



TechDoc #101

## Setting up an email app for a WiseNet Email Account

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### Overview

This document describes the settings to be used to set up an email client program to access a WiseNet email account / post box on Windows and on other OS's such as Mac and Linux. This could include Outlook, Outlook Express, Thunderbird, Google Gmail and others. This is a generalised procedure, exact details on how to configure these settings may vary from application to application, and this does not detail how to configure your personal profile. The account can be either POP or IMAP.

### Requirements

- WiseNet email account Name and Password. The login name is the same as the email account address. The password is at least 11 characters long.
- The default domain name is wisenet.co.za but you might have your own or a different one.
- Email Server details as below.

### Procedure

After configuring the personal profile (name, email address) on the email application, the Internet email account server settings must be configured. The email server now supports auto configuration, but if it does not pick up all the details of the servers, this information has to be entered manually in the Incoming Server and Outgoing Server.

-In **Logon Information** you must put your WiseNet Email Account Name and Password. These are case-sensitive, generally will be lower case and please be careful of spaces at the beginning and the end.

-The User Name for all the logins is the full email address, generally lower case.

-For the **Incoming POP or IMAP Server (generally use POP)**

The Incoming Server name is **mail.wisenet.co.za** if you have a wisenet.co.za account, or **mail.(your domain name)** if you are using some other domain name. It could also be pop.x.x.x or imap.x.x.x

Set the Port Number to **143 for IMAP** and **110 for POP**

Connection security is none, this does not require encrypted connection.

Password is plain password, not encrypted, transmitted insecurely.

-For the **Outgoing SMTP Server** (some of these setting might be found under the Advanced button)

If you use your own Internet Service Providers SMTP Server, please get the details from them.

Otherwise, the Outgoing server is name **smtp.wisenet.co.za** if your email account is wisenet.co.za or **smtp.(your domain name)**

Set the Port Number to **587** for the Outgoing SMTP Server.

The Outgoing Server requires does not need an encrypted connection, connection security is none.

The Outgoing SMTP server requires authentication. The user name logon name is the same.

The password is a plain password, not encrypted, transmitted insecurely.

**WiseNet** is a broad range of Internet services for individuals, professionals, businesses, corporates and other organisations.

We offer ADSL Accounts, Web Site Hosting and a full suite of email services

