Email Client Configurations

Choose one of the links below for your particular email client. Easy to use instructions will help you change the settings on your email client to our settings.

Recommended Email Settings

| Incomi | ng Server Information | Outgoing Server Information | | |
|------------------------|---------------------------------|-----------------------------|----------------|--|
| Server Name: | mail.gmtel.net | Server Name: | mail.gmtel.net | |
| Port: | IMAP: use 993 POP3: use 995 | Port: | 465 | |
| Encryption Type: | SSL | Encryption Type: | SSL | |
| Authenticate Using: | Clear Text / Normal Password | Requires Authentication: | Yes | |

See below for common Email Interfaces:

Windows 10 / 8 / 7

- <u>Windows Live Mail</u>
- <u>Microsoft Outlook 2007</u>
- <u>Microsoft Outlook 2010 / Outlook 2013</u>
- Microsoft Outlook 2016 / Outlook 365
- <u>Microsoft Windows 10 Mail App</u>
- Mozilla Thunderbird

Mac OS X

• Mac Mail 10.X

Mobile:

- Apple iOS Devices (iPhone / iPad)
 - o <u>iOS 11</u>
 - o <u>iOS 10</u>
- Android 8.0 (Oreo)
- Android 7.0 (Nougat)

Changing Email Settings in Microsoft Windows Live Mail

- 1. Open Windows Live Mail (this is for versions 2008 and later).
- 2. Right-click on the account profile on the left column and click **Properties**.



Verify Settings:

- 3. The initial **Properties** window will give you multiple tabs.
- 4. Under the **General** tab, the name and email address should be correct.

Verify the check box is selected to include the account when they click **Send / Receive**.

| Properties | × |
|----------------------------------|--|
| General Servers | Security Advanced |
| Mail Account | |
| Type the servers. Hotmail" | name by which you would like to refer to these For example: "Work" or "Windows Live |
| |] |
| User Information — | |
| Name: | Your Name |
| Organization: | |
| E-mail address: | Your Email Address |
| Reply address: | |
| Include this acc | ount when receiving mail or synchronizing |
| | |
| | |
| | |
| | |
| | OK Cancel Apply |

Verify Server Settings:

- 5. Click on the Server Settings tab
 - Determine which server settings you need. "My incoming mail server is a" should either read POP or IMAP. You cannot change this field.
 - Verify the Incoming Mail server setting shows mail.gmtel.net.
 - Verify the Outgoing Mail server setting shows mail.gmtel.net.
 - Verify the Email Username shows the FULL email address
 - Set the radio button on Log
 On Using Clear Text
 Authentication.
 - Check the box for **My server** requires authentication.
 - Click Settings.

| Server Information — | |
|---------------------------|-------------------------|
| My incoming mail server i | is a IMAP server. |
| Incoming mail (POP3): | mail.gmtel.net |
| Outgoing mail (SMTP): | mail.gmtel.net |
| Incoming Mail Server | |
| Email usemame: | your FULL email address |
| Password: | ••••• |
| | Remember password |
| Log on using clear tex | xt authentication |
| Log on using secure | password authentication |
| Log on using authent | icated POP (APOP) |
| Outgoing Mail Server | |
| 📝 My server requires au | thentication Settings |
| | |

6. Verify the radio button on Use Same Settings as my Incoming Mail Server.

7. Click OK.

| Outgoing Mail Server |
|--|
| Logon Information |
| Ose same settings as my incoming mail server |
| C Log on using |
| Account name: |
| Password: |
| ✓ Remember password |
| Log on using Secure Password Authentication |
| OK Cancel |

| ſ | 🐉 Verizon (chasm) Properties |
|--|---|
| | General Servers Security Advanced |
| Click the Advanced tab to access Port and SSL settings. Check each box that The server requires a secure connection (SSL) | Server Port Numbers Outgoing mail (SMTP): 465 Use Defaults Image: This server requires a secure connection (SSL) Incoming mail (IMAP) 993 Or 995 if you use POP3 Image: This server requires a secure connection (SSL) |
| In the Outgoing mail (SMTP) box, enter the Port number 465. | Server Timeouts Long 1 minute Short Long 1 minute Sending Break apart messages larger than 60 KB |
| In the Incoming mail box, enter 993 if using IMAP or 995 if using POP | Delivery Leave a copy of messages on server Remove from server after The serv |
| | OK Cancel Apply |

8.

9. Click OK once finished.
 10. Test the email program to see if you can Send / Receive without error.

Changing Email Settings in Microsoft Outlook 2007

- 1. Open Microsoft Outlook 2007
- 2. Click Tools from the drop-down menu
- 3. Click on Account Settings in the drop down.



4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.

| E-m | ail Accou | nte | | | | |
|-------|-------------|----------------|---------------------|-----------------------|-------------------------|----------------|
| 1 | ou can add | or remove an | account. You can | select an account and | d change its settings. | |
| - | | | | | | |
| mail | Data File | RSS Feeds | SharePoint Lists | Internet Calendars | Published Calendars | Address Books |
| Ne | ew 🛠 | Repair 😭 | Change 📀 | Set as Default 🗙 R | temove 🕈 🖶 | |
| Name | | | | Туре | | |
| 9 | ec bsuippor | t@domain.net | | | end from this account h | w default) |
| - | censuppor | geomancher | | inite to Will (at | end nom ans account b | of octation of |
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| | | | | | | |
| lecte | ed account | delivers new m | essages to the fol | lowing location: | | |
| lecte | ed account | delivers new m | essages to the fol | lowing location: | | |
| lecte | ed account | delivers new m | essages to the fol | lowing location: | | |
| lecte | ed account | delivers new m | iessages to the fol | lowing location: | | |
| lecte | ed account | delivers new m | iessages to the fol | lowing location: | | |

Verify / Update Server Settings:

- 5. Verify the Name and Email Address field are correct.
 - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
 - Verify the Incoming Mail Server is set to mail.gmtel.net.
 - Verify the Outgoing Mail Server (SMTP) is set to mail.gmtel.net.
 - Verify the Username is the FULL email address.
 - Your **Password** is not changing. There should be a box checked below to remember that password.

| Jser Information | | Test Account Settings |
|------------------------------|--------------------|--|
| /our Name: | your name | After filling out the information on this screen, we |
| -mail Address: | your email address | below. (Requires network connection) |
| Server Information | | |
| Account Type: | IMAP or POP | Test Account Settings |
| ncoming mail server: | mail.gmtel.net | Test Account Settings by clicking the Next button |
| Outgoing mail server (SMTP): | mail.gmtel.net | |
| ogon Information | | |
| Jser Name: | FULL email address | |
| assword: | ********* | |
| V F | Remember password | |
| | | |

6. Click on More Settings to set up outgoing authentication and the ports.

More Settings:

Click on the Outgoing Server tab on top. Best practice is check the box that My
Outgoing Server (SMTP) requires authentication and leave the radio button set to Use
same settings as my incoming server.

| My outgoing server (SMTP) requires authentication Use same settings as my incoming mail server User Name: Password: Require Secure Password C Require Secure Password Authentication (SPA) C Log on to incoming mail server before sending mail | eneral | Outgoing Serve | er Connection | Advanced | |
|--|--------|-------------------|-------------------|-------------------|--------|
| Ise same settings as my incoming mail server Log on using User Name: Password: Image: Im | V My o | utgoing server (S | SMTP) requires a | uthentication | |
| ● Log on using User Name: Password: Image: Im | 🔘 Us | e same settings | as my incoming | g mail server | |
| User Name: Password: Remember password Require Secure Password Authentication (SPA) O Log on to incoming mail server before sending mail | 🔘 La | g on using | | | |
| Password: Require Secure Password Authentication (SPA) Log on to incoming mail server before sending mail | U | ser Name: | | | |
| Require Secure Password Authentication (SPA) Log on to incoming mail server before sending mail | P | assword: | | | |
| Require Secure Password Authentication (SPA) Log on to incoming mail server before sending mail | | 1 | Remember pass | word | |
| Cog on to incoming mail server before sending mail | | Require Secur | e Password Aut | hentication (SPA) | |
| | 01 | og on to incoming | g mail server bet | fore sending mail | |
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| | | | | | |
| | | | | | Cancel |

- 8. Click on the **Advanced Tab** to set up SSL and ports.
 - Set the Incoming Server to
 993 if you are using IMAP and
 995 if using POP3.
 - Check the box below it as This server requires an encrypted connection (SSL).
 - Set the **Outgoing server** to **465**.
 - In the drop-down to use an encrypted connection, choose SSL.
 - When finished, click **OK**.



- 9. Click the **Next** button when you have verified / changed all necessary settings.
- 10. Click **Finish** to go back to the Accounts page.
- 11. Click **Close** on this window and test your email to verify it is working.

| Change E-mail Account | an Brancher Branne 6 4 | x |
|-----------------------|---|---|
| | Congratulations! You have successfully entered all the information required to setup your account. To close the wizard, click Finish. | |
| | < Back Finish | |

Changing Email Settings on Microsoft Outlook 2010 / Outlook 2013

- 1. Open Microsoft Outlook (versions 2010, and 2013 have the same screens)
- 2. Click **File** in the top left.
- 3. Inside the Account Information window, click on the **Account Settings** button. This will bring up a drop-down menu. Click **Account Settings** inside this.



4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.

| ccount | Settings | 23 |
|-----------|---|-------|
| E-ma Y | ail Accounts ou can add or remove an account. You can select an account and change its settings. | |
| E-mail | Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Boo | ks |
| Sign Ne | ew 🔆 Repair 😭 Change 📀 Set as Default 🗙 Remove 🎓 🔸 | |
| Name | Туре | |
| 0 | echsupport@domain.net IMAP/SMTP (send from this account by default) | |
| | | |
| Selecte | ed account delivers new messages to the following location: techsupport@domain.net\InBox in data file C:\Users\tech\\Outlook\techsupport@domain.pst | |
| | | Close |

Verify / Update Server Settings:

- 5. Verify the settings are accurate:
 - Verify the Name and Email Address field are correct.
 - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
 - Verify the Incoming Mail Server settings is mail.gmtel.net.
 - Verify the **Outgoing Mail Server (SMTP)** settings **mail.gmtel.net**.
 - Verify the Username is the FULL email address.
 - The **Password** should be correct and won't need to be changed.

| User Information | | Test Account Settings |
|--|--|--|
| Your Name: E-mail Address: | your name your email address | After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection) |
| Server Information Account Type: Incoming mail server: Outgoing mail server (SMTP): Logon Information User Name: Password: | IMAP or POP mail.gmtel.net mail.gmtel.net FULL email address | Test Account Settings |
| Require logon using Secure | emember password Password Authentication (SPA) | More Settings |

6. Click on More Settings to set up outgoing authentication and more advanced settings.

More Settings:

- 7. Click on the **Outgoing Server** tab on top.
- 8. Check the box so that **My Outgoing Server (SMTP) requires authentication** and leave the radio button set to **Use same settings as my incoming server**.

| seneral | Outgoing Se | rver | Connect | ion Ad | vanced | | |
|---------|----------------|---------|-----------|----------|----------|-------|--|
| V My o | utgoing serve | r (SMTR |) require | es authe | nticatio | n | |
| O | e same settir | ngs as | my incor | ming ma | il serve | r | |
| 🔘 Lo | g on using | | | | | | |
| U | ser Name: | | | | | | |
| P | assword: | | | | | | |
| | | 7 Rem | ember p | asswor | ł | | |
| | Require Sec | ture Pa | assword | Authen | tication | (SPA) | |
| OL | og on to incon | ning ma | il server | before | sendina | mail | |
| | 2 | | | | | | |
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| | | | | | | | |

- 9. Click on the **Advanced Tab** to set up SSL and ports.
 - Set the **Incoming Server** to **993** if you are using IMAP and **995** if using POP3.
 - Check the box below it as This server requires an encrypted connection (SSL).
 - Set the **Outgoing server** to **465**.
 - In the drop-down to use an encrypted connection, choose **SSL**.

| General | Outgoing Server | Connection | Advanced | |
|----------|----------------------|---------------|-----------------|-----------|
| Server P | ort Numbers | | | |
| Incomi | ng server (IMAP): | 993 | Use Defaults | |
| 1 | This server require | s an encrypt | ed connection | (SSL) |
| Outgoi | ng server (SMTP): | 465 | | |
| Us | e the following type | ofencrypte | d connection: | SSL |
| Server T | imeouts | | | |
| Short | | Long 1 min | ute | |
| Delivery | | 172 | | |
| Lea | we a copy of messa | ages on the s | erver | |
| | Remove from serve | er after 1 |) 🔶 days | |
| | Remove from serve | er when dele | ted from 'Delet | ed Items' |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

10. When finished, click **OK**.

- 11. Click the **Next** button when you have verified / changed all necessary settings.
- 12. Click **Finish** to go back to the Accounts page.
- 13. Click **Close** on this window and test your email to verify it is working.

| Change E-mail Account | Constant Plants 1 4 | x |
|-----------------------|---|---|
| | ongratulations! You have successfully entered all the information required to setup your account. To close the wizard, click Finish. | |
| | < Back Finish | |

Changing Email Settings on Microsoft Outlook 2016 / Outlook 365

- 1. Open Microsoft Outlook (versions 2016 and 365 have the same screens)
- 2. Click **File** in the top left.



3. Inside the Account Information window, click on the **Account Settings** button. This will bring up a drop-down menu. Click **Account Settings** inside this.

| $\overline{\mathbf{e}}$ | Inbox - your email @ GMTel.net ? — 🗆 🗙 |
|--------------------------|--|
| Info | Account Information |
| Open & Export Save As | your gmtel.net email address |
| | + Add Account |
| Print | Account Settings for this account or set up more connections. |
| Office Account | Account Settings 2. |
| Options | Add and remove accounts or change existing connection settings. box by emptying Deleted Items and |
| Feedback | Change Profile Restart Microsoft Outlook and choose a different profile. |
| Exit | Manage Profiles Add and remove profiles or change existing profile settings. by More |

4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.

| | Files DSS Foods ShareDoint Lists Internet Calendars Dublished Calendars Address Rooks |
|------------|---|
| Data | Piles RSS Peeds SharePoint Lists Internet Calendars Published Calendars Address books |
| G New | 💥 Repair 😭 Change 💿 Set as Default 🗙 Remove 👚 🕘 |
| Name | Туре |
| techsu | pport@domain.net IMAP/SMTP (send from this account by default) |
| | |
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| | |
| ected acco | unt delivers new messages to the following location: |
| ected acco | unt delivers new messages to the following location: |

Verify / Update Server Settings:

- 5. Verify the settings are accurate:
 - Verify the Name and Email Address field are correct.
 - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
 - Verify the Incoming Mail Server settings is mail.gmtel.net.
 - Verify the **Outgoing Mail Server (SMTP)** settings **mail.gmtel.net**.
 - Verify the **Username** is the **FULL** email address.
 - The **Password** should be correct and won't need to be changed.

| User Information | | Test Account Settings |
|------------------------------|-------------------------------|--|
| Your Name: | your name | After filling out the information on this screen, we |
| E-mail Address: | your email address | below. (Requires network connection) |
| Server Information | | |
| Account Type: | IMAP or POP | Test Account Settings |
| Incoming mail server: | mail.gmtel.net | Test Account Settings by clicking the Next button |
| Outgoing mail server (SMTP): | mail.gmtel.net | |
| Logon Information | | |
| User Name: | FULL email address | |
| Password: | ********* | |
| V F | Remember password | |
| Pequire logon using Secure | Password Authentication (SPA) | |

6. Click on **More Settings** to set up outgoing authentication and more advanced settings.

More Settings:

- 7. Click on the **Outgoing Server** tab on top.
- 8. Check the box so that **My Outgoing Server (SMTP) requires authentication** and leave the radio button set to **Use same settings as my incoming server**.

| seneral | Outgoing Server | Connection | Advanced | |
|---------|--------------------|----------------|-------------------|--|
| V My o | utgoing server (SM | TP) requires a | uthentication | |
| O U: | se same settings a | s my incoming | mail server | |
| 🔘 Lo | og on using | | | |
| U | ser Name: | | | |
| P | assword: | | | |
| | V Re | member pass | word | |
| | Require Secure | Password Aut | hentication (SPA) | |
| | | | | |
| | | | | |

- 9. Click on the Advanced Tab to set up SSL and ports.
 - Set the **Incoming Server** to **993** if you are using IMAP and **995** if using POP3.
 - Check the box below it as This server requires an encrypted connection (SSL).
 - Set the **Outgoing server** to **465**.

• In the drop-down to use an encrypted connection, choose **SSL**.

| Server Port Numbers Incoming server (IMAP): 993 Use Defaults IThis server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of encrypted connection: SSL Server Timeouts Short Long 1 minute Delivery Leave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
|--|---|
| Incoming server (IMAP): 993 Use Defaults This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of encrypted connection: SSL Server Timeouts Short Long 1 minute Delivery Leave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
| This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of encrypted connection: SSL Server Timeouts Short Long 1 minute Delivery Leave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
| Outgoing server (SMTP): 465 Use the following type of encrypted connection: SSL Server Timeouts Short Short Delivery Long 1 minute Delivery Leave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
| Use the following type of encrypted connection: SSL Server Timeouts Short Long 1 minute Delivery CLeave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
| Server Timeouts Long 1 minute Delivery Cleave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | - |
| Short Long 1 minute Delivery Carbon Long 1 minute Delivery | |
| Delivery Leave a copy of messages on the server Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
| Leave a copy of messages on the server Remove from server after 10 10 days Remove from server when deleted from 'Deleted Items' | |
| Remove from server after 10 days Remove from server when deleted from 'Deleted Items' | |
| Remove from server when deleted from 'Deleted Items' | |
| | |
| | |
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| | |
| | |

- 10. When finished, click **OK**.
- 11. Click the **Next** button when you have verified / changed all necessary settings.
- 12. Click **Finish** to go back to the Accounts page.
- 13. Click **Close** on this window and test your email to verify it is working.

Changing Email Settings on Windows 10 Mail

- 1. Open the **Mail App** in Windows 10
- 2. Click on the Start button and find Mail

| G Get Started | | Life at a glance | | | | | |
|------------------------|----------|------------------|------------|----------------|-----------------------------------|---------------|-------------|
| Google Chrome | | | Get all yo | ur mail in one | | | |
| Soogle Earth | | | F | blace | | \odot | |
| Groove Music | | Calendar | Mail | | | Groove Music | Movies & TV |
| | - 1 | | | | XBCKLIVE | | |
| Java | ~ | e | <u>~</u> | 0 | NY M | | |
| M | | Microsoft Edge | Photos | Cortana | Microsoft Solitaire Collection | Minecraft: Wi | |
| 🖴 Mail | | Asso | | | | | |
| 🧟 Maps | | | | | | N | |
| Messaging | | Store | | | | OneNote | |
| C Microsoft Edge | | | | | | | |
| Microsoft Office 2013 | | | | | | | |
| Microsoft Silverlight | New 🗡 | | | | | | |
| Microsoft Solitaire Co | llection | | | | | | |
| Microsoft Wi-Fi | | | | | | | |
| Mitel | | | | | | | |
| 🗧 Back | | | | | | | |

3. When the app opens, look for the cog wheel in the lower left.

| Inbex - Email Account - Mail | 27 C |
|--------------------------------------|----------------|
| | Search 🔎 🕄 🗃 |
| + New mail | Inbox All ~ |
| Accounts | |
| Email Account youremail@yourdomai | |
| D Folders | |
| Inbox | |
| Drafts 1 | |
| Sent Items | |
| More | |
| | Not synced yet |
| | |
| | |
| | Suring |
| | synong |

4. To set up a new account or verify settings on an existing account, click the cog wheel to open **Settings**.

5. Click on Manage Accounts.

| Inbox - Email Account - Mail | | - 🗆 × |
|--------------------------------------|----------------|-------------------|
| = | Search 🔎 🖉 📹 | Settings |
| + New mail | Inbox All 🗸 | Manage Accounts |
| Accounts | | Personalization |
| Email Account youremail@yourdomai | | Quick Actions |
| D Folders | | Automatic Replies |
| Inbox | | Reading |
| Drafts 1 | | Signature |
| Sent Items | | Notifications |
| more | | Email security |
| | | What's new |
| | Not synced yet | Help |
| | | Trust Center |
| | | Feedback |
| | | About |
| | | |
| | | |

6. Select your account to edit the settings.

| Inbex - Email Account - Mail | | - 0 X |
|--------------------------------------|----------------|-------------------------------------|
| = | Search 🔎 🖓 🗐 | < Manage Accounts |
| + New mail | Inbox Al 🗸 | Select an account to edit settings. |
| A Accounts | | Email Account |
| Email Account youremail@yourdomai | | youremail@yourdomain.com |
| D Folders | | 🕲 Link inboxes |
| Inbox | | + Add account |
| Drafts 1 | | (|
| Sent Items | | |
| More | | |
| | Not synced yet | |
| | | |
| | | |
| | | |

- 7. Verify the Username is the **FULL** email address.
- 8. Your password should be correct. You can leave it alone.
- 9. You can also leave your Account Name alone. It is simply the name of the profile.

| Inbox - Email Account - Mail | | | - D X |
|--|--------|------------------|---|
| = | Search | P C = | < Manage Accounts |
| + New mail | Inbox | All 🗸 | Select an account to edit settings. |
| Accounts Enail Account youremail@youndomail Paak ghelding3@peak.org Folders Drafts 1 Sent Items More | Not F | account settings | State an account to set strings. Email Account youremail@yourdomain.com C Link inboxes Add account |
| | | | |

10. Click on Change Mailbox Sync Settings.

11. On **Sync Settings**, the customer can set / adjust the Download Email from setting and adjust their name if they want.

| × |
|---|
| sync settings If you get a lot of mail one day or don't check your account for a few days, we'll change your sync settings accordingly to save you data and battery. |
| Currently syncing: every 2 hours |
| Always download full message and Internet images |
| Download email from |
| the last 3 months 🗸 🗸 |
| Your name |
| Email Account |
| We'll send your messages using this name. |
| Sync options |
| Email |
| On |
| Advanced mailbox settings Incoming and outgoing mail server info |
| Done Cancel |

12. Select Advanced Mailbox Settings to adjust server settings.

| sync settings We'll send your messages using this name. Sync options Email On Incoming email server mail.gmtel.net:993 × Outgoing (SMTP) email server mail.gmtel.net:465 |
|--|
| We'll send your messages using this name. Sync options Email On Incoming email server mail.gmtel.net:993 × Outgoing (SMTP) email server mail.gmtel.net:465 Outgoing server requires authentication |
| Sync options Email On Incoming email server mail.gmtel.net:993 × Outgoing (SMTP) email server mail.gmtel.net:465 Outgoing server requires authentication |
| Email On Incoming email server mail.gmtel.net:993 Outgoing (SMTP) email server mail.gmtel.net:465 Outgoing server requires authentication |
| On Incoming email server mail.gmtel.net:993 Outgoing (SMTP) email server mail.gmtel.net:465 Outgoing server requires authentication |
| Incoming email server mail.gmtel.net:993 Outgoing (SMTP) email server mail.gmtel.net:465 Outgoing server requires authentication |
| mail.gmtel.net:993 × Outgoing (SMTP) email server mail.gmtel.net:465 |
| Outgoing (SMTP) email server mail.gmtel.net:465 |
| mail.gmtel.net:465 |
| Outgoing server requires authentication |
| Use the same user name and password for sending email Require SSL for incoming email |
| Require SSL for outgoing email |
| Done Cancel |

- 13. Scroll down to verify / change the actual email server settings.
 - Verify the preferred email account is turned **On**. Change if needed.
 - Verify / change the Incoming Mail Server to mail.gmtel.net
 - Add either :993 if using IMAP or :995 if using POP.
 - Verify / change the **Outgoing Mail Server** to **mail.gmtel.net:465**
 - Verify the **Outgoing Server Requires Authentication** is checked.
 - Verify the Use the Same User Name and Password for Sending Email is also checked.
 - Place a checkmark in **Require SSL for incoming email** and **Require SSL for** outgoing email
- 14. Once you have finished with this set-up, **Close** out of this window.
- 15. **Test** the email client to verify all settings are correct.

Changing Email Settings in Mozilla Thunderbird

- 1. Open Mozilla Thunderbird
- 2. In the left column, select the email address that you want to access settings.
- 3. Click View Settings for this Account.

| 초 Get Mail 👻 🖋 Write 🔲 Cha | t 🛔 Address Book 🛛 🏷 Tag 👻 🔍 Quick Filter | Search <ctrl+k></ctrl+k> | | |
|--|---|--------------------------|--|--|
| techsupport@domain.net inbox Local Folders | Thunderbird Mail – techsupport@d | omain.net | | |
| 🔯 Trash 🚵 Outbox | Email | | | |
| | Read messages | | | |
| | 📝 Write a new message | | | |
| | | | | |
| | Accounts | | | |
| | View settings for this account | | | |
| | Create a new account | | | |

Verify / Change Incoming Mail Server Settings:

- 4. Verify the incoming mail server settings are correct.
 - On the Account Settings window, click on Server Settings on the left column.
 - Verify the **Incoming Mail Server** settings is **mail.gmtel.net**.
 - Verify the **Port** is set to either **993** if the Server Type shows IMAP or **995** if the Server Type shows POP.
 - Verify the User Name is your FULL email address.
 - Under **Connection Security**, select **SSL / TLS** from the drop-down.
 - Verify the Authentication Method is set to Normal Password.
 - If you need to adjust how often the program checks for email, or if you need to adjust **Deliver Options**, you can do this under **Server Settings**.

| | Account Settings |
|---|---|
| your email address Server Settings | Server Settings |
| Copies & Folders Composition & Addressing Junk Settings Disk Space Return Receipts Security Local Folders Junk Settings Disk Space news80.forteinc.com Server Settings Copies & Folders Composition & Addressing Synchronization & Storage Outgoing Server (SMTP) | Server Type: IMAP Mail Server Server Name: mail.gmtel.net Port: 993 € Default: 993 User Name: FULL email address Security Settings Security Settings Security Settings Connection security: SSL/TLS ∨ Authentication method: Normal password ∨ Server Settings ✓ Check for new messages at startup ♥ Check for new messages every 10 € minutes ♥ Automatically download new messages Fgtch headers only ♥ Leave messages on server ♥ Fgr at most 14 € Ø Until I gelete them Message Storage Empty Trash on Egit Adyanced Local directory: C:\Users\Charles\AppData\Roaming\Thunderbird\Profiles\ Browse |
| Account Actions • | |
| | OK Cancel |

5. On the left column, click on Outgoing Server (SMTP)



- 6. If there are multiple SMTP server profiles, you may see them listed here. Select your SMTP server. You can see below what the server settings, port settings, and username / password settings are. If you need to adjust anything, click **Edit**.
 - Verify / change the Server Name is mail.gmtel.net
 - Verify / change the SMTP **Port** is set to **465**.
 - Set the **Connection security** to **SSL / TLS**.
 - Set the Authentication method to Password, transmitted insecurely.
 - Make sure the **User Name** is the **FULL** email address.

| | SMTP | Server | X |
|--|----------|--------------------|---|
| Settings <u>D</u> escription: <u>S</u> erver Name: | mail.gmt | el.net | |
| Port: | 465 | Default: 465 | |
| Security and Authentication Co <u>n</u> nection security: SSL/TLS v | | | |
| Authentication method: | | Normal password | , |
| User Na <u>m</u> e: | | FULL email address | |
| | | OK Cancel | |

- 7. When finished, click **OK**. Hit **OK** on the Account Settings window.
- 8. Test email to verify settings are correct.

Changing Email Settings in MAC Mail

Open the Preferences Screen:

- 1. Open MAC Mail
- 2. Next to the **Apple** icon on the bar, click on the **Mail** drop-down menu, then click on **Preferences**.



Verify / Update Account Settings:

- 3. Select the Accounts tab
 - If there is more than one email profile setup, be sure to choose the correct profile from the left column.
 - Verify the Incoming Mail Server is set to mail.gmtel.net.
 - o Verify your Incoming Username is set to your FULL email address

| Tech Support IMAP | Account Information M | ailbox Behaviors Advanced - |
|----------------------|------------------------------|-------------------------------|
| | Account Type: | Enable this account |
| | Description: | Work Personal |
| | Email Address: | FULL omail addross |
| | Full Name: | Your Name |
| | Incoming Mail Server: | mail omtel net |
| | User Name: | FULL email address |
| | Password: | |
| | Outgoing Mail Server (SMTP): | GMTel : |
| | | Use only this server |
| | | |

Verify / Update the Outgoing Mail Server (SMTP) Settings:

- 4. Click on the drop-down menu for **Outgoing Mail Server (SMTP)**
- 5. The default server should be checked. Click on Edit SMTP Server List

| Archive Delete | Junk Reply Reply All Forward Show Related Messages Flag Accounts |
|----------------------|--|
| General Accounts RSS | Junk Mail Fonts & Colors Viewing Composing Signatures Rules |
| Accounts | Account Information Mailbox Behaviors Advanced |
| | Description: Tech Support Email Address: your email address Full Name: your name |
| | Incoming Mail Serve User Name Passwore Fals SUTE Comerce Ltd |
| | Outgoing Mail Server (SMTP |
| + - | (?) |

6. Verify the Server Name field shows mail.gmtel.net.

| 000 | Accounts |
|------------------|---|
| ि है। General | RSS Image: Signature sector Image: Signature sector |
| Acc | Description Server Name In Use By Account mail.gmtel.net |
| | + - Account Information Advanced |
| | Description: Server Name: mail.gmtel.net |
| + | ? Cancel OK ? |

Advanced SMTP Settings:

- Click on the Advanced button and verify / change these settings. To make any changes to this window, uncheck the box to Automatically Detect and Maintain Account Settings.
 - Set the port to **465**. Place a check in the box for **SSL**.
 - Make sure that the Authentication is set to Password.
 - Make sure your **FULL** email address is in the **Username** field.
 - Enter your password if this area is empty. Any existing password should not need to be changed.



- 8. Click **OK** on the settings window and **X** out of the account window.
- 9. Close out of MAC Mail and Relaunch the app to test the settings.

Changing Email Settings in Apple iOS 11

This process shows how to set up the native email app on the iOS Device.

- 1. The screenshots below may be from *different* versions of iOS or will look a bit different if you are setting up an iPad versus an iPhone, but they will follow the same format.
- 2. On the iOS device, open **Settings**.
- 3. Go to Accounts & Passwords.



Changing the Account:

- 1. Select your account listed on this main page.
 - Select the specific account from the next screen
 - Verify that the Incoming Mail Server Host
 Name is mail.gmtel.net
 - Verify the Username is your FULL email address.
 - The Password should be correct already and not need changing.
- Click on server name under the Outgoing Mail Server header to verify / change the various sever settings.

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|-------------------|---------------------|------------|
| Cancel | GMTel.net | Done |
| | | |
| Account | | |
| POP ACCOUNT INF | ORMATION | |
| Name Your | name | |
| Email your G | VITel.net email add | dress > |
| Description | GMTel.net | |
| INCOMING MAIL SI | ERVER | |
| Host Name | mail.gmtel.net | |
| User Name | our FULL email ad | ldress |
| Password • | ••••• | |
| OUTGOING MAIL S | ERVER | |
| SMTP | mail.gn | ntel.net > |
| | | |

3. Click on the **Primary Server** option for **GMTel.net.** (*It may not necessarily named a mail.gmtel.net*)



- 4. From the **Outgoing Mail Server** settings window:
 - Verify this **Server** is marked as **On**.
 - Verify the Outgoing Mail Server Host Name is set to mail.gmtel.net.
 - Make sure the Username field has your
 FULL email address in it.
 - Even if this box states
 "Optional" it is required by GMTel.
 - The **Password** should already be here.
 - If not, go ahead and enter it.
 - Make sure that **Use SSL** is set to **On**.
 - Below this, verify the password option is set to **Authentication**.
 - Verify the **Server Port** is set to **465**.
- 5. Click **Done** in the upper right.
- 6. You should be back a screen now (*see previous image*). Click the **Back** arrow in the top left to go back to the Incoming Mail Server window.
- 7. Click **Done** in the upper right.
- 8. Go back to the main window on the iOS device
- 9. **Test** the email to verify it is working.

| 🖬 🛛 AT&T Wi-Fi 🗢 | 4:03 PM | \$ 100% m |
|------------------|-------------------|------------------|
| Cancel | mail.gmtel.net | Done |
| | | |
| Server | | |
| OUTGOING MAIL | L SERVER | |
| Host Name | mail.gmtel.net | |
| User Name | your FULL email a | ddress |
| Password | your email passwo | rd |
| Use SSL | | |
| Authenticatio | n | > |
| Server Port | 465 | |
| | | |
| | Delete Server | |
| | | |
| | | |
| | | |

Changing Email Settings on Apple's iOS 10

This process shows how to set up the native email app on the iOS Device.

- The screenshots below may be from *different* versions of iOS or will look a bit different if you are setting up an iPad versus an iPhone, but they will follow the same format.
- 1. On the iOS device, open **Settings**.
- 2. Go to Mail.



Changing the Account:

3. Click on **Accounts** from the main **Mail** window. *This may show GMTel or other mail apps that you use as well (Gmail, Yahoo, iCloud, etc.)*



4. From the **Accounts** window, select the specific account for your GMTel email address from this screen.

| 4:35 PM | 🖇 100% 📟 |
|-----------------------|---|
| Accounts | |
| | |
| acts, Calendars, Safa | ari and 6 more > |
| lendars, Reminders | > |
| | > |
| | > |
| ta | Push > |
| w accounts added he | ere. |
| | Accounts Accounts acts, Calendars, Safa lendars, Reminders acta |

- 5. Verify that the Incoming Mail Server Host Name is mail.gmtel.net
- 6. Verify the Username is your **FULL** email address.
- 7. The **Password** should be correct already and not need changing.

| 📲 AT&T Wi-Fi 🗢 | 4:01 PM | 🕸 100% 🔳 |
|------------------|---------------------|------------|
| Cancel | GMTel.net | Done |
| | | |
| Account | | |
| POP ACCOUNT INF | ORMATION | |
| Name Your | name | |
| Email your GM | VITel.net email add | lress > |
| Description | GMTel.net | |
| INCOMING MAIL SE | ERVER | |
| Host Name | mail.gmtel.net | |
| User Name | our FULL email ad | dress |
| Password • | ••••• | |
| OUTGOING MAIL S | ERVER | |
| SMTP | mail.gn | ntel.net > |
| | | |

- 8. Click on the **Outgoing Mail Server** to verify / change the various sever settings.
- 9. Click on the **Primary Server** option for **GMTel.net.** (*It may not necessarily named a mail.gmtel.net*)



- 10. From the **Outgoing Mail Server** settings window:
 - Verify this **Server** is marked as **On**.
 - Verify the Outgoing Mail Server Host Name is set to mail.gmtel.net.
 - Make sure the Username field has your
 FULL email address in it.
 - Even if this box says "Optional" it is required by GMTel if you want to send emails when you are not at home.
 - The **Password** should already be here.
 - If not, go ahead and enter it.
 - Make sure that **Use SSL** is set to **On**.
 - Below this, verify the password option is set to **Authentication**.
 - Verify the **Server Port** is set to **465**.
- 11. Click **Done** in the upper right.

🖬 AT&T Wi-Fi 🗢 4:03 PM * 100% 🔳 Cancel mail.gmtel.net Done Server OUTGOING MAIL SERVER Host Name mail.gmtel.net User Name your FULL email address Password your email password Use SSL Authentication Server Port 465 **Delete Server**

- 12. You should be back a screen now (*see previous image*). Click the **Back** arrow in the top left to go back to the Incoming Mail Server window.
- 13. Click **Done** in the upper right.
- 14. Go back to the main window on the iOS device
- 15. **Test** the email to verify it is working.

Changing Email Settings in Android 8.0 (Oreo)

- 1. From the main window, open your **Email** application.
- 2. Click the three horizontal bars in the top left of the email app and select the Settings gear from this panel.



- 3. Under the Accounts header, select your GMTel.net email account.
 - 🐇 ∞ 📾 🐇 🔛 🛛 🖄 🕏 🕷 🚏 "ill 99% 🛢 12:27 PM



4. From the **Settings** window for this email account, swipe down until you see **Server Settings**.

• Select this option to view the current server settings.

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| vour GMTel.net address | REMOVE |
|--|--------------|
| SYNC SETTINGS | |
| Sync schedule Every 15 minutes | |
| Number of emails to load 25 emails | |
| Limit retrieval size 50 KB | |
| Limit retrieval size while roami 2 KB | ng |
| ADVANCED SETTINGS | |
| Server settings | |
| • | \leftarrow |

- 5. Your GMTel.net email address should be listed on the Email Address field.
 - Verify your FULL email address appears in the User Name field.
 - If it does not and you cannot • change it, please call Tech Support for assistance.
 - Make sure that your Incoming Server 0 shows mail.gmtel.net
 - Verify the Security Type shows SSL. If 0 not, click the arrow next to this item and select it.
 - In the **Port** field, you will need to 0 determine what type of server you are using.
 - If you see IMAP server under • the Incoming Server header, choose Port 993.
 - If you see **POP3 server** like the • image to the right, choose Port **995**.

🐇 🚥 🕼 🔛 🖻 🕏 🐝 🚏 📶 98% 🗎 12:29 PM SERVER SETTINGS Email address your GMTel.net email address User name your GMTel.net email address Password **INCOMING SERVER** POP3 server mail.gmtel.net Security type SSL 🔻 Port 993 if using IMAP; 995 if using POP Auto delete from phone Never **v** OUTGOING SERVER SMTP server DONE

 \leftarrow

1

- 6. Swipe down the **Server Settings** page and go to the **Outgoing Server** settings.
 - Verify your SMTP Server is set to mail.gmtel.net
 - Verify your Security Type is set to SSL.
 If not, click the arrow to the right and choose SSL from the drop-down.
 - Verify your **Port** is set to **465**.
 - Verify your **FULL** email address is showing in the **Username** field.
 - Your **Password** should be fine and should not need to be changed.
- Click **Done** when finished. Save your settings and back out to your main email window. Make sure your email is functioning properly.

| 001 | | ⊠¥ 🖡 ∄ . | 98% 🔳 12:29 | РМ |
|-----------|---------------------------|--------------|--------------|----|
| < : | SERVER SETT | INGS | | |
| OUTGO | DING SERVER | | | |
| SM | TP server | | | |
| ma | ail.gmtel.net | | | _ |
| Sec | curity type | | | |
| SS | LŦ | | | |
| Por | t | | | |
| 46 | 5 | | | |
| Re sei | quire authen nd emails | tication to | | |
| Use | er name | | | |
| you | ur FULL email a | ddress @gmte | el.net | |
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| •••• | | | | _ |
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| | | | | |

Changing Email Settings in Android 7.0 (Nougat)

1. From the main window, click on your **Apps**.



2. Click the **Settings** icon to open up your device's Settings menu.



3. Click on Accounts from the Settings Menu.



4. Click on **Email** from the list of account types.



5. Click on your **GMTel.net** account from this window.



- 6. Your GMTel.net email address should be listed on the **Email Address** field.
 - Verify your **FULL** email address appears in the **User Name** field.
 - If it does not and you cannot change it, please call Tech Support for assistance.
 - Make sure that your **Incoming Server** shows **mail.gmtel.net**
 - Verify the Security Type shows SSL. If not, click the arrow next to this item and select it.
 - In the **Port** field, you will need to determine what type of server you are using.
 - If you see IMAP server under the Incoming Server header, choose Port 993.
 - If you see POP3 server like the image to the right, choose Port 995.

| ACCO | DUNT | |
|------|--|------|
| E | Email address your GMTel.net email address | |
| 1 | Jser name your FULL GMTel.net email addr | ress |
| F | Password | |
| С |) Show password | |
| INCO | IMING SERVER | |
| Ρ | OP3 server | |
| n | nail.gmtel.net | |
| S | ecurity type | |
| S | SL 🔻 | |
| Ρ | ort | |
| | 0.2 for IMAD, OOF for DOD | |

- 7. Swipe down the **Server Settings** page and go to the **Outgoing Server** settings.
 - Verify your SMTP Server is set to mail.gmtel.net
 - Verify your Security Type is set to SSL. If not, click the arrow to the right and choose SSL from the drop-down.
 - Verify your **Port** is set to **465**.
 - Verify your **FULL** email address is showing in the **Username** field.
 - Your **Password** should be fine and should not need to be changed.
- Click Next when finished. Save your settings and go back in to your main email window. Make sure your email is functioning properly.

| | © \$ 45 ≤ 166% i 4:41 PM |
|----|---|
| < | GMTel.net |
| | |
| | Delete email from server |
| | When deleted from Inbox |
| 01 | UTGOING SERVER |
| | SMTP server |
| | mail.gmtel.net |
| | Security type |
| | SSL 🔻 |
| | Port |
| | 465 |
| | Authentication required before sending emails |
| | User name |
| | your FULL email address |
| | Password |
| | |
| | NEXT |
| | |