



## Outgoing Mail Server Service

Earlier this month XTRA announced that they were ceasing Outgoing Mail Server support for their customers who had their own email domain hosted elsewhere. 123 Internet decided to support their customers by providing this service on application.

The change requires 123 to setup an Outgoing Email account, separate from any Incoming Mail service you may already have.

### Step 1:

Contact us on [support@123.net.nz](mailto:support@123.net.nz) to request access to the Outgoing Mail Server service.

### Step Two:

You will receive the access credentials to access the Outgoing Mail Server service.

### Step 3:

You will need to change the settings on your mail reader (Outlook, Thunderbird etc).

## Instructions for Outlook

You will need to find the menu to edit your mail account. This is different in different versions of Outlook, so please get help from whoever provides your computer support if you cannot find it.

You should locate a screen that looks like this:

**Server Information**

Incoming mail server (IMAP):

Outgoing mail server (SMTP):

Enter mail.123.net.nz in the Outgoing Mail Server field.

Leave the Incoming Mail Server as is.

Then locate this screen, which may be accessed using the button “More Settings”. Again this depends on your version of Outlook.

Enter the **username** and **password** credentials that were provided to you. Then click on the OK button.

Then exit the configuration screens and try to send a test email, to yourself if necessary.

If you have problems, check the spelling of each entry, and if still no luck, email us at [support@123.net.nz](mailto:support@123.net.nz).

**Internet E-mail Settings**

General | **Outgoing Server** | Connection | Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name:

Password:

Remember password

Log on using Secure Password Authentication (SPA)

OK Cancel