

Setting up and troubleshooting email accounts

If you have an email account supplied by Distilled, this guide will show you how to set up your email client (e.g. Outlook, Thunderbird) to read it and also help with troubleshooting common problems. If you don't have email provided by us, you can contact us to discuss pricing etc.

Setting up your email

When we create your email account, we send you details including username and password. You will need these for setting up your account. You can check your email in any of the following ways:

- Via webmail from anywhere you have a web browser and internet connection (we tend to use the squirrelmail option but you can use any of them)
- By setting up an email client to download and send emails - check instructions for Outlook (www.distilled.co.uk/web-design/email/outlook.html).

Setting up Outlook to check Distilled email

These instructions apply to anyone using email provided by Distilled.

Step 1.

- Open the Internet Connection Wizard
- Tools -> Accounts -> Mail -> Add -> Mail
- Enter your name in the Display name field
- Click Next

Step 2.

- Enter your email address in the Email address field
- Click Next

Step 3.

- Select IMAP
- Enter mail.mxes.net in the Incoming mail (IMAP, POP3 or HTTP) server field
- Enter smtp.mxes.net in the Outgoing mail (SMTP) server field

- Click Next

Step 4.

- Enter your username in the Account name field
- Enter your mailbox password in the Password field
- Make sure the Log on using Secure Password Authentication (SPA) is NOT checked.
- Click Next

Step 5.

- Outlook wants to know how you connect to the Internet.
- Check the appropriate option and click Next.

Step 6.

- The account has been created but we need to do a little more setup
- Click Finish

Step 7.

- Select the account just created and click Properties
- Change the Mail Account field to Distilled
- Click the Servers tab in the top menu

Step 8.

- Check the My server requires authentication box
- Click on Settings and use the same username and password as for receiving email

Setting up Outlook Express to check Distilled email

(www.distilled.co.uk/web-design/email/outlook-express.html)

Step 1.

- Open the Internet Connection Wizard

- Tools -> Accounts -> Mail -> Add -> Mail
- Enter your name in the Display name field
- Click Next

Step 2.

- Enter your email address in the Email address field
- Click Next

Step 3.

- Select IMAP
- Enter mail.mxes.net in the Incoming mail (IMAP, POP3 or HTTP) server field
- Enter smtp.mxes.net in the Outgoing mail (SMTP) server field
- Click Next

Step 4.

- Enter your username in the Account name field
- Enter your mailbox password in the Password field
- Make sure the Log on using Secure Password Authentication (SPA) is NOT checked.
- Click Next

Step 5.

- The account has been created but we need to do a little more setup
- Click Finish

Step 6.

- Select the account just created and click Properties

Step 7.

- Change the Mail Account field to Distilled
- Click the Servers tab in the top menu

Step 8.

- Check the My server requires authentication box
- Use the same username and password as for receiving email

Troubleshooting

There are 3 kinds of problem you could be having that this guide can help with:

1. Your email client (e.g. Microsoft Outlook) will not connect to the server in order to receive email - cannot connect to server (www.distilled.co.uk/web-design/email/connect.html):

You cannot connect to the server to receive email

This is part of the Distilled email troubleshooting guide

Run through the steps below and if you are still having trouble, please email us the information at the end of this document:

- Check that the username and password you are using work to let you in to webmail
- Ensure that the incoming mail server is set to mail.mxes.net and that the account type is either IMAP or POP3
- You should not be using SPA (Secure Password Authentication) - if your mail client has an option for this, it should not be ticked

If you have checked all of these steps, please email us the information at the end of this document.

2. Your email client (e.g. Microsoft Outlook) will not send email - cannot send email) (www.distilled.co.uk/web-design/email/send.html)

You cannot send email

This is part of the Distilled email troubleshooting guide.

Run through the steps below and if you are still having trouble, please email us the information at the end of this document:

- Check that the username and password you are using work to let you in to webmail
- Ensure that the outgoing mail server is set to smtp.mxes.net
- Ensure that you have set the option that your 'outgoing mail server requires authentication' and that you are using

the correct username and password identified above

If you have checked all the steps above and it is still not working, please email us the information at the end of this document.

3. Email being sent to your address is not being received in your inbox - delivery problems (www.distilled.co.uk/web-design/email/delivery.html)

Email being sent to your address is not being received in your inbox

The most common cause of a failure to receive email is that it has erroneously been marked as spam. Please check your 'Junkmail' and 'Discard' folders (if your email client does not display these, you can access them via webmail).

If the email is not being marked as spam, try to re-create the problem - if someone has reported sending you an email that has not been received, we need to find out if the problem is at their end or your end:

- Get someone with an entirely different email address to send you a test message
- Check your email on webmail

If you receive the test email, the chances are that the problem is with the original sender and you should get them to speak to their IT support company (we recommend some IT support companies on our support request form if they don't already have support).

If the sender receives an error message, read it carefully to understand the problem - most often it is a result of a typo in the email address.

If there is no error message, the most likely problem is that email is not being delivered to our servers. You can check the server that your email is being delivered to by entering your domain name (the bit after the '@' in your email address) here: MX Toolbox - the top row of the table should have an IP address of one of the following:

- 216.86.168.203
- 216.86.168.64
- 216.86.168.95
- 216.86.168.196
- mxin.mxes.net

If this is not the case, and your email was previously working, then someone has changed your DNS setup - this change will need to be undone in order for us to continue handling your email once more.

If you have checked everything in this guide, you can complete our form to ask us to look into it further.

If you have run through all our troubleshooting guides and are still having issues, please email us the information at the end of this document.

If you are still having problems

If you are having difficulties please email us with the information below and we will try to resolve your problem as soon as possible.

Name:

Company:

Phone:

Email:

Username:

Password:

Account Type (IMAP or POP3):

Incoming mailserver:

Outgoing mailserver:

Username for outgoing mail:

Password for outgoing mail:

Any comments or questions: