

Configuring an email account using Microsoft Entourage 2008 for Mac OS X

Web Studio Seattle support document: hosting-email-entourage-macos
Revised: February 4, 2010
Time required to complete configuration: Approximately 7 minutes

- 1) Start Entourage
- 2) From the **'Tools'** menu, select **'Accounts'**
- 3) Within the resulting dialogue box, click the **'Mail'** button, found along the top.
- 4) Click the **'New'** button, located up/left
Choose **'Mail'** from the pop-up options
- 5) In the resulting dialogue box, make sure than **POP** is the selection in the pop-up menu. Click **OK**
- 6) In the Edit Account dialogue, type a descriptive name (such as the account email address) in the Account Name field. In the Personal Information fields, type your full name and full email address

- In the Account ID field, type your full email address

Your full email address is as follows:

accountname@domainname

example: john@webstudioseattle.com

- In the POP Server field, type your incoming mail server.
For example: mail.yourdomain.com
- In the Password field, type the password for your email account. Passwords are case sensitive

If you'd like to avoid a password prompt each time you connect to send/receive email, enter the password that was provided by Web Studio Seattle (or the password you chose via your Web Mail control panel). Also, check the 'Save Password...' box.

Alternatively, if you prefer to enter a password each time you connect to send/receive mail, leave the password field blank. Make certain that the 'Save Password' box is unchecked.

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In the Sending Mail field, type your outgoing mail server. For example:
mail.yourdomain.com

Please note that some Internet Service Providers (ISP) require that you use their outgoing mail server in order to send mail. For example, Comcast customers may be required by Comcast to use: smtp.comcast.net

Web Studio Seattle recommends that as you're configuring Entourage, attempt to use our outgoing mail servers first, as this works for most customers. If you're unable to send mail, you then know that your ISP requires you to use their outgoing mail server. Contact your ISP to learn which outgoing mail server you need to use.

Secure Password Authentication (SPA)

7. Click once on the box labeled 'Click Here' for Advanced Sending Options. Outgoing Mail Server:

Check the box 'My Server Requires Authentication'. In the new dialogue box, check the third box down, 'SMTP server requires authentication'.

You're done.

Now that you have provided Entourage with the needed information, close all boxes. Send a test email to yourself to confirm that you are able to successfully send mail. After you've sent the email to yourself, you can confirm that you're able to receive mail by clicking the '**Send & Recieve**' button (or COMMAND-K). The message you sent to yourself should be delivered to your 'InBox'.

If you're having difficulty establishing a successful email configuration, please recheck your settings, inspecting for typos or other errors. If you're still experiencing problems, please contact Web Studio Seattle technical support:

Email: **support@webstudioseattle.com** [24/7/365]
Web: **www.SeattleWebHost.com/support**

For information regarding the use of Entourage, please refer to the Help menu or Microsoft's web pages: <http://www.microsoft.com/mac/help.mspx?app=2>

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