

faithHighway
Outlook Setup

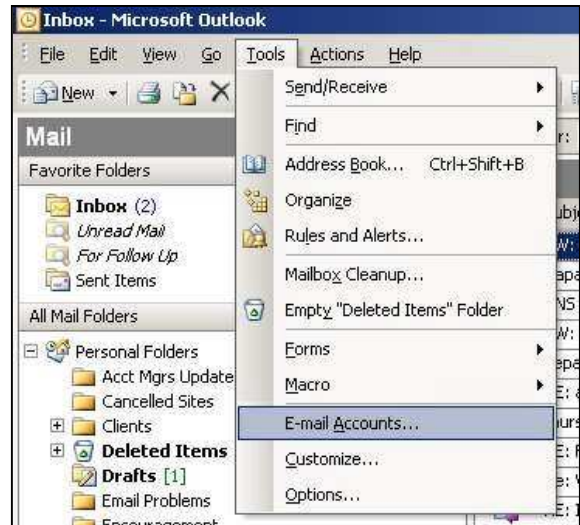
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Introduction

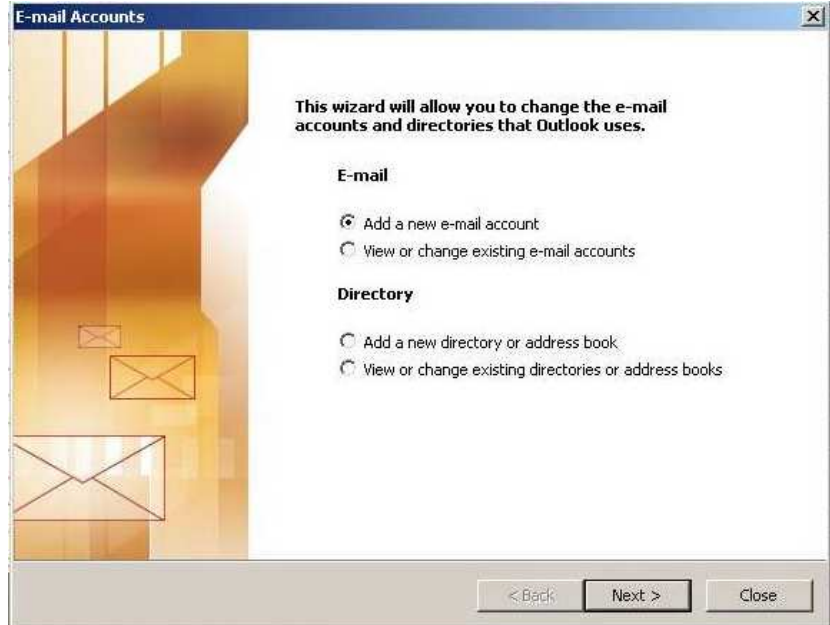
faithHighway offers an unlimited number of email accounts for free to clients. It is setup using the popular POP3 protocol and will work with most mail clients (Outlook, Outlook Express, Thunderbird, etc.)

Outlook 2003 Setup

1. Click on 'Tools' > 'Email Accounts...' – In Outlook's main menu, click on the 'Tools' menu and then the 'Email Accounts...' option.



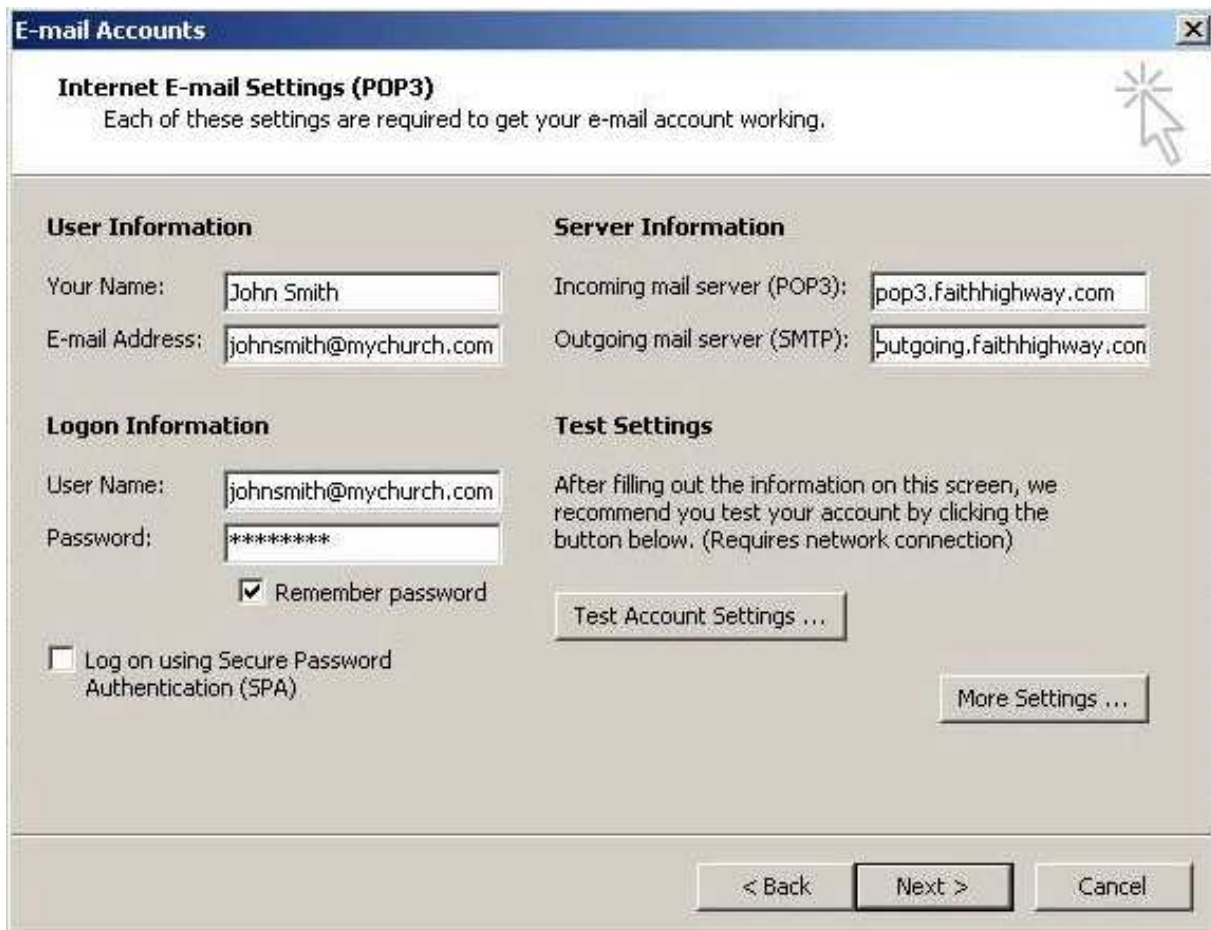
2. Select 'Add a new email account' – Make sure the radio button for 'Add a new email account' is selected, then click the 'Next >' button.



3. **Select 'POP3'** – In the list of Server Types, select 'POP3 – Connect to a POP3 e-mail server to download your e-mail', and click 'Next >'.



4. **Email Account Settings**

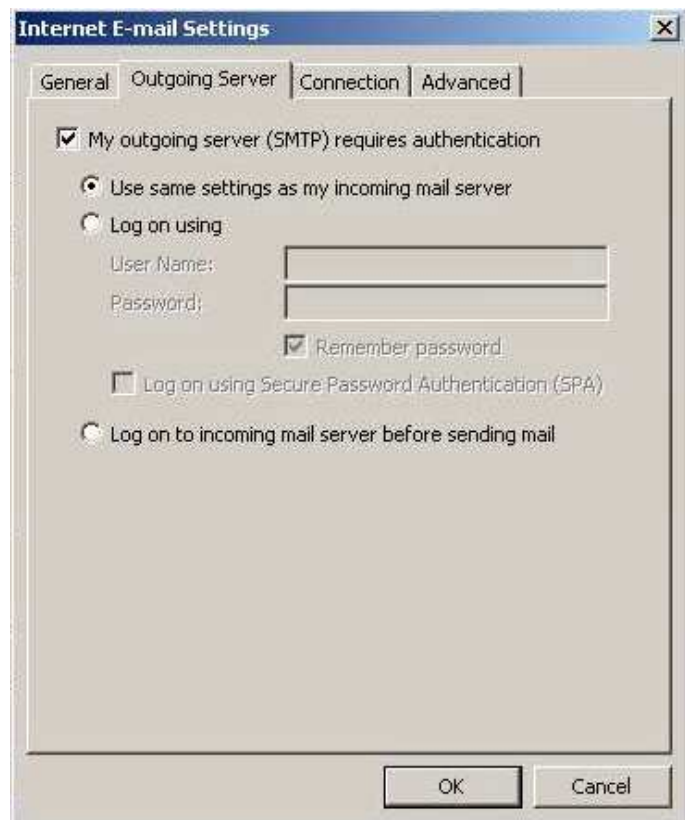


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4. Email Account Settings (cont.)

- **Your Name:** Type in your name. This is the name that will show up in the inbox of the person you send an email to.
- **E-mail Address:** Type in your full email address.
- **User Name:** Your User Name is your full email address. Type in your full email address.
- **Password:** Type in your password.
- **Incoming mail server (POP3):** type in “pop3.faithhighway.com” (without the quotes)
- **Outgoing mail server (SMTP):** type in “outgoing.faithhighway.com” (without the quotes)
- **More Settings...:** Click this button to continue.

5. **Internet Email Settings** – Click the ‘Outgoing Server’ tab. Check the box that says “My outgoing server (SMTP) requires authentication.” ‘Use same settings as my incoming mail server’ should be selected. Click ‘OK’.



6. **Click the ‘Next >’ button** – Click the ‘Next’ button. You will get a confirmation box. Click ‘Finish’ to complete the setup.



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- 7. Testing** - Click the 'Send/Receive' button in Outlook's toolbar to connect to the server to send and receive mail. You should not have any warning or error boxes when trying to send or receive. This configuration works for *most* individuals with faithHighway mail. If you do experience difficulty, consult the troubleshooting section below.

Troubleshooting

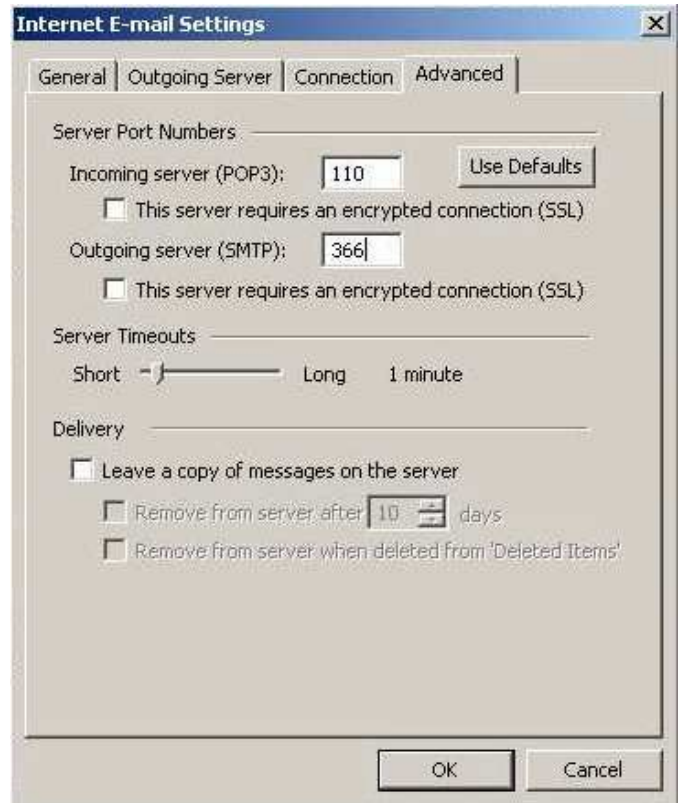
Q: *I get a box that pops up asking for my password every time I send/receive.*

A: Make sure you are using the correct password. To check, go to www.faithhighway.com/mail and try logging in there. If you cannot log on there, contact your administrator. If you can log in, go back into the Account Settings in Outlook and make sure you have followed step 5 above.

Q: *Every time I send a message, it bounces back immediately.*

A: Make sure you have followed step 5 above. If you have followed step 5, follow the steps below:

1. In the Account Settings box, click the 'More Settings' button.
2. Click the 'Advanced' tab.
3. In the field for 'Outgoing server (SMTP)', replace '25' with '366'.
4. Click 'OK'
5. Click 'Next'
6. Click 'Finish'



Q: *I have typed '366' into the 'Outgoing server (SMTP)' field, but I'm still not able to send mail.*

A: Contact your Internet Service Provider (ISP) and find out if they require you to use their Outgoing Server. Go back to step 4 and replace the 'Outgoing mail server (SMTP)' with the one they provide you.

Questions?

Ask a faithHighway Account Manager.

877.703.2484

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