

Email Set-up – Thunderbird

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Introduction

This guide outlines the procedure for setting up emails on Mozilla Thunderbird installation.



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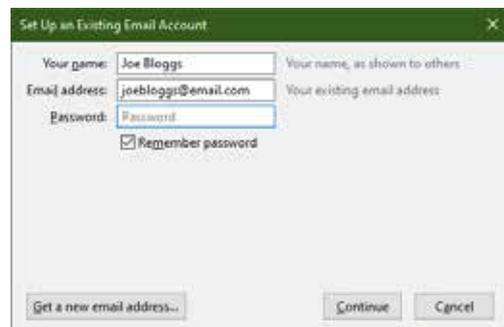
Thunderbird is an email client from the makers of the Firefox internet browser and can be downloaded for free from <https://thunderbird.net>.

Once downloaded, run through the initial installation. We recommend using the **Standard installation** and setting thunderbird as your default email client.

Set-up Instructions

To initially set-up your email account, follow the below process:

1. Start **Thunderbird**
2. If you already use thunderbird for another email account:
 - a. Click on the menu towards the top-right
 - b. Select **Options > Account Settings**
 - c. Click **Account Actions** at the bottom of the left pane, and select **Add Mail Account...**
3. You should then see a pop-up to set-up your email address.
4. Fill in **Your name**, **Email address** and **Password** for your email.
5. Click **Continue**
6. Keep **IMAP (remote folders)** selected
7. At the bottom of the modal. Click **Manual config**
8. Configure the settings as follows:



Step 3 - 5

		Server hostname	Port	SSL	Authentication
Incoming	IMAP	emails.formationhosting.com	993	SSL/TLS	Autodetect
Outgoing	SMTP	emails.formationhosting.com	465	SSL/TLS	Autodetect

Username (Incoming and Outgoing): **your email address**.

9. Click **Re-test**
10. Click **Done**
11. Thunderbird will now check and retrieve emails.

Troubleshooting

Could not connect to server

If you get a message saying something like “could not connect to server” it could be that you’ve entered your details incorrectly too many times which has blocked your IP on our server (which is done automatically for security reasons).

This block only lasts 10 minutes, so wait 15 minutes to try again.

Something Went Wrong

If you see the **Something went wrong** screen after getting to step 13, ensure that the details are entered correctly as per step 12 of the **Set-up Instructions** section.

If you still get the same screen your password may need resetting. Contact Formation on **01926 298 777**.

Other Issues

If you have any other issues, please contact your IT department/company, supplying them with this guide.