



Email support at [support@wysi.co.uk](mailto:support@wysi.co.uk)

## How to set up email accounts.

### MS Outlook

1. Open Outlook and go to **Tools** from the top menu bar.
2. Now select **Account Settings**.
3. Make sure the **Email** tab is selected and click **NEW**
4. Say YES to Microsoft Exchange, **POP3** or IMAP and click NEXT
5. Now tick 'Manually configure settings' from the bottom of the screen. Click NEXT.
6. Choose Internet Email (POP3 etc.)
7. Complete the next screen, typing your name (by which you want others to know you), your email address, select **POP3** for the account type, enter 'mail.interdns.co.uk' (without the ') for the incoming mail server address, and 'smtp.interdns.co.uk' for the outgoing mail server.
8. Your username will already have been advised to you by wysi (or One Step Ahead). Enter this username. NOTE : If your website is called widgets.com, your email account name will look like this : janedoe@widgets – not [janedoe@widgets.com](mailto:janedoe@widgets.com).
9. Enter your password in the box provided. This will have been supplied to you by wysi (or One Step Ahead) by phone or email.
10. Now click '**More Settings**'.
11. Ensure that the box 'My outgoing mail server requires authentication' **is** ticked. This will allow you to send mail from our server from anywhere in the world, without changing the smtp address to the ISP.
12. Now click '**Test Account Settings**'.
13. Outlook should now test the account by contacting the wysi mail server and sending you a welcome email.

### Trouble-shooting.

#### Username.

The most common cause of errors when setting up a new email account is the username, sometimes called the account name. Please check you have entered the username exactly as it was shown in your email (or advised by phone). If you are called Jane Doe and the domain name is [www.widgets.com](http://www.widgets.com), your account username will be in the format yourname@widgets – where widgets is the name of the account on our server.

#### Port settings.

The incoming mail server port should be set to 110 and outgoing to 25. Check these settings if you are having trouble sending and receiving.