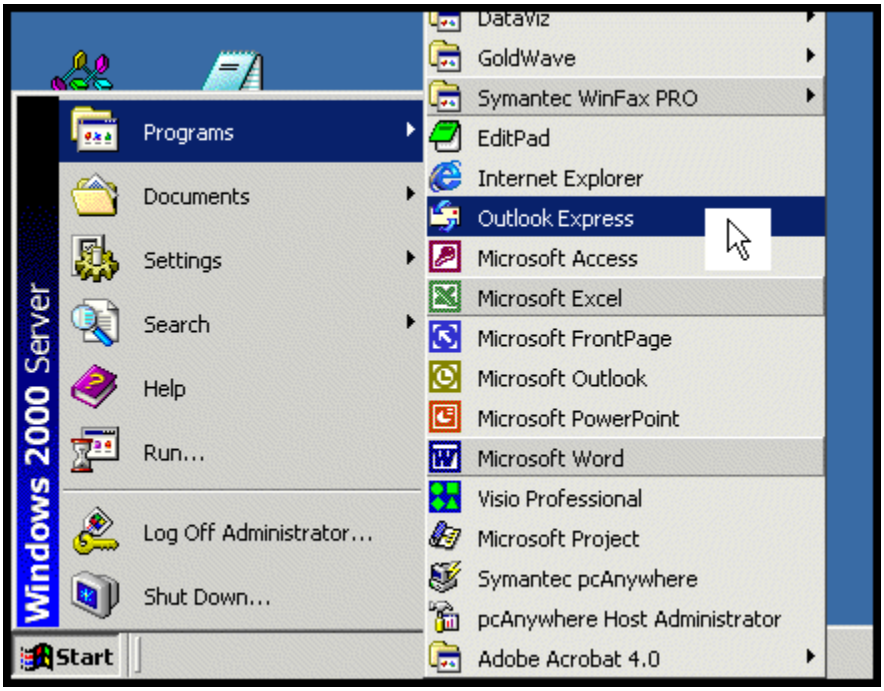
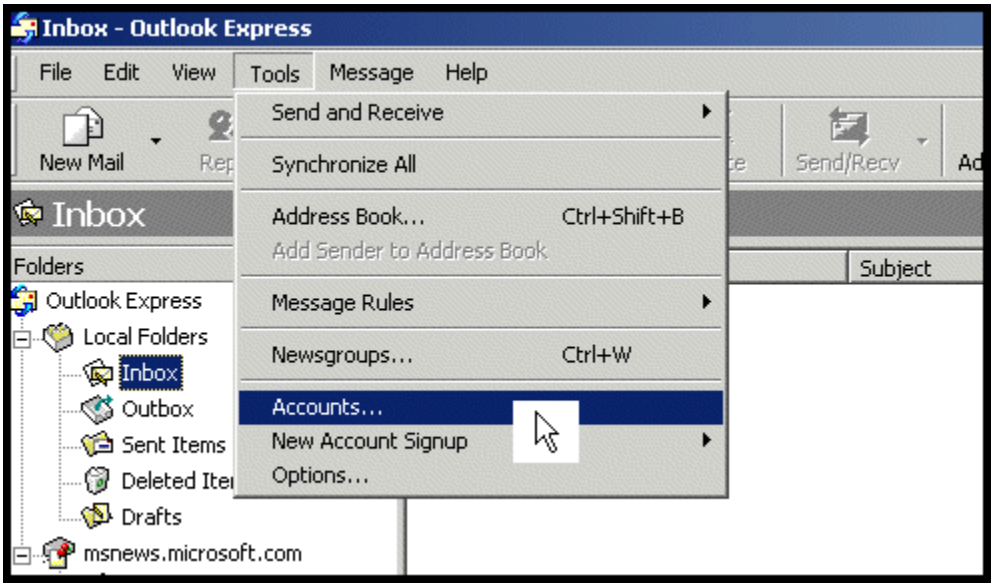
Outlook Express

Follow these steps:

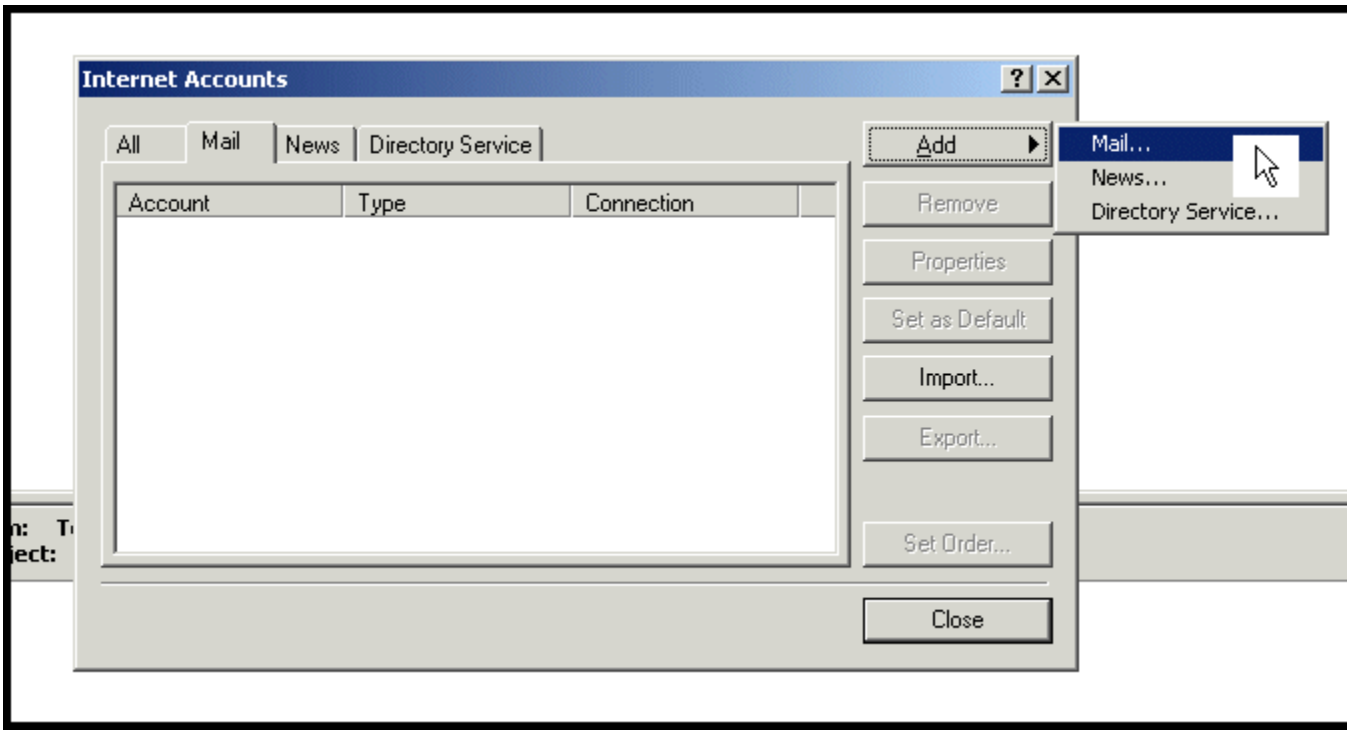
1. Open Microsoft Outlook Express.



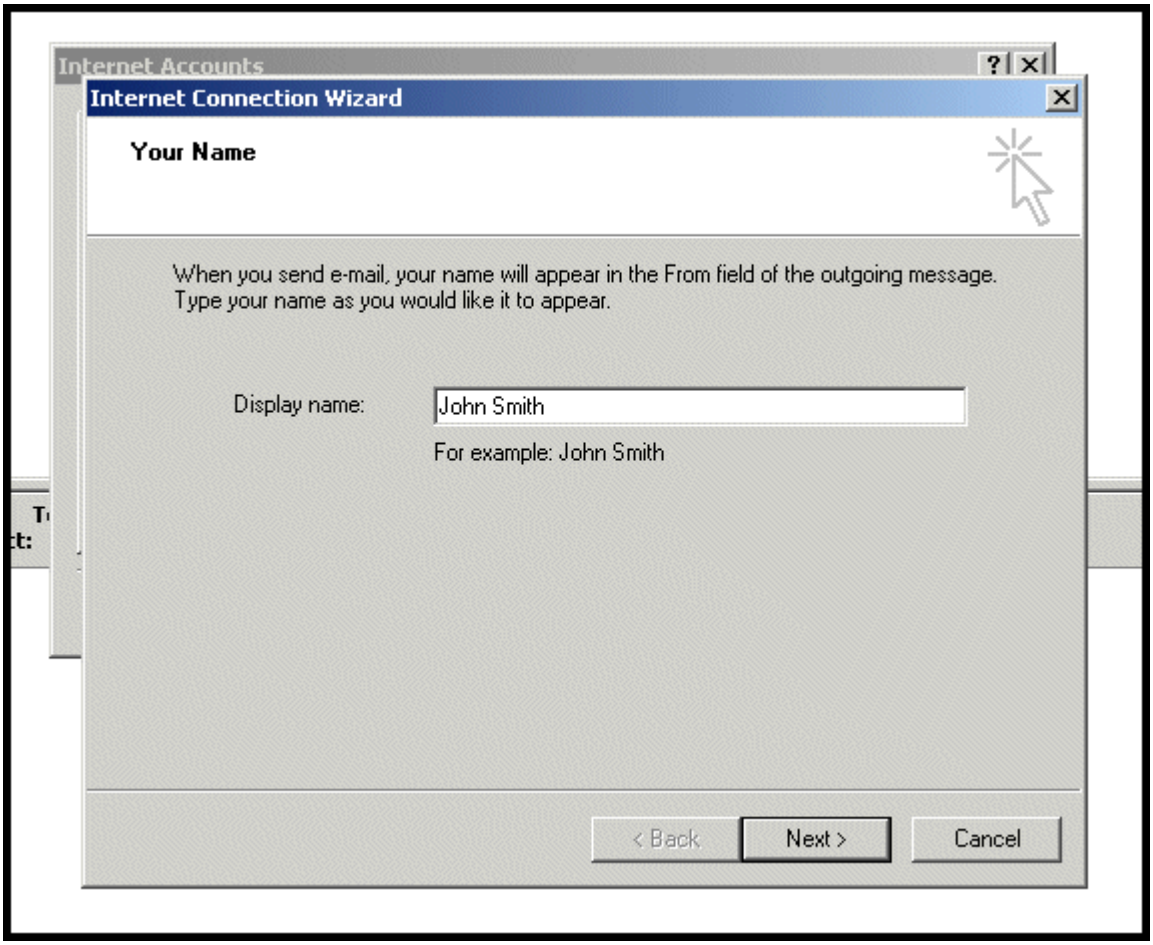
2. From the Tools menu, click Accounts...



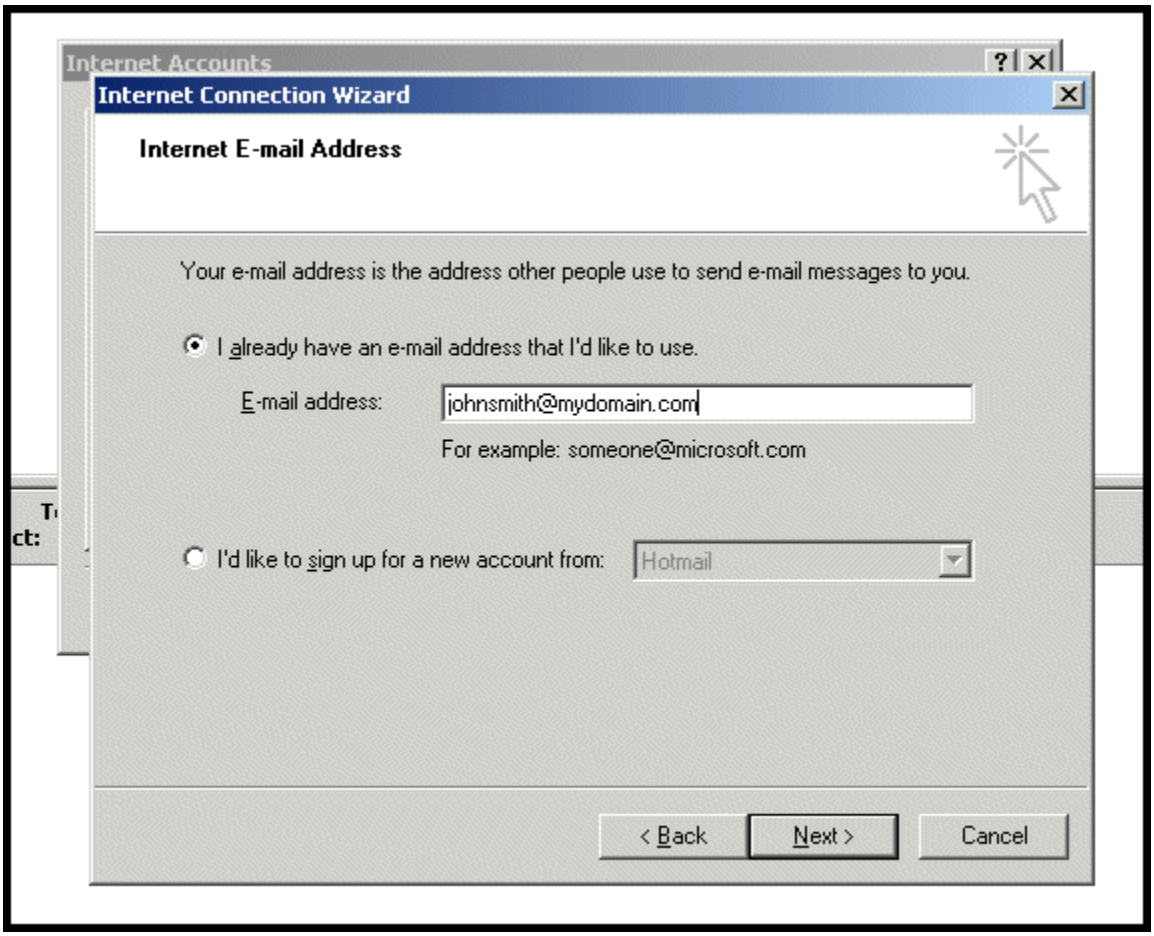
3. From the Internet Accounts dialog box, click the Add button, and then click Mail...



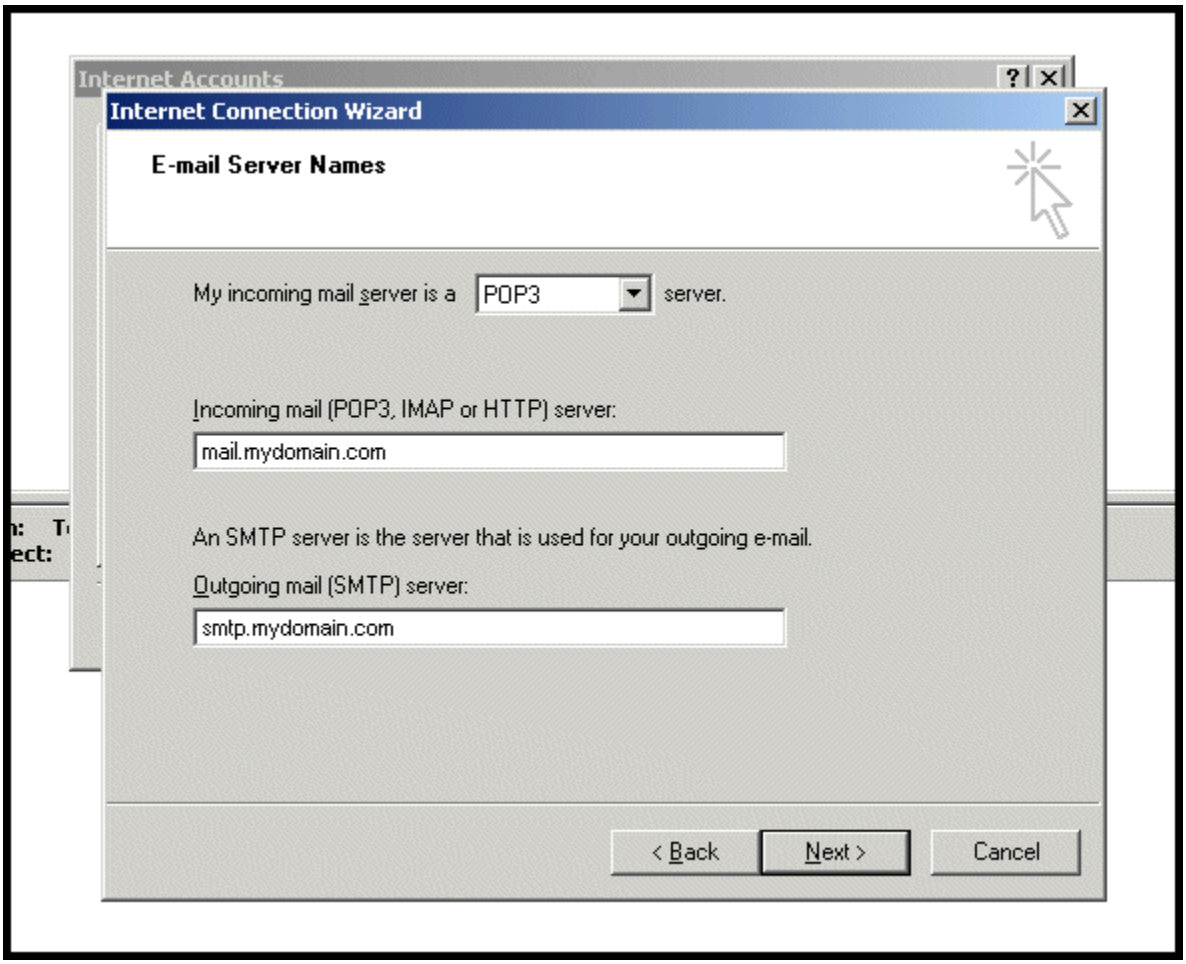
4. Enter the display name you want your mail recipients to see when they receive a message from you. Then click the Next > button.



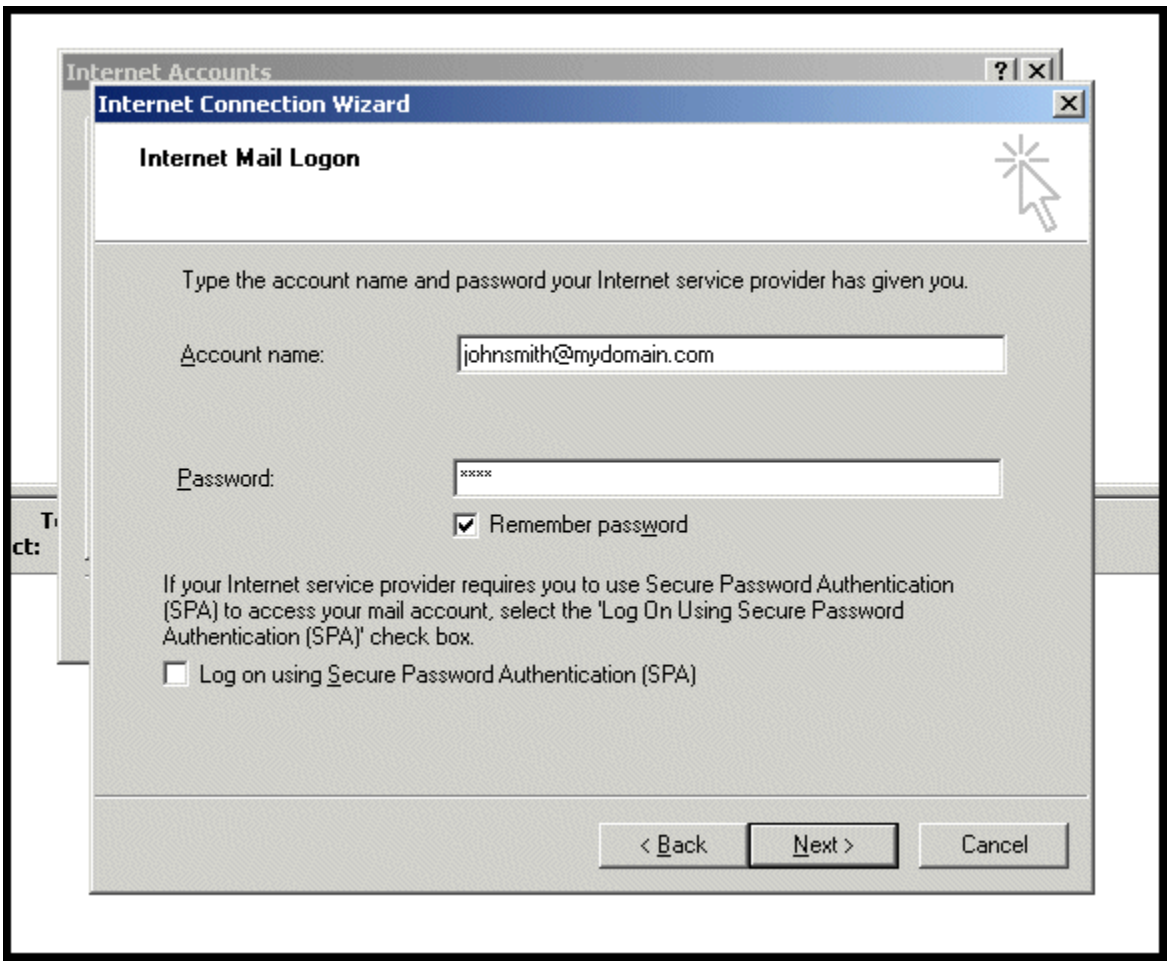
5. Enter your e-mail address and click the Next > button.



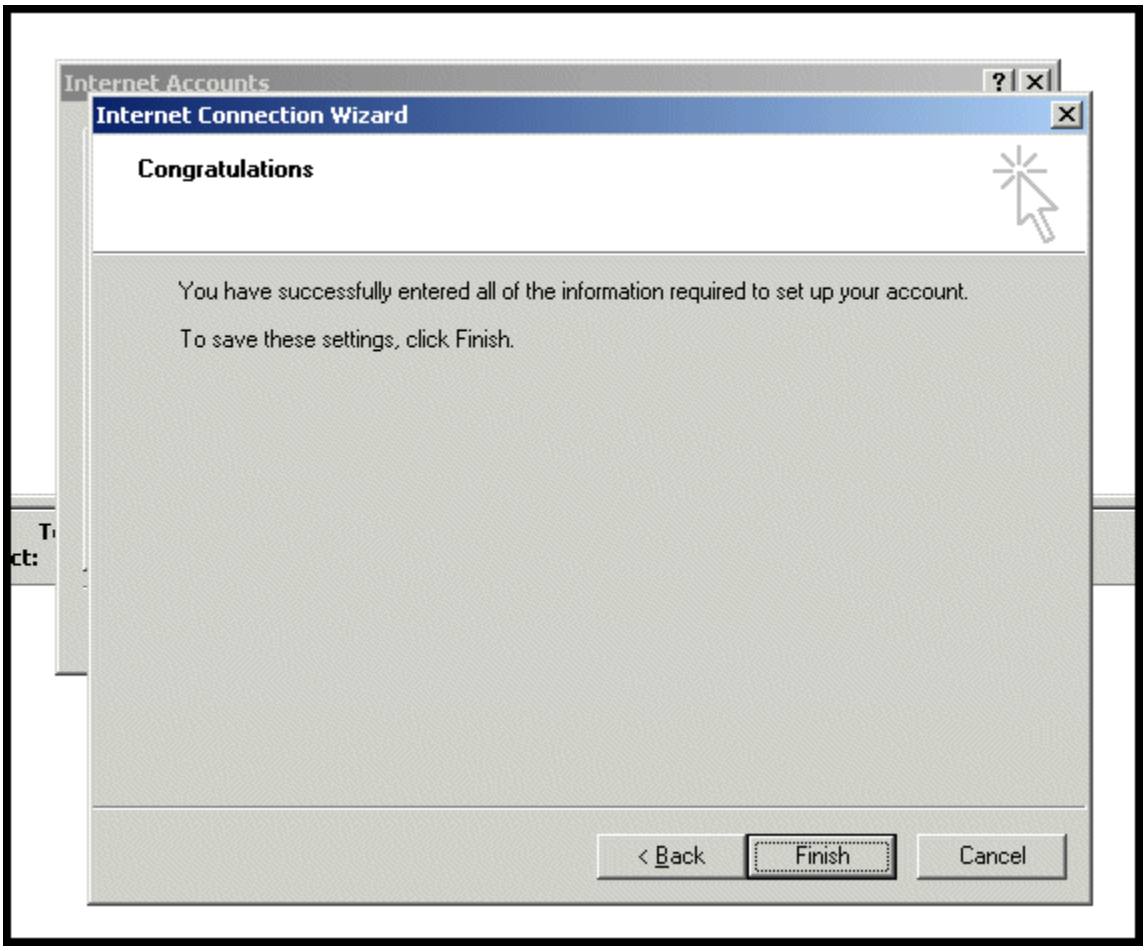
6. Enter your POP3 and SMTP mail servers and then click the Next > button.



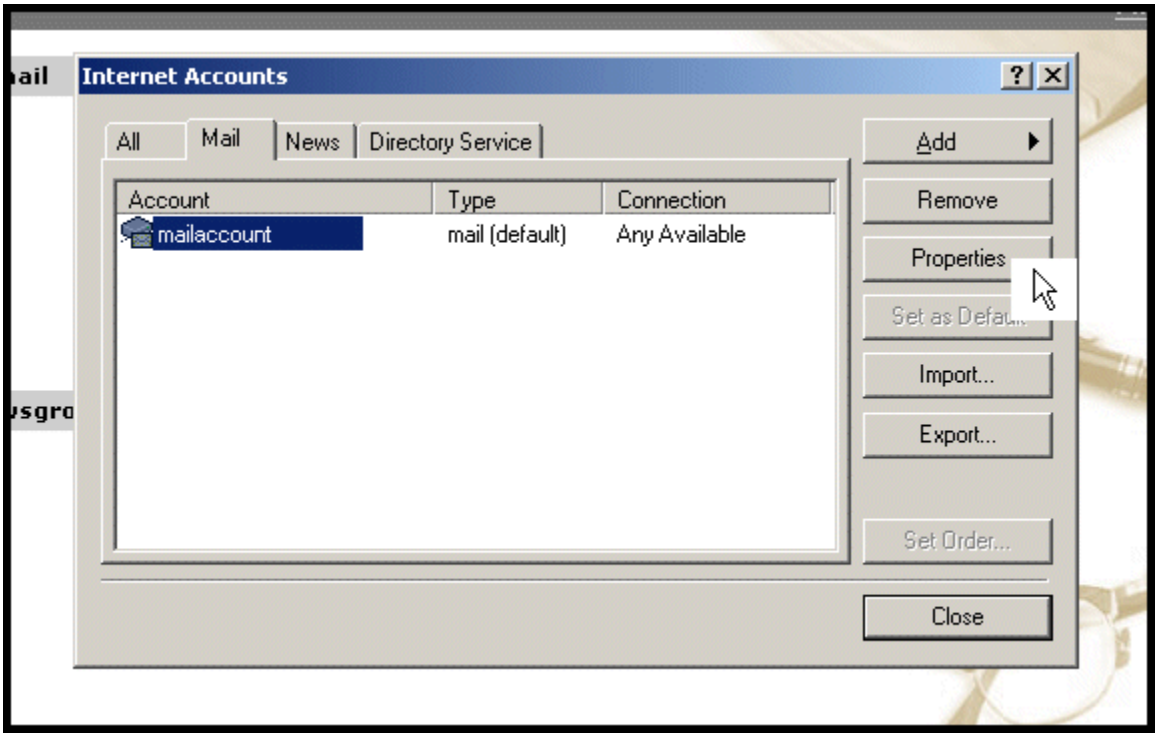
7. Enter your complete e-mail address as your account name and enter your password. Then click the Next > button.


Internet Accounts
Internet Connection Wizard
Internet Mail Logon
Type the account name and password your Internet service provider has given you.
Account name:
johnsmith@mydomain.com
Password:
****
Remember password
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.
Log on using Secure Password Authentication (SPA)
< Back
Next >
Cancel

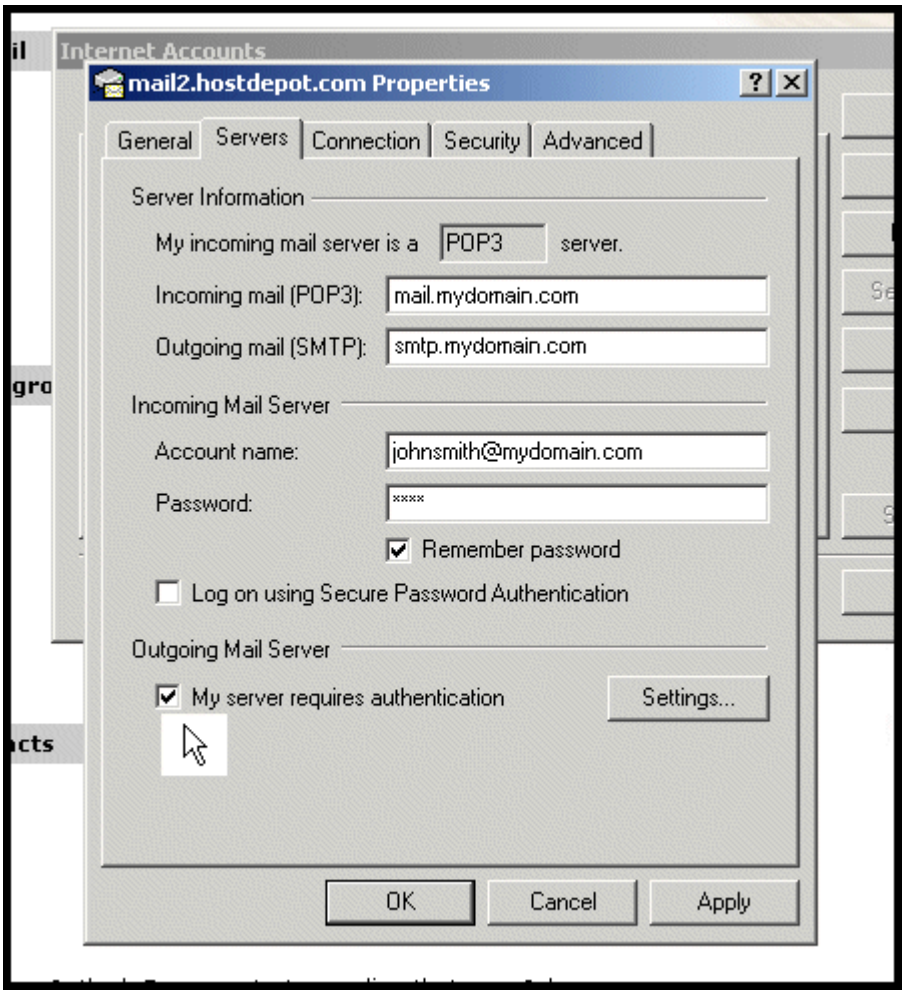
8. Click the Finish button.



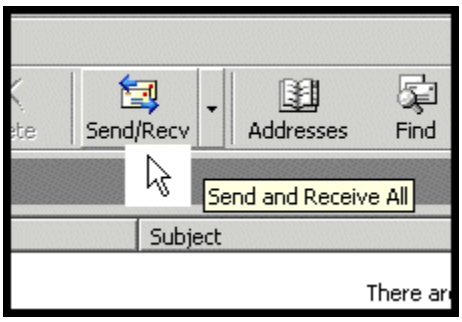
9. From the Internet Accounts dialog box again, click the Mail tab at the top. Then click the new mail account you just created. Then click the Properties button.



10. From the properties dialog that appears, click the Servers tab at the top. Then ensure that the "My server requires authentication" checkbox is checked. Then click the OK button and close the Internet Accounts dialog. Your mail profile is now configured.



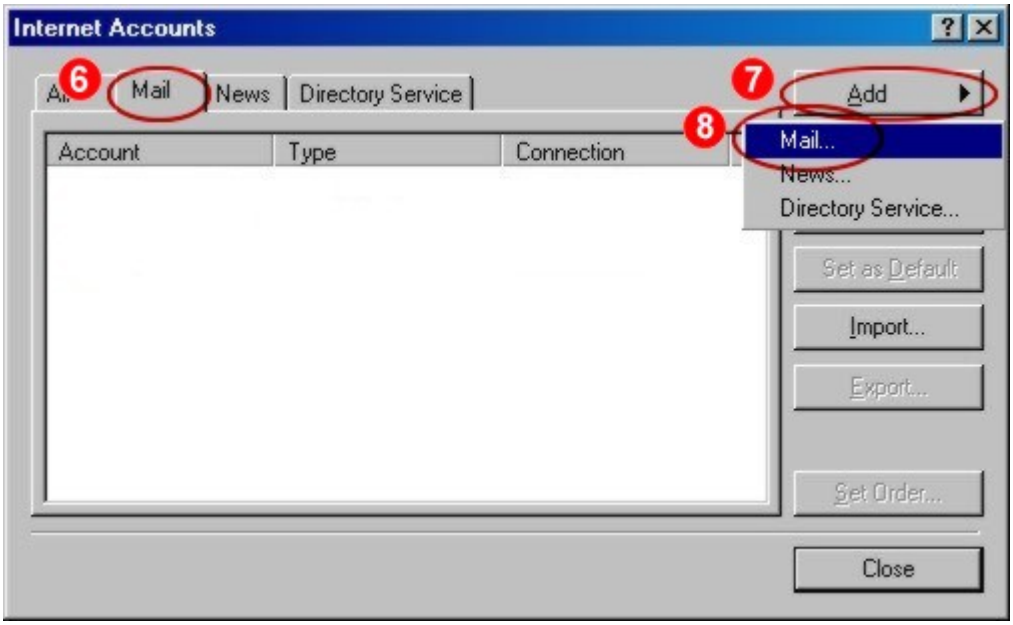
11. To verify that your profile is configured correctly and check for new messages, click the Send/Recv button on the toolbar.



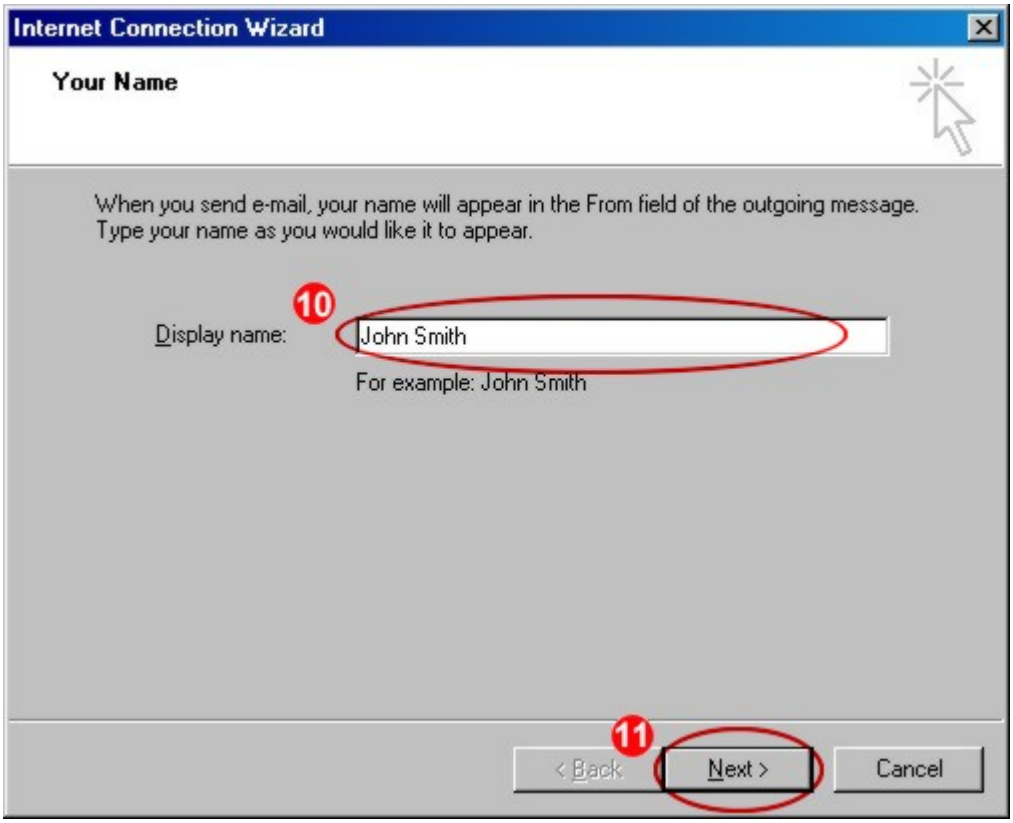
Microsoft Outlook 2000

Follow these steps:

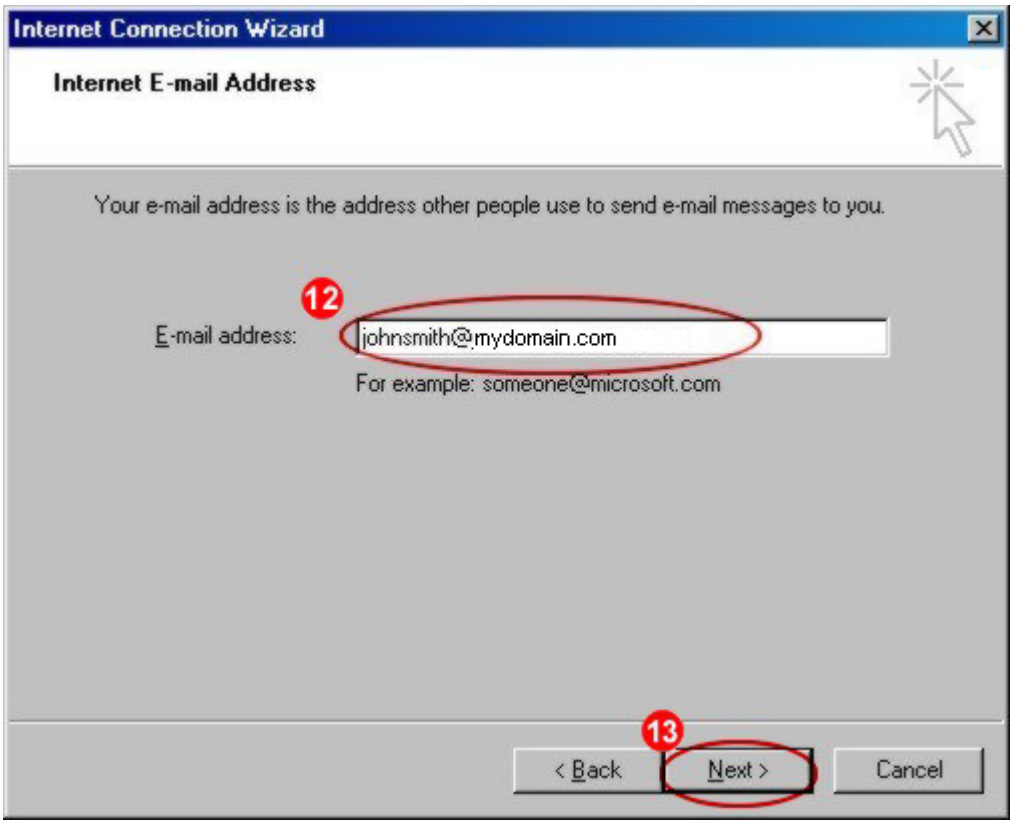
1. Go to your **Start Menu** -> select **Programs** -> Look for **Microsoft Outlook 2000**.
2. Open **Microsoft Outlook 2000**.
3. Click on the **Tools** menu.
4. From the drop-down menu select **Accounts**.
5. The **Internet Accounts** window will open.
6. Click on the **Mail** tab.
7. Click **Add**.
8. Select **Mail** from the drop-down menu.
9. The **Internet Connection Wizard** will open.



10. **Enter your name** as you would like for it to appear in the From field of outgoing messages.
11. Click **Next**.

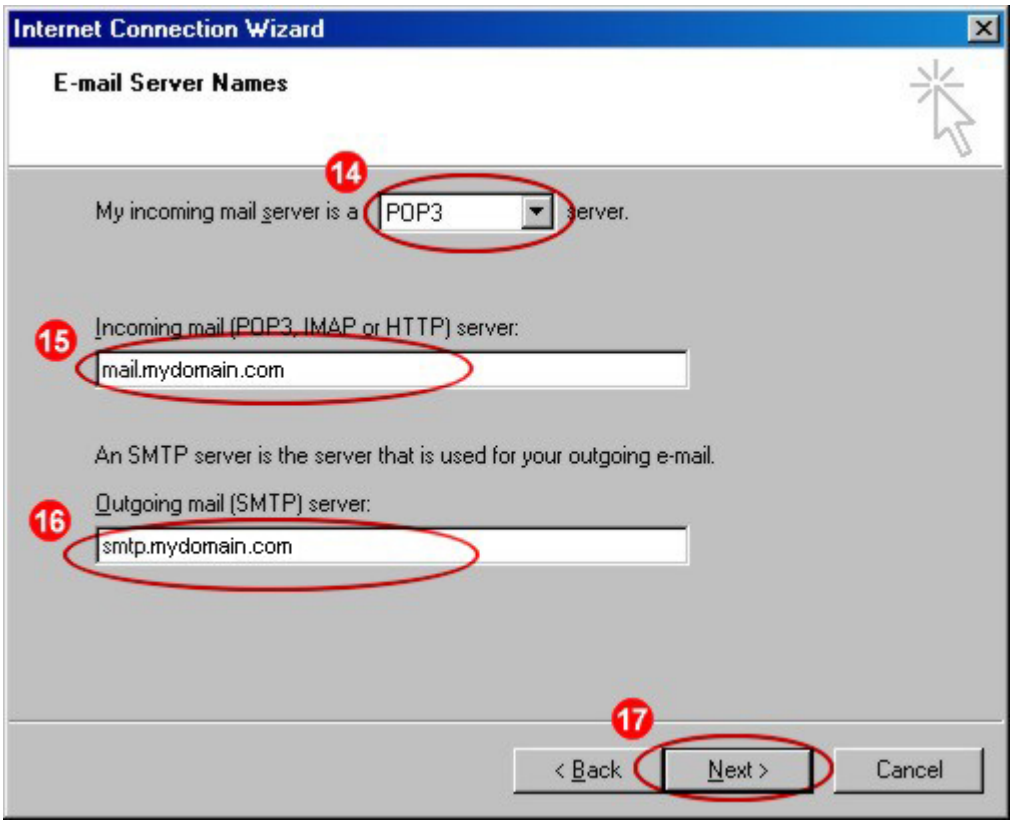


12. In the **E-mail address** field, enter your complete Host Depot e-mail address. For example, johnsmith@mydomain.com.
13. Click **Next**.

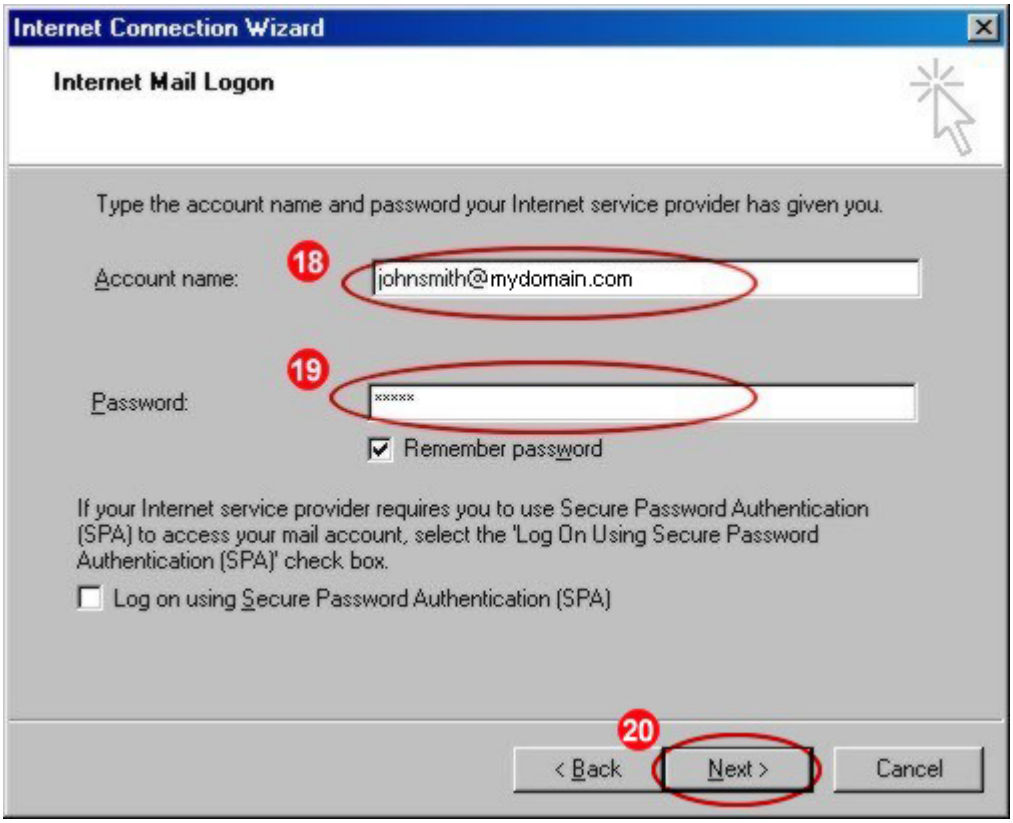


14. Select **POP3** from the drop down box.

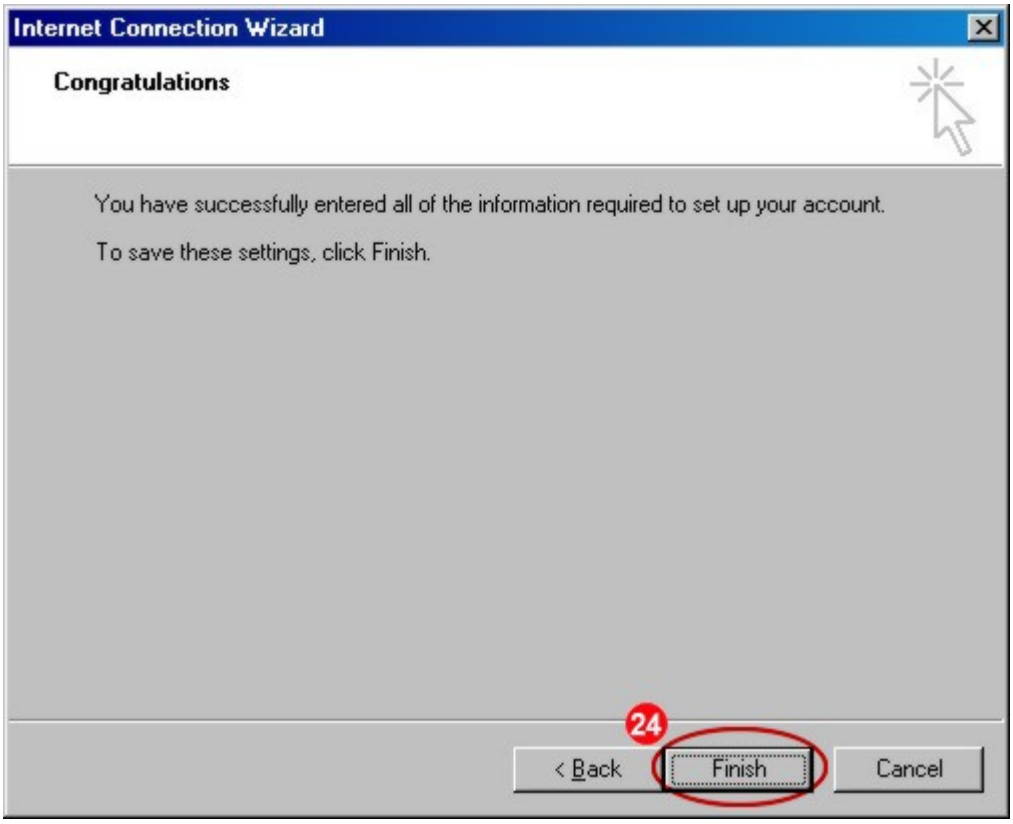
15. In the **Incoming mail server** enter **mail.mydomain.com**
16. In the **Outgoing mail server** enter **smtp.mydomain.com**
17. Click **Next**.



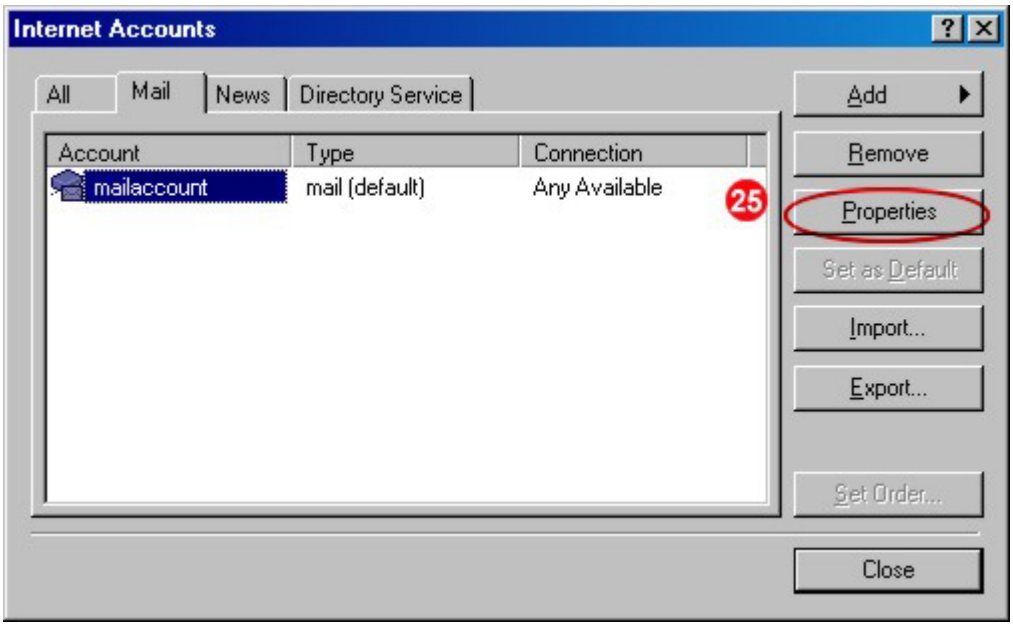
18. Enter your **account name**.
    Hint: It is your e-mail address.
19. Enter your **e-mail password**. You will not see your password. Asterisks (*) will appear for each character entered.
20. Click **Next**.



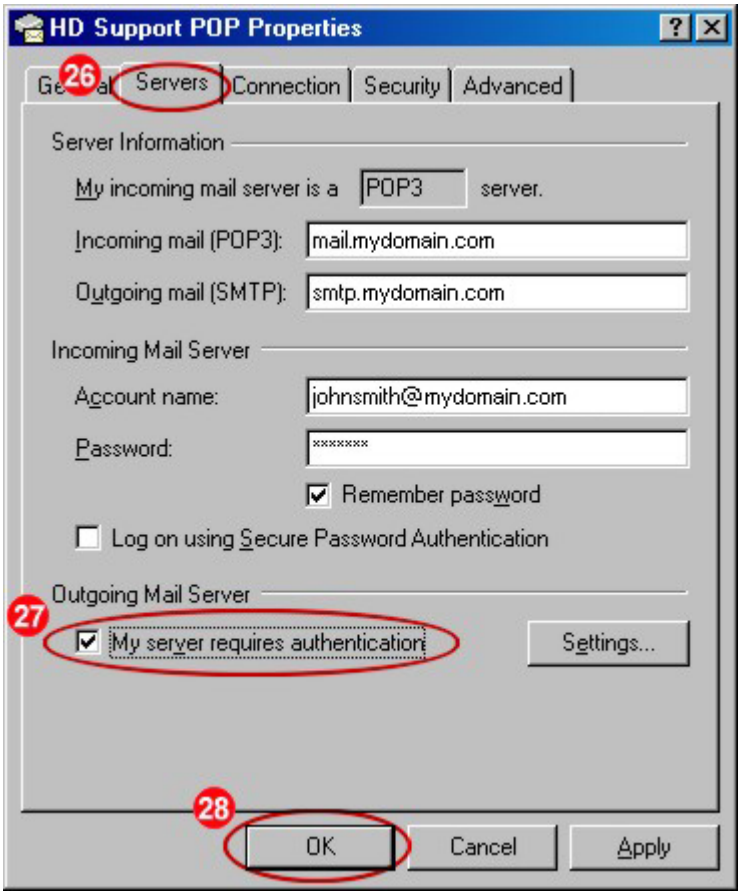
21. You will now need to select the method you will use to connect to the Internet.
22. Click on the radio button next to **Connect using my local area network (LAN)**.
23. Click **Next**.
24. Click **Finish**.



25. Then click the **Properties** button under Internet Accounts.



26. Select the **Servers** tab.
27. Check the box next to "**My Server Requires Authentication**".
28. Click **OK**.

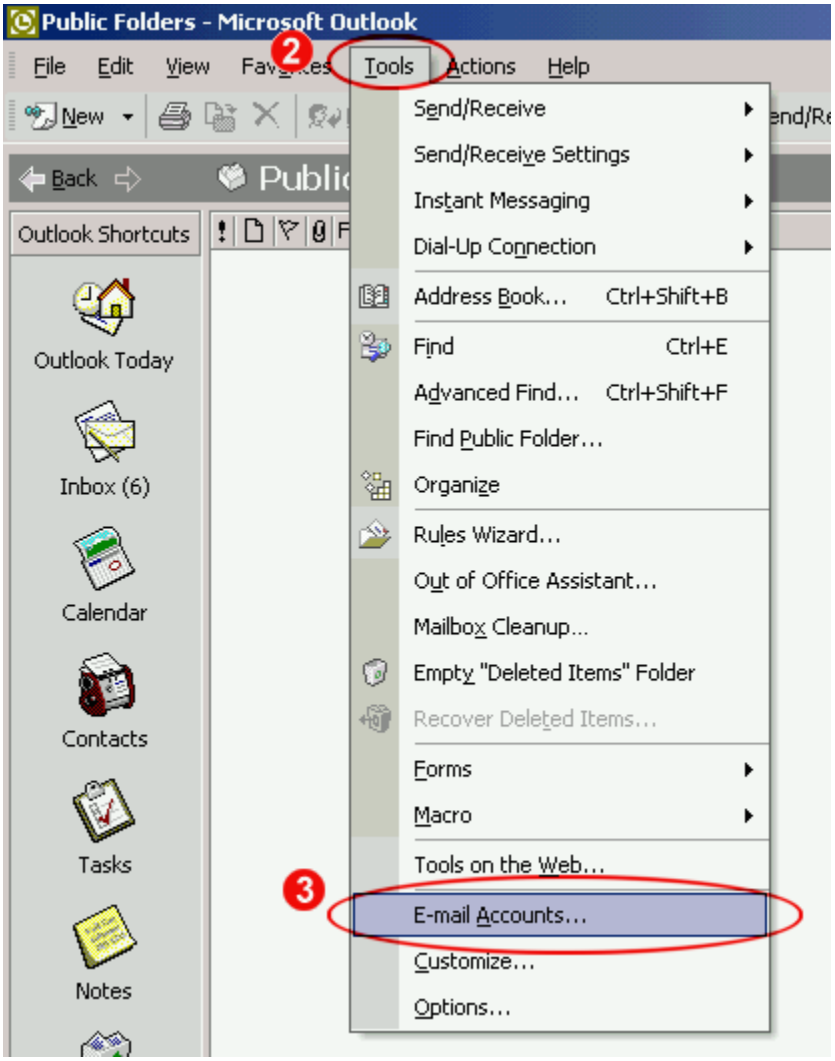


29. Click **Close** on the Internet Accounts window.
30. You are now ready to send and receive e-mail messages.

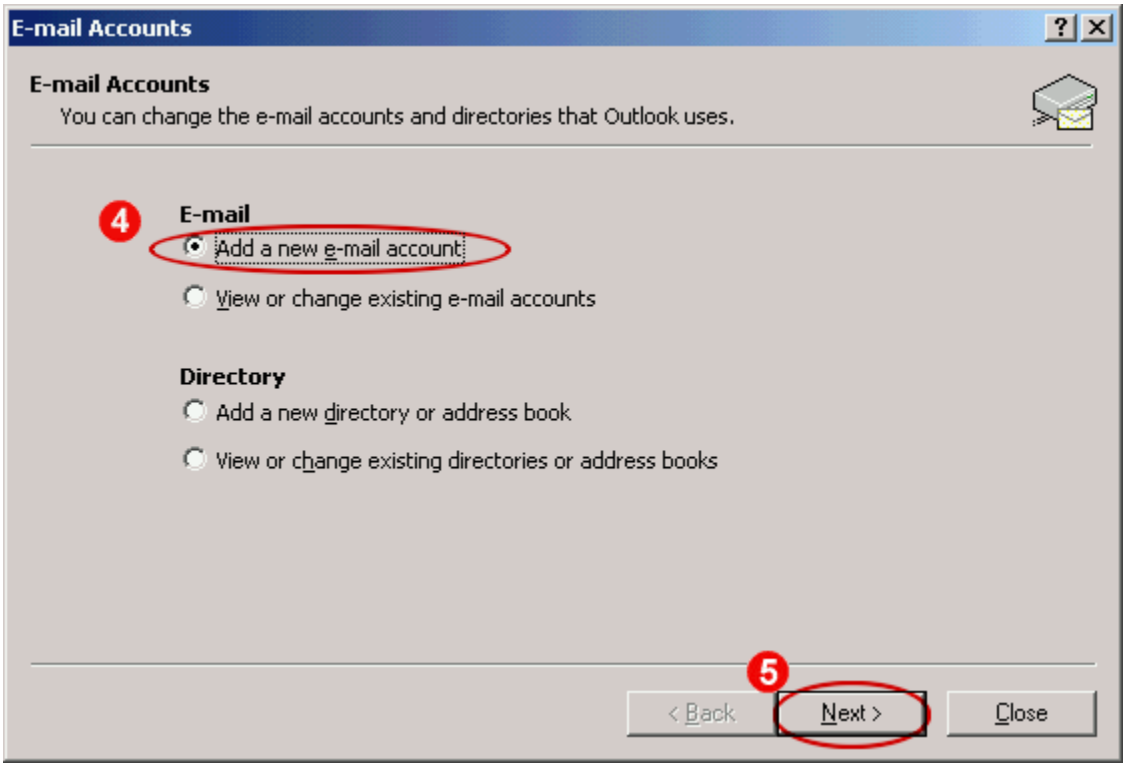
Microsoft Outlook XP/2002

Follow these steps:

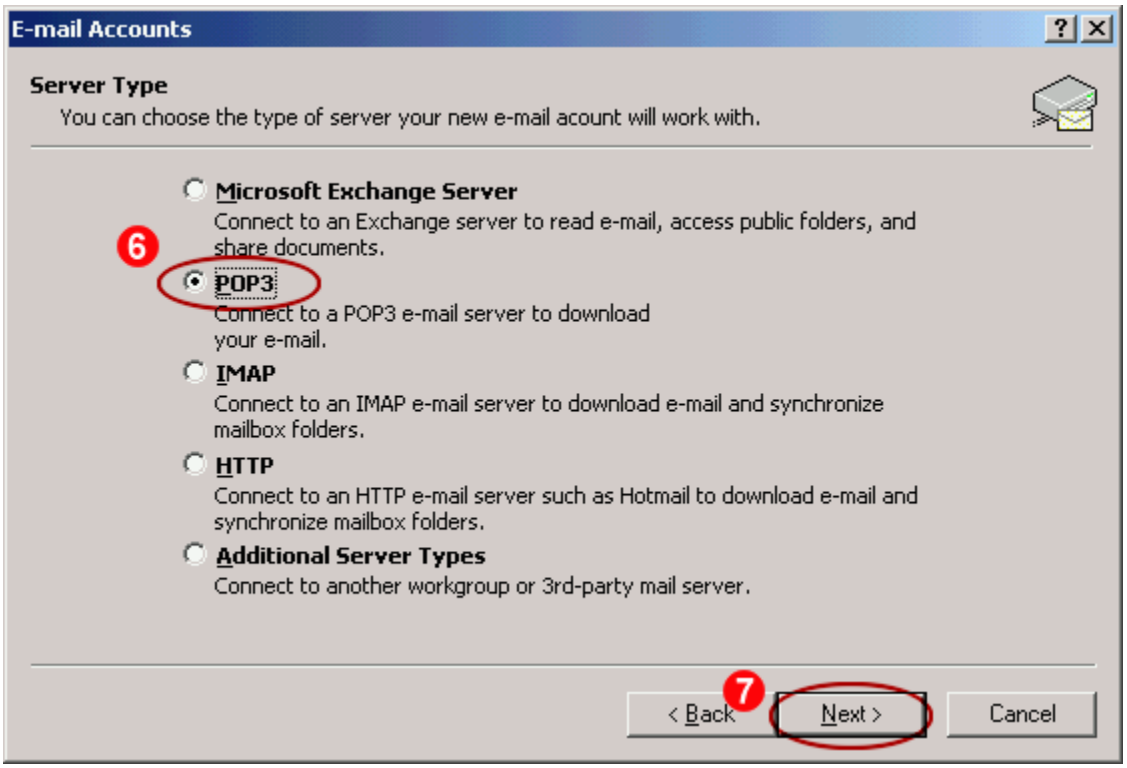
1. Open **Microsoft Outlook**.
2. Click on the **Tools** menu.
3. Select **E-Mail Accounts**.



4. Select **Add a new e-mail account**.
5. Click **Next**.

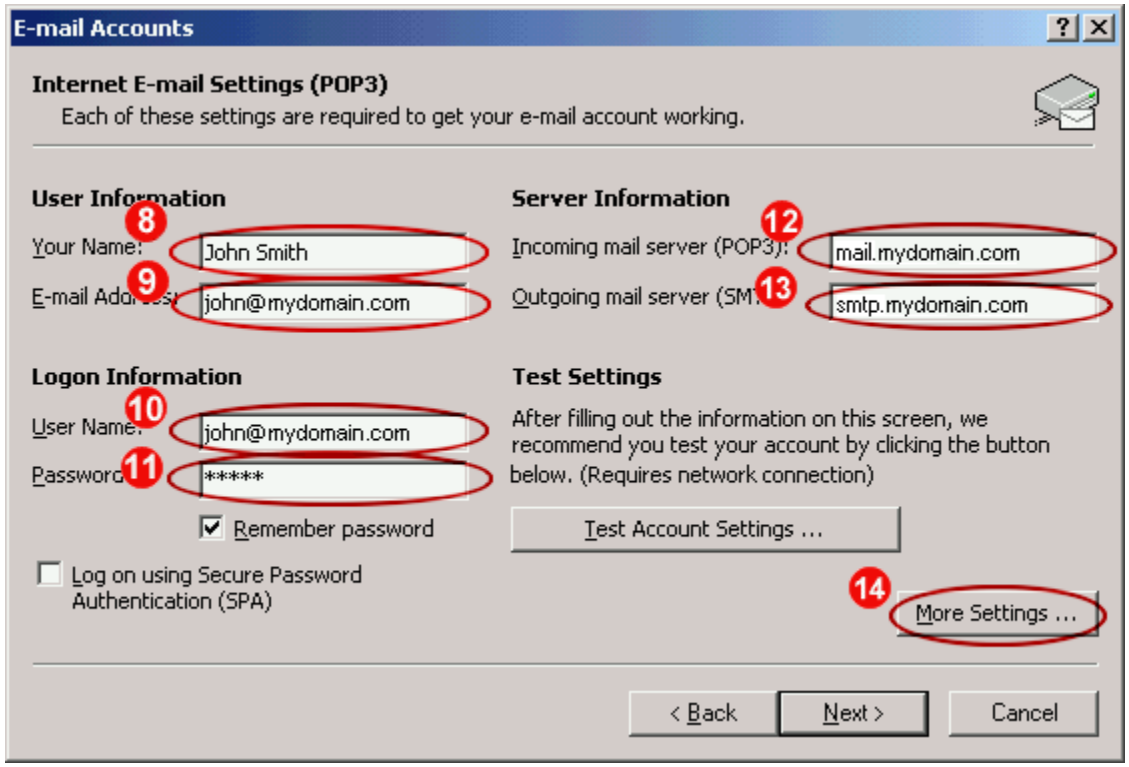


6. Select **POP3** as your server type.
7. Click **Next**.

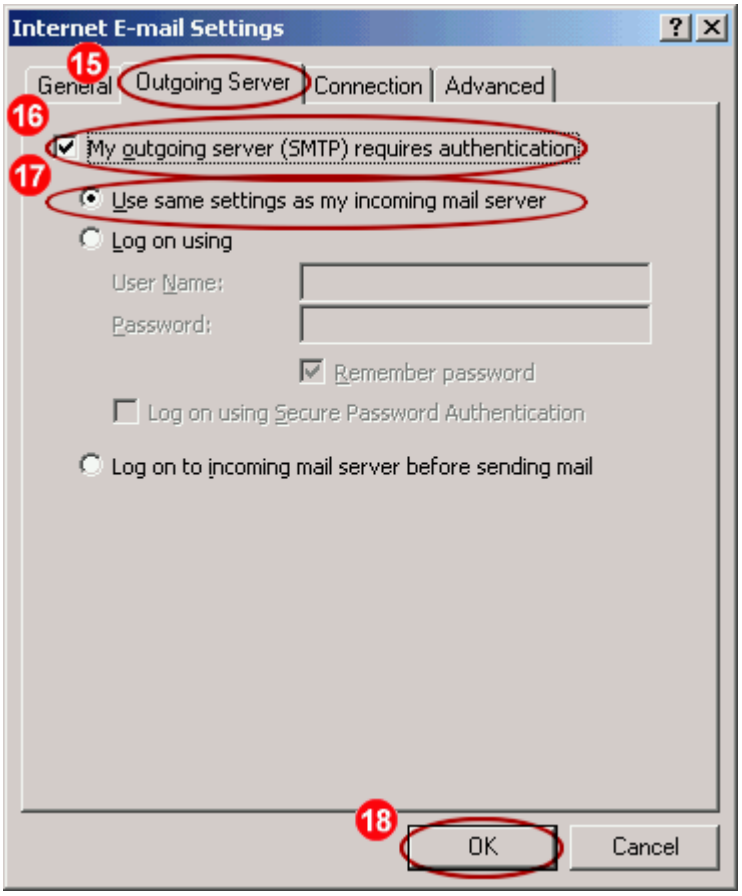


8. Enter your **Name**.
9. Enter your complete **E-mail Address**.
10. Enter your **User Name**. HINT: It is your e-mail address.
11. Enter your **Password**. You will not see your password. Asterisks (*) will appear for each character entered.
12. Enter the **Incoming mail server (POP3)**: mail.mydomain.com

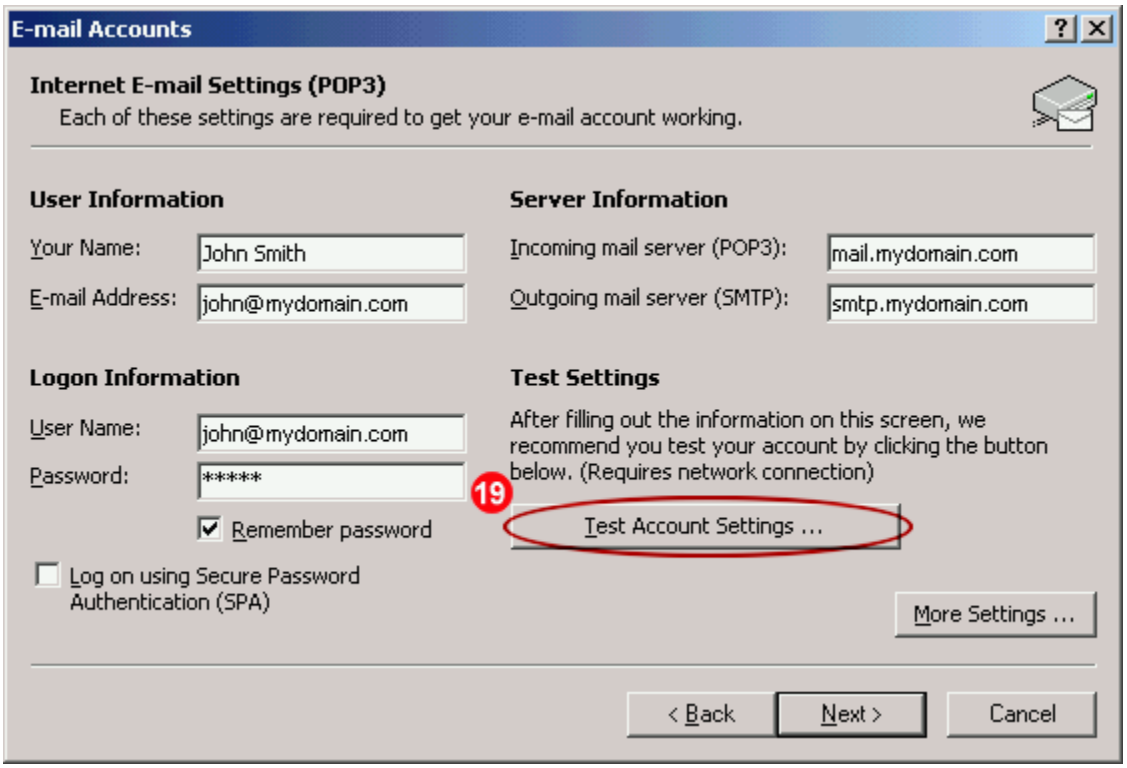
13. Enter the **Outgoing mail server (SMTP)**: smtp.mydomain.com
14. Click on **More Settings**.



15. Click on the **Outgoing Server** tab.
16. Check the box next to **My outgoing server (SMTP) requires authentication**.
17. Select **Use same settings as my incoming mail server**.
18. Click **OK**.

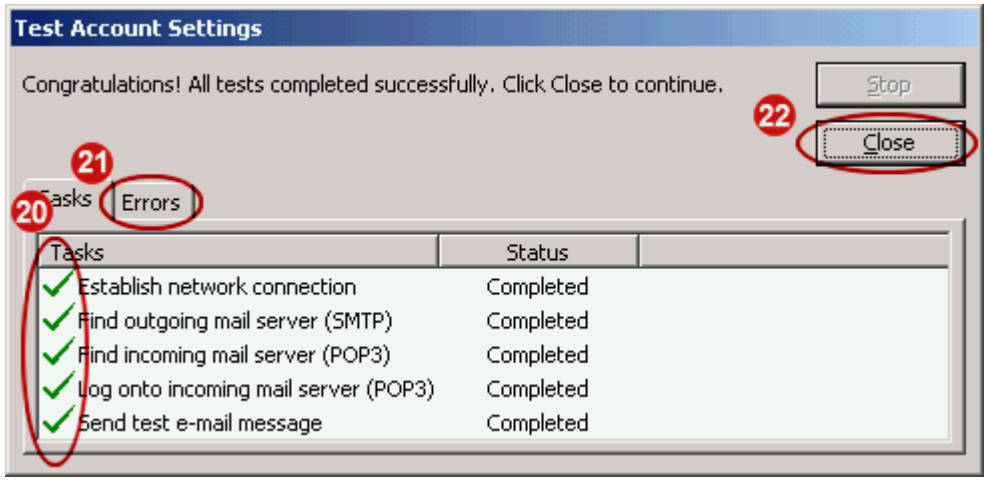


19. Click **Test Account Settings**.
    NOTE: The computer must be able to connect and surf the Internet before testing the email account.

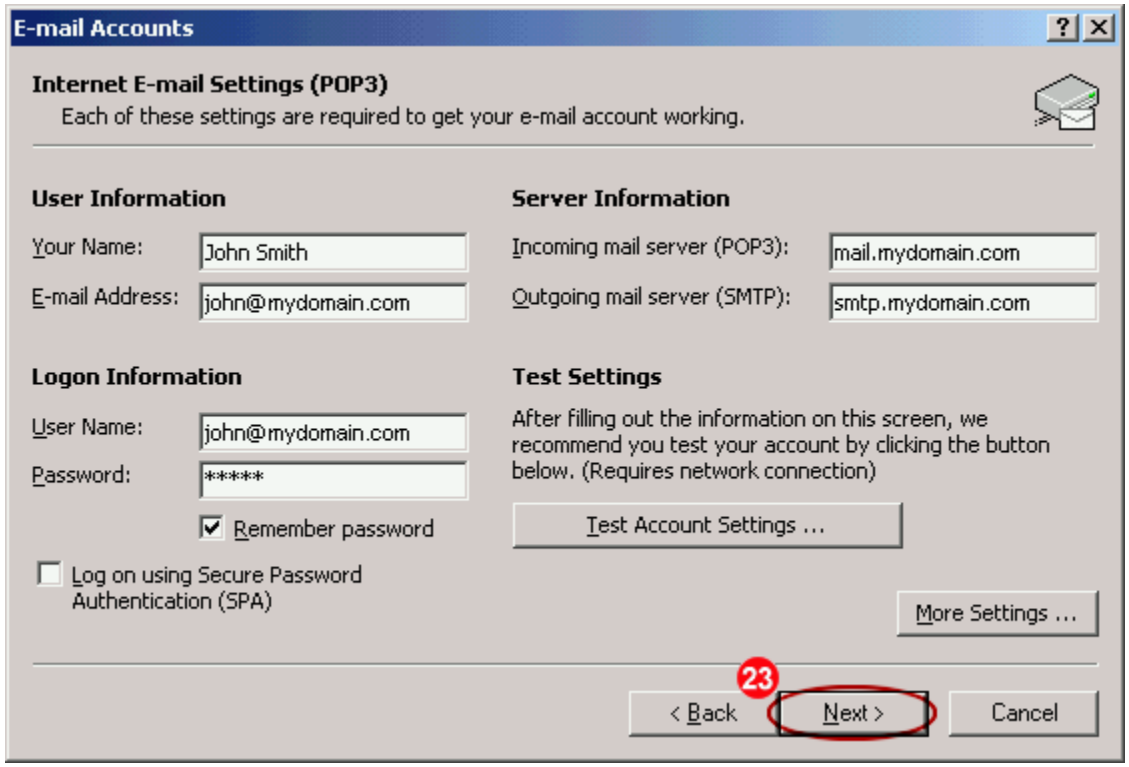


20. You should find a total of five checkmarks indicating each test finished properly.

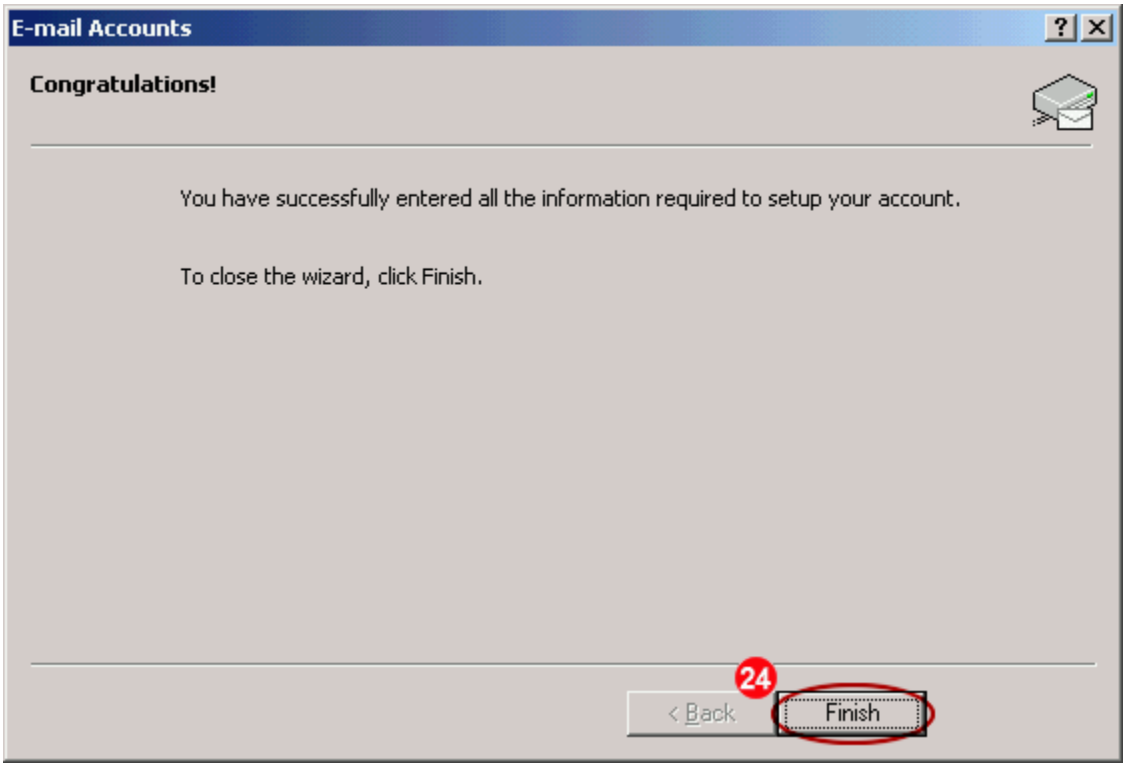
21. If all of the tests are not completed, click on the **Errors** tab for more information.
22. Once you have verified your account is set up properly, click **Close**.



23. Click **Next**.



24. Click **Finish**.



You are now ready to send and receive e-mail with your new account.

How do I fix 'The message could not be sent because one of the recipients was rejected by...'

The following article details how to fix the error messages listed below. The most likely cause of this error message is not having 'My Server Requires Authentication' selection enabled in your email client.

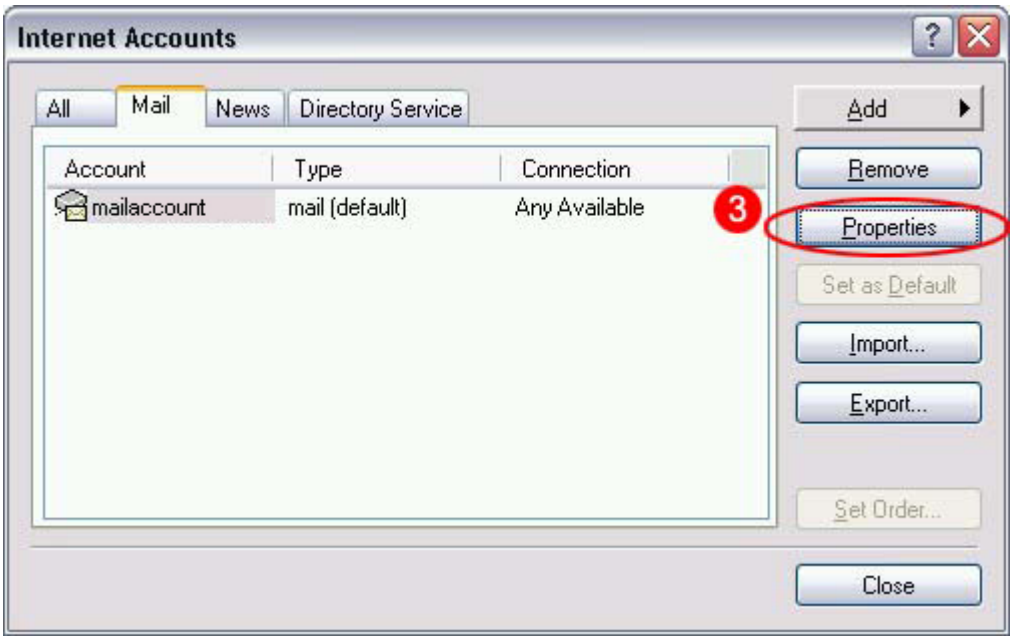
The message could not be sent because one of the recipients was rejected by the server. The rejected e-mail address was 'someone@example.com'. Subject 'test', Account: 'mail.yourdomain.com', Server: 'smtp.yourdomain.com', Protocol: SMTP, Server Response: '501 This system is not configured to relay mail from <you@yourdomain.com> to <someone@example.com> for xx.xx.xx.xx', Port: 25, Secure(SSL): No, Server Error: 501, Error Number: 0x800CCC79

The message could not be sent because one of the recipients was rejected by the server. The rejected e-mail address was '<someone@example.com>'. Subject: '<Test>', Account: '<Test>', Server: '<smtp.example.com>', Protocol: SMTP, Server Response: '550 <someone@example.com>... Relaying Denied', Port: 25, Secure (SSL): No, Server Error: 550, Error Number: 0x800CCC79

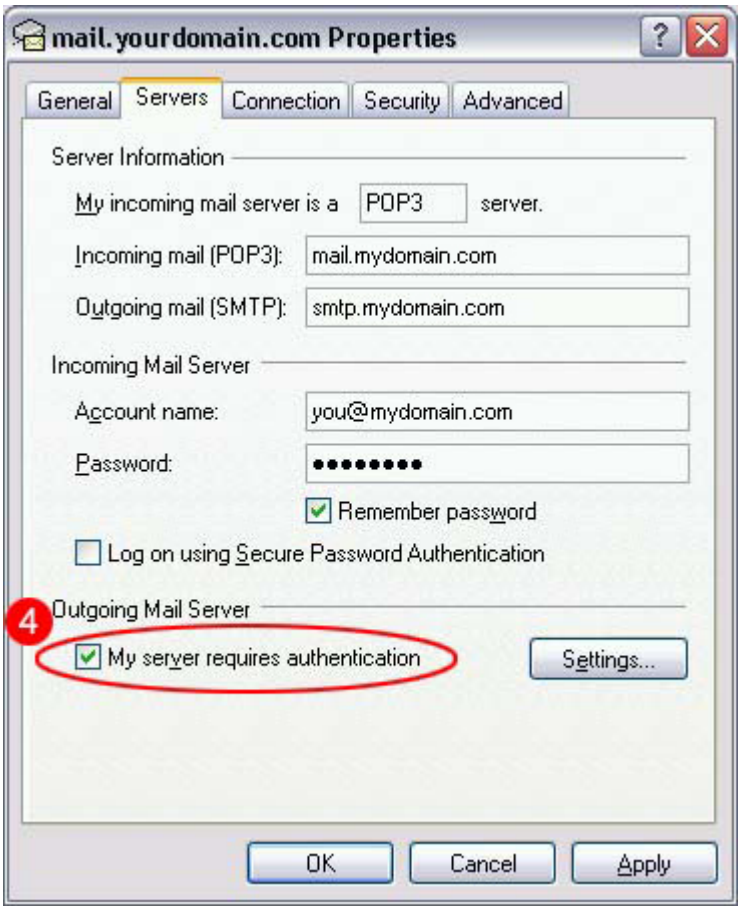
The message could not be sent because one of the recipients was rejected by the server. The rejected email address was 'someone@example.com'. Subject 'test', Account: 'mail.yourdomain.com', Server:'smtp.yourdomain.com', Protocol: SMTP, Server Response: '550 not local host 'example.com', not a gateway', Port: 25, Secure(SSL): No, Server Error: 550, Error Number: 0x800CCC79

To resolve this error message, please follow these steps:

1. Open your mail client.
2. From the **Tools** menu, select **Accounts**.
3. Select your mail account and click **Properties**.



4. Select the Server tab and check the box next to **My server requires authentication**.



5. Click **OK**.

You should now be able to send your email successfully.

I can receive mail but I can't send mail through my mail account.

The problem may be with your ISP. Some ISPs block outbound email on port 25. These include but are not limited to:

- AT&T
- Bellsouth
- Cablevision/Optimum Online
- CableOne
- Charter
- Comcast
- Cox
- Earthlink (MindSpring)
- Flashnet
- MediaOne/Roadrunner
- MSN
- NetZero
- People PC
- RoadRunner
- Sprynet
- Sympatico.ca
- Verizon

They are not allowing outgoing (SMTP) mail through any server but their own.

To fix this problem, in your mail configuration, simply replace your mail server information including the master e-mail account and password with your ISPs. Example: Your outgoing (SMTP) mail server may be smtp.yourdomainname.com, remove this and replace it with your ISPs SMTP mail server address. Leave the POP3 server information and other email account information the same.