



QUICK START GUIDE

Need help? Contact our Helpdesk at (563) 263-2631

We're here for you...

We have designed this Quick Start guide so that you can begin enjoying your MachLink® Internet service as quickly as possible. If you are unable to connect to MachLink, call the MachLink® HelpDesk. You will be connected to a specialized technician at our central support desk who can diagnose the problem. You will be asked a series of standard questions that will help the technician pinpoint the problem. The MachLink® HelpDesk can address many of your problems over the telephone. You can also email any questions or issues to MachLink®.

Remember, we're here for you!

MachLink® HelpDesk

Phone: (563) 263-2631

Email: helpdesk@machlink.com

Email Account Setup

We have instructions for setting up your email account in many different clients, but this document will deal only with setting up MS Outlook. If you are not sure whether you are using the full version of Outlook or Outlook Express, make sure to note the screen that comes up as your mail program is starting: it will either say "Outlook Express" or just "Outlook." If your program is Outlook Express, then you need to be in the Quick Start Guide for Outlook Express. If you have Windows Vista, you need to be in the Quick Start Guide for Windows Mail.

If you have not yet finished installing MS Outlook, finish the installation first, then come back to this Quick Start Guide.

Outlook

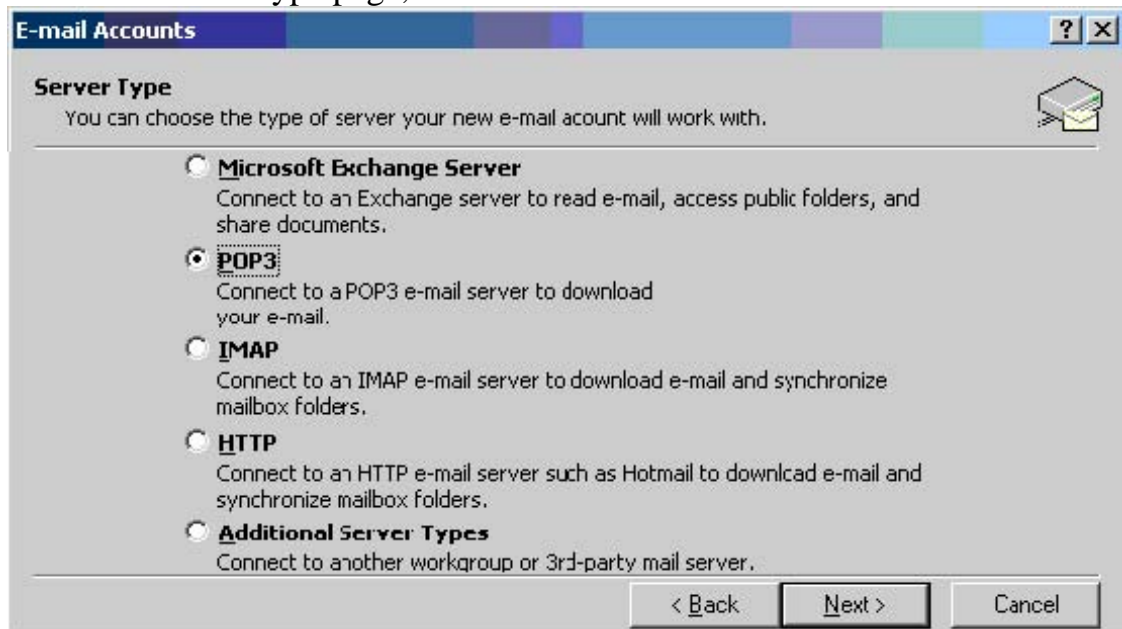
1. From the TOOLS menu, select EMAIL ACCOUNTS.



2. From the E-Mail Accounts page, select “Add new e-mail account” and then click on NEXT.



3. From the Server Type page, select “POP3” and then click on NEXT.



4. On the Internet E-mail Settings page, enter your full name and then, for E-mail Address, enter your complete email address. Make sure that your email is spelled correctly and is all in lower-case (no capital letters).

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information
Your Name: My full name
E-mail Address: tester@machlink.com

Logon Information
User Name: tester
Password: *****
 Remember password

Log on using Secure Password Authentication (SPA)

Server Information
Incoming mail server (POP3): mail.machlink.com
Outgoing mail server (SMTP): mail.machlink.com

Test 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

5. Under the **Server Information** section, enter “mail.machlink.com” - entered in lower-case - for both the Incoming and Outgoing Server names.
6. Under the **Logon Information** section, your User Name should automatically be entered. Just confirm that it appears all in lower-case, just like you entered your complete email. **NOTE: your User Name is just the name part of your email: if your complete email address is “joe@machlink.com” then your User Name would be “joe”.**
7. Enter your Password in the line immediately below your User Name. Please note that the password is case-sensitive. This means that you need to enter it precisely as given to you.
8. Next, select MORE SETTINGS. The Internet E-mail Settings window will pop up (see #9 image).
9. From the Outgoing Server tab, make sure that the checkbox “My outgoing server (SMTP) requires authentication” is checked and then make sure that the radio-button labeled “Use same settings as my incoming mail server” is selected.

Internet E-mail Settings

General **Outgoing Server** Connection Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server
 Log on using

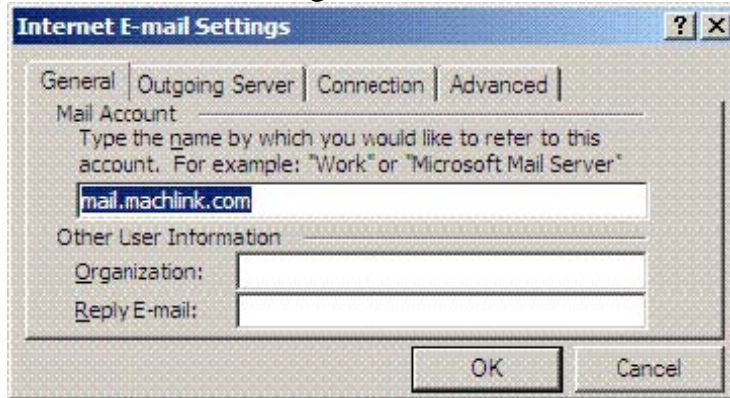
User Name:
Password:

Remember password

Log on using Secure Password Authentication

OK Cancel

10. This step will also eliminate a number of potential problems. On the General tab, delete the default Mail Account entry - "mail.machlink.com" - and instead enter your complete email address, all in lower-case. This will help you with future troubleshooting.



11. Click OK to close out the Internet E-mail Settings window.
12. Click NEXT to get to the end of the "Add Account" wizard.
13. Click FINISH to complete setting up your email account in Outlook.