



## 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](mailto: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 Outlook Express. If you are not sure whether you are using the full version of Outlook or Outlook Express - and you are NOT using Windows Vista - make sure to note the screen that comes up as your mail program is starting: it will say either "Outlook Express" or just "Outlook." If your program is Outlook Express, then this is the Quick Start Guide you need. If you do have Windows Vista, you need to be in the *Quick Start Guide for Windows Mail*.

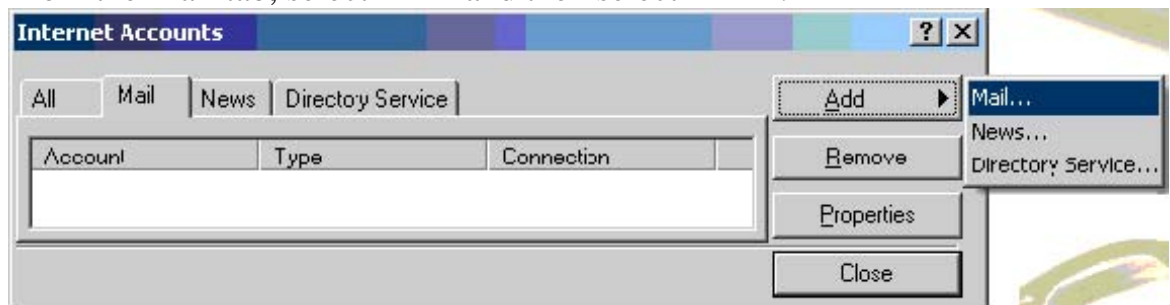
**NOTE:** If this is your first time using your mail program, it may automatically open up the Internet Connection Wizard to assist you with your email account setup. If this happens, skip down to STEP 3.

## Outlook Express

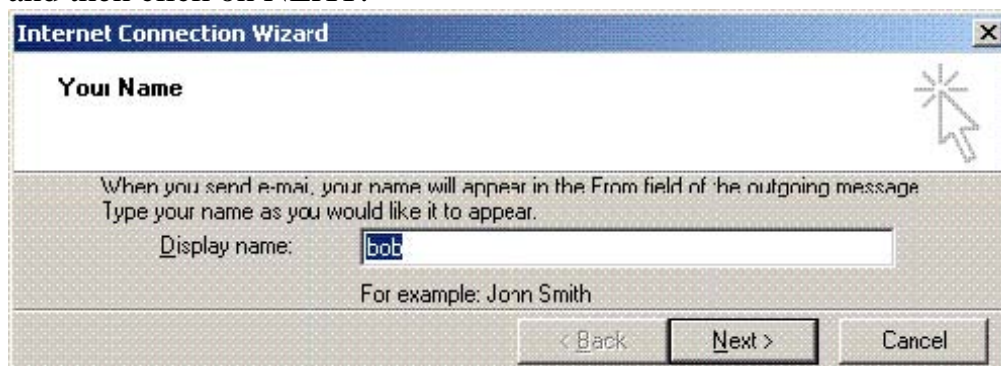
1. From the TOOLS menu, select ACCOUNTS.



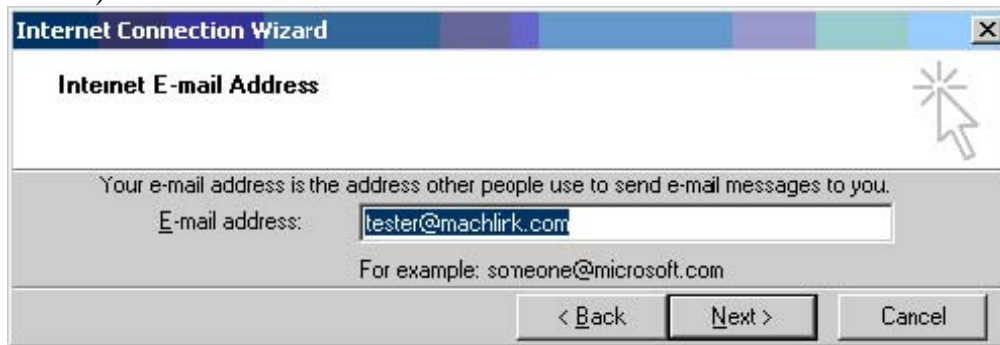
2. From the Mail tab, select ADD and then select MAIL.



3. On the Your Name page of the Internet Connection Wizard, enter your name and then click on NEXT.



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



The screenshot shows the 'Internet Connection Wizard' window with the 'Internet E-mail Address' tab selected. The window title is 'Internet Connection Wizard'. The main heading is 'Internet E-mail Address'. Below the heading, there is a text box for 'E-mail address:' containing 'tester@machlink.com'. A note below the text box says 'Your e-mail address is the address other people use to send e-mail messages to you.' and 'For example: someone@microsoft.com'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

5. On the E-mail Server Names page, confirm that the incoming server type - “My incoming mail server is a POP3 server.” Since this should be selected when you get to this page, you probably won't have to do anything more, in this step.



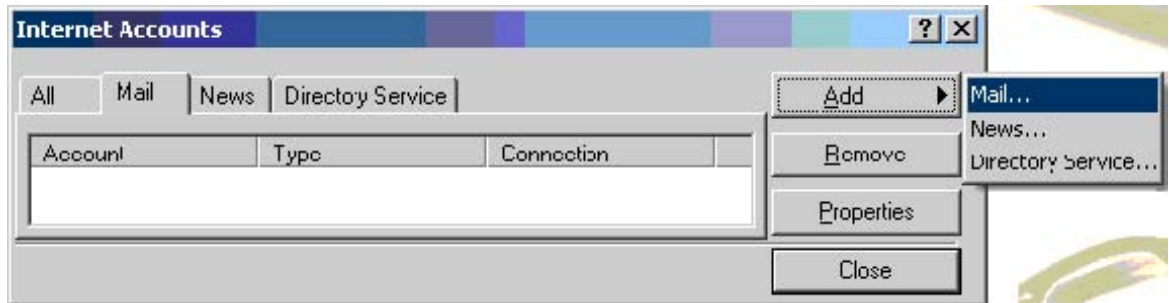
The screenshot shows the 'Internet Connection Wizard' window with the 'E-mail Server Names' tab selected. The window title is 'Internet Connection Wizard'. The main heading is 'E-mail Server Names'. Below the heading, there is a dropdown menu for 'My incoming mail server is a' set to 'POP3'. Below that, there is a text box for 'Incoming mail (POP3, IMAP or HTTP) server:' containing 'mail.machlink.com'. Below that, there is a text box for 'Outgoing mail (SMTP) server:' containing 'mail.machlink.com'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

6. Next, for both email server names - incoming and outgoing - enter “mail.machlink.com” and then click on NEXT.
7. Under the Internet Mail Logon page, your Account Name should already be entered. If this field is blank, simply enter your Account Name, making sure that it is spelled correctly and is all in lower-case (no capital letters), just like when you entered your complete email and the incoming and outgoing server names. *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”.*



The screenshot shows the 'Internet Connection Wizard' window with the 'Internet Mail Logon' tab selected. The window title is 'Internet Connection Wizard'. The main heading is 'Internet Mail Logon'. Below the heading, there is a text box for 'Account name:' containing 'tester2'. Below that, there is a text box for 'Password:' with a masked password of 12 dots. Below the password box, there is a checked checkbox for 'Remember password'. Below that, there is a text box for 'Log on using Secure Password Authentication (SPA)' which is unchecked. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

8. Enter your Password in the line immediately below your Account Name. Please note that the password is case-sensitive. This means that you need to enter it precisely as given to you.
9. On the Congratulations page, click FINISH.
10. After clicking FINISH, if you are not still looking at the Internet Accounts window...



- 11...then, from the TOOLS menu, select ACCOUNTS.
12. From the E-Mail tab, select your email account and then click on PROPERTIES.
13. On the General tab, ensure that the Mail Account name - the first space into which you can type - matches the Email Address that you have entered below. More than likely, it currently says “mail.machlink.com.”
14. On the Servers tab, under the Outgoing Server section, make sure that the “My server requires authentication” checkbox is checked.



15. Click on OK to close your account Properties, then click on CLOSE to close out the Internet Accounts window, and you are done setting up your email account in Outlook Express.