

How do I determine the version of Outlook or other mail client I have installed?

You can find out the version by clicking on the '**Help**' menu in your email programme and opening '**About Outlook**' or similar link at the bottom of the Help menu. The version you are using will be detailed in this section.

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N.B. Replace yourdomain.ie below with your actual domain name

1. Enabling SMTP authentication for Windows Mail

1. Open **Windows Mail**.
2. From the **Tools** menu select **Accounts**. The **Internet Accounts** box appears.
3. Click on email account to highlight it, then click the **Properties** button on the right. The mail account properties appear.
4. Select the **Servers** tab.
5. In the box marked **Outgoing mail (SMTP)** ensure mail.yourdomain.ie is entered.
6. Under the **Outgoing Mail Server** section check the box **My server requires authentication** and click the **Settings** button. The **Outgoing Mail Server** box appears.
7. Click the circle-box **Log on using** and in the **Account name** field enter your email address, and then enter the password for this email account.
8. Check the box **Remember password**. Check the box **Log on using Secure Password Authentication**.
9. Click **OK** to close the Outgoing Mail Server box. Click **OK** to close the Properties box. Click the **Close** button. SMTP authentication has now been enabled.

2. Enabling SMTP authentication in Outlook 2007

1. Open **Outlook 2007**
2. From the **Tools** menu select **Account Settings**. The **Account Settings** box appears.
3. Verify that the **E-mail** tab is selected. Your email account appears usually labelled mail.yourdomain.ie.
4. Click on the account to highlight it, and click on the **Change** icon above it. The Internet E-mail Settings appear.
5. Under the Server Information section, in the box marked **Outgoing mail server (SMTP)** ensure mail.yourdomain.ie is entered.
6. Click the button **More Settings...** in the lower right-hand corner. The Internet Email Settings box appears.
7. Click on the tab **Outgoing Server**.
8. Click the check box **My outgoing server (SMTP) requires authentication**, and verify that the circle-box **Use same settings as my incoming mail server** is selected.
9. Click **OK** to close the Internet Email Settings box.
10. IMPORTANT: Do NOT use the "Test Account Settings..." button to test the settings. This will fail.
11. Click the **Finish** button to close the Internet E-mail Settings box. Click the **Close** button to close the **Account Settings** box. SMTP authentication has now been enabled.

3. Enabling SMTP authentication in Outlook XP/2000/2003

1. Open **Outlook**.
2. From the **Tools** menu, select **Email Accounts**. The **Email Accounts** box appears.
3. Verify that the circle-box **View or change existing email accounts** is selected and click **Next**.
4. Your email account appears, usually labeled mail.yourdomain.ie
5. Click on your email account and click the **Change** button on the right. The **Internet Email Settings** appear.
6. Under the **Server Information** section, in the box marked **Outgoing mail server (SMTP)**, change the entry mail.yourdomain.ie
7. Click the button **More Settings...** in the lower right-hand corner. The **Internet Email Settings** box appears.
8. Click the **Outgoing Server** tab.

3. Enabling SMTP authentication in Outlook XP/2000/2003 (continued)

9. Click the circle-box **My outgoing server (SMTP) requires authentication**, and verify that the circle-box **Use same settings as my incoming mail server** is selected.
10. Click **OK** to close the **Internet Email Settings** box.
11. **IMPORTANT:** Do **NOT** use the "Test Account Setting..." button to test the settings. This will **fail**.
12. Click the **Finish** button to close the **Email Accounts** box. SMTP authentication has now been enabled.
13. To test the account, you may send an email to your email address.

4. Enabling SMTP authentication for Outlook 98/2000

1. Open **Outlook Express** or **Outlook 98/2000**.
2. From the **Tools** menu select **Accounts**. The **Internet Accounts** box appears.
3. Select the **Mail** tab. Your email account appears, usually labeled mail.yourdomain.ie.
4. Click on the account mail.yourdomain.ie and click the **Properties** button on the right. The mail.yourdomain.ie properties appear.
5. Select the **Servers** tab.
6. In the box marked **Outgoing mail (SMTP)** ensure the entry is set to mail.yourdomain.ie
7. Under the **Outgoing Mail Server** section check the box **My server requires authentication** and click the **Settings** button. The **Outgoing Mail Server** box appears.
8. Click the circle-box **Log on using** and in the **Account name** box enter your email address, and then enter the password for this email account.
9. Check the box **Remember password**. Check the box **Log on using Secure Password Authentication**.
10. Click **OK** to close the **Outgoing Mail server** box. Click **OK** to close the mail.yourdomain.ie **Properties** box. Click the **Close** button to close the **Internet Accounts** box. SMTP authentication has now been enabled.

5. Enabling SMTP Authentication for the Mozilla Thunderbird for both Windows and Macintosh

1. Open **Thunderbird Mail**. From the **Tools** menu select **Account Settings**. The Account Settings box appears.
2. In the white area on the left, select the entry **Outgoing Server (SMTP)**. The Outgoing Server (SMTP) Settings appear on the right.
3. In the **Server Name** box ensure the entry is set to mail.yourdomain.ie
4. Verify that the **Use name and password** box is checked. Click on the box to check it, if it is not checked.
5. In the **User Name** box enter your email address.
6. Click the **OK** button on the bottom. Authentication has now been enabled. Please note, you will be prompted for your password the first time that you send email. Be sure to check the box **Use Password Manager** to remember the password, to avoid having to enter it every time that you send email.

6. Enabling SMTP authentication for Windows Eudora 5 & 6

1. Open **Eudora** version 5 or version 6.
2. From the **Tools** menu select **Options**. The **Options** box appears.
3. In the **Category** box on the left select the icon **Sending Mail**.
4. In the box marked **SMTP server** ensure the entry is set to mail.yourdomain.ie
5. Verify that the check-box **Allow authentication** is **checked**.
6. Click **OK**. SMTP authentication has now been enabled.

7. Enabling SMTP authentication for Macintosh Eudora 5 & 6

1. Open **Eudora** version 5 or version 6.
2. From the **Special** menu select **Settings**. The **Settings** box appears.
3. In the box on the left select the icon **Sending Mail**.
4. In the box marked **SMTP Server** ensure the entry is set to mail.yourdomain.ie
5. Verify that the check-box **Allow authentication** is checked.
6. Click **OK**. SMTP authentication has now been enabled.

8. Enabling SMTP authentication for Macintosh OS X Mail

1. Open **MAIL**.
2. From the **MAIL** menu, select **Preferences**. Select the **Accounts** icon and click on your email account under the **Description** heading. Click on the **Edit** button on the right. The **Account Information** appears.
3. In the **Outgoing Mail Server** section, click on the **double arrows** and select **Add Server** from the menu. The **SMTP Server Options** box appears.
4. In the **Outgoing Mail Server** box, ensure the entry is set to mail.yourdomain.ie
5. In the **Authentication** box, click on the **double arrows** and select **MD5 Challenge-Response**.
6. In the **User Name** box, enter your email address. In the **Password** box, enter your password for this email address.
7. Click **OK** to return to the **Account information** page. In **Outgoing Mail Server** section, click on the **double arrows** and select mail.yourdomain.ie. Note that it will have your email address listed.
8. The **Outgoing Mail Server** entry should now show mail.yourdomain.ie followed by your email address.
9. Click **OK** to close and then close the **Accounts** box by clicking the red button. SMTP authentication has been enabled.

9. Enabling SMTP Authentication for Netscape 7.x mail for Windows & Macintosh

N.B. it is strongly recommend that you upgrade to Netscape 7.x before enabling SMTP Authentication.

1. Open **Netscape 7.x Mail**. From the **Edit** menu select **Mail & Newgroups Account Settings**. The **Account Settings** box appears.
2. In the white area on the left, select the entry **Outgoing Server (SMTP)**. The Outgoing Server (SMTP) Settings appear on the right.
3. In the **Server Name** box ensure the entry is set to mail.yourdomain.ie
4. Verify that the **Use name and password** box is checked. Click on the box to check it, if it is not checked.
5. In the **User Name** box enter your email address.
6. Click the **OK** button on the bottom. Authentication has now been enabled. Please note, you will be prompted for your password the first time that you send email. Be sure to check the box **Use Password Manager** to remember the password, to avoid having to enter it every time that you send email.