

Add your NetBox Account to Outlook 2010

This document guides you through configuring Outlook to manage your NetBox email. Before starting, there are a few basic pieces of information you need to complete the configuration:

User Information:

Your Name: The name which will appear on emails sent from this account. [EX. Virginia Slim]

Email Address: [Your Account]@netbox.com [EX. vslim@netbox.com]

Server Information:

Account Type: POP/IMAP

Incoming Mail Server: mail.netbox.com

Outgoing Mail Server: mail.netbox.com

[NOTE: NetBox supports both POP, which generally downloads messages to your computer, and IMAP, which manages the messages on the NetBox mail system. Using IMAP keeps messages on the NetBox server and allows you to access them through the WebMail interface.]

Login Information:

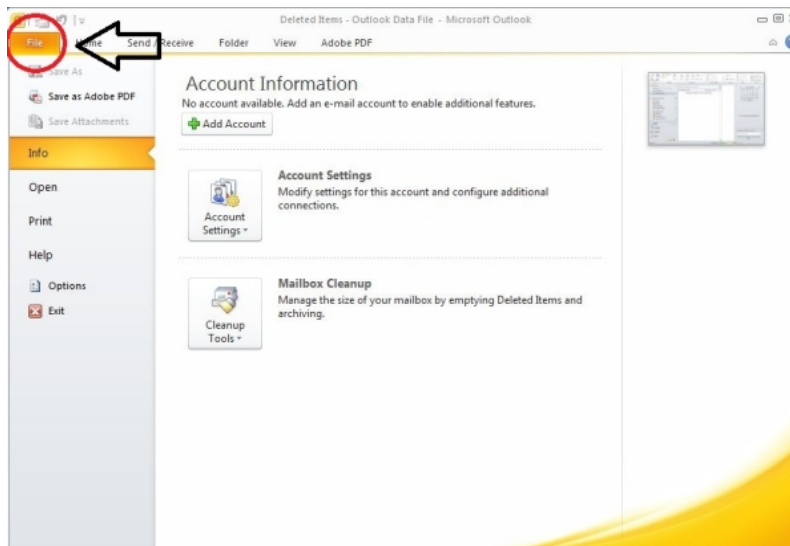
User Name: Your NetBox email address [EX. vslim@netbox.com]

Password: Your NetBox password.

[NOTE: You can test your login information by attempting to login to the NetBox WebMail system at <http://mail.netbox.com>]

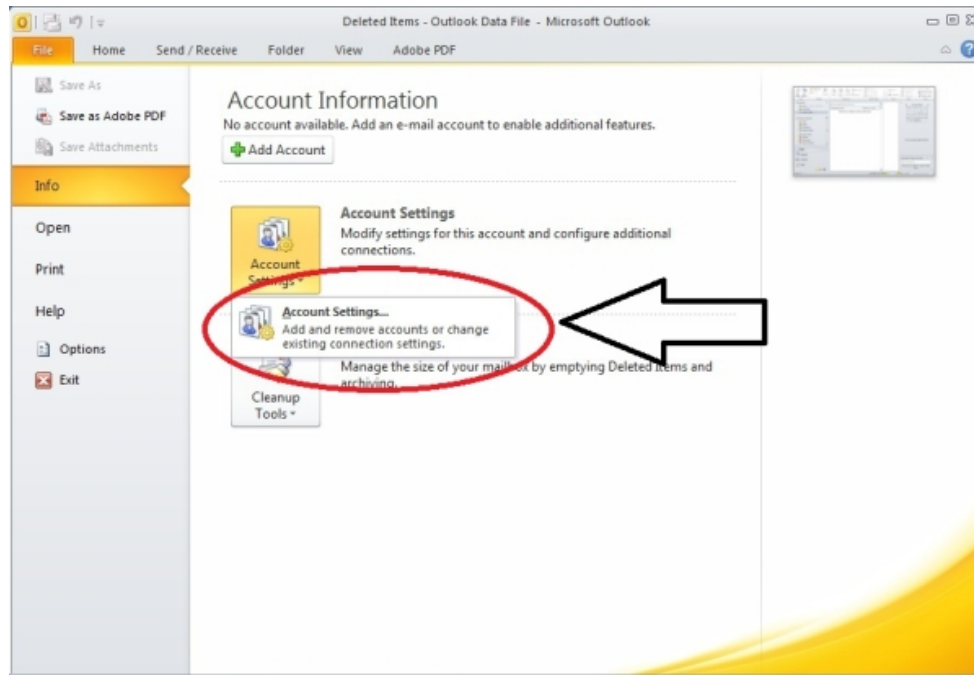
With this information, you are now ready to configure Outlook. This guide is for Outlook 2010 but the method for older versions of Outlook are similar.

- 1) Open Outlook 2010
- 2) Click on **File** in the top left hand corner.



- 3) Click on the **Account Settings** button.

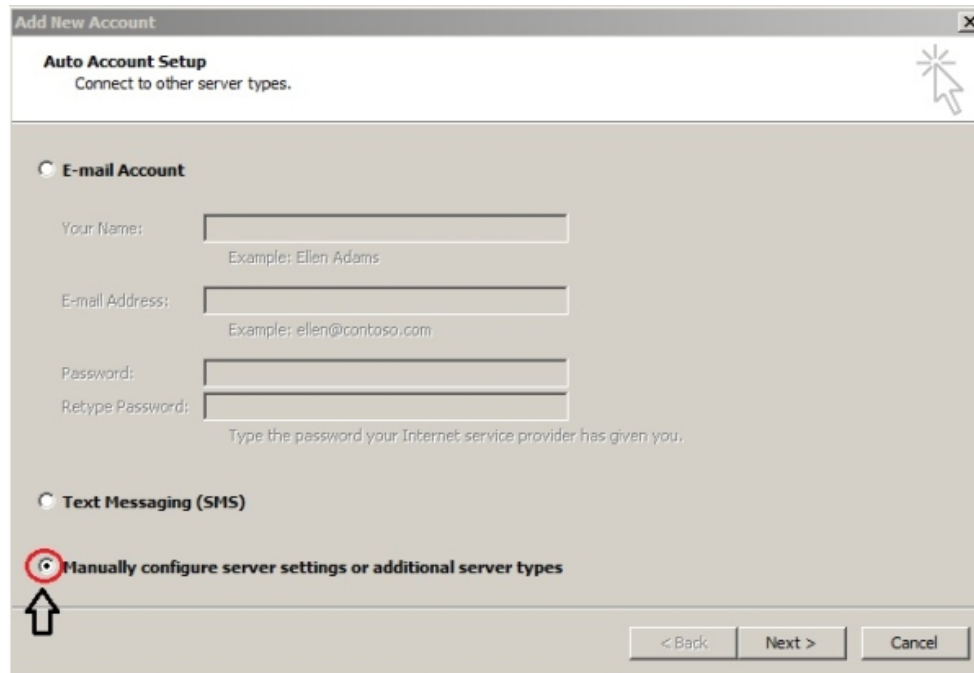
4) From the drop down menu, select **Account Settings**



5) Click the **New** button in the left corner of the window

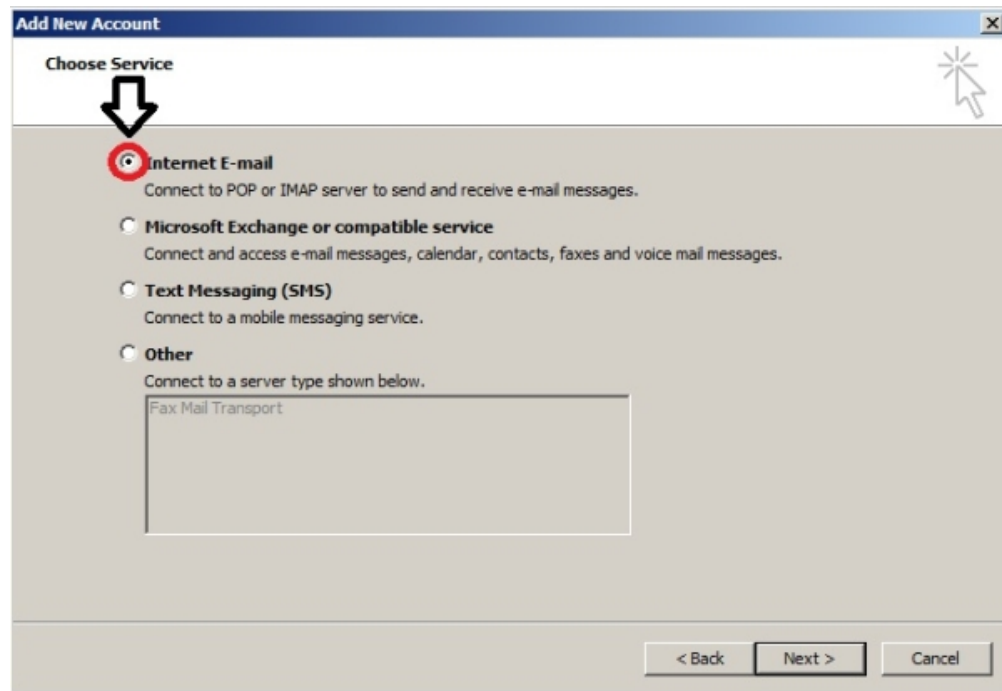
NOTE: If a **Choose Service** dialogue appears, select **Internet E-mail** and click the **Next** button.

6) From the **Add New Account** window, select the **Manually configure server settings or additional server types** radio button at the bottom left of the window.



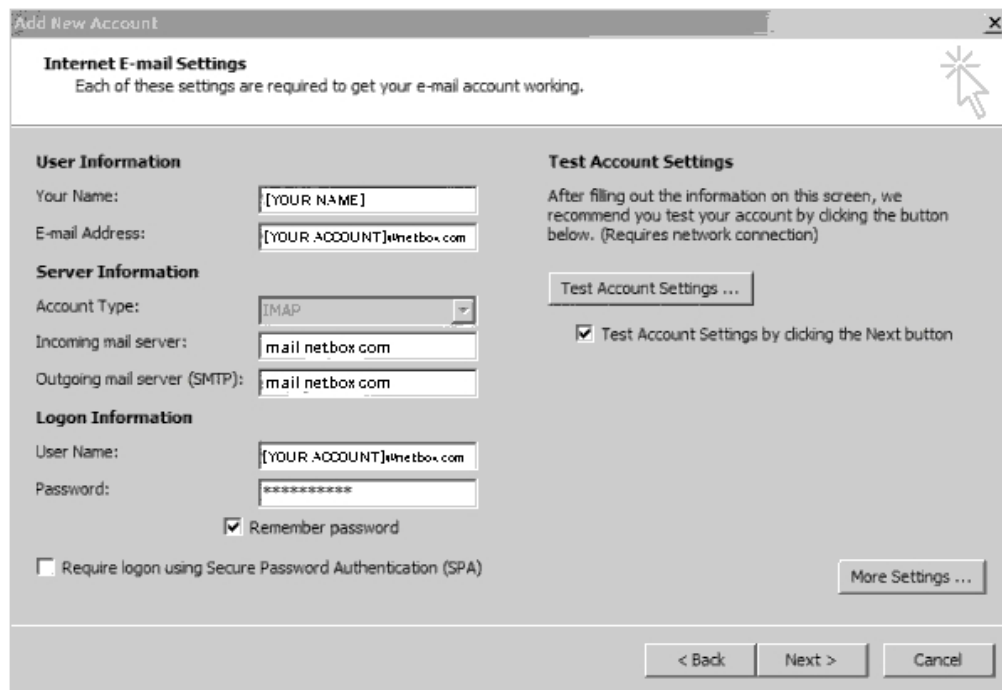
7) Click **Next**

8) Under the **Choose Service** option, click the **Internet E-mail** radio button.



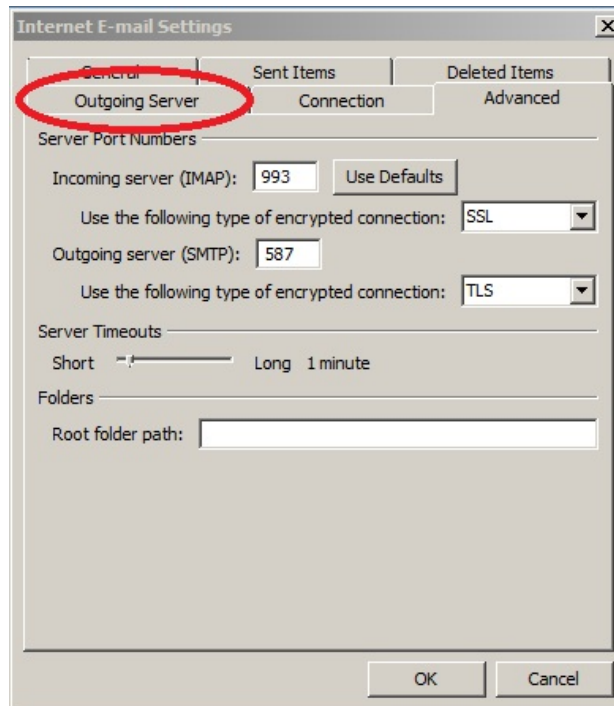
9) Click **Next**

10) At the **Internet E-mail Settings** window, fill the dialog boxes as follows...



11) Click the **More Settings** button near the bottom right of the window

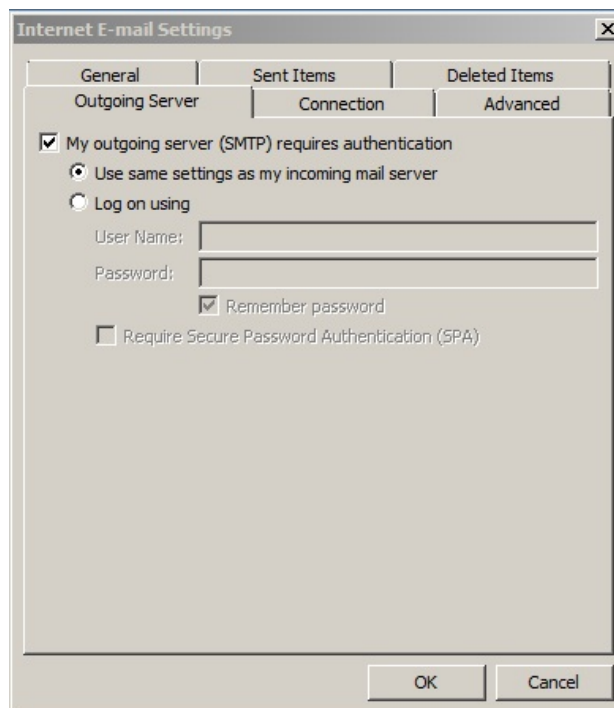
12) Click the **Outgoing Server** tab.



13) Click the check box to the immediate left of **My outgoing server (SMTP) requires authentication**

14) Click the **Use same settings as my incoming mail server** radio button

The options under the **Outgoing server** tab show now appear as...



15) Click on the **OK** button near the bottom right of this window.

16) After returning to the **Internet E-mail Settings** window, click the **Test Account Settings ...** button.

The screenshot shows the 'Add New Account' dialog box with the 'Internet E-mail Settings' tab selected. The dialog contains several sections: 'User Information' (Name, Email Address), 'Server Information' (Account Type, Incoming/Outgoing mail servers), and 'Logon Information' (User Name, Password, Remember password checkbox). A 'Test Account Settings ...' button is circled in red. Below it is a checkbox for 'Test Account Settings by clicking the Next button'. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

Outlook 2010 will now test its connection to the provided e-mail addresses using the settings that have been entered into it. If everything is successful, the pop-up dialog will display **green check marks** to the immediate left of each test...

The screenshot shows the 'Test Account Settings' dialog box with a success message: 'Congratulations! All tests completed successfully. Click Close to continue.' Below the message is a table with two columns: 'Tasks' and 'Status'. Both tasks listed have green checkmarks in the 'Tasks' column and 'Completed' in the 'Status' column.

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

If any of the tests fail, a **red X** will be displayed to the immediate left instead of the green check mark.

The screenshot shows the 'Test Account Settings' dialog box with an error message: 'Some errors occurred while processing the tests. Review the list of errors below for more details. If the problem persists after taking the suggested actions, contact your Internet Service Provider.' Below the message is a table with two columns: 'Tasks' and 'Status'. Both tasks listed have red X marks in the 'Tasks' column and 'Failed' in the 'Status' column.

Tasks	Status
✗ Log onto incoming mail server (IMAP)	Failed
✗ Send test e-mail message	Failed

If this occurs, please re-examine the instructions in steps 8 - 17 of this article and confirm that they were properly followed. Be sure to test your login information by going to the NetBox WebMail page at <http://mail.netbox.com>. If the error persists after re-examining these areas, please contact the NBSupport@NetBox.com.

17) After the test successfully completes, click the **Next** button.

NOTE: the Test Account Settings ... dialog may re-run (as this is selected by default in Outlook 2010 upon adding a new account). Click the close button once it completes successfully.

18) Click **Finish**.

Congratulations! You've successfully added your NetBox email account to Outlook! If you encountered any errors or if you have any questions, please do not hesitate to contact us at NBSupport@NetBox.com