

Email

Setting up your mail client software



To set up your mail program, use the following guidelines. The basic information is the same for all mail clients, however the way you get to the place where you enter the information is a little different for each one. We have included a couple of images for the more popular mail clients.

Basic Information

- **Name:** Your real name
- **Email Address:** The email address you want to be identified with
- **Account Name / Webmail Login Name:** mailboxname@yourdomain.com
- **Type:** Mail is POP3
- **Incoming (POP3):** mail.icglink.com
- **Outgoing (SMTP):** mail.icglink.com
- **SMTP Authentication:** Our mail server requires authentication for SMTP (sending mail)

A Note About Phones

When setting up your phone, you will have a choice of using IMAP or POP for checking mail. The answer to which you should use depends on how you manage mail on your primary computer. If you download mail from our mail servers to your primary computer, you should use POP mail on your phone. If you leave mail on our servers, you should use IMAP on your phone. If you do leave mail on our servers, you should also check the box that sets your mail client to remove mail after a certain reasonable period.

Debugging Your Settings

Once you have set up your mail client, if you are having problems and are unsure of whether you have the correct username and password combination, you can test your settings [here](#).

Select your mail client below for instructions on getting started:

- [Eudora 4.x for the PC](#)
- [Eudora 5 for the PC](#)
- [Eudora Pro for the PC](#)

Email

- [Netscape 4.5 to 4.7x for the PC](#)
- [Outlook Express 5.x and 6 for the PC](#)
- [Outlook 2000](#)
- [Outlook XP or Outlook 2003](#)
- [Entourage for MacOS X](#)
- [Eudora 4.3 for Mac](#)
- [Eudora 5 for Mac](#)
- [Eudora Pro for Mac](#)
- [MacOS X Mail](#)
- [Netscape 4.x or Above for Mac](#)
- [Outlook Express 4.5 for Mac](#)
- [Outlook Express 5 for Mac](#)
- [Blackberry](#)
- [Android](#)
- [iPhone / iPad](#)

Eudora 4.x for the PC

- Open Eudora. From the menu bar, choose Tools and then Options.
- The Options window will appear. On the left side of the window, click on Getting Started.
- Fill in the fields as needed and select other left icons as necessary.

Eudora 5 for the PC

- After installing Eudora 5, open it by double clicking on the icon it created. You will see a Eudora 5 screen for a few seconds, then a screen explaining the difference between the advertising-supported version and the paid version. Click OK.
- The next screen is the welcome screen. Click Next to continue.
- Select the option to create a brand new e-mail account and click Next
- Fill in the fields as needed.

Eudora Pro for the PC

- Open Eudora Pro
- Click on the Tools menu and select Options.
- The Options window appears.
- On the left side of the split window, under Category click on Getting Started.
- Fill in the fields as needed and select other left icons as necessary.

Netscape 4.5 to 4.7x for the PC

- Choose Communicator from the menu bar, and then choose Messenger. The Messenger window should appear.
- Choose Edit from the menu bar and select Preferences.
- The Preferences window will appear.
- In the Category list on the left side, look for Mail & Newsgroups. (If there is a plus (+) sign next to Mail & Newsgroups, click on the plus sign to reveal the

Email

- listings underneath it.)
- Click on Mail Servers.

Outlook Express 5.x and 6 for the PC

- Open Outlook Express.
- After Outlook Express loads, you should see a welcome screen. If the New mail wizard opens, click Cancel.
- Click on Tools and choose Accounts.
- The Internet Accounts window opens.
- Select the Mail tab if it is not selected by default.
- To edit an existing account, double click it.
- To add a new account, click on Add and select Mail.
- Fill in the fields as needed.

Outlook 2000

- When you first run Outlook 2000 after installing it, you will encounter the Outlook Startup window. Click Next to continue.
- If you had a previous version of Outlook, you will encounter the Outlook Mail Usage screen. Choose No to create new mail settings for Outlook 2000 and click Next.
- If you have other email programs on your computer, Outlook may detect them and ask if you want to import the email, address books, and settings from these programs.
- The next screen asks what kind of email account you plan to use with Outlook 2000. Choose Internet Only and then click Next.
- You will see a warning that by choosing Internet only, you will not be able to use Outlook 2000 with systems like Exchange. Click Yes to continue.
- Outlook 2000 will now begin to open. You may see a message that Windows Installer is running. Wait patiently until you see the main Outlook screen. Go make some coffee.
- Now you can begin to configure Outlook to access your email account. Click on Tools on the menu bar and choose Accounts from the menu.
- Click on the tab marked Mail.
- On the right side of the screen, click on the Add button and choose Mail.

Outlook XP or Outlook 2003

- In the Outlook menu bar, click on Tools and then E-mail Accounts.
- For a new account choose Add new e-mail account and then click the Next button.
 - Fill in the fields as needed.
- To edit an existing account, click View or change existing e-mail accounts and then click Next.
 - Click the Name of the E-mail configuration you would like to change.
 - Click the Change button located directly to the right.
 - Fill in the fields as needed.

Email

Entourage for MacOS X

- Open Microsoft Entourage.
- Click on the Tools menu and select Accounts.
- When the Accounts window comes up, click on the New button on the top-left.
- If you get the the Account Setup Assistant window, click on the Configure account manually button. If not, just go to the next step.
- On the New Account window, select the corresponding account type from the Account type: pop-up list (POP3 is recommended). Then click OK.
- When the Edit Account window comes up, fill in the fields as needed.

Eudora 4.3 for Mac

- After Installing Eudora 4.3 open it by double clicking on the icon it created at the location you selected on your hard drive. To begin, you will get a window displaying a Welcome message. Click on the button labeled OK.
- You will be given a box titled Settings. If you do not see this box, go to the Special menu in Eudora and Select the Settings menu-item. Make sure that on the left of the window, the icon labeled Getting Started is selected.
- Fill in the fields as needed and select other left icons as necessary.

Eudora 5 for Mac

- After installing Eudora 5, open it by double-clicking on the icon it created at the location you selected on your hard drive. To begin, you may get a window asking if you want to import settings from another mail program. Click No.
- A window labled Settings will appear.
- Fill in the fields as needed.

Eudora Pro for Mac

- Click the Special menu and select Settings
- The Settings window appears. It is a split window with a menu list on the left side. From that menu list click on the Getting Started icon.
- The right part of the window also changes.
- Fill out the fields as needed.

MacOS X Mail

- Double-click the Mail icon.
- Select MAIL - Preferences
- Fill out the fields as needed.
- Be sure to set SMTP authentication to "password" as follows:
 - Under Outgoing Mail Server (SMTP), select your SMTP server from the list. If you don't have one, choose "Add Server" and add mail.icglink.com.
 - Set Authentication to "password" and use your account ID and

Email

password. Click OK to finish.

Netscape 4.x or Above for Mac

- Choose Communicator from the menu bar, and then choose Messenger. The Messenger window should appear.
- Choose Edit from the menu bar and select Preferences.
- The Preferences window will appear. In the Category list on the left side, look for Mail & Newsgroups. If there is an arrow facing right next to Mail & Newsgroups, click on the arrow so that it points down to reveal the listings underneath it. Click on Identity.
- On the right side of the window, fill out the fields as needed.

Outlook Express 4.5 for Mac

- Open Outlook Express 4.5 and click on Edit from the menu bar and then choose Preferences.
- There is a list of categories on the left. The E-mail category, which is under Accounts, should be highlighted so that the Mail Accounts preferences are shown on the right of the window.
- Click on the New Account... button.
- Fill out the fields as needed.

Outlook Express 5 for Mac

- Click on Tools from the menu bar.
- Then select Accounts from the pop-up menu.
- Click on the New button which is located on the top left corner of the window.
- Select POP from the Account Type: pull-down menu, then click on the OK button.
- Fill out the fields as needed.

Blackberry

- Menu / Accounts / Account Setup / Edit:
 - Acct Name = Versamail
 - Mail Service = Other
 - Protocol = IMAP
- Next: Username = full email address
- Next: Email Address = full email address
- Incoming Mail Server = mail.icglink.com
- Outgoing Mail Server = mail.icglink.com
- Next: Advanced: Incoming Server Settings
 - Port = 143
 - Nothing Checked
- Outgoing Server Settings
 - Port = 587
 - Check = Use Authentication (ESMTP)

Email

- Username = Full email address
- Password = Same

Android

- Find your mail settings. Each phone is a little different. For example, on HTC phones, click "Mail" then Menu - More - Settings - Account Settings.
- Enter a Name for the Account
- Next: Select IMAP as your protocol
- Email Address = full email address
- Username = full email address
- Password = password
- IMAP Server = mail.icglink.com
- Security Type = None
- Server Port = 143
- Next: Check "Login Required"
- Username = full email address
- Password = password
- SMTP Server = mail.icglink.com
- Security Type = None
- Server Port = 587
- Next - Finish Setup

iPhone / iPad

- Open Settings
- Mail, Contacts, Calendars
- Add Account
- Other
- Add Mail Account
- Name: Your Name
- Address = full email address
- Password = password
- Description = A brief description
- Next: Select IMAP as your protocol
- Incoming Mail Server
 - Host Name = mail.icglink.com
 - Username = full email address
 - Password = password
- Outgoing Mail Server
 - Host Name = mail.icglink.com
 - Username = full email address
 - Password = password
- Next: Do you want to connect using SSL = Yes - If it does not connect, click "Continue"
- Save

Troubleshooting

Email

If you are still having problems, please check our [troubleshooting](#) page. If that doesn't work, [contact](#) us for more assistance.

A Note About SPAM

We have a strict [anti-spam \(unsolicited mass e-mail\) policy](#). Please review our policy if you have any questions before sending out any mass mailings.

Unique solution ID: #1009

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