



Email client settings:

Incoming Mail (IMAP) Server - requires SSL:	imap.gmail.com Use SSL: Yes Port: 993
Outgoing Mail (SMTP) Server - requires TLS or SSL:	smtp.gmail.com (use authentication) Use Authentication: Yes Port for TLS/STARTTLS: 587 Port for SSL: 465
Account Name:	Your full email address (username@monroeaccess.net)
Email Address:	Your full email address (username@monroeaccess.net)
Password:	Your email password

If your client does not support SMTP authentication, you won't be able to send mail through your client using your MonroeAccess email address.

If you're having trouble sending mail but you've confirmed that encryption is active for SMTP in your mail client, try to configure your SMTP server on a different port (465 or 587).

Email Client Setup Instructions also available at:

<http://www.monroega.com/departments/utility-department/cable-internet>

Apple Iphone and Ipad setup: Install Google Gmail App and enter your full email address (username@monroeaccess.net) for username and enter your password.

Android phone and tablet setup: Install Google Gmail App and enter your full email address (username@monroeaccess.net) for username and enter your password.

You can also check your email at: **<http://www.gmail.com>**

Type your full email address under login: (username@monroeaccess.net) and password.

Technical Support: **770-266-5400**

Local technical support is available from **7:00 AM** until **5:00 PM** Monday through Friday.

Outlook Express

To set up your Outlook Express client to work with MonroeAccess email address:

1. Open Outlook or Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click **Add**, and then click **Mail...**
4. Enter your name under **Display name:** and click **Next**.
5. Enter your full email address (username@monroeaccess.net) in the field **Email address:** and click **Next**.
6. Enter **imap.gmail.com** in the field **Incoming mail (POP3, IMAP or HTTP) server:**
Enter **smtp.gmail.com** in the field **Outgoing mail (SMTP) server:**
7. Click **Next**.
8. Enter your full email address (username@monroeaccess.net) in the field **Account name:**. Enter your email password in the field **Password:**, and click **Next**.
9. Click **Finish**.
10. Highlight **imap.gmail.com** under **Account**, and click **Properties**.
11. Click the **Advanced** tab.
12. Fill in the following information:.*
 - Check the box next to **This server requires a secure connection (SSL)** under **Outgoing Mail (SMTP)**.
 - Enter 465 in the field **Outgoing mail (SMTP):**
 - Under **Outgoing Mail (SMTP)**, check the box next to **This server requires a secure connection (SSL)**.
 - Under **Incoming mail (IMAP)**, check the box next to **This server requires a secure connection (SSL)**. The port will change to 993.
- *The order of **Outgoing** and **Incoming** mail server fields varies by version. Make sure you enter the correct information in each field.
13. Return to the **Servers** tab, and check the box next to **My server requires authentication**.
14. Click **OK**.

Outlook 2003

To set up your Outlook client to work for your MonroeAccess email account:

1. Open Outlook.
2. Click the **Tools** menu, and select **E-mail Accounts...**
3. Click **Add a new e-mail account**, and click **Next**.
4. Choose **IMAP** as your server type by clicking the radio button, and click **Next**.
5. Fill in all necessary fields to include the following information:
 - User Information**
Your Name: Enter your name as you would like it to appear in the field **From:** of outgoing messages.
Email Address: Enter your full email address (username@monroeaccess.net)
 - Server Information**
Enter **imap.gmail.com** in the field **Incoming mail server (IMAP):**
Enter **smtp.gmail.com** in the field **Outgoing mail server (SMTP):**
 - Login Information**
User Name: Enter your full email address (username@monroeaccess.net).
Password: Enter your email password.
6. Click **More Settings...** and then click the **Outgoing Server** tab.
7. Check the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server**.
8. Click the **Advanced** tab, and check the box next to **This server requires an encrypted connection (SSL)** under **Incoming Server (IMAP)**. Enter **993** in the 'Incoming Server' box.
9. Check the box next to **This server requires an encrypted connection (SSL)** under **Outgoing Server (SMTP)**, and enter **465** in the **Outgoing server (SMTP)** box.
10. Click **OK**.
11. Click **Test Account Settings...** After receiving **Congratulations! All tests completed successfully**, click **Close**.
12. Click **Next**, and then click **Finish**.
13. [Download the latest updates](#) for Outlook from Microsoft. This will help prevent the most common Outlook errors email users see.

Outlook 2007/2010

To configure Outlook 2007/2010 for your MonroeAccess email account:

1. Open Outlook.
2. Click the **Tools** menu, and select **Account Settings...**
3. On the **E-mail** tab, click **New...**
4. Configure Outlook 2007/2010 manually, select **Internet E-mail** and click **Next**.
5. Verify your **User Information**, and enter the following additional information:
 - Server Information**
 - Account Type: IMAP**
 - Enter **imap.gmail.com** in the field **Incoming mail server (IMAP):**
 - Enter **smtp.gmail.com** in the field **Outgoing mail server (SMTP):**
 - Logon Information**
 - User Name:** Enter your full email address (username@monroeaccess.net).
 - Password:** Enter your email password.
 - Require logon using Secure Password Authentication (SPA):** Leave this option unchecked.
6. Click the **More Settings...** button, and select the **Outgoing Server** tab.
7. Check the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server**.
8. Click the **Advanced** tab, and check the box next to **This server requires an encrypted connection (SSL)** under **Incoming Server (IMAP)**. Enter 993 in the 'Incoming Server' box.
9. In the **Outgoing server (SMTP)** box, enter 587, and select **TLS** from the drop-down menu next to **Use the following type of encrypted connection:**.
10. Click **OK**.
11. Click **Test Account Settings...** After receiving 'Congratulations! All tests completed successfully', click **Close**.
12. Click **Next**, and then click **Finish**.

Windows Mail

To configure Windows Mail for your MonroeAccess email address:

1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click **Add...**
4. Select **Email Account**, and click **Next**.
5. Enter your name as you would like it to appear in the 'From:' field of outgoing messages, and click **Next**.
6. Enter your full email address (username@monroeaccess.net).
7. Fill in all necessary fields to include the following information:
Incoming mail server type: IMAP
Enter **imap.gmail.com** in the field **Incoming mail (POP3 or IMAP) server:**
Enter **smtp.gmail.com** in the field **Outgoing e-mail server (SMTP) name:**
Outgoing server requires authentication: enabled
8. Click **Next**, and enter your full email address (username@monroeaccess.net) and your password.
9. Click **Next**, and then check the box next to **Do not download my e-mail at this time**. Click **Finish**.
10. On the **Internet Accounts** screen, make sure that your **imap.gmail.com** mail account is selected, and click the **Properties** button.
11. On the **Advanced** tab, enter 465 in the in the box next to **Outgoing mail (SMTP)**, and check the box next to **This server requires an encrypted connection (SSL)**.
12. Check the box next to **This server requires an encrypted connection (SSL)** under **Incoming mail (IMAP)**. The box next to **Incoming mail (IMAP)** should automatically update to 993.
13. Click **OK**. You're done! Close the **Internet Accounts** window and click **Send/Receive** to start checking your MonroeAccess messages.

Apple Mail 4.0

Please note that if you're adding your MonroeAccess email address to Apple Mail 4.0 for the first time with automatic configuration, your mail will be configured for IMAP access.

To set up your Apple Mail 4.0 client to work with your MonroeAccess email address:

1. [Enable IMAP](#). Don't forget to click **Save Changes** when you're done.
2. Open your Apple Mail client
3. Fill in the 'Welcome to Mail' window with the following information:
 - Full Name: [your name]
 - Email Address: Your full email address (username@monroeaccess.net)
 - Password: Your email password
 - **Important:** Hold the **option** button down until 'Create' turns into '**Continue**'
4. Click **Continue**
5. Fill in the following **Incoming Mail Server information**:
 - Account Type: Select **IMAP**
 - Incoming Mail Server: Change this to **imap.gmail.com**
 - User Name: Your full email address (username@monroeaccess.net)
 - Password: Your email password
 - **Important:** Hold the **option** button down until 'Create' turns into '**Continue**'
6. Click **Continue**
7. Incoming **Mail Security**
 - Use Secure Sockets Layer (SSL): selected
 - Authentication: Password
 - **Important:** Hold the **option** button down until 'Create' turns into '**Continue**'
8. Click **Continue**
9. Enter the following **Outgoing Mail Server** information:
 - You can leave description blank - this field is optional
 - Outgoing Mail Server: **smtp.gmail.com**
 - Use Authentication: selected
 - User Name: Your full email address (username@monroeaccess.net)
 - Password: Your email password
 - **Important:** Hold the **option** button down until 'Create' turns into '**Continue**'
10. Click **Continue**.
11. Outgoing **Mail Security**
 - Use Secure Sockets Layer (SSL): selected
 - Authentication: Password
 - **Important:** Hold the **option** button down until 'Create' turns into '**Continue**'
12. Click **Continue**
13. Review your Account Summary and uncheck **Take account online** as you will need to adjust your incoming port number
14. Click **Create**

15. Once your client opens, you'll need to change your incoming port number to **993**. To edit your incoming port number, please click **Mail>Preferences... > Accounts tab > Advanced**
 - o Important: Your port number must be **993**
16. After you've updated your port number, you can take your accounts online and download new messages by clicking **Mailbox > Get All New Mail**

If you have already configured Apple Mail 4 for POP and are trying to add an additional email, please start by following these steps:

 1. Click **Mail > Preferences....**
 2. On the **Accounts** tab, click the **+** button to add a new account.
 3. You will then need to repeat the steps above.