



Email Update Instructions

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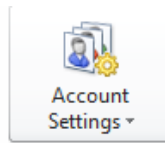
Email Client Settings – The Basics

The following settings must be checked within an email client so an email account will work with the new email infrastructure.

- The username format is the full email address. This is the login portion that is located along with the subscriber's password.
- The incoming mail server (POP 3) is now "mail.nctv.com".
- The outgoing mail server (SMTP) is now "mail.nctv.com".
- "Outgoing server requires authentication" needs to remain checked.
- Select "This server requires a secure connection (SSL)"

Outlook 2013

1. Open **Outlook**
2. Click the **File** tab
3. Select **Account Settings**
4. On E-mail tab select account and click **Change**



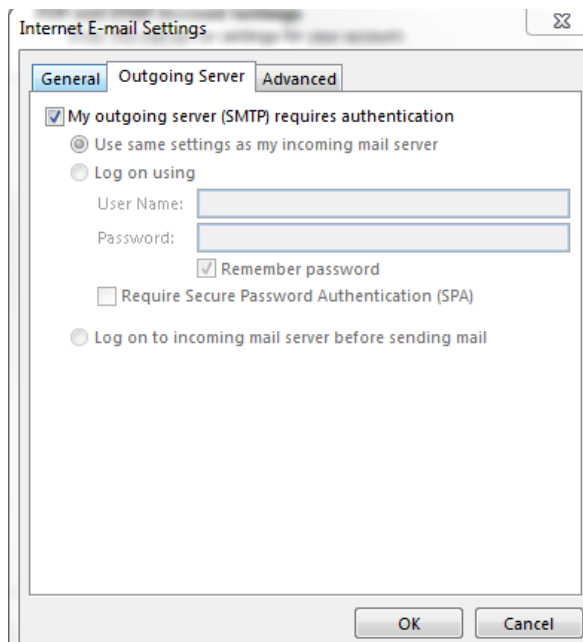
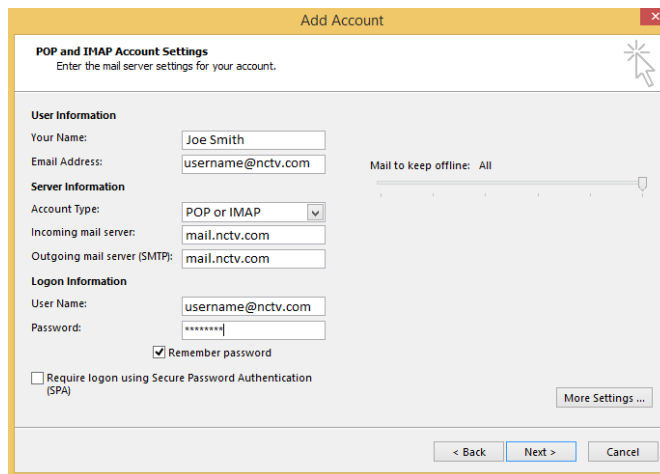
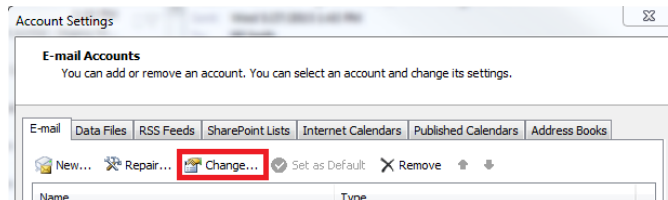
5. Change the following:

Account Type: IMAP or POP3
Incoming mail server: mail.nctv.com
Outgoing mail server (SMTP): mail.nctv.com
Require logon using Secure Password Authentication (SPA): Leave this option unchecked.

6. Click **More Settings**

7. Select the **Outgoing Server** tab

Verify **My outgoing server (SMTP) requires authentication** is checked and select **Use same settings as my incoming mail server**.

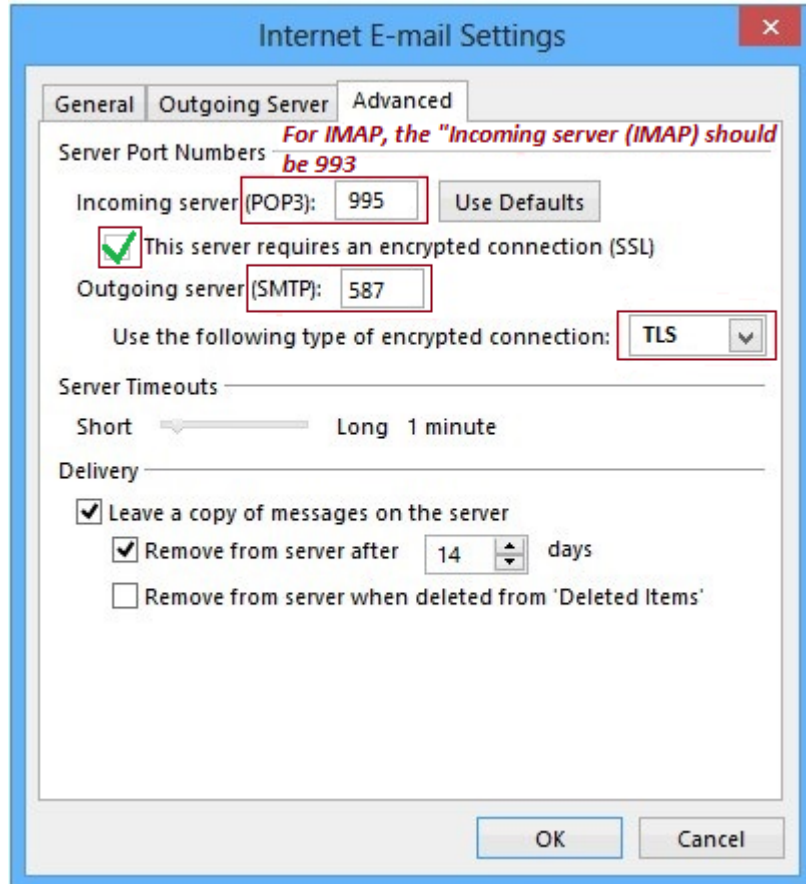


8. Click the **Advanced** tab

9. Enter Server Port Numbers:

*Note the different port numbers between POP3 and IMAP settings

- Incoming Server (**POP3**): 995 – Select “This server requires an encrypted connection (SSL)”
- Incoming Server (**IMAP**): 993- Select SSL from the drop down for “Use the following type of encrypted connection:”
- **Outgoing** Server (**SMTP**): 587 – Select TLS from the drop down for “Use the following type of encrypted connection:”



10. Click **OK**

11. Click **Next**

12. Click **Finish**

Outlook 2007

1. Open **Outlook**.
2. Click the **Tools** menu, and select **Account Settings...**
3. On the **E-mail** tab, select your POP or IMAP account and click **Change...**
4. Change the following fields:
Account type: POP3 or IMAP
POP or IMAP server: mail.nctv.com
SMTP server: mail.nctv.com
Require logon using Secure Password Authentication (SPA): Leave this option unchecked.
5. Click the **More Settings...** button
6. Select the **Outgoing Server** tab.

7. Verify **My outgoing server (SMTP) requires authentication** is selected and select **Use same settings as my incoming mail server**.

Change E-mail Account

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

User Information
Your Name: Joe Smith
E-mail Address: username@nctv.com

Server Information
Account Type: POP or IMAP
Incoming mail server: mail.nctv.com
Outgoing mail server (SMTP): mail.nctv.com

Logon Information
User Name: username@nctv.com
Password: xxxxxxxx
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account 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

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
 Require Secure Password Authentication (SPA)
 Log on to incoming mail server before sending mail

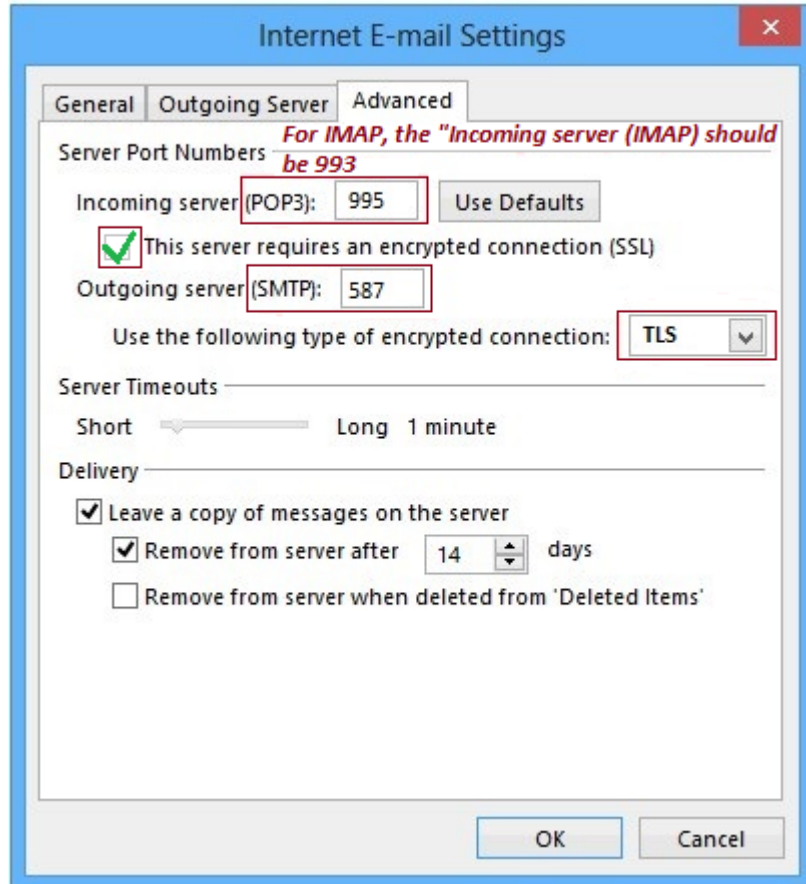
OK Cancel

8. Click the **Advanced** tab

9. Enter Server Port Numbers:

*Note the different port numbers between POP3 and IMAP settings

- Incoming Server (**POP3**): 995 – Select “This server requires an encrypted connection (SSL)”
- Incoming Server (**IMAP**): 993- Select SSL from the drop down for “Use the following type of encrypted connection:”
- **Outgoing** Server (**SMTP**): 587 – Select TLS from the drop down for “Use the following type of encrypted connection:”



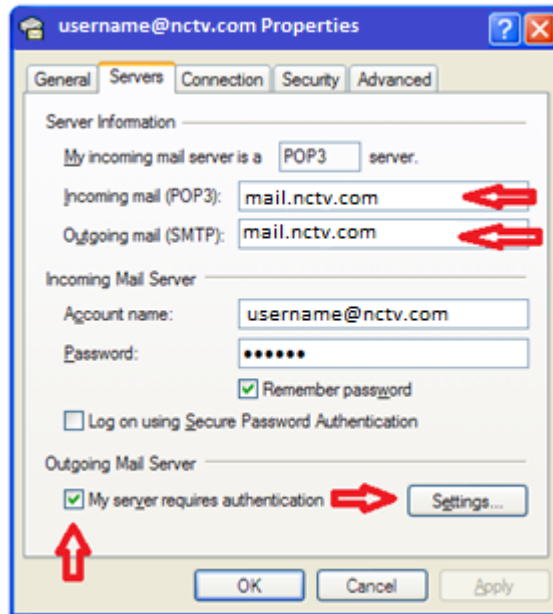
10. Click **OK**

11. Click **Next**

12. Click **Finish**

Outlook Express

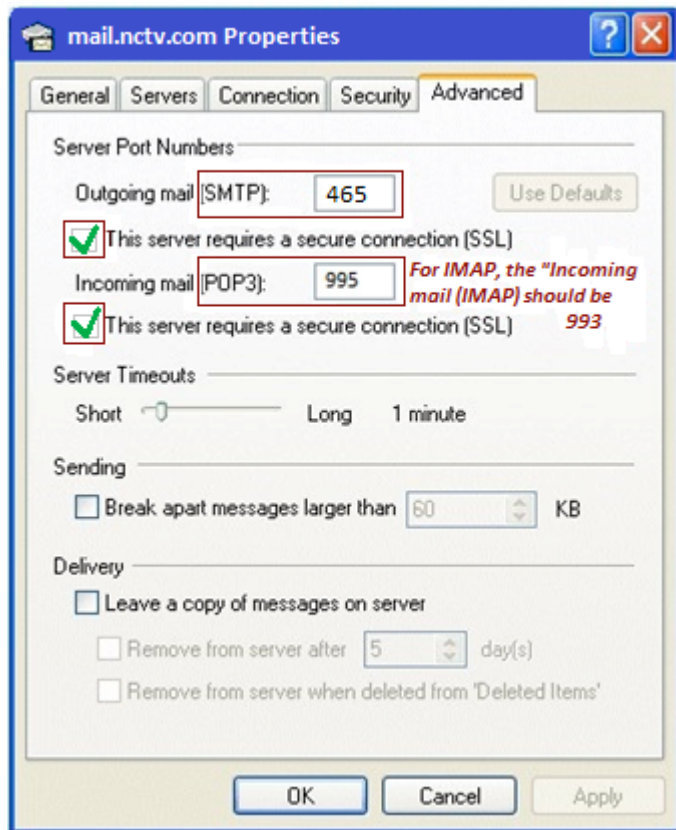
1. Open Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP or IMAP account and click **Properties**.
4. Click on the **Servers** Tab and change the following fields:
My Incoming mail server is a POP3 or IMAP server
POP server: mail.nctv.com
IMAP server: mail.nctv.com
SMTP server: mail.nctv.com
Verify **My server requires authentication** is checked



5. Click the **Advanced** tab.
6. Enter the following:
 - Incoming Server (**POP3**): 995 – Select “This server requires a secure connection (SSL)”
 - Incoming Server (**IMAP**): 993- Select “This server requires a secure connection (SSL)”
 - **Outgoing** Server (**SMTP**): 465 – Select “This server requires a secure connection (SSL)”

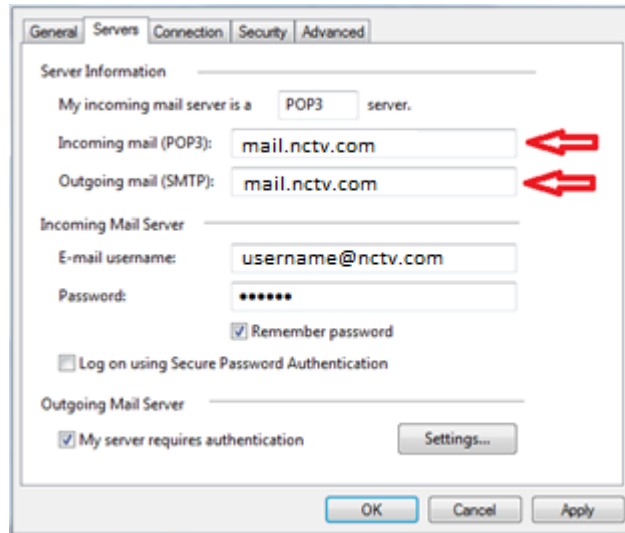
7. Click **Apply**.

8. Click **OK**.

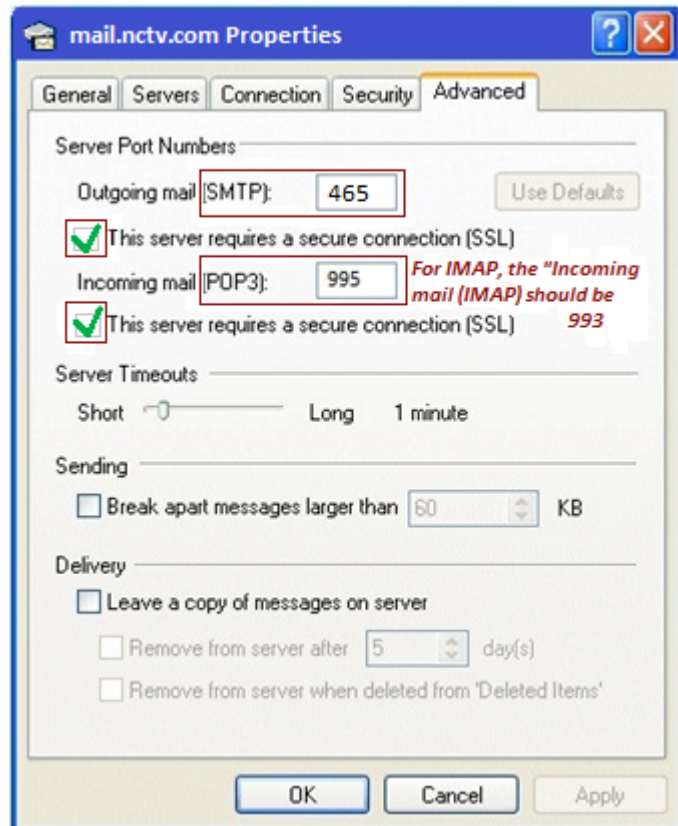


Windows Mail

1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click the Mail tab, select your POP or IMAP account and click **Properties**.
4. Click the **Servers** tab and change the following fields:
IMAP server: mail.nctv.com
POP server: mail.nctv.com
SMTP server: mail.nctv.com
Verify **My server requires authentication** is checked

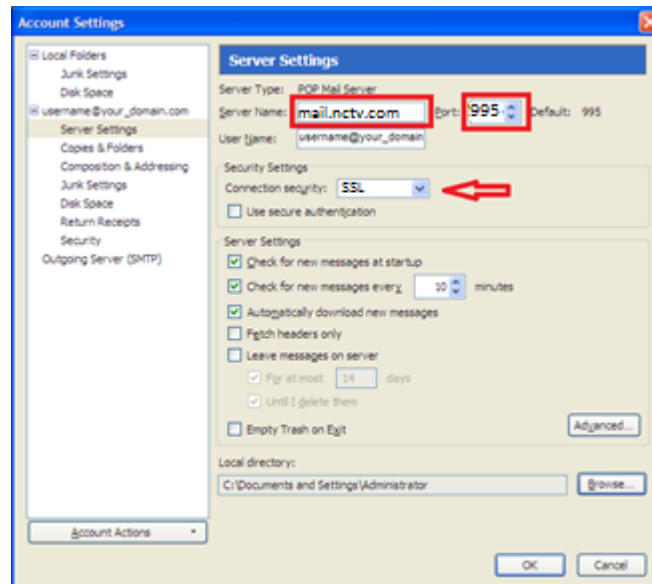


5. Click the **Advanced** tab.
6. Enter **465** in the **Outgoing Server (SMTP)**
7. Check **This server requires an encrypted connection (SSL)**.
8. Enter **995** in the **Incoming Mail (POP3)** or **993** for IMAP4.
9. Check **This server requires an encrypted connection (SSL)**.
10. Click **OK**.

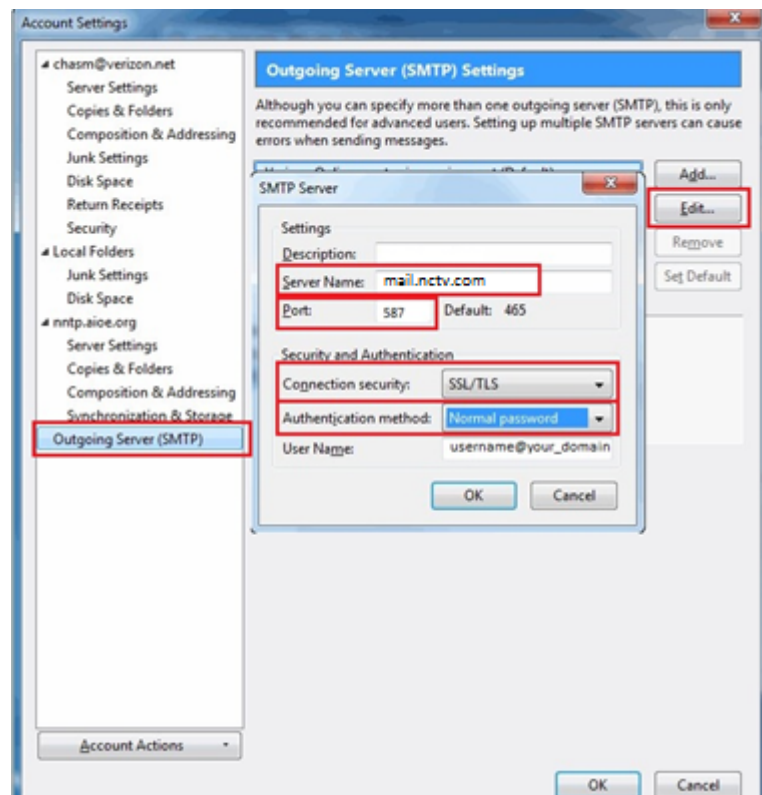


Thunderbird 3

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click **Server** setting in the left-hand pane.
4. Enter **mail.nctv.com** in the **Server Name** field
5. Enter **995** in the **Port** field

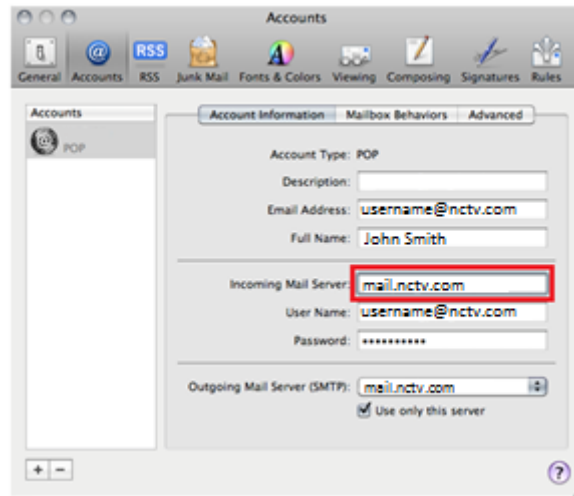


6. Click **Outgoing Server (SMTP)** in the left-hand pane.
7. Select your account and click **Edit...**
8. Enter **mail.nctv.com** in the **Server Name** field.
9. Enter **587** in the **Port** field.
10. Under **Security and Authentication** select **Normal password** from the dropdown.
11. Click the **Connection security** dropdown and select **SSL/TLS**.
12. Click **OK** in the *SMTP Server* window
13. Click **OK** in the *Account Settings* window



Apple Mail

1. Open Apple Mail.
2. Click **Mail**, and select **Preferences...**
3. Open the **Accounts** tab and select your existing account in the left panel.
4. At the bottom of the right panel click the arrow to the right of **Outgoing Mail Server (SMTP)** and click "Edit SMTP Server List ..." from the dropdown.



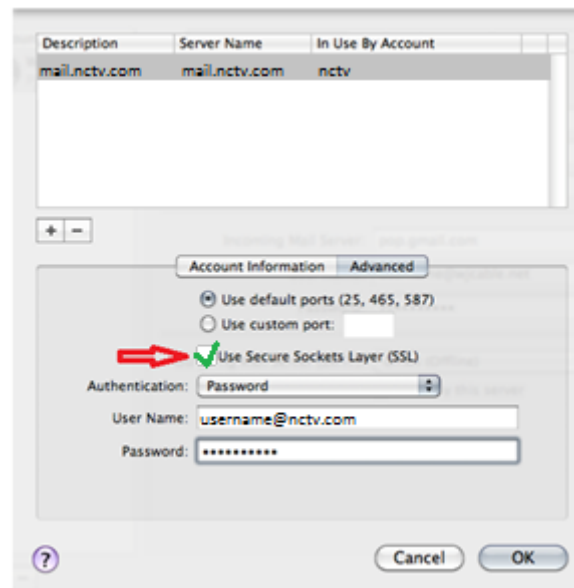
5. Click the **Advanced** tab

6. Select "Use Custom Port" and enter **587**.

7. Check **Use Secure Sockets Layer (SSL)**

8. Make sure the "Authentication" is set to "Password" and the "Username" is the full email address and your password is also entered.

9. Click **OK**



9. On the Account page select the **Advanced** tab

10. Enter **993** in the **Port** field

11. Check **Use SSL**

12. Verify *Authentication* is set to **Password**

13. Close the window to save

