

Your mailbox is also available online via [Webmail](#).



- *If the mail account is already set up in Thunderbird but giving errors – then rather try our Thunderbird [Troubleshooting guide](#).*
- *Replace [example.com](#) with your domain name*

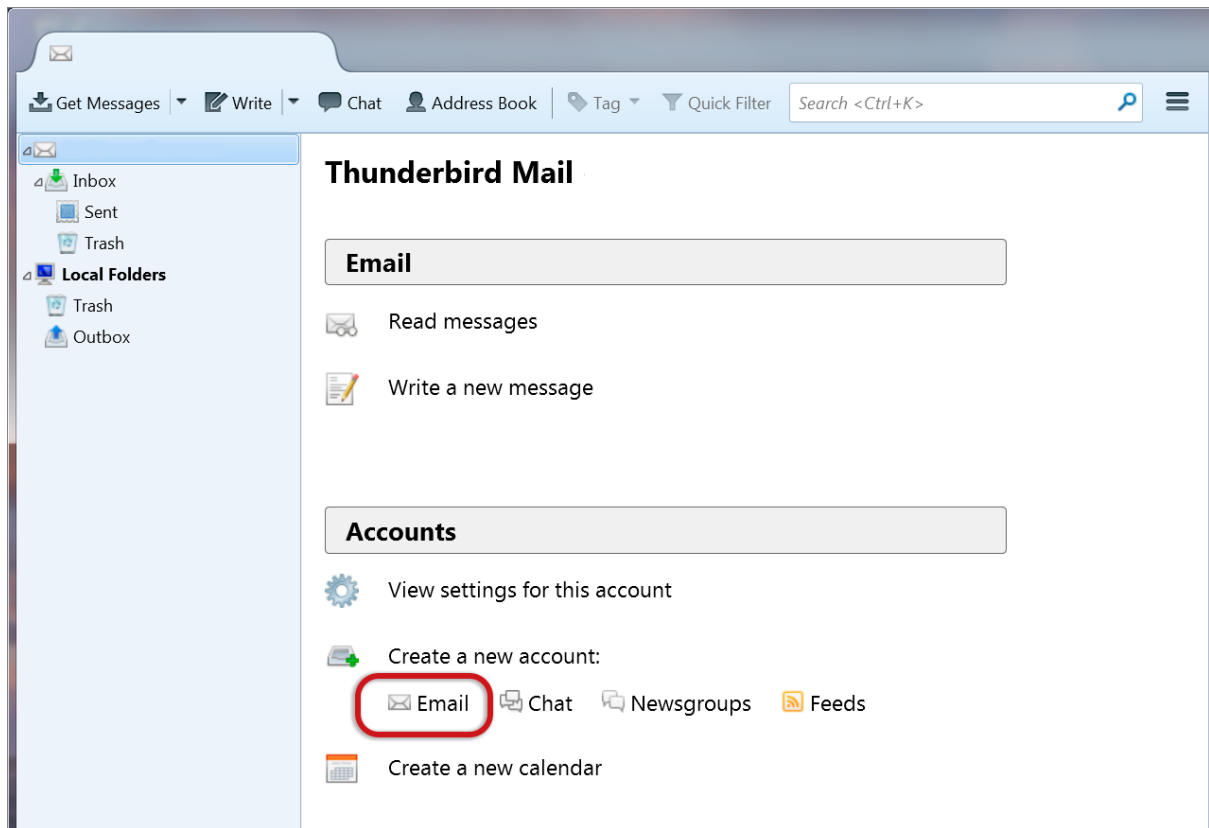
Automatic Account configuration

A new email account setup with Thunderbird is quick and easy using Automatic Account configuration.

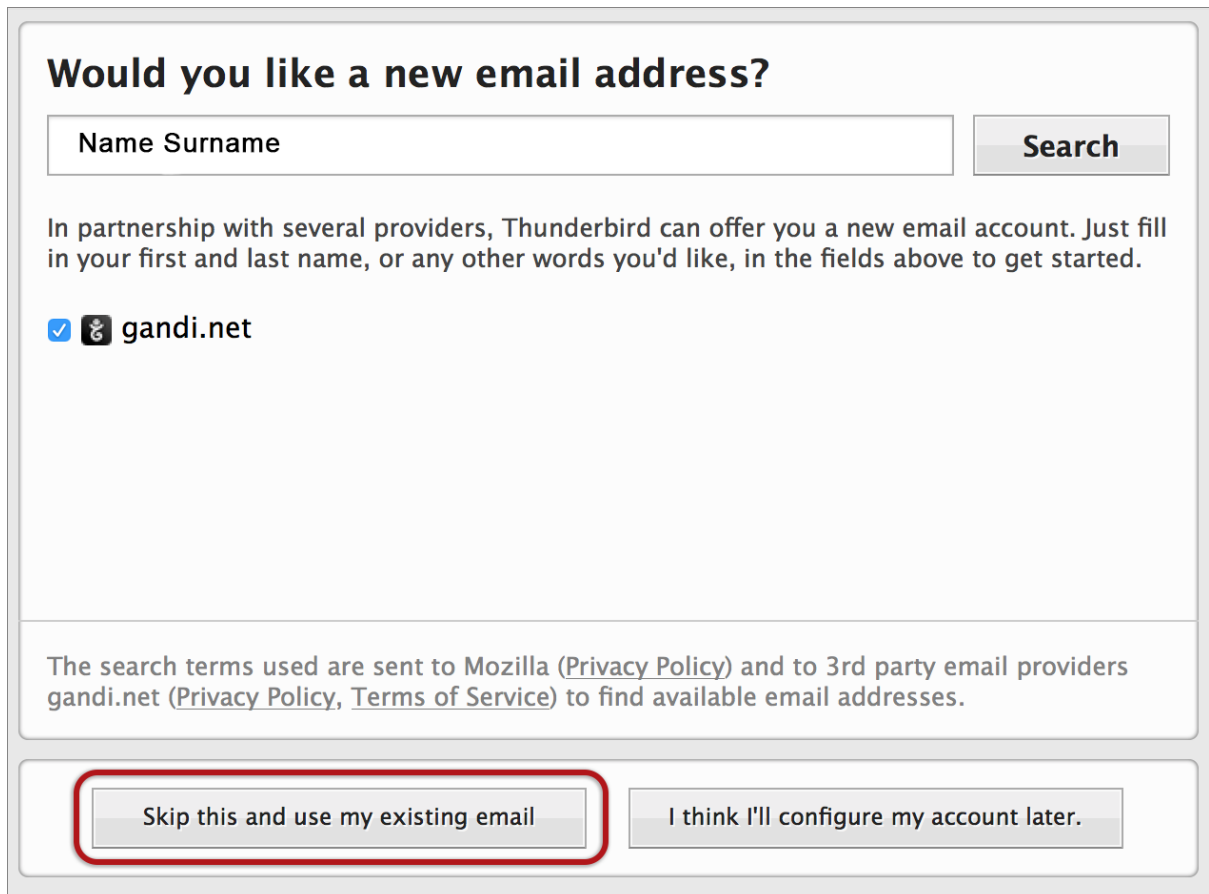
However, reasons to rather use **Manual Configuration** are:

- *if you prefer **POP**, as this automatic configuration defaults to [IMAP](#)*
- *if this is a new hosting account and domain [propagation](#) has not completed*

1. Launch Mozilla Thunderbird
2. Choose **Create a new account > Email**



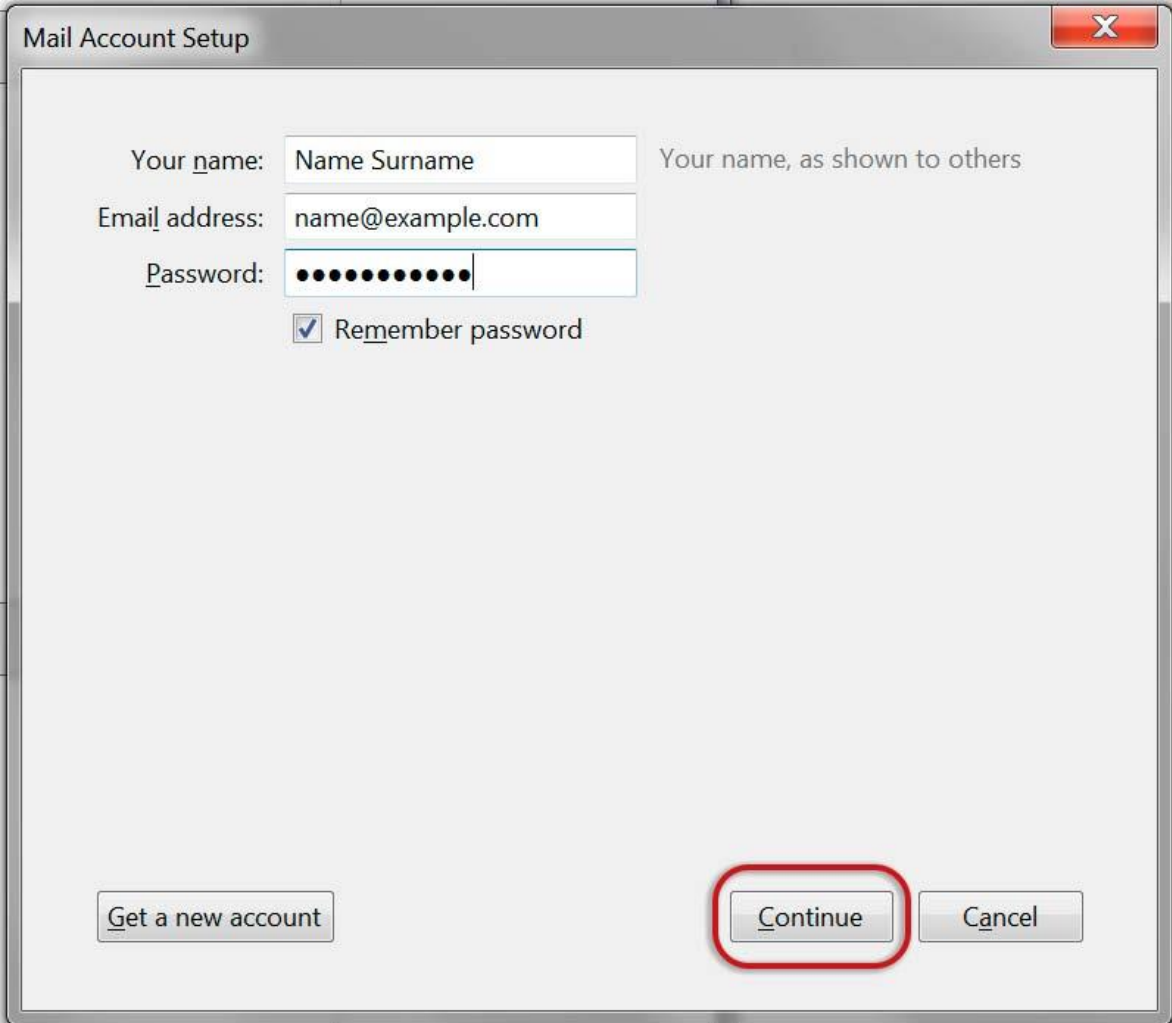
3. Choose **Skip this and use my existing email**



Mail Account Setup

4. Enter the following details:

- **Your Name** (which will appear in the “From” field in your emails)
- **Email address**
- *If you’ve lost your password – [please contact Easy2Access and one of our support team will gladly assist you.](#)*
- > **Continue**



Mail Account Setup

Your name: Name Surname Your name, as shown to others

Email address: name@example.com

Password: ●●●●●●●●

Remember password

Get a new account Continue Cancel

5. Thunderbird will now automatically check your email settings. Ignore this warning message, **tick** and choose **Done**

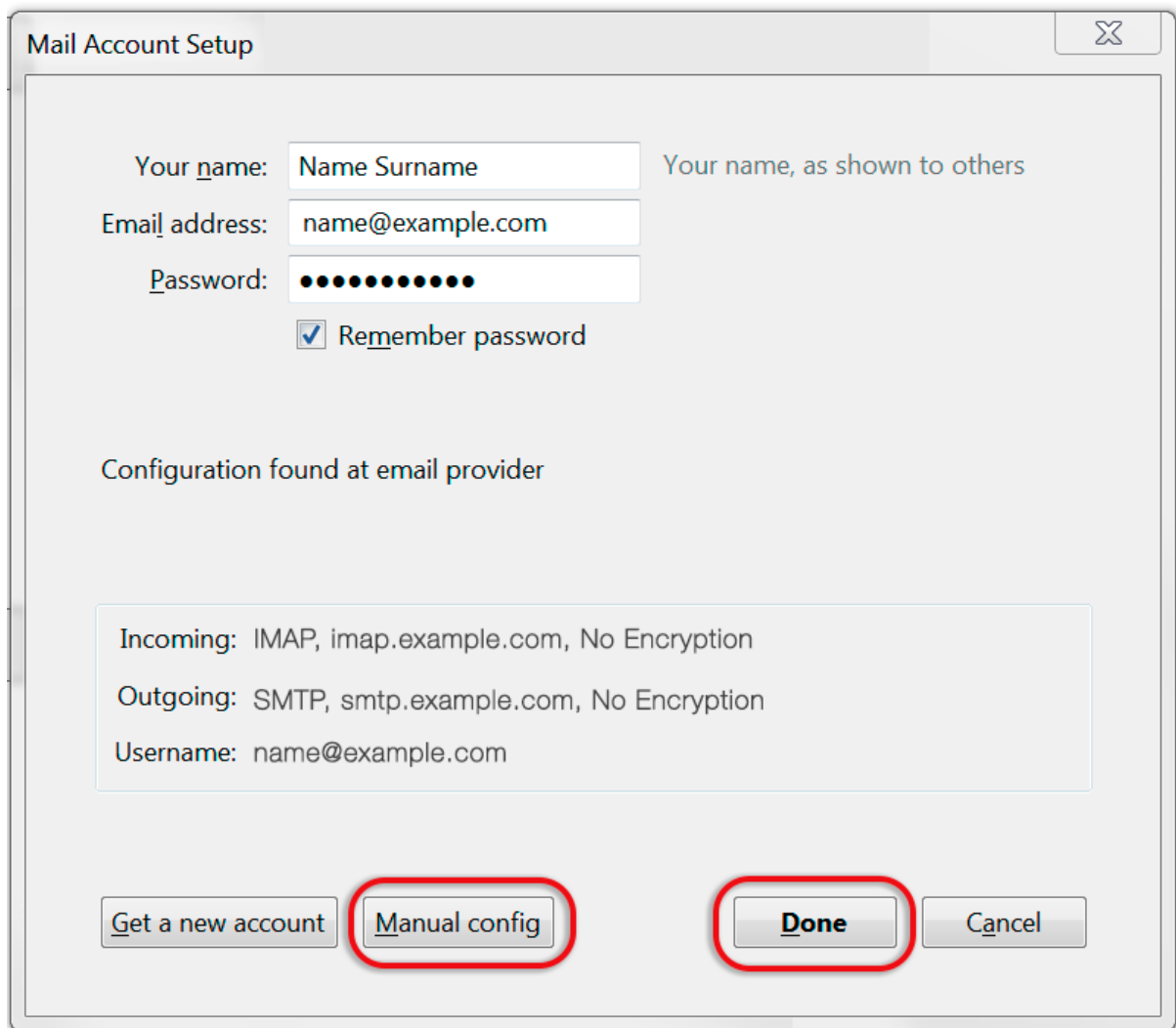
POP settings



6. If your settings are found, then your setup is complete and you can press **Done**.

If your settings are not found, click the **Manual config** button and continue as below

IMAP settings



The image shows a 'Mail Account Setup' dialog box. It contains the following fields and options:

- Your name:** Name Surname (with a tooltip: 'Your name, as shown to others')
- Email address:** name@example.com
- Password:** A field with 12 dots, and a checked checkbox for 'Remember password'.
- Configuration found at email provider:** A text box containing:
 - Incoming: IMAP, imap.example.com, No Encryption
 - Outgoing: SMTP, smtp.example.com, No Encryption
 - Username: name@example.com
- Buttons:** 'Get a new account', 'Manual config' (circled in red), 'Done' (circled in red), and 'Cancel'.

Manual configuration

Follow the Automatic configuration above, and then choose **Manual config**.

7. Ensure that your **settings are correct** as below (these are the default settings – replacing with your own name and domain).

- Choose [POP or IMAP](#)
 - **IMAP:** Incoming **port 143**, Outgoing **587** (as below)
 - **POP :** Incoming **110**, Outgoing **587**
- Ensure that the **Username** is the **full email address**.
- If you don't know your password, [contact our email support team](#).
- *For new hosting accounts, temporarily use the IP address instead of the Incoming & Outgoing mail servers.*
- **SSL** is None
- **Authentication** is Normal password.

IMAP settings

Mail Account Setup

Your name: Your name, as shown to others

Email address:

Password:

Remember password

Configuration found at email provider

	Server hostname	Port	SSL	Authentication
Incoming: <input type="text" value="IMAP"/>	<input type="text" value="mail.example.com"/>	<input type="text" value="143"/>	<input type="text" value="None"/>	<input type="text" value="Normal password"/>
Outgoing: <input type="text" value="SMTP"/>	<input type="text" value="smtp.example.com"/>	<input type="text" value="587"/>	<input type="text" value="None"/>	<input type="text" value="Normal password"/>
Username: Incoming:	<input type="text" value="name@example.com"/>	Outgoing:	<input type="text" value="name@example.com"/>	

8. Click **Done**. Your email setup is complete.