

## Can't get email using a Mail Client (Outlook, Thunderbird)

**Step 1** Reboot your computer. After the computer has rebooted try to access your email. If the problem persists proceed to Step 2.

**Step 2** Open your web browser (Internet Explorer, Firefox etc. - This is what you usually use to browse the internet) Next type in mail.yourdomainname.ext (i.e. mail.bangwsd.com)

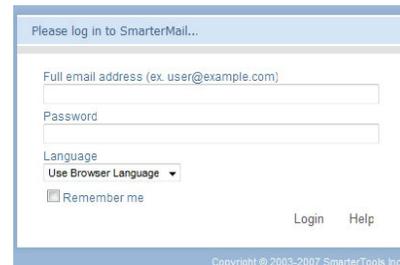
*Note: Do Not Type in www - the URL should look like this <http://mail.bangwsd.com>*

**<http://mail.yourdomainname.ext>**



Example shown using Mozilla Firefox

**If you see the login screen for SmarterMail** proceed to Step 3)



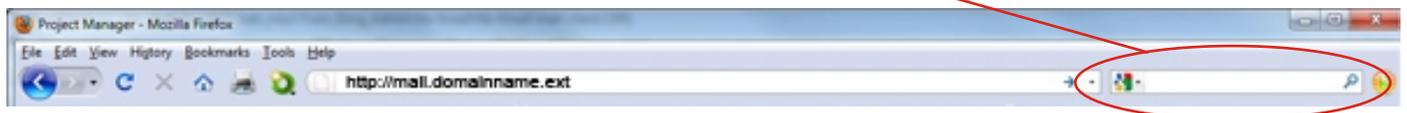
Please log in to SmarterMail...

Full email address (ex. user@example.com)  
Password  
Language  
Use Browser Language  
 Remember me  
Login Help  
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**If you do not see the login screen for SmarterMail**, review the URL that you typed in and make sure that everything is correct. (*Note: Do Not type in www.*) Try again.

If everything has been typed in correctly and the page still doesn't load, go to Google and try to perform a search.

**Search Google**

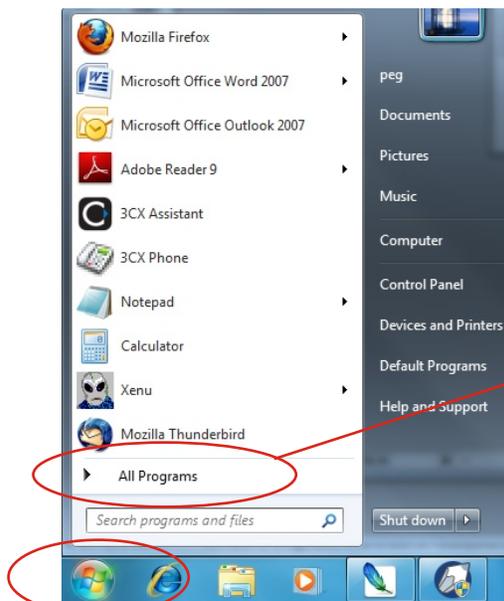


If you can't get the SmarterMail login screen to load or Google to load, you are not connected to the Internet.

Contact your ISP or the Company that usually provides your technical support. If you do not have Technical Support we recommend: Valhalla Information Systems, Nathan Blair (574)968-7059

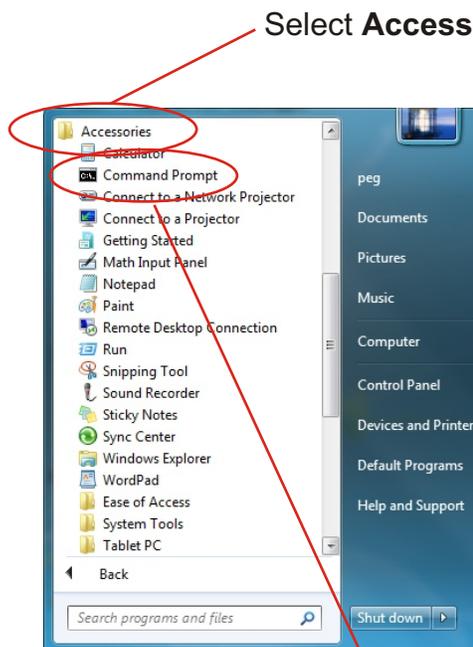
If you do not see the login screen for SmarterMail but you are able to search Google - Go to the Start Menu on your computer to perform a ping.

A ping is a utility used to test the reachability of a host (your Domain) on an Internet Protocol (IP) network from the originating host to a destination computer.



Go to the **Start Menu**

Select **All Programs**

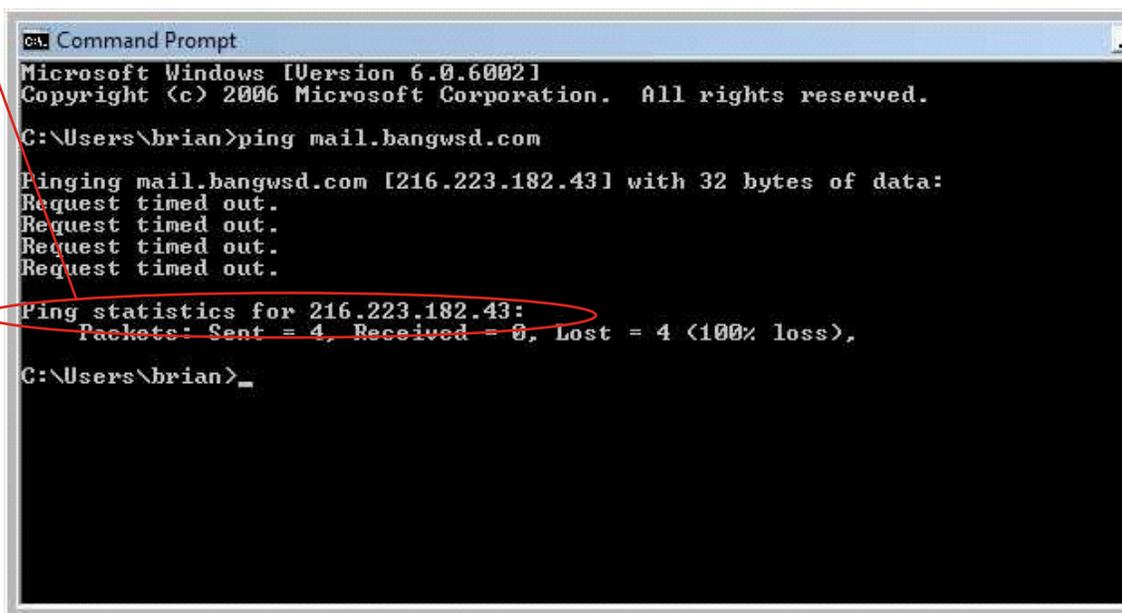


Select **Accessories**

Select **Command Prompt**

At the C: prompt type in, ping mail.yourdomainname.ext (include a space between "ping" and "mail.")

Did an IP address get returned?



If an IP address was returned proceed to **Step 3**.

If an error "Host not found" occurs, contact your Tech Support. If you do not have tech support, we recommend - Valhalla Information Systems, Nathan Blair - (574)968-7059

**Step 3** Go to the program that you use to check your email (Outlook, Thunderbird etc.) Check your user account settings.

**Email Address:** username@yourdomainname.ext

**Server Information:**

Account Type: POP3

Incoming Mail Server: mail.yourdomainname.ext

Outgoing mail server (SMTP): mail.yourdomainname.ext

*Do not check...*requires an encrypted connection (SSL)

**Logon Information:**

User Name: username@yourdomainname.ext

Password: type in password

If you can't see anything wrong, create a support ticket and we'll help you get everything working properly.