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## Work Instruction

# Set up Email Account in Outlook

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**Implementation  
Approval:**

**Process Owner:  
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**Implementation:**

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## 1. PREPARATION

Before Setting up your account you will need the following information:

Email Address:

Password:

Incoming Server (POP3):

Outgoing Server (SMTP):

For the purposes of this example we will use the following information, when you set up your account just replace the demo info with the real info.

Email Address: **email@company.com.au**

Password: **mypassword**

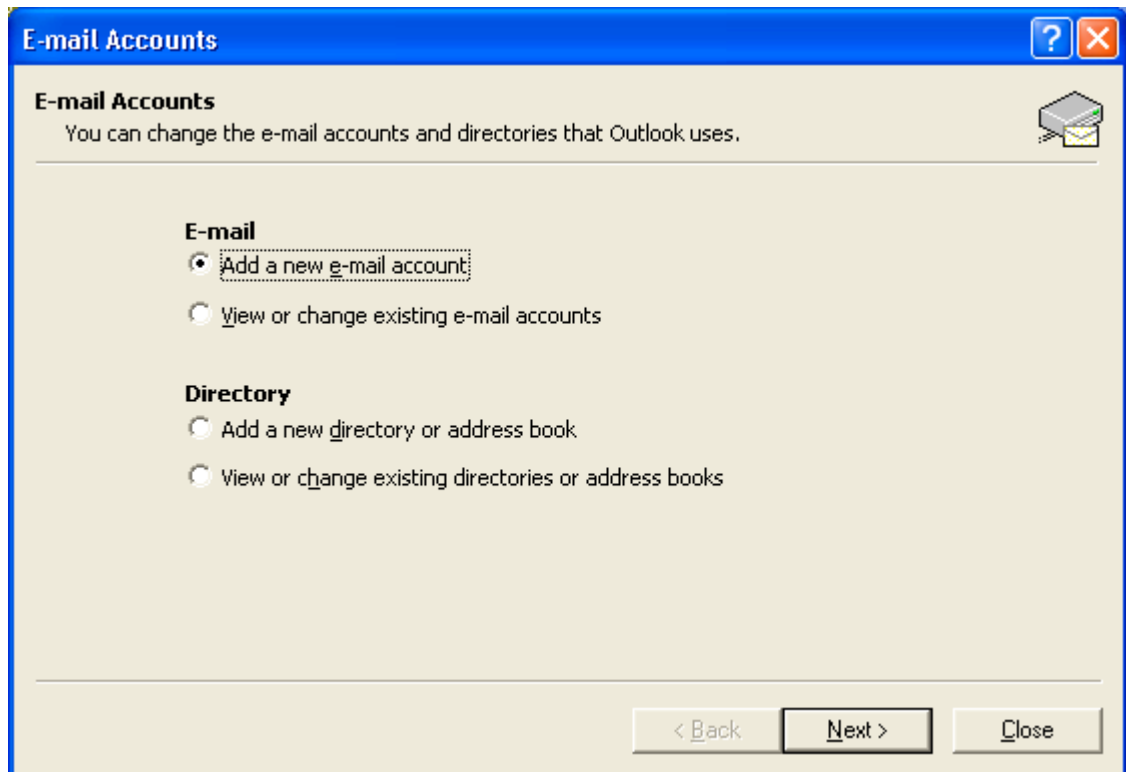
Incoming Server (POP3): **mail.company.com.au**

Outgoing Server (SMTP): **mail.company.com.au**

This setup takes into account that you wish to both send and receive mail through our server.

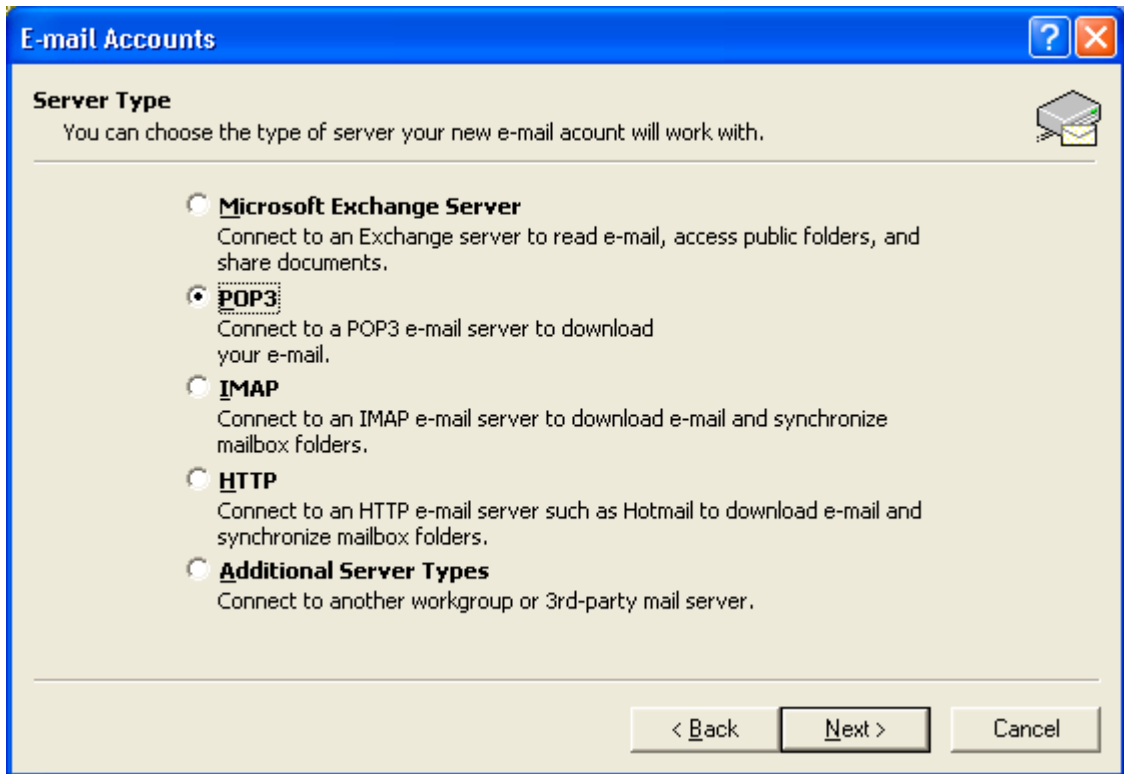
## 2. INITIAL SETUP

First thing to do is setup the new account, in Outlook on the toolbar select **T**ools, then **E-mail A**ccounts. Click on **A**dd a new e-mail account.

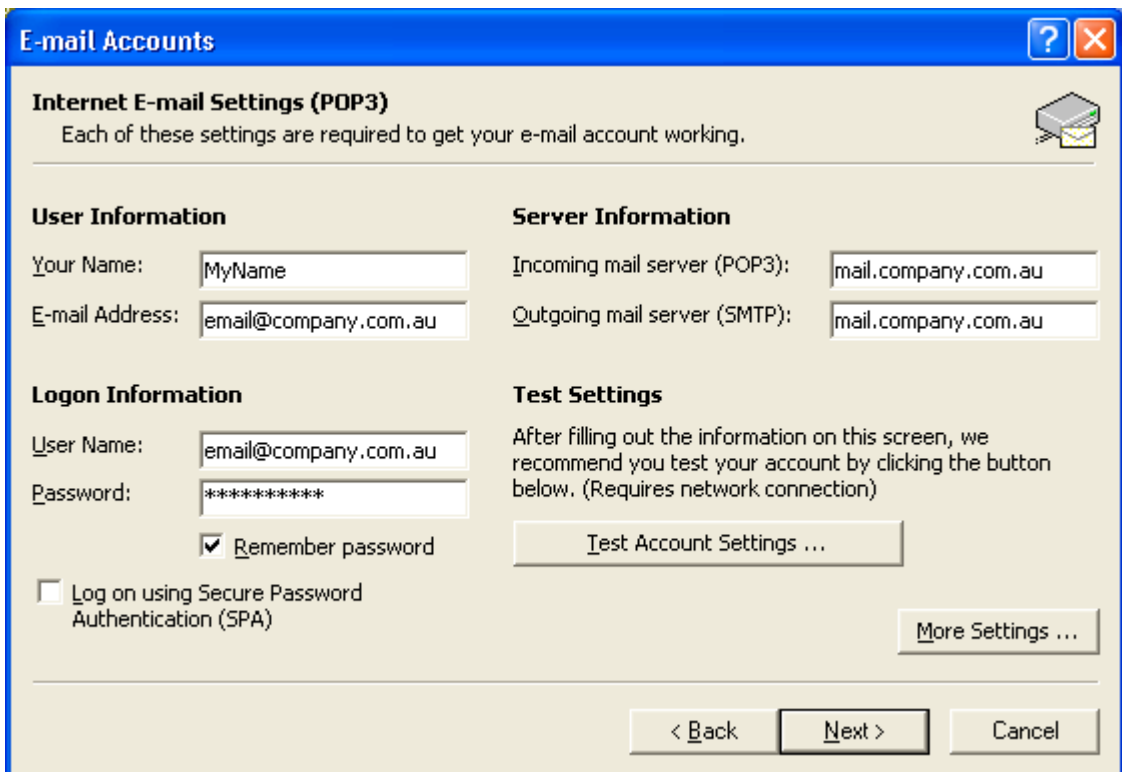


Then click on **N**ext .

Select **POP3** and click on **Next** .



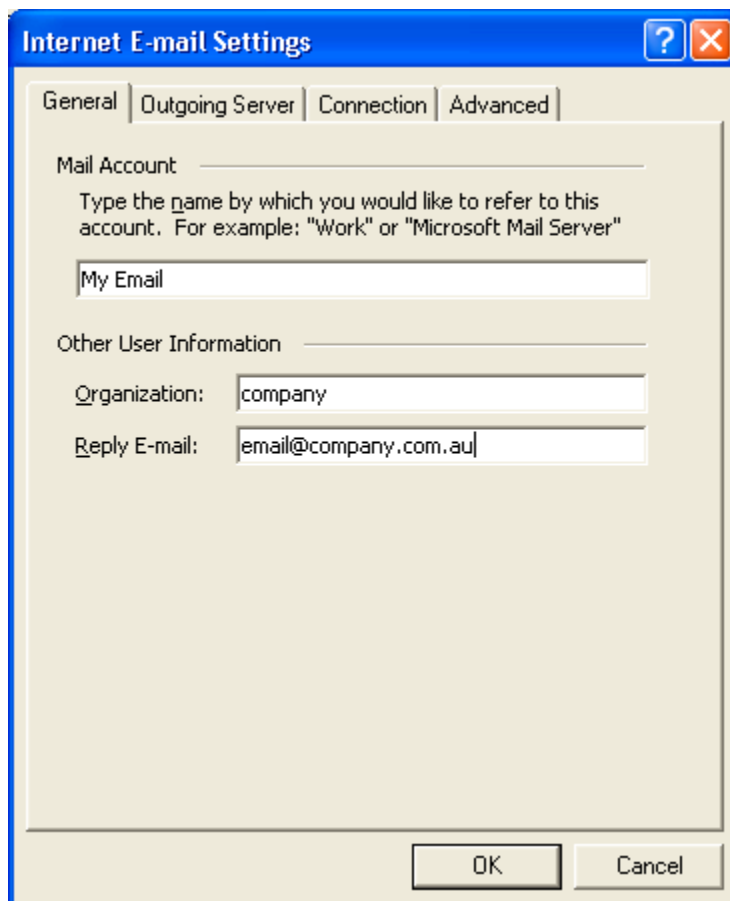
You now need to enter your information



Note: when you enter the information Outlook will suggest that you only need to enter the first part of your email address but you will need to enter the full email address.

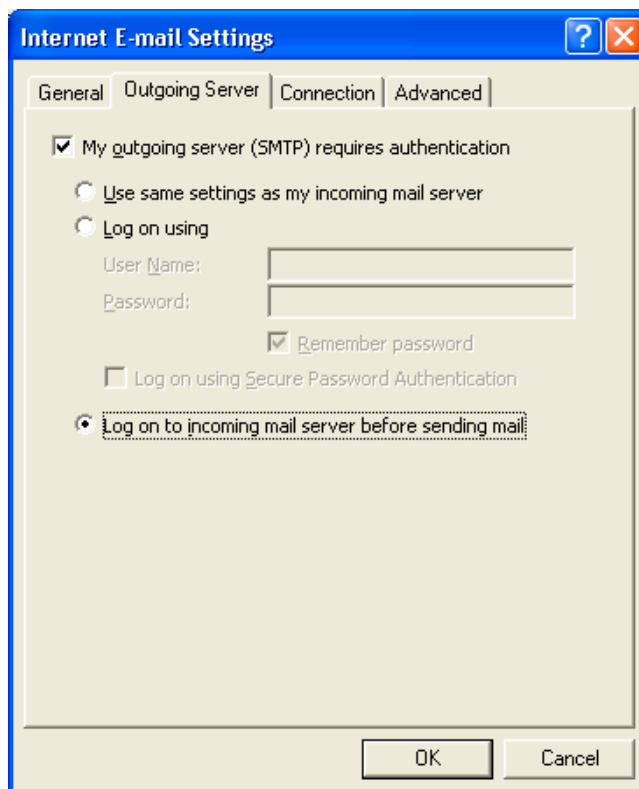
Click on **More Settings ...**

On the General tab fill in the details, for the Account name just give it a name the other settings are optional and are what will be displayed.

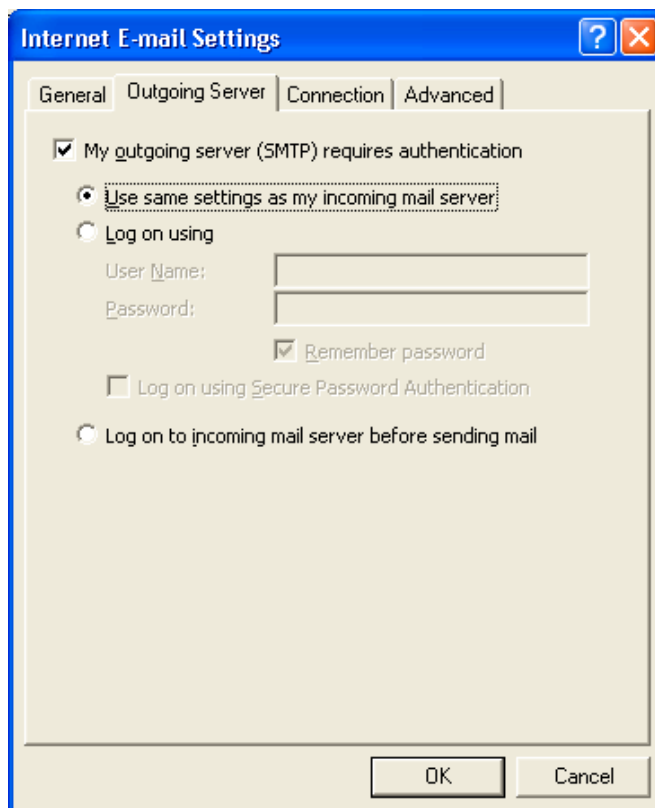


After you have filled in the General settings click on the Outgoing Server tab and tick the **My outgoing server (SMTP) requires authentication.**

If you are sending and receiving mail on this account click on the **Log on to incoming mail server before sending mail.**



If you are only using this account to send email then click on the **Use same settings as my incoming mail server**.



After you have made your changes click on the Connection tab.

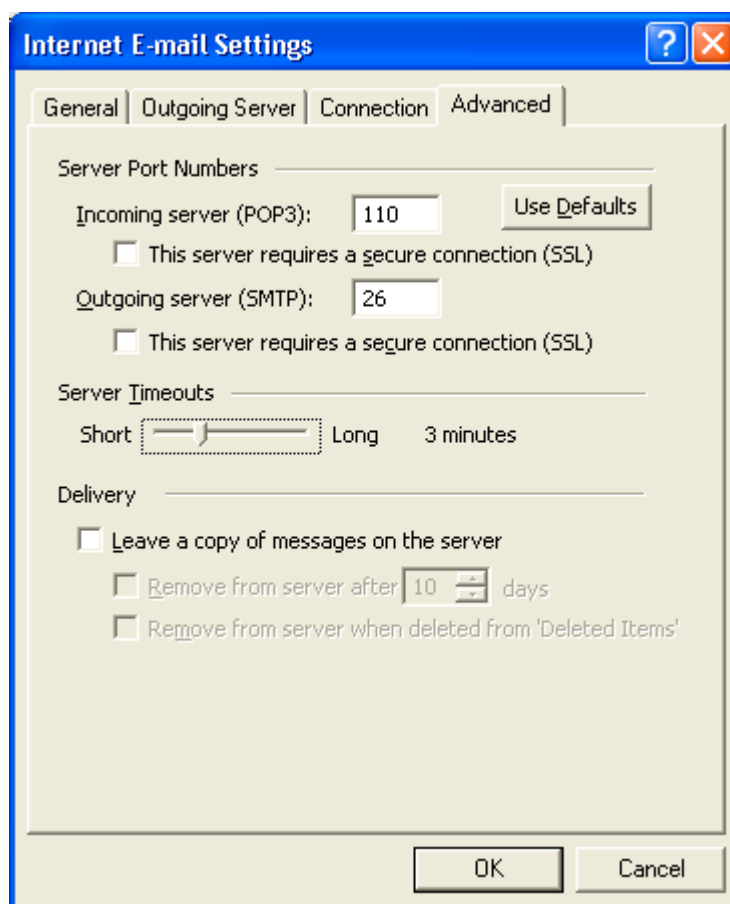
Change the setting to the connection you use to access the internet.

After you have made your changes click on the Advanced tab.

Most ISP's (the companies that provide access to the internet) are now blocking Port 25 which give you access to the mail server. If you are sending mail via our server then we recommend you change the Outgoing Server port to 26 as we run our mail server on both ports.

To change the settings in outlook on the Advanced tab change the **Outgoing server (SMTP):** to 26.

In addition move the Server Timeouts slider up from its default setting of 1 minute up to 3 Minutes, this should stop any time out problems if you receive large ammounts of emails or emails with large attachements.



Make sure that the **Leave a copy of messages on the server** is not ticked otherwise you account will fill up.

After you have made the changes click on **OK**.

Click on Next, then Finished.

You have set up your account.



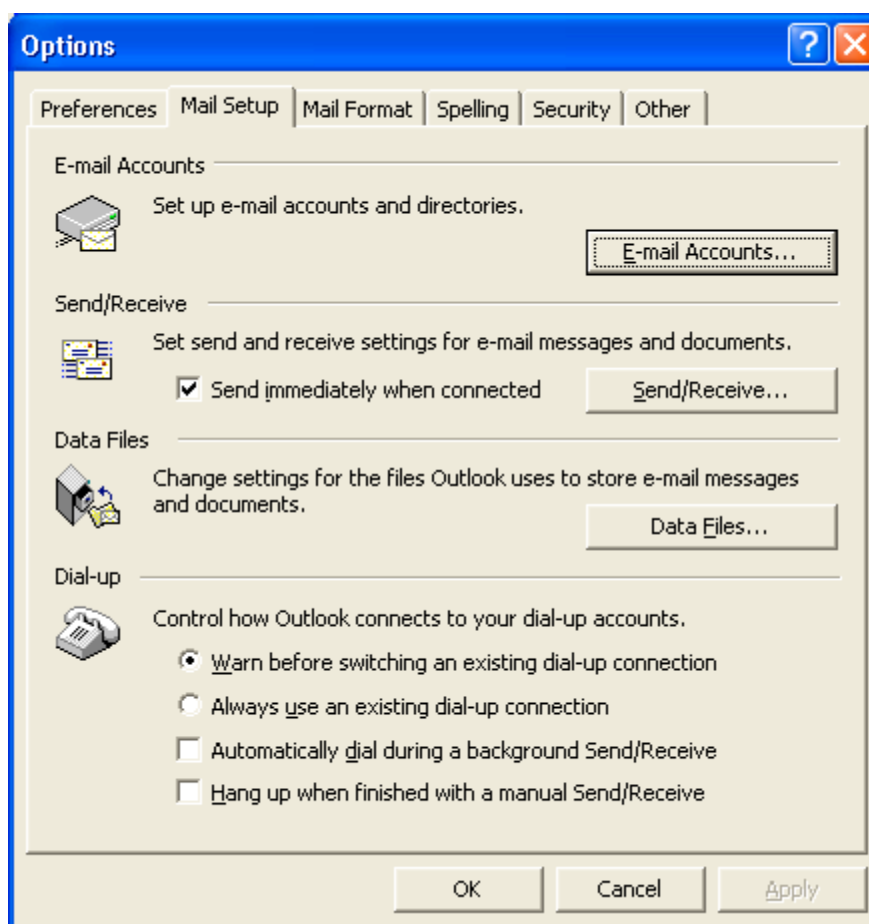
### 3. ADDITIONAL OPTIONS

#### 3.1. Send Only Accounts

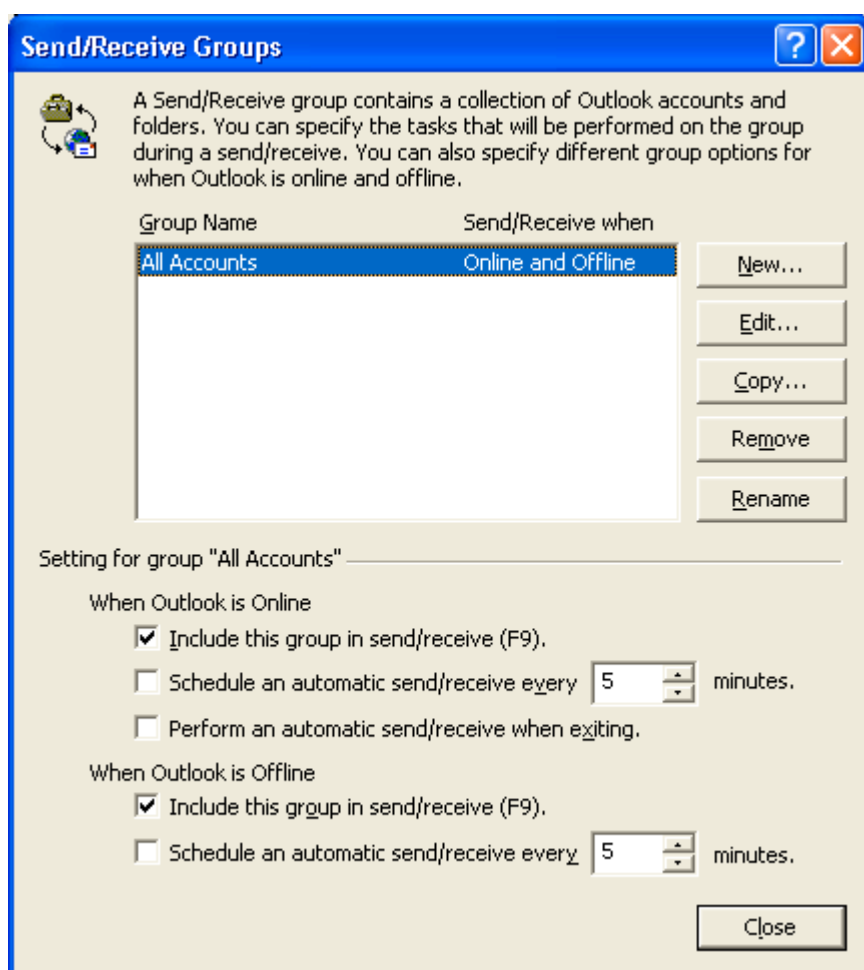
If you are setting up an email account for send only (ie. You share the account with others and you only need to send) then you will need to make additional changes to your email setup.

In Outlook on the toolbar select **T**ools, then **O**ptions.

Click on the Mail Setup tab.

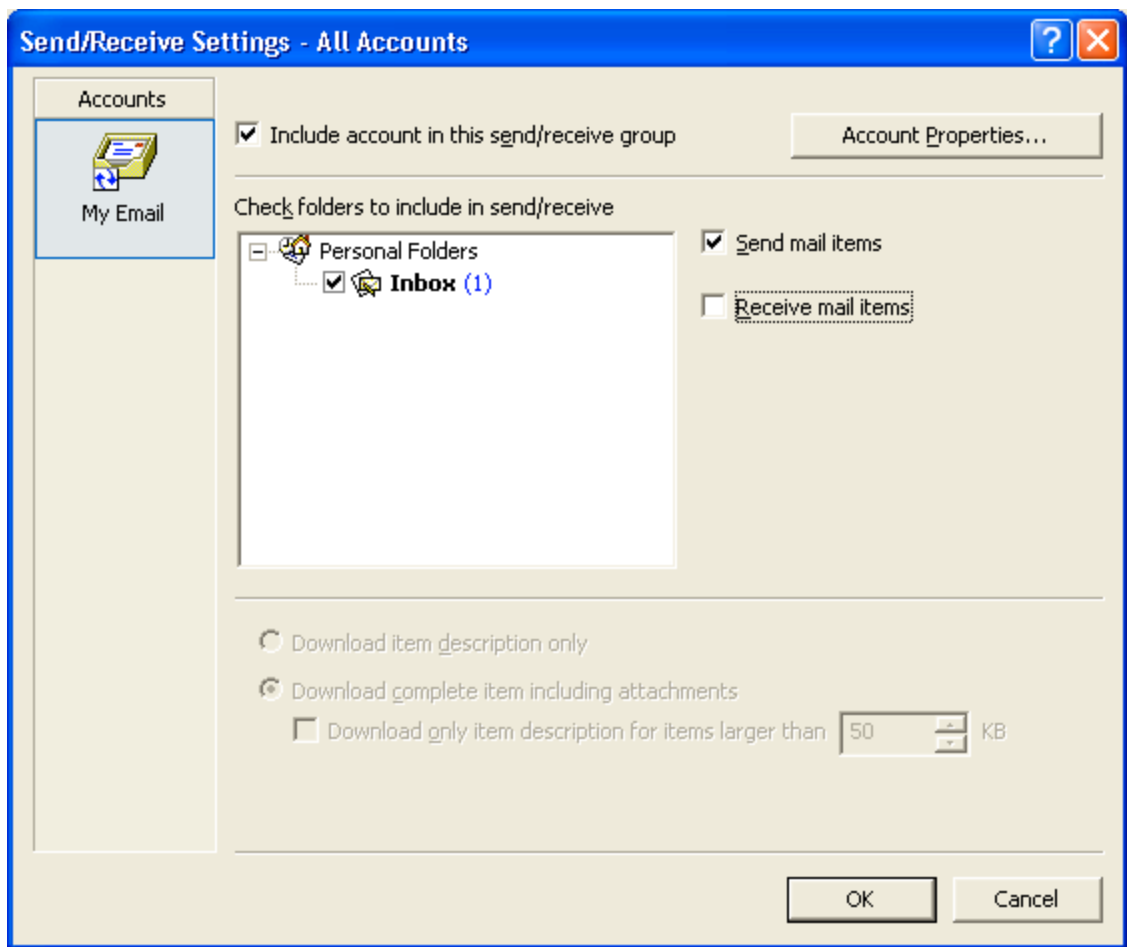


Click on the **S**end/Receive button



Click on Edit.

Then select the email account you just setup and untick the **Receive mail items** option for this account.



Click on **OK** to save your changes, then close and OK to exit the account settings.

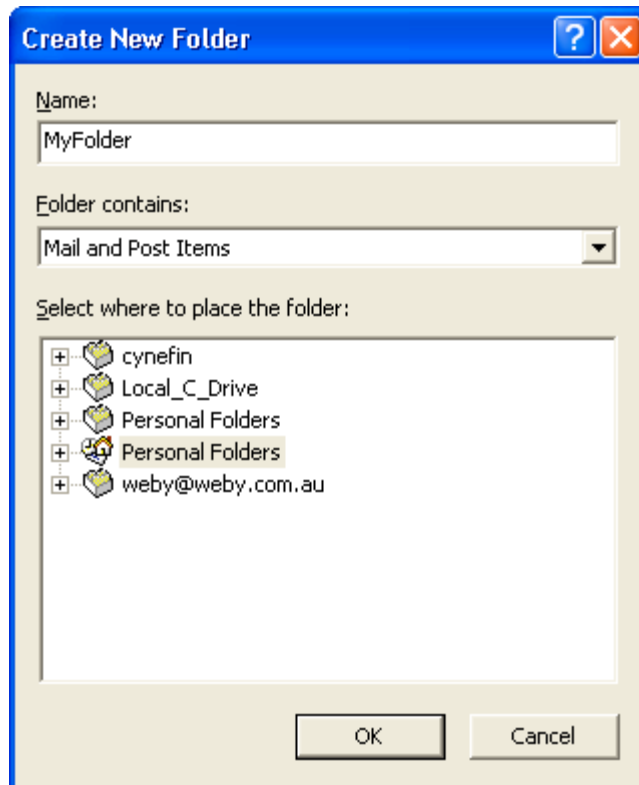
## 3.2. Creating Rules for email

While not exactly part of the setup using rules will allow any incoming emails to be dropped into separate folders for later viewing rather than just dumping everything in the same inbox.

Rules are created using the rules wizard a fairly easy tool once you get the hang of it. For this example we are going to have all the email coming in from the new account drop into a new folder.

### 3.2.1. Step 1 Create the Folder.

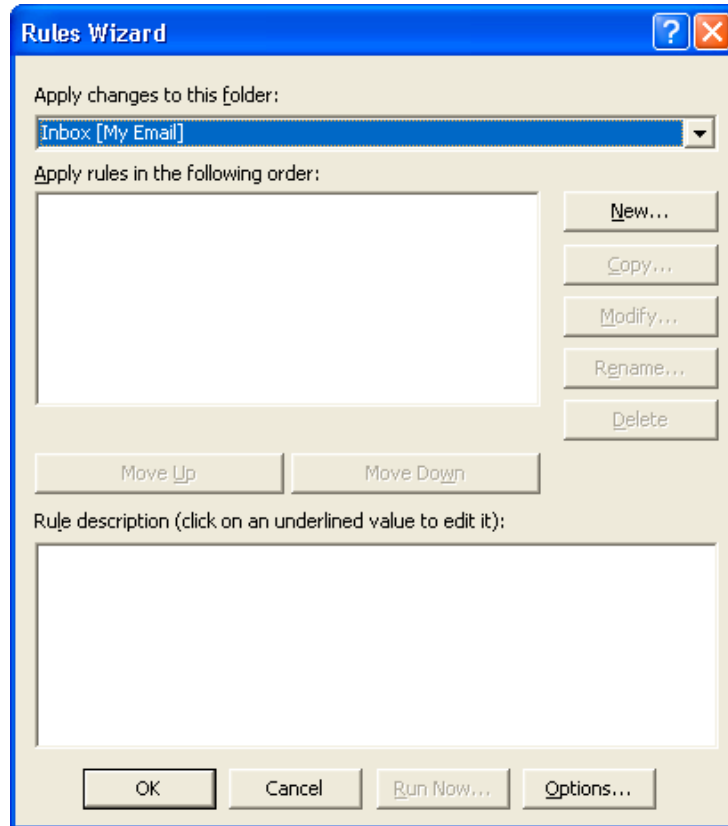
If you do not already have a folder to use then create one by selecting the top folder for the section you want to save it in and right clicking one of the options is new folder. We will call it MyFolder and in this case I will create it under my Personal Folders.



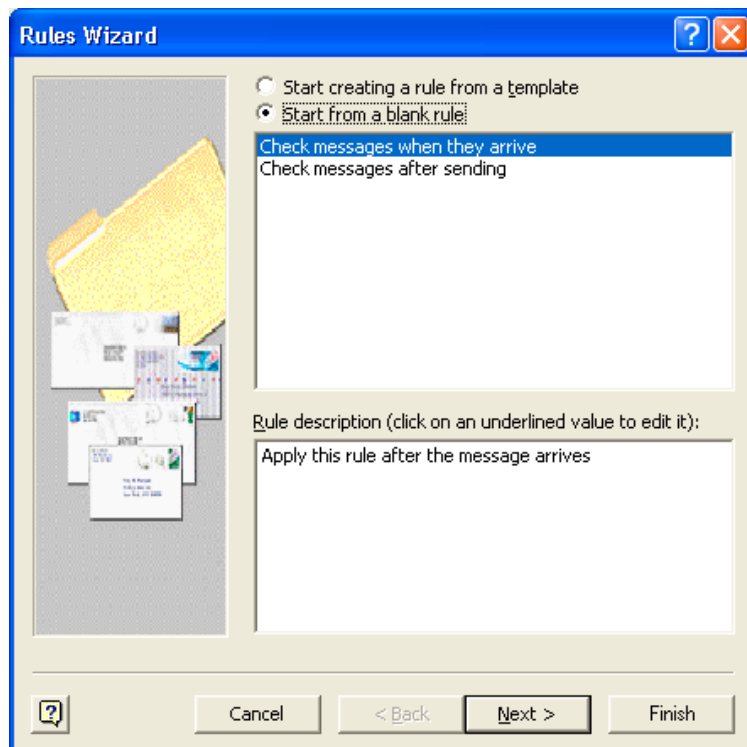
Enter the folder name and click OK.

3.2.2. Create the Rule

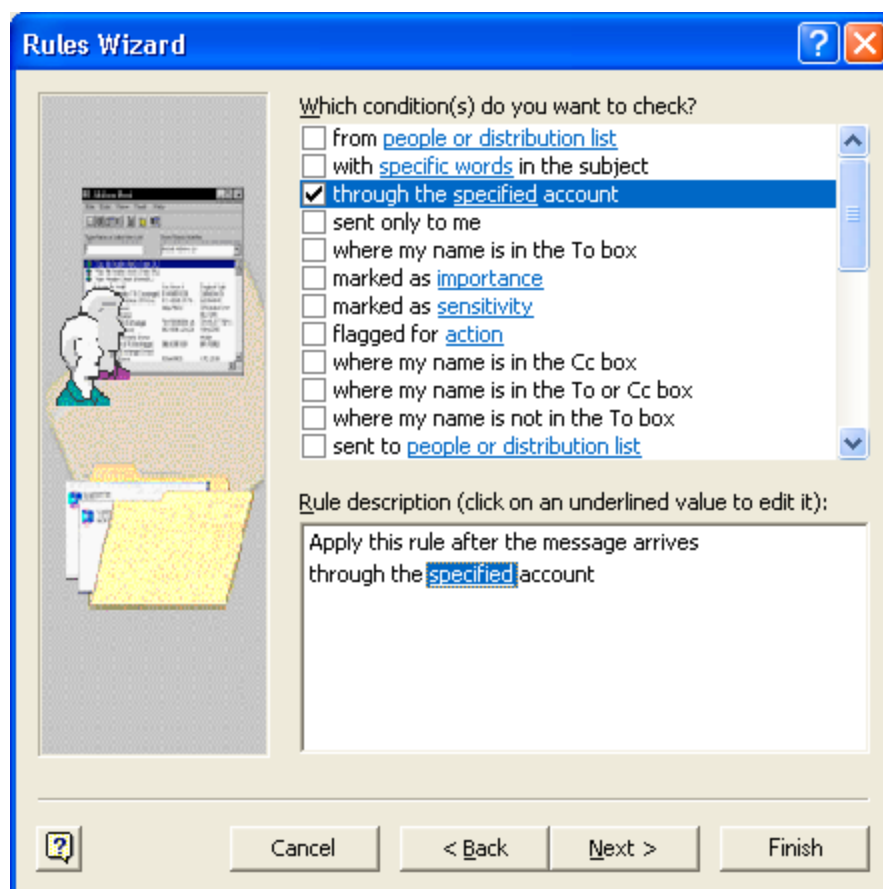
To setup the rule in Outlook on the toolbar select **T**ools, then **R**ules Wizard ....



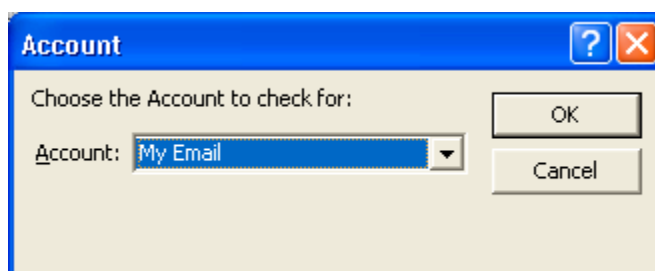
Click on New then **Start from a blank rule**



Click on Next then in the top box select **Through the specified account**

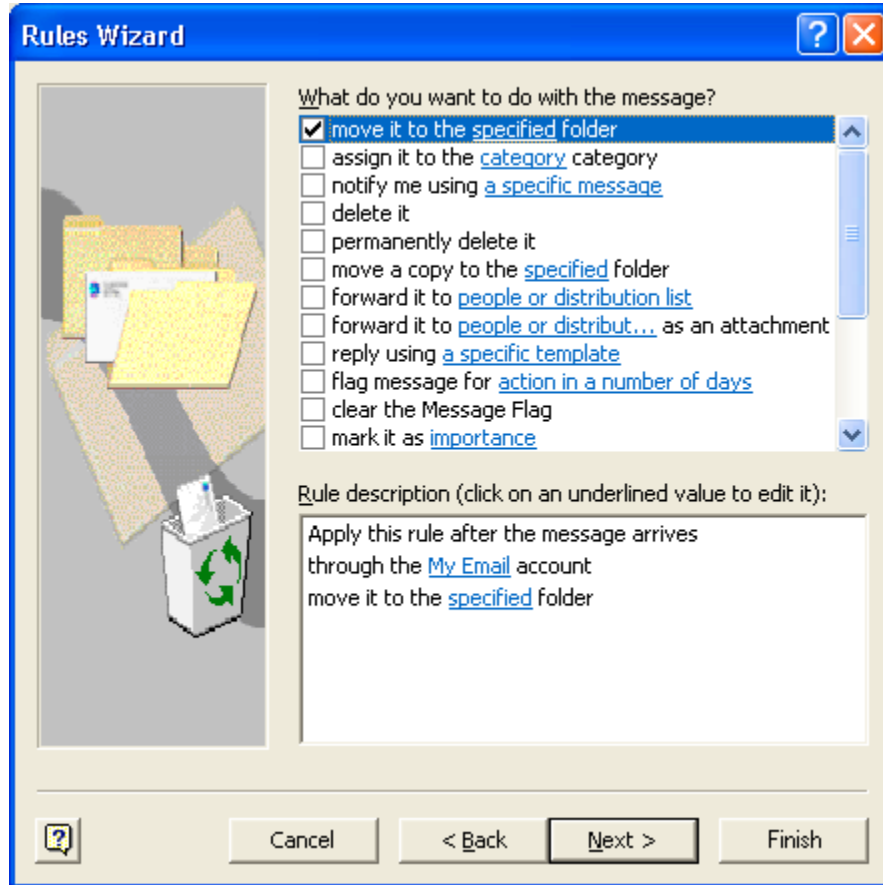


In the lower box click on the highlighted word and make sure it has the name of your new account.

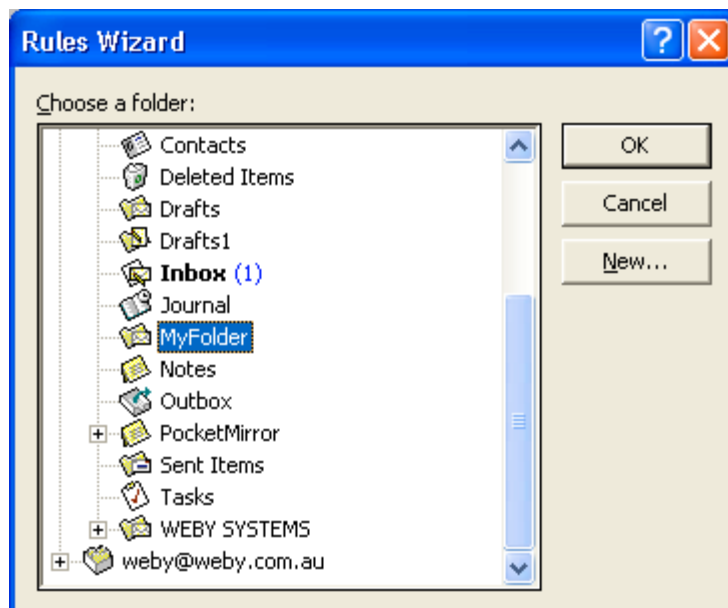


Click on OK, you will notice that **specified** now reads **My Email**.

Click on Next and select move it to the **specified** folder



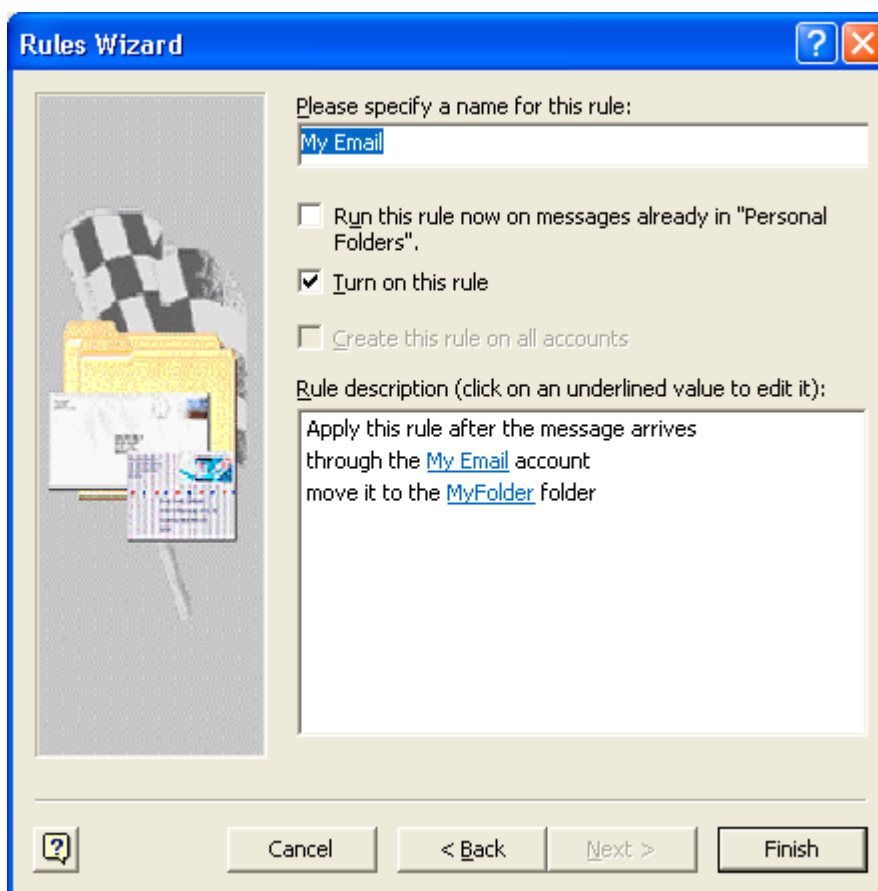
Again select the word specified in the lower box and select the newly created folder or your folder of choice and click on OK.



The word specified will change to the folder name, click on next.

You can set exceptions to the rule if required in this option but we will leave it for now. Click on Next.

You can give the Rule a name or leave it with the default name.



Make sure that the Turn on this rule box is checked.

Click on Finish and you are done click on OK to exit the Rule Wizard.



4. DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

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Record of Issues

Issue No	Issue Date	Nature of Amendment
	26 February, 2005	Initial Draft

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