

# Setting up your E-mail Account

To use this article to set up an email account you must have in place a dial up or broadband account with an Internet Service Provider (ISP). The information usually supplied to you by your ISP is:

1. Name of your incoming server and outgoing server
2. Your user name
3. Your e-mail address (for example: someone@example.com)
4. Your password

If you do not have this information you will need to contact your ISP.

## Email Programs

Below you will find links to set up the most popular e-mail programs. Click on the link that is appropriate for you and this will take you to the correct section. If yours is not here or you would like more help please contact our Technical Support [admin@cosmic.org.uk](mailto:admin@cosmic.org.uk)

### [Microsoft Outlook Express 5-6 and Outlook 2000](#)

### [Outlook 2002-XP](#)

### [Outlook Express 5 - Mac users](#)

### [Netscape 7](#)

### [Eudora 5.x](#)

## [Common Problems](#)

### **Common problems with Outlook, Outlook Express and Norton Antivirus**

Please follow these links below:

#### [The operation timed out waiting for a response](#)

The Microsoft KB Article from this issue is available at the following link:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;813518>

The operation timed out waiting for a response from the receiving (POP) server 0x8004210A  
This behavior may occur if any of the following conditions are true:

- Outlook Express has been removed from the computer.
- The installation of Outlook Express is damaged.

1. [254623](#) How to Reinstall Microsoft Outlook Express 5 in Windows 2000
2. [263837](#) OLEXP: How to Manually Uninstall and Reinstall Outlook Express in Windows 2000
3. Windows 98-Based Computer

Click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Add/Remove Programs**.

Click the **Windows Setup** tab, click to clear the **Microsoft Outlook Express** check box, and then click **OK**.

Reinstall Outlook Express

Click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Add/Remove Programs**.

Click the **Windows Setup** tab, click to select the **Microsoft Outlook Express** check box, and then click **OK**.

Outlook requires that Outlook Express is installed on the computer. For more information about why Outlook Express is required, refer to the following article in the Microsoft Knowledge Base, which applies not only to Outlook 2000 but also to Outlook 2002 and Outlook 98:

[230076](#) Why Outlook 2000 Requires Outlook Express

**Note:** Outlook 2000.

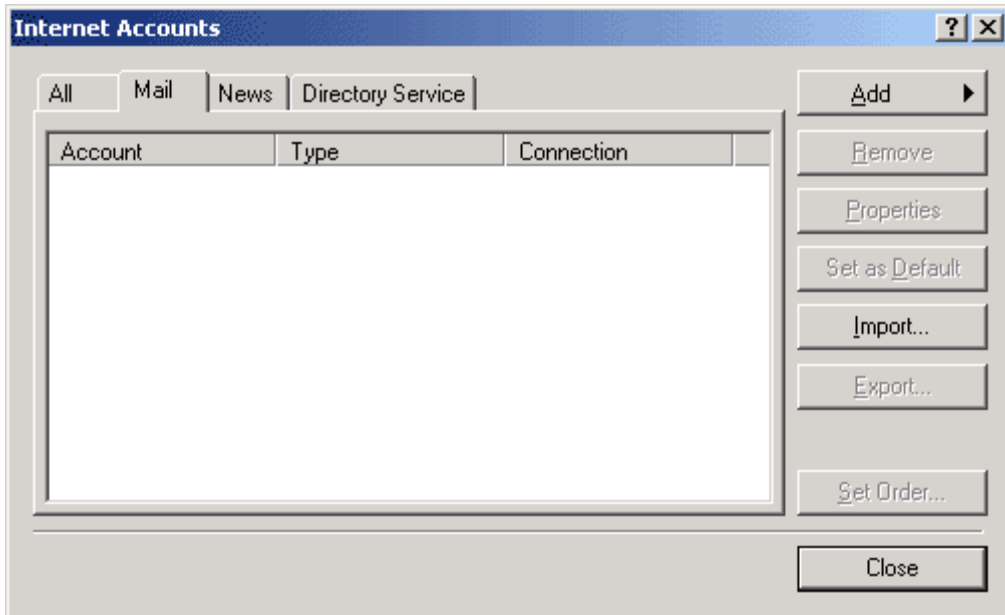
If you are in an office that runs a Microsoft Exchange Server, you will need to consult your network professional for guidance in setting up Outlook 2000 to check a POP3 email account.

Because Outlook 2000 in Internet Mail mode is so similar to Outlook Express settings we have grouped them together here.

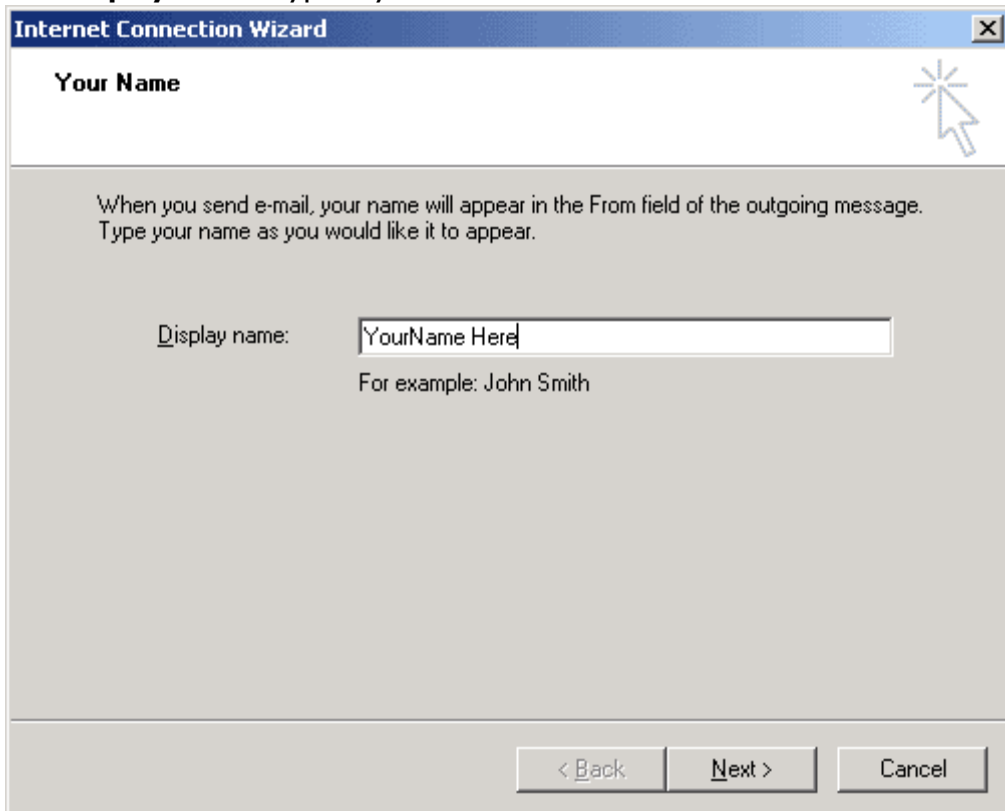
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### **Microsoft Outlook 5 - 6 and 2000**

1. Open Outlook Express or Outlook 2000
2. In the menu go to **Tools > Accounts**
3. Click on the **Mail** tab



4. Click on the **Add** button then choose **Mail**
5. For **Display Name** type in your real name. Click the **Next** button.



6. For **E-mail Address** type in the address you want to check with the program.
7. Click the **Next** button.

The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "Internet E-mail Address". The window contains the following text and controls:

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

I already have an e-mail address that I'd like to use.

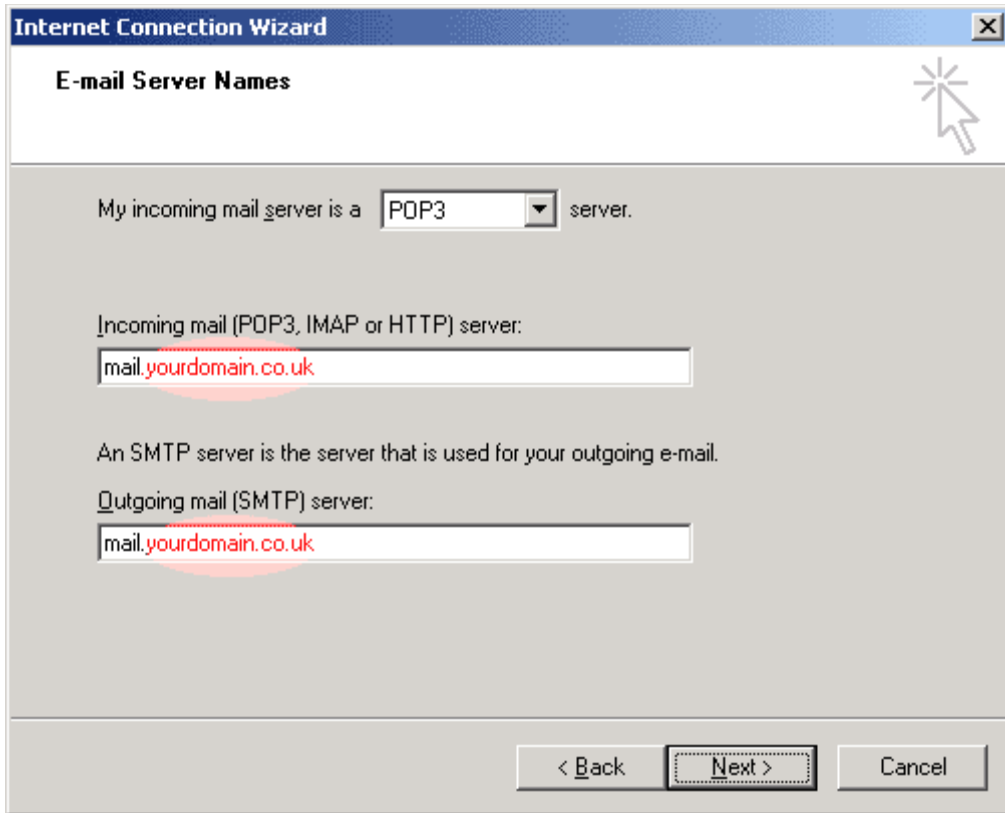
E-mail address:

For example: someone@microsoft.com

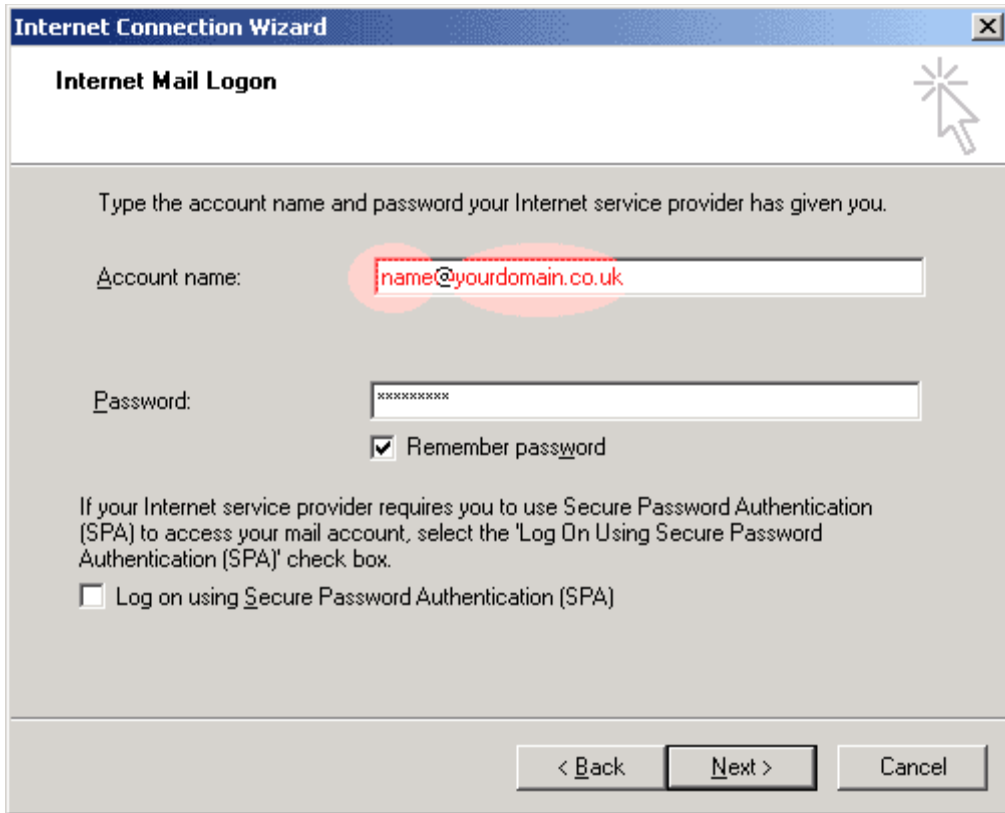
I'd like to sign up for a new account from:

At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

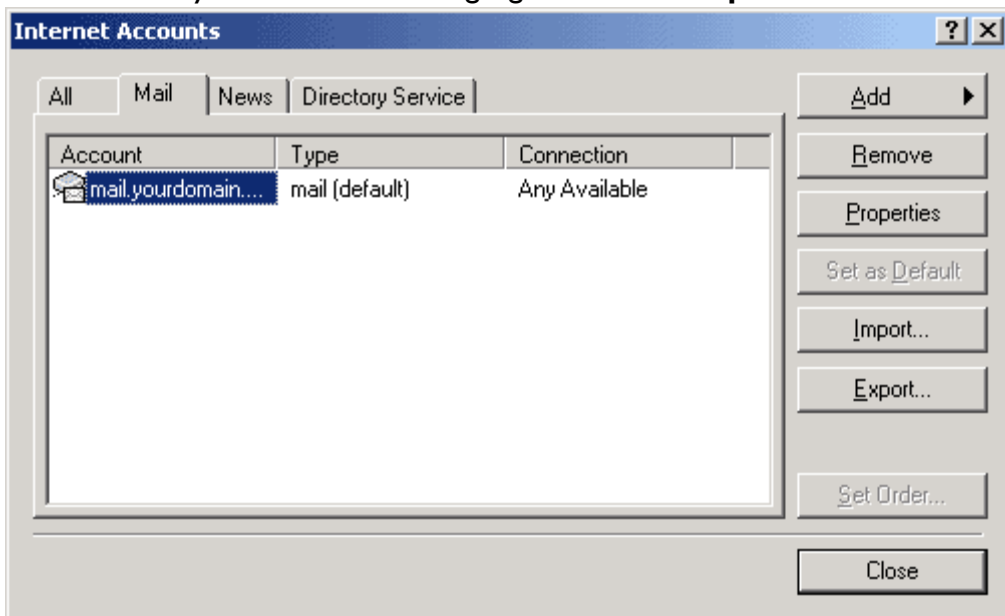
8. On the **E-mail Server Names** page replace **yourdomain.co.uk** with your domain leaving mail. at the beginning. Click the **Next** button.



9. On the **Internet Mail Log On** page type in your email account's username and password as shown in the example below. (Note: your Account name is your full email address.)
10. Click the **Next** button.

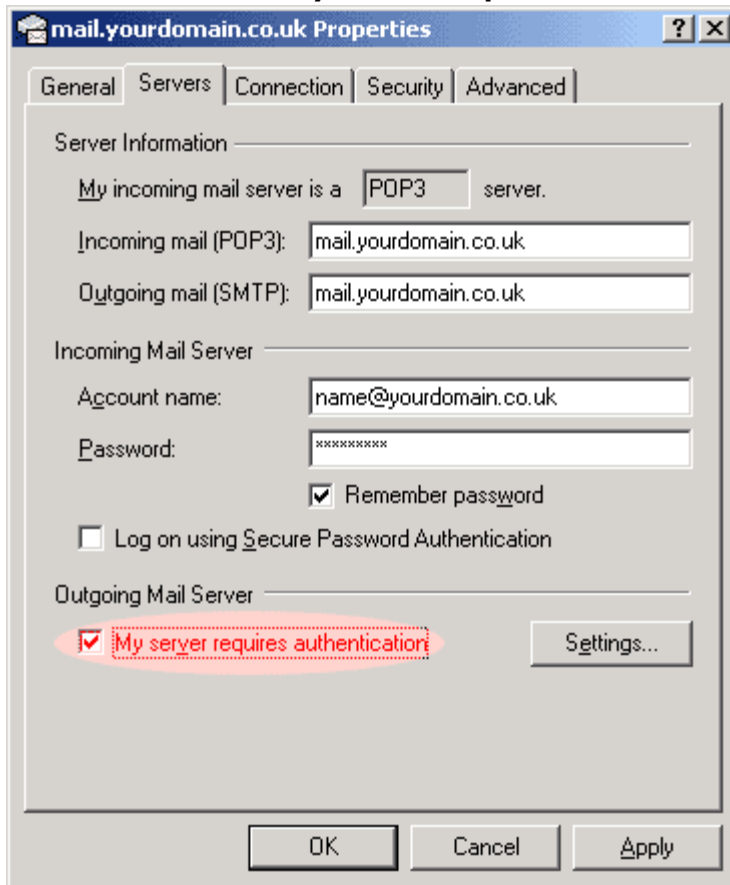


11. Click the **Finish** button. You will be taken back to the **Internet Accounts** window where you should see the new email account you just set up.
12. We now need to turn on a security setting to send emails through our server. With the newly created Account highlighted select **Properties**.



13. Select the **Servers** tab.

14. Tick the box next to **My server requires authentication**.



15. Click **OK** and then **Close**.

You have now set up Outlook Express to both send and receive emails from your account.

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## Microsoft Outlook 2002 - XP

[A video demonstration covering setting up an email account can be found on Outlook Help](#)

1. Open Microsoft Outlook 2002 and if it is the first time you have done this you will be presented with a wizard which will guide you through a variety of set-up options – **Go to point 4**.
2. If Outlook has been set up previously and you do not get a wizard when it opens, then click on **Tools** on the top menu bar. Then in the drop down list that appears click **E-mail Accounts**.
3. Select **Add a new e-mail account** then click **Next**. **Now go to point 7**.
4. Click the **Next** button to continue
5. Outlook will ask you to begin by configuring a mail account.
6. To continue with the account creation process, select **Yes** and click **Next**.
7. Select the **POP3** protocol and click on **Next**

8. You will be presented with a screen requiring input  
**User Information** - enter your name here
  9. **Email address** - enter the email address you are setting up
  10. **Log On Information** - enter your FULL email address as your username and password as provided by your ISP
  11. **Server Information section**
    - **Incoming mail server (POP3)**: Enter your incoming mail server address as provided by your ISP
    - **Outgoing mail server (SMTP)**: Enter your outgoing mail server address as provided by your ISP
  12. Click on **Test Account Settings** to ensure that everything so far is set up correctly
  13. Click on **More Settings**
  14. You can now view a variety of advanced options for this account.  
On the General tab:  
Specify the **Reply Email address** – your email address
  15. On the **Outgoing Server tab**:  
Ensure that the box **My server requires authentication** is selected
  16. Select **Use same settings as my incoming mail server**.
  17. Click on the **OK** button. Once the creation process has been confirmed and completed, click **Next** then **Finish**.
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## Outlook Express 5 - Mac users

To send and receive email using Outlook Express on a Mac you must firstly create a mail account.

Once the account has been created it then needs to be configured.

To create a mail account in Outlook Express 5:

1. Click **Tools** then **Accounts** in main window
2. Click **New** choose **Mail** from the drop down list
3. An email wizard will now be activated
4. In the text box **Display Name** type in your name
5. Click right arrow to proceed
6. Select the radio button for the option **I already have an email address I'd like to use**
7. In the **Email address** box type the relevant e-mail address - Leave the domain box empty
8. Click right arrow to proceed
9. For My incoming mail server is choose **POP**
10. Complete the server details:  
Both your **Incoming** and **Outgoing** email servers will be your domain name prefaced with **mail**. (ie. mail.mydomain.co.uk)
11. Press Right arrow to proceed
12. **Enter your Username** - this is your FULL email address of the account you are setting up
13. **Enter your Password** - the supplied password

14. Please note:

You may also wish to tick **Save Password** at this stage

15. Click right arrow to proceed

16. In **Account Name**, enter a name for the mail account

17. The account creation is now complete, press **Finish**

18. Now we need to turn on Authentication.

19. Click **Tools** then **Accounts** in main window

20. Highlight the newly created account and click on **Edit**

21. On the **Account Settings** tab check the Account Name is correct and that the **Include this account in my 'send and receive all' schedule** box is marked with a cross

22. Under **Sending Mail** click where it says **Click here for advanced sending options**

23. Tick **SMTP server requires authentication**

24. Close the **Advanced options window pane**

25. Click **OK** to close

You have successfully created a mail account using Outlook Express 5 for Mac.