1) Open Outlook 2010

2) Click on **File**, then **Account Settings** and from the drop down **Accounts Settings**.
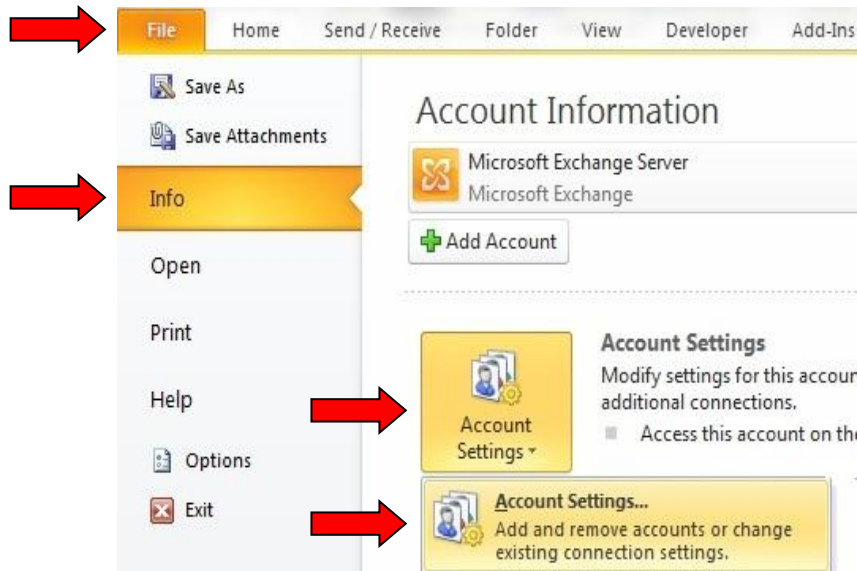
3) Click on the Email Tab and click on the "**NEW**.." button

4) Select the checkbox at the bottom **"Manually Configure Server Setting or additional Server types"** and click on **NEXT**
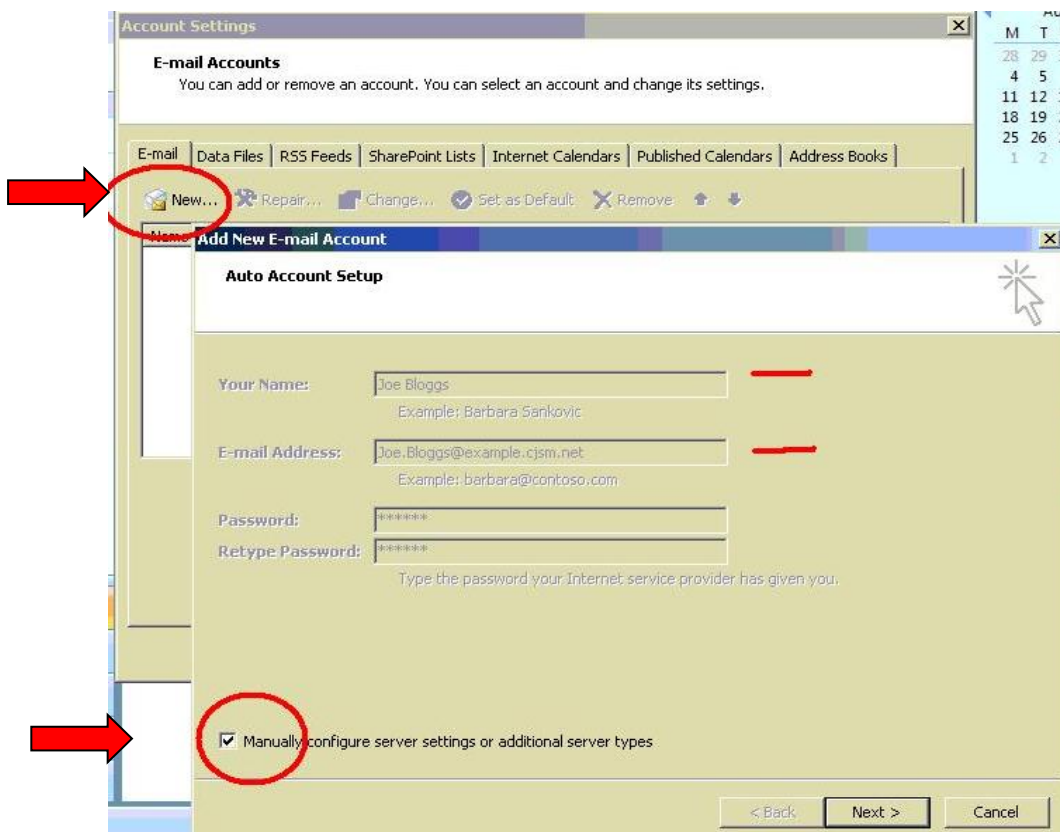
5) Select **INTERNET E-mail** and click **NEXT**.

6) Fill out the fields
   Your Name: *John Smith*   *(Enter your full name or nick name)*
   Email Address: example@chambers.cjsm.net   *(Enter your full CJSM email address)*
   Account Type: **POP3**
   Incoming Mail server: **Mail.cjsm.net**
   Outgoing Mail server: **smtp.cjsm.net**
   User Name: firstname.Lastname@abbreviation
   Password: *Enter your CJSM password (the same one you use to login to the website)*
   Check Remember password.
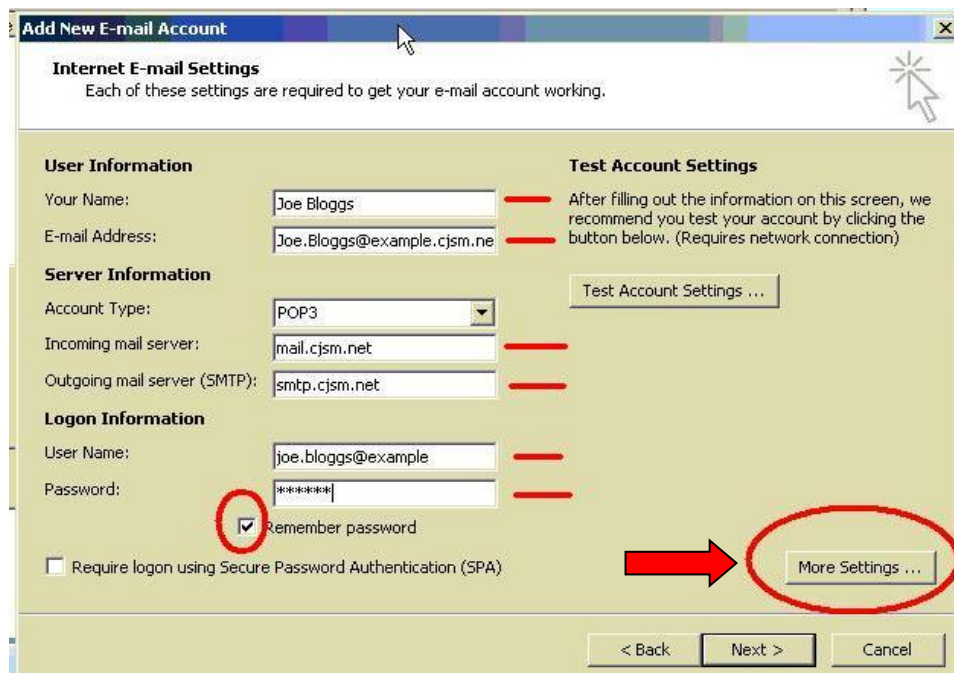
7) Click on the "**More Settings**" button.

8) Click on the "Outgoing server tab" and tick "My outgoing Server (SMTP) Requires
   Authentication)" and use same settings as my incoming Mail Server should also be selected.
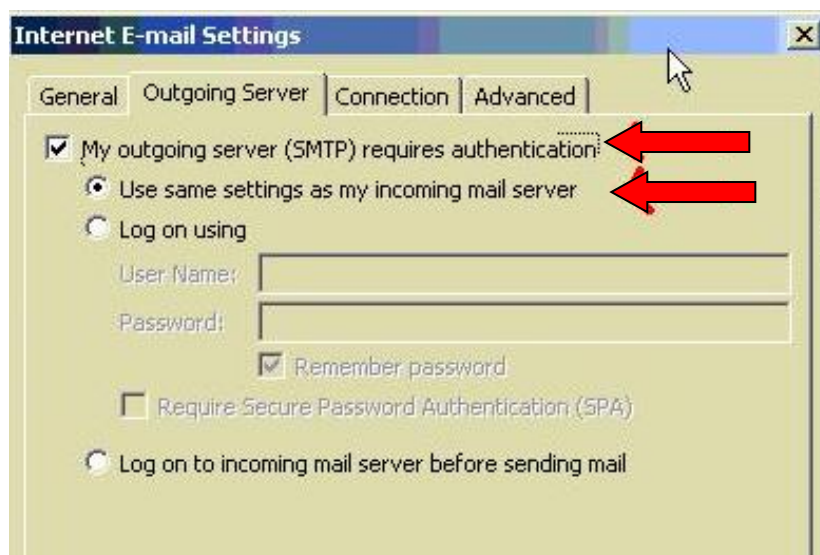
9) Click on the **Advanced** Tab and check "**This Server requires an encrypted Connection SSL** (Port should change to 995)

10) Under "**Outgoing Server**" Use the following type of encrypted connection : **Auto**

      a. Check "**Leave a Copy of messages on the server**."
      b. Check "**Remove From Server when deleted from Delete items**"
      c. Click on "**OK**"
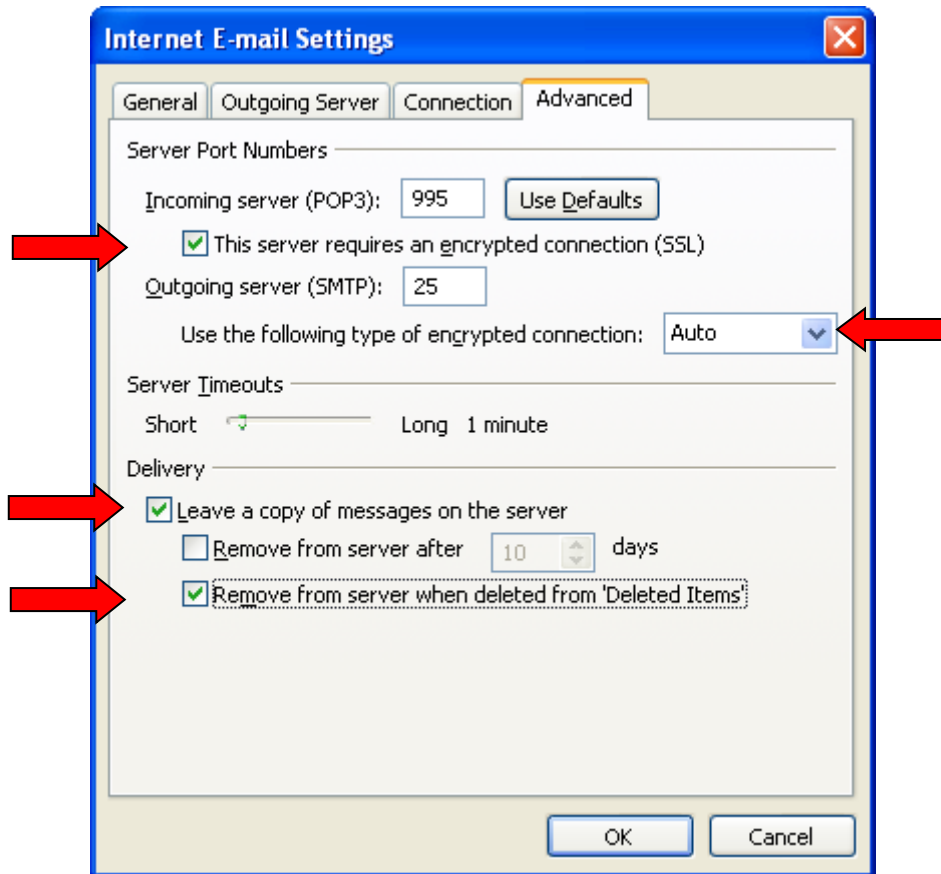
11) Click on the "Test Account Settings" button. If the account was setup successfully, you should see the following dialogue box. You can then click on **Close**, **Next** and **Finish**
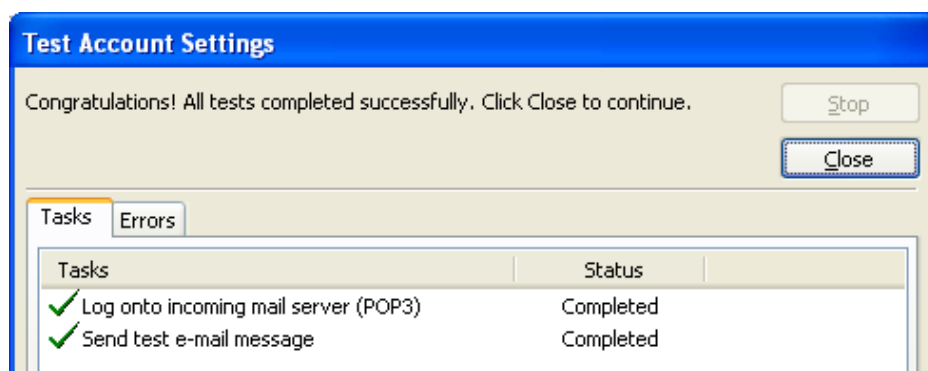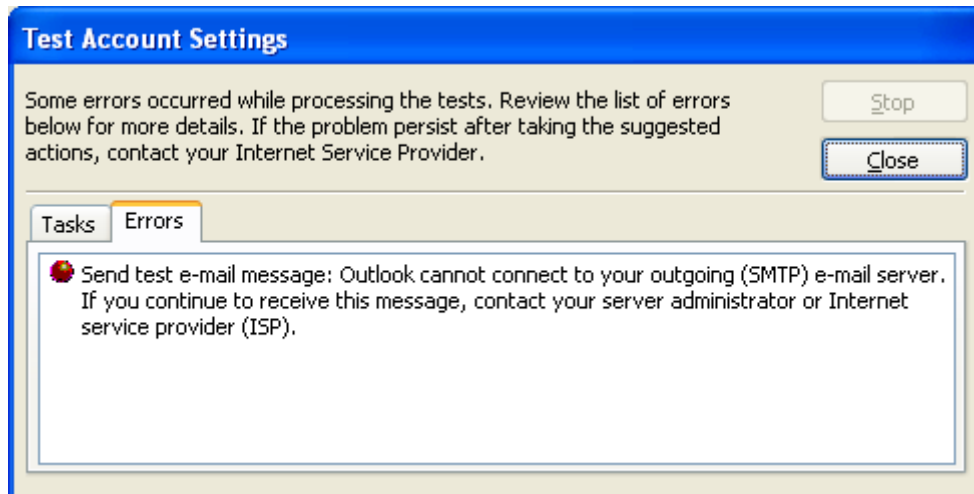

You have now successfully setup your CJSM Account. If the CJSM account is not set as default, please ensure you select to send from it, when sending a secure email.
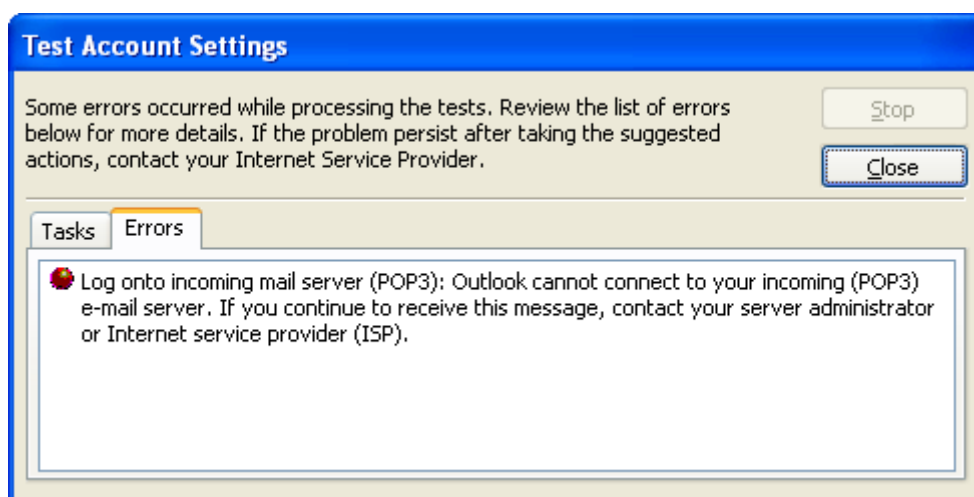
Troubleshooting:

Note: if your POP3 account attempts to login 3 times with the incorrect password, your account will be locked and will require a password reset from your CJSM administrator.

- If you receive the following dialogue during the test account settings stage:

Test Account Settings

Some errors occurred while processing the tests. Review the list of errors below for more details. If the problem persist after taking the suggested actions, contact your Internet Service Provider.

Stop   Close

Tasks   Errors

🔴 Send test e-mail message: Outlook cannot connect to your outgoing (SMTP) e-mail server. If you continue to receive this message, contact your server administrator or Internet service provider (ISP).

It is possible the default port **25** is being blocked by your Internet provider. Please use the alternative port 2525 instead. To do this, see step 10 above and change the port from 25 to **2525** under outgoing server.

- On occasions, antivirus software blocks secure email. Please disable "Email scanning" or "SMTP scanning" in your antivirus software to resolve this.

- If you receive the following dialogue during the test account settings:

Test Account Settings

Some errors occurred while processing the tests. Review the list of errors below for more details. If the problem persist after taking the suggested actions, contact your Internet Service Provider.

Stop   Close

Tasks   Errors

🔴 Log onto incoming mail server (POP3): Outlook cannot connect to your incoming (POP3) e-mail server. If you continue to receive this message, contact your server administrator or Internet service provider (ISP).

It would indicate, port 995 is being blocked by a firewall or antivirus. Please enable port 995on the firewall to fix this error.