

CJSM POP Guide

Outlook 2013 POP3

Connection Document

Author: Boma Fiberesima

Version: 1.0

Date: 30/10/2014



CJSM POP Guide – Microsoft Outlook 2013 POP3

Table of Contents:

Introduction

Configure a CJSM POP 3 Account

Testing mail server CJSM Configuration

DOCUMENT CHANGE RECORD

VERSION	DATE	AUTHOR EDITOR	NOTES
1.0	30/10/2014	Boma Fiberesima	Initial Draft

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.





1. INTRODUCTION

This document is designed to aid the connection of the CJSM Mailbox via POP3 to the Criminal Justice Secure eMail system (CJSM).

If at any time the instructions fail to give the expected output, help is available via the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

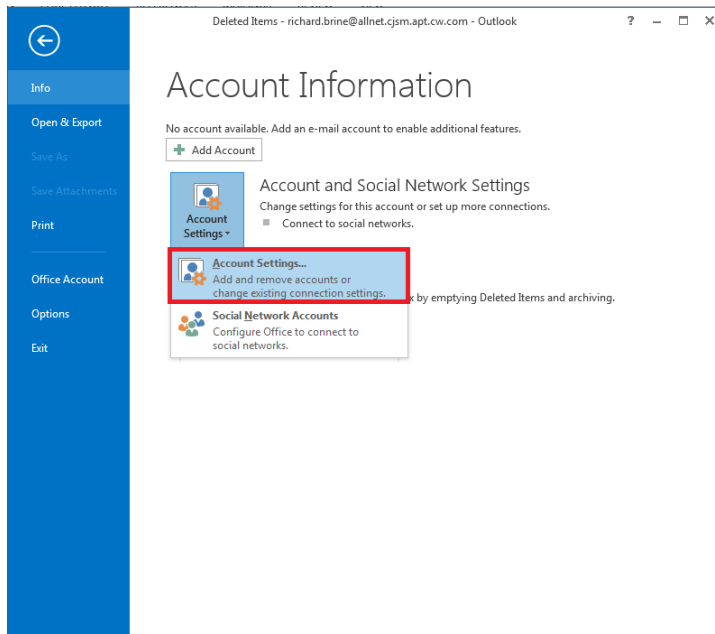
If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.

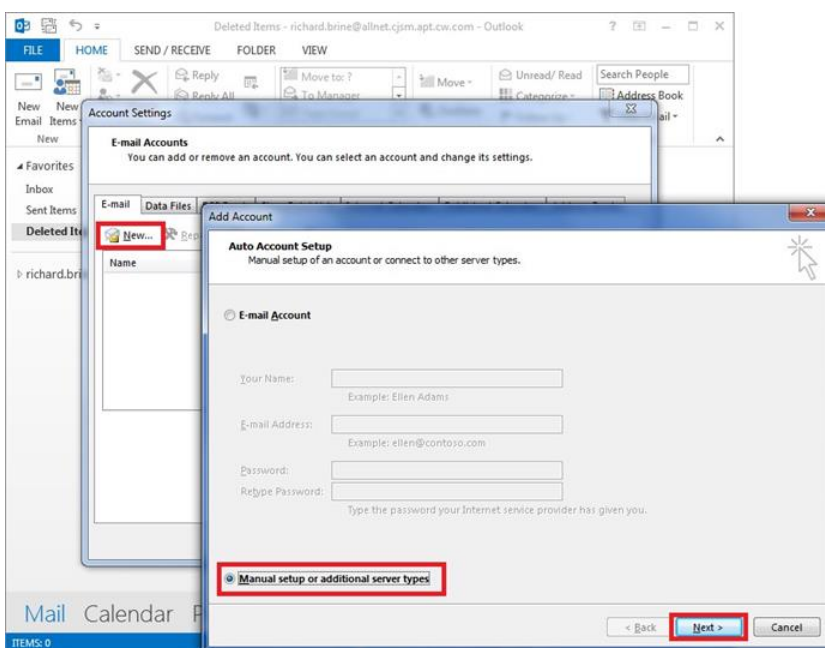


2. CONFIGURE A CJSM POP3 ACCOUNT

1. Open Outlook 2013
2. Click on File, then Account Settings and from the drop-down Accounts Settings



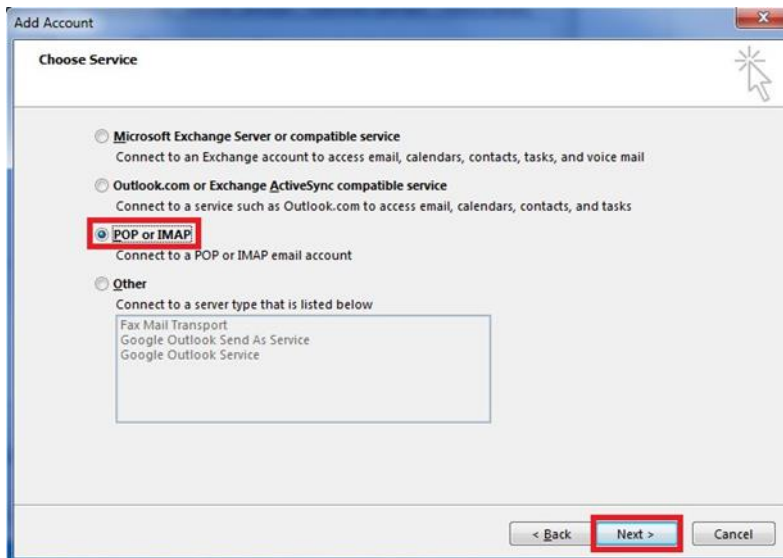
3. Click on the Email Tab and click on the "NEW" button
4. Select the checkbox at the bottom "Manually Configure Server Setting or additional Server types" and click on NEXT



If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.

5. Select POP or IMAP and click NEXT



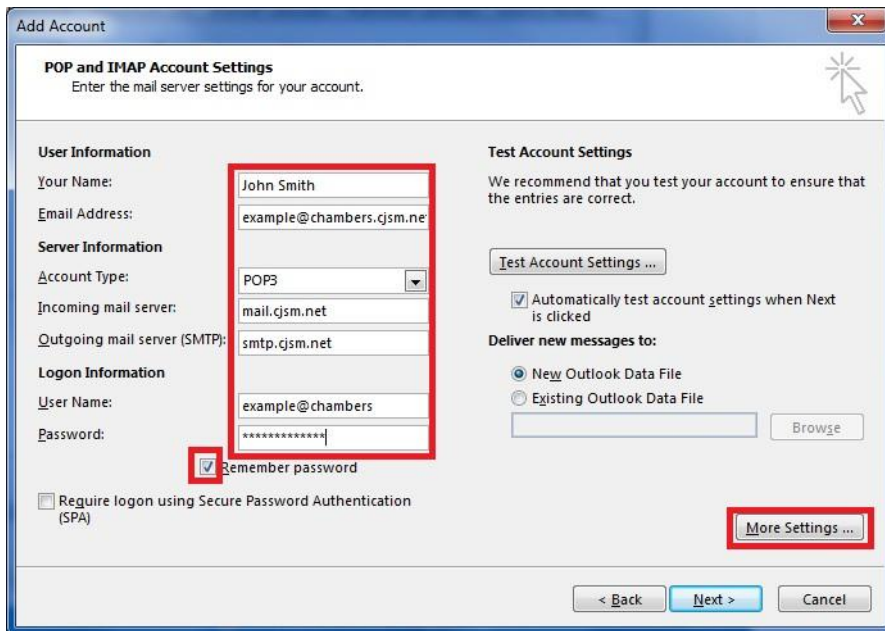
6. Fill out the email configuration fields as below.

- Your Name: John Smith (Enter your full name or nick name)
- Email Address: joe.example@chambers.cjsm.net (Full CJSM email address) Account Type: POP3
- Incoming Mail server: mail.cjsm.net
- Outgoing Mail server: smtp.cjsm.net
- User Name: firstname.Lastname@abbreviation
- Password: Enter your CJSM password (the same one you use to login to the website)
- Check Remember password.

7. Click on the "More Settings" button.

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

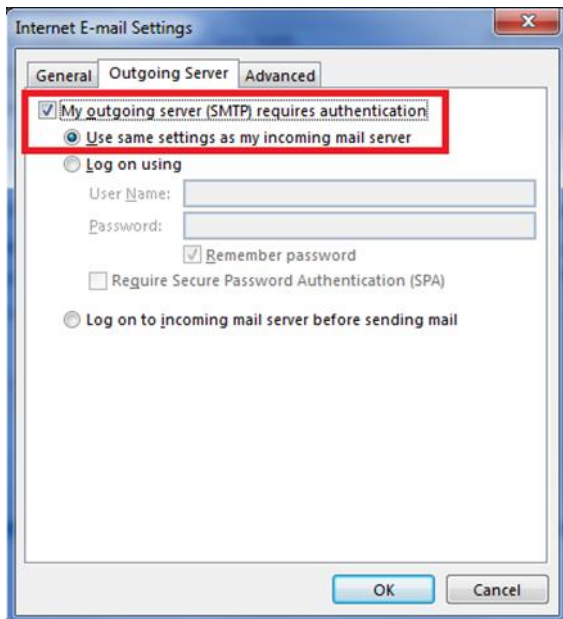
Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.



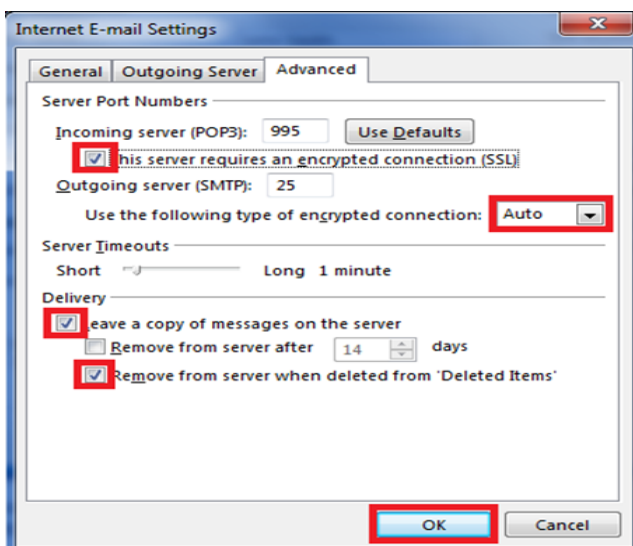
8. Click on the “Outgoing server tab” and tick “My outgoing Server (SMTP) Requires Authentication)” and use same settings as my incoming Mail Server should also be selected

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.



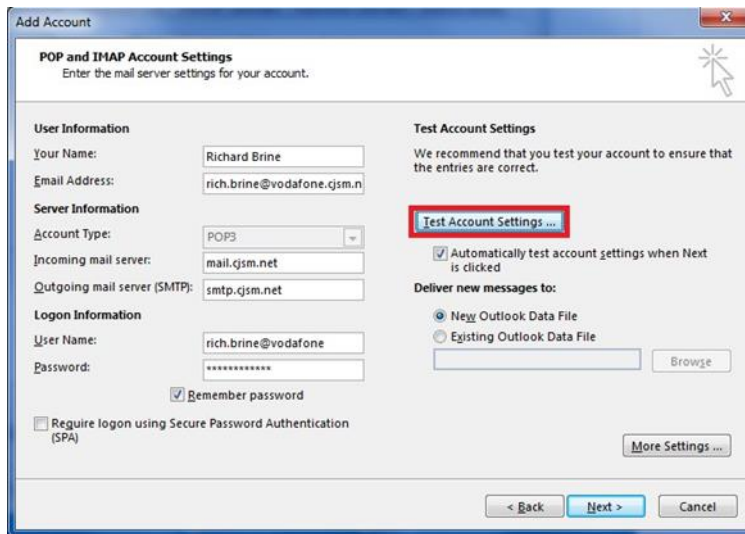
9. Click on the Advanced Tab and check "This Server requires an encrypted Connection SSL (Port should change to 995)"
10. Under "Outgoing Server" Use the following type of encrypted connection:
 - a. Select either "SSL" or "Auto"
 - b. Check "Leave a Copy of messages on the server."
 - c. Check "Remove from Server when deleted from Delete items"
 - d. Click on "OK"



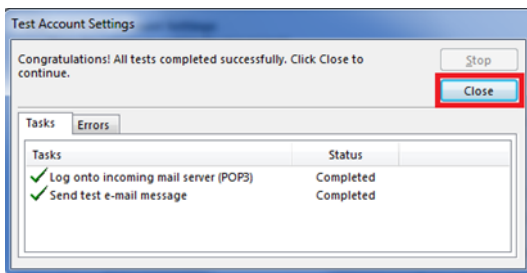
11. Click on the "Test Account Settings" button. If the account was setup successfully, you should see the following dialogue box. You can then click on Close, Next and Finish

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.



If the account was setup successfully, you should see the following dialogue box.



To finish click on Close, Next and Finish



You have now successfully setup your CJSM Account. If the CJSM account is not set as default, please ensure you select to send from it, when sending a secure email.

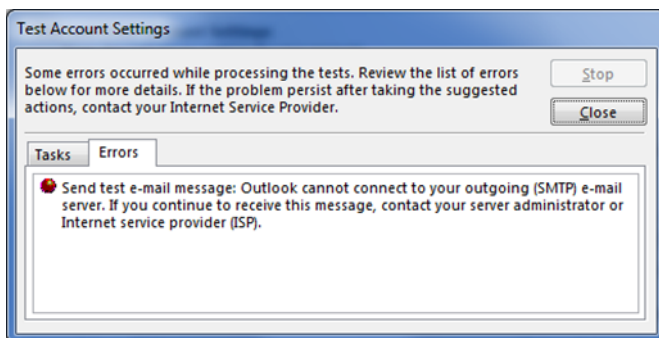
If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.

Troubleshooting:

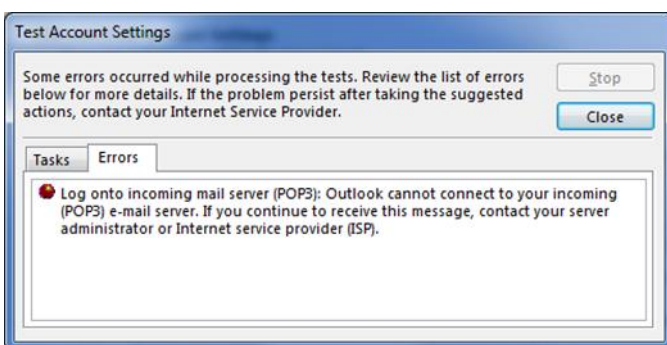
Note: If your POP3 account attempts to login 3 times with the incorrect password, your account will be locked and will require a password reset from your CJSM administrator.

- If you receive the following dialogue during the test account settings stage:



It is possible the default port 25 is being blocked by your Internet provider. Please use the alternative port 2525 instead. To do this, see step 10 above and change the port from 25 to 2525 under outgoing server.

- On occasions, antivirus software blocks secure email. Please disable “Email scanning” or “SMTP scanning” in your antivirus software to resolve this.
- If you receive the following dialogue during the test account settings:



It would indicate, port 995 is being blocked by a firewall or antivirus. Please enable port 995 on the firewall to fix this error.

3. TESTING MAIL SERVER CJSM CONFIGURATION

On completion of the CJSM configuration send emails to the following echo accounts within the CJSM

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.



mail community. This will test CJSM connectivity exists and is functioning in both directions.

- echo@gsi.gov.uk.cjasm.net
- echo@gsx.gov.uk.cjasm.net
- echo@pnn.police.uk.cjasm.net
- responder@hosting-s.gcsx.gov.uk.cjasm.net
- responder@hosting-w.gcsx.gov.uk.cjasm.net

These auto response email accounts will send an encrypted email back to you via the CJSM mail infrastructure.

Note: The replies from these accounts may take a matter of minutes to return.

If the bounce emails are not received, please check all relevant services are functioning and actions outlined in this document have been followed correctly.

If further help is required please contact the CJSM helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email cjasm.helpdesk@egress.com.

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjasm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.

