



Wednesday, 15 February 2017

The following guide has been prepared to assist MelbourneOnline customers with setting up our POP based email on various devices.

Please note due to frequent updates in the various software packages, the steps required may differ a little to those below.

As we don't carry all devices or email software in house, some of the steps below have been provided by 3rd suppliers and website.

For PC and Mac laptops we can also remotely connect to your device to assist with mail setup.

Call us on 1300 721 821 or email support@melbourneonline.com.au for assistance.

Devices / Software

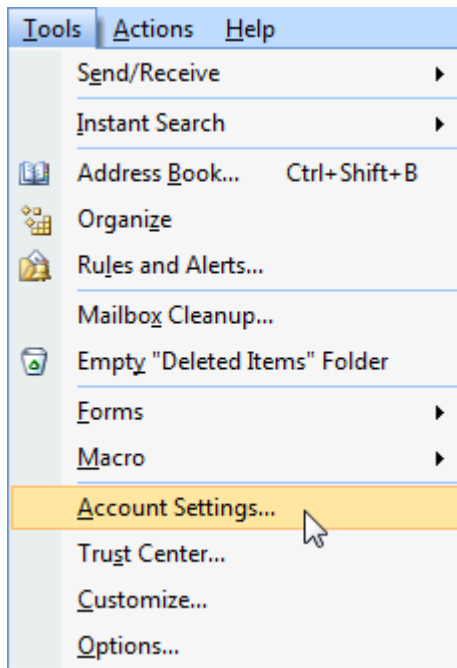
MS Outlook 2003 and 2007 on PC	Page 2
MS Outlook 2010 and later on PC	Page 8
Windows 10 Mail	Page 13
iPhone	Page 18
Android (eg Samsung, HTC)	Page 24



Wednesday, 15 February 2017

MS Outlook 2003 and 2007 on PC

- 1) From the Tools menu select Account Settings:

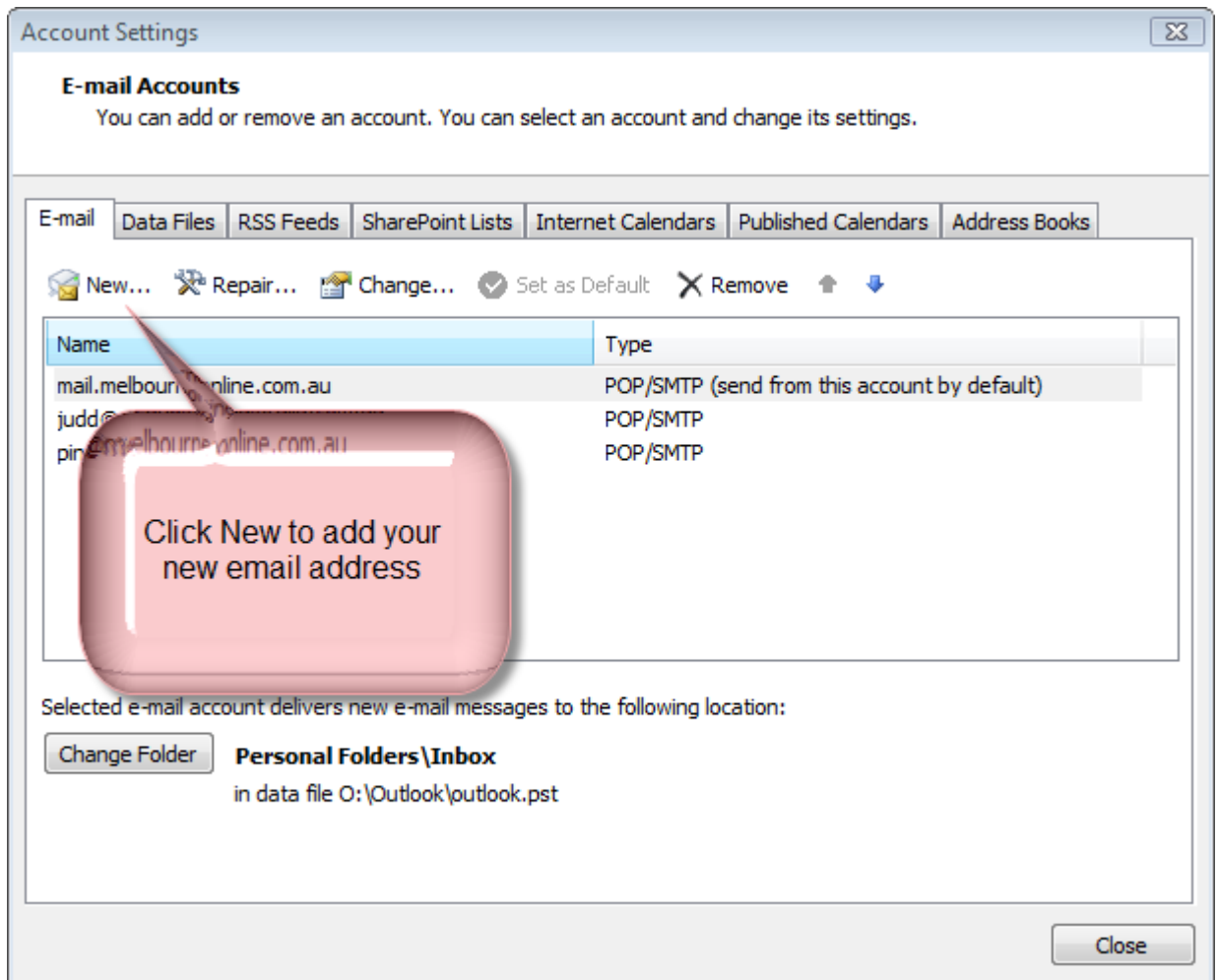




POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 2) This will open a new window as shown below. Click New to add your new email address:

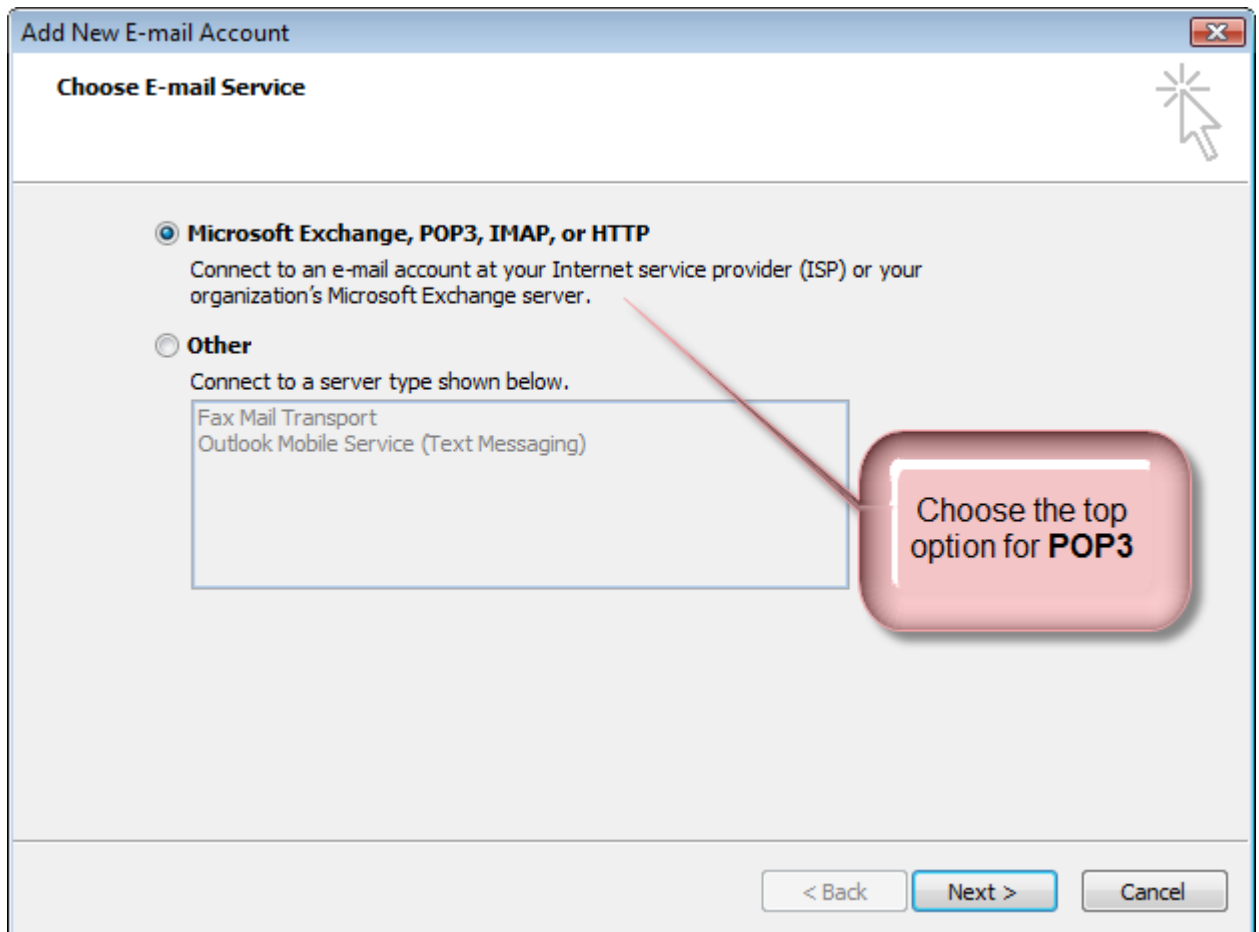




POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 3) Again a new window will open. Choose the top option which includes POP3 then click Next.





POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 4) A window similar to that shown below will be displayed. Click the check box at to “manually configure server settings or additional server types” then click next.

Add New E-mail Account

Auto Account Setup

Your Name:
Example: Barbara Sankovic

E-mail Address:
Example: Barbara.Sankovic@melbourneonline.com.au

Password:
Retype Password:
Type the password your Internet service provider has given you.

Manually configure server settings or additional server types

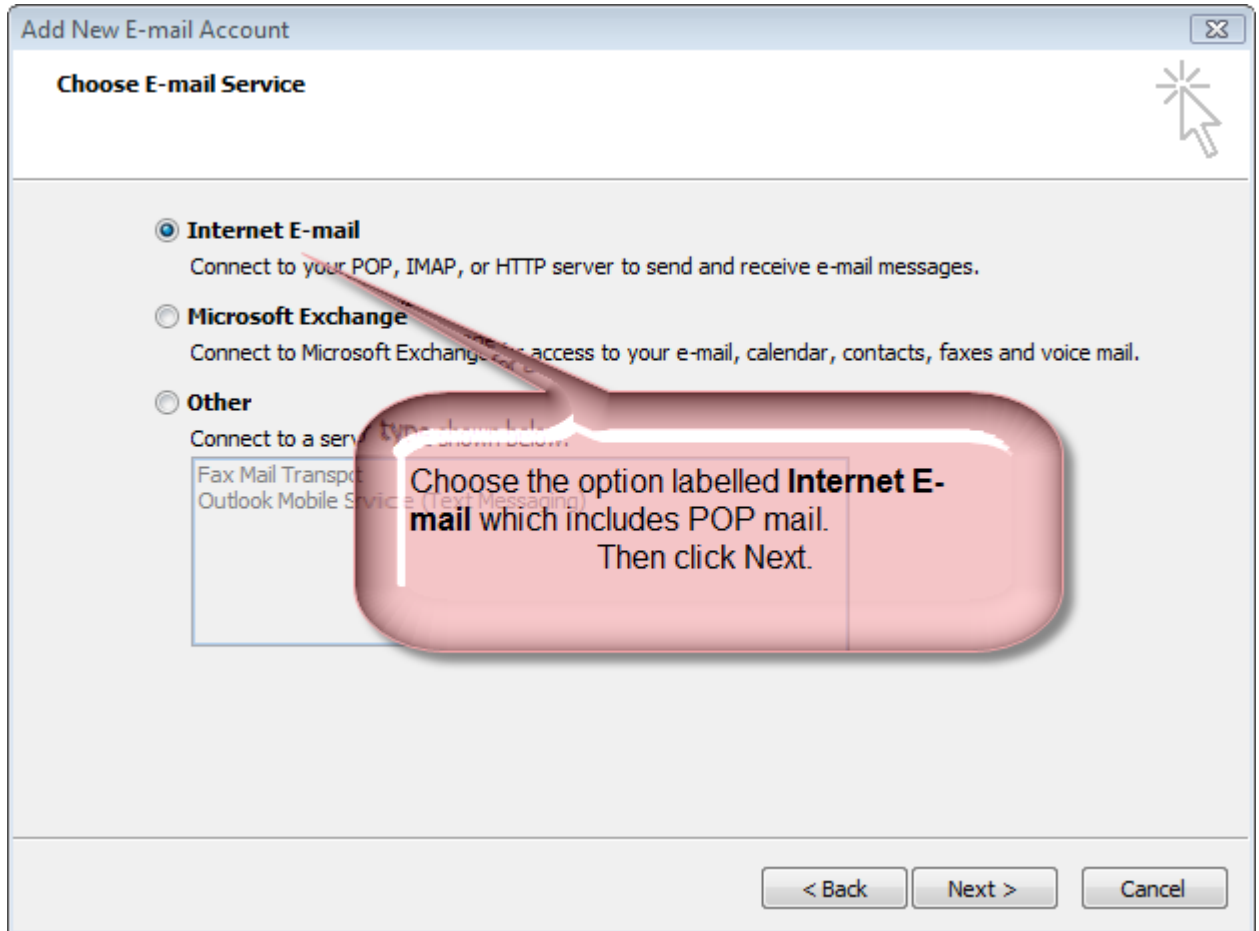
< Back Next > Cancel



POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 5) On the next window choose the option labelled Internet E-mail which includes POP mail.





POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

6) Fill in the next window as shown below then click Next to complete.

Change Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Judd Taylor

E-mail Address: judd@webhostingaustralia.com

Server Information

Account Type: POP3

Incoming mail server: mail.webhostingaustralia.com

Outgoing mail server (SMTP): mail.webhostingaustralia.com

Logon Information

User Name: judd@webhostingaustralia.com

Password: *****

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings

More Settings ...

< Back Next > Cancel

Callouts:

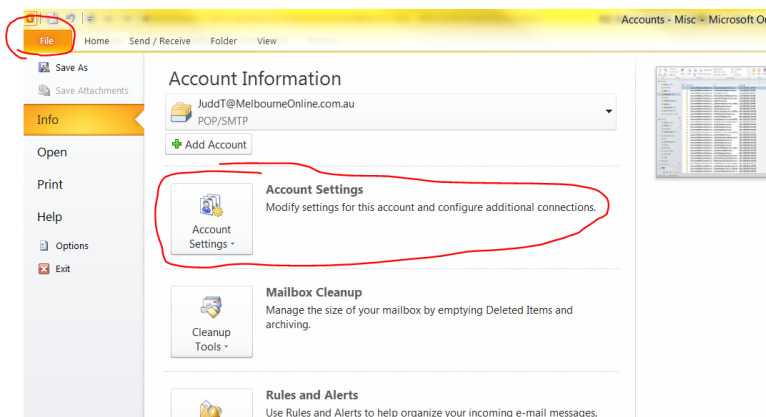
- Your name . This will be shown next to your email address on emails you send
- Email Address
- Select POP3
- Both your incoming mail server and outgoing mail server (SMTP) should be set to mail."your domain name"
Eg in this example, the domain the domain name is webhostingaustralia.com.au so the servers are set to mail.webhostingaustralia.com.au
- Password
- Email address
- Should be unticked



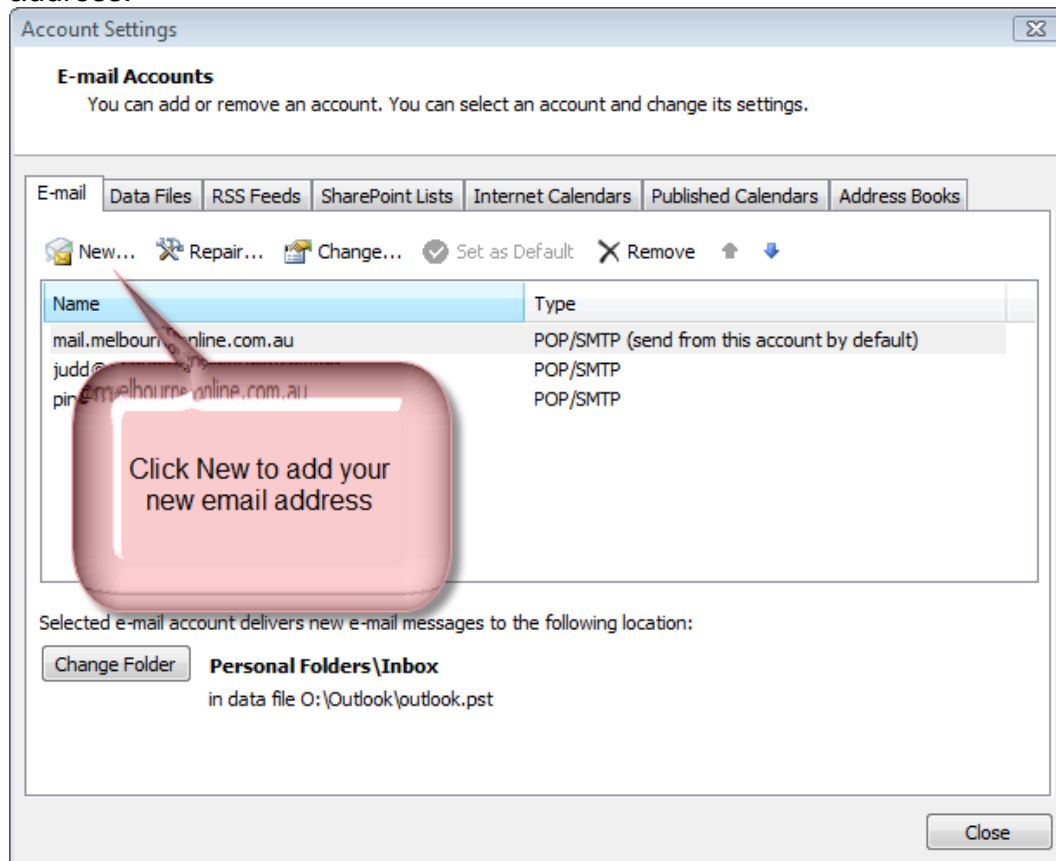
Wednesday, 15 February 2017

MS Outlook 2010 and later on PC

- 1) Click the File menu then click Account Settings:



- 2) This will open a new window as shown below. Click New to add your new email address:

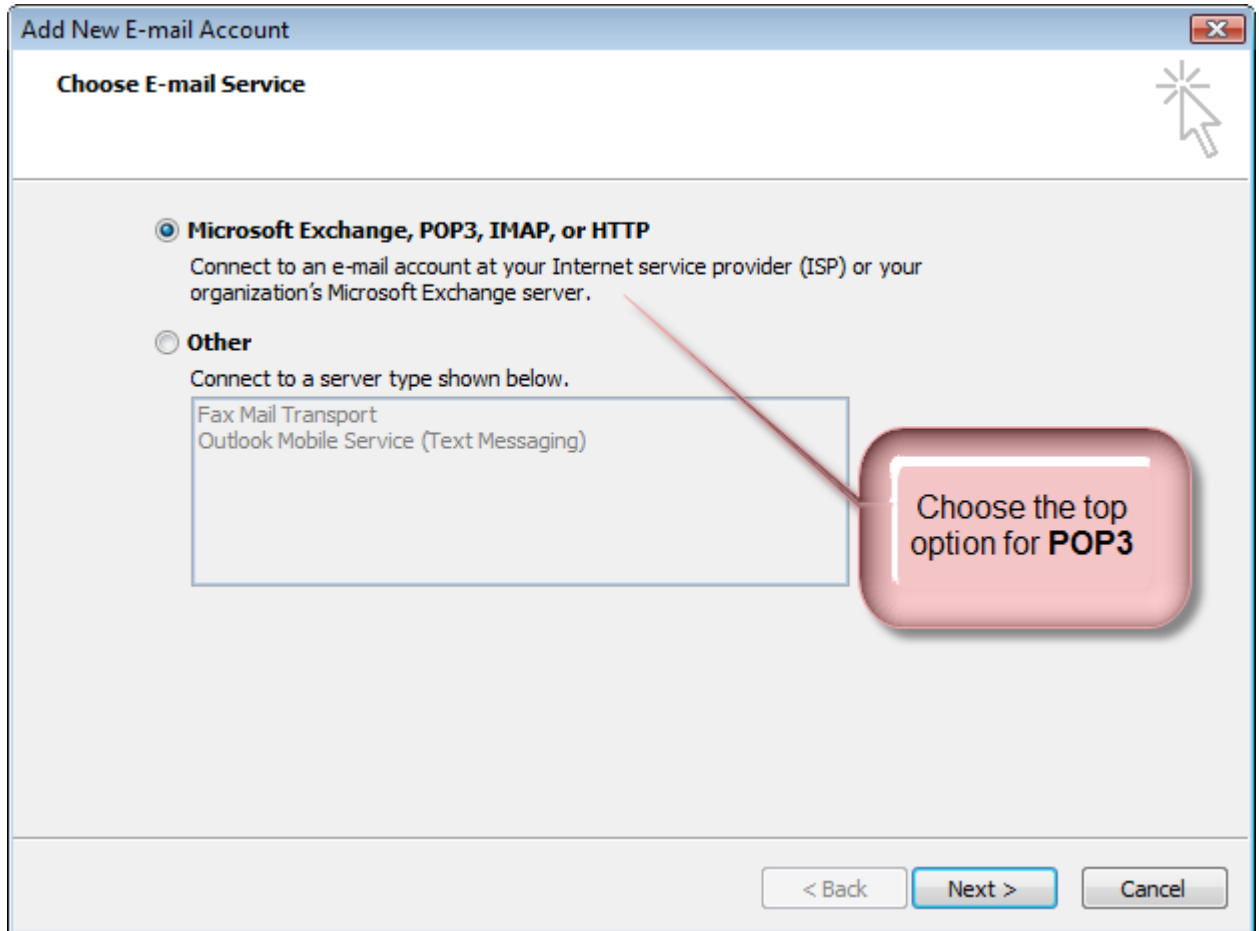




POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 3) Again a new window will open. Choose the top option which includes POP3 then click Next.





POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 4) A window similar to that shown below will be displayed. Click the check box at to “manually configure server settings or additional server types” then click next.

Add New E-mail Account

Auto Account Setup

Your Name:
Example: Barbara Sankovic

E-mail Address:
Example: Barbara.Sankovic@melbourneonline.com.au

Password:
Retype Password:
Type the password your Internet service provider has given you.

Manually configure server settings or additional server types

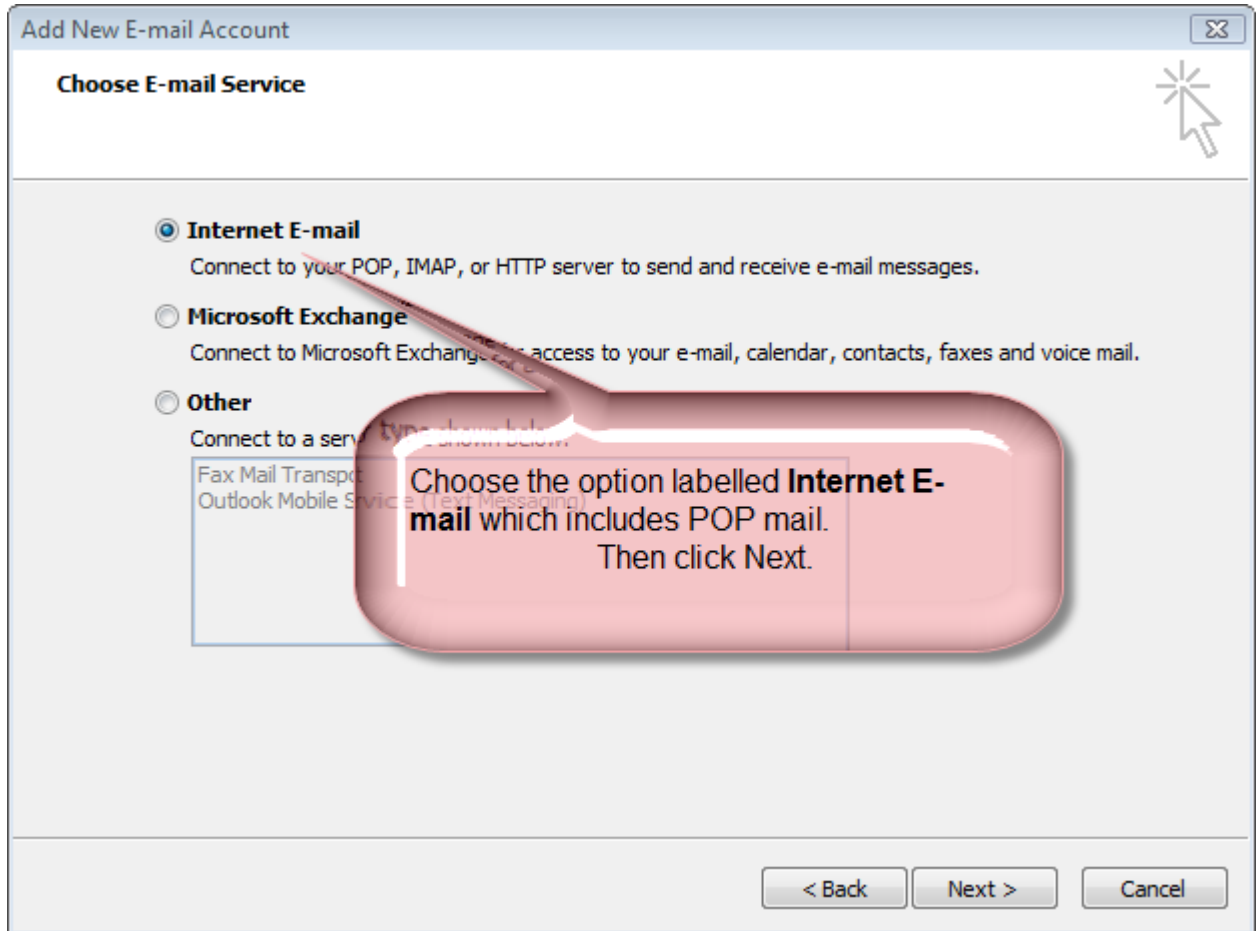
< Back Next > Cancel



POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

- 5) On the next window choose the option labelled Internet E-mail which includes POP mail.





POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

6) Fill in the next window as shown below then click Next to complete.

The screenshot shows the 'Change Account' page with the following sections and callouts:

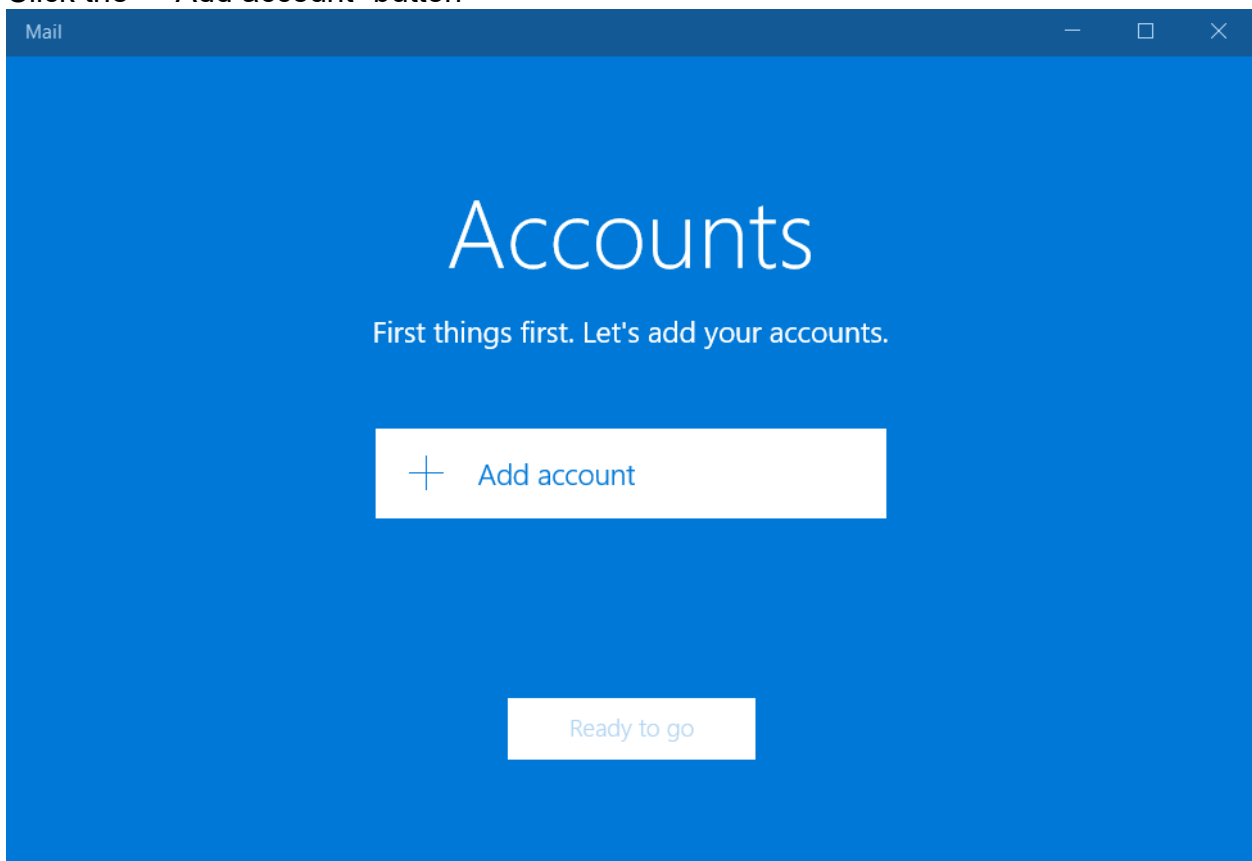
- Internet E-mail Settings**: Each of these settings are required to get your e-mail account working.
- User Information**:
 - Your Name: Judd Taylor (Callout: "Your name . This will be shown next to your email address on emails you send")
 - E-mail Address: judd@webhostingaustralia.com (Callout: "Email Address")
- Server Information**:
 - Account Type: POP3 (Callout: "Select POP3")
 - Incoming mail server: mail.webhostingaustralia.com
 - Outgoing mail server (SMTP): mail.webhostingaustralia.com (Callout: "Both your incoming mail server and outgoing mail server (SMTP) should be set to mail.'your domain name'. Eg in this example, the domain the domain name is webhostingaustralia.com.au so the servers are set to mail.webhostingaustralia.com.au")
- Logon Information**:
 - User Name: judd@webhostingaustralia.com (Callout: "Email address")
 - Password: ***** (Callout: "Password")
 - Remember password
 - Require logon using Secure Password Authentication (SPA) (Callout: "Should be unticked")
- Test Account Settings**:
 - After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
 - Test Account Settings button (Callout: "Test Account Settings")
- Buttons**:
 - More Settings ...
 - < Back
 - Next > (highlighted)
 - Cancel



Wednesday, 15 February 2017

Windows 10 Mail

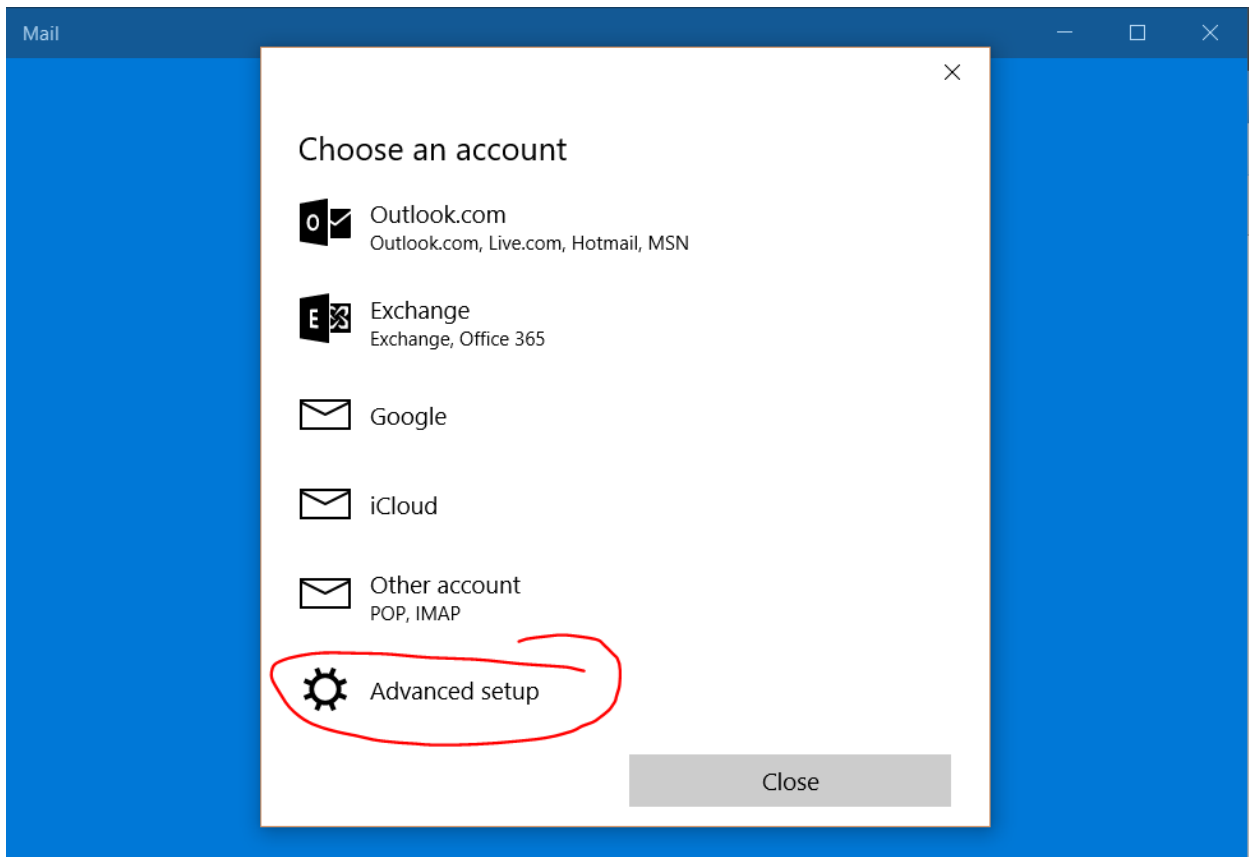
1) When Windows 10 Mail is first opened, you'll be greeted with a screen similar to below. Click the "+ Add account" button





Wednesday, 15 February 2017

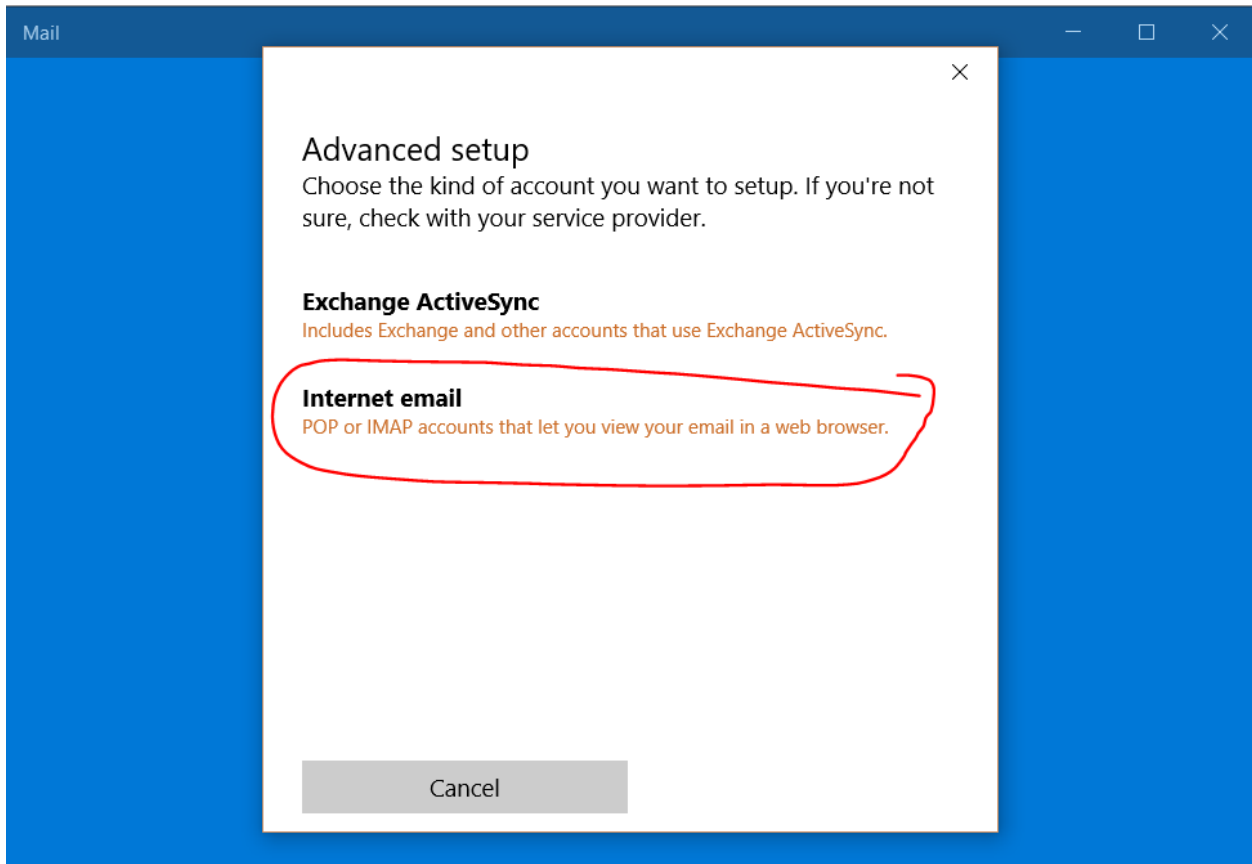
2) Click "Advanced setup"





Wednesday, 15 February 2017

3) Click "Internet email"





Wednesday, 15 February 2017

4) Enter your details similar to shown below then click "Sign In"

The screenshot shows the 'Internet email account' setup window. The fields and their values are:

- Account name: judd@webhostingaustralia.com.au
- Your name: Judd
- Incoming email server: mail.webhostingaustralia.com.au
- Account type: POP3
- Email address: judd@webhostingaustralia.com.au
- User name: judd@webhostingaustralia.com.au
- Password: [Redacted]
- Outgoing (SMTP) email server: mail.webhostingaustralia.com.au

Checkboxes:

- Outgoing server requires authentication
- Use the same user name and password for sending email
- Require SSL for incoming email
- Require SSL for outgoing email

Buttons: Cancel, Sign in

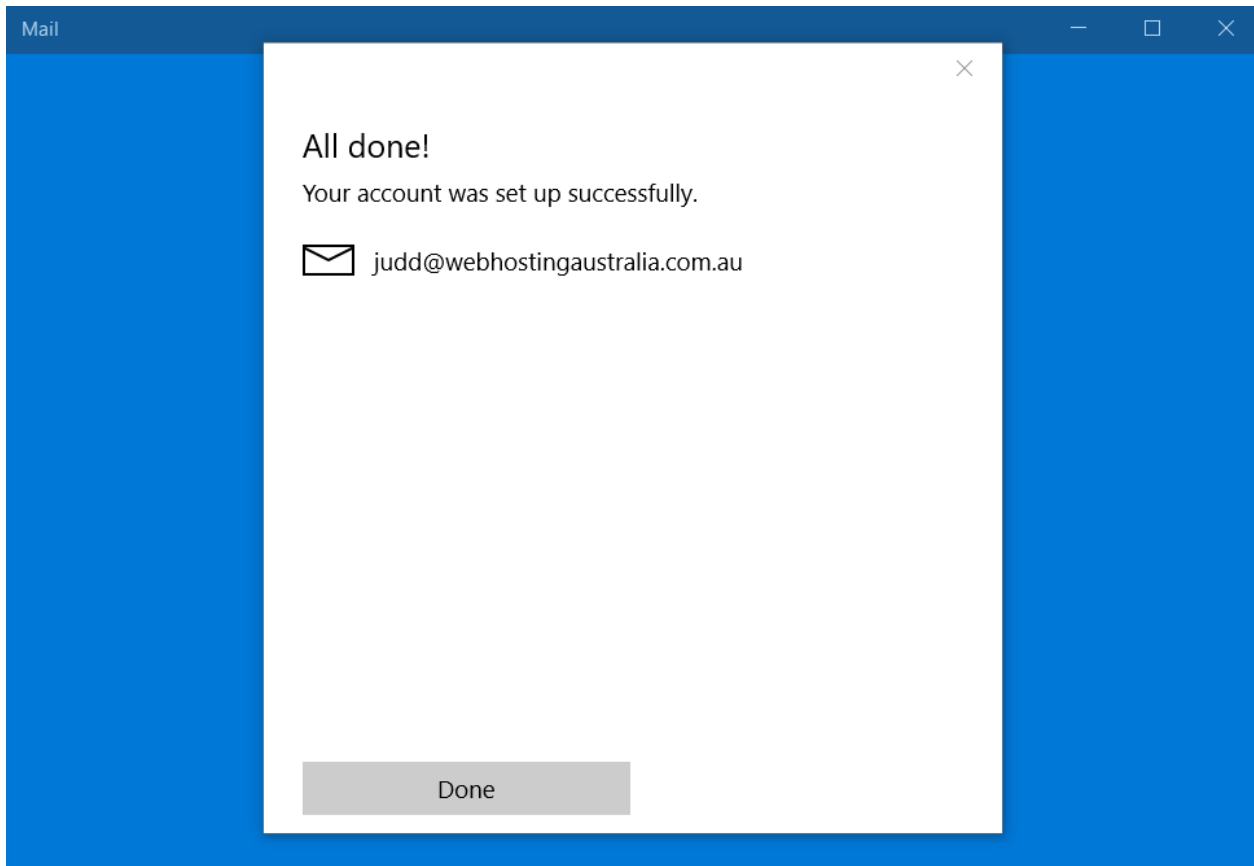
Callouts:

- Both your incoming mail server and outgoing mail server (SMTP) should be set to mail."your domain name" Eg in this example, the domain the domain name is webhostingaustralia.com.au so the servers are set to mail.webhostingaustralia.com.au
- Username is your full email address
- Both your incoming mail server and outgoing mail server (SMTP) should be set to mail."your domain name" Eg in this example, the domain the domain name is webhostingaustralia.com.au so the servers are set to mail.webhostingaustralia.com.au
- Ensure SSL is not ticked



Wednesday, 15 February 2017

5) If all details have been entered correctly, a screen similar to below will be display. Click “Done” to close.

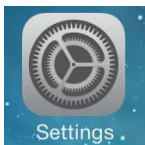




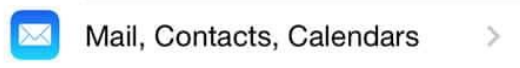
Wednesday, 15 February 2017

iPhone

1) Press the Home button and choose Settings.



2) Scroll down and click Mail, Contacts, Calendars



3) Click Add account





Wednesday, 15 February 2017

4) Scroll down and select 'Other' from the list



5) Select 'Add mail account'





Wednesday, 15 February 2017

6) Type in the following information to the screen

Name: Your full name. This will appear as the sender name when people get an email from you

Email: Your email address

Password: Your password for the email account

Description: You can type anything as your description but I would suggest you use your email address

It will then go and look up your account.

Cancel	New Account	Next
------------------------	--------------------	----------------------

Name

Email

Password ●●●●●●●●●●

Description

7) Click Next at the top right of the screen.



POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

8) Click POP at the top. It should turn blue when you select it.

Cancel **New Account** Next

IMAP **POP**

Name

Email

Description

INCOMING MAIL SERVER

Host Name mail.example.com

User Name Required

Password ●●●●●●●●●●

OUTGOING MAIL SERVER

Host Name smtp.example.com

9) Name, Email and Description should be already filled in as you added these earlier. Enter your full email address for the username and the password provided by MelbourneOnline.

Both your incoming mail server and outgoing mail server (SMTP) should be set to mail."your domain name"

For example, the domain the domain name for Judd@ webhostingaustralia.com.au is webhostingaustralia.com.au so the servers would be set to mail.webhostingaustralia.com.au



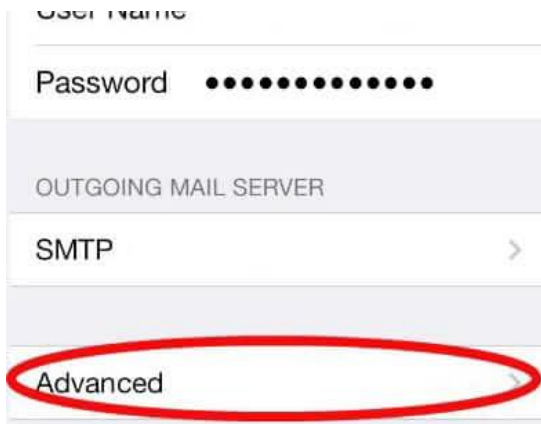
POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

10) Click save at the top right and your iPhone, iPad or iPod Touch will verify your settings.

11). Next you need to check you are using the correct 'port numbers' for your email account. Once the account details have been saved you will go back to the Mail, Contacts, Calendars screen. Click your account from the list.

12). Scroll down and select Advanced

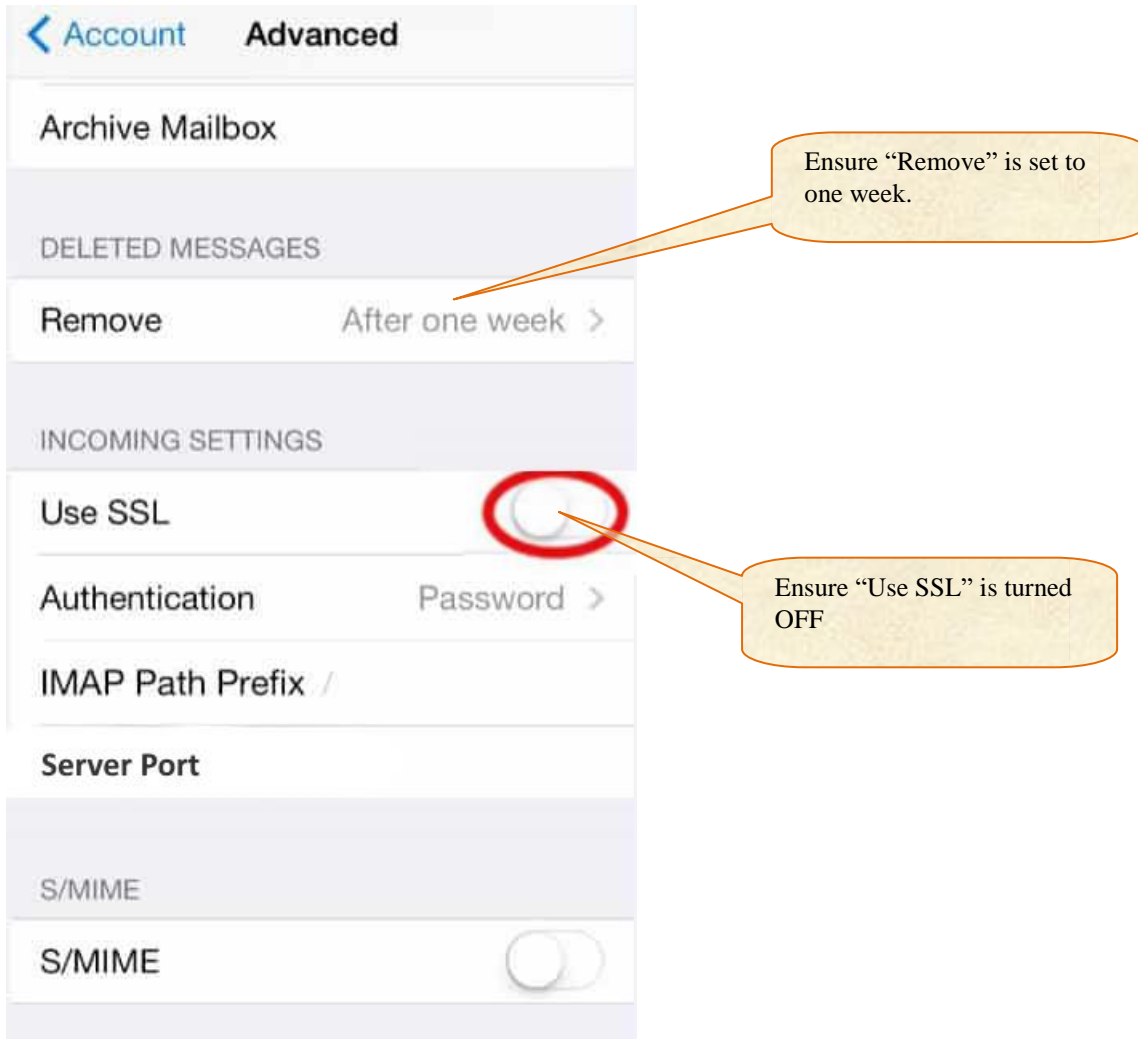


13) Type in the port number and choose if you want to use SSL for incoming email (most email accounts use SSL as this protects you and keeps your messages private).



POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017



15. Click the button at the top left to return to the previous screen.

16. Click on the outgoing host name on the screen

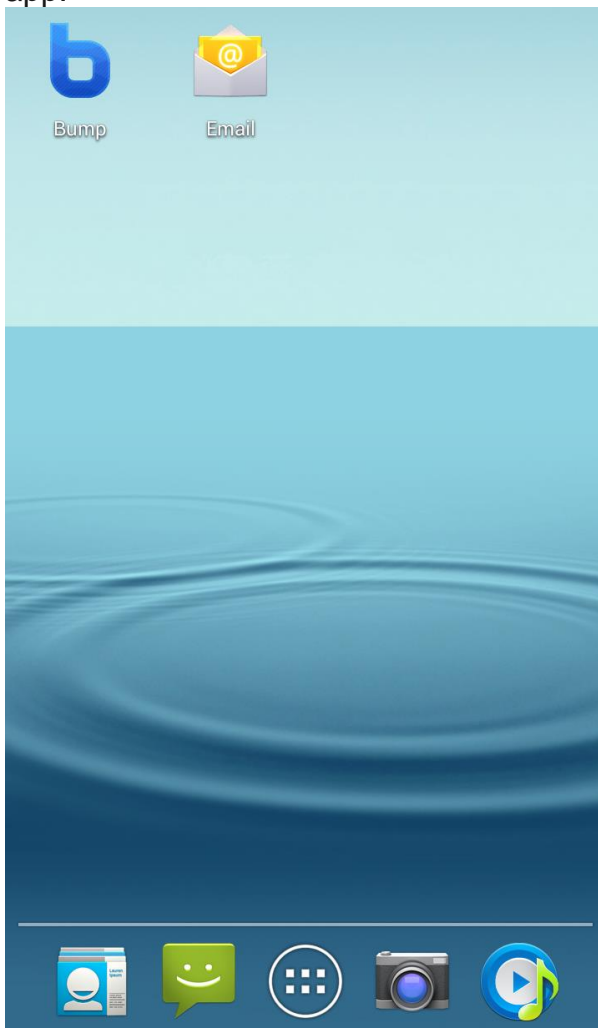
18. That's it!



Wednesday, 15 February 2017

Android (eg Samsung, HTC)

1. From the home screen of your Android phone, press the **Email** icon (this might be on your home screen, but might also be lurking in your Apps folder) to open the app.





POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

2. On the **Set up Email** screen, complete the following details:

Click **[Manual Setup]**

Set up email

You can configure email for most accounts in a few steps

johnsmith@example.com.au

.....

Show password

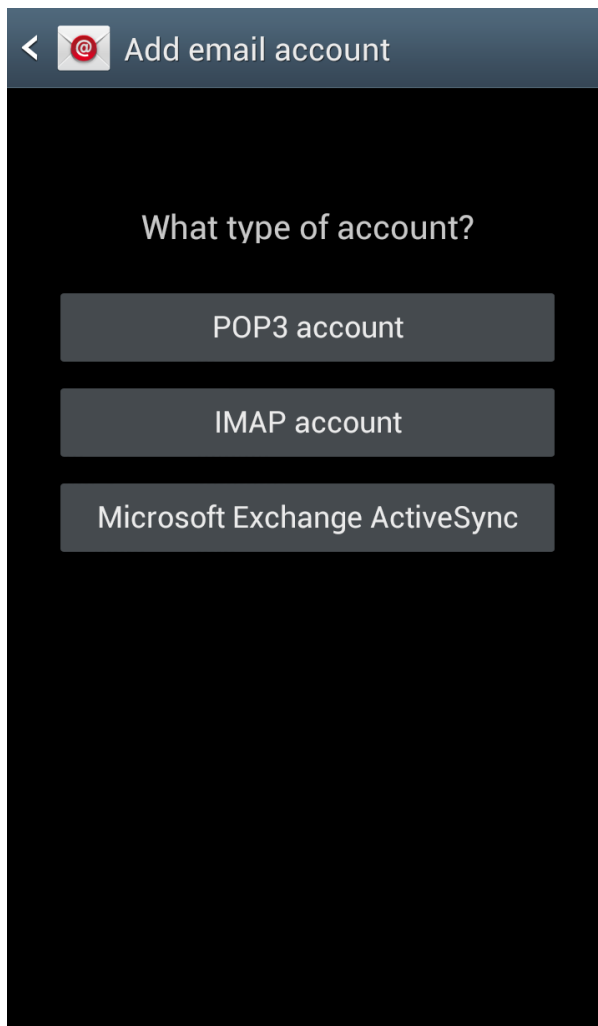
Manual setup Next

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
@ # & * - + = ()
a s d f g h j k l
↑ _ \$ " ' : ; / ← x
123 , . ,!? ☺ ←



Wednesday, 15 February 2017

3. Click [**POP3 Account**]





Wednesday, 15 February 2017

4. Complete the following information:

POP3 Server: Your POP3 mail server should be set to mail."your domain name"

For example, the domain the domain name for Judd@ webhostingaustralia.com.au is webhostingaustralia.com.au so the servers would be set to mail.webhostingaustralia.com.au

Username: Your full email address

Password: Your password provided by MelbourneOnline

Delete email from server: Set to 1 week

< Incoming server settings

Username
johnsmith

Password
.....

POP3 server
pop3.example.com.au

Security type
None

Port
110

Delete email from server
Never

Next

Set "Delete email from server" to 1 week.

5. Click [Next]



Wednesday, 15 February 2017

6. On the Outgoing Server settings page, fill in the following information:

SMTP Server: Set the SMTP set the same as the incoming server (step 4)

Username: Your full email address

Password: Your password provided by MelbourneOnline

< @ Outgoing server settings

SMTP server
smtp.example.com.au

Security type
None

Port
587

Require sign-in

User name
johnsmith@example.com.au

Password
.....

Next


7. Click [**Next**]



POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

8. On the Account Options page, you can edit some of the basic options to suit your needs, including how often you want your emails to download from the server and whether or not you want a notification each time you receive an email.

<  Account options

Peak schedule
Every 15 minutes

Off-peak schedule
Every 15 minutes

Sync Email

Notify me when email arrives

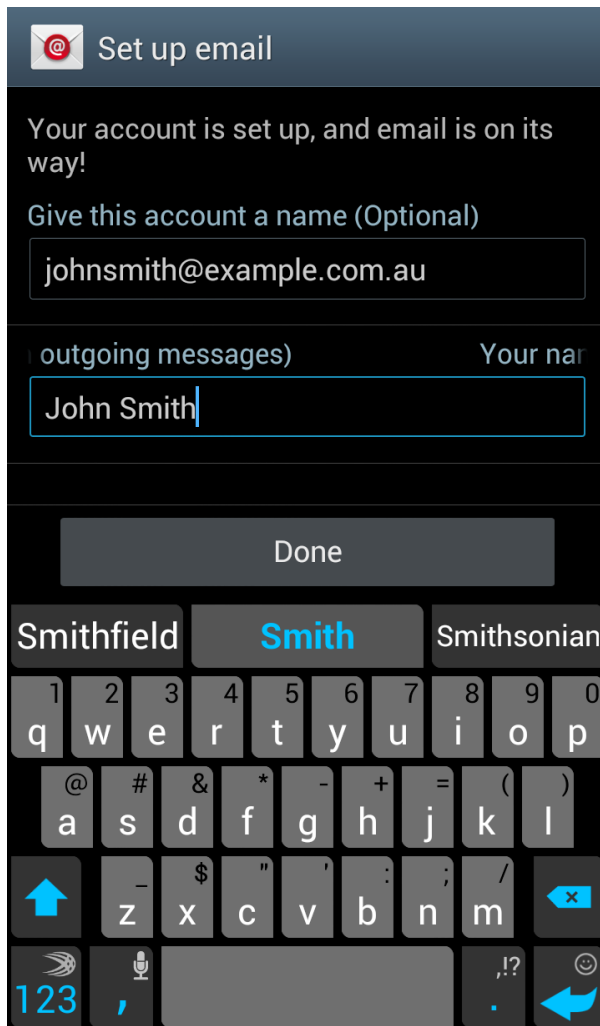
Next



POP Email Setup Instructions
Document version 1.0

Wednesday, 15 February 2017

9. On the last page of your Android email set up, you can give your account a name and edit the name that appears on your outgoing messages.



10. Click **[Done]** to be taken to your inbox.