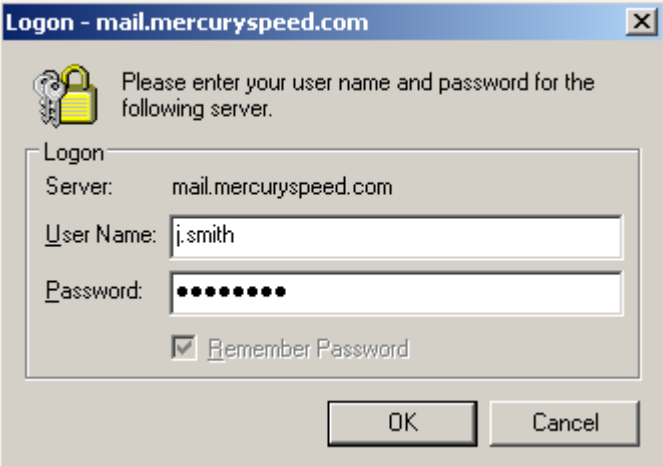
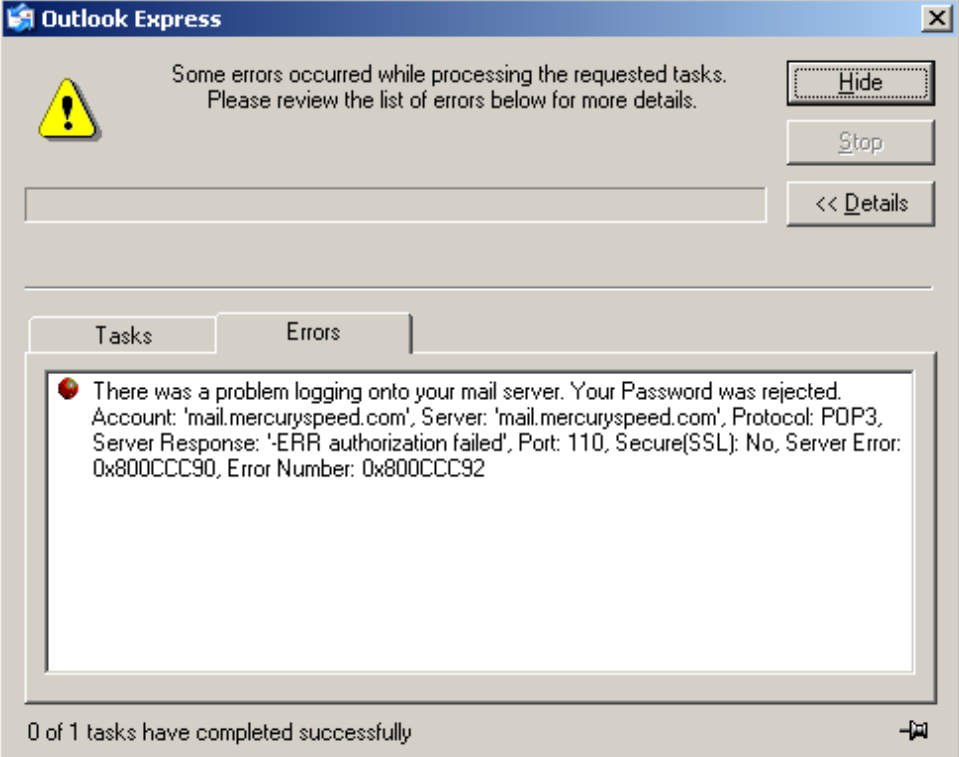
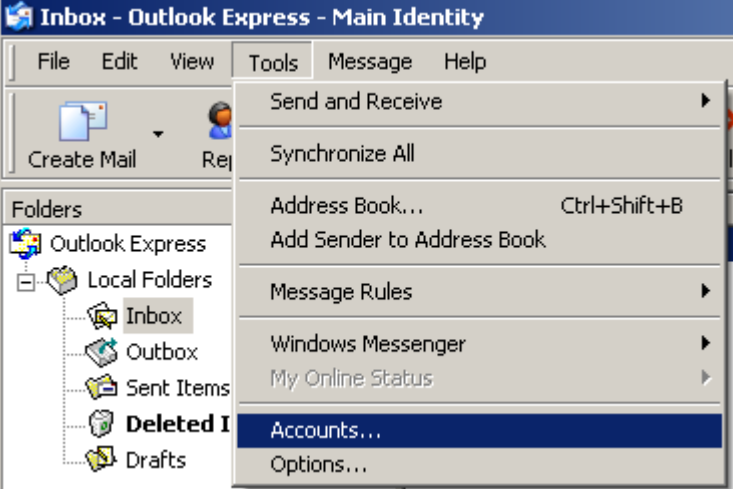
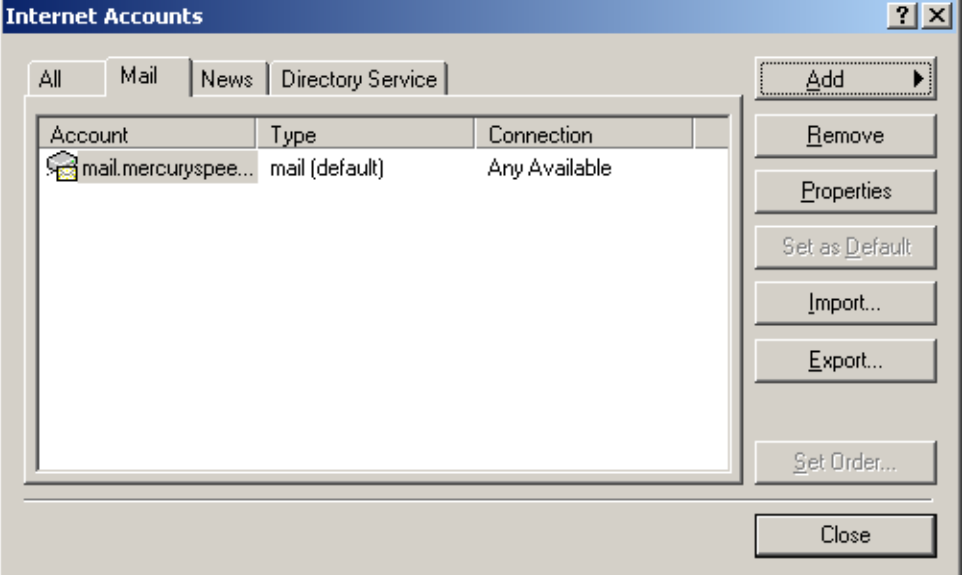
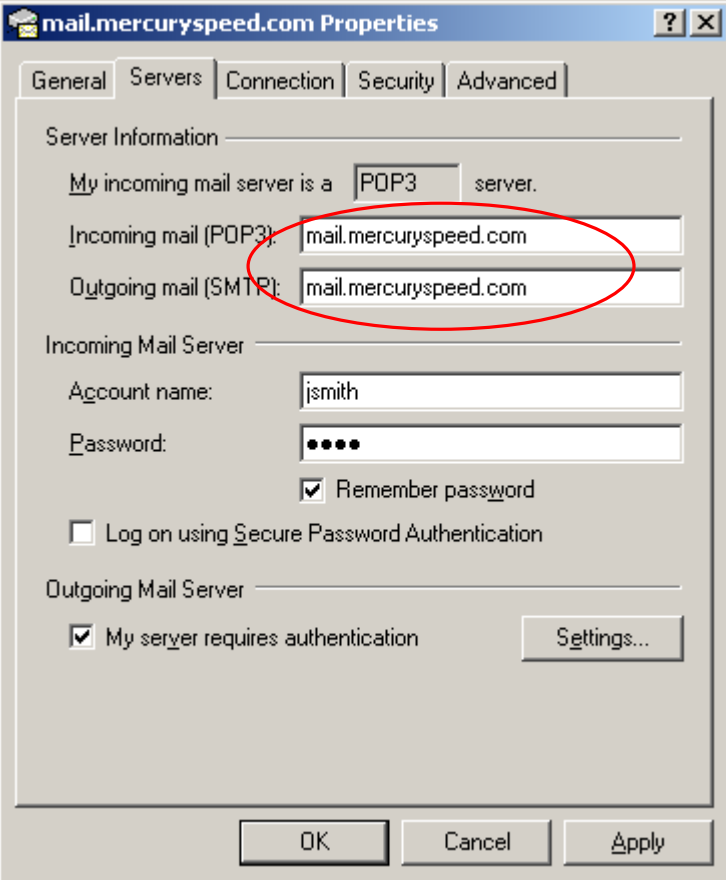


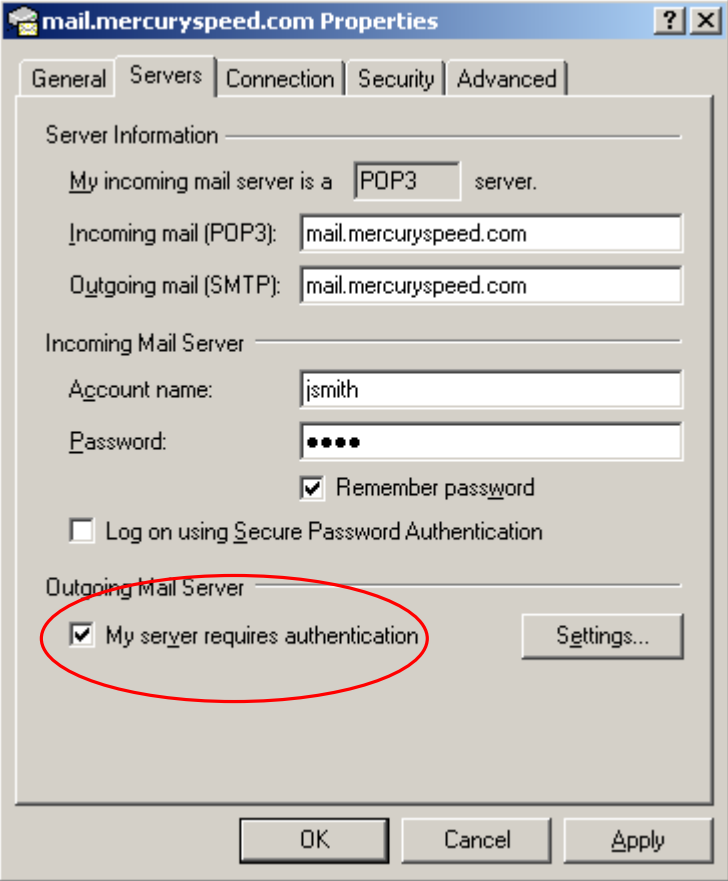
How to How to Fix – can't logon to email account Outlook Express – Mozilla Thunderbird

Action	Graphic
<p>When I try to log into Outlook Express or Windows Mail I get a logon screen asking for my username and password</p>	
<p>If necessary, cancel the logon box and close the error page by clicking on the X in the upper right</p> <p>See the easy-to-follow instructions below for the solution to this problem</p> <p>Note: Outlook, Thunderbird and Windows Mail are very similar</p>	


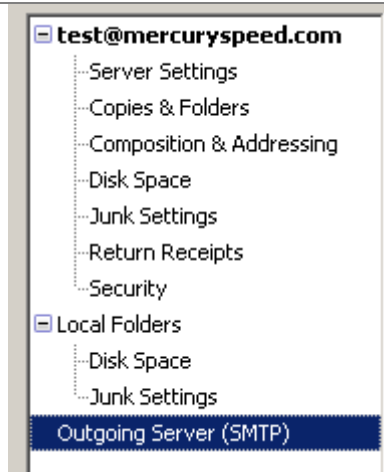
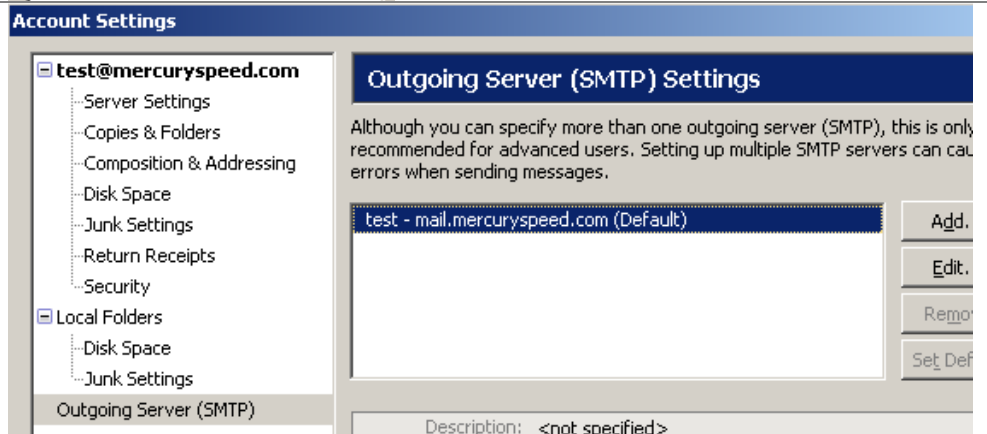
1.	The solution is described in this part 1 of a 2 stage instruction set as follows:	Stage 1 is to change the incoming and outgoing server names as described below						
2.	Go to Tools>Accounts	 <p>The screenshot shows the Outlook Express application window titled 'Inbox - Outlook Express - Main Identity'. The 'Tools' menu is open, and the 'Accounts...' option is highlighted. Other menu items include 'Send and Receive', 'Synchronize All', 'Address Book...', 'Add Sender to Address Book', 'Message Rules', 'Windows Messenger', 'My Online Status', and 'Options...'.</p>						
3.	Your email account will appear in the Accounts dialogue box Highlight the account and click on Properties on the right button list	 <p>The screenshot shows the 'Internet Accounts' dialog box. It has tabs for 'All', 'Mail', 'News', and 'Directory Service'. The 'Mail' tab is selected. A table lists the accounts:</p> <table border="1" data-bbox="565 940 1263 1297"> <thead> <tr> <th>Account</th> <th>Type</th> <th>Connection</th> </tr> </thead> <tbody> <tr> <td>mail.mercuryspee...</td> <td>mail (default)</td> <td>Any Available</td> </tr> </tbody> </table> <p>On the right side of the dialog, there is a list of buttons: 'Add', 'Remove', 'Properties', 'Set as Default', 'Import...', 'Export...', 'Set Order...', and 'Close'.</p>	Account	Type	Connection	mail.mercuryspee...	mail (default)	Any Available
Account	Type	Connection						
mail.mercuryspee...	mail (default)	Any Available						

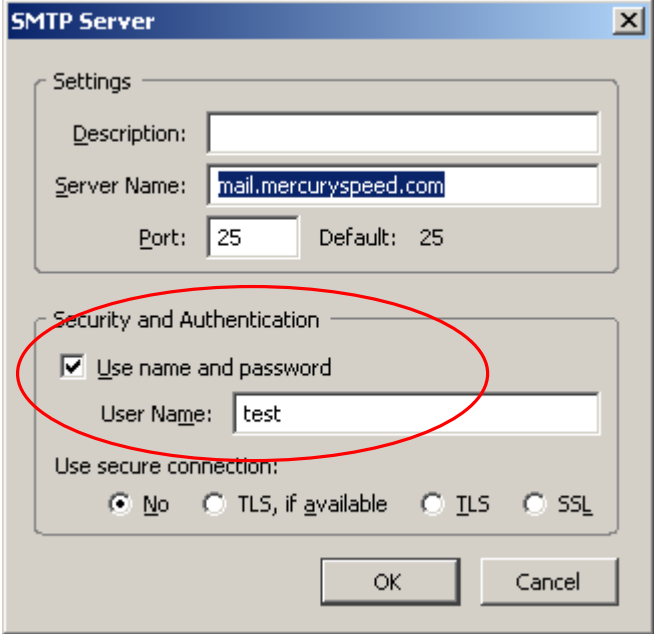
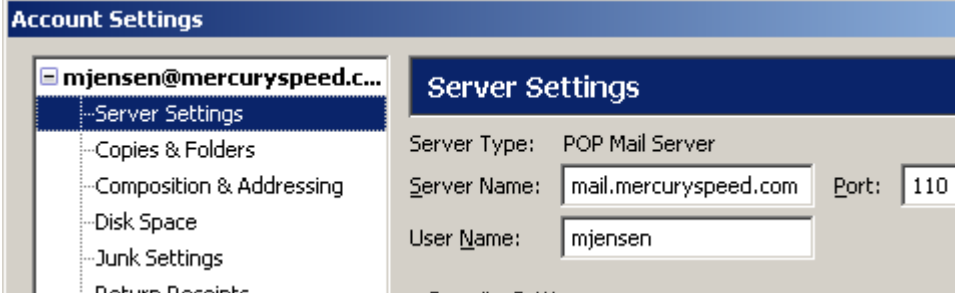
4.	Click on the Servers tab	Make sure that mail.mercuryspeed.com is in both the incoming and outgoing server boxes as shown below
5.		

See stage 2 below

		<p>Stage 2 is to enable authentication for the outgoing server as described below</p>
<p>1.</p>	<p>Click the checkbox “My server requires authentication”</p> <p>Click Apply</p> <p>Click OK</p> <p>Click Close</p>	
<p>2.</p>	<p>Close Outlook</p> <p>Open Outlook</p> <p>and you should be able to send and receive email</p>	<p>If you have any difficulty with these instructions call Mercuryspeed @ 674-3950</p>

Thunderbird Users follow these instructions

<p>1. Click on Tools >Account Settings</p>		 <p>The screenshot shows the Thunderbird interface with the 'Tools' menu open. The 'Account Settings...' option is highlighted in blue. Other visible options include Address Book, Add-ons, Message Filters..., Run Filters on Folder, Run Junk Mail Controls on Folder, Delete Mail Marked as Junk in Folder, Import..., Error Console, and Options...</p>
<p>2. Click on the Outgoing Server (SMTP)</p>		 <p>The screenshot shows the 'Account Settings' window for 'test@mercuryspeed.com'. The 'Outgoing Server (SMTP)' option is selected and highlighted in blue. Other options in the tree include Server Settings, Copies & Folders, Composition & Addressing, Disk Space, Junk Settings, Return Receipts, Security, Local Folders, and Disk Space.</p>
<p>3. Click on the server on the right and then click edit</p>		 <p>The screenshot shows the 'Outgoing Server (SMTP) Settings' dialog box. The 'test - mail.mercuryspeed.com (Default)' server is listed in the left pane. The right pane contains the text: 'Although you can specify more than one outgoing server (SMTP), this is only recommended for advanced users. Setting up multiple SMTP servers can cause errors when sending messages.' Below the list are buttons for 'Add.', 'Edit.', 'Remove', and 'Set Default'. At the bottom, there is a 'Description:' field with the value '<not specified>'. The 'Edit.' button is highlighted.</p>

<p>4.</p>	<p>A Description is not required Change Server Name to mail.mercuryspeed.com As shown</p> <p>Check the “Use name and password”</p> <p>Make sure your username appears in the User Name field Click OK</p> <p>Tip: your username is the first part of your email address before the @ symbol</p>	
<p>5.</p>	<p>Change the incoming mail server to mail.mercuryspeed.com Click OK</p>	
<p>6.</p>	<p>Close Thunderbird Open Thunderbird</p>	<p>If you have any difficulty with these instructions call Mercuryspeed @ 674-3950</p>
		<p>If you have any difficulty with these instructions call Mercuryspeed @ 674-3950</p>