These Instructions are to setup your existing email account to the new JCWIFI servers if the program you use on your computer is Microsoft Outlook Express. If your mail program does not look similar to the picture below, please check the instructions for the other mail programs until you find one that looks like your mail program

Please note the following.

- 1. Our servers are returning mail to whoever sent it until you have successfully completed these steps.
- 2. As of November 10, 2011 we are receiving a large volume of calls due to this conversion. We are happy to help you over the phone walk through these instructions, but there WILL be a delay and there will be more mail that you are not receiving.
- 3. This is a permanent change. We have used the same mail settings for the past 7 years. This change came very suddenly, but it is for the best. Our new mail servers are faster and better at catching spam and viruses.
- 4. The **RED** arrows and numbers indicate an important step you much complete in order to accomplish setting up your new email account



1. Click on the word tools on the top menu.

2. Click on the word Accounts on the drop down menu. This will open a new window.

		LOOKO DKO DO ISOTOS ID	EDIC LIQUU
Internet Accou	ints		? 🛽
All Mail	News Directory Servi	ce	<u>A</u> dd ▶
Account	Туре	Connection	Remove
spiehn@jcv	wifi.com mail (default)	Any Available	Properties
	13	4	Set as Default
	3		Import
			Export
			Set Order
			Close

DO NOT click on the add button on this screen. Doing so will most likely cause a support call to JCWIFI

3. Click on your email account to highlight it. If you have more than one email account, it will be listed in this window and you much complete steps 3 - 9 for EACH mail account you have.

4. Click on the properties button to open a new window

🕿 spiehn@jcwifi.com Properties 🛛 🔹 🛛 🥐				
General Servers	Connection Security Advanced			
Mail Account				
Type the name by which you would like to refer to these servers. For example: "Work" or "Microsoft Mail Server".				
spiehn@jcwifi.com				
User Information				
Name:	Scott Piehn			
Organization:				
E-mail address:	spiehn@jcwifi.com			
Reply address:				
✓ Include this account when receiving mail or synchronizing				
	OK Cancel Apply			



5. Click on the server tab. It is not necessary to change any information on this general tab

6. The Incoming Mail (POP3): box needs to have mail.jcwifi.com entered into it. If it says jcwifi.com, this needs to be changed to mail.jcwifi.com

7. The Outgoing Mail (SMTP): box need to have mail.jcwifi.com entered into it. If it says jcwifi.com, this needs to be changed to mail.jcwifi.com

8. The account name box needs to have your FULL email address entered into it. This includes the @jcwifi.com portion of your email address.

9. Click on the box to the left of "My server requires authentication" to put a check in it. If there is already a check in the box, DO NOT remove it.

Click on the OK button at the bottom to save your changes. Go ahead and check your mail. If you have

problems, please call JCWIFI support at 815-233-2641 and we will be happy to help. Please note we are working on a callback system due to the large volume of calls. There will be a longer than normal delay.