Create a new account on Thunderbird (POP)

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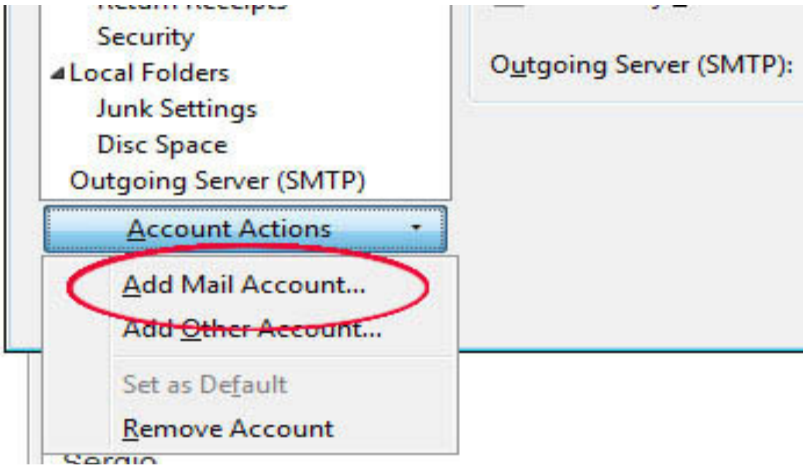
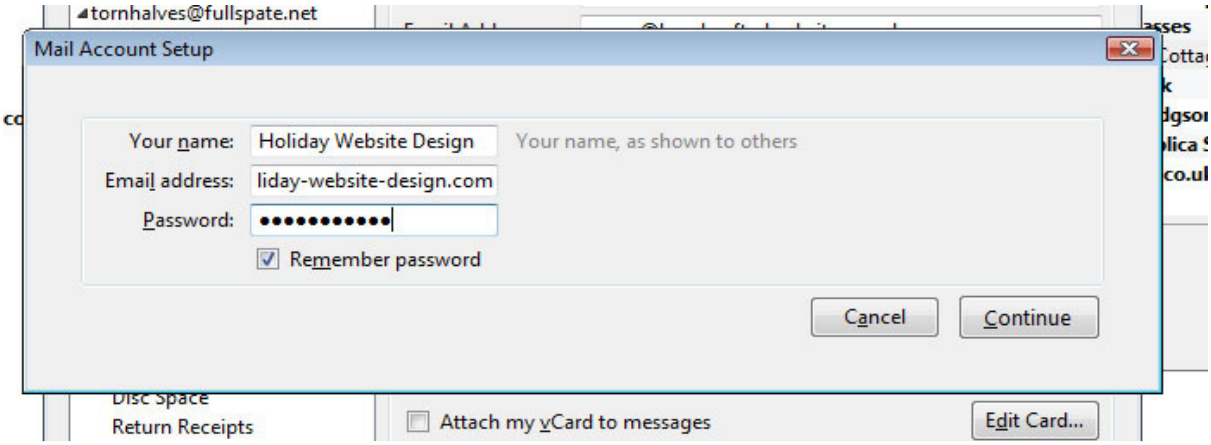
Open Thunderbird. In the menu at the top see the tab marked **Tools.** Click **Tools -> Account Settings**.

In the new Account Settings window find the tab bottom left marked **Account Actions**. Click the arrow to reveal the options.

Click **Add Mail Account**.

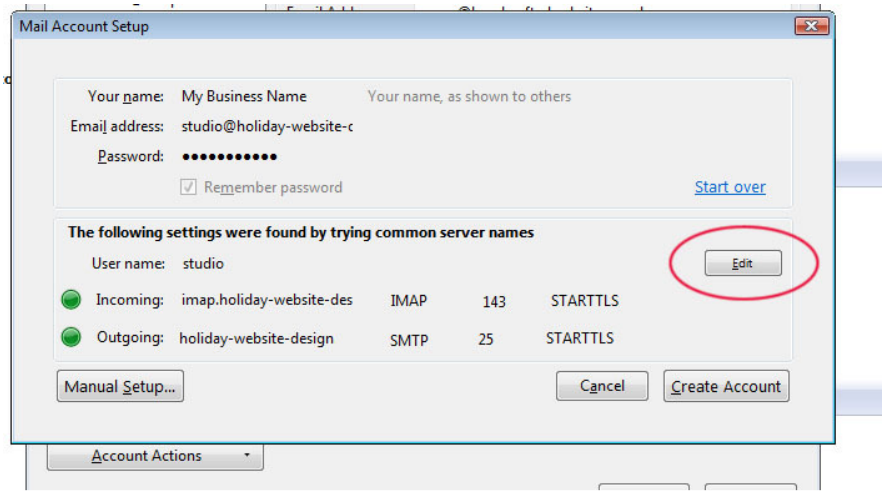


In the new window enter the name of your business as you want it to appear at the top of your future emails, then enter the email address and the password.



Click **Continue**.

Thunderbird will then try to guess what the right settings for your account are. Be patient while it does its best. The settings it suggests will probably be wrong, so click the option to **Edit** the settings.



You will then be able to enter the right settings for your email account.

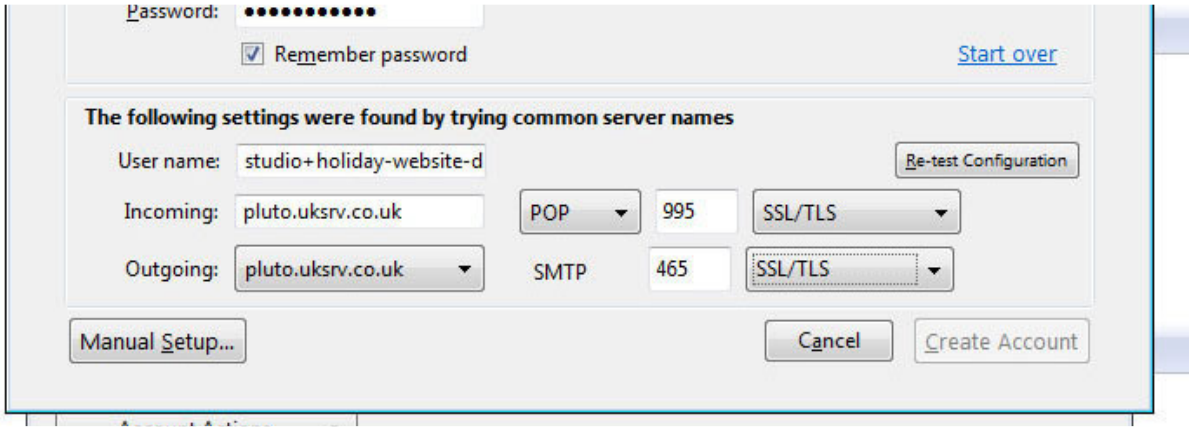
POP or IMAP?

Use the settings for a **POP** email account if you are going to access your emails mainly from one device (e.g. you are going to handle all business correspondence from a desktop PC or laptop).

Use the **IMAP** settings if you are going to use multiple devices and need to have your inbox, sent folders and other mail folders synchronised between devices.

1. POP email account setup

For a POP mail account they should look like this:



Note:

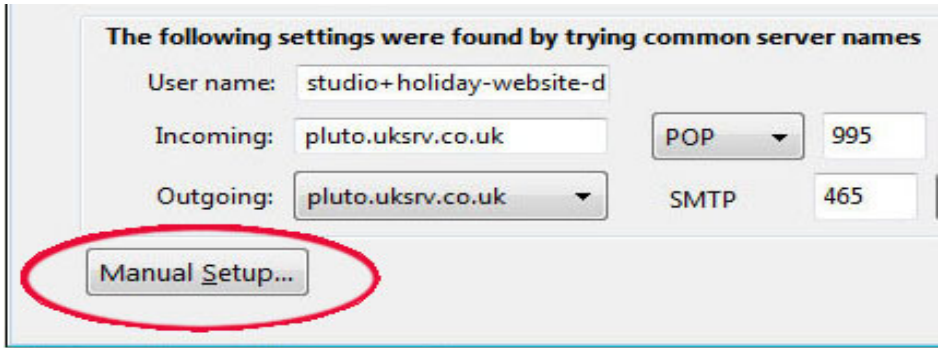
Your username should be the same as your full email address but with the + sign in the place of @.

The servers for both incoming and outgoing mail are **pluto.uksrv.co.uk**
The **incoming** mail server is **POP**, on port **995**, using **SSL/TLS** security.
The **outgoing** server is **SMTP**, on port **465**, using **SSL/TLS** security.

Click **Re-Test Configuration** so that Thunderbird can check that it can connect to the server using those settings. Then click **Create Account**. The account is now ready to be used.

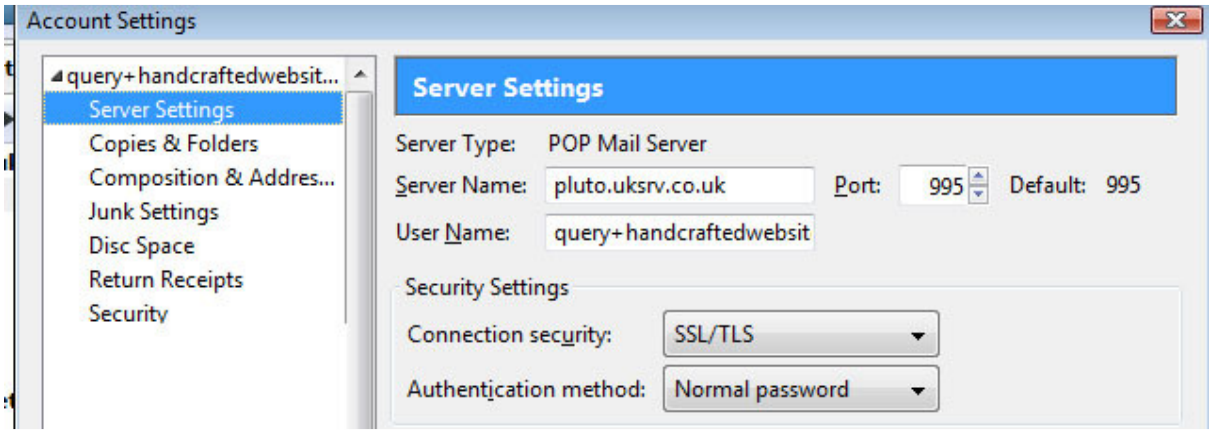
2. Manual setup

In some versions of Thunderbird the Edit button does not appear. Instead, after Thunderbird tries to guess the server settings itself (and gets them wrong) you have the option to alter them manually.

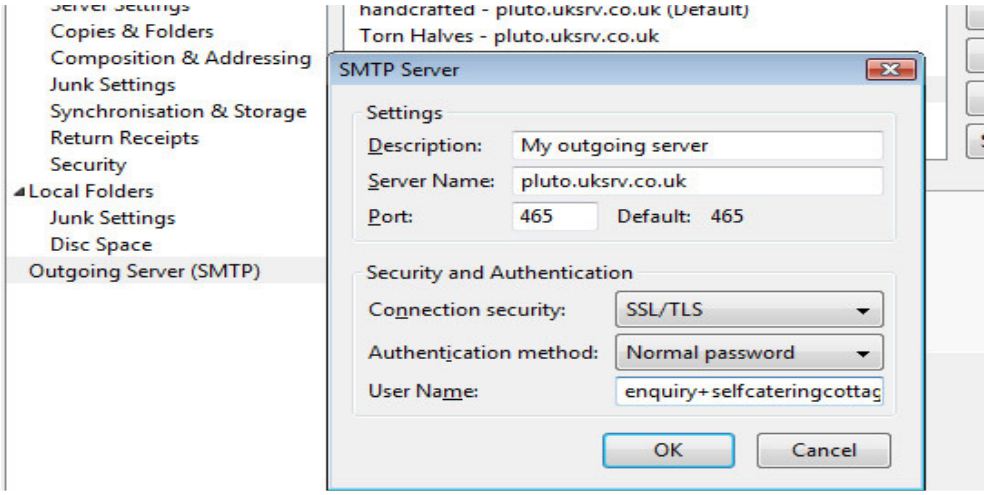


When you click **Manual Setup** you are taken back to the main Account Settings window. You should see your new email address on the left and a list below it. Click the first item in that list: **Server Settings**

For a **POP** account they should look like this:



At the bottom of the main account settings window on the left it should say **Outgoing Server SMTP**. Click that to check the settings. Then click the **Edit** button to see the full details. They are the same for both IMAP and POP accounts. They should look like this:



Enter the correct settings if the current ones are wrong. Click OK.

Now you have created the account and can test it use it.

Testing

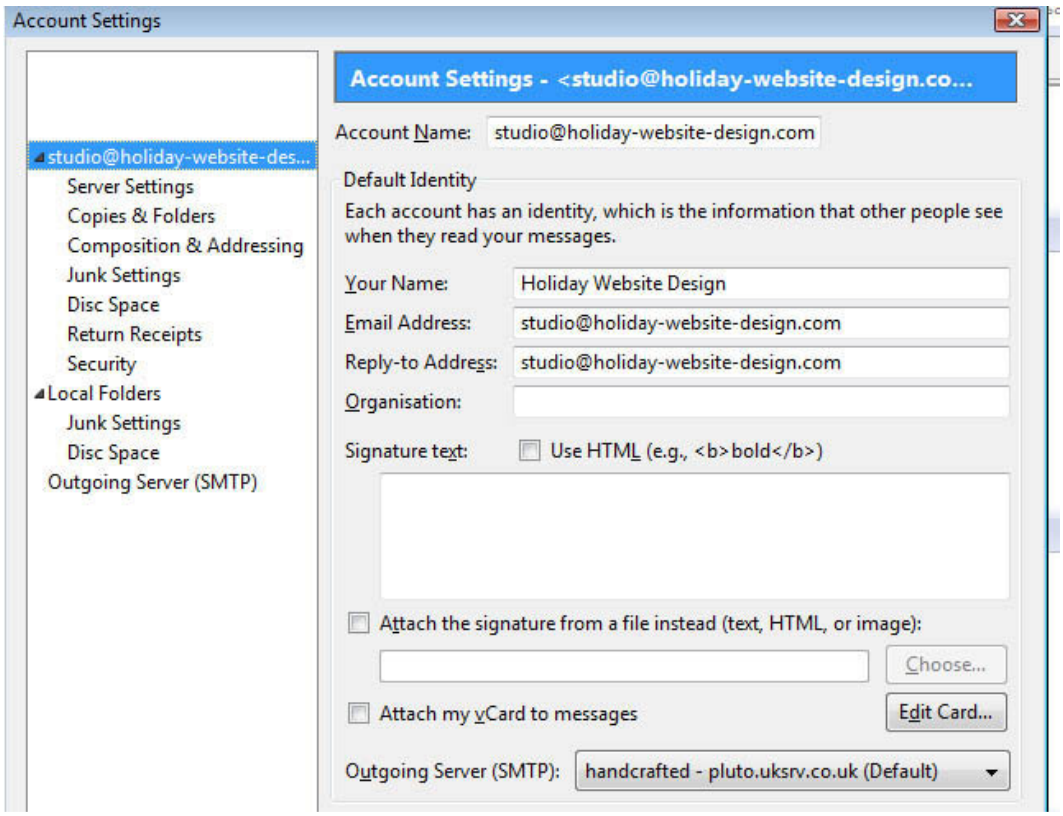
Test the mail system yourself by sending yourself an email. Click the **Write** button near the top of the window. Put your business email address in the To line. Enter a subject (e.g. Test). Then put something in the body of the message. Click **Send**.

Wait a minute or so. Then click the **Get Mail** button. Then check your inbox. Click **Inbox** in the folder tree on the left (click the arrow next to the name of the account if the inbox is not showing).

Important!!

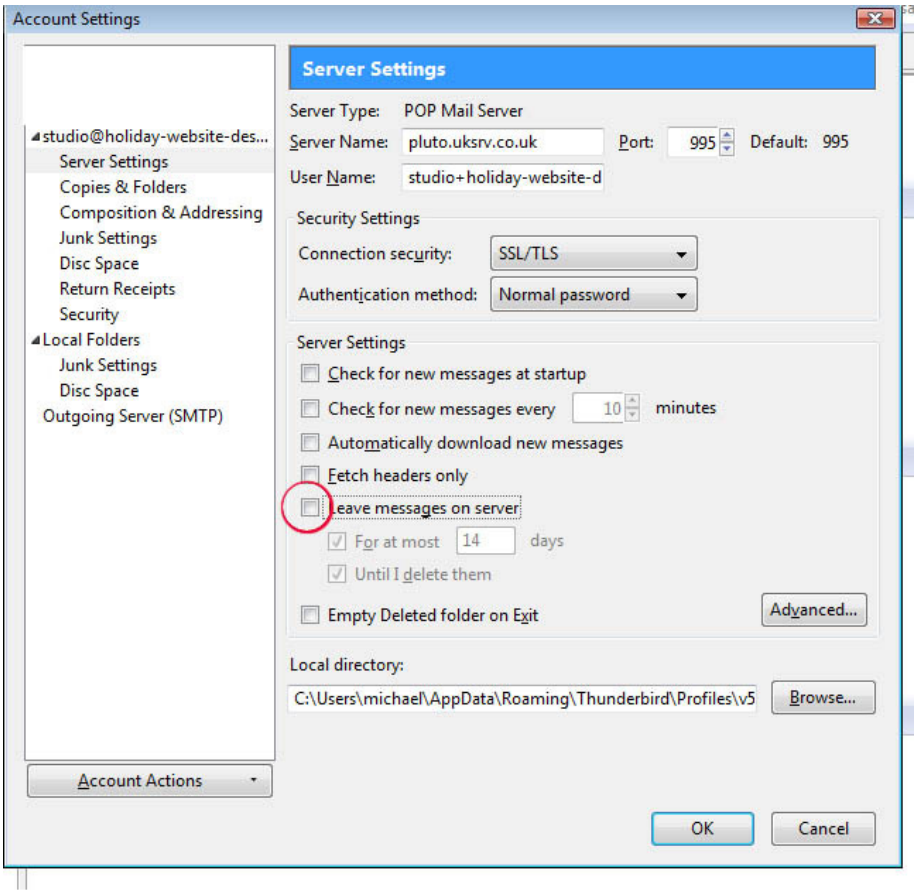
You need to make sure that your mailbox is not going to fill up (because if it does the mail system will stop working and new emails will not arrive in your inbox). So click **Tools -> Account Settings** and look at the settings for your account.

With a POP account the first page of settings should look like this:



Click Server Settings on the left.

The most important setting is the one that controls whether or not messages are left on the server. Make sure the box marked "**Leave messages on server**" is NOT ticked.



Alter the other settings (e.g. controlling when and how often Thunderbird checks for new mails) if you wish. Click **OK**.

If things don't seem to be working correctly

Remember that you have direct access to your mailbox through the Control Panel for your hosting account. If your mail system doesn't seem to be working properly and you think the mailbox might be full or might have emails that are not being downloaded, see the mailbox by logging into your control panel, then click the Email Accounts icon, then click the small arrow to the right of the email address, select "Access Webmail", select the Horde email client, reenter your email address password and look at your inbox.

Remember to log out when you finish with your control panel.