

Web Studio Seattle, LLC / Seattle Web Host

Configuring an email account using Microsoft Entourage for Mac OS X

Web Studio Seattle support document: hosting-email-entourage-macos
Revised: February 3, 2004
Time required to complete configuration: Approximately 10 minutes

Please see the Entourage screen shots on pages 4 and 5 of this document for a visual explanation of this configuration.

- 1) Start Entourage
- 2) From the '**Tools**' menu, select '**Accounts**'
- 3) Within the resulting dialogue box, click the '**Mail**' tab
- 4) Click the '**New**' button, located up/left
Choose '**Mail**' from the pop-up options
- 5) In the resulting dialogue box, make sure that **POP** is the selection in the pop-up menu. Click **OK**
- 6) In the Edit Account dialogue, type a descriptive name 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 are 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
Phone: 425/712-8999 [10:00 am to 6:00 pm, PST]

For information regarding the use of Entourage, please refer to the Help menu or Microsoft's web pages:
<http://www.microsoft.com/mac/products/entouragex/entouragex.aspx?pid=entouragex>

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Edit Account

Account Settings Options

Account name: Seth Leonard

Include this account in my "Send & Receive All" schedule

Personal information

Name: Seth Leonard

E-mail address: Seth@webstudioseattle.com

Receiving mail

Account ID: seth@webstudioseattle.com

POP server: mail.webstudioseattle.com

Password: ●●●●●●

Save password in my Mac OS keychain

[Click here for advanced receiving options](#)

Sending mail

SMTP server: mail.webstudioseattle.com

[Click here for advanced sending options](#)

Cancel

OK

SMTP service requires secure connection (SSL)

Override default SMTP port:

SMTP server requires authentication

Use same settings as receiving mail server

Log on using

Account ID:

Password:

Save password in my Mac OS keychain

Domain for unqualified addresses: