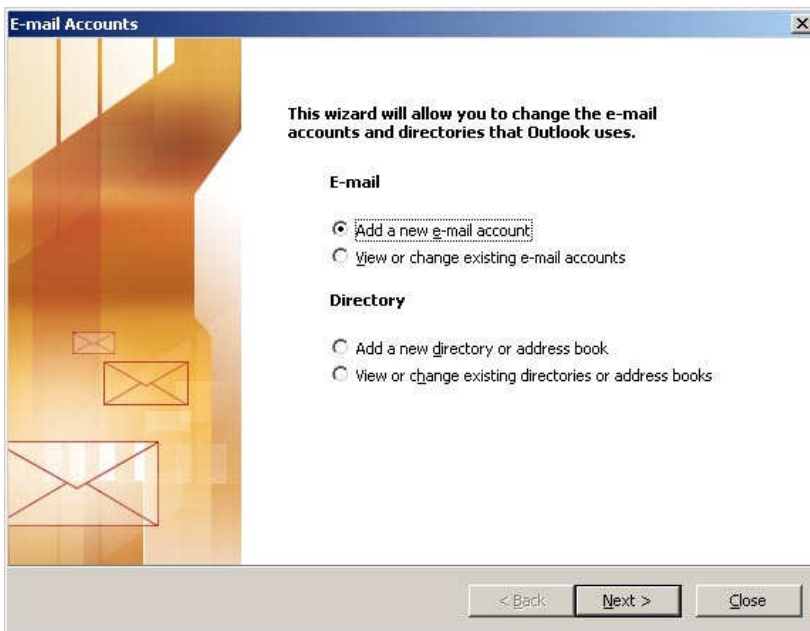


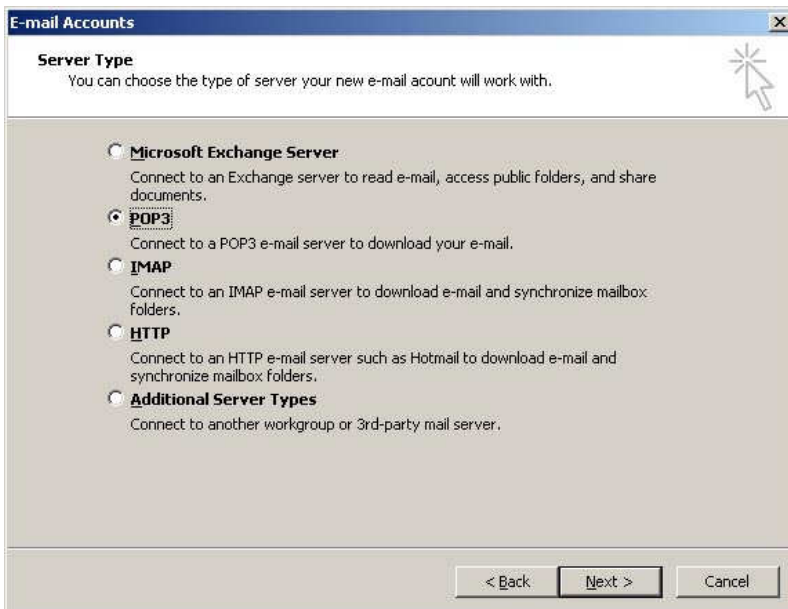
Setting up Outlook to get E-Government email

For this example, I have used Phil@My-Domain.com You should use your email address instead of this one. Here are the steps:

In Outlook, choose **Email Accounts** from the **Tools** menu. You should see the following display.



As in the screen above, select “**Add a new e-mail account**” and click on “**Next >**”. You should get the following screen.



Select “**POP3**” and click on “**Next**” in the above screen.

Then fill in the next screen as in the following example. However, enter your name and email address instead of Phil’s information. The **Incoming mail server (POP3)** must be “**mailserver.e-government.com**”. Use that exact value regardless of your domain name. If you have not been told to always use a specific SMTP server value, then the **Outgoing mail server (SMTP)** also be set to **mailserver.e-government.com**.

Setting up Outlook to get E-Government email

The **U**ser Name must be the same as the full email address. For the **P**assword, make sure you enter your email password, not you website admin password.

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:

E-mail Address:

Server Information

Incoming mail server (POP3):

Outgoing mail server (SMTP):

Logon Information

User Name:

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)

The next step is only if you are using the setting **mailserver.e-government.com** for the **Outgoing mail server (SMTP)**. If so, Click on “**More settings...**” and you’ll see the following screen:

Internet E-mail Settings

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

Mail Account

Type the name by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"

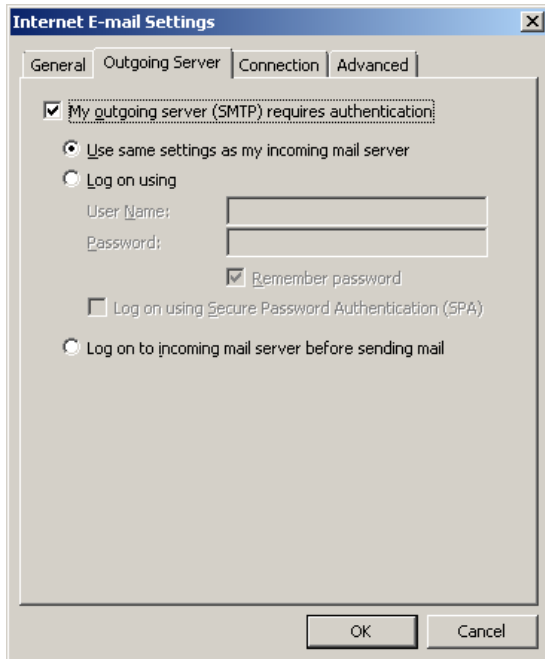
Other User Information

Organization:

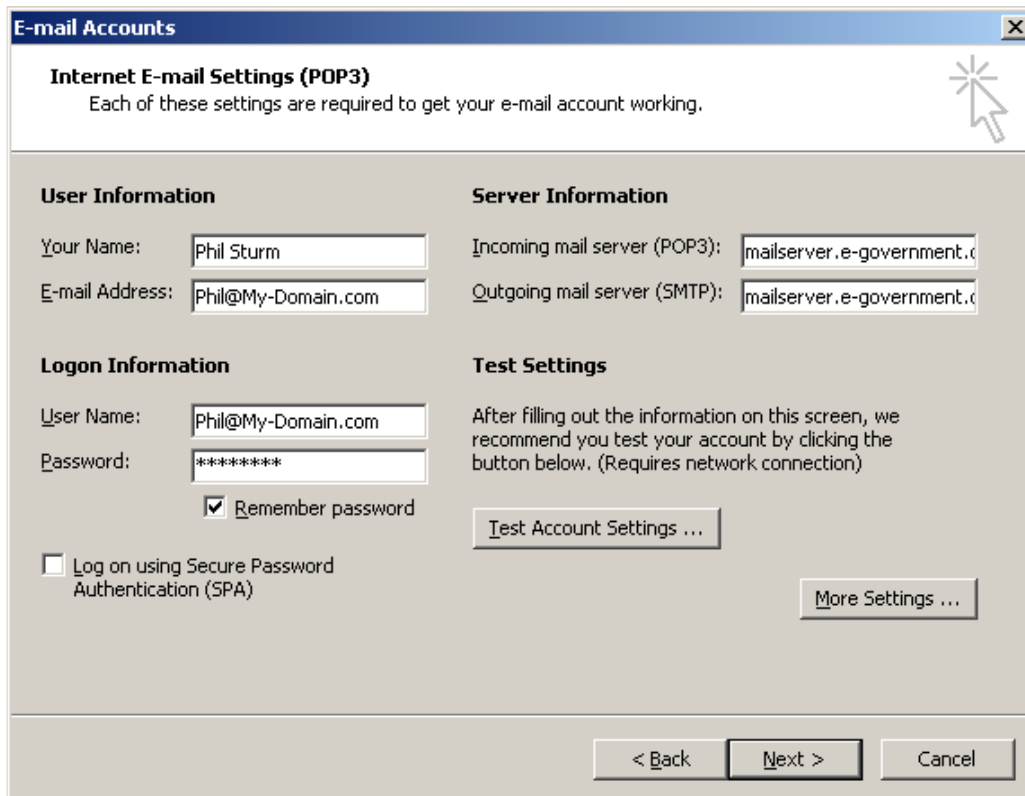
Reply E-mail:

Setting up Outlook to get E-Government email

Click on the “**Outgoing Server**” tab on the top of the box and you’ll see...



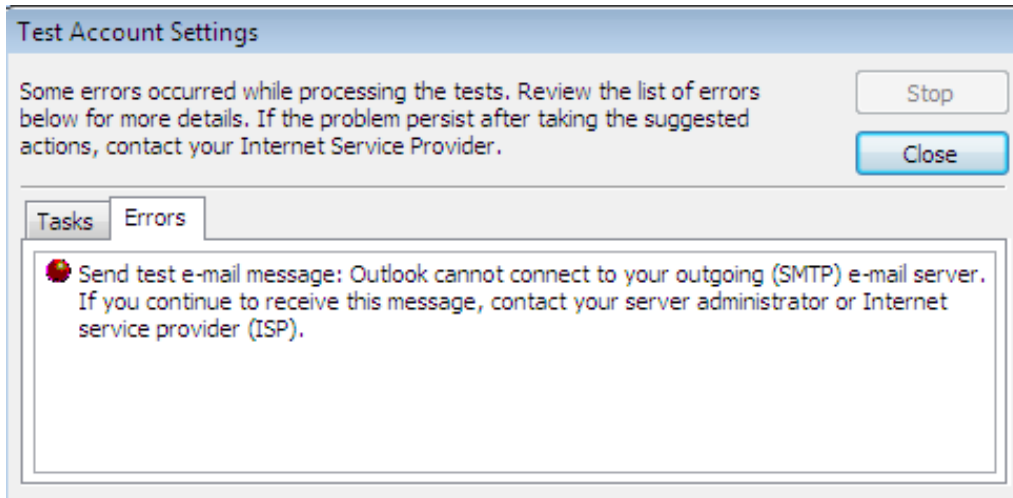
Make sure the box alongside “**My outgoing server (SMTP) requires authentication**” is checked and the box labeled “**Use same settings as my incoming mail server**” is chosen. Then click on “OK”. The email accounts page will now display again as shown below. Click on “**Test account settings...**” towards the bottom of the right column.



Setting up Outlook to get E-Government email

If everything was setup properly, there should be no errors and you're done. If there are any errors first verify that all information has been entered correctly.

The most common problem occurs in the setup for outgoing mail. This is the screen you're likely to see:



If you get this, first check the value you entered for **Outgoing Mail Server (SMTP)**. Unless you know that your location requires special settings, it should say **mailserver.e-government.com** exactly as it appears here. If that is correct, then it is likely that your firewall, router or Internet Service Provider (ISP) has a block on port 25. If so, then either the block must be removed or you may require a special value for the SMTP server. Please check with your network administrator or ISP for the correct setting for this value.

For any other errors, please send us the error information. If you have another method of sending email, when the error is displayed, please press <alt> <PrtSc> which will copy the error information into your PC clipboard and paste it into an email and send it to Support@E-Government.com.