

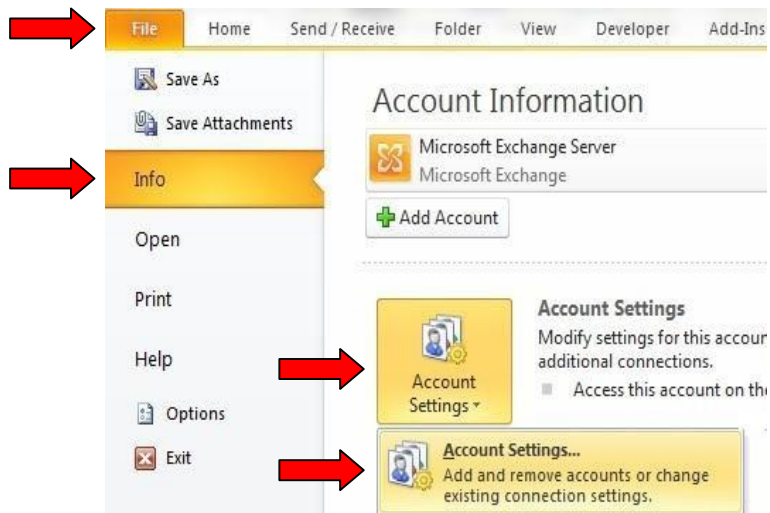


CJSM POP Guide

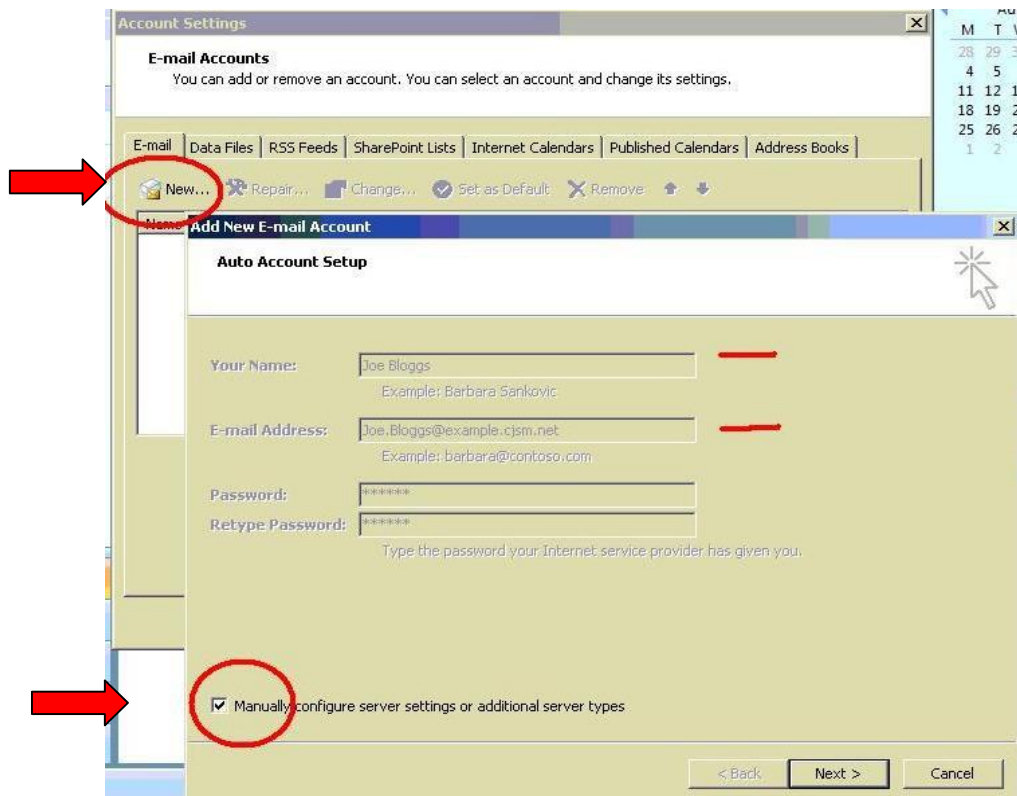
Microsoft Outlook 2010

CJSM POP Guide – Microsoft Outlook 2010

1. Open Outlook 2010
2. Click on File, then Account Settings and from the drop-down Accounts Settings.



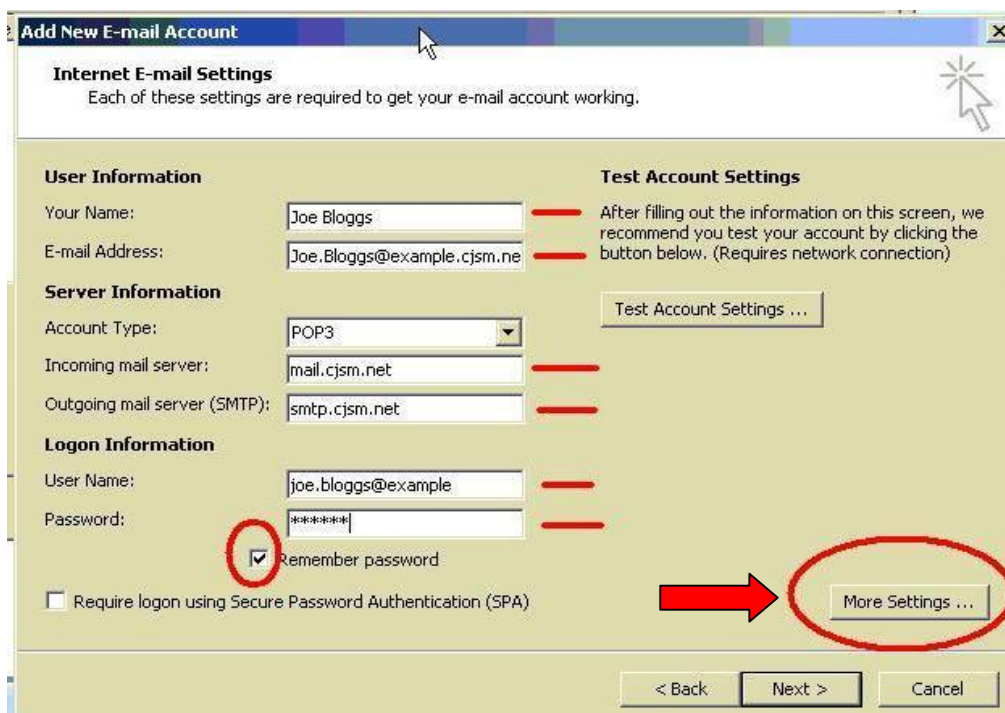
3. Click on the Email Tab and click on the "NEW" button
4. Select the checkbox at the bottom "Manually Configure Server Setting or additional Server types" and click on NEXT



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 INTERNET E-mail and click NEXT.
6. Fill out the fields
 - a. **Your Name:** John Smith (Enter your full name or nick name)
 - b. **Email Address:** example@chambers.cjasm.net (Enter your full CJSM email address)
 - c. **Account Type:** POP3
 - d. **Incoming Mail server:** Mail.cjasm.net
 - e. **Outgoing Mail server:** smtp.cjasm.net
 - f. **User Name:** firstname.Lastname@abbreviation
 - g. **Password:** Enter your CJSM password (the same one you use to login to the website)
 - h. Check Remember password.



Add New E-mail Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Joe Bloggs
E-mail Address: Joe.Bloggs@example.cjasm.net

Server Information

Account Type: POP3
Incoming mail server: mail.cjasm.net
Outgoing mail server (SMTP): smtp.cjasm.net

Logon Information

User Name: joe.bloggs@example
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

More Settings ...

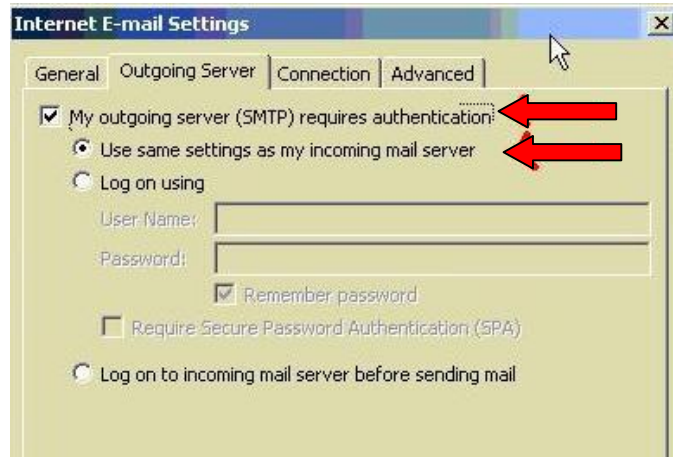
< Back Next > Cancel

7. Click on the **"More Settings"** button.

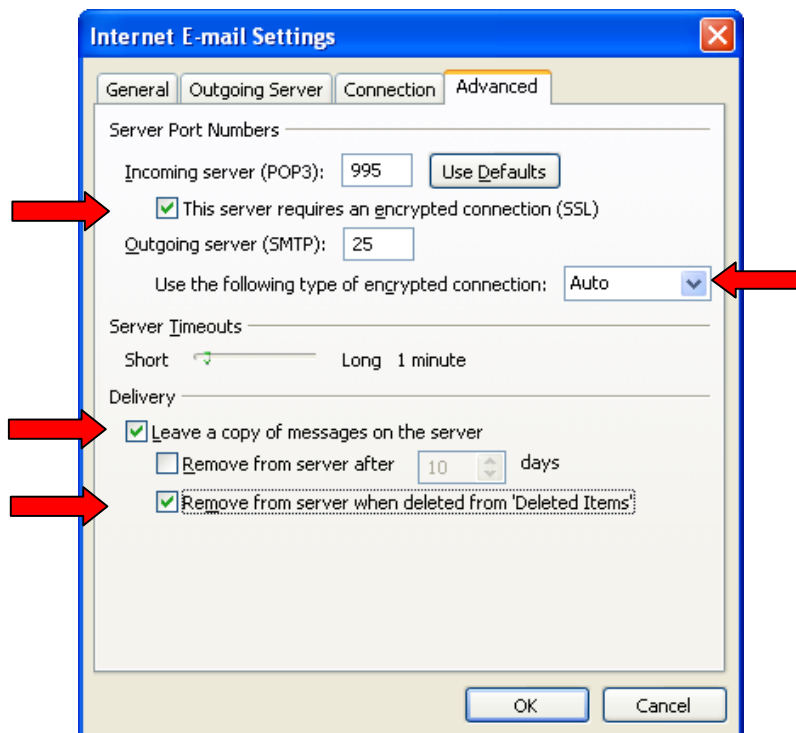
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8. Click on the **“Outgoing server tab”** and tick **“My outgoing Server (SMTP) Requires Authentication)”** and use same settings as my incoming Mail Server should also be selected.



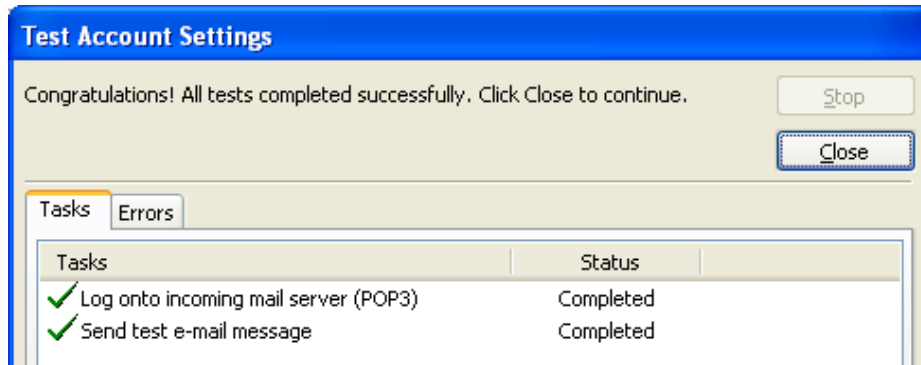
9. Click on the Advanced Tab and check **“This Server requires an encrypted Connection SSL (Port should change to 995)”**
10. Under **“Outgoing Server”** Use the following type of encrypted connection: **Auto**
 - a. Check **“Leave a Copy of messages on the server”**
 - b. Check **“Remove from Server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



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- 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

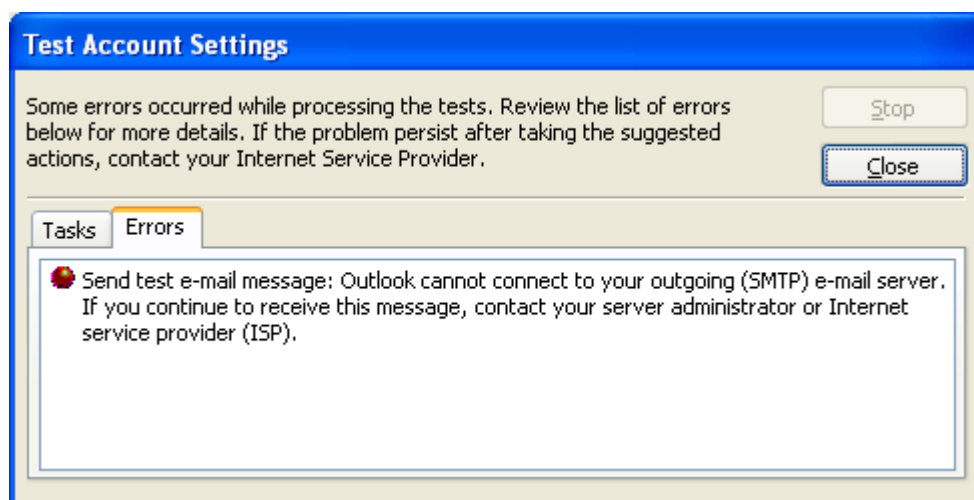


You have now successfully setup your CJSM Account. If the CJSM account is not set as default, please ensure you select to send from it, when sending a secure email.

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:



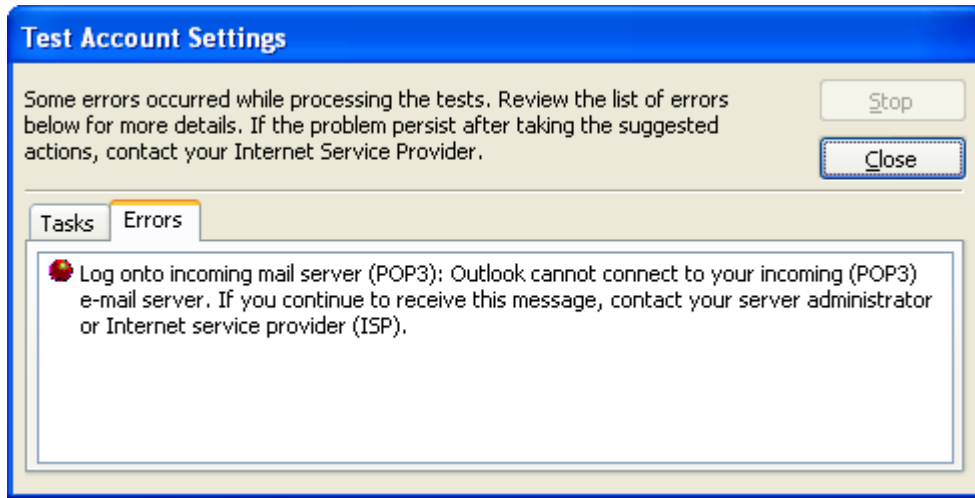
It is possible the default port 25 is being blocked by your Internet provider. Please use the alternative port 2525 instead. To do this, see step 10 above and change the port from 25 to 2525 under outgoing server.

- On occasions, antivirus software blocks secure email. Please disable “Email scanning” or “SMTP scanning” in your antivirus software to resolve this.

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- 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.