

Mozilla Thunderbird: Configure IMAP/POP/SMTP

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Introduction

Email is an important part of our lives, whether it's for work or just to keep in touch with friends and family. This document provides you with instructions to set up Mozilla Thunderbird on your device.

This guide explains how to configure your email account using the POP or IMAP protocol. It also includes a process overview for novice users plus a preparation checklist.

Email Settings

More advanced users can refer to the following lists for the IMAP, POP, and SMTP settings. If you don't understand the lists, don't worry; this document walks you through all the steps you need to configure your email.

IMAP

- Server: mail.hostedemail.com (cluster A) or mail.b.hostedemail.com (cluster B)
- Port: 143 or 993 (SSL)
- Username: full email address
- Password: email password

POP

- Server: mail.hostedemail.com (cluster A) or mail.b.hostedemail.com (cluster B)
- Port: 110 or 995 (SSL)
- Username: full email address
- Password: email password

SMTP

- Server: mail.hostedemail.com (cluster A) or mail.b.hostedemail.com (cluster B)
- Port: 25, 587, or 465 (SSL)
- Username: full email address
- Password: email password

If you have never set up an email account, it is very important for you to read the **Process Overview** before beginning.

If your particular email program is not covered in this guide, you can still use the Process Overview to complete your account set up. Set up varies from program to program but not by much. Check your email program's web site for specific set up instructions or contact your internet provider for assistance.

Process Overview

So, now you have this great device and you want to download your email messages to your device.

This requires two things:

1. The device can communicate properly with the provider's server.
2. The provider's server recognizes you so that you receive the right email messages.

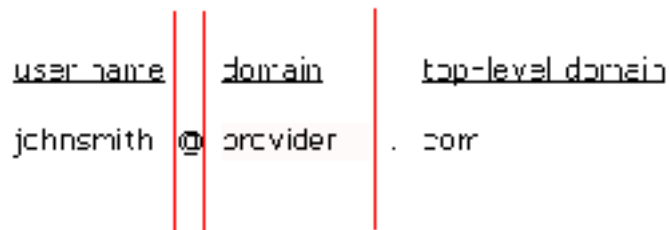
If this sounds daunting, don't be alarmed. You only complete two fields to tell your device how to communicate with the provider's server, and then you fill in two more fields to identify yourself. Depending on your email program, there may be a few more fields to fill in but not many. That's it.

You also have to set your program to use SMTP authentication. This sounds technical but it's accomplished with just one mouse click.

Anatomy of an Email Address

Your email address is made up of three parts:

- The first part is unique to you, it's your user name. It uniquely identifies you within your service provider's domain. Your user name is separated from the second part of the address by a commercial at sign (@).
- The second part is the domain or host name, usually the provider's company name. The domain name is separated from the third part by a period (.), commonly referred to as a dot.



- Finally, the third part is called a top-level domain (TLD). It is used to divide the Internet into manageable groupings

(For more information about email addresses, see http://en.wikipedia.org/wiki/Domain_name.)

[Why is My Email Address Important?](#)

When it is time to set up your email client, one of the pieces of information required for POP and IMAP is a user name. When setting up your email client, you must use your full email address as your user name or the server returns an error when you try to connect.

[Account Information](#)

The four main pieces of information supplied by your provider include:

User or login name	Use your full email address.
Password	A temporary password assigned by your provider. Change it later based on your ISP's policy.
Incoming Server	mail.hostedemail.com (cluster A) or mail.b.hostedemail.com (cluster B)
Outgoing Server	mail.hostedemail.com (cluster A) or mail.b.hostedemail.com (cluster B)

In addition, your provider might include the server type or email protocol. The protocol uses the incoming server to deliver mail. The server type is either POP3 or IMAP.

Your software might require the server type or it might not. The server type or protocol is usually requested so your software can identify more options to offer you. However, the additional options are not covered in this document.

Before You Begin

In order to setup your email client, you will need to know which email cluster your account is hosted on.

If you don't know this information, you can check with your email service provider, or try logging into webmail at:

Cluster A:

<http://mail.hostedemail.com>

Cluster B:

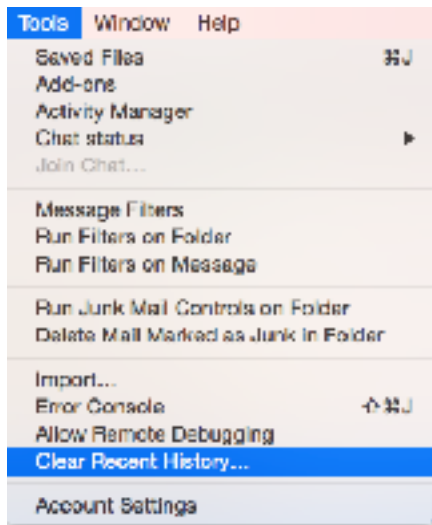
<http://mail.b.hostedemail.com>

If you are able to successfully login to the webmail interface, then you have found your mail cluster. If you are not able to login to either cluster, please contact your email service provider for support.

Add Email Account

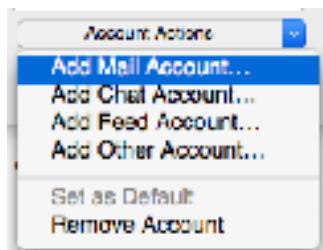
These directions assume that Thunderbird is open on your computer. Follow these directions to add an email account.

Step 1: Open Account Settings



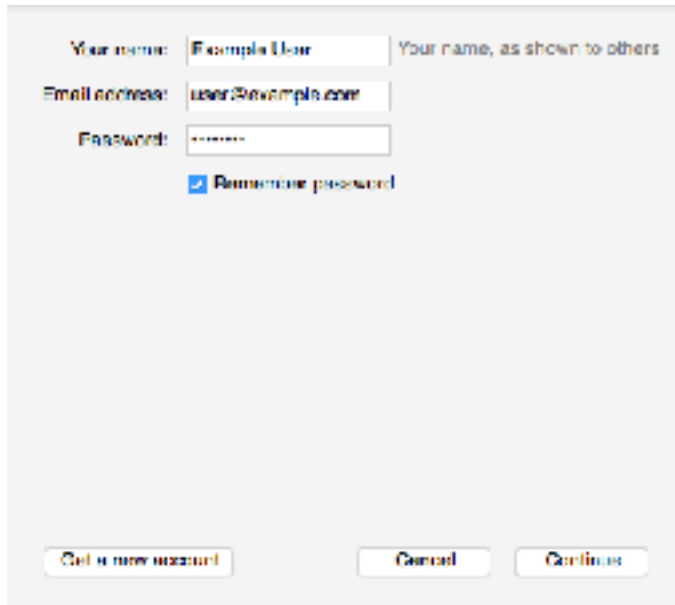
Launch Thunderbird, click on **Tools**, and select **Account Settings**.

Step 2: Add Mail Account



Under **Account Actions**, click **Add Mail Account...**

Step 3: Enter Account Information



The screenshot shows a dialog box for configuring an email account. It contains three text input fields: 'Your name:' with the value 'Example User', 'Email address:' with the value 'user@example.com', and 'Password:' with masked characters. To the right of the 'Your name:' field is the text 'Your name, as shown to others'. Below the password field is a checked checkbox labeled 'Remember password'. At the bottom of the dialog are three buttons: 'Get a new account', 'Cancel', and 'Continue'.

Enter the following information:

Your Name:

This is the name that will appear on all outgoing mail from the account.

Email Address:

Enter your full email address.

Password:

Enter the password for your email address.

Click **Continue**

[Step 4: Enter Account Information](#)

Your name: Your name, as shown to others

Email address:

Password:

Remember password

⚠ Thunderbird failed to find the settings for your email account.

	Server hostname	Port	SSL	Authentication
Incoming:	mail.hostedemail.com	993	SSL/TLS	Autodetect
Outgoing:	mail.hostedemail.com	465	SSL/TLS	Autodetect

Username: Incoming: Outgoing:

Enter the following information:

Incoming Protocol:

IMAP or POP3 as per your preference. We recommend IMAP.

Server Hostname:

mail.hostedemail.com (Cluster A) or mail.b.hostedemail.com (Cluster B)

Port:

993 (incoming IMAP) 995 (Incoming POP3)
465 (outgoing)

SSL:

SSL / TLS

Authentication:

Autodetect

Username:

Your full email address

Once you are finished, click **Re-Test**. Thunderbird will test your account settings and account creation will be complete.