

## Changing outgoing mailserver in Outlook Express or Outlook

Incoming mail can be collected using any connection and from any account. Known as a POP 3 mail account the details for this rarely change.

All Outgoing mail however is handled differently and by the server that is available from your connection provider. For example you may have an incoming account that is mail.yourdomain.co.uk and this may well stay the same whoever you use, but if you have a BT broadband account, for example, your outgoing mailserver might be something like smtp.btopenworld.com or if you use our broadband the outgoing mailserver would be smtp.interdsl.co.uk. So, if you ever change connection providers (dial up or broadband), even temporarily, you will need to change the outgoing mailserver, or your mail, for that account, simply won't go!

*(Note: there are occasions when you might want to change the smtp details temporarily, for example when there are problems with your existing connection, whoever it is with. Then you can change the details to the same as the incoming mail server- mail.yourdomain.co.uk [or .com] Substituting yourdomain for your actual domain name. This will then be sent via our direct mail servers- which will take longer as it requires extra authentication. However, it authenticates you once you have collected mail before you try to send. The server will then allow you to send mail for up to 20 minutes before it needs you to collect in order to authenticate again.)*

Here's how it changes in **Outlook Express**:

1. Open Outlook Express
2. Click on the 'tools' menu at the top and then go down to 'accounts' near the bottom of the menu and select it. A new window opens (Internet Accounts).
3. In the new window select 'Mail' from the tabs at the top of the window.
4. From the list of accounts select the account you wish to change (either double left click on the account or highlight it and select the 'properties' button at the right of the window). Another window opens (Accounts)
5. Select the 'Servers' tab at the top. Then go to the 'Outgoing Server' box and type in the new SMTP server details being careful to put it in without extra spaces etc.
6. Press apply and OK if available at the bottom of the window or just OK if 'apply' is 'greyed' out. And that's it but remember if at anytime you change your connection (even to a temporary dial up or other connection) you must amend the outgoing mail server details to those supplied by the connection provider.

In **Outlook** it differs slightly:

1. Open Outlook and click on the 'tools' menu.
2. Click on 'e-mail' accounts and in the new window that opens select 'view or change existing e-mail accounts' and a new window opens ( 'e-mail accounts').
3. Highlight account you need to change and then click the 'change' button.
4. Amend the SMTP server details being careful to spell correctly etc.
5. Click the 'next' button and in the next window click 'finish' and that's it.

*Please note that in different versions of these programmes there may be some slight changes in the boxes etc but in general the same items apply.*