



This document is designed to help our clients in setting up email accounts on popular devices and email client software.

Orbital provide a secure (SSL) Mailserver to protect your privacy and email accounts.

This document is designed to help you set up email accounts on popular devices and email client software. The information given is sufficient for most applications.

Orbital email is provided 'as is', as each set-up is unique. We do offer support packages should you require additional assistance.

We recommend using IMAP so a copy of your emails are securely stored on our server. SSL should be used since it provides increased security when accessing mail in public places.

Manual Settings:

Username:	yourname@yourdomain.co.uk / .com etc
Password:	Your password
Incoming Mailserver:	brochure.uk.plesk-server.com
	IMAP (with SSL/TLS checked) use port 993
	IMAP without SSL/TLS port & alternative 143
Outgoing Mailserver (SMTP):	brochure.uk.plesk-server.com
	(Secure SSL/TLS) port 465, alternative: 25

Authentication is required by password.

Troubleshooting:

- Ensure that the options for **My server requires authentication** and **Use same settings as my incoming mail server** are enabled.
- Try switching the outgoing mail server to your Internet Service Provider's (ISP) SMTP server address as some ISP's policies may restrict the use of a 3rd party SMTP server. In Google type **SMTP address xxx**, where xxx is the name of your Internet Provider. Alternatively contact your ISP to check their requirements for allowing outgoing mail.
- In advanced settings, use default secure outgoing SMTP port **465** or if you have problems try port **25** without SSL/TLS selected. Try the last option also if you are seeing security warnings or errors.
- If you have a firewall or anti virus software enabled on your computer please ensure that you add an exception rule for **brochure.uk.plesk-server.com**.



Access webmail

This feature allows you to access an email account with a web browser and overcome configuration issues until they are fixed. To access this feature visit <http://www.yourdomain.xx/login.php> and sign in using the username and password provided (see box below). Depending on your web browser, you may encounter a 'This connection is untrusted' page, simply click **I understand the risks** and **add exception** and confirm the security exception. This is just a formality with our security certification and nothing to worry about.

Your email settings:

Username:

Password:

Examples

To help you set up your email account, please refer to the step-by-step instructions and on-screen examples shown on the following pages for:

- Apple Mail
- iPhone, iPad, iPod Touch
- Windows Live Mail

Apple Mail email account preferences

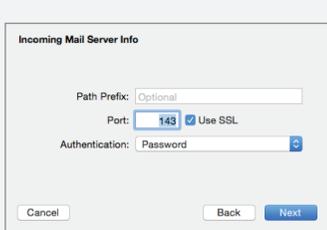
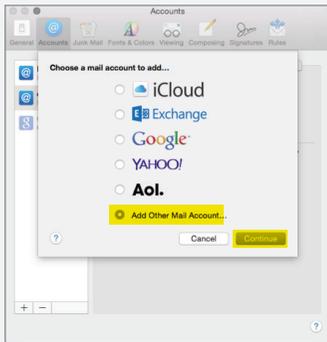
1. Launch **Mail**. If you have an email address already set up, go to **Mail > Preferences**, then click the **+** sign. If you do not have an email address already set up, a pop up will appear for you to create a new account.
2. Select **Add Other Mail Account** and click **Continue**.
3. Enter your **Full Name**, **Email Address** and **Password**, then click **Create**.
4. You'll see a message reporting the account must be manually configured. Click **Next**.
5. For **Account Type**, select **IMAP** (recommended to save a copy of your mail to the server) or **POP**. Enter your **Mail Server**, **User Name** and **Password**. Click **Next**.

Mail Server — **mail.orbital.co.uk** (the server name your email is hosted on).

User Name — your full email address (e.g. **enquiries@orbital.co.uk**).

Password — the password provided on the front of this document.
6. If you are asked for a port number then enter **143** and ensure the **Use SSL** checkbox is selected.

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Apple Mail email account preferences

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7. In **Outgoing Mail Server Info**, your **SMTP Server** is the same as your Mail Server from Step 5, as are your **User Name** and **Password**. Click **Create**.
8. On the left side of the **Accounts** window, click the account you just created.
9. Under **Account Information**, click the dropdown next to **Outgoing Mail Server (SMTP)** and select **Edit SMTP Server List**.
10. In **Advanced**, uncheck **Automatically detect and maintain account settings**. In **Port**, enter **25**, tick the box for **Use SSL** and set **Authentication** to **Password**. Your **User Name** and **Password** are the same from Step 5. Click **OK**.
11. Close the Accounts window. Your email address is now set up.



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Outgoing Mail Server Info

SMTP Server: mail.orbital.co.uk

User Name: enquiries@orbital.co.uk

Password:

Cancel Back Create

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Accounts

Account Information Mailbox Behaviors Advanced

Enable this account

Account Type: IMAP

Description: orbital.co.uk

Email Address: enquiries@orbital.co.uk

Full Name: Justin Smith

Incoming Mail Server: mail.orbital.co.uk

User Name: enquiries@orbital.co.uk

Password:

Outgoing Mail Server (SMTP): mail.orbital.co.uk

Authentication: Password

Port: 25 Use SSL

User Name: jenny@orbital.co.uk

Password:

Cancel OK

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Account Information Advanced

Automatically detect and maintain account settings

Port: 25 Use SSL

Authentication: Password

Allow insecure authentication

User Name: jenny@orbital.co.uk

Password:

Cancel OK

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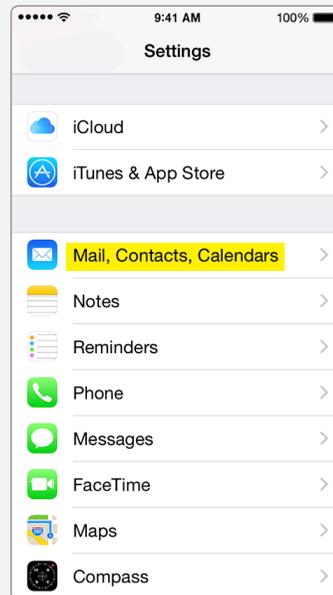
Add an email account on your iPhone, iPad, or iPod touch

1. In **Settings** scroll down and select **Mail, Contacts, Calendars**.
2. Select **Add Account**.
3. Select **Other** then **Add Mail Account**.
4. Provide the required information to finish adding your account. (*mailserver, username and password info is provided on the front of this document*). Click **Save**.

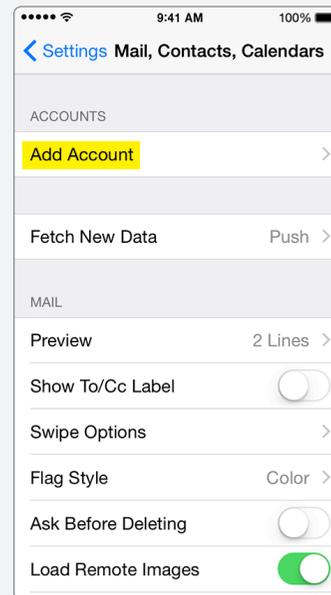
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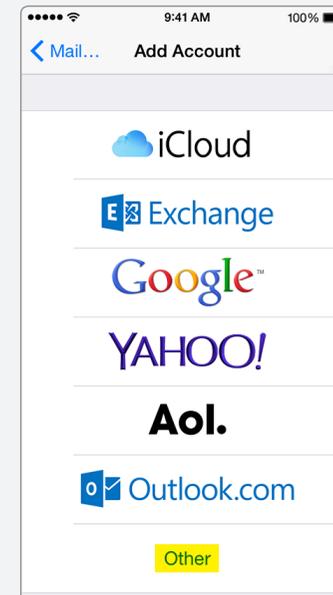
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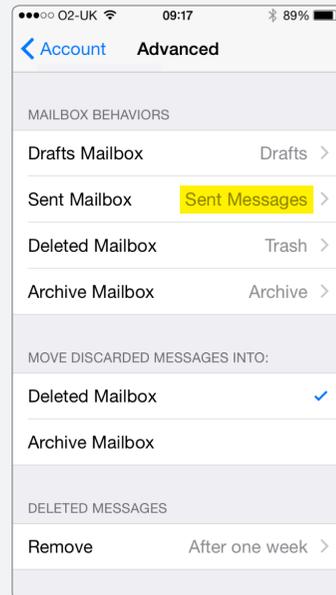
Add an email account on your iPhone, iPad, or iPod touch

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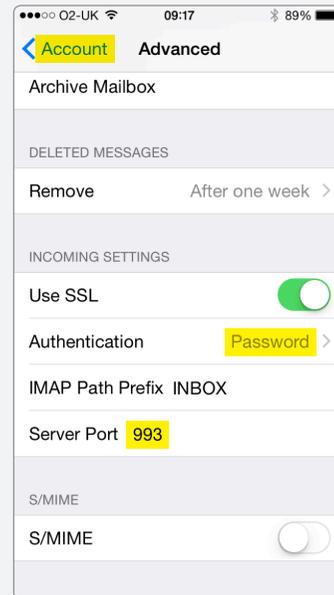
- Click on the account you have just set up, scroll down to **Advanced** and ensure the default settings for email archiving are set according to the image (using the options under **On the Server**).
- Scroll down and ensure **Use SSL** is switched on, authentication is set to **Password** and the Server Port number is **993**.
Click back to **Account** in the top left.
- Once you've added all the information click **Done**.



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Windows Live Mail account preferences

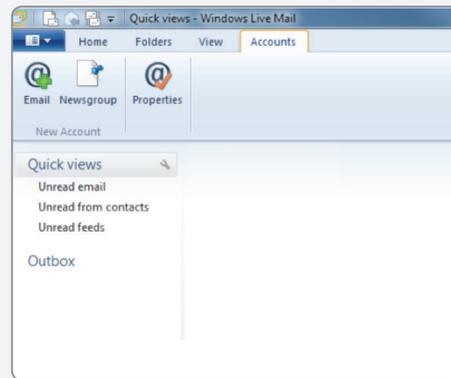
'Windows' appearance is different on different software and also differs from Mac to PC. The instructions below should be consistent and enable you to set up your mail. Don't worry if the screen grabs differ from what you're seeing, the content will remain similar.

1. In Windows Live Mail, click on **Accounts** from the top menu options. Click on the green + to add a new account.
2. Enter your user name and password according to your login credentials on the front of this document. Click **Next**.
3. Select **IMAP** (recommended to save a copy of your emails to the server).
4. Under **Incoming server information**, next to **Incoming server / server address**, enter **mail.orbital.co.uk**. Ensure **Port** is set to **143**.
5. Ensure **Authenticate using clear text** is selected in the drop down menu.
6. For outgoing server information / outgoing mail enter **mail.orbital.co.uk**. Ensure **Port** is set to **25** and that the **Requires a secure connection (SSL)** and **Requires authentication** check boxes are selected.

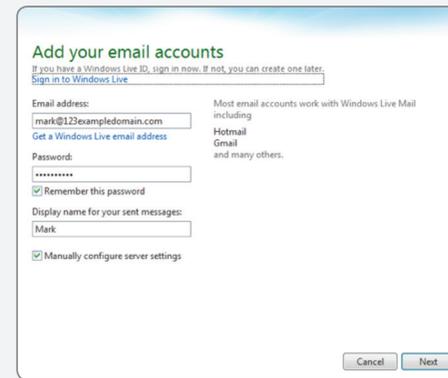
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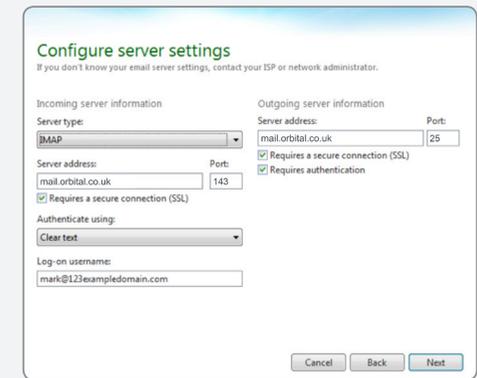
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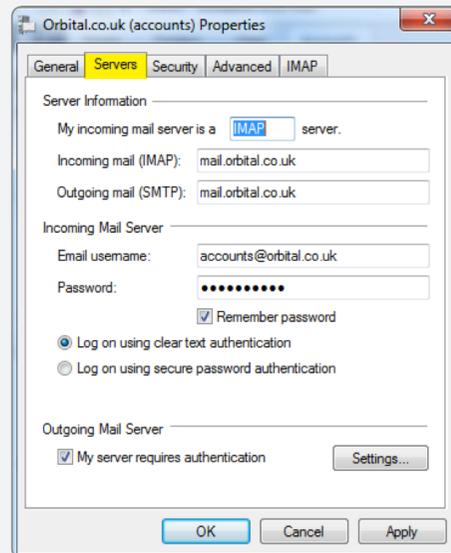
Windows Live Mail account preferences

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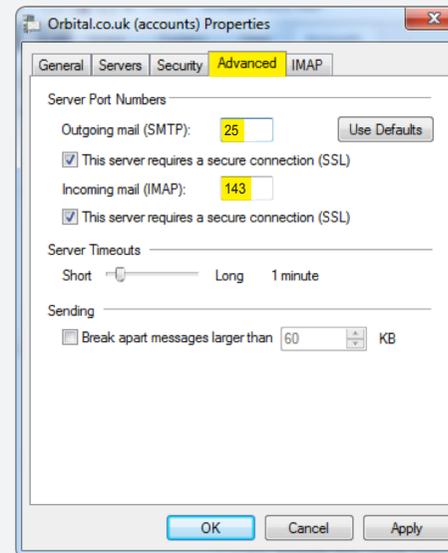
- Click **OK / Finish** to complete the setup process.
- In the left column you'll now see your email account. Right click on the account and select **Properties**.
- Check the server information is correct
- Check the port settings are as displayed, in the **Advanced** tab.
- In the **IMAP** tab, check that the IMAP settings are correct.



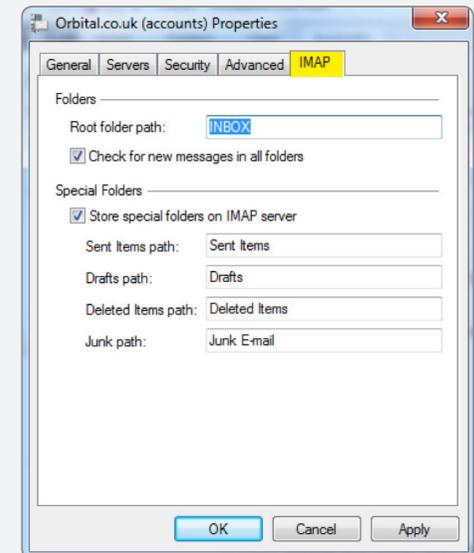
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