

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

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

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

- 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.

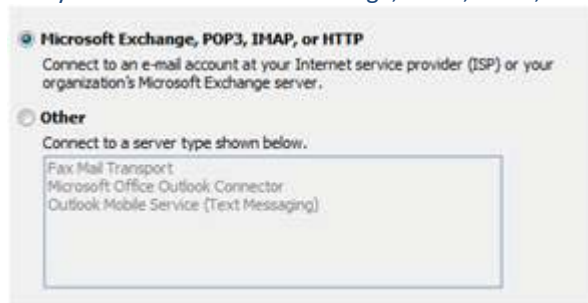
**Step 4:** Email issues typically stem from two different areas. They either cannot send, or they cannot receive. To figure this out, send a test email to and from the account.

- 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 –

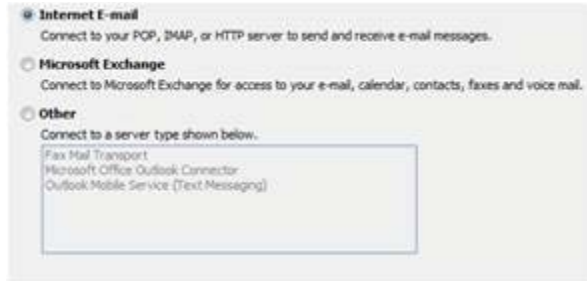
- a. Open up Outlook
- b. Go to 'Tools' → 'Account Settings' → [NEW]
- c. Always click on 'Microsoft Exchange, POP3, IMAP, or HTTP'



- 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'

A screenshot of the Outlook 'Auto Account Setup' form. It has four input fields: 'Your Name' with the value 'Christina Jobe' and an example 'Example: Barbara Sarikovic'; 'E-mail Address' with the value 'christina@testdomain.com' and an example 'Example: barbara@contoso.com'; 'Password' with a masked value '\*\*\*\*\*'; and 'Retype Password' with a masked value '\*\*\*\*\*'. Below the fields is a checkbox labeled 'Manually configure server settings or additional server types' which is checked.

- e. Choose Email Service → Click the first button 'Internet Email'



- 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 SETTINGS...

- g. Outgoing Server → Click on the first check box.

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

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

Server Port Numbers

Incoming server (POP3): 110 Use Defaults

This server requires an encrypted connection (SSL)

Outgoing server (SMTP): 25

Use the following type of encrypted connection: None

Server Timeouts

Short ————— Long 1 minute

Delivery

Leave a copy of messages on the server

Remove from server after 10 days

Remove from server when deleted from 'Deleted Items'

- i. Next → Finish → Then the account is setup!

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.