Google E-Mail Application FAQ

Q. Will my email address change?
A. No. The email address will remain the same.

Q. Will the password requirements change?
A. Yes and No. Yes, the password requirements have changed for new email accounts or when changing a password (8 characters) for a current email address. No, current passwords are not required to be updated unless the password the subscriber is using is very weak password. Example: the word password is being used as their password.

Q. What is the URL that I need to visit to check my email?
A. The URL is http://webmail.msodomain.com. This may already be the URL that the subscriber is using at this time, but with the old settings http://mail.msodomain.com worked as well. With Gmail in place, only the "webmail" link listed above will now work.

Q. What format do I use to login when using an email client?
A. The username format is the full email address.

Q. What are my new mail servers that I can use with my email client?
A. The new mail servers are:
Incoming (POP3) is now "pop.gmail.com"
Outgoing (SMTP) is now "smtp.gmail.com"

Q. Does an email client's "Outgoing server" require authentication?
A. Yes. "Outgoing server requires authentication" needs to be selected.

Q. Does an email client's settings require "secure connection (SSL)"?
A. Yes. "This server requires a secure connection (SSL)" must be selected for both the incoming and outgoing port numbers on the "advance tab" of the email client. Not all email clients have this as an option so please refer to the email client chart on the next page. You must select the SSL box first before entering the new port number. If you enter the port number first and then select the box, the port number will revert back to the default number.

Q. How do I know what port to input for each email client?
A. Please refer to the chart on the next page.

Q. Do I need to enable "POP" within the webmail site's settings?
A. "POP" is enabled by default within the webmail settings. However, if you update an email client's settings and the subscriber gets an error, check the subscriber's webmail account to ensure that "POP" is enabled.

Q. What if the subscriber doesn't want to leave a copy of messages on the webmail server?
A. The subscriber may login into the webmail site at anytime to do the following:
Go to "settings" and select the "Forward and POP/IMAP" tab.
Under the "POP Download" section, click the dropdown menu under "When messages are accessed with POP". Select "delete Gmail's copy".

Q. Recovering a Gmail address once it has been deleted
A. To recover an email address, a ticket will need to be submitted in to the IBBS Ticketing System (ITS) to have it recovered. Should the email be deleted for a few weeks prior to the request, any emails that were on that account may not be recoverable.

200 Chastain Center Boulevard · Suite 200
Kennesaw, Georgia 30144

(770) 387-2053 Phone
(877) 729-4310 Toll Free

(678) 581-8306 Fax
www.ibbs.com Web

Email Client Settings Chart

The follow is a list of settings that are required for a converted email address to work inside an email client. Screenshots are included in this guide and on Helpdesk.

Email Program	Incoming Server Port	Outgoing Server Port
Outlook Express	995 (check SSL)	465 or 25 (check SSL)
Outlook 2010	995 (check SSL)	587 (Select TLS from dropdown)
Outlook 2007	995 (check SSL)	587 (Select TLS from dropdown)
Outlook 2003	995 (check SSL)	465 or 25 (check SSL)
Outlook 2002	995 (check SSL)	465 or 25 (check SSL)
Windows Live Mail	995 (check SSL)	465 (check SSL)
Windows Mail	995 (check SSL)	465 or 25 (check SSL)
Apple Mail 3.0	995 (check SSL)	587 or 25 (check SSL)
Apple Mail 4.0	995 (check SSL)	587 or 25 (check SSL)
Entourage 2004	995	587
Entourage X	995	465
Eudora 5.1 (Light Mode)	None	None
Eudora 5.1 (Sponsored & Paid Modes)	None	None
Eudora for Macs	TLS 1.0	TLS 1.0
Foxmail 5.0	995	465
Incredimail	995	465
Mozilla 1.7	995	587
Netscape 4.5, 4.6, or 4.7	None	None
Netscape 6.2	995	None
Netscape 7	995	"Use Secure Connection" select TLS
SnapperMail	995	587
The Bat! v3.62 Pro Edition	995	465 or 587
Thunderbird 0.x	995	587
Thunderbird 2.x	995	587 or 25 (check SSL)
Thunderbird 3.x	995	465 (check SSL/TLS)
Incoming Server: pop.gmail.com		
Outgoing Server: smtp.gmail.com (requires authentication)		
Username Format: Full Email Address		

Configuring 3rd Party email address with Gmail
In order to use a 3rd party email (Yahoo, MSN, school/work, etc…) without sending server (SMTP), the subscriber must have an email address through the MSO for authentication purposes.