

## Content of this procedure

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2. Setting up a POP3 email account in Outlook...
3. Access your emails with Webmail from anywhere (if out of office) or PC with Outlook not available...

**Note:** When referred to [domain.co.za](#) below, it actually means your website domain name. Replace the [domain.co.za](#) example with your actual company or private website name. (i.e. [domain.co.za](#) = [chilizone.co.za](#))

## 1. Introduction of POP versus IMAP email account types...

When setting up your email account in Outlook on your PC, you can select either POP3 or IMAP.

With **POP3** selected (**Chili Zone Protocol**), you can select **not to leave a copy of your email on the mail server**.

With IMAP selected, there is always a copy of all emails left on the mail server.

### Where to select your POP3 setting

Internet E-mail Settings  
Each of these settings are required to get your e-mail account working.

### Outlook setup

**User Information**  
Your Name: Your Name i.e. John Doe  
E-mail Address: johndoe@domain.co.za

**Server Information**  
Account Type: POP3  
Incoming mail server: mail.domain.co.za  
Outgoing mail server (SMTP): mail.domain.co.za

**Logon Information**  
User Name: johndoe@domain.co.za  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)  
Test Account Settings ...

**Drop down menu POP3, IMAP or HTTP**  
Select POP3

Window A

To ensure that you **do not leave a copy of any email** downloaded to Outlook **on the mail server**, you must select **POP3** on the drop down menu. Refer to window on the left.

IMAP is selected where your disk space on the mail server is not monitored, and where you would like to keep a back-up of your emails on the server.

IMAP accounts hosting is much more expensive than POP3 accounts to host, as large GB of disk space needs to be acquired by your hosting company to provide for these "back-up" of thousands (and many GB) of email data.

At Chili Zone we have opted for the POP3 account type, to provide you with a cost effective hosting option.

This could be R10 per month per account versus R149 per account per month difference.

### Where to access this window **Window A**

1. Open Outlook on your PC
2. On top menu bar, select TOOLS
3. On drop down menu, select ACCOUNT SETTINGS
4. Click on the account you want to access
5. This window left will open.
6. Check that setting is for POP3.
7. If not POP3, delete account (previous window), and re-create as new, selecting POP3 setting.

### Where to select DO NOT leave a copy of emails on the server

Internet E-mail Settings  
Advanced

**Server Port Numbers**  
Incoming server (POP3): 110  
 This server requires an encrypted connection (SSL)  
Outgoing server (SMTP): 25  
Use the following type of encrypted connection: None

**Server Timeouts**  
Short Long 1 minute

**Delivery**  
 Leave a copy of messages on the server  
 Remove from server after 10 days  
 Remove from server when deleted from 'Deleted Items'

**DO NOT SELECT**  
As we do not want to leave a copy of any email on server after it has been downloaded to Outlook on your PC.

Window B

### Where to access this window **Window B**

1. Open Outlook on your PC
2. On top menu bar, select TOOLS
3. On drop down menu, select ACCOUNT SETTINGS
4. Click on the account you want to access
5. Top **Window A** will open.
6. Click on MORE SETTINGS (bottom right button)
7. In new window, select ADVANCED button on top buttons
8. **Window B** will open.
9. Check that the Block "Leave a copy of message on the server" IS NOT ticked.
10. Select OK, OK, FINISH.

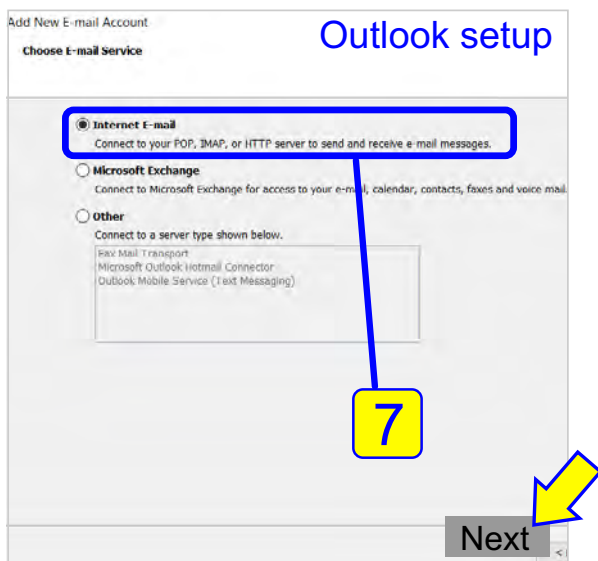
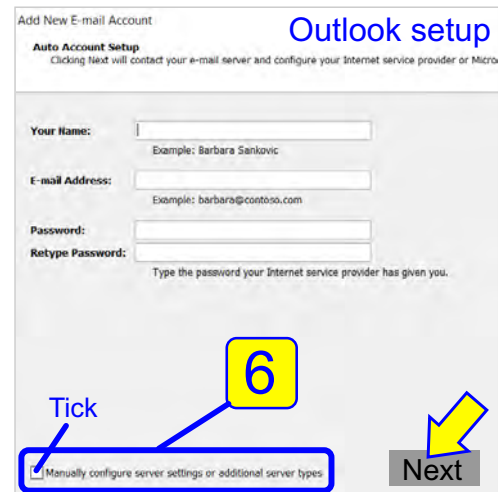
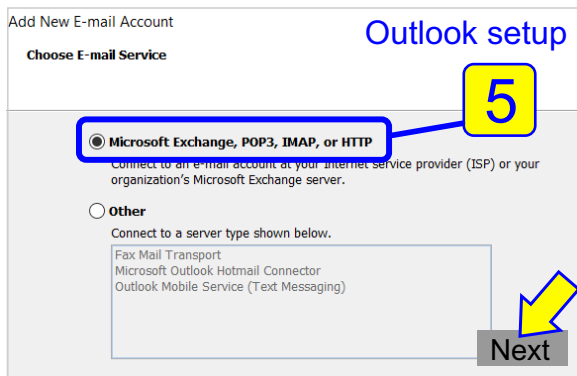
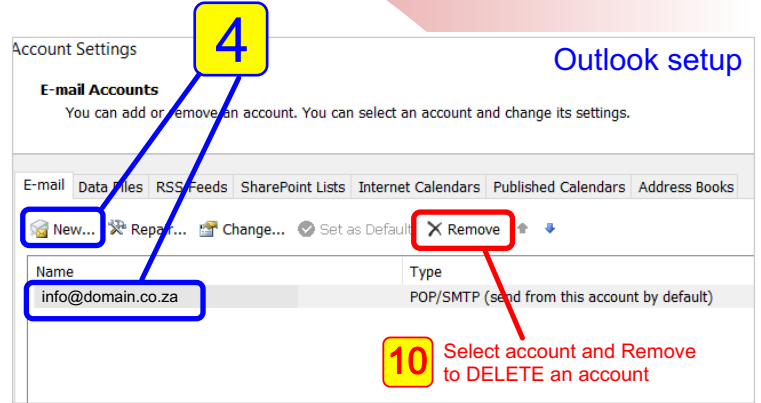
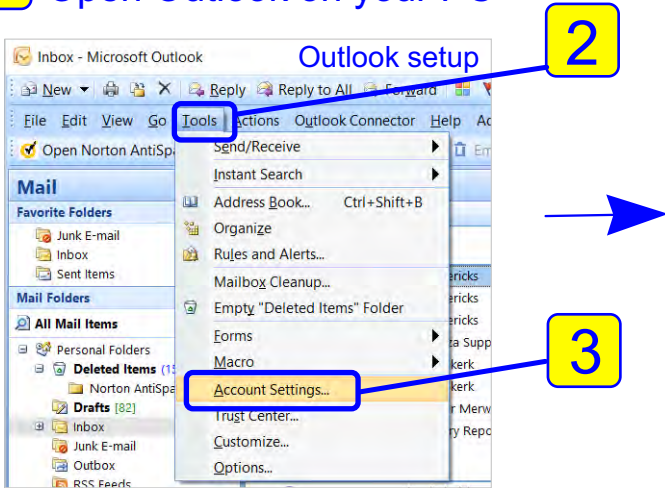
When emails have been downloaded to Outlook from the mail server, **NO COPY** should be left on your server INBOX. View next page on how to access your mailbox on the server.

# JUST FOLLOW THE NUMBERS!

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## 2. Setting up a POP3 email account in Outlook...

**1** Open Outlook on your PC



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## 2. Setting up a POP3 email account in Outlook/Continue...

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

### Outlook setup

**User Information**

Your Name:  (8)

E-mail Address:  (9)

**Server Information**

Account Type:  (11)

Incoming mail server:

Outgoing mail server (SMTP):

**Logon Information**

User Name:  (12)

Password:  (13)

Remember password (14)

Require logon using Secure Password Authentication (SPA)

**Test Account Settings**

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

Drop down menu POP3, IMAP or HTTP  
Select POP3 (10)

More Settings ... (15)

### Setting up a POP3 email account in Outlook

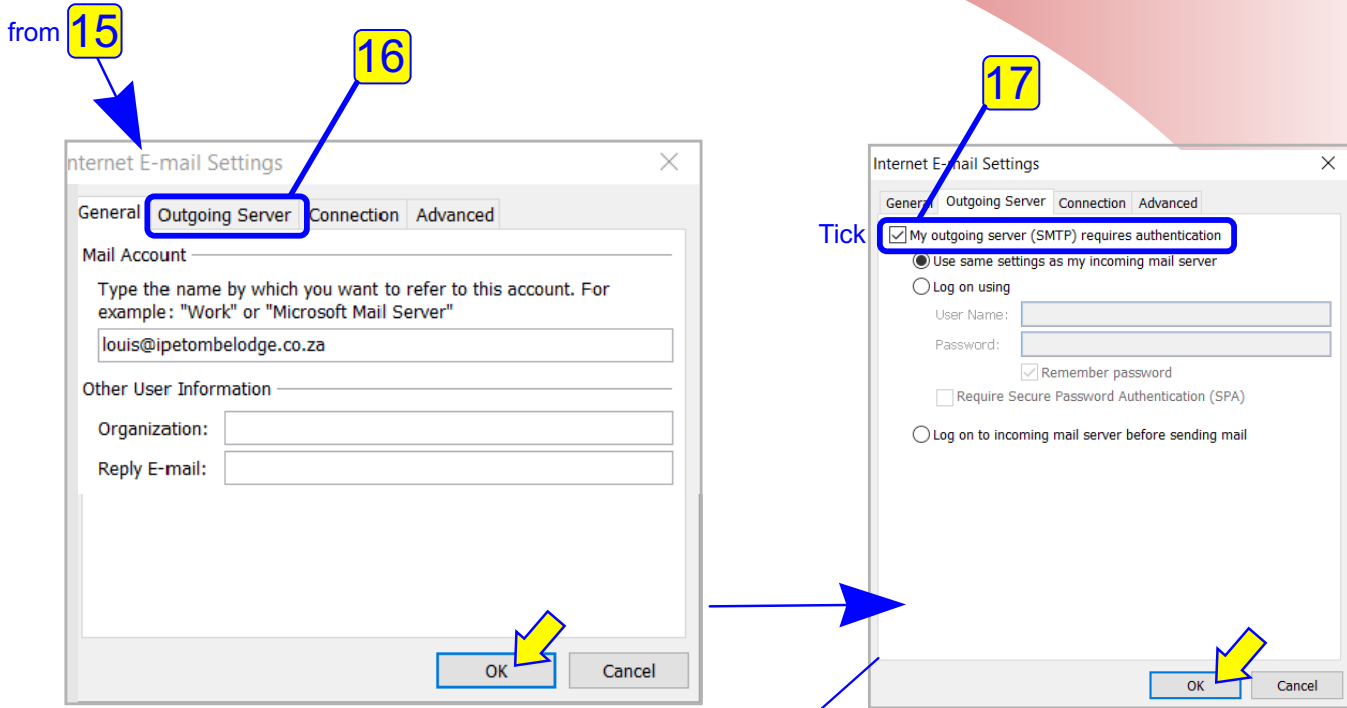
1. Open Outlook on your PC
2. On top menu bar, select TOOLS
3. On drop down menu, select ACCOUNT SETTINGS
4. Click on NEW OR the account you want to access
5. Leave on default setting, next
6. Tick MANUALLY CONFIGURE, next
7. Leave on default setting, next,
8. Type in your name or company name (Displayed when email is sent.
9. Full email address
10. Select POP3. If set as IMAP, delete (REMOVE) the account and create NEW account, selecting POP3.
11. Type in [mail.domain.co.za](http://mail.domain.co.za)
12. Type in [mail.domain.co.za](http://mail.domain.co.za)
13. Full email address
14. Password - case sensitive
15. Click MORE SETTINGS.

Type in your actual website name

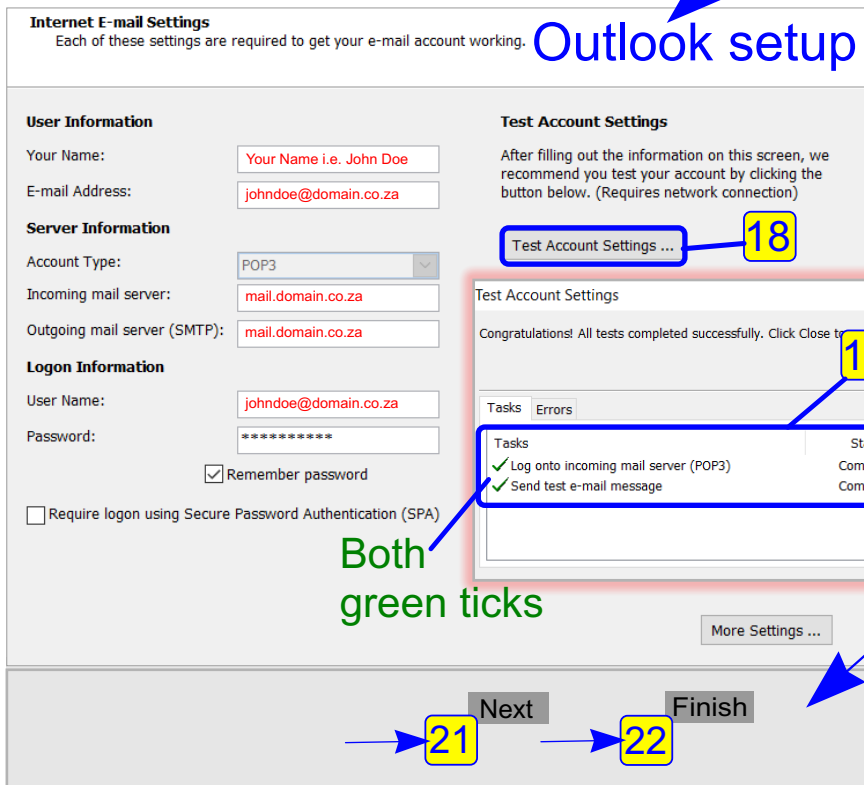
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## 2. Setting up a POP3 email account in Outlook / Continue from page 3...



Setting up a POP3 email account in Outlook - Cont



- 16. Click OUTGOING SERVER Tab, then OK
- 17. Tick in box [My outgoing server (SMTP) requires authentication], then OK
- 18. Click TEST ACCOUNTS SETTINGS
- 19. Ensure PC is connected to the Internet, both incoming mail and sent mail will be tested live. If all is okay, both green ticks. If not, some setting is incorrect. Check all settings and spelling again.
- 20. Click close test window.
- 21. Click Next
- 22. Click Finish - EMail account is now set-up and tested.

Both green ticks

Please ensure that confirmation as on PAGE 1 is done for a POP3 account type setting, as well as "Leave copy on server" is NOT TICKED.

### 3. Access your emails with Webmail from anywhere (if out of office) or PC with Outlook not available...

#### Access Webmail

There is an option to access your mailbox on the mail server. The reason could be the following:

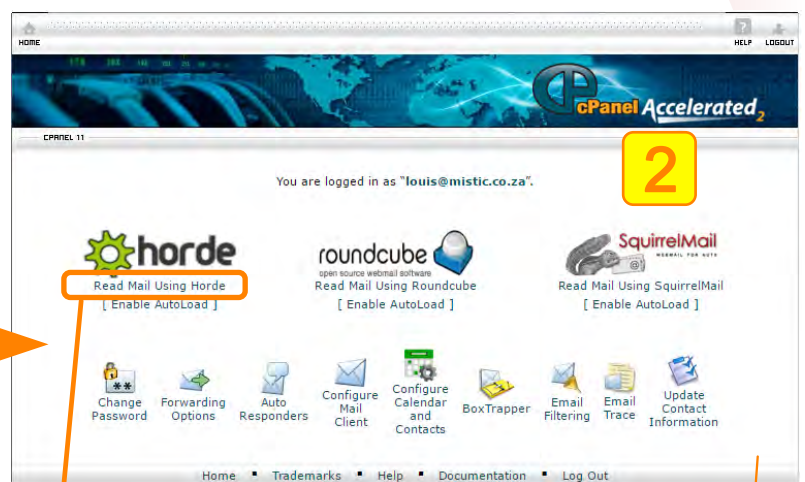
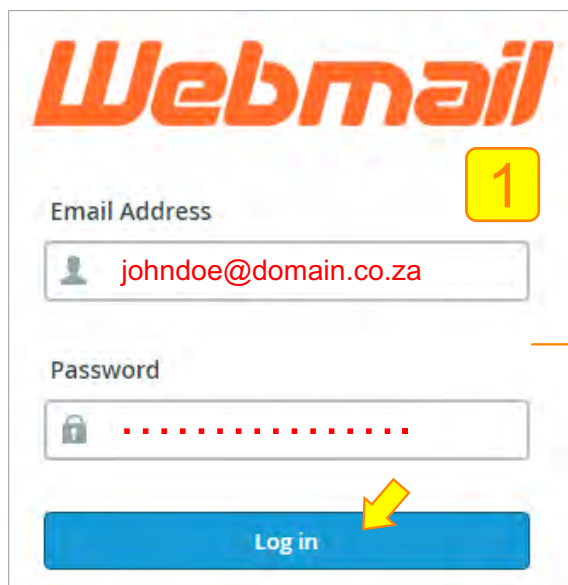
- a) You have problems with OUTLOOK or your PC, and need to access new emails sent to your email account.
- b) You could be out of office, and need to access your emails from another PC or from a Internet Cafe.
- c) You need to "clean up" any old mails still saved on your INBOX on the mail server.

**Have your email address (username) and password handy before accessing webmail.**

You can access Webmail via any Internet browser such as Chrome, Internet Explorer, Firefox, etc.

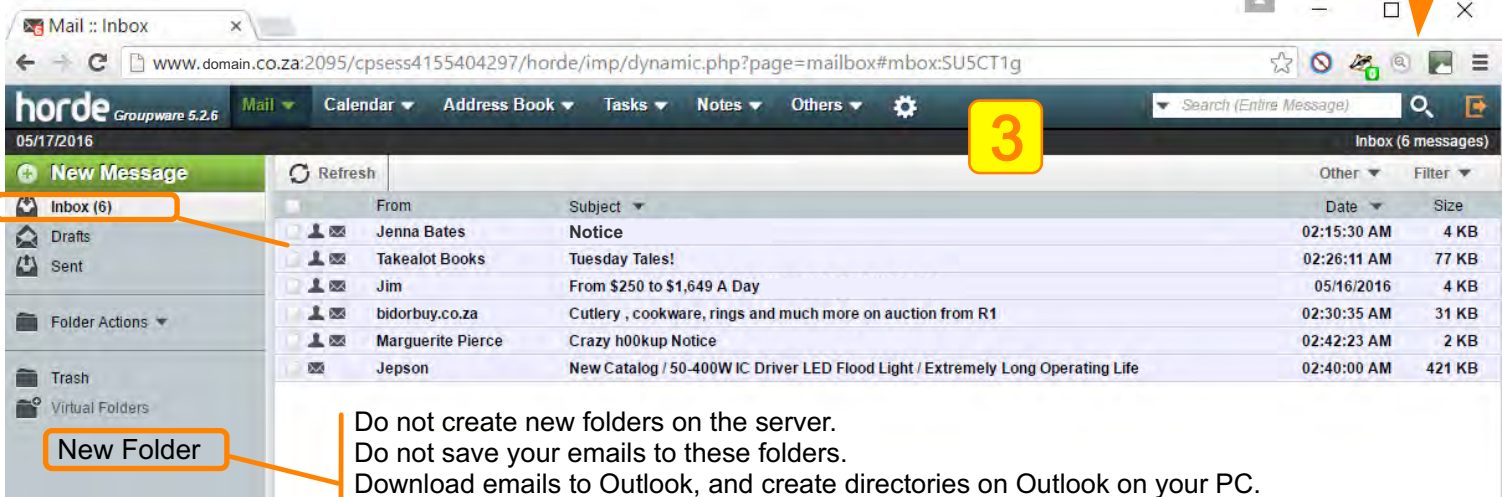
In the address bar, type in your website name (shown as [domain.co.za](http://domain.co.za)) as shown below:

[www.domain.co.za/webmail](http://www.domain.co.za/webmail) (i.e. [www.chilizone.co.za/webmail](http://www.chilizone.co.za/webmail))



Click on horde link to access your INBOX

Your Inbox on mail server. These emails shaded in grey have not yet been downloaded to to PC's Outlook. When downloaded to Outlook, these emails will dissappear (NO COPY LEFT ON SERVER)



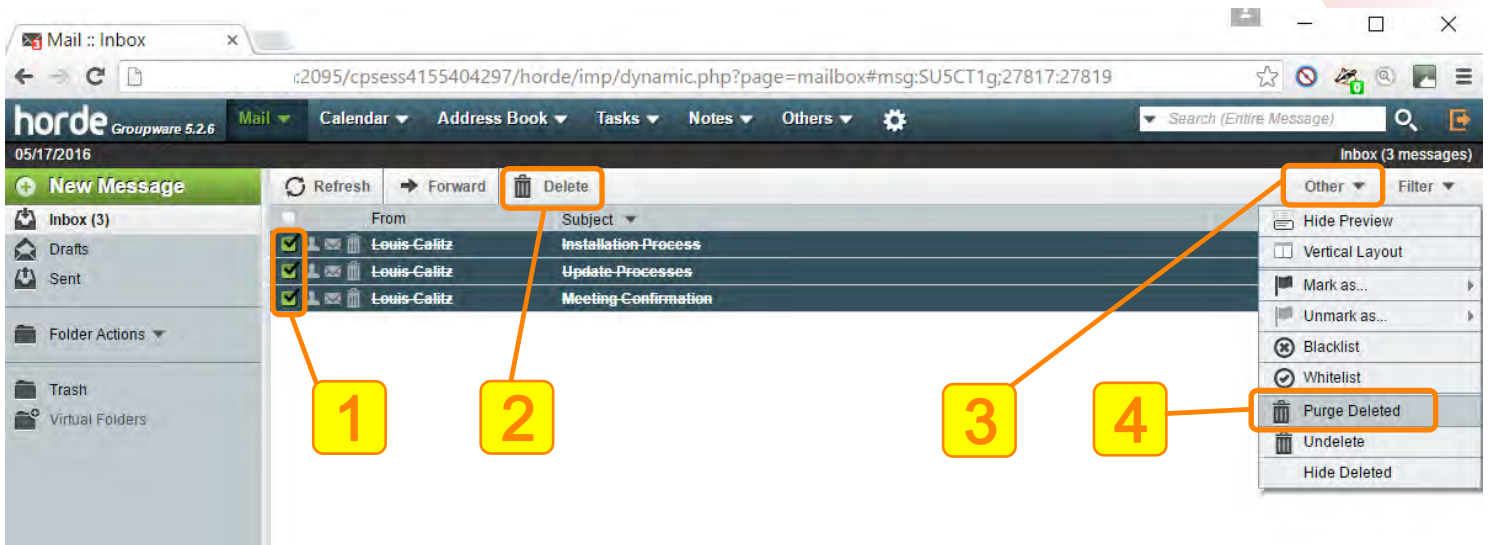
Do not create new folders on the server.  
Do not save your emails to these folders.  
Download emails to Outlook, and create directories on Outlook on your PC.  
Make regular backups on Outlook for all your emails.  
Ensure quality anti-virus and anti-malware software is installed on your PC.

### 3. Access your emails with Webmail from anywhere (if out of office) or PC with Outlook not available...

#### Access Webmail ... Continue/

##### How to delete old emails via Webmail on your Inbox on the mail server.

1. Mark (tick) all email to be deleted.
2. Click **Delete** icon. All marked mails will have a line drawn through text.
3. Click on **Other** dropdown menu.
4. Click on **Purge Deleted**. All marked emails will disappear.



### Summary of this Procedure

1. Ensure that any new account created on Outlook has a POP3 account type created - page 1.
2. Check that the Block "Leave a copy of message on the server" is **NOT** ticked - page 1.
3. Step by step on how to create an new email account on your PC's Outlook - page 2, 3 & 4.
4. How to access your emails via Webmail - remote email access - page 5.
5. How to delete emails on the mail server inbox - page 6