

Email Set Up Instructions

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REMEMBER to check mail in webmail now and then to learn ham and learn spam!

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Important Fist Steps for all Users

DO YOU KNOW YOUR USERNAME AND PASSWORD?

You will need your username and password to set up mail If you do not know your username and password please call 310 395-7456

Install the Despaminator CompanyV Certificate

YOU MUST Install the Certificate and Trust it as a

"Trusted Root Certification Authority" or outgoing mail will not work. We also recommend you install it as "Trusted Publisher" as well YOU MUST enable the options for "server authentication, client authentication and secure email.

Details Instructions for Certificate installation may be found here: http://www.companyv.com/CV-CERTinstructions.pdf

If you are using a Microsoft Products for mail you must install the Cert using **Internet Explorer!**



AFTER YOU INSTALL THE CERT - RESTART YOUR MACHINE

What is Your Mail Client?

If you are using a mail client not listed in the document please review the help documentation of your application to be familiar with where you may be required to edit the settings for "Sending mail" And SSL for outgoing mail. Or contact us

(companyv.tech@companyv.com) – we may have help documents for your application.

What is Your Incoming And Outgoing Server?

You will be provided your incoming and outgoing server information with your username and password.

You may Leave Mail on server

You may leave mail on the server - that way you can have a backup of incoming mail The mail server will auto archive your mail.





OUTLOOK Express

- 1. In Outlook Express go to tools/accounts/mail accounts
- 2. Click the Mail tab
- 3. select your account and under the outgoing server settings
- 4. Incoming server : This is mail. YourDomain.com DO NOT CHECK the box logon using secure password Authentication for incoming mail
- 5. OUTGOING SERVER:
- 6. CHANGE TO THE ONE YOU WERE ASSIGNED BY COMPANYV
- 7. The box should be checked "My server requires authentication"
- 8. Click on the settings button to the right of that. Where you had selected "Use same settings as my incoming server"
- 9. change that to "Log on using" enter your username and password again

Select the account you need to edit		10.Click Ok get a wa is attem please a	 Ok and test arning that you pting to use a pprove and ac 	t mail if you ur mail server certificate ccept.	
ġ		All Mail News Directory Servi Account Type Coress companyv mail mail.captolpress mail mail.company.c. mail mail.company.c. mail semail.com mail semail.com mail semail.com Marcon Marcon 2000	CB Connection Any Available Any Available Any Available Any Available Any Available	Add Remove Properties Set as Default Import	
General Server: Connection Set Server Information My incoming mail server is a Pi Incoming mail (POP3): mail.yee Outgoing mail (SMTP): SE		ection Security Advanced er is a POP3 server. mail.yourdemain.com SEE EMAIL	Outgoing Mail Serv	Set Drda	
	Incoming Mail Server Account name: Password: Log on using Secu Outgoing Mail Server W My server requires	(Your username) ••••••• Parameter password re Password Authentication authentication Settings	Logon Information O Use same setting O Log on using Account name: Password Dog on using	ga as my incoming mail server (Your usemame) ••••••• Remember password Secure Password Authenticati	on
		OK Cancel Apply			





OUTLOOK 2007

1. Start the Microsoft Outlook program.

Account Settings			
E-mail Accounts You can add or remove an account. You can select an account and change its settings.			
E-mail Data Files RSS Feeds SharePoint Lists In	as Default 🗙 Remove 🔹 🕈		
Name	Туре		
address@example.com	POP/SMTP (send from this account by default)		
Selected e-mail account delivers new e-mail messages to the following location:			
Change Folder Personal Folders Inbox			
in data file X:\Documents and Settings\Local Settings\\Personal Folders.pst			

You can use the Start menu to start Outlook. When it opens, click Tools, then Account Settings from the menu bar.

2. Select the account to change.

Highlight your e-mail account, then click **Change** to open the settings window. (Do not click Repair.)

3. The "Change E-mail Account" window opens.





The screen should look something like this:

Change E-mail Account		
Internet E-mail Setting Each of these settings	s are required to get your e-mail accou	nt working.
User Information		Test Account Settings
Your Name:	John Smith	After filling out the information on this screen, we
E-mail Address:	address@example.com	button below. (Requires network connection)
Server Information		
Account Type:	POP3	Test Account Settings
Incoming mail server:	mail.yourdomain.com	
Outgoing mail server (SMTP)	SEE EMAIL	username - is your LOGON username
Logon Information 🛛 👝		and passwords are case sensitive
User Name:	(Your username)	
Password:	****	Then Click More Settings
	Remember password	┘└──┓┴┘
Require logon using Secu	re Password Authentication (SPA)	More Settings
		< Back Next > Cancel

Do **NOT** check the box Require logon using

4. Click the More Settings button.

Click the More Settings button, then choose the Advanced tab.

In the **Advanced** tab:

- First, check the box marked This server requires an encrypted connection (SSL)
- Make sure that the Incoming server (POP3) port number is 110 • Do NOT check the box "This server requires an encrypted connection"
- In the Use the following type of encrypted connection list, choose TLS • YOU MUST check the box "This server requires an encrypted connection"
- Make sure that the Outgoing server is the one you were instructed to use you may use either • port 25 or port 587
- See image next page: •





Internet E-mail Settings	
General Outgoing Server Connection Advanced	
Server Port Numbers	
Incoming server (POP3): 110 Use Defaults	NOTE THE CHANGES
This server requires an encrypted connection (SSL)	
Outgoing server (SMTP): 587	
Use the following type of encrypted connection: TLS	-
Server Timeouts	
Short 🗢 Long 1 minute	
Delivery	
Leave a copy of messages on the server	
Remove from server after 10 🔷 days	
Remove from server when deleted from 'Deleted Items'	
OK Cancel	

The settings above:

Incoming: POP3 port 110 And do NOT check this server requires an encrypted connection (SSL) **Outgoing: Port 25 or Port 587** DO CHANGE: Use the following type of encrypted connection: TLS

5. Click OK to close the "Internet E-mail Settings" window.

After you close the Internet E-mail Settings window, the Change E-mail Account screen will still be visible.

6. Test the settings.

Click Test Account Settings. Outlook should tell you that "all tests completed successfully". Close the Test Account Settings window.





You may get a certificate warning –and you may be asked for your username and password again. please accept the certificate from CompanyV for DeSpaminator.

7. Finish the setup.

Click Next, then Finish.

Outlook setup for secure SSL connections is complete

You're finished! Try sending yourself a test e-mail message to make sure it works.

You may send an email to <u>ads.rev@gmail.com</u> if you wish to test email outside of the network.. If you see an error the actual error or error number will help is resolve your issue.

YOU MAY GET A WARNING that says "Your mail server is requesting a Security Certificate" – please allow this this!

(For advanced users: you can check that your messages are actually being encrypted by viewing the headers of the test message and looking for text that says something similar to "using **TLSv1**" in one of the "Received" lines.)





OUTLOOK 2003

- 1 On the Tools menu, click E-mail Accounts.
- 2 Click View or change existing e-mail accounts, and then click Next.
- 3 Select your account for username@YourDomain.com



This winard will allow you to change the e-mail accounts and directories that Outlook uses. t-mail C Add a new e-teal account New or change existing e-mail accounts

> Directory Add a new directory or address book Wew or change existing directories or address books

E-mail Accounts				
Internet E-mail Settings (POP3) Each of these settings are required to get your e-mail account working.				
User Information	Server Information			
Your Name: LEAVE	Incoming mail server (POP3) mail.yourdomain.com			
E-mail Address: LEAVE	Outgoing mail server (SMTP)			
Logon Information	Test Settings			
User Name: LEAVE	After filling out the information on this screen, we recommend you test your account by dicking the			
Password: ****	button below. (Requires network connection)			
Remember pass	Test Account Settings 2			
Log on using Secure Password Authentication (SPA)	More Settings			
	< Back Next > Cancel			

If you do not know your password you will not be able to send mail please call 310 395-7456 if you do not know your password



4) OUTGOING SERVER Enter The outgoing server you have been instructed to use!

5) Then Click the "More Settings" button **NOTE: BIG CHANGE HERE**

Check the box: My server requires Authentication but then click the radio button Logon Using And re-enter your username and password!

	9KK V LEST			
	Internet E-mail Settings			
formation on this screen, we	General Outgoing Server Connection Advanced			
your account by clicking the resinetwork connection)	My outgoing server (SMTP) requires authentication			
	Use same settings as my incoming mail server			
95	Option using			
Marco Folthane	User Name: USOTNAMO			
More Settings	Password: password			
	Remember password			
	Log on using Secure Passward Authentication (SPA)			
a Danka 🗍 Handa S 🗍 🖉	Cog on to incoming mail server before sending mail			
	OK Cancel			

Do NOT check the box: Logon Using Secure Password Authentication on this screen

NEXT CLICK ADVANCED TAB

See next page





You may use port 25 but we recommend port 587

Outgoing Server: Check the box "This Server Requires an • Encrypted connection

Options Preferen	ces Mail Setup Mail Format Spelling Security Other	
	Accounts Internet E-mail Settings (POP3) Internet E-mail Settings General Outgoing Server Connection Advanced Server Port Numbers Incoming server (POP3): 110 Use Defaults This server requires an encrypted connection (SSI) Outgoing server (SMTP): This server requires an encrypted connection (SSL) Server Timeouts Short Long 1 minute Delivery Leave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items'	K More Settings Next > Cancel
	OK Cancel	~

Make sure that the Incoming server (POP3) port number is 110 Do NOT check the box "This server requires an encrypted connection" for INCOMING

YOU MUST check the box "This server requires an encrypted connection" for OUTGOING



Click OK

Test your account. You may get a warning that the outgoing server is attempting to use a security Certificate - accept this!

If you are unable to send and or receive email please recheck your settings an read the troubleshooting portion of this document. You may send a test message to ads.rev@gmail.com to test mail to outside the network.





Troubleshooting Secure SSL connection problems **Problems Sending mail!**

1) Please review the instructions for installing the Certificate.

If the certificate is NOT installed properly and the proper boxes are not checked the tests will fail. See instructions: http://www.companyv.com/PDFs/CV-CERT-instructions.pdf

2) Try deleting all messages in your outbox.

3) Close outlook – restart your computer and re-check ALL the settings for your application.

If you have trouble after turning on secure SSL connections, try turning it off again to see if that solves the problem:

- 1. Open the Advanced settings screen, using the instructions above
- 2. First, uncheck the box marked This server requires an encrypted connection (SSL)
- 3. Make sure that the Incoming server (POP3) port number reverts to 110
- 4. If you are using port 25 for outgoing try port 587
- 5. If you are using port 587 for outgoing try port 25
- 6. In the Use the following type of encrypted connection list, choose None

If this fixes the problem, then either Microsoft Outlook or Microsoft Windows is not working correctly on your computer. It may be possible to solve the problem by deleting the e-mail account completely in Outlook and creating a new one — but if that doesn't help, there isn't much you can do, unfortunately, short of reinstalling Outlook or Windows.

Software and OS Updates

Please make sure your operating system and all software for mail is up to date with the latest updates and patches.

Other Mail Applications

We have only included the most common software in this document. Please send email to companyy.tech@companyy.com to request assistance for other applications. Please include the Name of the Application and the version number. It would also be helpful to have information about what operating system and version you are using but if you do not know that is fine.

