

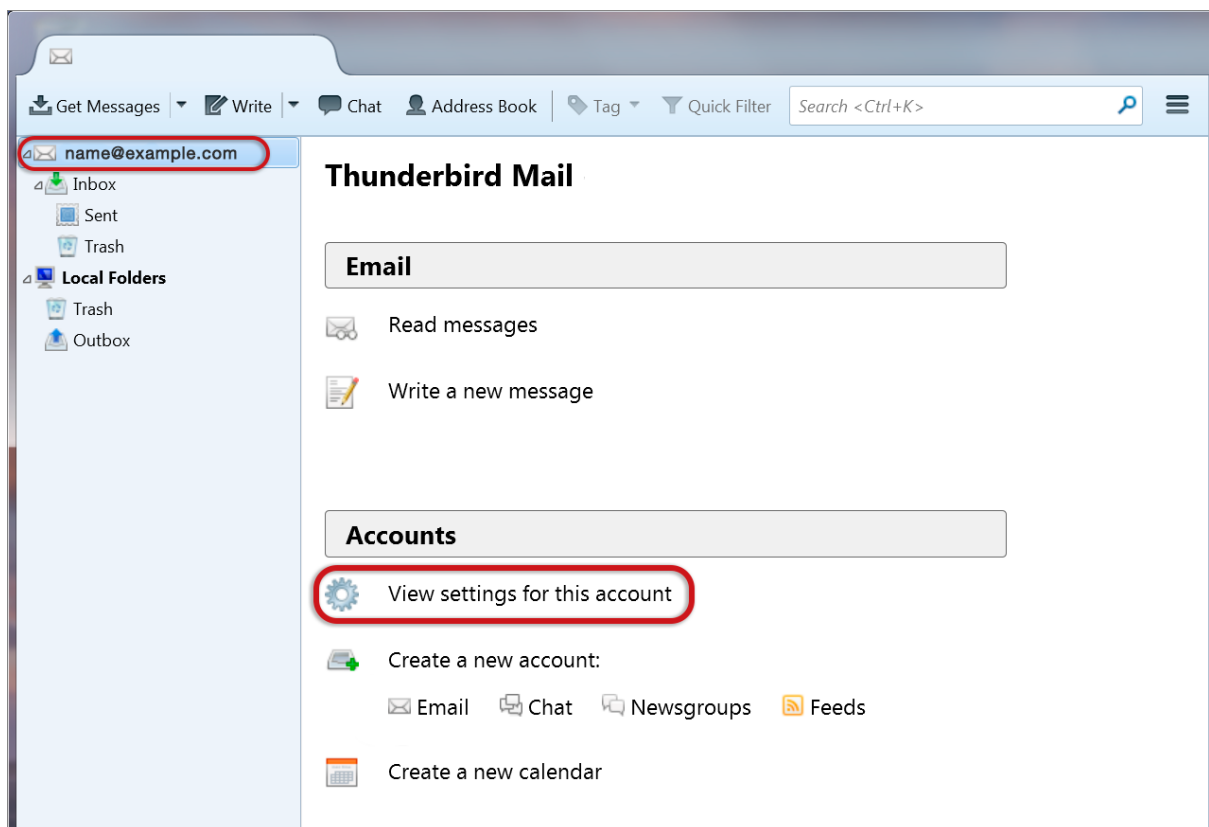


This guide will help you fix errors in the setup of an email account in Thunderbird.

Check existing account settings

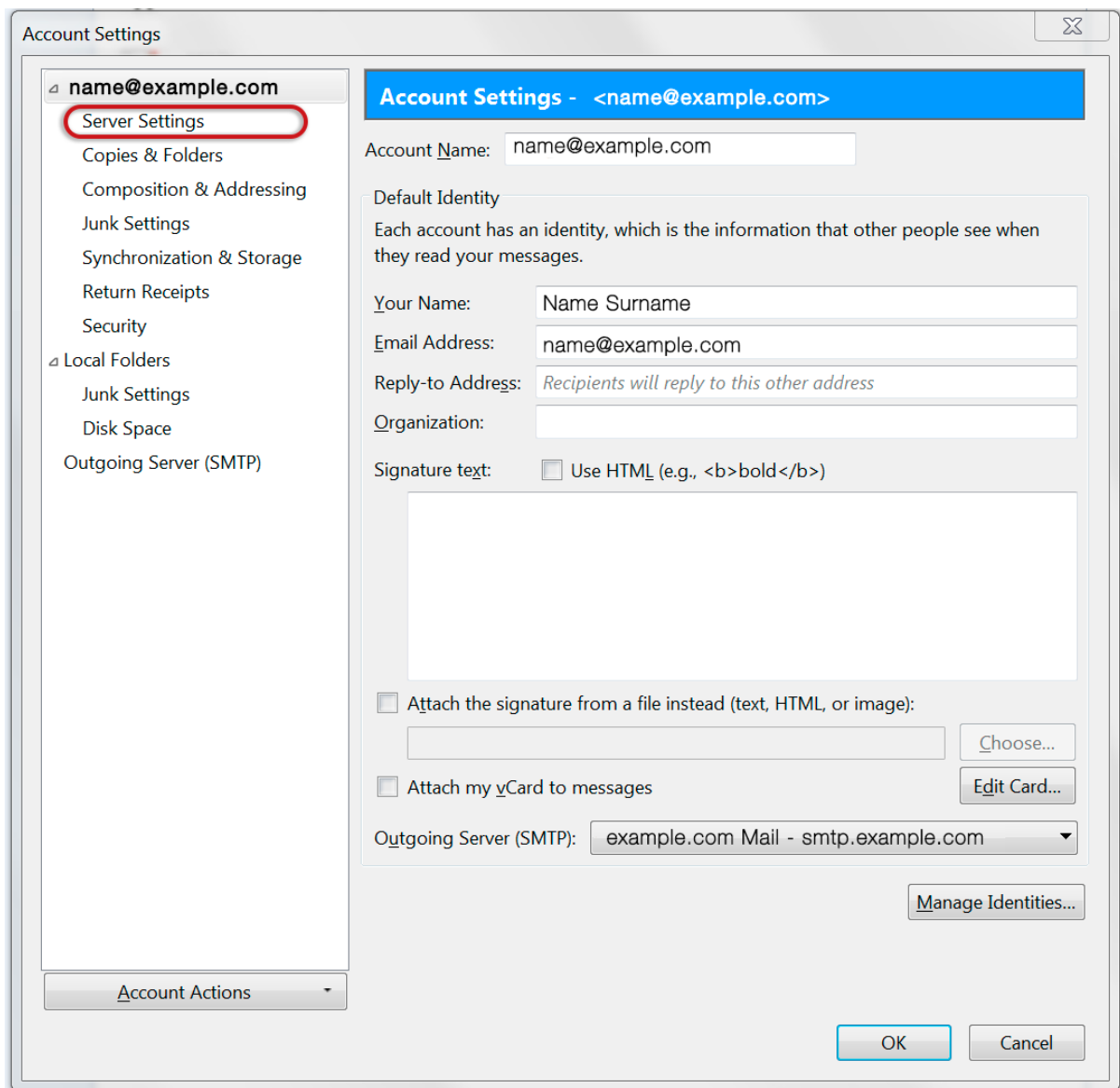
1. Launch Mozilla Thunderbird

2. Choose the relevant account tab on the left, and then choose **View settings for this account**



Select Account Settings

3. Choose **Server Settings** to view the Incoming server settings

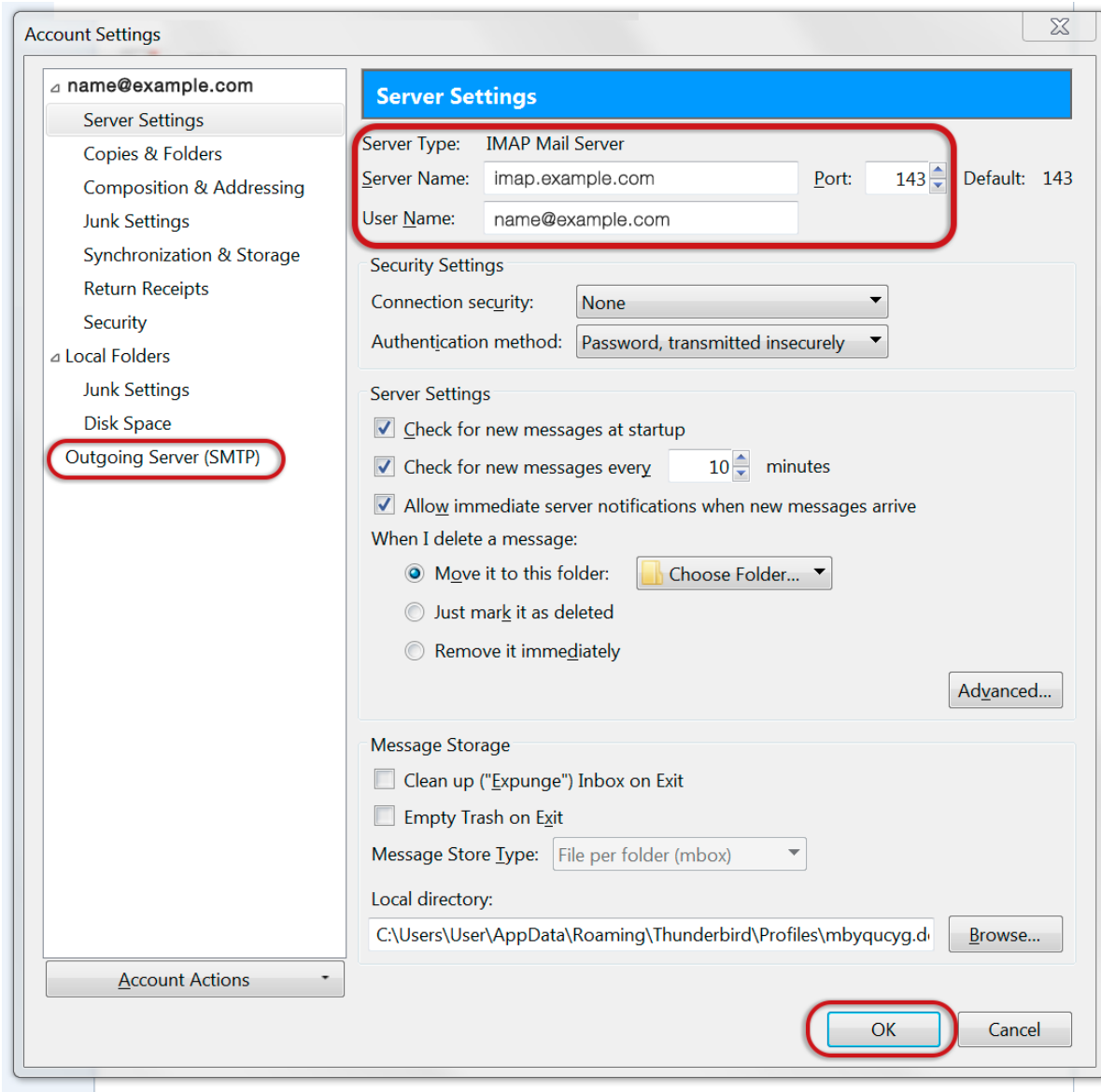


Check your Server Settings

4. Check that the server settings are correct:

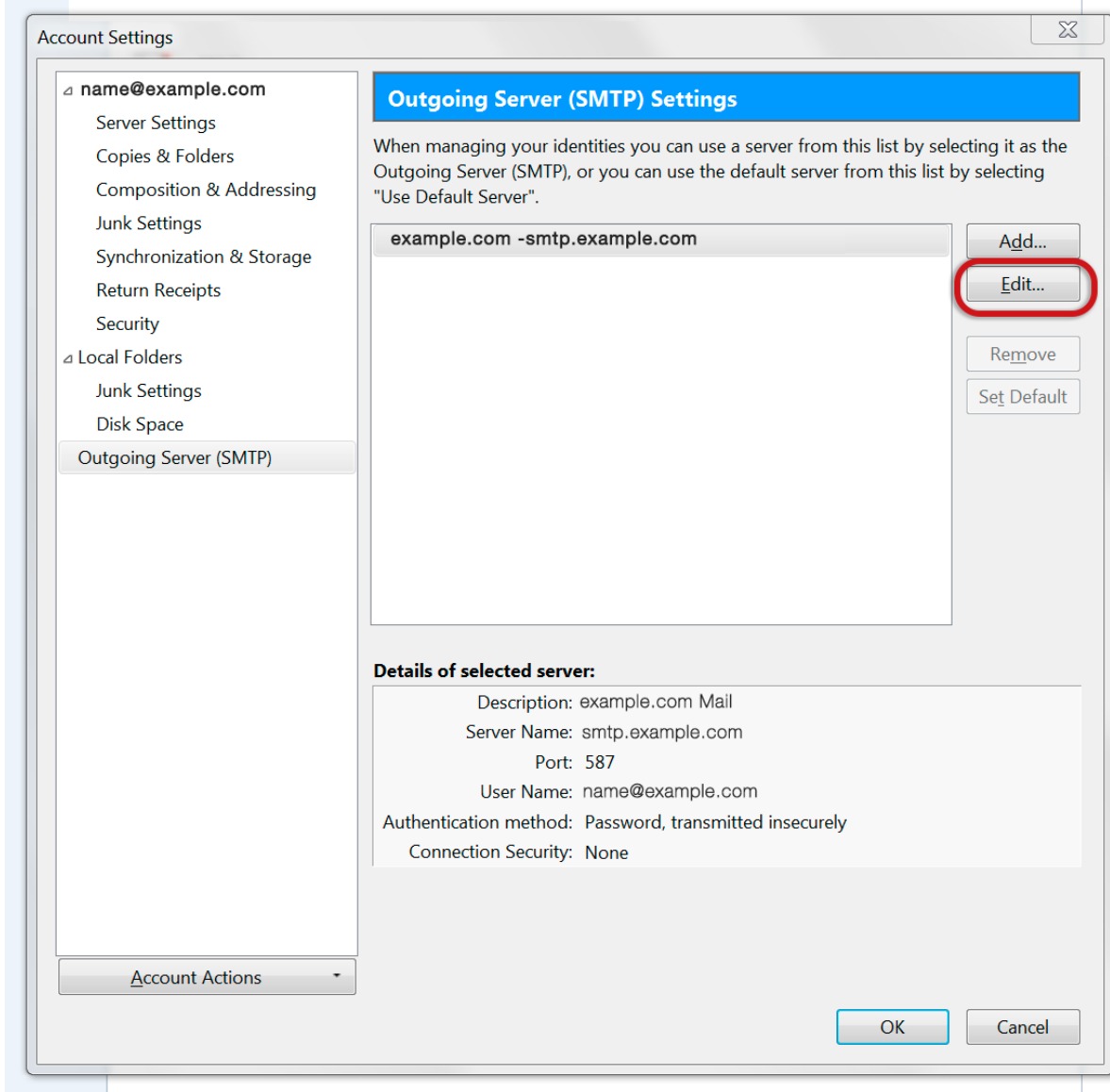
- **Port** is **143** (or 110 for POP)
- **User Name** is the full email address
- **Connection Security** is *None*
- **Authentication** is *Password*

Select **Outgoing Server**



Select Outgoing Server

5. Select your outgoing server from the list and select **Edit...**



Check SMTP Server Settings

6. Ensure that your settings are the same as the screen below then select **OK**

SMTP Server

Settings

Description: example.com Mail

Server Name: smtp.example.com

Port: 587 Default: 587

Security and Authentication

Connection security: None

Authentication method: Password, transmitted insecurely

User Name: name@example.com

OK Cancel

Select OK

7. You can then select **OK** again. Your email account is now set up correctly.