

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

Account Settings			X
⊿ name@example.com	Account Settin	gs - <name@example.com></name@example.com>	
Server Settings Copies & Folders Composition & Addressing Junk Settings Synchronization & Storage Return Receipts Security ⊿ Local Folders Junk Settings Disk Space	Account <u>N</u> ame: Da Default Identity Each account has ar they read your mes <u>Y</u> our Name: <u>E</u> mail Address: Reply-to Addre <u>s</u> s: <u>O</u> rganization:	n identity, which is the information that other people sages. Name Surname name@example.com Recipients will reply to this other address	see when
Outgoing Server (SMTP)	Signature te <u>x</u> t:	Use HTM <u>L</u> (e.g., <b>bold</b> )	
	<ul> <li>Attach the signature from a file instead (text, HTML, or image):</li> <li><u>Choose</u></li> <li>Attach my <u>v</u>Card to messages</li> <li>Edit Card</li> <li>Outgoing Server (SMTP): example.com Mail - smtp.example.com</li> </ul>		
Account Actions -		<u>M</u> ana OK	ige Identities

### **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

name@example.com	Server Settings				
Server Settings					
Copies & Folders	Server Type: IMAP Mail Server				
Composition & Addressing	Server Name: imap.example.com Port: 143 Default: 14				
Junk Settings	User <u>N</u> ame: name@example.com				
Synchronization & Storage	Security Settings				
Return Receipts	Connection security: None				
Security	Authentication method: Password transmitted insecurely				
Local Folders	Addeniedulon method. Password, transmitted insecurely				
Junk Settings	Server Settings				
Disk Space	✓ Check for new messages at startup				
Outgoing Server (SMTP)	Check for new messages every 10 = minutes				
	Allow immediate server notifications when new messages arrive				
	When I delete a message:				
	Move it to this folder:      Choose Folder ▼				
	Just mark it as deleted				
	Advanced				
	/ A <u>r</u> unea				
	Message Storage				
	Clean up (" <u>E</u> xpunge") Inbox on Exit				
	Empty Trash on E <u>x</u> it				
	Message Store Type: File per folder (mbox)				
	Local directory:				
	C:\Users\User\AppData\Roaming\Thunderbird\Profiles\mbyqucyg.d.				
Account Actions •					

# 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  $\mathbf{OK}$ 

SMTP Server			X		
Settings					
Description:	example.com Mail				
Server Name:	smtp.example.com				
<u>P</u> ort:	587 🔷 Default: 587				
Security and Au Co <u>n</u> nection sec	uthenticatio curity:	on None	•		
Authentication	method:	Password, transmitted insecurely			
User Na <u>m</u> e:		name@example.com			
		OK Cano	cel		

### Select OK

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