

*How to.....*  
**Verify you email settings**

Instructions for Microsoft Outlook Express or Microsoft Outlook program

1. Open **Outlook Express** or **Outlook**.
2. Click **Tools** from the menu on top and choose **Accounts...** then select the **Mail** tab.
3. Click once on your mail account (it will highlight blue) and click the **Properties** button on the right.
4. From the **General** tab:
  - I. Make sure your **Name:** (Your full name) and **E-mail address:** ([user@hisemail.net](mailto:user@hisemail.net)) are correct.
5. From the **Servers** tab:
  - I. In the "**My incoming mail server...**" box, **POP3** should be selected.
  - II. In the "**Incoming mail (POP3 or IMAP) server**" box, you should see **mail.hisemail.net**
  - III. In the "**Outgoing mail (SMTP) server**" box, you should see **mail.hisemail.net**
  - IV. In the "**Account name**" box, verify you username.
  - V. In the "**Username**" box, retype your password.
6. From the **Connections** tab:
  - I. Verify the connection used to get online. (Choose "**Connect using my local area network (LAN)**" if you have a high speed connection (DSL, RoadRunner, T1). Otherwise, choose "**Connect using my phone line**".)
7. Once all setting are verified or changed click **OK** then click **Close** on the accounts window.
8. To test your email, send yourself an email or send and receive email from other agents in your office.

**Tips....**

\*Passwords **are** case sensitive.

\*You **can** setup up more than one email account on your computer.

\*Your username will be the same word that is in front of "@" in the email address.

**Example:**

If email address is, [user@hisemail.net](mailto:user@hisemail.net) the username is "**user**".

\*Generally your incoming and outgoing mail server will be the same.

\*Generally your incoming and outgoing mail server will be the same as the last part of your email address.

**Example 1:**

If email address is [user@hisemail.net](mailto:user@hisemail.net) the incoming and outgoing mail server is "**mail.hisemail.net**"

**Example 2:**

If email address is, [user@hawaiiinformation.com](mailto:user@hawaiiinformation.com) the incoming and outgoing mail server is "**mail.hawaiiinformation.com**"