

May 15, 2023

Standard Operating Procedures (SOPs) for Creating Gmail Accounts, and Installing Thunderbird Email Client

Purpose:

The purpose of this SOP is to provide step-by-step instructions for IT administrators to create Gmail accounts, and install Thunderbird Email Client.

Scope:

This SOP is applicable to all IT administrators responsible for setting up new computers for the organization.

Responsibilities:

Our IT department at Team KnonSense will be responsible for maintenance, updates, patches, etc.

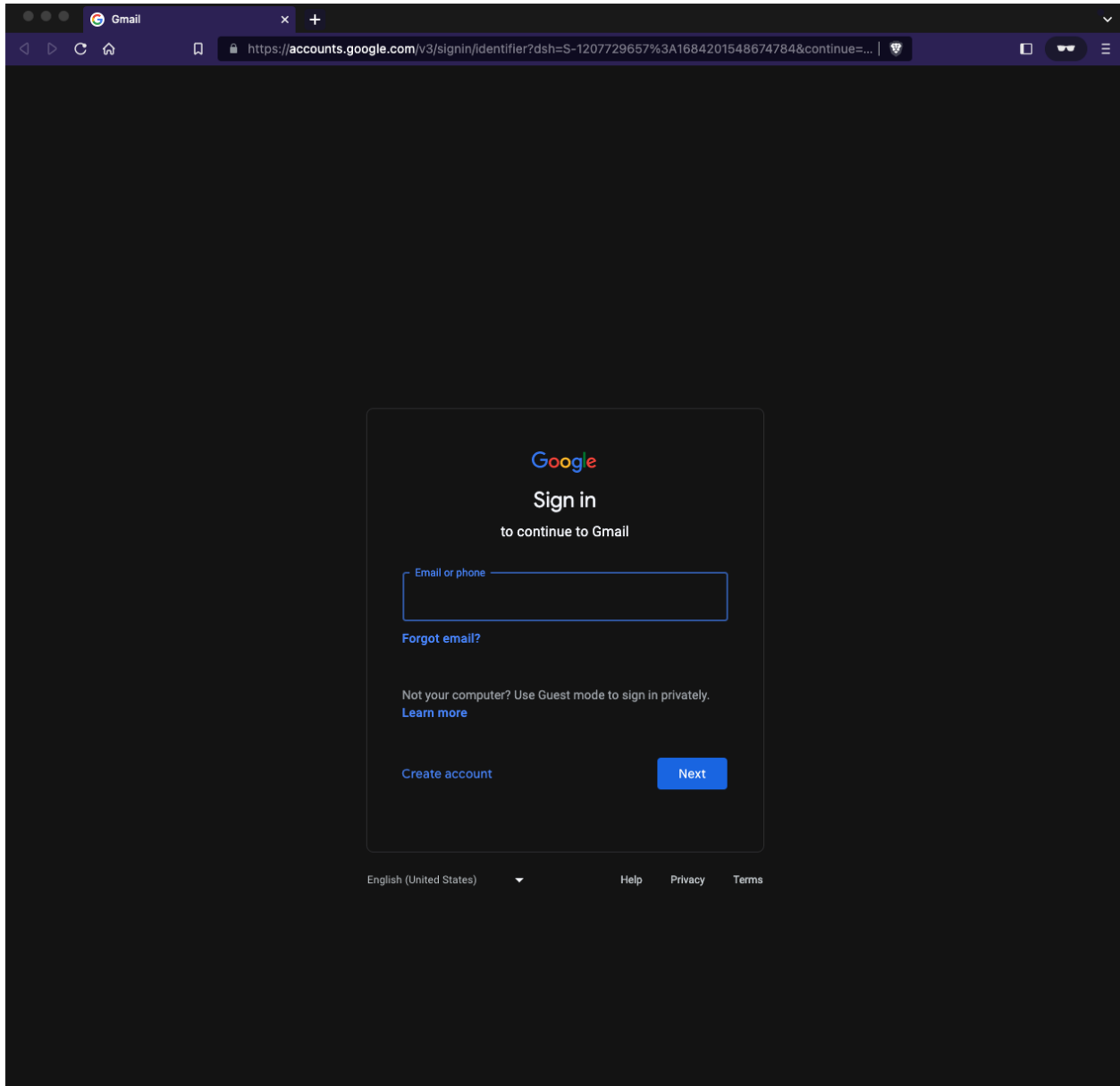
Prerequisites:

- New computer with Mac OS or Windows 10 Operating System
- Stable internet connection
- Admin credentials to access the computer

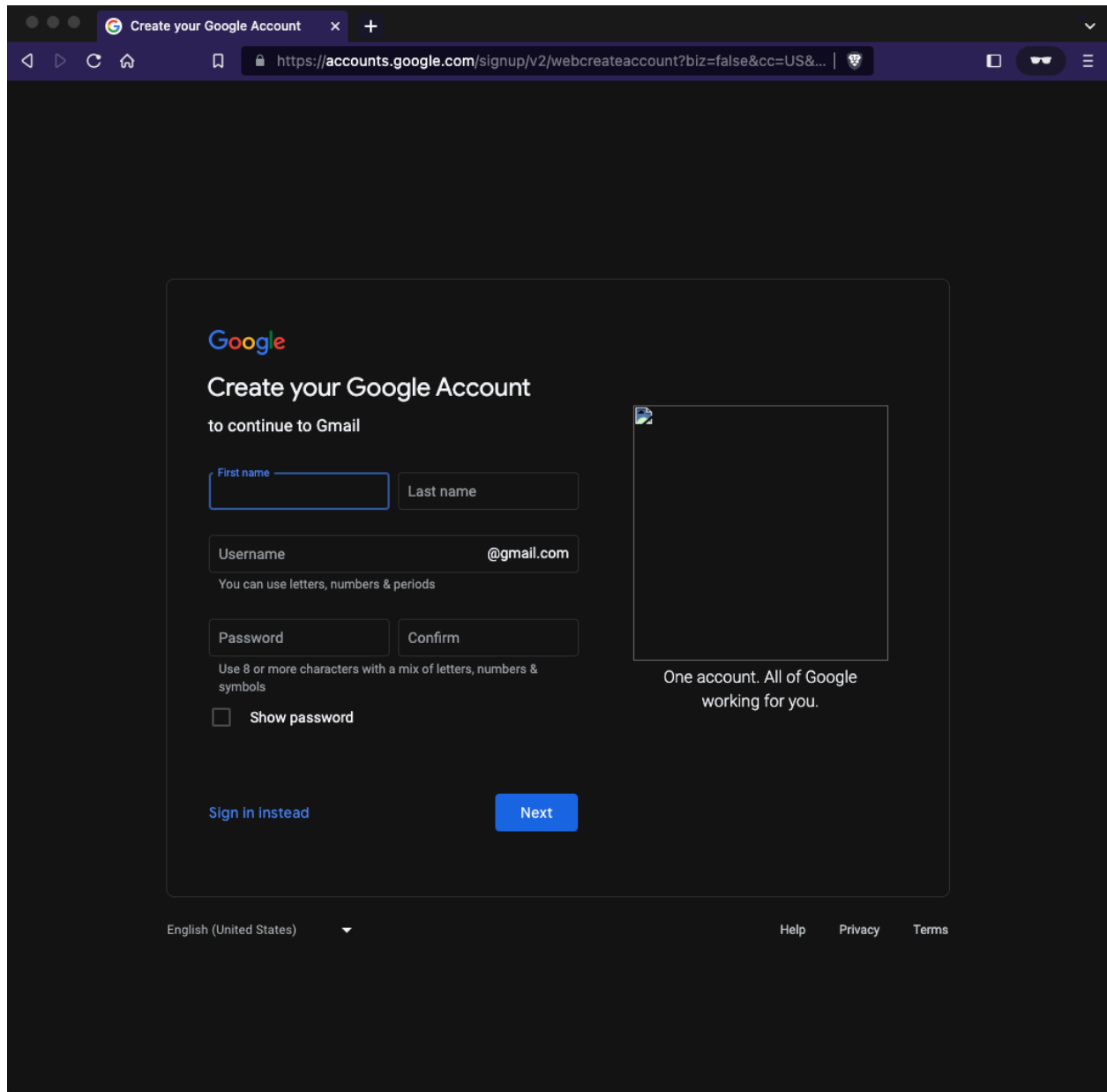
Procedure:

Creating Gmail Accounts

1. Go to the Gmail website (<https://www.gmail.com/>) and click "Create account."



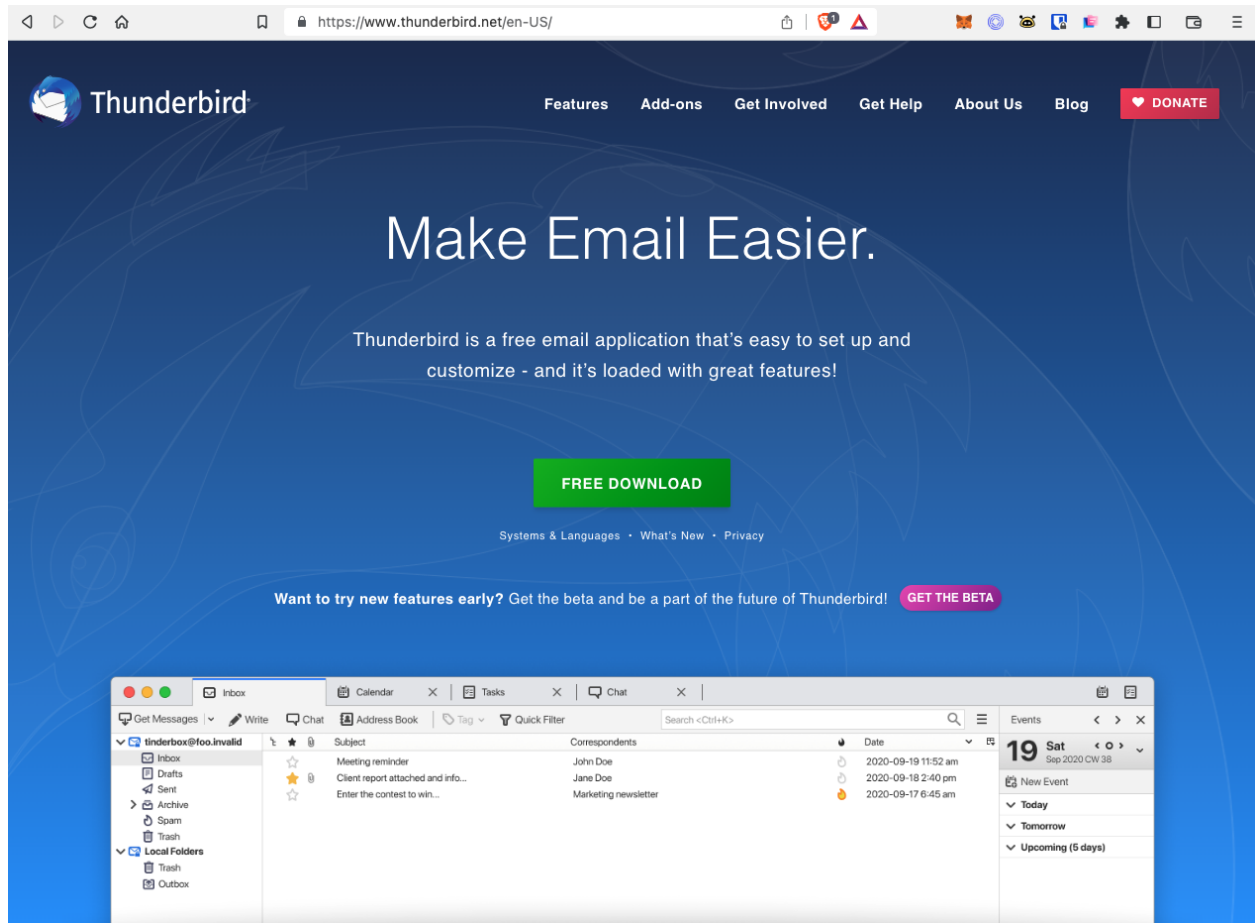
2. Enter the employee's first and last name, desired email address (e.g. firstname.lastname@cgi-company.com), and password. Ensure that the password meets the minimum security requirements.



3. Enter the employee's mobile phone number and an alternate email address (if applicable) for account recovery purposes.
4. Review and accept the Google Terms of Service and Privacy Policy.
5. Click "Next" and follow the prompts to complete the account setup process.

Setting up Thunderbird on Windows

1. Download and install Thunderbird from the Mozilla website (<https://www.mozilla.org/en-US/thunderbird/>).
2. Open Thunderbird and click "Email" when prompted to set up an email account.

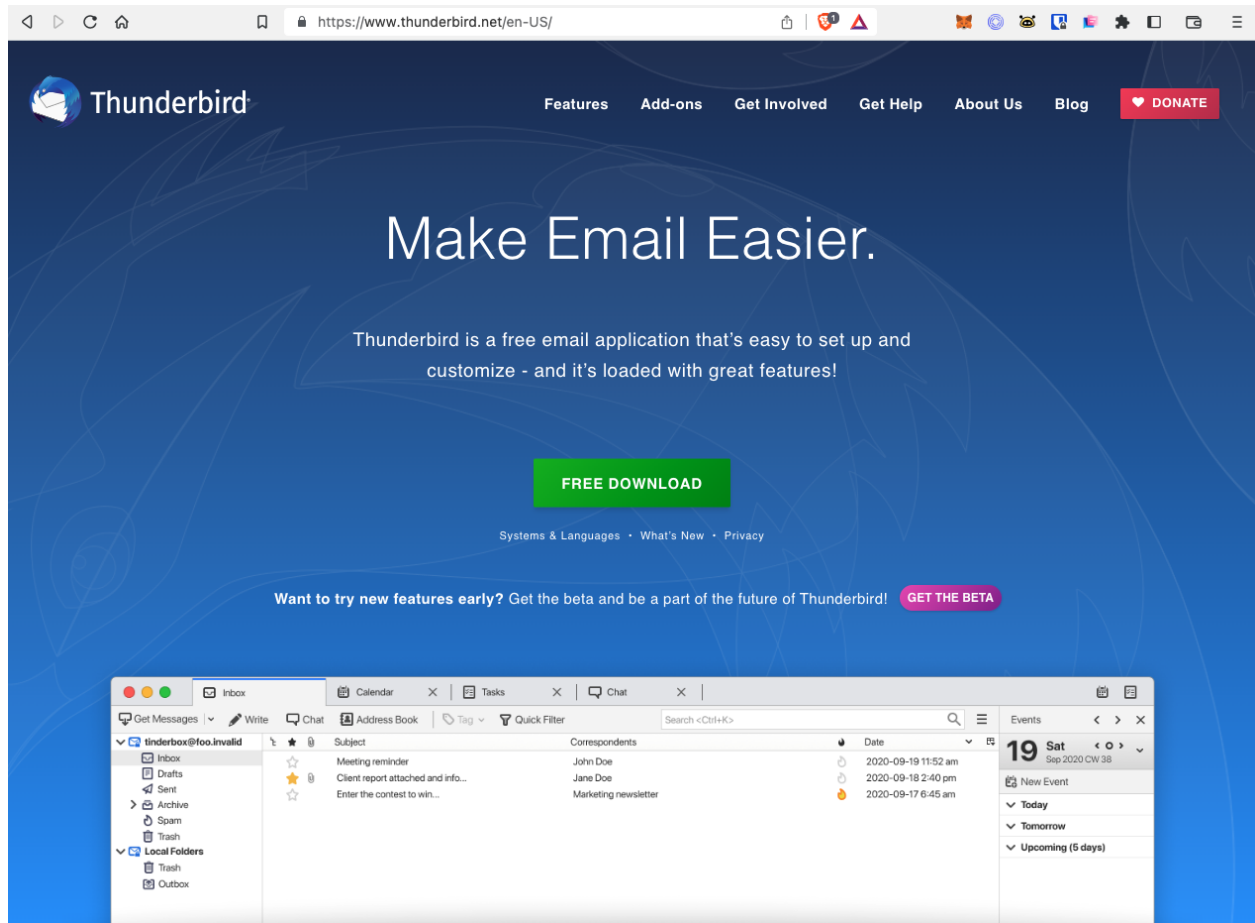


3. Enter the employee's name, email address, and password.

4. Click "Continue" and allow Thunderbird to automatically configure the email account settings.
5. Click "Done" to complete the setup process.

Setting up Thunderbird on Mac

1. Download and install Thunderbird from the Mozilla website (<https://www.mozilla.org/en-US/thunderbird/>).



2. Open Thunderbird and click "Email" when prompted to set up an email account.
3. Select "Skip this and use my existing email."
4. Enter the employee's name, email address, and password.

Set Up Your Existing Email Address

To use your current email address fill in your credentials.
Thunderbird will automatically search for a working and recommended server configuration.

Your full name

John Doe

Email address

john.doe@example.com

[Get a new email address](#)


Password

☒ Remember password

Cancel

Continue

Your credentials will only be stored locally on your computer.



5. Select "IMAP" as the incoming server type and enter "imap.gmail.com" as the server hostname. Use "smtp.gmail.com" as the outgoing server hostname.
6. Click "Done" to complete the setup process.

References:

- [Gmail](#)
- [Download Thunderbird](#)

Revision History: