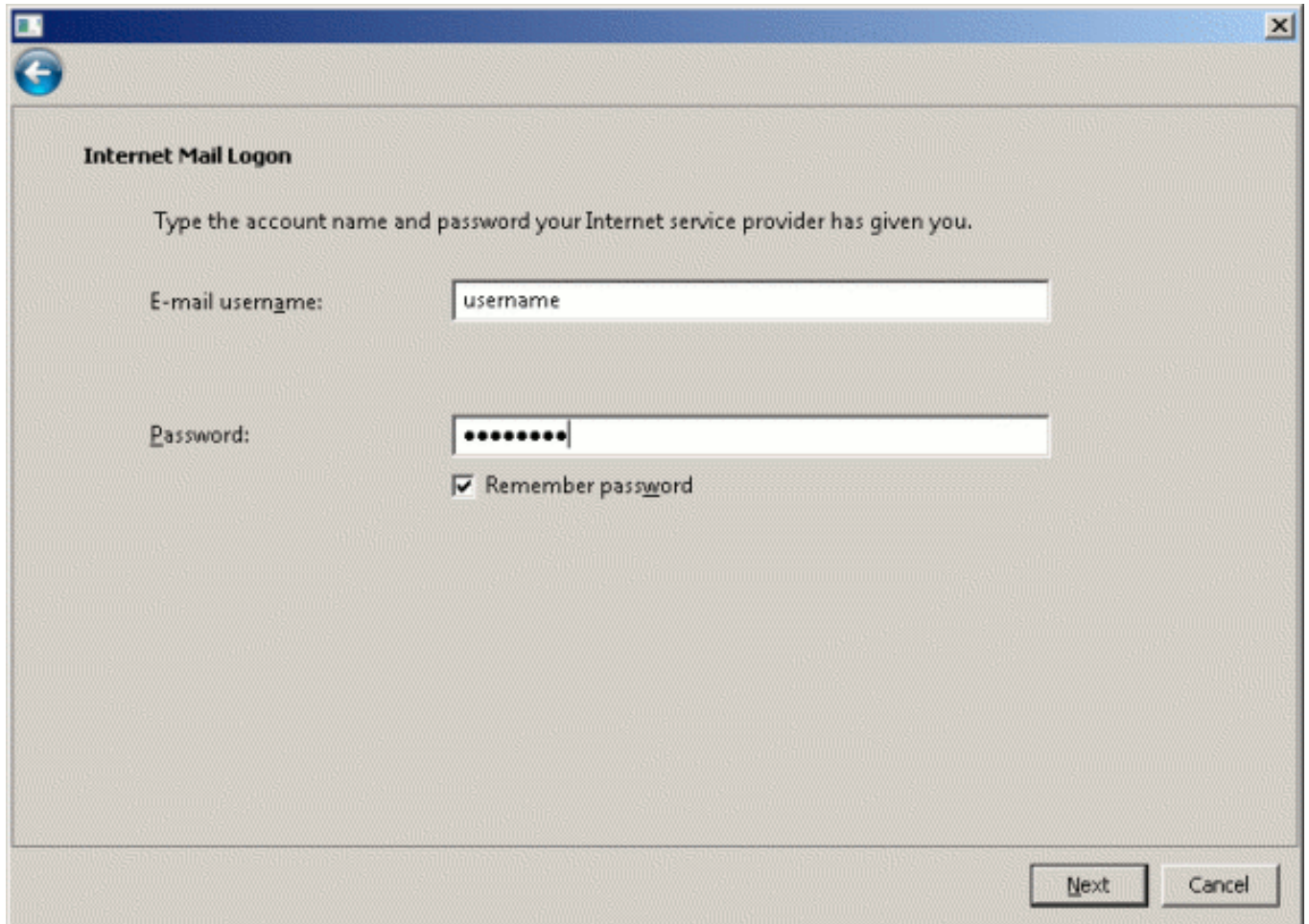
Next Cancel

## Step 7

Now you'll need to enter the following:

Your Account name (username) and password. Your Account name is the first part of your E-Mail address (everything before the @ symbol).

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The image shows a Windows-style dialog box titled "Internet Mail Logon". It has a blue title bar with a back button on the left and a close button (X) on the right. The main area is light gray. At the top, it says "Internet Mail Logon" in bold. Below that, it says "Type the account name and password your Internet service provider has given you." There are two input fields: "E-mail username:" with the text "username" and "Password:" with masked characters "••••••••". Below the password field is a checkbox labeled "Remember password" which is checked. At the bottom right, there are two buttons: "Next" and "Cancel".

**Internet Mail Logon**

Type the account name and password your Internet service provider has given you.

E-mail username:

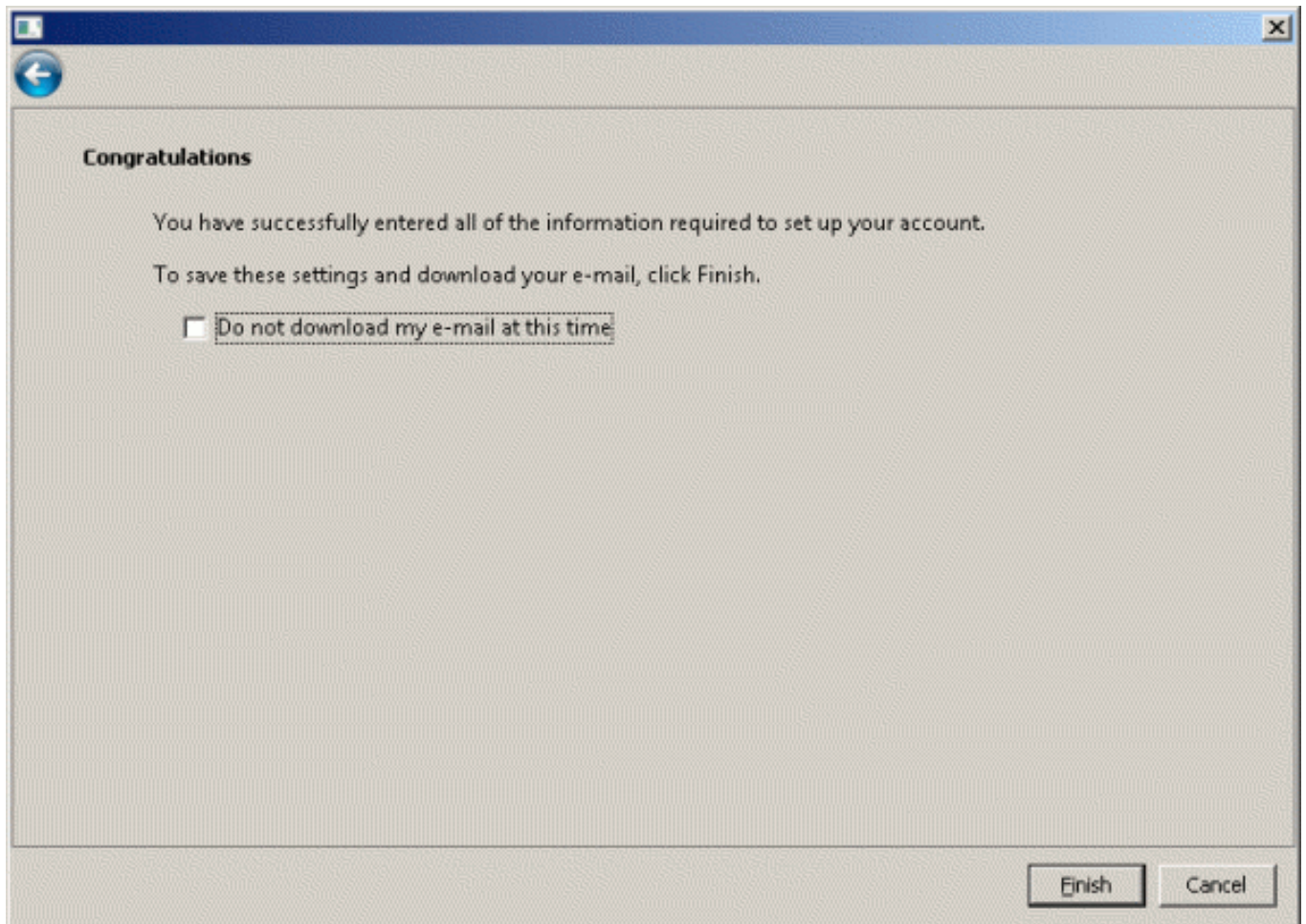
Password:

☒ Remember password

## Step 8

Now, click Finish to save all of your information.

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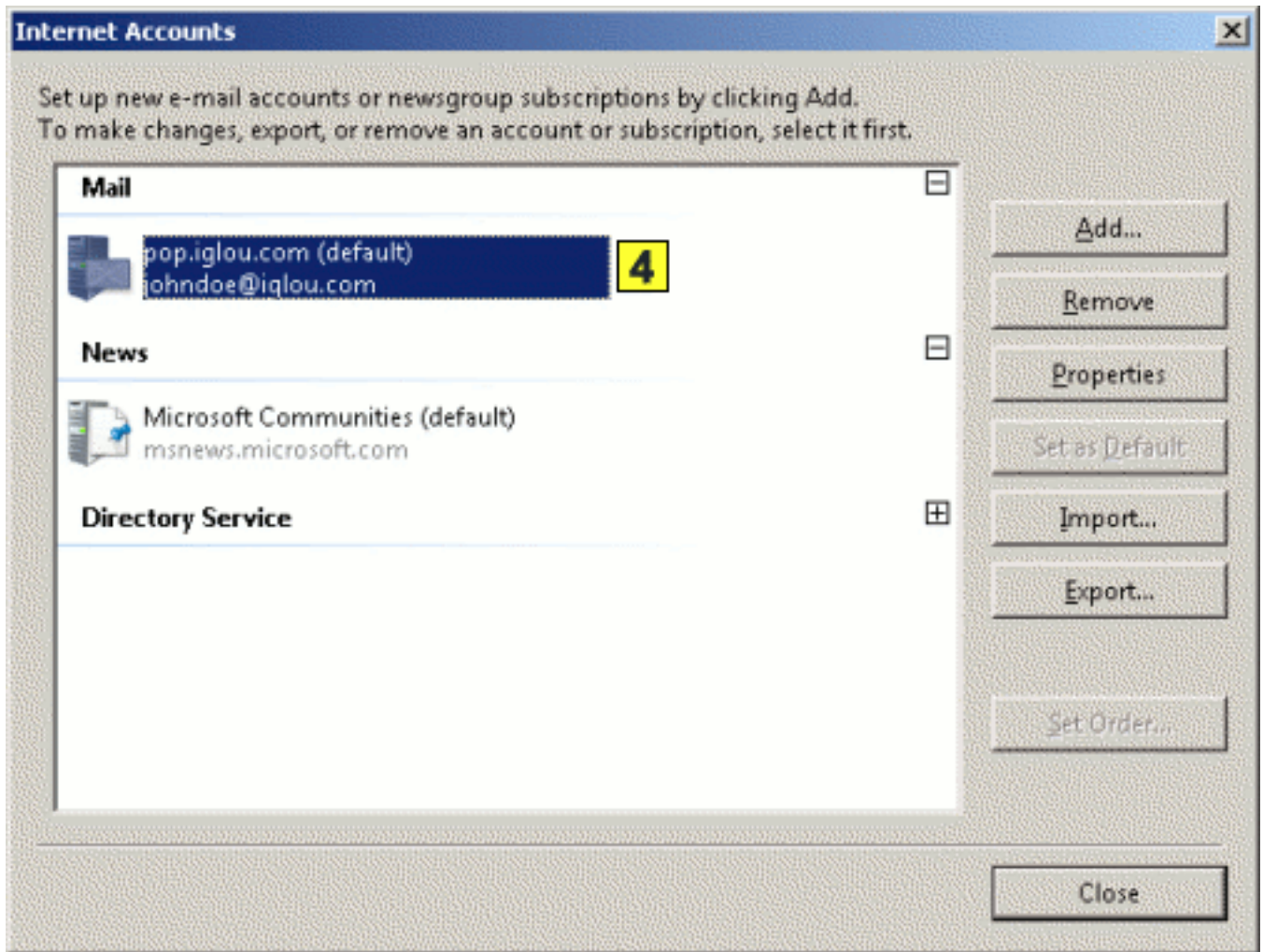
## Step 9

You'll notice that the Internet Accounts dialog box now shows our mail server as being installed. Click the Properties button and then the Servers tab.

**4**

This will indicate your mailbox name in Windows Mail.

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## Step 10

On the servers page you will notice that the Incoming and Outgoing mail server information has already been filled in. Place a check next to "My server requires authentication". Click the Settings button.

**2** Your incoming mail server is: pop.iglou.com

**3** Your outgoing mail server is smtp.iglou.com

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pop.iglou.com Properties

General Servers Connection Security Advanced

Server Information

My incoming mail server is a POP3 server.

Incoming mail (POP3): 2

Outgoing mail (SMTP): 3

Incoming Mail Server

E-mail username:

Password:

☒ Remember password

☐ Log on using Secure Password Authentication

Outgoing Mail Server

☒ My server requires authentication

Settings...

OK Cancel Apply

## Step 11

Select the "Log on using" option and enter your E-Mail address and password where indicated.

5

Your Account Name is your full E-Mail address (ex. username@iglou.com)

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Click OK and then OK again. At the "Internet Accounts" dialog box, click the Close button. Windows Mail is now configured to work with our mail server.

Helpful Pointers for using Windows Mail:

Windows Mail automatically checks for new messages periodically while the program is open and you are connected to our service. If at any given time you want to force the software to check for messages immediately, simply click the Send and Receive button.

If Windows Mail seems to hang while sending and receiving messages, you can restart that process by telling it to Stop and then click Send and Receive again.

To write a new message, simply click on the Create Mail button. Make sure you enter in the full Internet E-Mail address correctly to ensure the message gets where it's supposed to go.

When replying to a message, just click the normal Reply button. This will send your reply to the author of the message that you're replying to.

If a message you're replying to was sent to a group of people, you can click the Reply to All button to send your reply to everyone on the list, but it is advised that you do this only when necessary.

Unique solution ID: #1073

Author: n/a

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