Configure Email Client Job Aid

Summary

This Job Aid covers:

Setting up Email Outlook 2007 Example

This Job Aid supports the NRTC Technician audience.

Note: ViaSat Retail and Fulfillment Technicians are not expected to configure email clients; however, this job aid may assist a customer who requests help doing so.

Setting up Email

There are several different Email clients on the market these days. The appearance and process for each may vary; however, the steps to follow in setting up a Subscriber's email account are generally the same.

To set up email, the Install must complete the following steps:

- 1. Assign the incoming email server (POP3)
- 2. Assign the outgoing e-mail server (SMTP)
- 3. Assign the subscriber information

All of this information is included in the work order sent to the Technician via Email or in the WildBlue sub-tab in the AdminTool.

Outlook 2007 Example

Follow these steps to configure Outlook 2007 as the Subscriber's email client.





- From the Windows Start button, click All Programs, and then Microsoft Office Outlook 2007.
- 2. 2. Click Next.
- 3. 3. Select Yes, and then click Next.

C Microsoft Office Outlook	
Eile Edit View Go Iools Help	Type a question for help
Search address books	
Outlook 2007 Startup	
Outlook 2007 Startup	
ouclook 2007 Startap	
Welcome to the Outlook 2007 Startup Wizard, which will guide you through the process of configuring Outlook 2007.	
Configuring Outlook	
Configuring Outlook Accounts	
< Back Next > Cancel	



- 4. In the Your Name field, type the Subscriber's Name
 - 1. In the Email Address field, type the **Email Address** shown on the work order.
 - 2. In the Password fields, ask the Subscriber to type their password twice. This password is the Subscriber's password given to the sales agent when the service was ordered.
 - 3. Check Manually Configure Server Settings
 - 4. Click Next.
- 5. Select Internet E-mail, and then click Next.

S Microsoft Office Outlook			0 0 2
Eile Edit View Go Tools Help		Туре	e question for help 👘
Add New E-mail Ad	count		
Auto Account	ietup	卷	
Voor Name:	Jeff Nordeen Example: Barbora Sankovic		
E-mail Address	inordeen@volimstalis.net Example: berbera@contoso.com		
Password:	*******		
Retype Passwo	d: [*******		
	The one presented your since her service provides has given your		
Manually confi	ure server settings or additional server types		
	< Back Next >	Cancel	

	remuon, en cap corresta	
Phone:	800-214-6782	
Latitude:	38.953953	
Email Address:	NRTCDEMO3@TRUEBAND.NET	
Password:	changeme2121	
WildBlue Product:	Exedel2-10	
Primary IP:	DYNAMIC	
Secondary IP:		
Third IP:	-	
Fourth IP:		
Fifth IP		
Dish configuration:		
Azimuth:	241.36	
Elevation	30.55	
Boom-Arm:	11.15000000000002	
Skew:	52.96	
Pointing Aid:	5	
Satellite:	ViaSat-1	
Polarization:	RIGHT	
Beam:	321	
Gateway:	Lovelock	
Modem Install Code:	4QDR-PXGF-KJ9V-RNHL	
Subscriber configuration	1	
D	hand net	
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6. In the User Information fields, type the **Subscriber's name** and the Email address from the work order.

- 1. In the Server Information fields,
- 2. Select Account Type POP3
- 3. From the work order, type the Incoming Server Address and Outgoing Server Address
- 4. In the Logon Information fields, type the Email address from the work order, and the Subscriber's password given to the sales agent when the service was ordered.
- 5. Select Remember Password.
- 6. Click More Settings.

DNS Server (Primary)	
DNS Server (Secondary)	216.198.110.140
Technical Support	(555) 555-5555
Incoming Mail Server	pop.trueband.net
Outgoing Mail Server	mail.trueband.net
News Server	news.trueband.net
Web Server	www.trueband.net
E-mail address format	johndoe@trueband.net
Webmail URL	http://webmail.trueband.net
Subscriber Count URL	http://trueband.ruralportal.net
Local Access 1	703-787-0879
Local Access 2	877-787-4364
Anti-Virus	Yes

Add New E-mail Account				
Internet E-mail Settings Each of these settings are required to get your e-mail account working.				
User Information		Test Account Settings		
Your Name:	Jeff Nordeen	After filling out the information on this screen, we		
E-mail Address:	jnordeen@wbinstalls.net	button below. (Requires network connection)		
Server Information		Test Assount Settings		
Account Type:	POP3	Test Account Setungs		
Incoming mail server:	pop.wbinstalls.net			
Outgoing mail server (SMTP):	mail.wbinstalls.net			
Logon Information				
User Name:	jnordeen@wbinstalls.net			
Password:	*******			
F R	Remember password			
Require logon using Secure Password Authentication (SPA)		More Settings		
		< Back Next > Cancel		

7. Select My Outgoing Server (SMTP) Requires Authentication

Select Use Same Settings as my Incoming Mail Server
Click **OK**

8. Click Finish

Internet E-mail Settings			
General Outgoing Server Connection Advanced			
My outgoing server (SMTP) requires authentication			
Use same settings as my incoming mail server			
C Log on using			
User Name:			
Password:			
Remember password			
Require Secure Password Authentication (SPA)			
Log on to incoming mail server before sending mail			
OK Cancel			



9.Send a test email to their email address.

