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Santa Monica, CA 90403

P 310.388-8123
F 310.395-9176
www.companyv.com

Email Set Up Instructions

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REMEMBER to check mail in webmail now and then to learn ham and learn spam!

Tuesday, September 07, 2010

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Important Fist Steps for all Users

DO YOU KNOW YOUR USERNAME AND PASSWORD?

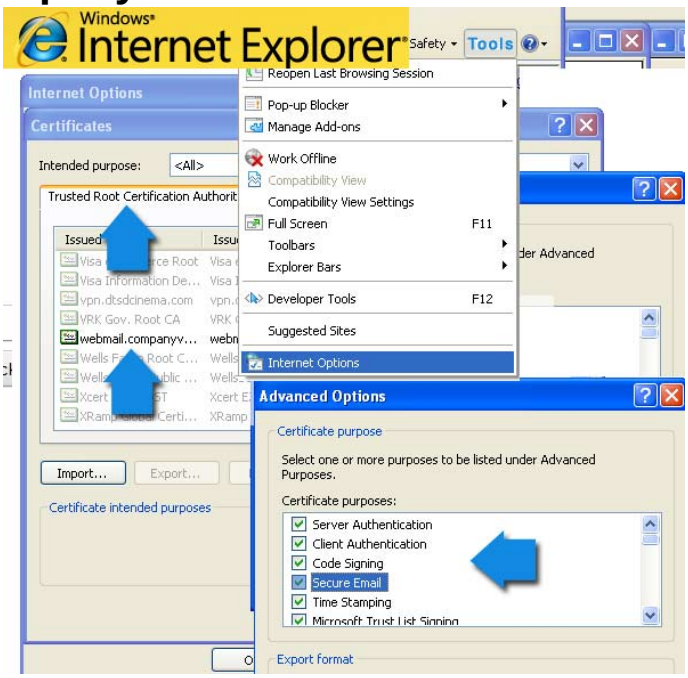
You will need your username and password to set up mail
If you do not know your username and password please call 310 395-7456

Install the Despaminator CompanyV Certificate

YOU MUST Install the Certificate and Trust it as a
"Trusted Root Certification Authority" or outgoing mail will not work.
We also recommend you install it as "Trusted Publisher" as well
YOU MUST enable the options for "server authentication, client authentication and secure email.

Details Instructions for Certificate installation may be found here:
http://www.companyv.com/CV-CERT-instructions.pdf

If you are using a Microsoft Products for mail you must install the Cert using Internet Explorer!



AFTER YOU INSTALL THE CERT - RESTART YOUR MACHINE

What is Your Mail Client?

If you are using a mail client not listed in the document please review the help documentation of your application to be familiar with where you may be required to edit the settings for "Sending mail" And SSL for outgoing mail. Or contact us (companyv.tech@companyv.com)– we may have help documents for your application.

What is Your Incoming And Outgoing Server?

You will be provided your incoming and outgoing server information with your username and password.

You may Leave Mail on server

You may leave mail on the server – that way you can have a backup of incoming mail
The mail server will auto archive your mail.

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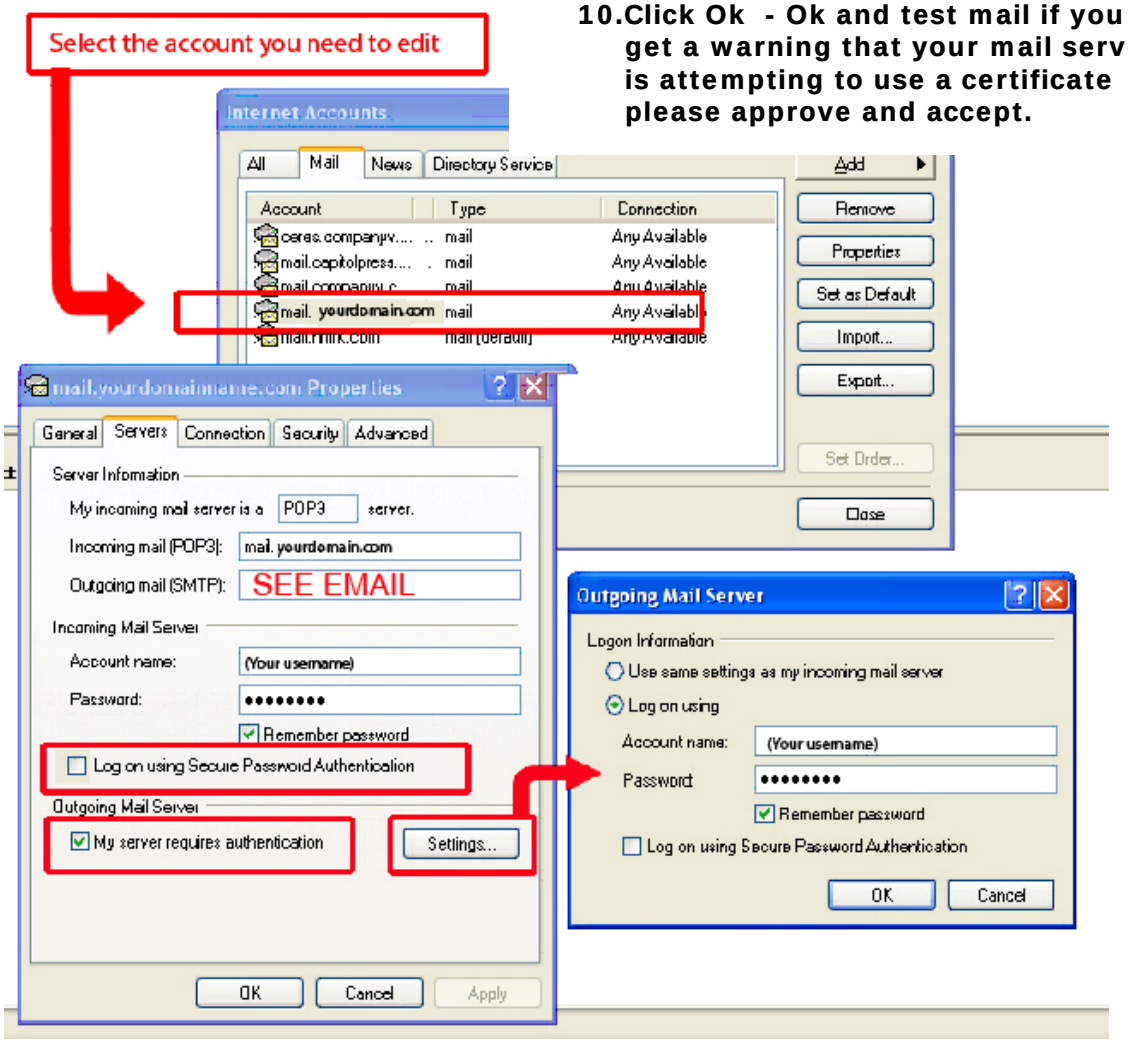
OUTLOOK Express

1. In Outlook Express go to **tools / accounts / mail accounts**
2. Click the Mail tab
3. select your account and under the outgoing server settings
4. **Incoming server** : This is mail.*YourDomain*.com **DO NOT CHECK the box** logon using secure password Authentication for incoming mail
5. **OUTGOING SERVER:**
6. **CHANGE TO THE ONE YOU WERE ASSIGNED BY COMPANYV**
7. **The box** should be checked "My server requires authentication"
8. **Click** on the settings button to the right of that. Where you **had** selected "Use same settings as my incoming server"
9. **change that to "Log on using"** enter your username and password again
10. **Click Ok - Ok and test mail if you get a warning that your mail server is attempting to use a certificate please approve and accept.**



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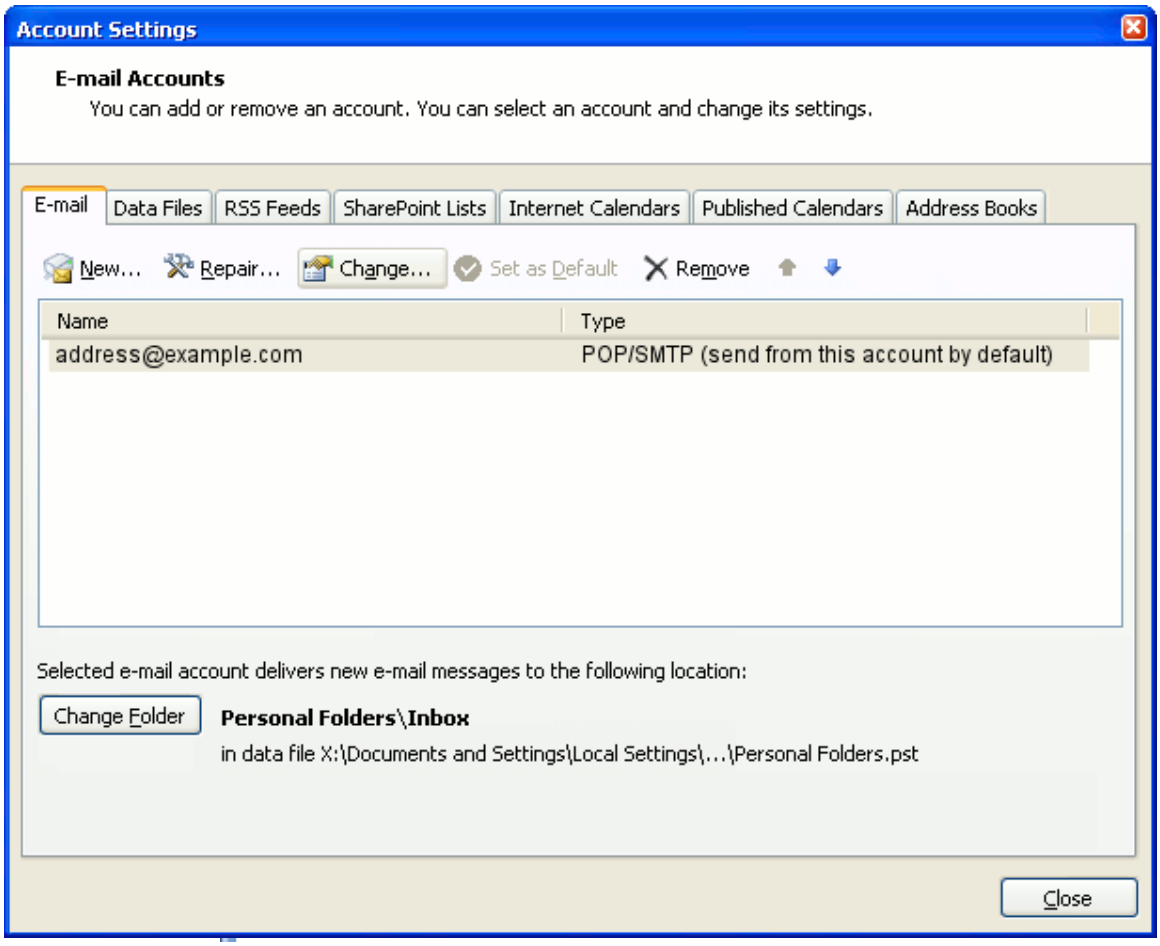
OUTLOOK 2007

1. Start the Microsoft Outlook program.



You can use the Start menu to start Outlook. When it opens, click **Tools**, then **Account Settings** from the menu bar.

2. Select the account to change.

Highlight your e-mail account, then click **Change** to open the settings window. (Do not click **Repair**.)

3. The "Change E-mail Account" window opens.

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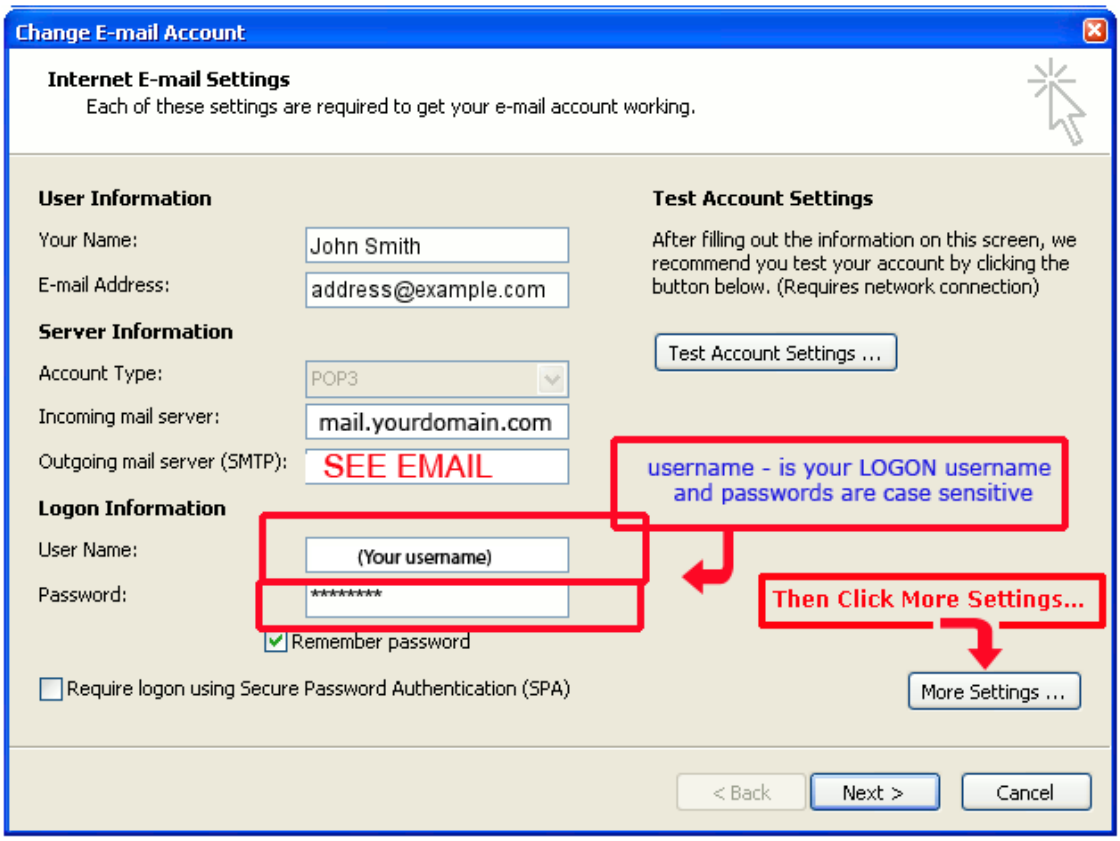
The screen should look something like this:



Do **NOT** check the box Require logon using

4. Click the More Settings button.

Click the **More Settings** button, then choose the **Advanced** tab.

In the **Advanced** tab:

- First, check the box marked **This server requires an encrypted connection (SSL)**
- Make sure that the **Incoming server (POP3)** port number is **110**
  Do **NOT** check the box **"**This server requires an encrypted connection"
- In the **Use the following type of encrypted connection** list, choose **TLS**
  YOU MUST check the box "This server requires an encrypted connection"
- Make sure that the **Outgoing server is the one you were instructed to use you may use either port 25 or port 587**
- **See image next page:**

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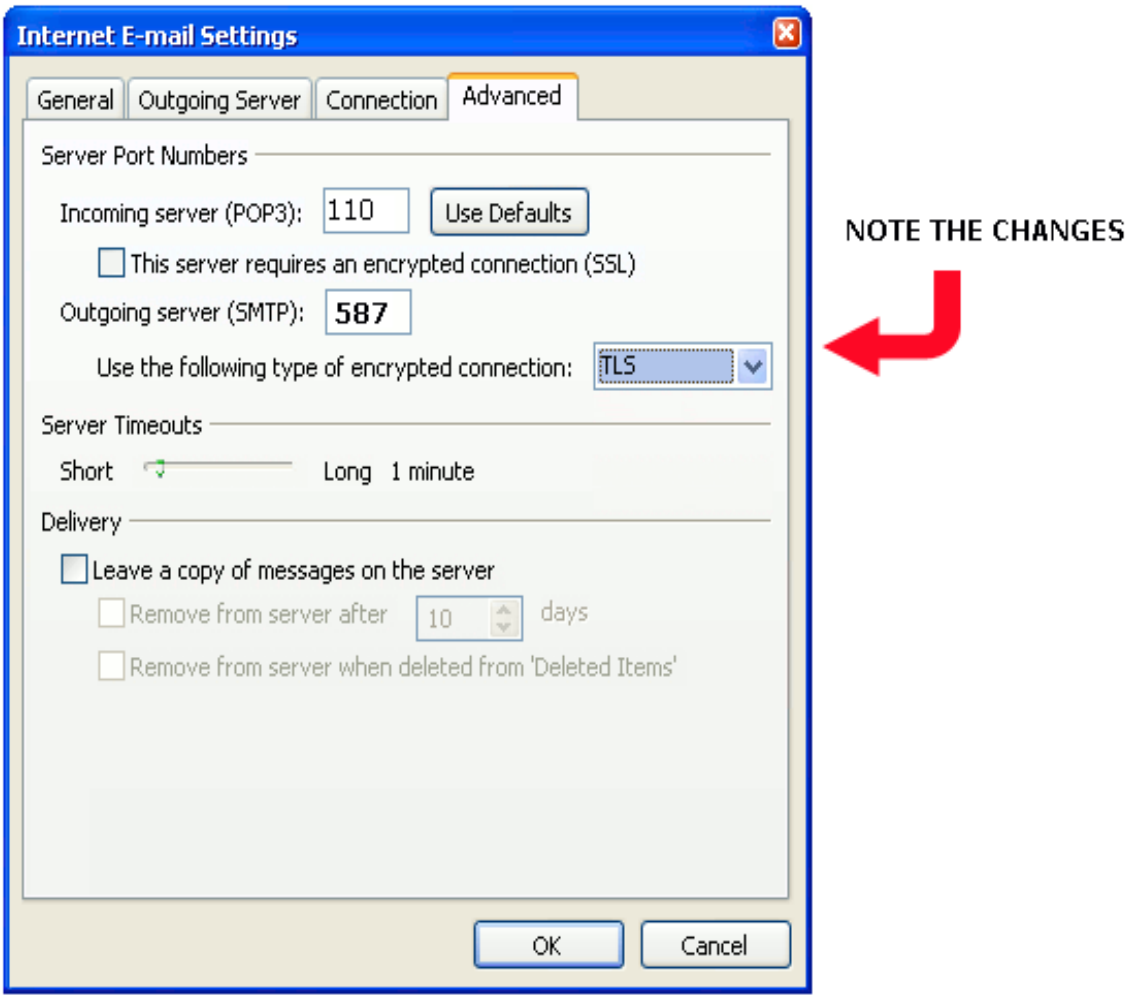

NOTE THE CHANGES

The settings above:
Incoming: POP3 port 110 And do **NOT** check this server requires an encrypted connection (SSL)
Outgoing: **Port 25 or Port 587**
DO CHANGE: Use the following type of encrypted connection: TLS

5. Click OK to close the "Internet E-mail Settings" window.

After you close the **Internet E-mail Settings** window, the **Change E-mail Account** screen will still be visible.

6. Test the settings.

Click **Test Account Settings**. Outlook should tell you that "all tests completed successfully". Close the **Test Account Settings** window.

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You may get a certificate warning –and you may be asked for your username and password again. please accept the certificate from CompanyV for DeSpaminator.

7. Finish the setup.

Click **Next**, then **Finish**.

Outlook setup for secure SSL connections is complete

You're finished! Try sending yourself a test e-mail message to make sure it works.

You may send an email to ads.rev@gmail.com if you wish to test email outside of the network.. If you see an error the actual error or error number will help is resolve your issue.

YOU MAY GET A WARNING that says "Your mail server is requesting a Security Certificate" – please allow this this!

(For advanced users: you can check that your messages are actually being encrypted by viewing the headers of the test message and looking for text that says something similar to "**using TLSv1**" in one of the "Received" lines.)

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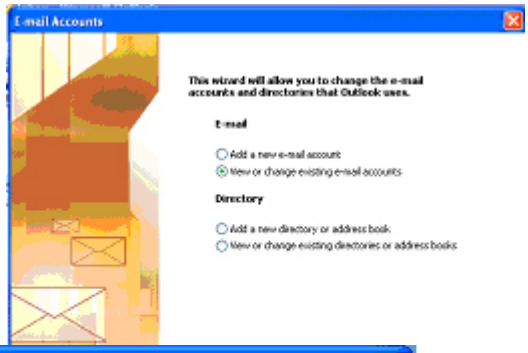
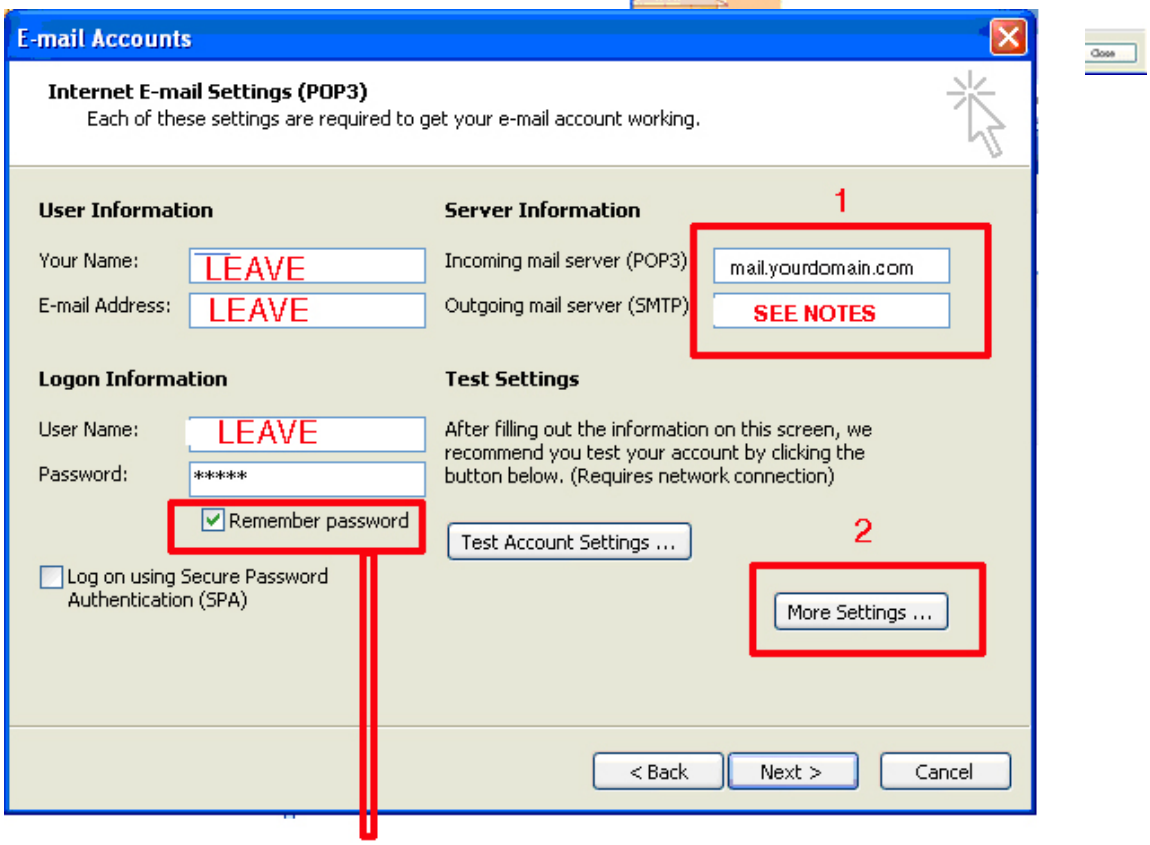
OUTLOOK 2003

1 On the Tools menu, click E-mail Accounts.

2 Click View or change existing e-mail accounts, and then click Next.

3 Select your account for username@YourDomain.com





If you do not know your password you will not be able to send mail please call 310 395-7456 if you do not know your password

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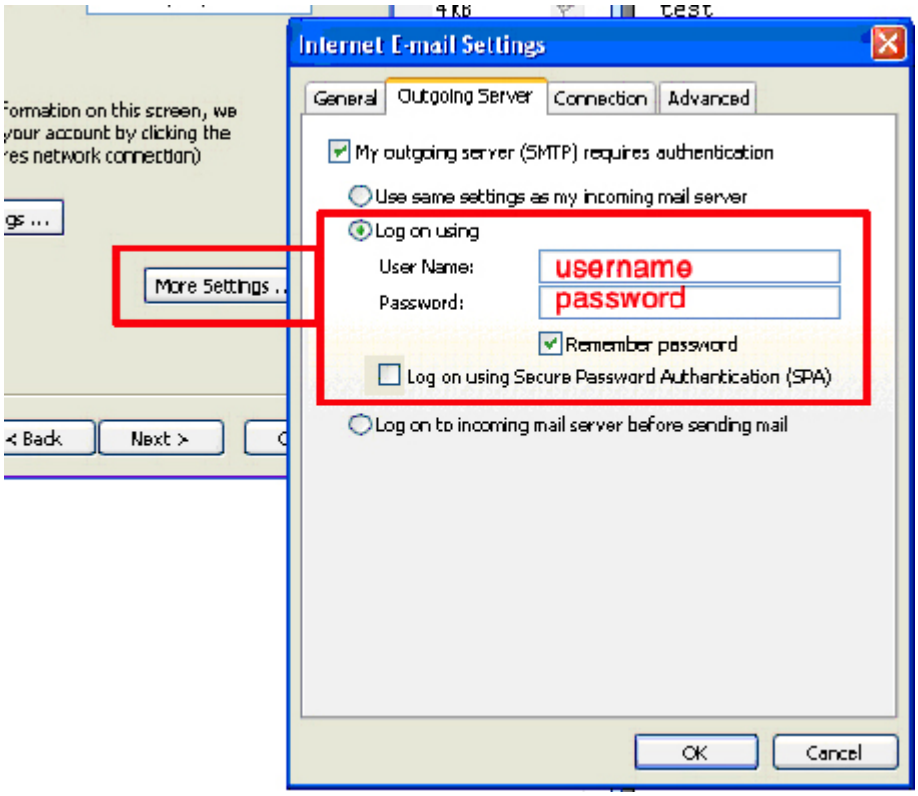
4) OUTGOING SERVER
Enter The outgoing server you have been instructed to use!

5) Then Click the "More Settings" button

NOTE: BIG CHANGE HERE

Check the box: My server requires Authentication but then click the radio button Logon Using
And re-enter your username and password!



Do NOT check the box: Logon Using Secure Password Authentication on this screen

NEXT CLICK ADVANCED TAB

See next page

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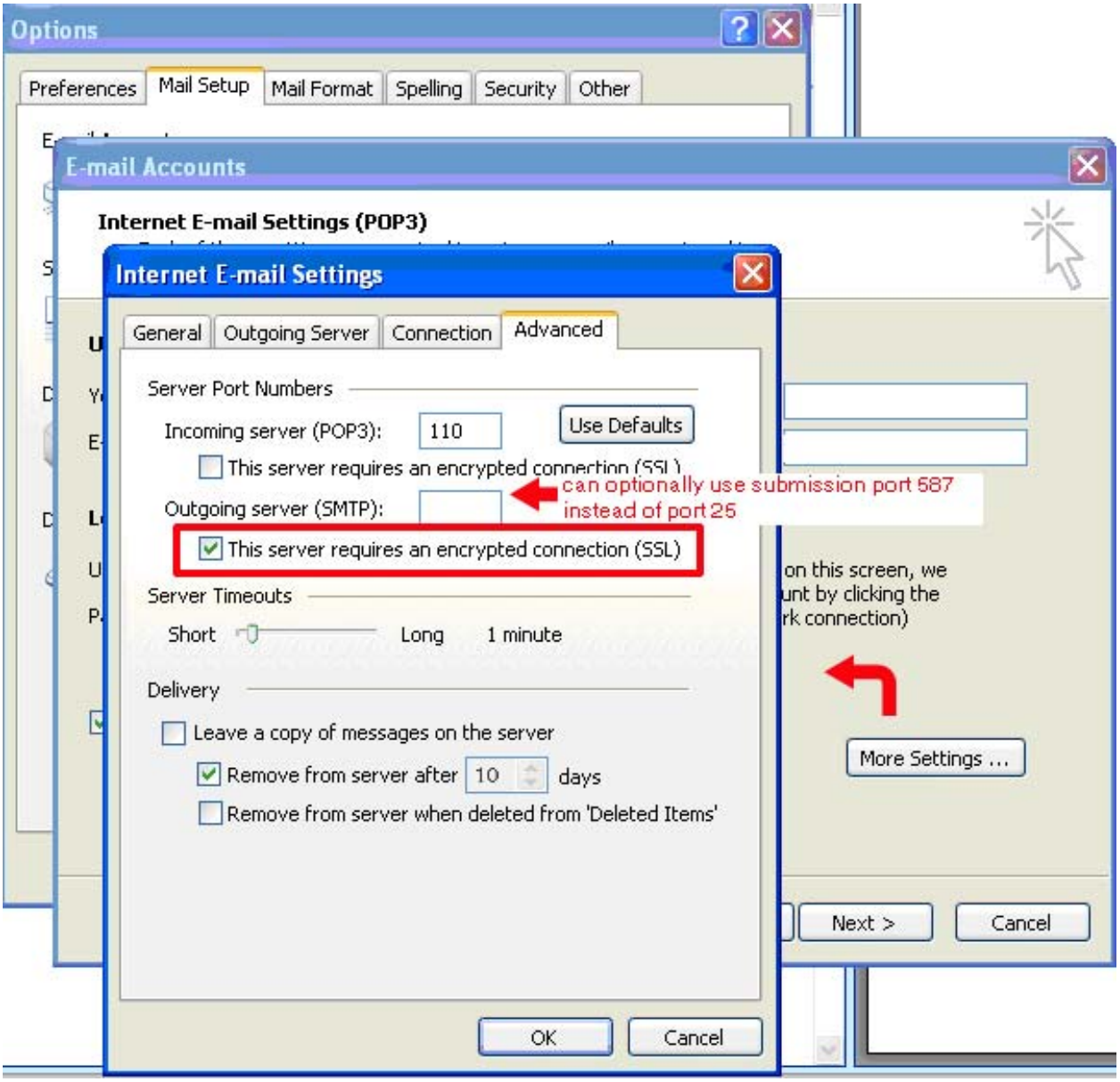
You may use port 25 but we recommend port 587

- ***Outgoing Server: Check the box 'This Server Requires an Encrypted connection***



Make sure that the Incoming server (POP3) port number is 110
Do NOT check the box "This server requires an encrypted connection" **for INCOMING**

YOU MUST check the box "This server requires an encrypted connection" for OUTGOING

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Click OK

Test your account. You may get a warning that the outgoing server is attempting to use a security Certificate – accept this!

If you are unable to send and or receive email please recheck your settings an read the troubleshooting portion of this document. You may send a test message to ads.rev@gmail.com to test mail to outside the network.

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Troubleshooting

Secure SSL connection problems

Problems Sending mail!

1) Please review the instructions for installing the Certificate.
If the certificate is NOT installed properly and the proper boxes are not checked the tests will fail.
See instructions: http://www.companyv.com/PDFs/CV-CERT-instructions.pdf

2) Try deleting all messages in your outbox.

3) Close outlook – restart your computer and re-check ALL the settings for your application.

If you have trouble after turning on secure SSL connections, try turning it off again to see if that solves the problem:

1. Open the Advanced settings screen, using the instructions above
2. First, **uncheck** the box marked **This server requires an encrypted connection (SSL)**
3. Make sure that the **Incoming server (POP3)** port number reverts to **110**
4. **If you are using port 25 for outgoing try port 587**
5. **If you are using port 587 for outgoing try port 25**
6. In the **Use the following type of encrypted connection** list, choose **None**

If this fixes the problem, then either Microsoft Outlook or Microsoft Windows is not working correctly on your computer. It may be possible to solve the problem by deleting the e-mail account completely in Outlook and creating a new one — but if that doesn't help, there isn't much you can do, unfortunately, short of reinstalling Outlook or Windows.

Software and OS Updates

Please make sure your operating system and all software for mail is up to date with the latest updates and patches.

Other Mail Applications

We have only included the most common software in this document. Please send email to companyv.tech@companyv.com to request assistance for other applications. Please include the Name of the Application and the version number. It would also be helpful to have information about what operating system and version you are using but if you do not know that is fine.