## Steps to take if someone is having email issues.

**Step 1**: Verify we are hosting email. Check domain in <u>http://www.DNSgoodies.com</u> and make sure the MX records point to our servers.

**Step 2**: Check their email online at <u>http://webmail.scorpiondesign.com</u>.

- Send a test email to and from the account.
- If everything is fine with webmail continue with step 3. If not, then we have figured out the issue is on our end and you need to talk to tech.

**Step 3**: Log into GoToAssist and access the client's computer.

**Step 4**: Email issues typically stem from two different areas. They either cannot send, or they cannot receive. To figure this out, send a test email to and from the account.

- If a client cannot send, they have an issue with their outgoing server ports.
- If a client cannot receive, they have an issue with their incoming server ports.

Step 5: Access their account settings and double check everything is entered in properly.

Settings are below -

- a. Open up Outlook
- b. Go to 'Tools'  $\rightarrow$  'Account Settings'  $\rightarrow$  [NEW]
- c. Always click on 'Microsoft Exchange, POP3, IMAP, or HTTP'

organization's Microsoft Exchange	server.	1916-1920-9	00050
Other			
Connect to a server type shown b	elow.		
Fax Mail Transport Microsoft Office Outlook Connect Outlook Mobile Service (Text Mes	or saging)		

### d. Auto Account Setup:

- i. Your Name: Their display name.
- ii. Email Address: New email account you created.
- iii. Password you created.
- iv. Be sure to check the box for 'Manually Configure'

Your Name:	Christina Jobe
	Example: Borbana Sankovic
E-mail Address:	d mistina @testdomain.com
	Example: barbar a@contoso.com
Password:	*******
Retype Password:	
	Type the password your Internet service provider has given you.

e. Choose Email Service  $\rightarrow$  Click the first button 'Internet Email'

	EInternet E-mail Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.
0	Hicrosoft Exchange Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.
0	Other Connect to a server type shown below. Fair Mail Transport Hisrooot Chiffon Outloak Connector Outlook Mobile Service (Text Messaging)

- f. Fill out all of the information again under Internet Email Settings:
  - i. Your Name.
  - ii. Email Address.
  - iii. Account Type: POP3
  - iv. Incoming Server: email.scorpiondesign.com
  - v. Outgoing server: email.scorpiondesign.com
  - vi. Username: Email address.
  - vii. Password.
  - viii. Check 'Remember Password'

ix.	Click	on	MORE	SETT	INGS
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User Information			Test Account Settings
Your Name:	Christine Jobe		After filing out the information on this screen, we
E-mail Address:	dvisiline @testdomain.co		button below. (Requires network connection)
Server Information			Test laws at females
Account Type:	POP1		Test account settings
incoming mail server: email acorpondesign.com			
Outgoing mail server (SMIP):	email acception design.com	100	
Logon Information			
User Name:	dvistine@testdoman.co	n	
Password:			
120	Remember password		
Require logon using Secure	e Password Authentication	(SPA)	More Settings

## g. Outgoing Server $\rightarrow$ Click on the first check box.

General	Outgoing Serve	er Connection	Advanced
My or	utgoing server (	MTP) requires	authentication
🔘 U	se same setting	as my incoming	) mail server
) L	og on using		
L	Jser Name:		
P	assword:		
	1	Remember pass	word
	Require Secur	e Password Aut	hentication (SPA)

Log on to incoming mail server before sending mail

### h. Advanced:

- i. Incoming server: 110
- ii. Outgoing server: 25
- iii. Delivery  $\rightarrow$  Check all 3 boxes (I would keep the number of days at 10).

General	Outgoing Server	Connection	Advanced	
Server P	ort Numbers			
Incomi	ng server (POP3):	110	Use Defaults	]
0	This server require	s an encrypte	ed connection	(SSL)
Outgoi	ng server (SMTP):	25		
Use	the following type	of encrypted	connection:	None
Server T	imeouts			11.
Short	~/	Long 1 minu	ute	
Delivery	9			
V Lea	ve a copy of messa	ges on the si	erver	
V	Remove from serve	er after 10	) 🚖 days	s
	Remove from serve	er when delet	ed from 'Delet	ted Iter
1			the endine l	

Once done, check the account by both sending to and from the account.

# Common Issues; Below are the most common answers.

\*Make sure you always double check spelling! This happens to be a problem frequently.

**Problem**: Cannot Send Emails **Answer**: Try changing the Outgoing Server port from 25 to 4949.