

How to Configure Microsoft Outlook Express 6 for q.com E-mail

Internet Service Provider (ISP):

MSN



Use this document if:

- You need to configure Microsoft Outlook Express 6 for q.com e-mail.

This document assumes:

- You know your q.com e-mail address and password.
- You have a working copy of Microsoft Outlook Express 6.
- You have a working Internet connection.

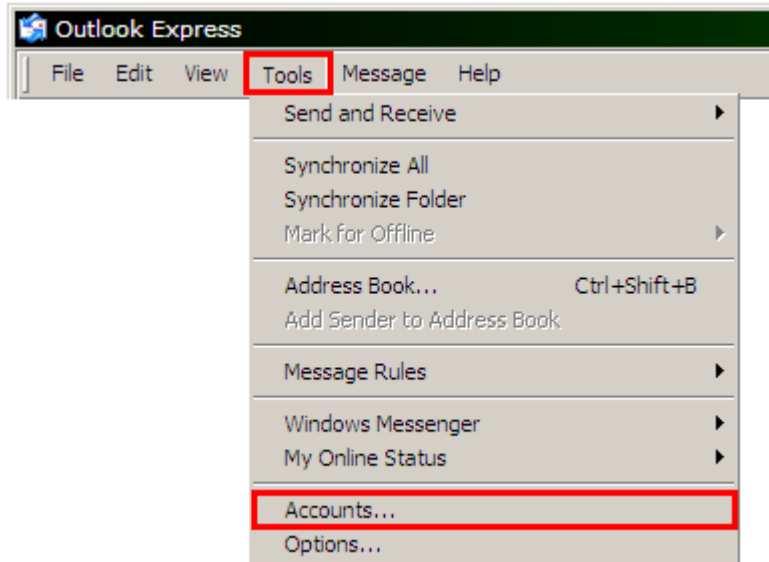
Incoming/Outgoing server info: If you are already familiar with how to configure Outlook Express 6, use the following information. If you need more help, continue reading.

- Incoming Server: pop3.live.com (port 995, SSL enabled)
- Outgoing Server: smtp.live.com (port 25, SSL enabled, requires authentication)

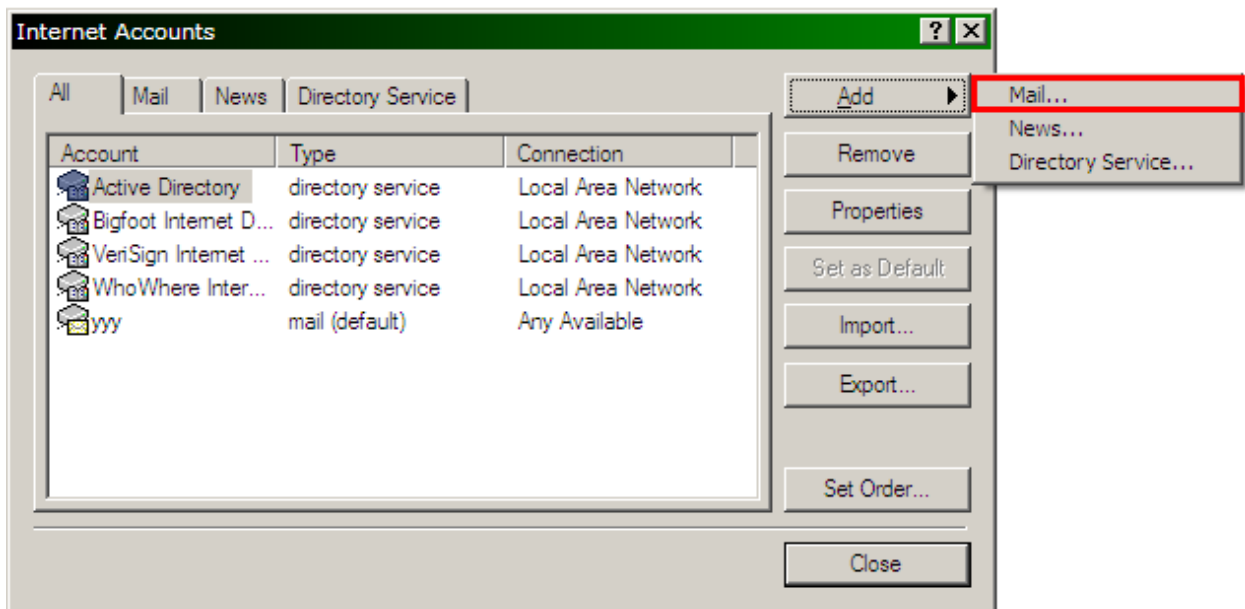
1. Open Outlook Express using the icon on your desktop or Start menu.



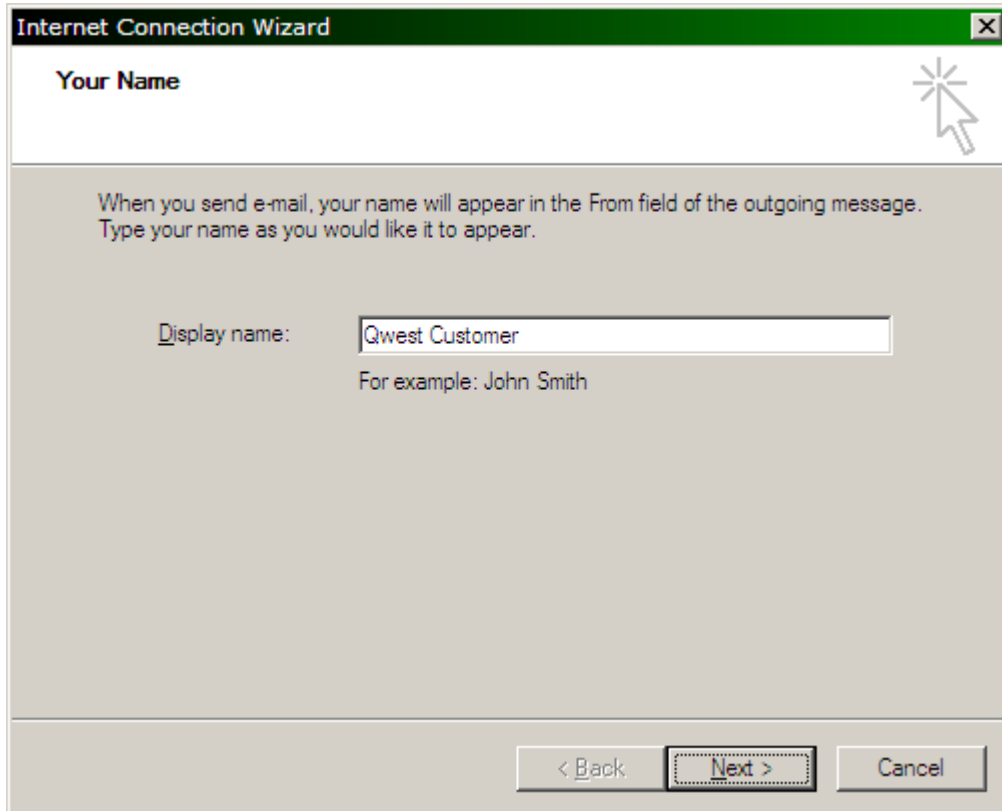
2. If this is your first time running Outlook Express, the new account wizard will start automatically. Otherwise, select **Tools**, then **Accounts...**



3. In the 'Internet Accounts' dialog box, select **Add**, then **Mail...**

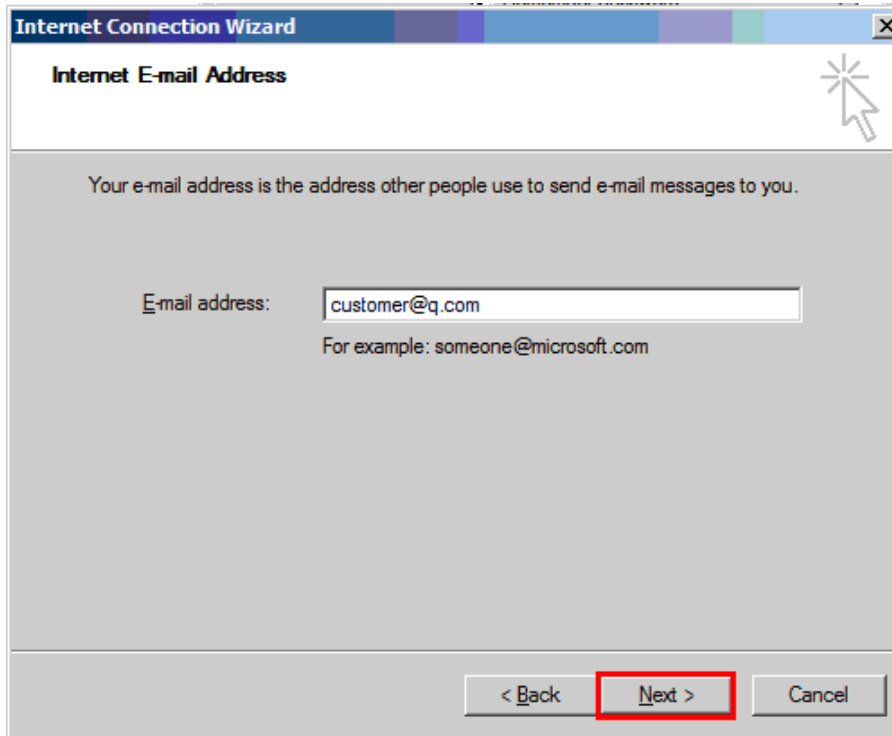


4. Type in your name as you would like it to appear on outgoing mail and select **Next**.



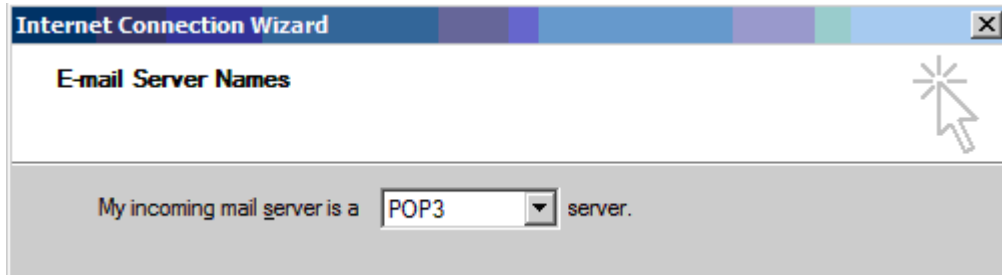
The screenshot shows a window titled "Internet Connection Wizard" with a close button (X) in the top right corner. The main heading is "Your Name". Below the heading is a mouse cursor icon. The text reads: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." There is a text input field labeled "Display name:" containing the text "Qwest Customer". Below the input field is the text "For example: John Smith". At the bottom of the window are three buttons: "< Back", "Next >" (which is highlighted with a dotted border), and "Cancel".

5. Type in your full q.com e-mail address and select **Next**.

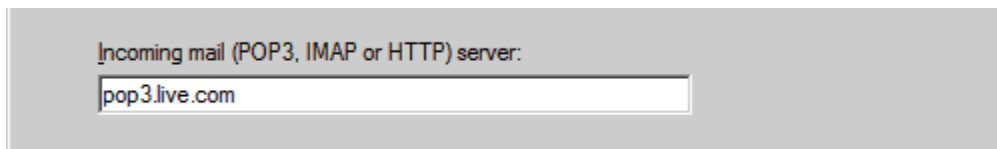


The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "Internet E-mail Address". Below the sub-header, there is a text box with the label "E-mail address:" containing the text "customer@q.com". Below the text box, there is a note: "For example: someone@microsoft.com". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a red rectangular border. A mouse cursor is visible near the top right of the window.

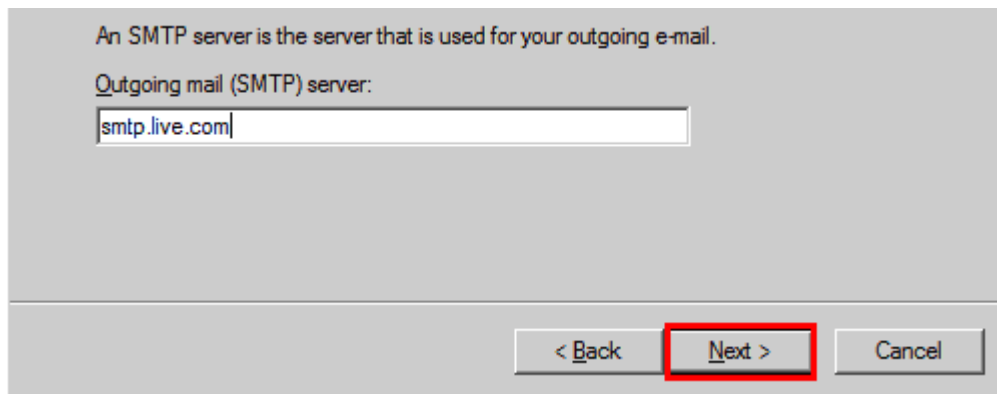
6. Make sure the 'My incoming mail server is a' dropdown box is set to **POP3**.



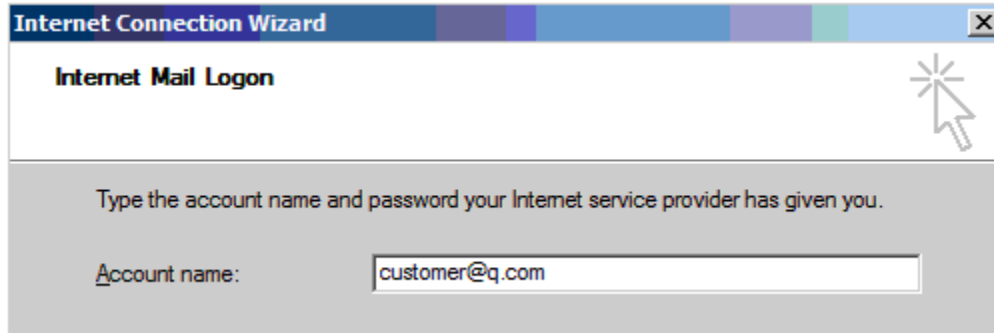
7. In the 'Incoming mail (POP3, IMAP, or HTTP) server:' box, type in **pop3.live.com**.



8. In the 'Outgoing mail (SMTP) server:' box, type in **smtp.live.com**. Then, select **Next**.

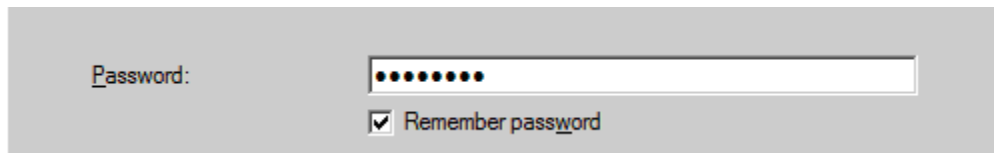


9. In the 'Account Name:' box, type in your full q.com email address.



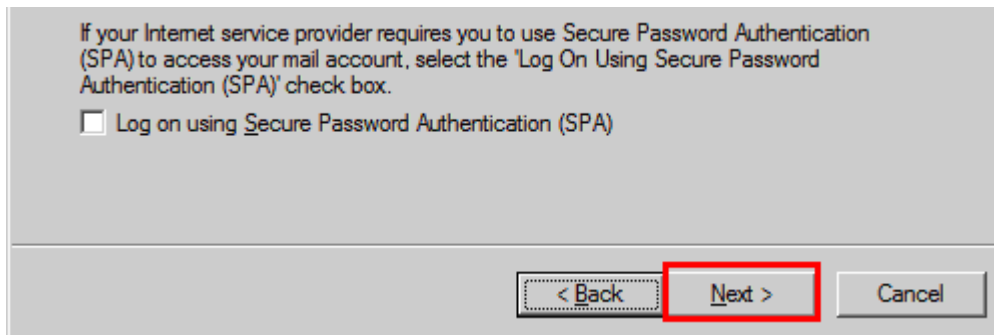
The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". Below the sub-header, there is a text prompt: "Type the account name and password your Internet service provider has given you." Underneath, the "Account name:" label is followed by a text input field containing "customer@q.com". A mouse cursor is visible over a star icon in the top right corner of the dialog box.

10. In the 'Password:' box, type in your password (Remember, passwords are CaSe SeNSiTiVe).



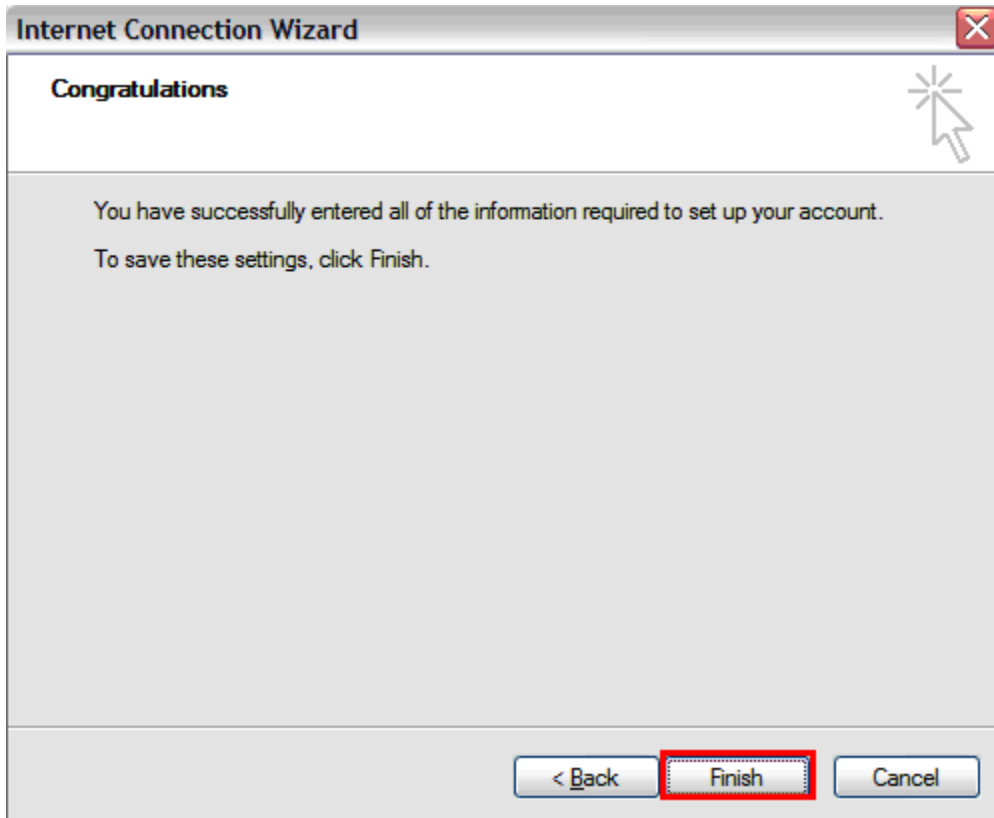
The screenshot shows the "Password:" label followed by a text input field where the password is masked with ten black dots. Below the input field, there is a checked checkbox labeled "Remember password".

11. Do *not* check the **Log on using Secure password Authentication (SPA)** box. Select **Next**.

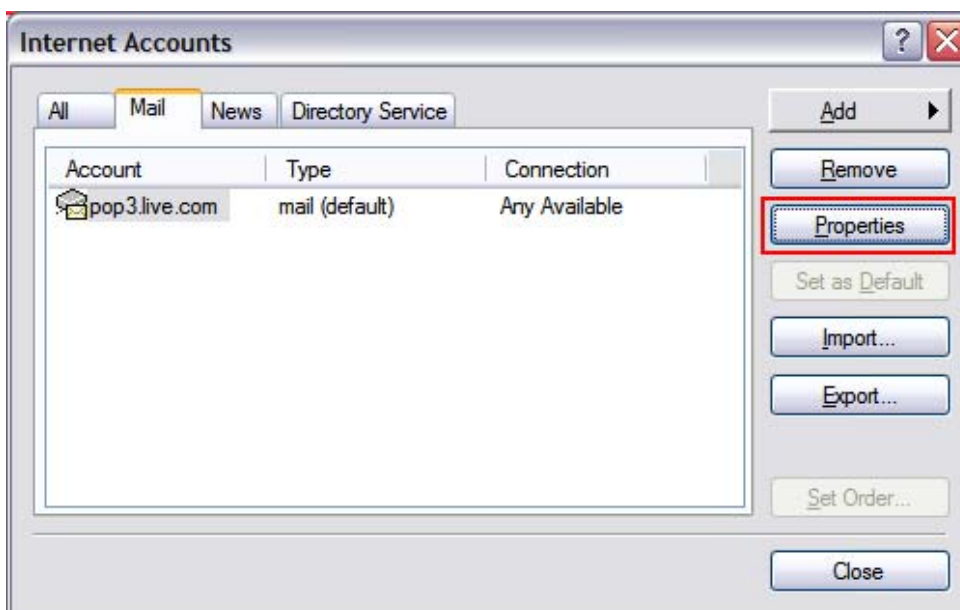


The screenshot shows the "Log on using Secure Password Authentication (SPA)" checkbox, which is unchecked. Below the checkbox, there is a text prompt: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box." At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a red rectangular box.

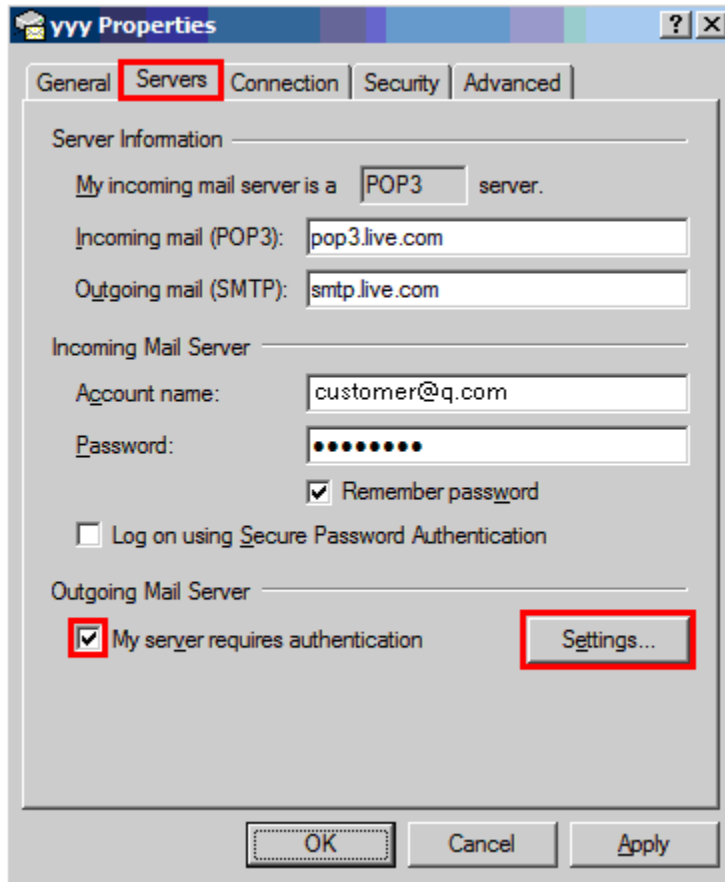
12. Select **Finish** (but there is still more to do).



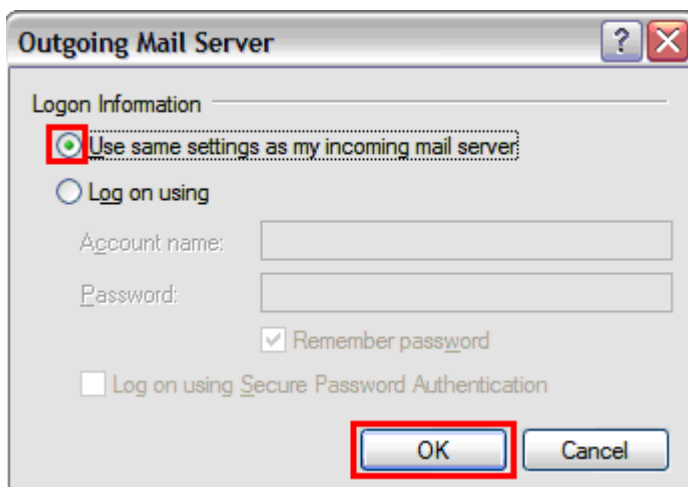
13. In the 'Internet Accounts' dialog box, make sure the account you just created is highlighted and select **properties**.



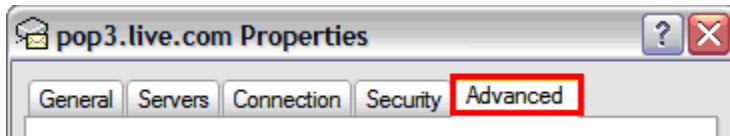
14. In the 'Properties' dialog box, select the **Servers** tab. Check the box labeled **My server requires authentication** and select the **Settings** button.



15. In the 'Outgoing Mail Server' box, select **Use same settings as my incoming mail server** and select **OK**.



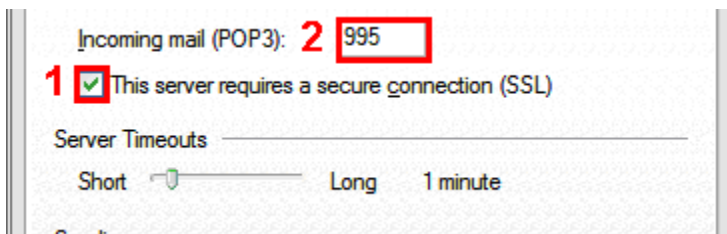
16. Select the **Advanced** tab.



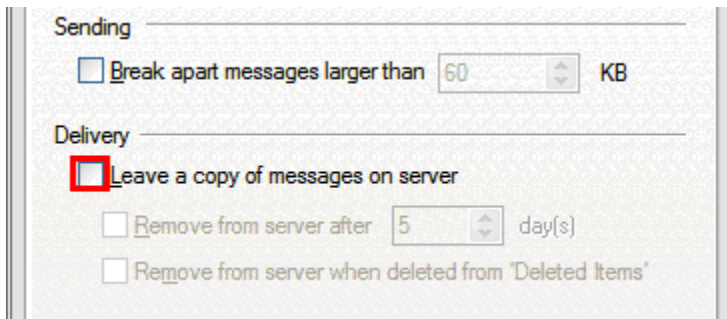
17. Check the box labeled **This server requires a secure connection (SSL)**. Then, in the **Outgoing mail (SMTP)**: box, type 25.



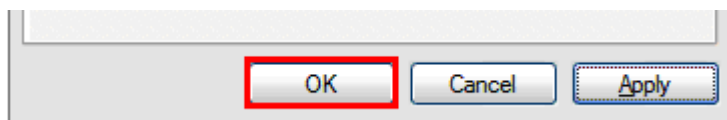
18. Check the box labeled **This server requires a secure connection (SSL)**. Then, in the **Incoming mail (POP3)**: box, type 995.



19. If you plan on accessing your e-mail from somewhere other than Outlook (Hotmail.com, etc.), check the **Leave a copy of messages on the server** box. Otherwise, e-mail will only be accessible through Outlook Express.



20. Select **OK**.



21. To complete the process select **Close**.

