

Configuring an Email Client for your Hosting Support POP/IMAP mailbox

This article lists the email settings and port numbers for pop and imap configurations, as well as for SSL. It contains instructions for setting up Outlook and iPhone as the email clients for your hosting account POP mailbox, and tutorials for other clients.

Difference between POP and IMAP settings

Unlike POP, IMAP offers a two-way communication between your Hosting Support mailbox and your email client(s). So, when you perform an action on your mailbox, or a message in your mailbox, it is immediately reflected on the email clients and mobile devices and vice versa (ex: if you log into your Hosting Support account, create a new folder, and put a message into that folder, this change will instantly and automatically appear in your email client, such as Outlook, and on your mobile device). Also, if you are at work, and you begin a message, and save it, it will still be there when you log in from a different client, say from home.

IMAP provides a better method to access your mail from multiple devices, say from work, home, and your mobile, through two-way syncing capabilities between your mail clients and the Hosting Support mailbox. However, because IMAP saves all your messages on the server, be sure frequently clean up your mailbox, deleting old messages.

Configure email server names and ports

The Email Server Names settings are:

- Incoming Mail Server - pop.tmgmajorgroup.com
- Outgoing Mail Server - smtp.tmgmajorgroup.com

where tmgmajorgroup.com is your hosting account primary domain, set in DomainCentral

Example:

- Incoming: pop.tmgmajorgroup.com
- Outgoing: smtp.tmgmajorgroup.com

where tmgmajorgroup.com is your primary domain

The ports are:

- POP: 110
- SMTP: 587

Configure email server names and ports for SSL

SSL (Secure Socket Layer) is a protocol that transmits information over the Internet in an encrypted form for security purposes. POP/SMTP over SSL encrypts all data exchanged between your mail client and the Hosting Support mail server with a digital security certificate to protect your password and messages.

To send and receive email securely using SSL, follow these general steps. Refer to the online help within your mail client for specific instructions on where to set SSL options.

1. Use a mail client that supports SSL. Most recent versions of mail clients support SSL. Some older versions do not. The following clients support SSL:
 - Eudora version 6.1.x and up
 - Outlook Express version 5 and up
 - Outlook 2000 and up
 - Netscape Messenger versions 4.5 and up
 - Entourage 2001 for OS 9 and V.X for OS X
 - Mac OS X Mail version 1.2x and up
 - Apple Mail

For clients not listed, check the online help for information on SSL support.

2. In your mail client, select the incoming/receiving mail option for using SSL (such as "Use SSL" or "Use secure connection (SSL)").
Note: This is not the same as "Secure authentication."
Most clients will set the port automatically when you select the SSL option.
3. Make sure that the port is set to the correct value:
 - **POP: 995**
 - **IMAP: 993**
4. Select the outgoing/sending mail option for using SSL (such as "Use SSL" or "Use secure connection (SSL)").
5. Verify that the SMTP server port is set to **465**
6. Verify that your Email server names are:
 - Incoming: pop.accountsupport.com
 - Outgoing: smtp.accountsupport.com

Configure email server names and settings for IMAP

- Select IMAP as the setting in your email client
- Incoming Mail Server - imap.tmgmajorgroup.com or pop.tmgmajorgroup.com
- Outgoing Mail Server - smtp.tmgmajorgroup.com

where tmgmajorgroup.com is your hosting account primary domain, set in DomainCentral

Example:

- Incoming: imap.tmgmajorgroup.com or pop.tmgmajorgroup.com
- Outgoing: smtp.tmgmajorgroup.com

where tmgmajorgroup.com is your primary domain

The ports are:

- IMAP: 143
- SMTP: 587

Configure Outlook as your Email Client to access your POP mailbox (automated)

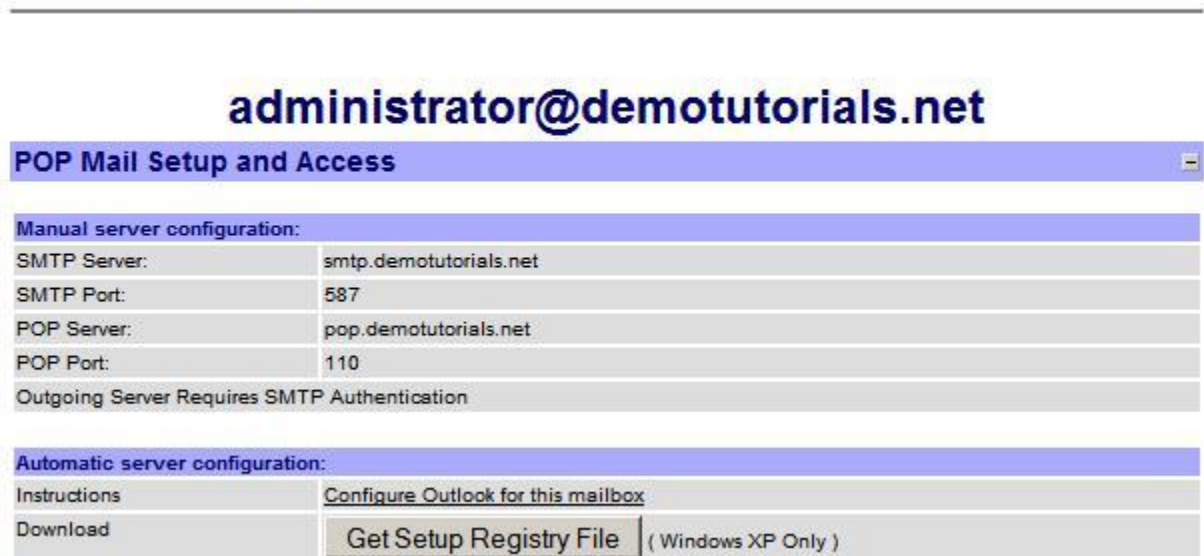
1. Log into [MailCentral](#).
2. Click on the **Access** link, available for all eligible pop mailboxes.
3. Click **Get Setup Registry File**.
4. An outlooksetup.reg file is downloaded to your desktop. Please save this file.
5. Open or double-click the outlooksetup.reg file. A warning appears, notifying you that changes to your registry will occur if you proceed.
6. Click **OK** on the warning dialog, indicating that you wish to proceed. A registry warning is displayed, asking if you wish these new items to be added to your registry.
7. Click **Yes**. A dialog is displayed notifying you that the changes have been made.
8. Click **OK**.
9. Open Outlook. A dialog is displayed telling you that Outlook has detected a new account, and asking you if you wish to import it.
10. Click **Yes**. A Network Password dialog is displayed. The dialog shows the POP account information, and asks you to enter your password.
 1. **Server** - AccountSupport's server is listed
 2. **User** - the mailbox you are connecting to Outlook, such as sales@mydomain.com
 3. **Password** - enter the mailbox password (the password of the mailbox you are connecting from your Hosting Support account)
 4. **Save Password** - check this box so that Outlook can save your mailbox password
11. Click **OK**.

Configure Outlook as your Email Client to access your POP mailbox (manual)

The process below adds the POP mailbox as an account in your existing Outlook profile.

1. Log into [MailCentral](#).
2. Click **Setup**. The information you need to configure the new account (ports and mailservers) is displayed:

Outlook Setup



administrator@demotutorials.net

POP Mail Setup and Access

Manual server configuration:

SMTP Server:	smtp.demotutorials.net
SMTP Port:	587
POP Server:	pop.demotutorials.net
POP Port:	110
Outgoing Server Requires SMTP Authentication	

Automatic server configuration:

Instructions	Configure Outlook for this mailbox	
Download	Get Setup Registry File	(Windows XP Only)

3. Open Outlook
4. Select **Tools > E-mail Accounts...**

This wizard will allow you to change the e-mail accounts and directories that Outlook uses.

E-mail

- ☒ Add a new e-mail account
- ☐ View or change existing e-mail accounts

Directory

- ☐ Add a new directory or address book
- ☐ View or change existing directories or address books

5. Select **Add a new email account**, then click **Next**
6. Select POP3, then click **Next**
7. Fill out the input fields as shown (all information necessary is in step 2 above):

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Administrator

E-mail Address: administrator@demotutori

Server Information

Incoming mail server (POP3): pop.demotutorials.net

Outgoing mail server (SMTP): smtp.demotutorials.net

Logon Information

User Name: administrator@demotutori

Password: *****

☒ Remember password

☐ Log on using Secure Password Authentication (SPA)

Test 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

Your name: The name you wish to appear on your emails in the From field

Email Address: the email address of the mailbox

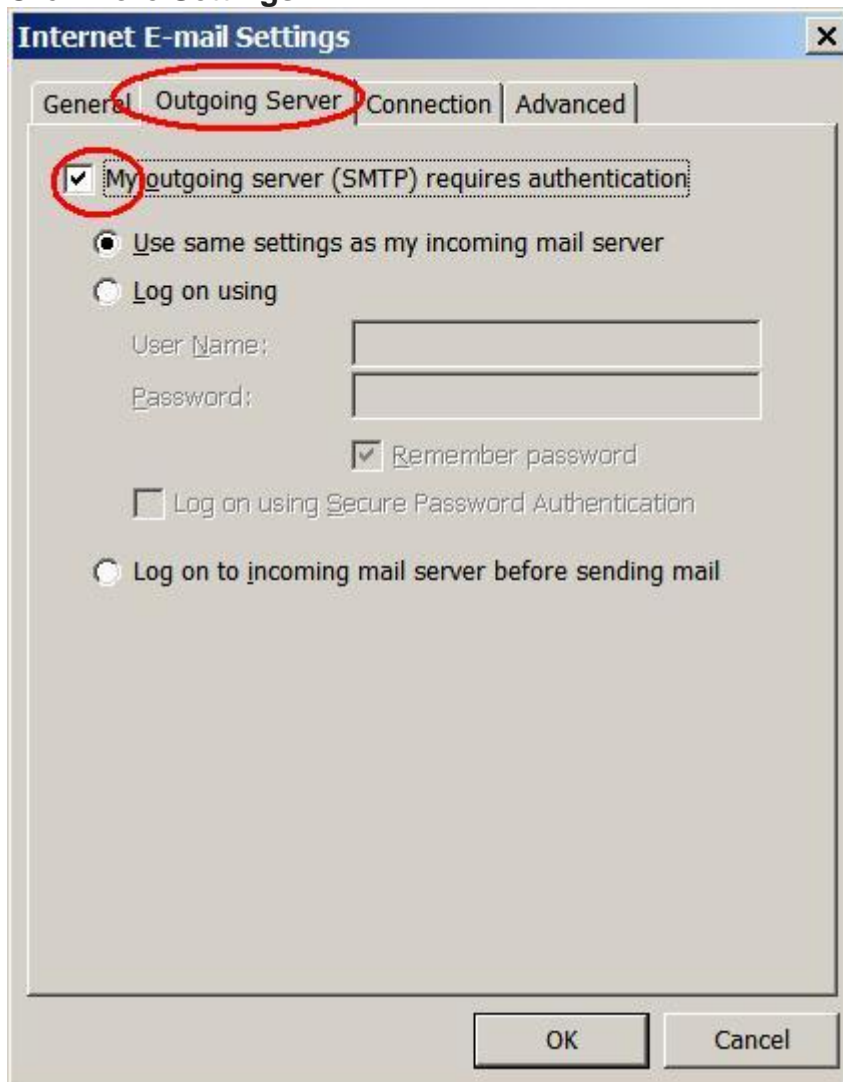
Incoming mail server (pop server): see step 2 above - pop.tmgmajorgroup.com

Outgoing mail server (smtp server): see step 2 above - smtp.tmgmajorgroup.com

User name: your full mailbox name, for example: first.last@ tmgmajorgroup.com

Password: your mailbox password

8. Click **More Settings...**



The image shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. Below it, the 'Use same settings as my incoming mail server' radio button is selected. The 'Log on using' section has empty text boxes for 'User Name' and 'Password', with the 'Remember password' checkbox checked. The 'Log on to incoming mail server before sending mail' radio button is also visible. The 'OK' and 'Cancel' buttons are at the bottom right.

Internet E-mail Settings

General | **Outgoing Server** | Connection | Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Log on using Secure Password Authentication

☐ Log on to incoming mail server before sending mail

OK Cancel

Select the Outgoing Server tab

Select My Outgoing Server (SMTP) requires authentication

9. Click **OK**

10. Click **Test Account Settings**. All settings should work.

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

Configure your iPhone to access your POP mail box

To set up an email account on your iPhone (instructions are based on the iPhone 3GS, other models may vary):

1. From Dashboard, select **Settings**
2. Select **Mail, Contacts, Calendars**
3. Select **Add Account...**
4. Select **Other**
5. From Mail, select **Add Mail Account**
6. Enter the mail account information:
 1. **Name:** the name of the mailbox user - John Doe
 2. **Address:** your mailbox address – first.last@ tmgmajorgroup.com
 3. **Password:** the password for your mailbox - mypassword
 4. **Description:** a short description of your mail account, so that you can identify it later, should you wish to change settings
7. Press **Save**
8. At the top of the screen select **IMAP**
9. Enter the Incoming Mail Server details:
 1. **Host Name:** pop.mydomain.com (where mydomain.com is your domain, for example, pop.tmgmajorgroup.com)
 2. **User Name:** your mailbox address - first.last@ tmgmajorgroup.com
 3. **Password:** the password for the above mail address (should be prefilled)
10. Enter the Outgoing Mail Server details:
 1. **Host Name:** the mail server address –smtp.tmgmajorgroup.com
 2. **User Name:** the mailbox address – first.last@ tmgmajorgroup.com
 3. **Password:** the password for your mailbox - mypassword
11. Press **Save**
12. You may get the following message :

“The certificate for “SMTP: first.last@ tmgmajorgroup.com @smtp.tmgmajorgroup.com” may not be validated”
13. Choose **Continue**
14. If you get a message that a secure connection cannot be established, choose to continue
15. SSL should be set to **OFF** (this is a default setting)
16. The ports will be configured automatically during the connection process, however, if you wish to configure the ports yourself, see the [IMAP server names and ports](#) for the appropriate port numbers

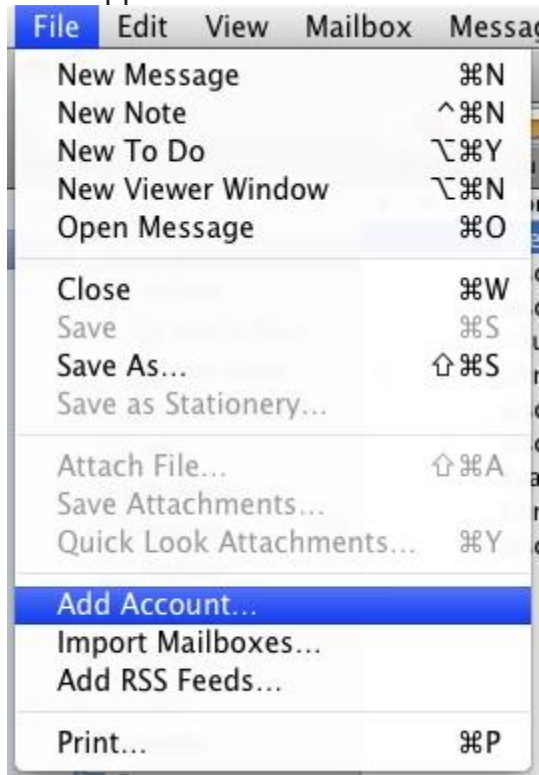
Configure Apple Mail as your email client (IMAP)

To configure Apple Mail, you need to verify your primary domain, and check the IMAP settings for an email client:

1. Verify your primary domain
 1. Log into your control panel, and go to DomainCentral



2. Your primary domain is denoted by a globe icon. In this example our primary domain is demotutorials.net
2. Start Apple Mail



3. Select **File > Add Account**. The Add Account wizard opens - it guides you through this process step by step

Add Account

You'll be guided through the necessary steps to set up an additional mail account.

To get started, fill out the following information:

Full Name:

Email Address:

Password:

? Cancel Go Back Continue

4. Fill out the following fields:
 - **Full Name** - enter the name of the mailbox owner, exactly how you want it to appear in the "From" field on your emails. For example, John Forth
 - **Email Address**: enter the full address of your Hosting Support mailbox. In this example, it's administrator@demotutorials.net
 - **Password** - enter the mailbox password. If you don't remember what the password is, go back to MailCentral. You can reset mailbox password there.

5. Click **Continue**



Add Account

Incoming Mail Server

Account Type:

Description:

Incoming Mail Server:

User Name:

Password:

Checking connection to mail server
"imap.demotutorials.net"...

? Cancel Go Back Continue

6. For **Incoming Mail Server**, complete the fields as follows:
- **Account Type** - select IMAP from the dropdown
 - **Description** - enter this email account description, it will appear in your Apple Mail account list. You might wish to make this descriptive, like "Hosting Admin Mailbox"
 - **Incoming Mail Server** - enter `imap.tmgmajorgroup.com`, where `tmgmajorgroup.com` is the domain you verified in the first step. In this case the primary domain is `demotutorials.net`, so the incoming server is `imap.demotutorials.net`
 - **User Name** - enter the full address of your mailbox (a common mistake is to enter just Administrator, or the name, not the actual full address)
 - **Password** - enter the mailbox password (should be filled out already)

7. Click **Continue**

Add Account

Outgoing Mail Server

Description: My IMAP Mail

Outgoing Mail Server: smtp.demotutorials.net

☒ Use only this server

☒ Use Authentication

User Name: administrator@demotutori

Password:

? Cancel Go Back Continue

8. For Outgoing Mail Server, complete the required fields as follows:
- **Description** - enter the same description as in the previous screen
 - **Outgoing Mail Server** - the outgoing mail server is smtp.tmgmajorgroup.com. In this case, the primary domain is demotutorials.net, so the setting is: smtp.demotutorials.net
 - **Use Authentication** - check the box
 - **User Name** - enter your full mailbox address first.last@ tmgmajorgroup.com
 - **Password** - enter your mailbox password

9. Click **Continue**



10. Check the account summary to make sure that all settings were entered correctly

11. Click **Create**. You are done!



12. Your new account appears in the list of Mailboxes in your Apple Mail. Notice that the mailbox description is displayed