

SETTING UP EMAILS

STEP BY STEP

SET UP GUIDES

Choose the program you'd like to set your email up in.



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OUTLOOK 2010

- ☐ Open *Outlook 2010*
- ☐ Click *File*, then select *Info* from the drop down menu
- ☐ Click the large *Account Settings* button on the right
- ☐ Click the *Account Settings* option from the dropdown menu
- ☐ In the *Email* tab, click the *New* button in the top left
- ☐ Select the *Email Account* option
- ☐ Enter your name in the *Your Name* field
- ☐ Enter the full email address in the *Email Address* field
- ☐ Enter the password provided for that email account
- ☐ Select the *Manually Configure* option. Hit next
- ☐ Select the *Internet Email* option. Hit next

Enter the settings as shown.

Your name
The email address to set up

Choose POP3 or IMAP

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

Incoming Mail Server: enter *gol.goldcoastmultimedia.com*

Outgoing Mail Server: enter *gol.goldcoastmultimedia.com*

Username: enter the email address in full

Password: enter the password provided for that account.

- ☐ Click *More Settings*
- ☐ Under the *Outgoing* tab, make sure the *My Outgoing...* box is ticked
- ☐ In *Outgoing Server*, enter 465
- ☐ If you chose POP3, Tick '*Leave a copy...*' then tick '*Remove from server...*' then select 15 days.
- ☐ Click OK. Click Next. Click Finish.
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Outlook will throw a warning. Say Yes or OK - it's perfectly safe.

Not working? View the troubleshooting page - pg. 14

OUTLOOK 2007

- ☐ Open *Outlook 2007*
- ☐ Click **Tools** from the menu bar
- ☐ Click **Account Settings** from the dropdown menu.
- ☐ In the **Email** tab, click the **New** button in the top left.
- ☐ Select the '**Microsoft Exchange, POP3....**' option, then click Next.
- ☐ Tick '**Manually Configure...**' at the bottom, and click Next
- ☐ Select **Internet Email** and click Next

Enter the settings as shown.

Your name
The email address to set up
Choose POP3 or IMAP

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

Incoming Mail Server: enter **gol.goldcoastmultimedia.com**

Outgoing Mail Server: enter **gol.goldcoastmultimedia.com**

Username: enter the email address in full

Password: enter the password provided for that account.

- ☐ Click **More Settings**
- ☐ Under **Outgoing Server**, tick 'My Outgoing Server...' box
- ☐ Under Advanced tab, in Incoming Server:
If you chose POP3, enter 993 and tick 'This server requires...'
If you chose IMAP, enter 995 and tick 'This server requires...'
- ☐ In Outgoing Server, enter 465
- ☐ Set '**Use the following type...**' dropdown to SSL
- ☐ Click OK, click Next, click Finish.
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Outlook will throw a warning. Say Yes or OK - it's perfectly safe.

Not working? View the troubleshooting page - pg. 14

WINDOWS LIVE MAIL

- ☐ Open *Windows Live Mail*
- ☐ Click *Options* from the menu sidebar
- ☐ Click *Email Accounts* from the flyout menu
- ☐ Select *Add*
- ☐ Select *Email Account* then click Next
- ☐ Enter the full email address in *Email Address*
- ☐ Enter the password provided in *Password*
- ☐ Enter your name in *Display name*. Click *Next*.

Enter the settings as shown.

In *Server Type*, choose *IMAP* or *POP3*.

What is *POP3* & *IMAP*?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

Username: enter the email address in full

Incoming Mail Server: enter
gol.goldcoastmultimedia.com
Tick requires a secure connection
In Port, enter 995 (if POP3), or 993 (if IMAP)

Outgoing Mail Server: enter
gol.goldcoastmultimedia.com
Tick requires a secure connection
Tick Requires Authentication
Enter 465 in Port

- ☐ Click *Next*. Click *Finish*. Click *Close*.
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: Windows Live May complain about a security certificate. This is a false warning, and is perfectly safe. Annoyingly though, it may give you this warning every time you check your emails

OUTLOOK EXPRESS

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- ☐ Open *Outlook Express*
- ☐ Click *Tools* from the menu bar
- ☐ Click *Accounts* from the dropdown menu
- ☐ Select the *Mail* tab and click *Add > Mail*
- ☐ Enter your name, then click Next
- ☐ Enter the full email address, then click Next
- ☐ For '*Incoming Mail Server is a..*' choose IMAP or POP3
- ☐ Under '*Incoming Mail*' enter gol.goldcoastmultimedia.com
- ☐ Under '*Outgoing Mail*' enter gol.goldcoastmultimedia.com. Click next

- ☐ Enter the full email address in *Account Name*
- ☐ Enter the password provided for the account in *Password*
- ☐ Ensure that '*Logon using secure password..*' is NOT checked. Click Finish

- ☐ Highlight the account you just created and click *Properties*
- ☐ Click the *Advanced* tab
- ☐ For *Outgoing Mail*, tick '*This server requires a secure connection*' box.
- ☐ For *Outgoing Mail*, set the number to 465
- ☐ For *Incoming Mail*, tick '*This server requires a secure connection*' box.
- ☐ For *Incoming Mail*:
 - If you chose POP3, enter the number as 995
 - If you chose IMAP, enter the number as 993
- ☐ Click *Apply*. Click the *Servers* tab.
- ☐ Under *Outgoing Mail Server*, tick the '*My server requires authentication*' box.
- ☐ Click *Settings*. Enter the email account's provided password in '*Password*'.
- ☐ Click OK, click Close.
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Outlook will throw a warning. Say Yes or OK - it's perfectly safe.

OUTLOOK EXPRESS

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- ☐ Open *Outlook Express*
- ☐ Click *Tools* from the menu bar
- ☐ Click *Accounts* from the dropdown menu
- ☐ Select the *Mail* tab and click *Add > Mail*
- ☐ Enter your name, then click Next
- ☐ Enter the full email address, then click Next
- ☐ For '*Incoming Mail Server is a..*' choose IMAP or POP3
- ☐ Under '*Incoming Mail*' enter gol.goldcoastmultimedia.com
- ☐ Under '*Outgoing Mail*' enter gol.goldcoastmultimedia.com. Click next

- ☐ Enter the full email address in *Account Name*
- ☐ Enter the password provided for the account in *Password*
- ☐ Ensure that '*Logon using secure password..*' is NOT checked. Click Finish

- ☐ Highlight the account you just created and click *Properties*
- ☐ Click the *Advanced* tab
- ☐ For *Outgoing Mail*, tick '*This server requires a secure connection*' box.
- ☐ For *Outgoing Mail*, set the number to 465
- ☐ For *Incoming Mail*, tick '*This server requires a secure connection*' box.
- ☐ For *Incoming Mail*:
 - If you chose POP3, enter the number as 995
 - If you chose IMAP, enter the number as 993
- ☐ Click *Apply*. Click the *Servers* tab.
- ☐ Under *Outgoing Mail Server*, tick the '*My server requires authentication*' box.
- ☐ Click *Settings*. Enter the email account's provided password in '*Password*'.
- ☐ Click OK, click Close.
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Outlook will throw a warning. Say Yes or OK - it's perfectly safe.

THUNDERBIRD

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- ☐ Open *Thunderbird*
- ☐ Click **Tools** from the menu bar
- ☐ Click **Account Settings** from the dropdown menu
- ☐ Select **Account Actions** and click **Add Mail Account**
- ☐ Enter your name in **Your Name**
- ☐ Enter the full email address in **Email Address**.
- ☐ Thunderbird will attempt to adjust and fail. It's expected.
- ☐ Under '**Incoming**' choose IMAP or POP3

- ☐ For **Incoming**, enter
gol.goldcoastmultimedia.com
set Port to 995 (if POP3) or 993 (if IMAP)
and set '**SSL**' to SSL/TLS.
- ☐ For **Outgoing**, enter
gol.goldcoastmultimedia.com
set Port to 465
and set '**SSL**' to SSL/TLS.
- ☐ For Username, enter the
email address in full

- ☐ Click **Create Account**
- ☐ Click **OK**
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Thunderbird may throw a warning. Say Yes or OK - it's perfectly safe.

APPLE MAIL

- ☐ Open *Apple Mail*
- ☐ Select *Mail > Preferences* from the menu bar
- ☐ Select *Accounts* and click the '+' button in the bottom left
- ☐ Enter your name in *Your Name*
- ☐ Enter the full email address in *Email Address*
- ☐ Enter the provided password in *Password*. Click Continue
- ☐ Apple Mail will attempt to verify and fail. It's expected. Click Cancel.
- ☐ Under '*Account Type*' choose IMAP or POP3
- ☐ Enter the full email address in Description
- ☐ In *Incoming Mail Server*, enter gol.goldcoastmultimedia.com
- ☐ In *Username* enter the email address in full
- ☐ Enter the provided password in *Password*. Click Continue
- ☐ In *Outgoing Mail Server*, next to *Description*, enter gol.goldcoastmultimedia.com
- ☐ In *Outgoing Mail Server* enter gol.goldcoastmultimedia.com
- ☐ Tick *Use Only This Server*. Tick *Use Authentication*.
- ☐ In *Username* enter the email address in full
- ☐ Enter the provided password in *Password*. Click Continue
- ☐ Click Create
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Apple Mail may throw a warning. Say Yes or OK - it's perfectly safe.

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

ENTOURAGE

- ☐ Open *Entourage*
- ☐ Select *Tools > Accounts* from the menu bar
- ☐ Click the 'New' button
- ☐ Under 'Account Type' choose IMAP or POP3
- ☐ Click OK

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- ☐ Under 'Account Name' type the full email address
- ☐ Enter your name in *Name*
- ☐ Enter the full email address in *Email Address*
- ☐ In *Account ID*, enter the full email address
- ☐ In *Server*, type gol.goldcoastmultimedia.com
- ☐ Enter the provided password in *Password*. Click Continue
- ☐ Click *click here for advanced...*
- ☐ Tick 'This service requires SSL'

- ☐ Under *Sending Mail*, enter gol.goldcoastmultimedia.com
- ☐ Click *click here for advanced sending options*
- ☐ Tick 'SMTP service requires SSL'
- ☐ Tick 'Use same settings as receiving mail server'
- ☐ Click OK.
- ☐ Send a test email to yourself, then rejoice! Your email account has been set up successfully.

Note: The first time you check your emails, Apple Mail may throw a warning. Say Yes or OK - it's perfectly safe.

Edit Account

Account Settings Options Advanced Security

Account name: you@yourwebsite.com.au

☒ Include this account in my "Send & Receive All" schedule

Personal information

Name: Your Name

E-mail address: you@yourwebsite.com.au

Receiving mail

Account ID: you@yourwebsite.com.au

IMAP server: gol.goldcoastmultimedia.com

Password:

☒ Save password in my Mac OS keychain

☒ This IMAP service requires a secure connection (SSL)

Sending mail

SMTP server: gol.goldcoastmultimedia.com

☐ Override default IMAP port: 993

☐ Always use secure password

[Click here for advanced sending options](#)

Cancel OK

GMAIL

This guide assumes you have already signed up for a Gmail account.

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

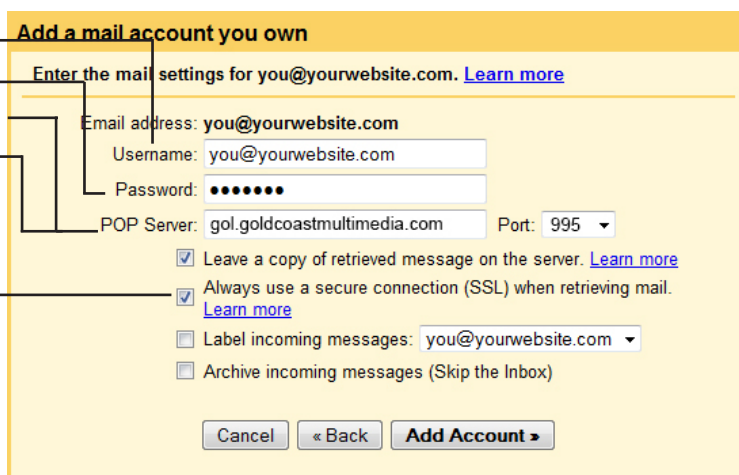
IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- ☐ Log into *Gmail*
- ☐ Click **Settings** in the top right corner (looks like a cog icon)
- ☐ Select **Settings** from the dropdown menu
- ☐ Click the Accounts and Import tab.
Click **Add a POP3 Email Account** **or** an **IMAP Email Account** you own
- ☐ Enter your full email address. Click Next Step

Enter all settings as shown below:

- ☐ Enter the full email address in **Username**
- ☐ Enter the provided password in **Password**.
- ☐ In **Server**, enter gol.goldcoastmultimedia.com
- ☐ Set **Port** to 995 (if POP3), or 993 (if IMAP)
- ☐ Tick **Always Use a Secure Connection**
- ☐ Click **Add Account**
- ☐ Select Yes, I want to be able to send from this account. Click Next.
- ☐ Enter your name. Click **next step**
- ☐ Select Send through... SMTP Servers.



- ☐ In **SMTP Server**, enter gol.goldcoastmultimedia.com
- ☐ In **Port**, enter 465
- ☐ In **Username**, enter the full email address
- ☐ In **Password**, enter the password provided
- ☐ Click **Add Account**.

- ☐ Gmail will send a confirmation email to your new email address before it can be activated. Contact support@goldcoastmultimedia.com and ask us to confirm the Gmail setup email for your email address.
- ☐ We'll let you know when it's done. Then, head back to Gmail and send a test email to yourself. Your email account has been set up successfully.

Note: The first time you check your emails, Gmail may throw a warning. Say Yes or OK - it's perfectly safe.

IPHONE

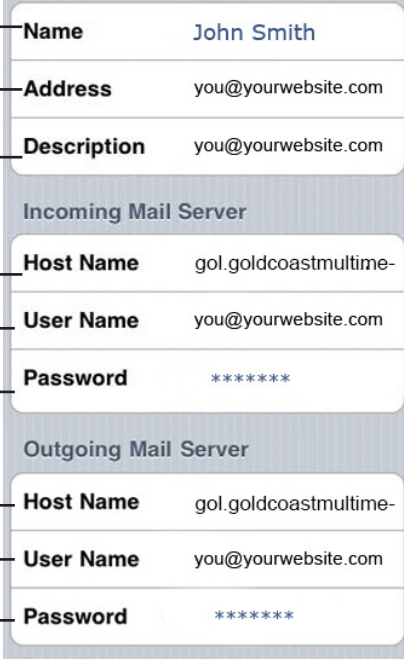
- ☐ From the home screen of your iPhone tap **Settings**.
- ☐ Tap **Mail, Contacts, Calendars**. Tap **Add Account**.
- ☐ On the Add Account page tap **Other**. Tap **Add Mail Account**.
- ☐ Enter your name in **Name**
- ☐ Enter the full email address in **Email Address**
- ☐ Enter password provided in **Password**
- ☐ Enter the full email address in **Description**. Tap **Save**
- ☐ Your iPhone will attempt to adjust its settings. Afterwards, you'll need to configure the settings manually
- ☐ In Account Type, select POP3 or IMAP.

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- 
- ☐ In **Name**, enter your full name
 - ☐ In **Address**, enter the full email address
 - ☐ In **Description**, enter the full email address
 - ☐ In **Hostname** enter gol.goldcoastmultimedia.com
 - ☐ In **Username**, enter the full email address
 - ☐ In **Password**, enter the provided password
 - ☐ In **Hostname** enter gol.goldcoastmultimedia.com
 - ☐ In **Username**, enter the full email address
 - ☐ In **Password**, enter the provided password
 - ☐ Tap **Save**.
 - ☐ Your iPhone may say that the Secure Connection Failed. Click continue.
 - ☐ It will show you the account you've just set up, but it's not ready yet. Click the new account to open its settings, go to **Advanced**
 - ☐ Make sure Use SSL is on, and server port is set to 995 (if POP3) or 993 (if IMAP). Go back one screen.
 - ☐ Scroll down and, under Outgoing Mail Server, tap SMTP. Select the Primary Server at the top
 - ☐ Make sure Use SSL is On, and server port is set to 465.
 - ☐ Save your settings and head back to your inbox. Send yourself a test message. All done!

Note: The first time you check your emails, your iPhone may throw a warning. Say OK or Continue - it's perfectly safe.

ANDROID

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

- ☐ Open your *Email* app from *Applications*
- ☐ Enter your full email address, and the password provided. Tap Next.
- ☐ Choose POP3 or IMAP

- ☐ Enter the full email address in *Username*
- ☐ Enter password provided in *Password*
- ☐ *Server*, enter **gol.goldcoastmultimedia.com**
- ☐ Set *Port* to 995 (if you chose POP3) or 993 (if you chose IMAP)
- ☐ Tap Next.

- ☐ In *SMTP Server*, enter **gol.goldcoastmultimedia.com**
- ☐ In *Port*, enter 465
- ☐ In *Security Type*, select SSL/ TLS
- ☐ Tick *Require Sign In*
- ☐ In *Username*, enter the full email address
- ☐ In *Password*, enter the provided password
- ☐ Tap *next*

- ☐ Select how often you would like to auto-check for emails.
Note: The more often you check, the more it will drain your battery. Usually check every 10 minutes. Tap next
- ☐ Set the other two options to your preference. Tap next
- ☐ In *Give This Account A Name*, enter the full email address.
- ☐ In *Your Name*, enter your name.
- ☐ Tap done. Send yourself a test message. All done!

Note: The first time you check your emails, your phone may throw a warning. Say OK or Continue - it's perfectly safe.



Outgoing server settings

SMTP server
gol.goldcoastmultimedia.com

Port
465

Security type
SSL/ TLS

☒ Require sign-in.

Username
you@yourwebsite.com.au

Password
.....

Next

BLACKBERRY

- ☐ Log into the BlackBerry's Internet Service by entering your User ID and password information specific to your BlackBerry.
 - ☐ Under *Services* select *Email Accounts*.
 - ☐ Click *Add An Email Account*.
 - ☐ In *Email Address*, enter the full email address
 - ☐ In *Password*, enter the password provided
 - ☐ The Blackberry will give an error message. It's expected.
-
- ☐ Select *Internet Service Provider Email* which refers to *POP/IMAP*. Tap Next
 - ☐ Select *I will provide the settings to add this email account*. Tap next
 - ☐ Then enter your account settings information. Please ensure the email address box, which was automatically filled, is correct.
 - ☐ In *Username*, enter the complete email address
 - ☐ In *Password*, enter the password provided
 - ☐ In *Email Server*, enter gol.goldcoastmultimedia.com
 - ☐ In *Server Type*, choose POP3 or IMAP/
 - ☐ Tap *next*
-
- ☐ Next to the option *Use SSL*, select Yes. Click next.
 - ☐ Your account has now been successfully configured. Send yourself a test email, and rejoice!

What is POP3 & IMAP?

POP3 - Allows you to access your emails offline.

IMAP - Allows you to sync your emails between several devices.

Decide which is more important to you, and choose that.

Note: The first time you check your emails, your phone may throw a warning. Say OK or Continue - it's perfectly safe.

Note: Your BlackBerry's Internet Service should automatically check for new emails in your Inbox approximately every 15 minutes.

■ TROUBLESHOOTING

- ☐ My email program keeps bugging me with security certificate warnings. How do I stop this?

Please email support@goldcoastmultimedia.com and we'll help you out.

- ☐ The email program I want to use is different from the guides in this document. What can I do?

The email settings are the same for every email program. Take these settings to a local techy to set your email account up.

SSL: available (shared)

Authentication: required (password)

Incoming server: gol.goldcoastmultimedia.com **Port** 995 (POP3) or 993 (IMAP)

Outgoing server: gol.goldcoastmultimedia.com **Port** 465

- ☐ No matter how hard I try, the settings don't work and I can't get my mail.

Take the settings above, and your device, to a local techy.