

SETTING UP EMAIL ON THIRD-PARTY SOFTWARE

Note: You can access your email any time by going to: **mail.YOURDOMAIN.com/webmail** on any web browser. **Basic Matrix is not responsible for the performance of third-party email clients.**

Security: If you attempt to log in and fail 5 times, your IP will be blocked for security. Text us @ 318-798-5567 for us to unblock you or for a password reset.

If you need help setting up Outlook or your phone to send and receive email, call your IT specialist.

Here are the instructions for setting up **any device** with email.

The screenshot shows the 'Servers' tab in Outlook. Under 'Server Information', it says 'My incoming mail server is a IMAP server.' The 'Incoming mail (IMAP)' field is 'mail.domain.com' and the 'Outgoing mail (SMTP)' field is 'mail.domain.com'. Under 'Incoming Mail Server', the 'Account name' is 'user@domain.com' and the 'Password' is masked with dots. There is a checked box for 'Remember password' and an unchecked box for 'Log on using Secure Password Authentication'. Under 'Outgoing Mail Server', there is a checked box for 'My server requires authentication' and a 'Settings...' button.

New Email Address: youraddress@example.com

Password: YourPassword

Incoming mail server: mail.example.com

Outgoing mail server: mail.example.com

Account Name: youraddress@example.com

Password: YourPassword

1. Go to **Tools / Accounts** and choose the **Mail** tab.
2. Create a new email account.
3. Your settings should look similar to this. Be sure your username includes the "@example.com" portion. Also make sure the "My server requires authentication" box is checked. Note: USE IMAP.
4. Click "settings" at the bottom right. It should like the one to the left.

The screenshot shows the 'Advanced' tab in Outlook. Under 'Server Port Numbers', the 'Outgoing mail (SMTP)' field is '587' (circled in red) and the 'Incoming mail (IMAP)' field is '143'. There are unchecked boxes for 'This server requires a secure connection (SSL)'. Under 'Server Timeouts', there is a slider between 'Short' and 'Long' set to '1 minute'. Under 'Sending', there is an unchecked box for 'Break apart messages larger than' followed by a dropdown set to '60' and 'KB'.

The screenshot shows the 'Outgoing Mail Server' dialog box. Under 'Logon Information', the radio button 'Use same settings as my incoming mail server' is selected. There are fields for 'Account name' and 'Password', and a checked box for 'Remember password'. There is an unchecked box for 'Log on using Secure Password Authentication' and 'OK' and 'Cancel' buttons.

5. If you have trouble sending emails later, it is possible your internet service provider is blocking port 25 from sending email. If this happens to you, click on the **Advanced** tab and change your SMTP port to the alternate 587. If you can send emails just fine, don't worry about changing it.

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iPhone Instructions

The instructions below configure your iPhone to manage your example.com email account. Be sure to fill out **both** the incoming and outgoing settings. Even though the interface implies that outgoing settings are optional, they are required.

Your Email Information

Incoming mail server: mail.example.com

Outgoing mail server: mail.example.com

Account Name: youraddress@example.com

Password: YourPassword

Setting up IMAP on your iPhone

Step 1 →

From within the "Add Account" section, choose "Other".

Step 2

Click "Add Mail Account"



Step 3

Enter your Email account information:

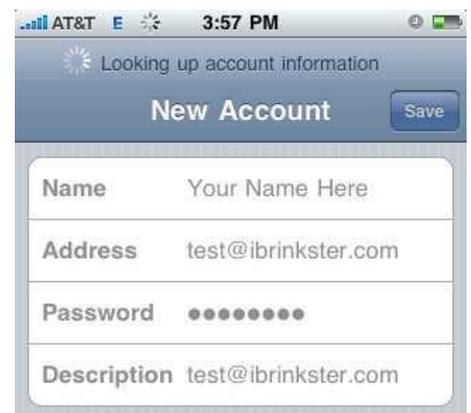
Name: Use your name or email address if you prefer.

Address: Your full email address.

Password: Your email password.

Description: Your full email address

Once you have entered your information, press the "Save" button.



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The screenshot shows two sections for configuring mail servers. The 'Incoming Mail Server' section has three input fields: 'Host Name' with the value 'mymail.brinkster.com', 'User Name' with 'test@ibrinkster.com', and 'Password' with a masked field of ten dots. The 'Outgoing Mail Server' section also has three input fields: 'Host Name' with 'mymail.brinkster.com', 'User Name' with 'test@ibrinkster.com', and 'Password' with a masked field of ten dots.

Step 4

Enter the Mail Server information:

Use the following for **both the Incoming and Outgoing Mail Server**

Host Name: mail.example.com

User Name: (Your FULL email address)

Password: (Your new email account password)

Once you have entered your information, press the "Save" button.

Please be patient.

This may take a few minutes to complete.

Step 5

If you receive the following error, there's no need to worry. Simply **Accept** the certificate the first time you receive and then when you send email and it should not ask you again.

Error:

"Secure Connection Failed
The certificate may not be valid."

The ssl certificate is only valid for clients who have purchased an ssl certificate. If you have a secure domain for your hosting account, you should use this address for the Host Names. As an alternative, once the account is setup, go into the account settings and disable the use of SSL.

