New Resolution Mediation Launch Platform™
Professional Email Configuration Instructions

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Introduction

Configuring an email client to work with your new **you@newresolutionmediation.com** professional email address might sound like an operation requiring great technical expertise. Happily, it's really quite easy, especially when you follow the instructions herein. Please read this introduction before going any further.

An **email client** is a software application that allows you to compose, send, and receive email messages. It's called a *client* because it works in a so-called client-server relationship — that's computer-speak for a kind of partnership between a client application and another (much bigger) piece of software called a **server**. You can think of an email server as a postal sorting office, which handles mail for lots of people. Your email client, in contrast, is dedicated to you.

An email client may be installed locally on your desktop computer, laptop, or iPhone. It may alternatively be installed elsewhere – for example, on a remote computer owned by Yahoo! (if you use Yahoo! Mail's web-based email client) or owned by Google (if you use Gmail's web-based email client). You'll need a locally installed email client to access your **you@newresolutionmediation.com** email account.

The most common client applications are Windows Mail (Windows only), Windows Live Mail (Windows only), Outlook Express (Windows/Mac), Outlook (Windows/Mac), Apple Mail (Mac only), and Thunderbird (Windows/Mac). Chances are, your computer already has one of these email clients installed. If you don't have a locally installed email client, several email clients are available for free download (visit http://download.cnet.com). We recommend Thunderbird (www.mozilla.org), but we provide instructions in this document for configuring all of the above email clients and more.

Whereas the steps to configuring different email clients vary slightly, the technical information you must enter is pretty much the same. The only differences are in the terminology and the layout used in the user-interface (i.e. the screens or windows) that your email client provides for configuring a new email account.

After you've identified your locally installed email client, follow the instructions in the appropriate section below. You'll need to enter this data:

Email address = see the email message to which this document was attached (ex: jane@newresolutionmediation.com)

Email Username = see the email message to which this document was attached (ex: jane+newresolutionmediation.com)

Email Password = see the email message to which this document was attached

Incoming Mail Server = `secure54.inmotionhosting.com` [for a secure SSL connection]

Outgoing Mail Server = `secure54.inmotionhosting.com` [for a secure SSL connection]

Incoming Server Port = 995 (or 993)

Outgoing Server Port = 465

If you need help to configure an unlisted email client, please contact our support desk: support@newresolutionmediation.com. (We'll do our best to help you, but you may decide to switch to one of the mainstream client applications instead.)

To Configure Windows Mail

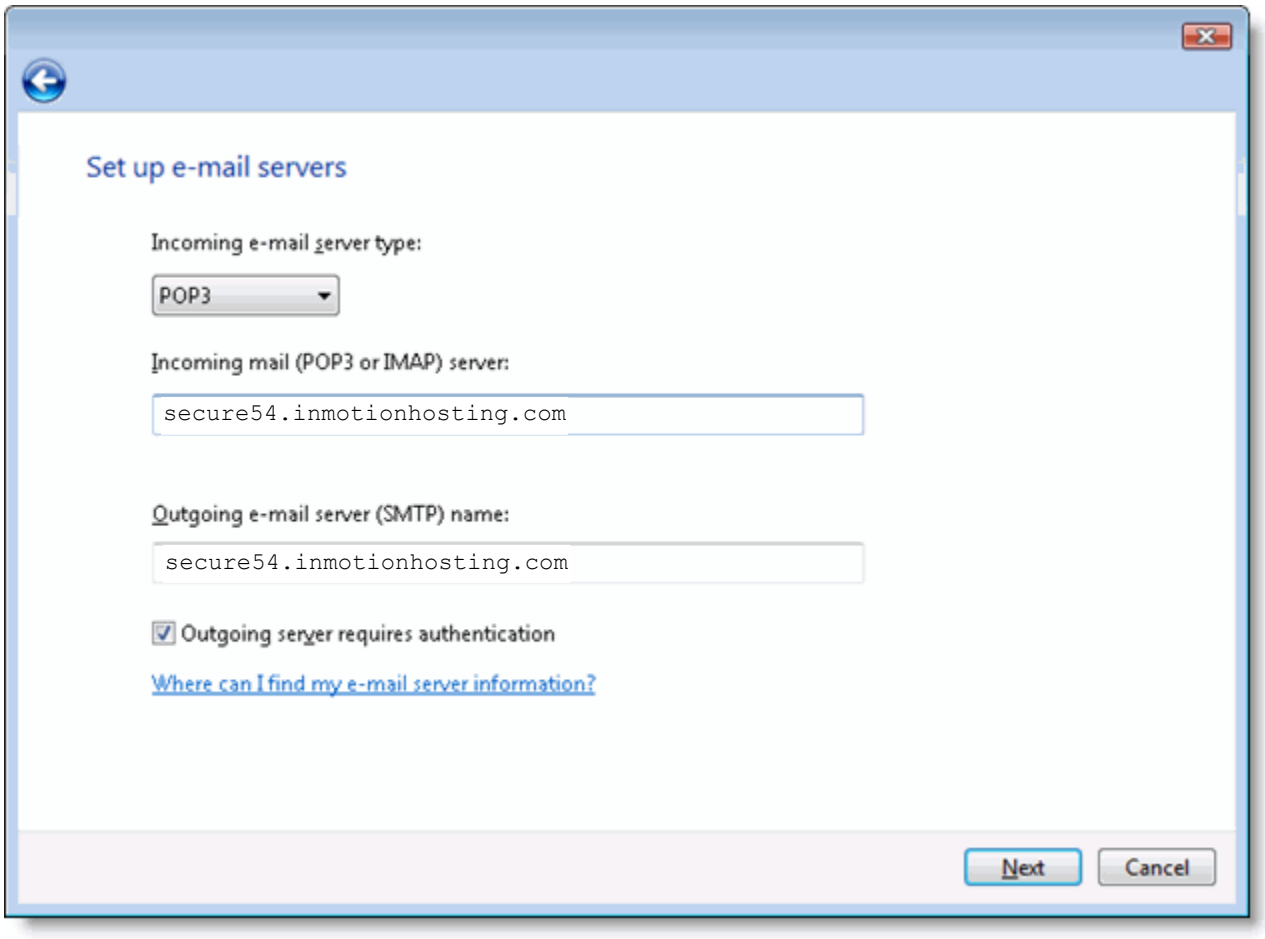
1. Open Windows Mail.
2. Click the **Tools** menu, and select **Accounts...**
3. Click **Add...**
4. Select **Email Account**, and click **Next**.
5. Enter your name as you would like it to appear in the 'From:' field of outgoing messages (example: `Jane Doe`), and click **Next**.
6. Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).
7. Fill in all necessary fields to include the following information:

   Incoming mail server type:
   Enter: `POP3`

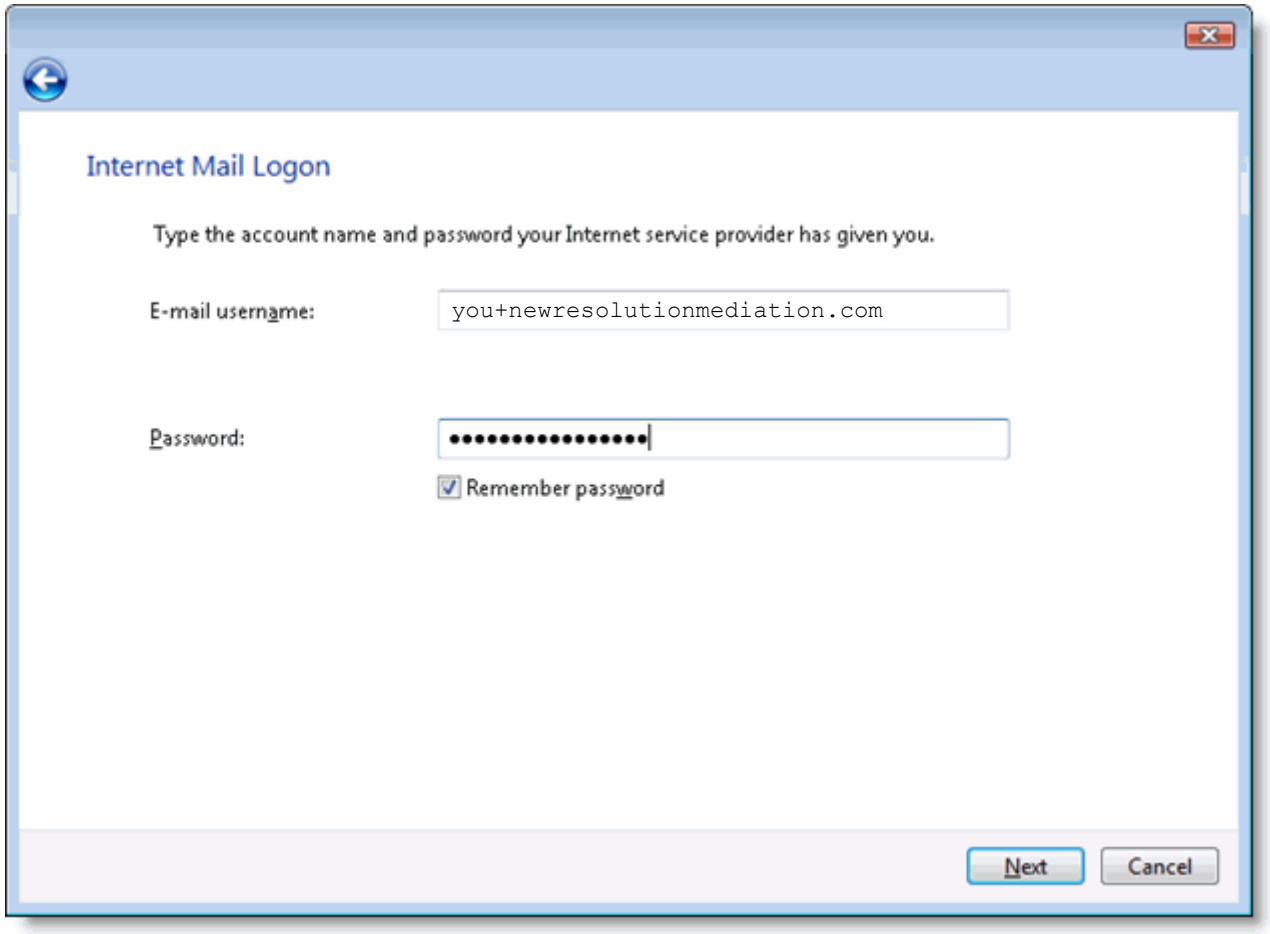
   Incoming mail (POP3 or IMAP) server:
   Enter: `secure54.inmotionhosting.com`.

   Outgoing e-mail server (SMTP) name:
   Enter: `secure54.inmotionhosting.com`

   Outgoing server requires authentication:
   Click to check this box



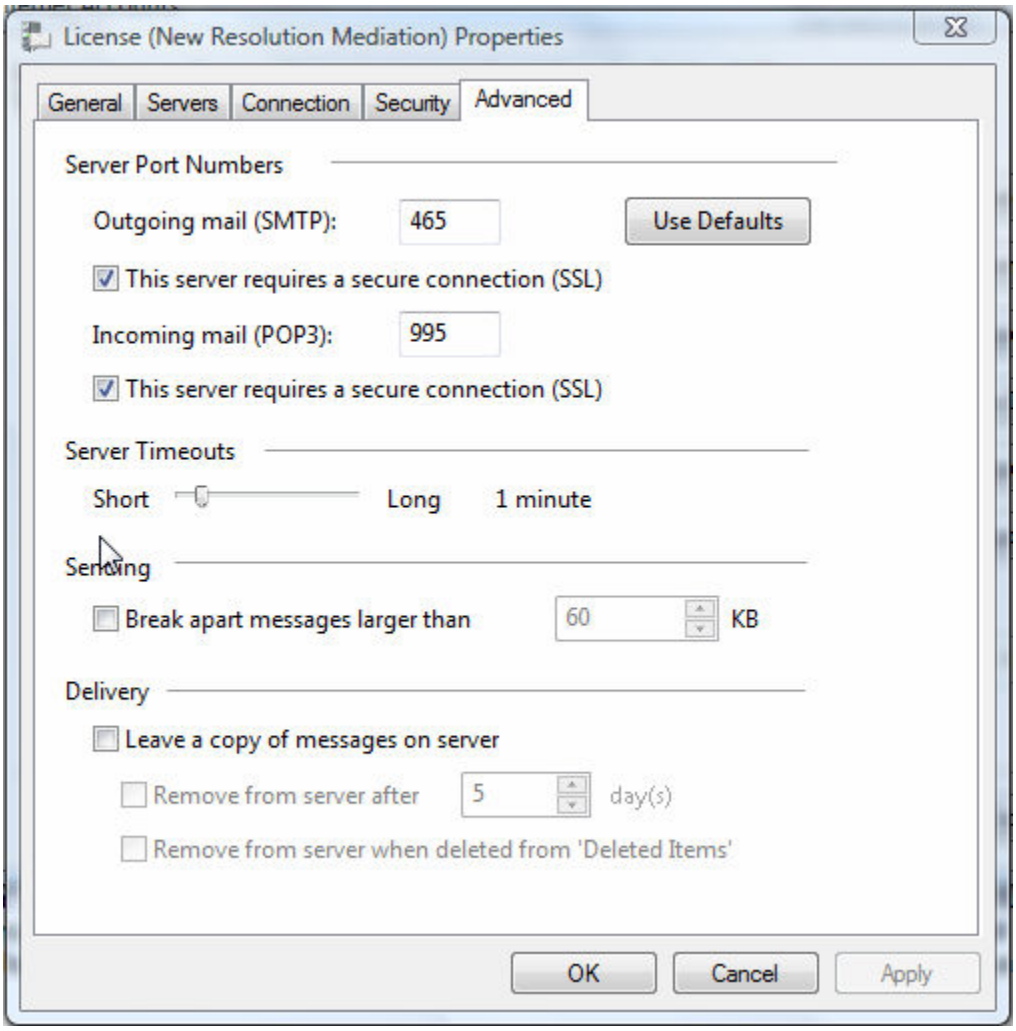
8. Click **Next**, and enter your full Email Username exactly as given to you (example: `you+newresolutionmediation.com`) and your Email Password.



9. Click **Next**, and then check the box next to **Do not download my e-mail at this time**. Click **Finish**.
10. Click on the 'Advanced' tab.

    Under 'Server Port Numbers':
    Enter 465 in the field marked '**Outgoing mail (SMTP)**' and check the '**This server requires a secure connection (SSL)**' checkbox.

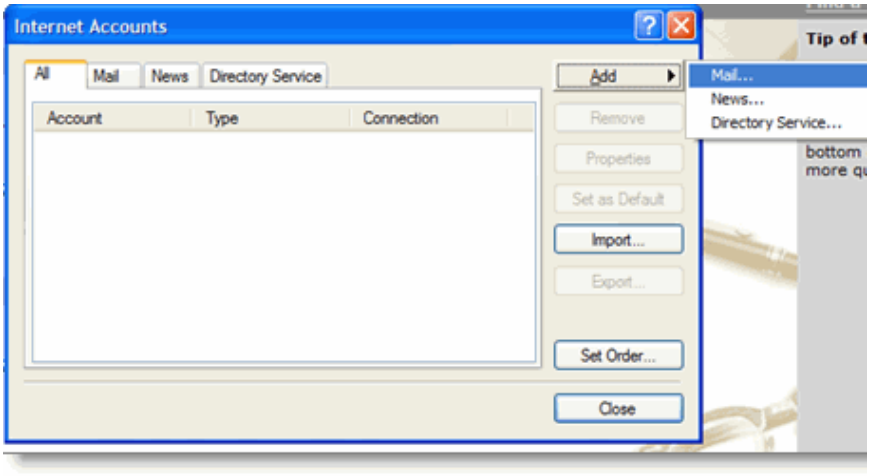
    Enter 995 in the field marked '**Incoming mail (POP3)**' and check the '**This server requires a secure connection (SSL)**' checkbox.



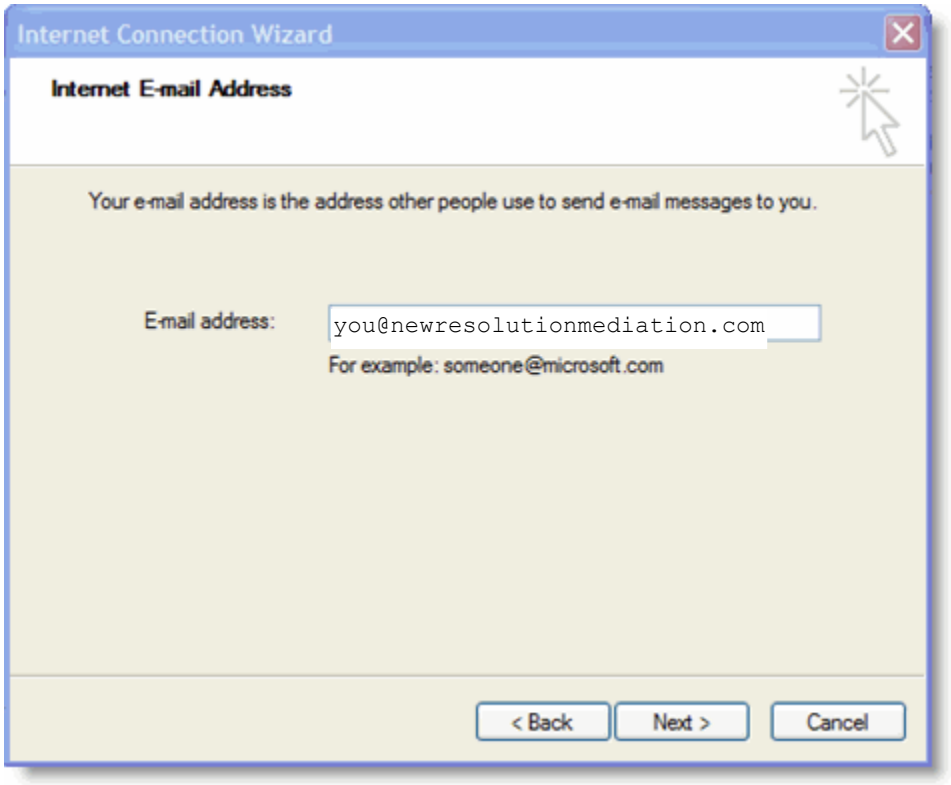
11. You're done! Click **OK** and then **Close** to close the **Internet Accounts** window and click **Send/Receive** to start checking your newresolutionmediation.com messages.

To Configure Outlook Express

1. Open Outlook Express.
2. Click the **Tools** menu, and select **Accounts...**
3. Click **Add**, and then click **Mail...**

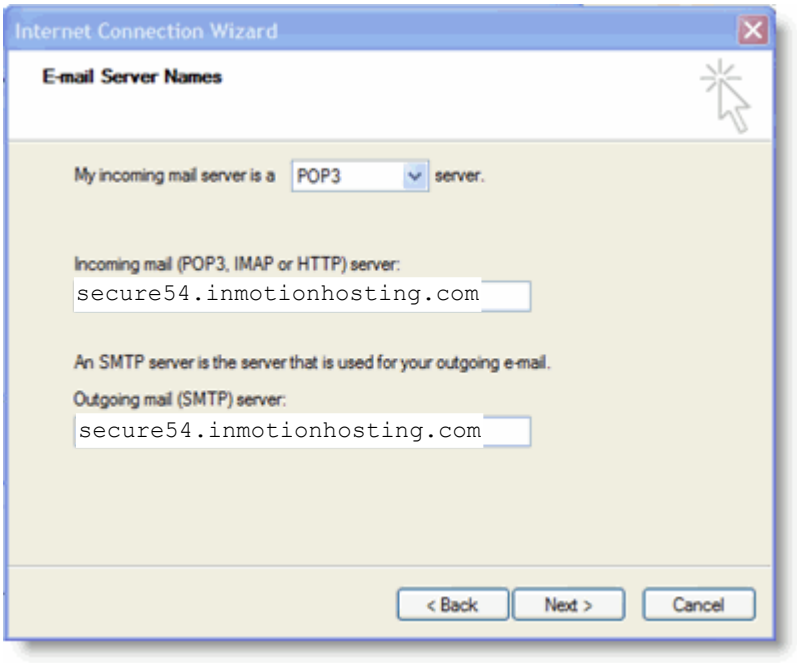


4. Enter your name in the **Display name:** field, and click **Next** (example: `Jane Doe`)
5. Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).

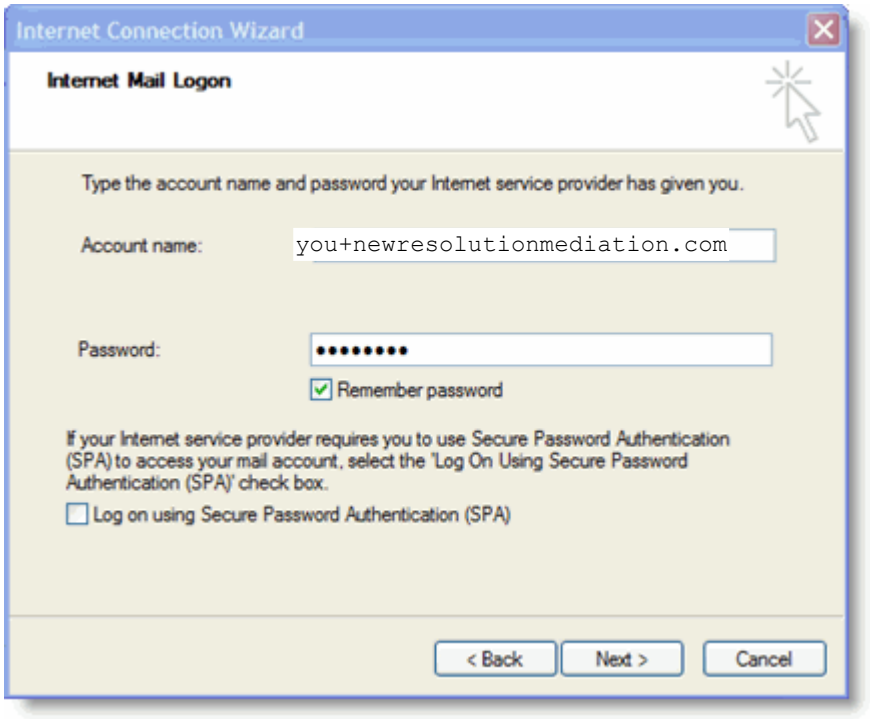


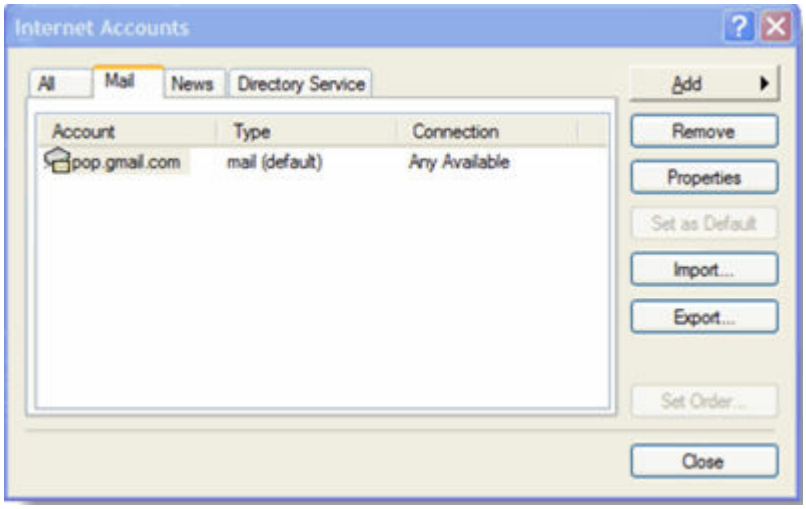
6. Enter `secure54.inmotionhosting.com` in the **Incoming mail (POP3, IMAP or HTTP) server:** field.

   Also enter `secure54.inmotionhosting.com` in the **Outgoing mail (SMTP) server:** field.



7. Click **Next**.
8. Enter your Email Username exactly as given to you (example: `you+newresolutionmediation.com`) in the **Account name:** field. Also enter your Email Password in the **Password:** field, and click **Next**.





9. Click **Finish**. Highlight pop.gmail.com under Account, and click **Properties**.

10. Click the **Advanced** tab.

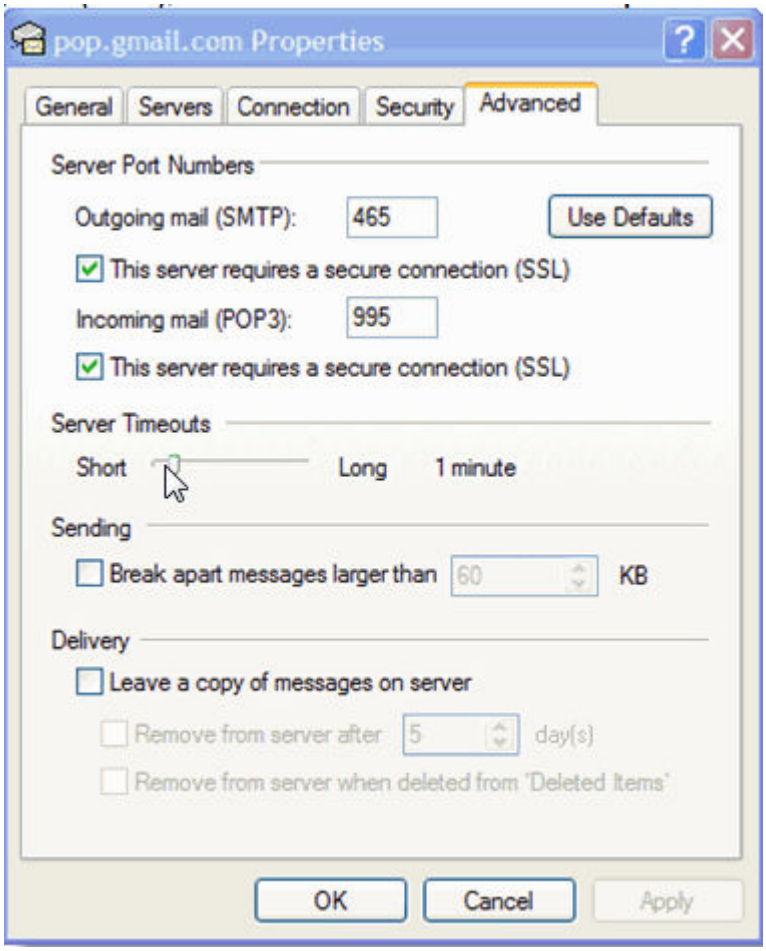
11. Fill in the following information:

    Check the box next to **This server requires a secure connection (SSL)** under Outgoing Mail (SMTP).

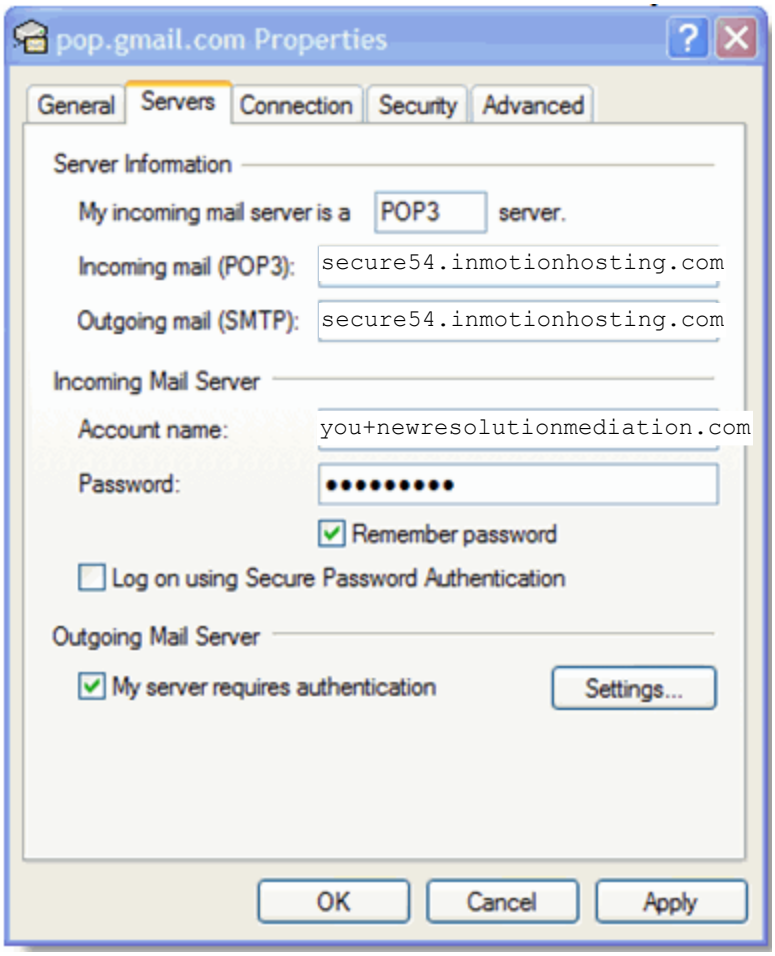
    Enter 465 in the **Outgoing mail (SMTP):** field.

Under Outgoing Mail (SMTP), check the box next to **This server requires a secure connection (SSL)**.

Under Incoming mail (POP3), check the box next to **This server requires a secure connection (SSL)**. The port will change to 995.



12. Click on the Servers tab, and check the box next to **My server requires authentication**.



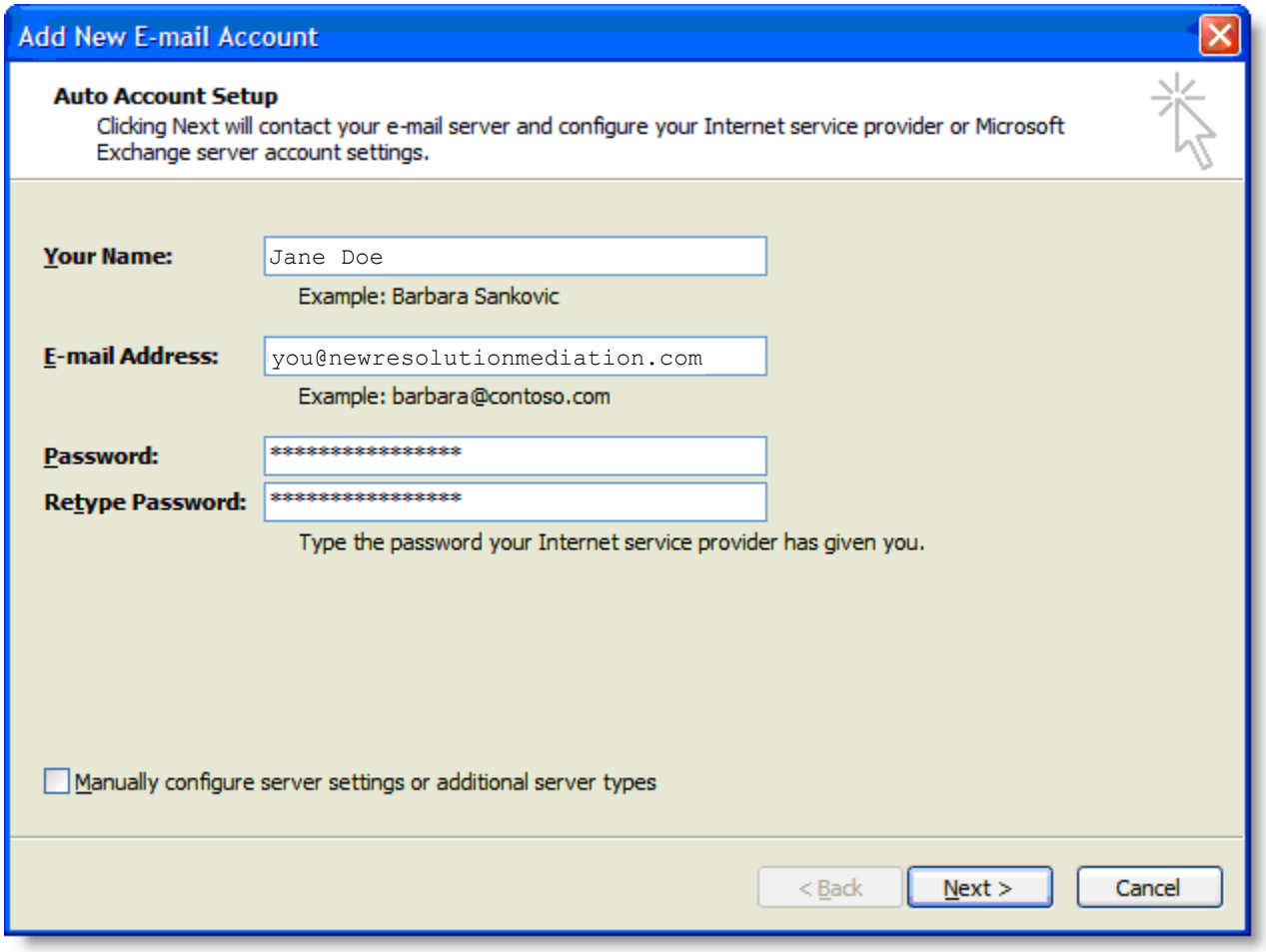
13. Congratulations! You're done configuring your client to send and retrieve messages using your `you@newresolutionmediation.com` address.

To Configure Outlook 2007

1. Open Outlook.
2. Click the **Tools** menu, and select **Account Settings...**
3. On the **E-mail** tab, click **New...**
4. If you are prompted to **Choose E-mail Service**, select **POP3** and click **Next**.
5. Fill in all necessary fields to include the following information:

   Your Name: Enter your name as you would like it to appear in the From: field of outgoing messages (example: `Jane Doe`).
   Email Address: Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).
   Password: Enter your Email Password.

   Manually configure server settings or additional server types: Check this box.



6. Click **Next**.
7. Select **Internet E-mail** and click **Next**.

8. Verify your **User Information**, and enter the following additional information:

   Server Information

   Account Type: POP3

   Incoming mail server
   Enter: `secure54.inmotionhosting.com`

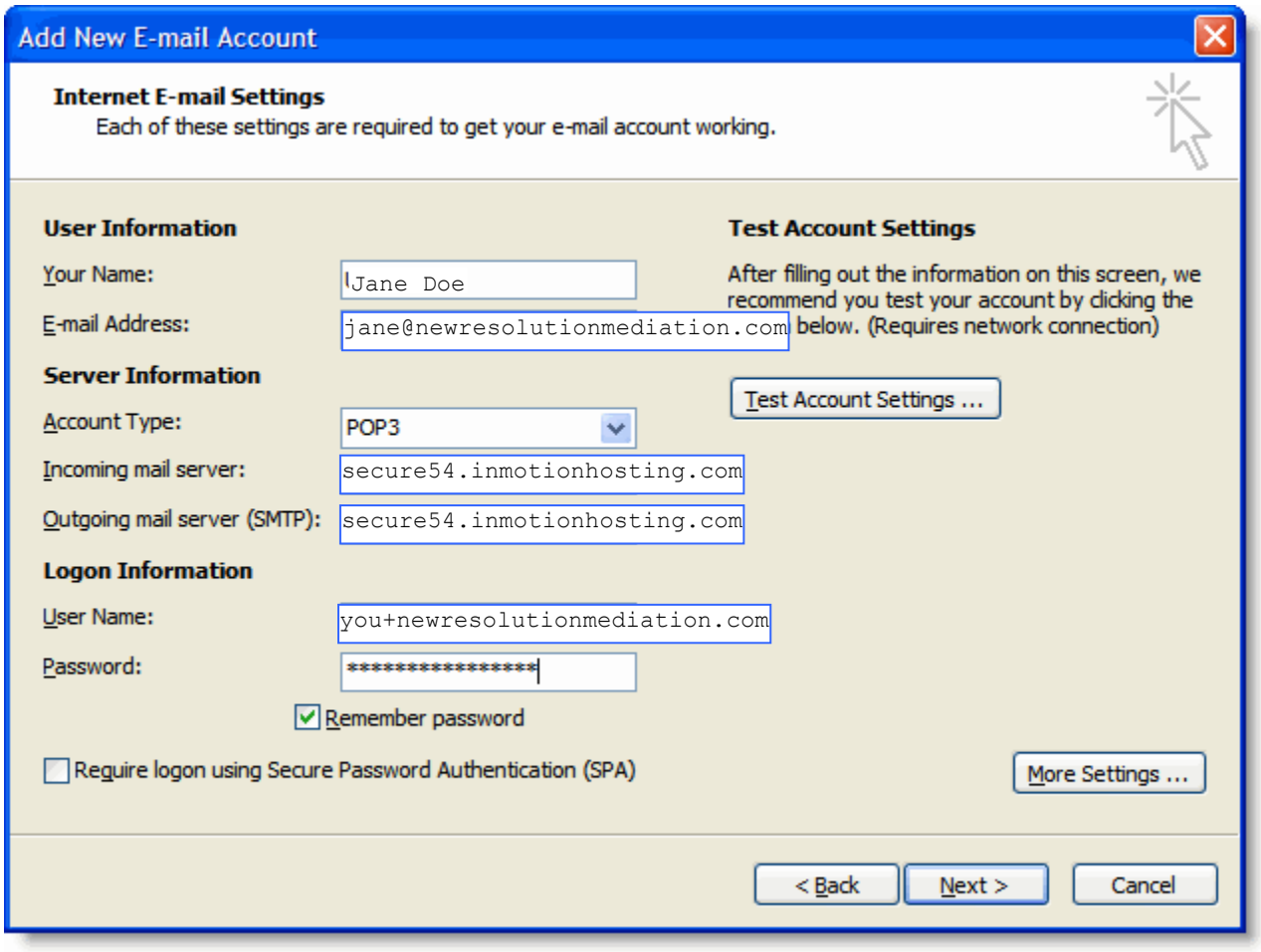
   Outgoing mail server (SMTP)
   Enter: `secure54.inmotionhosting.com`

   Logon Information

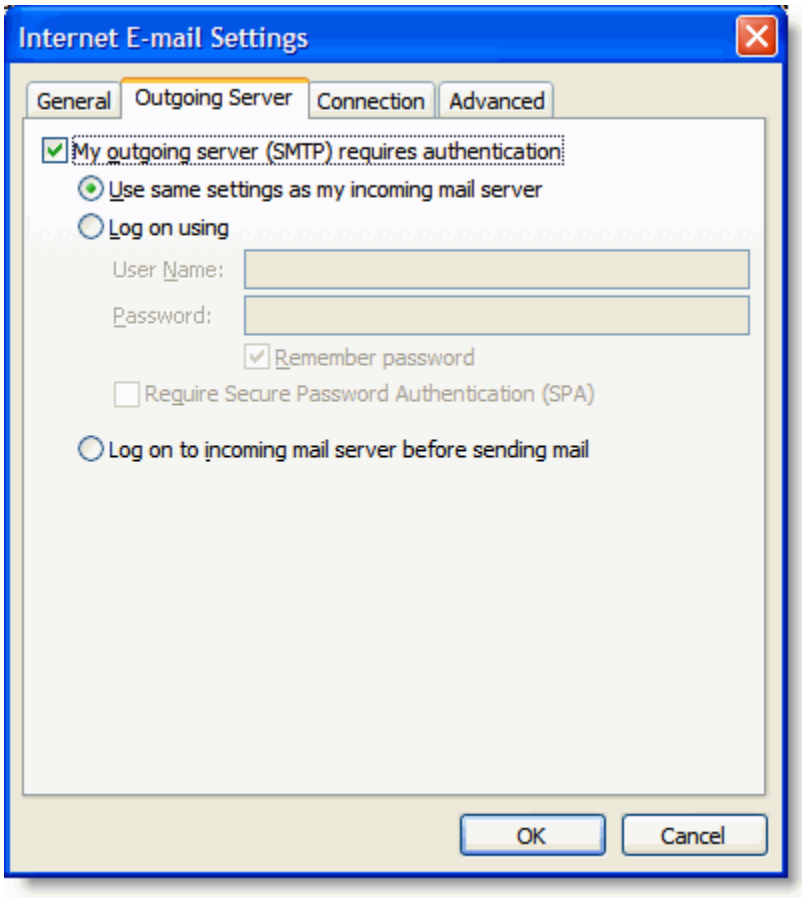
   User Name
   Enter your Email Username exactly as given to you
   Example: `you+newresolutionmediation.com`

   Password: Enter your Email Password.

   Require logon using Secure Password Authentication (SPA): Leave this option unchecked.



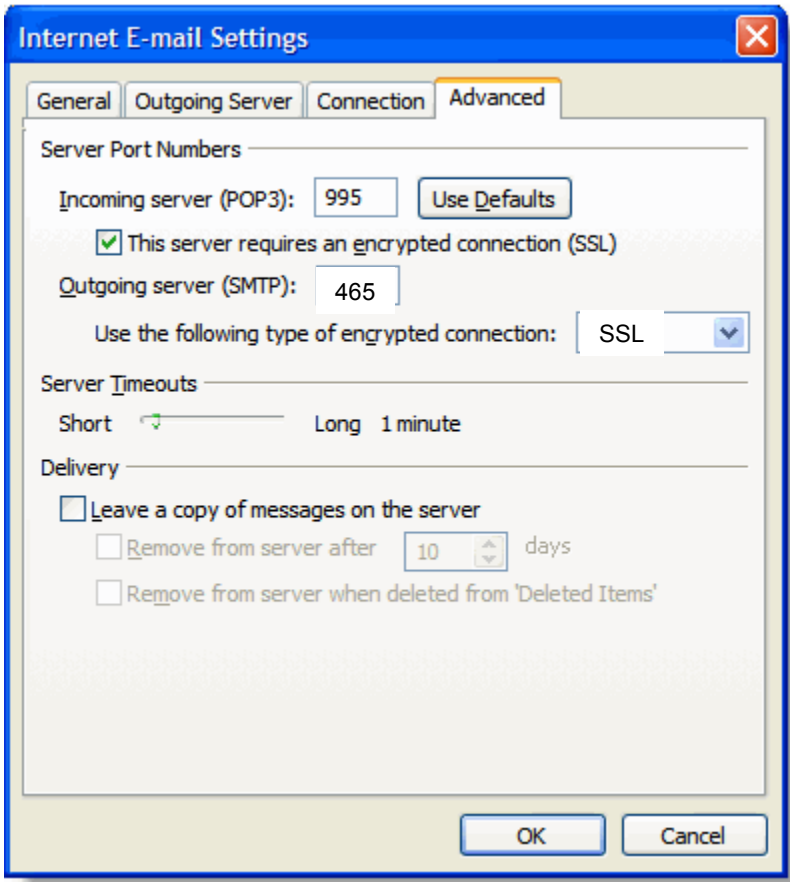
9. Click the **More Settings...** button, and select the **Outgoing Server** tab.
10. Check the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server.**



11. Click **OK**.
12. Click the **Advanced** tab, and check the box next to “This server requires an encrypted connection (SSL)” under Incoming Server (POP3). Enter **995** in the 'Incoming Server' box.

    In the Outgoing server (SMTP) box, enter **465**.

    Next to “Use the following type of encryption”, set the drop-down menu to **SSL** (or TLS if SSL is not available).



13. Click **OK**. Congratulations. You are finished.

To Configure Outlook 2003

1. Open Outlook.
2. Click the **Tools** menu, and select **E-mail Accounts...**
3. Click **Add a new e-mail account**, and click **Next**.
4. Choose **POP3** as your server type by clicking the radio button, and click **Next**.
5. Fill in all necessary fields to include the following information:

   User Information
   Your Name: Enter your name as you would like it to appear in the From: field of outgoing messages (example: `Jane Doe`).
   Email Address: Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).

   Server Information
   Incoming mail server (POP3)
   Enter: `secure54.inmotionhosting.com`

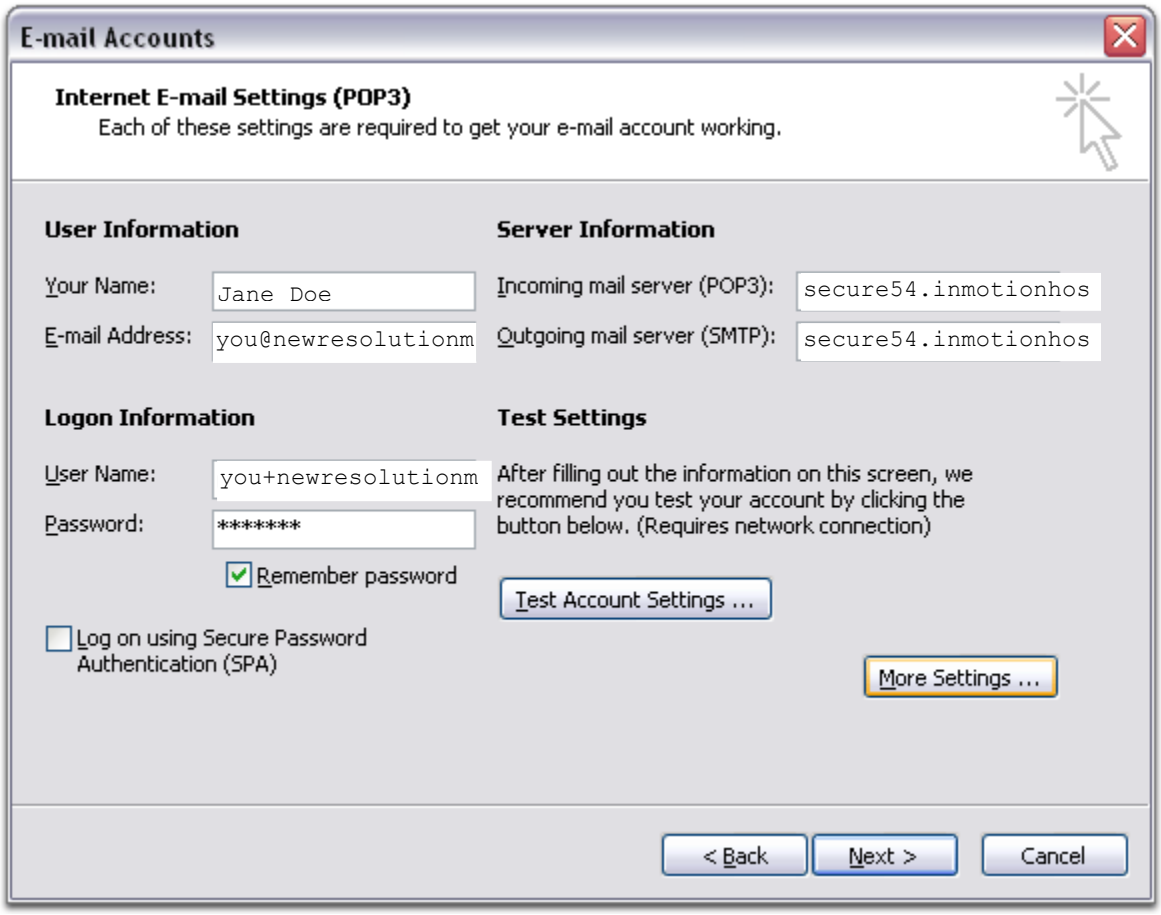
   Outgoing mail server (SMTP)
   Enter: `secure54.inmotionhosting.com`

   Logon Information
   User Name
   Enter your Email Username exactly as given to you
   Example: `you+newresolutionmediation.com`

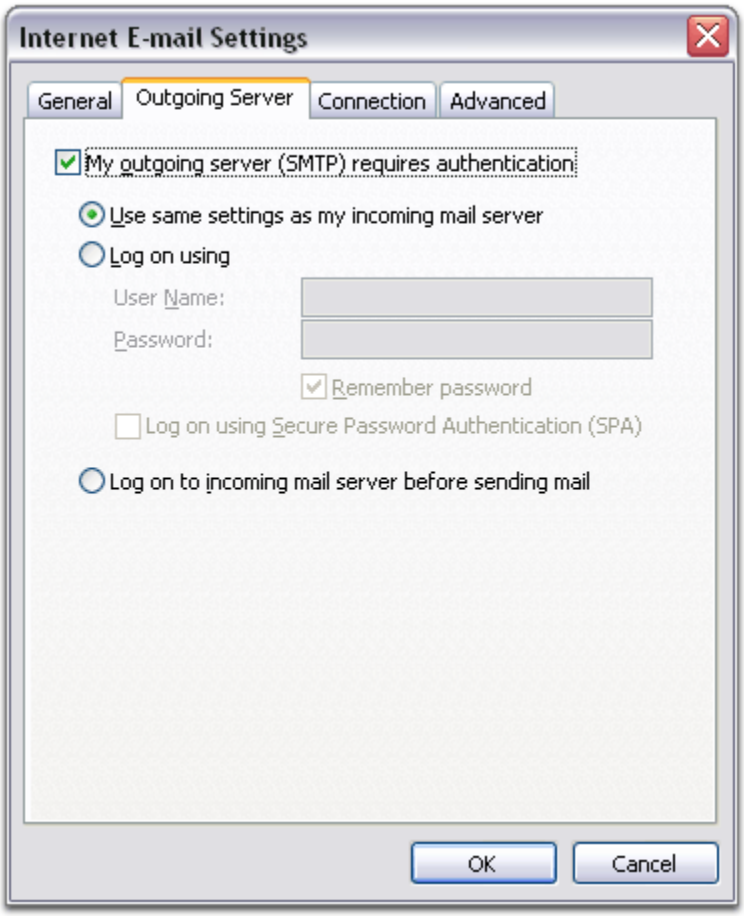
   Password: Enter your Email Password.

   Require logon using Secure Password Authentication (SPA): Leave this option unchecked.

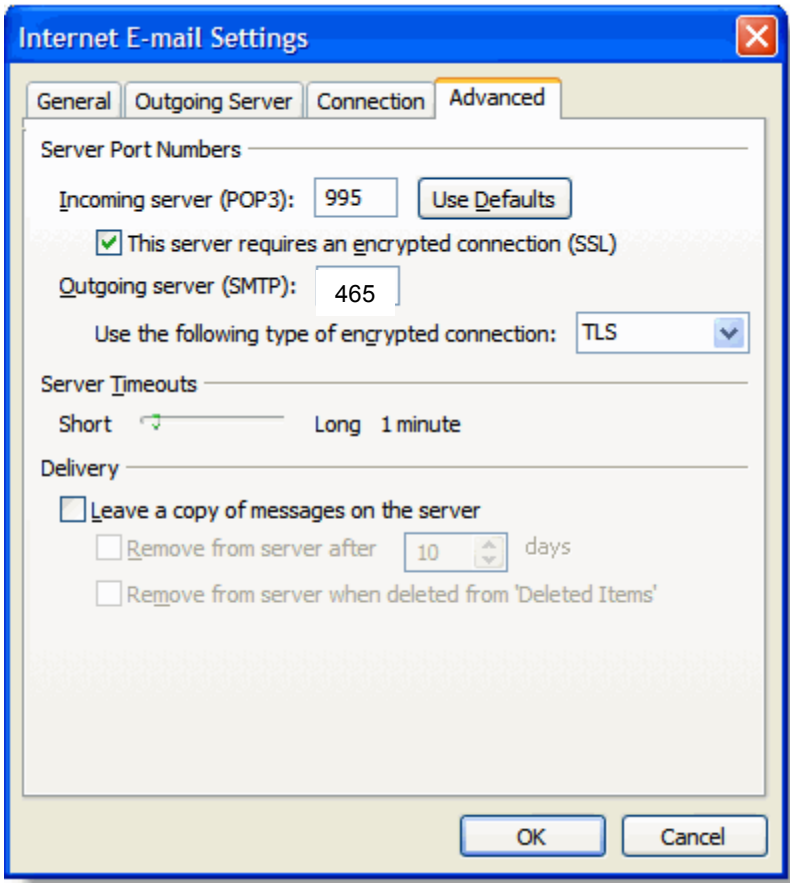
6. Click **More Settings...** and then click the **Outgoing Server** tab.



7. Check the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server.**



8. Click the Advanced tab, and check the box next to “This server requires an encrypted connection (SSL)” under Incoming Server (POP3).



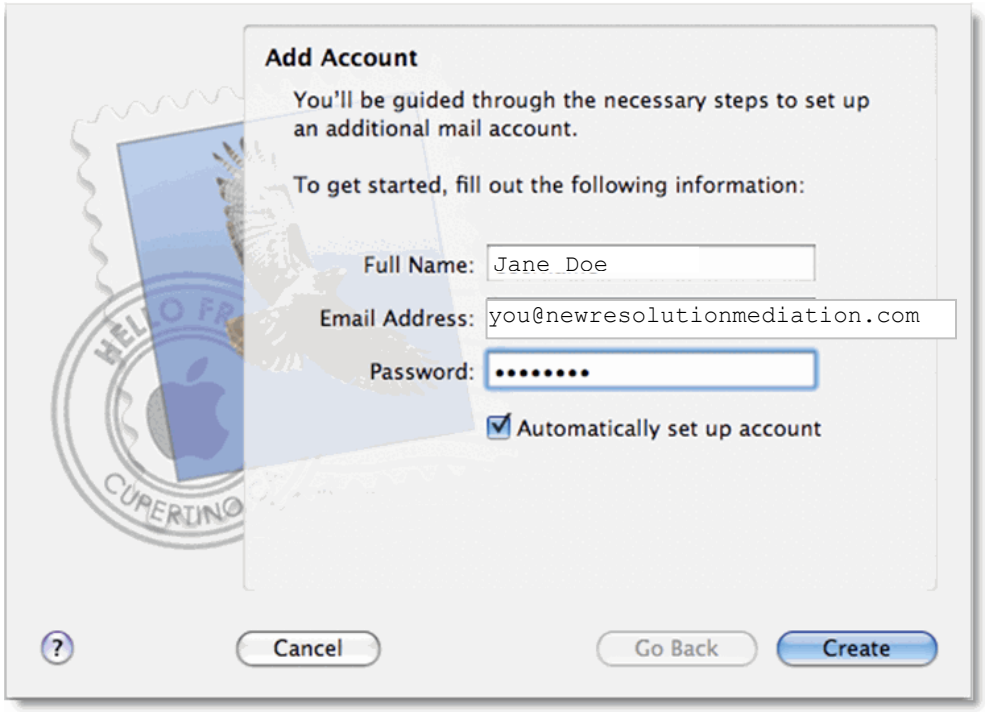
9. Check the box next to This server requires an encrypted connection (SSL) under Outgoing Server (SMTP), and enter **465** in the Outgoing server (SMTP) box.

10. Click **OK** then click **Test Account Settings...** After receiving **Congratulations! All tests completed successfully**, click **Close**.

11. Click **Next**, and then click **Finish**. You're done configuring your client to send and retrieve messages using your new you@newresolutionmediation.com address.

To Configure Apple Mail 3.0

1. Open Apple Mail.
2. Click **Mail**, and select **Preferences...**
3. Open the **Accounts** tab, and click the plus sign (+) along the bottom to add a new account.



4. Enter your name as you would like it to appear in the **Full Name** field (example: `Jane Doe`)
5. Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`) in the **Email Address** field.
6. Enter your Email Password in the **Password** field.
7. Uncheck the box next to **Automatically set up your account,** then click **Continue**.

8. On the next screen, under **Incoming Mail Server:**

   Account Type: Select “POP” from the drop-down menu.

   Description: Enter either your name or New Resolution Mediation.

   Incoming Mail Server: Enter: `secure54.inmotionhosting.com`.

   Username: Enter your full Email Username exactly as given to you (example: `you+newresolutionmediation.com`

   Outgoing Mail Server (SMTP): Enter: `secure54.inmotionhosting.com`

   Click **Continue**

9. Check the “Use Secure Sockets Layer (SSL) checkbox, and set the Authentication drop-down box to “Password”. Click **Continue**.

10. Under **Outgoing Mail Server**:

    Description: Enter either your name or New Resolution Mediation.

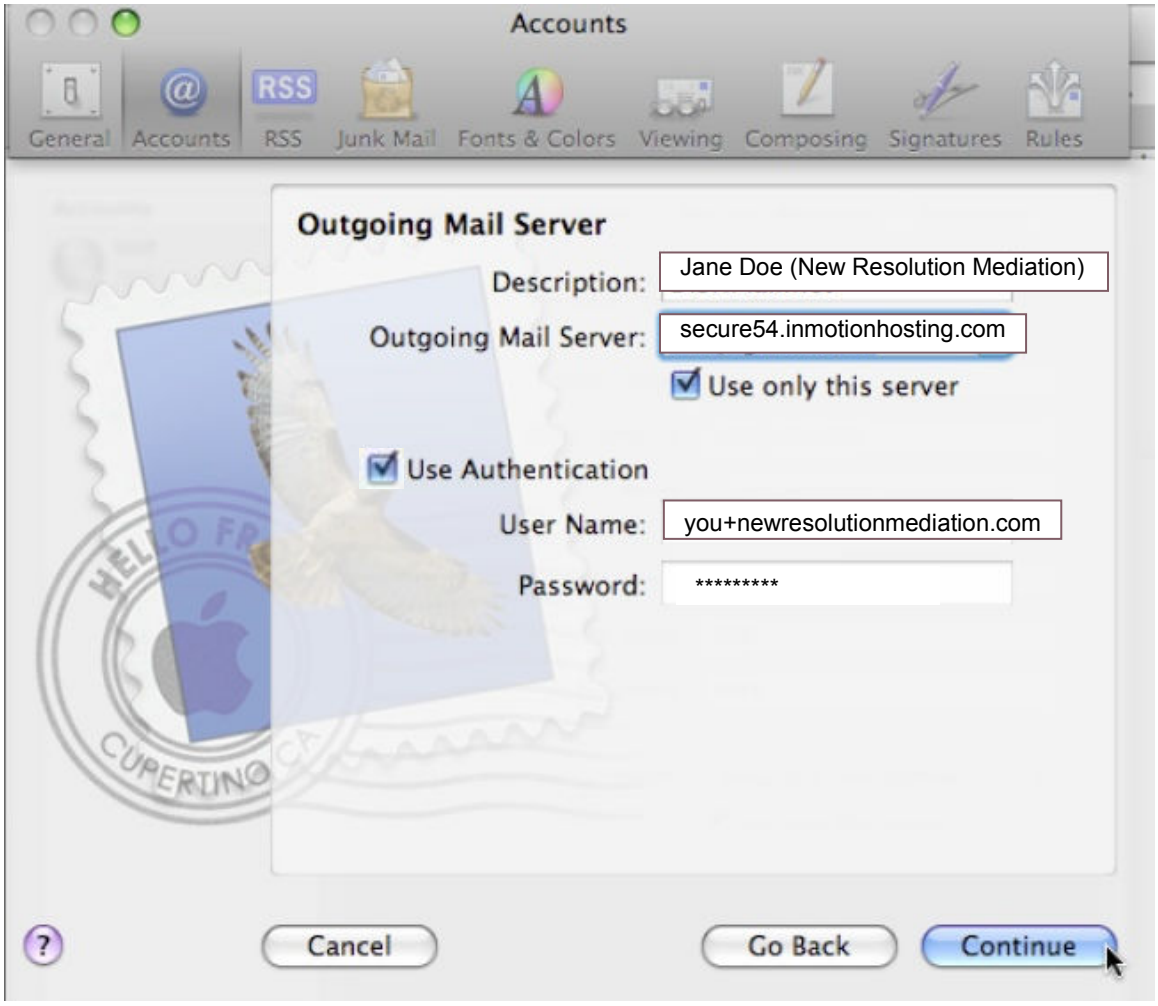
    Outgoing Mail Server: Enter: `secure54.inmotionhosting.com`.

    Check the "**Use Authentication**" checkbox.

    Username: Enter your full Email Username exactly as given to you (example: `you+newresolutionmediation.com`

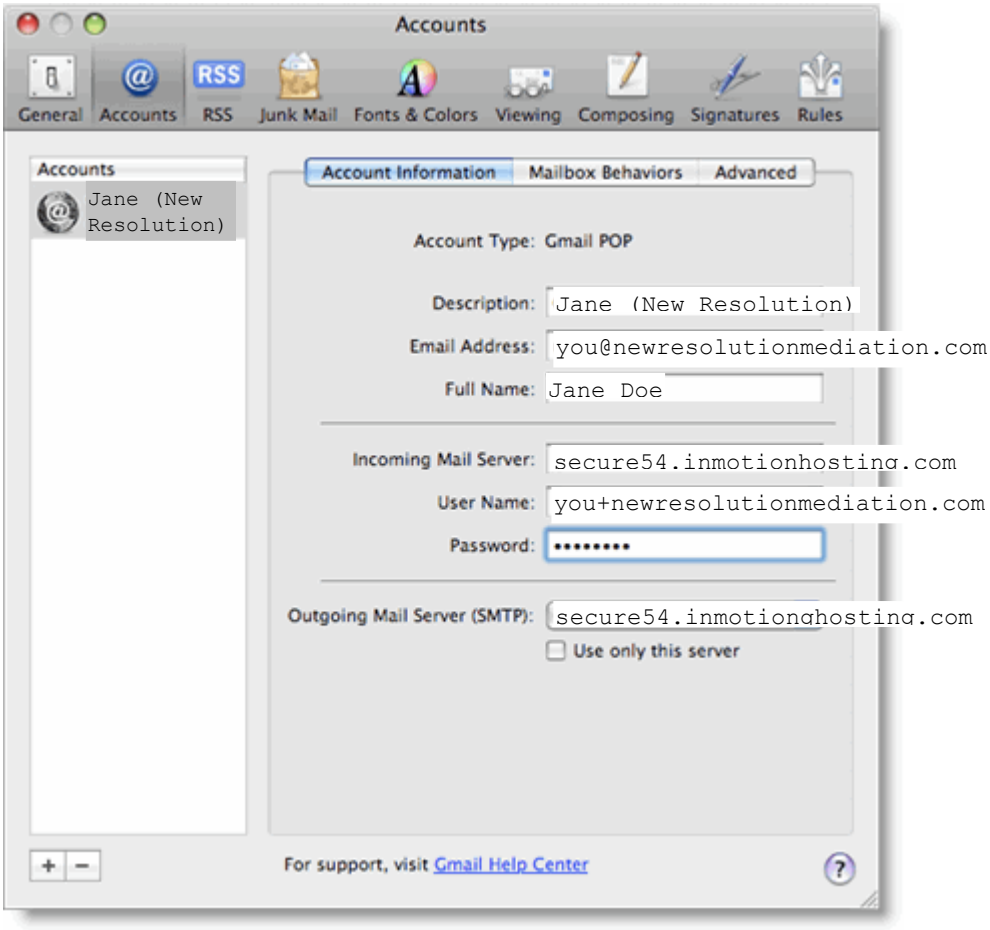
    Password: Enter your Email Password exactly as given to you.

    Click **Continue**.



11. On the Outgoing Mail Security screen:
    Check the box for Use Secure Sockets Layer (SSL).
    For the Authentication dropdown, choose Password.
    Select **Continue.**

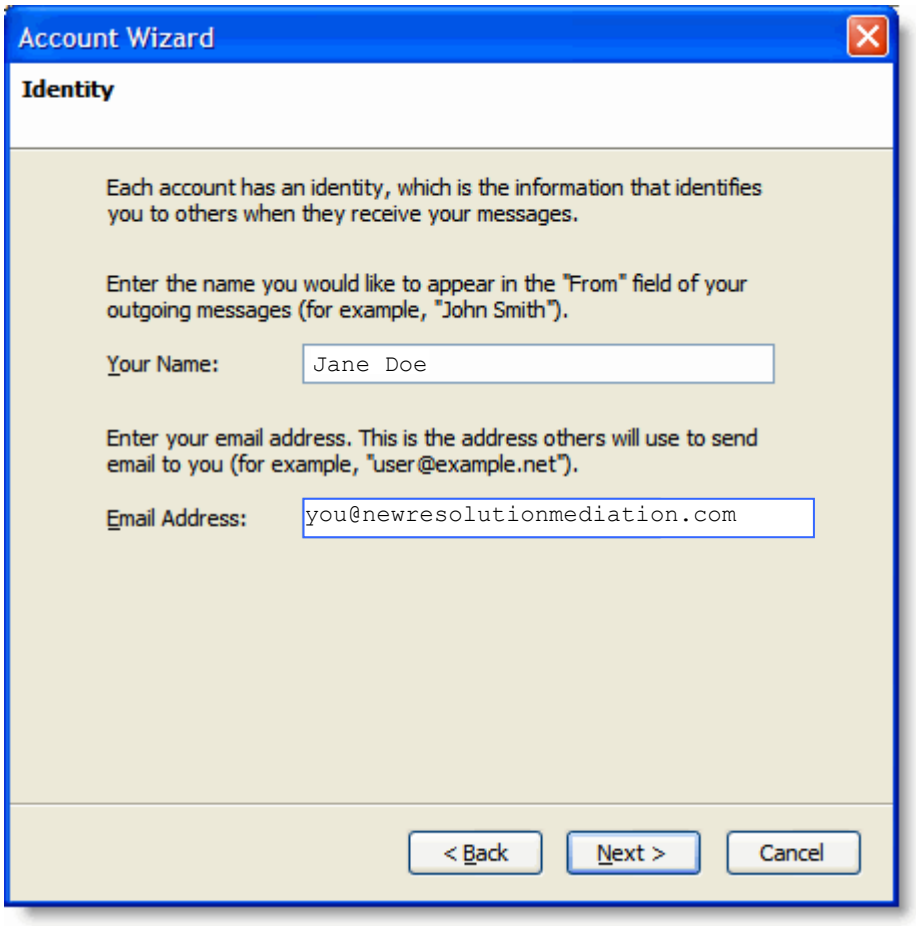
12. Congratulations. You're done.


Accounts
General
Accounts
RSS
Junk Mail
Fonts & Colors
Viewing
Composing
Signatures
Rules
Accounts
Jane (New Resolution)
Account Information
Mailbox Behaviors
Advanced
Account Type: Gmail POP
Description: Jane (New Resolution)
Email Address: you@newresolutionmediation.com
Full Name: Jane Doe
Incoming Mail Server: secure54.inmotionhosting.com
User Name: you+newresolutionmediation.com
Password: ••••••••
Outgoing Mail Server (SMTP): secure54.inmotionghosting.com
Use only this server
For support, visit Gmail Help Center

To Configure Thunderbird 2.0

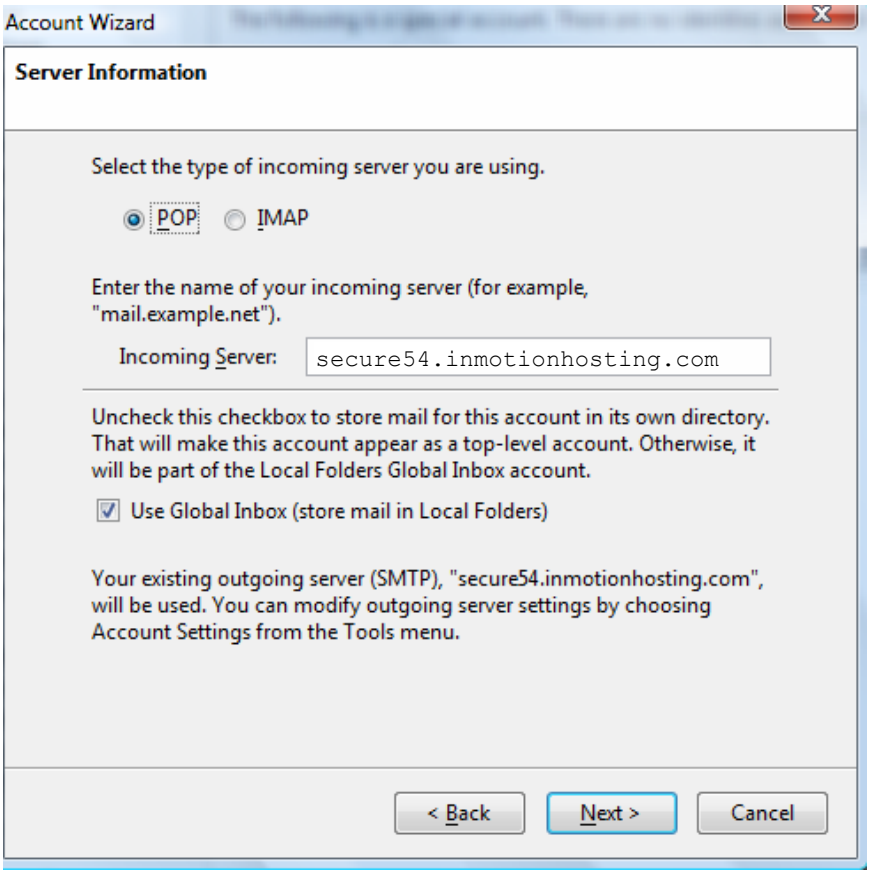
1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click the **Add Account...** button to launch Account Wizard.
4. Select **Email Account**, and click **Next**.
5. Fill in the necessary fields to include the following information:

   Your Name: Enter your name as you would like it to appear in the **From:** field of outgoing messages (example: `Jane Doe`).
   Email Address: Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).

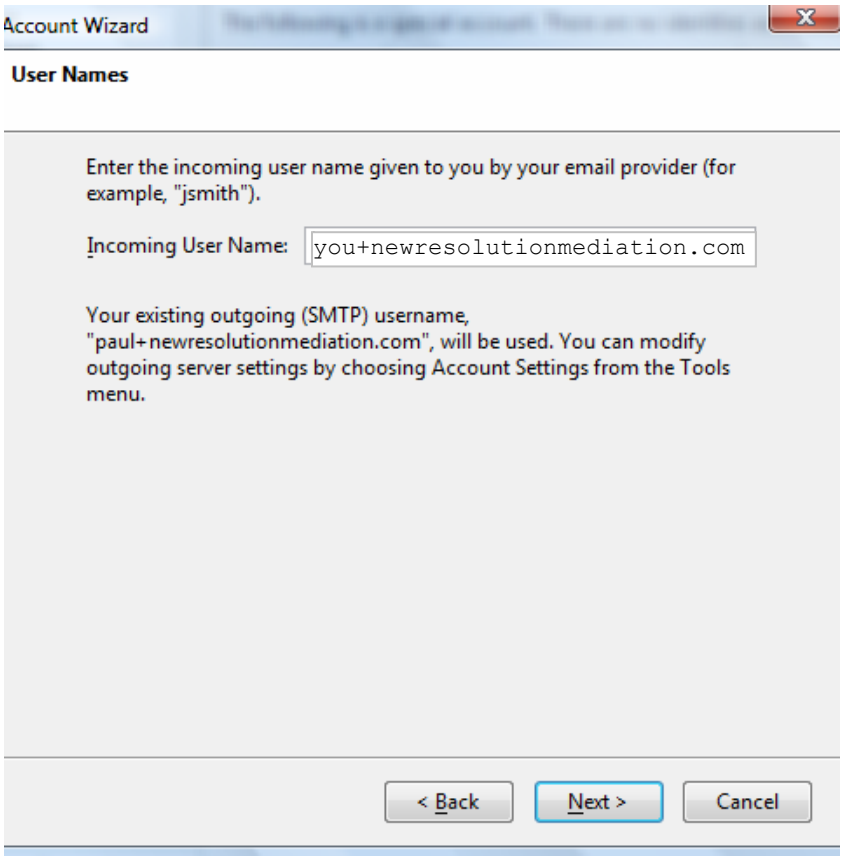


6. Click **Next.**
7. Under **Server Information**, select POP for type of incoming server.

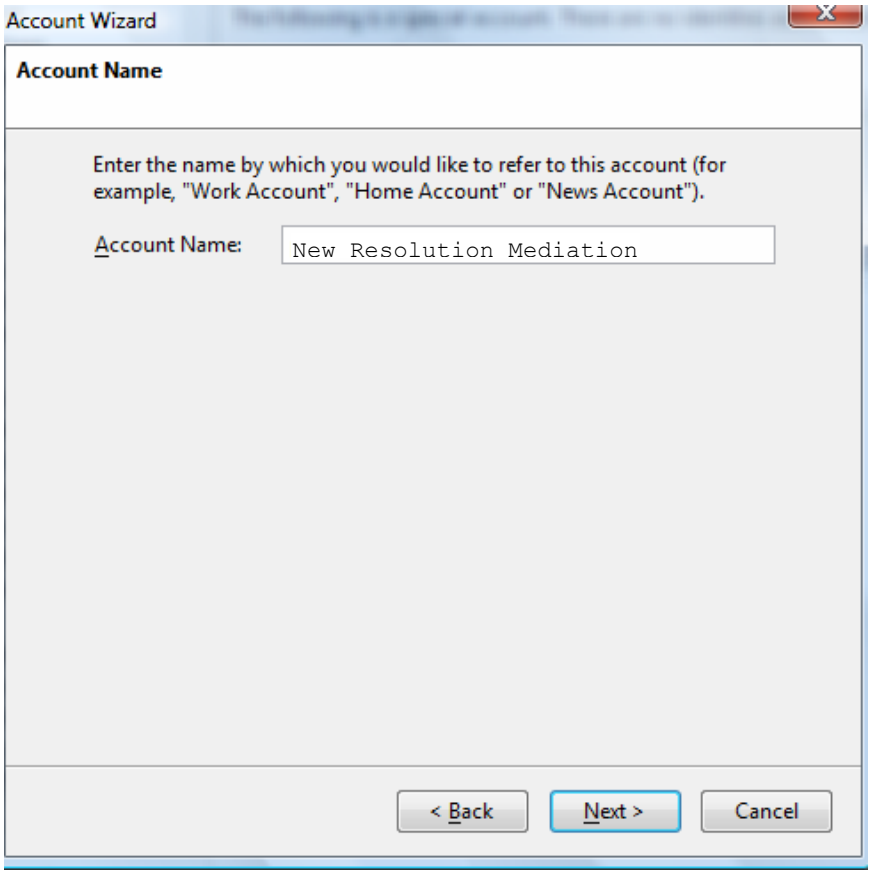
   For Incoming Server:
   Enter: `secure54.inmotionhosting.com`



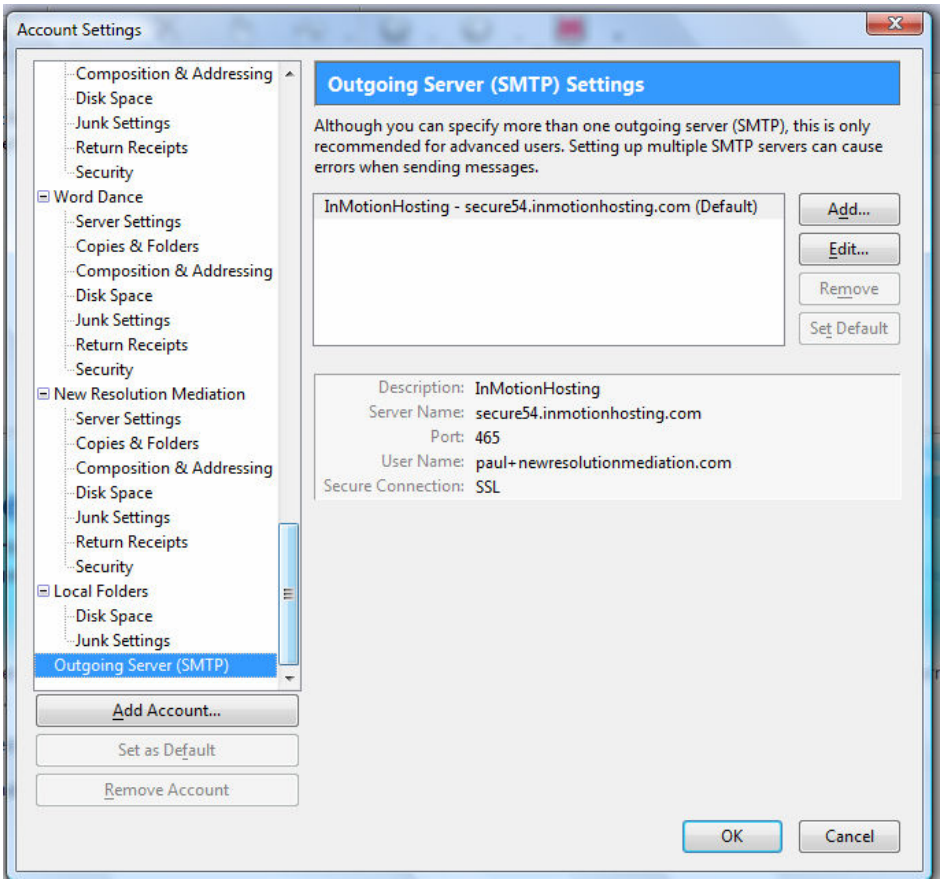
8. Click **Next**
9. For **Incoming user name:**
   Enter your full Email Username exactly as given to you (example: `you+newresolutionmediation.com`)



10. Click **Next**
11. For **Account name:**
    Enter your name or New Resolution Mediation



12. Scroll down to the bottom of the pane to the left and select **Outgoing Server (SMTP)**.



13. If you have been using Thunderbird successfully for other email accounts, the panel to the right will already show an outgoing server name. (The screenshot example shows the server name “secure54.inmotionhosting.com”.) In that case, there is no need to add another outgoing server name. Simply click **OK**.

    If this is the first time that you (or anyone else) has configured Thunderbird as your email client software, there will be no outgoing server name currently in the pane to the right. Click **Add…**

14. Under **SMTP Server:**

    For **Description**, enter: New Resolution

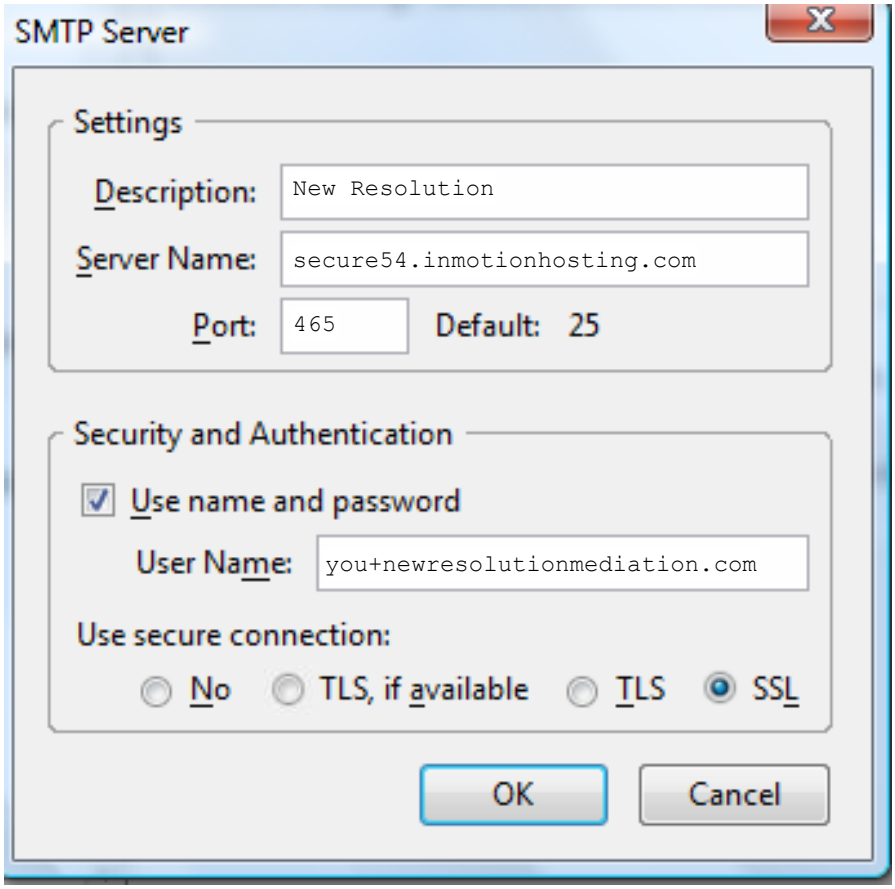
    For **Server Name**, enter: `secure54.inmotionhosting.com`

    For **Port**, leave the default value of 465

    Check the checkbox next to “**Use name and password**”

    For **User Name**, enter your Email Username exactly as given to you (example: you+newresolutionmediation.com)

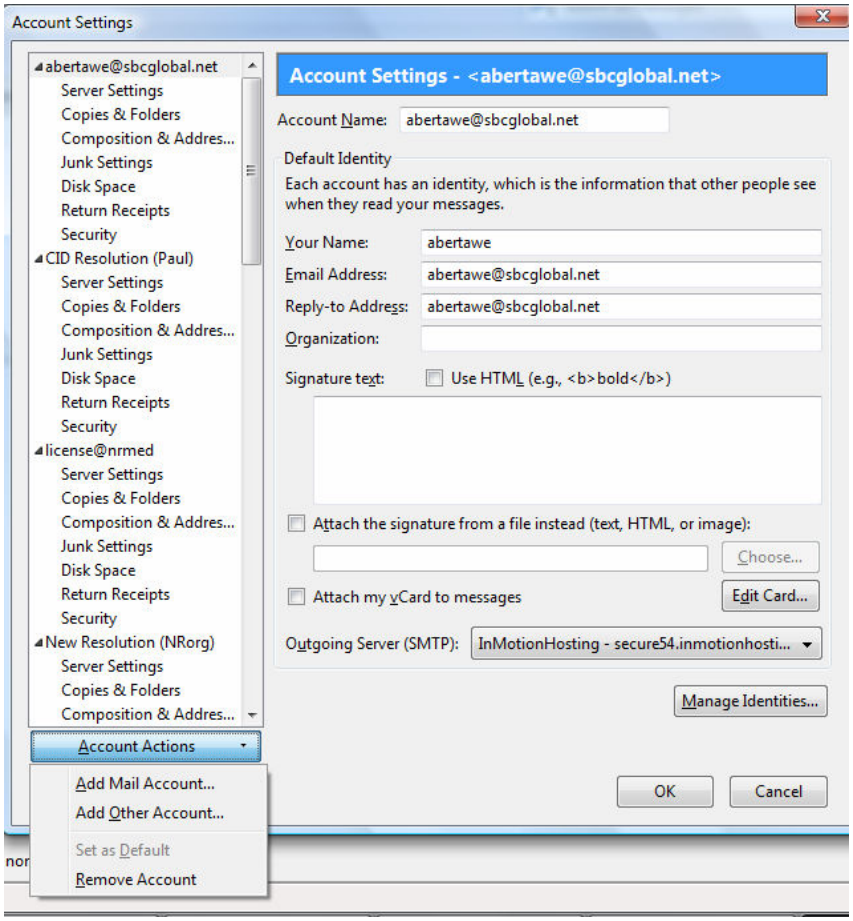
    For **Use Secure Connection**, select the “SSL” radio button.

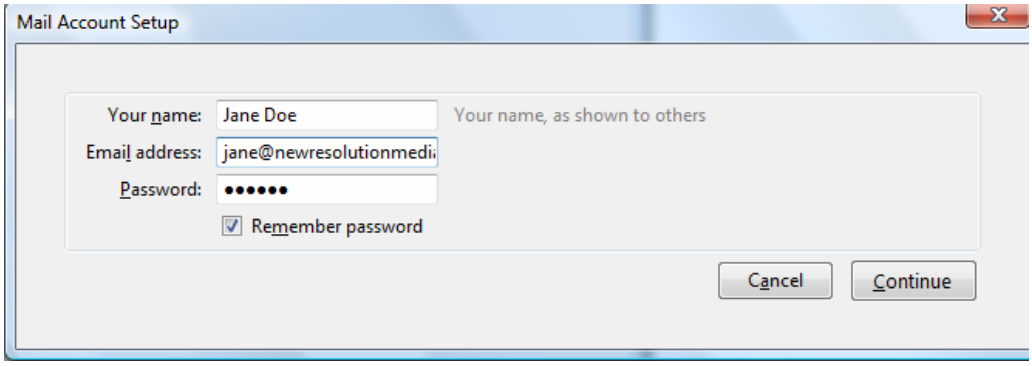


Click **OK.** Congratulations! You're done.

To Configure Thunderbird 3.0

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**
3. Click **Account Actions…** and **Add Mail Account...** button to launch Account Wizard.



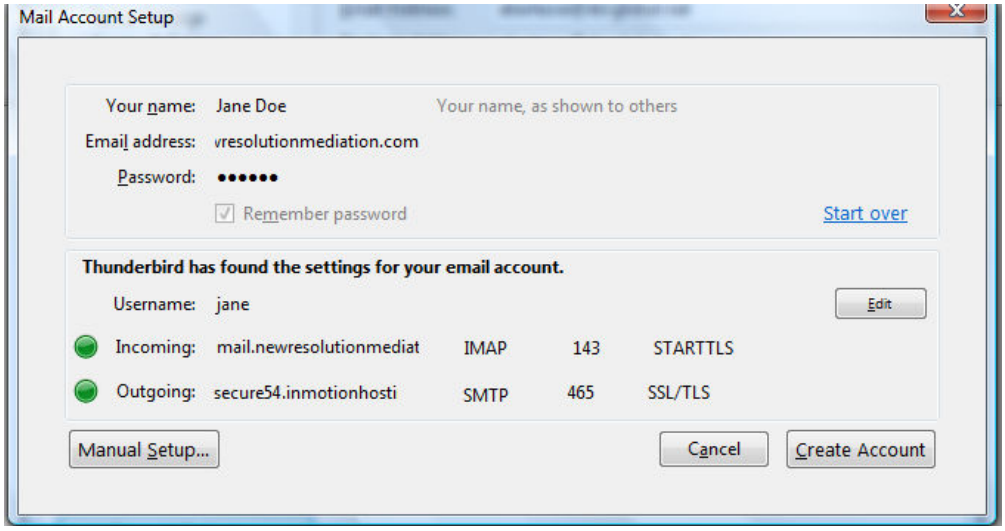


4. Under **Mail Account Setup**, enter as follows:

   Your Name: Enter your name as you would like it to appear in the **From:** field of outgoing messages (example: `Jane Doe`).
   Email Address: Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).
   Password: Enter your Email Password exactly as given to you.

   Check the **Remember Password** checkbox, and click **Continue**.

5. Wait some seconds for Thunderbird to attempt an automatic configuration, then click the **Manual Setup…** button.

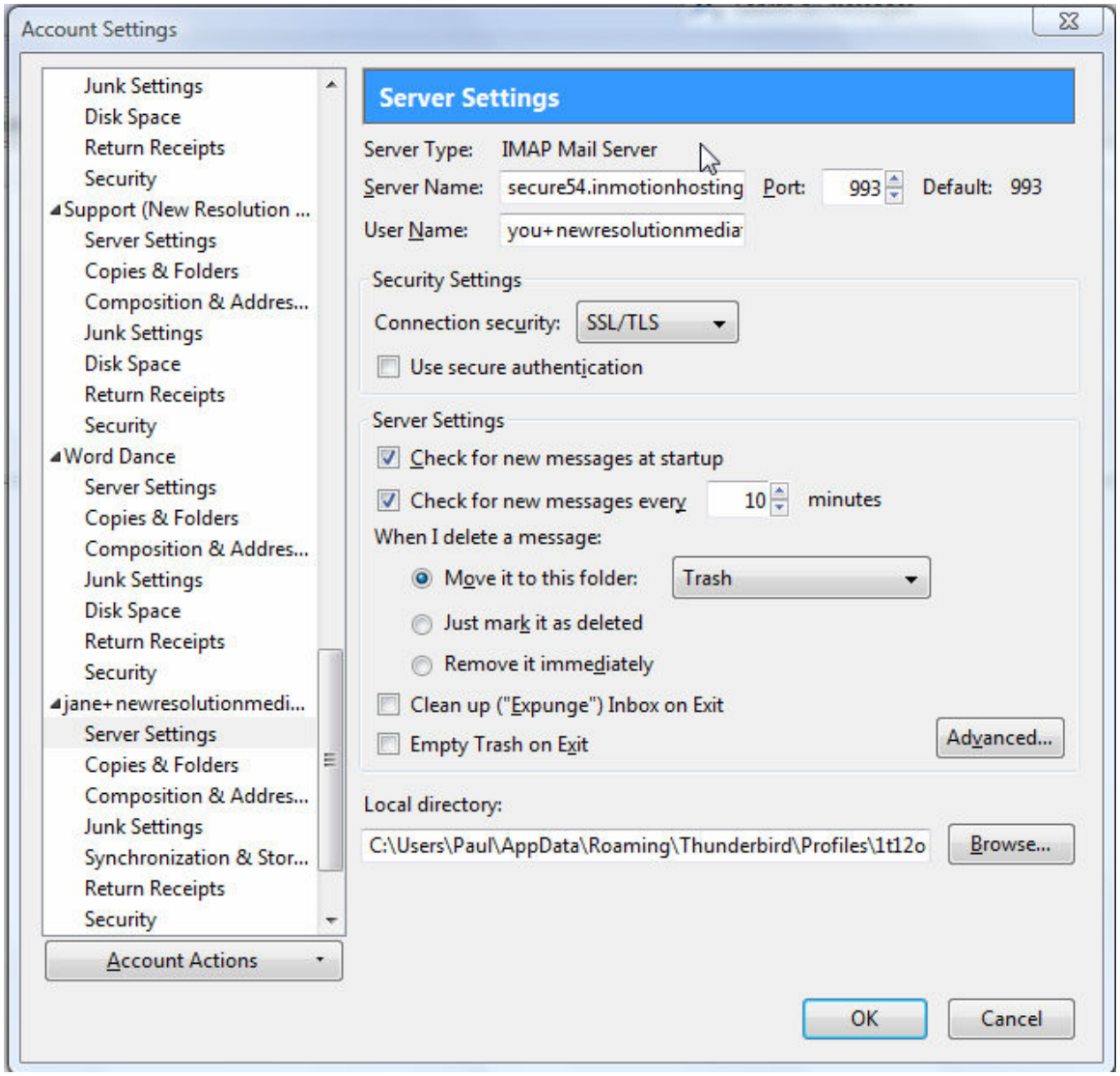


6. Scroll down in the left-hand panel to locate your New Resolution Mediation account, and click “Server Settings”. In the right panel under “Server Settings”:

   For Server Name, enter `secure54.inmotionhosting.com`.

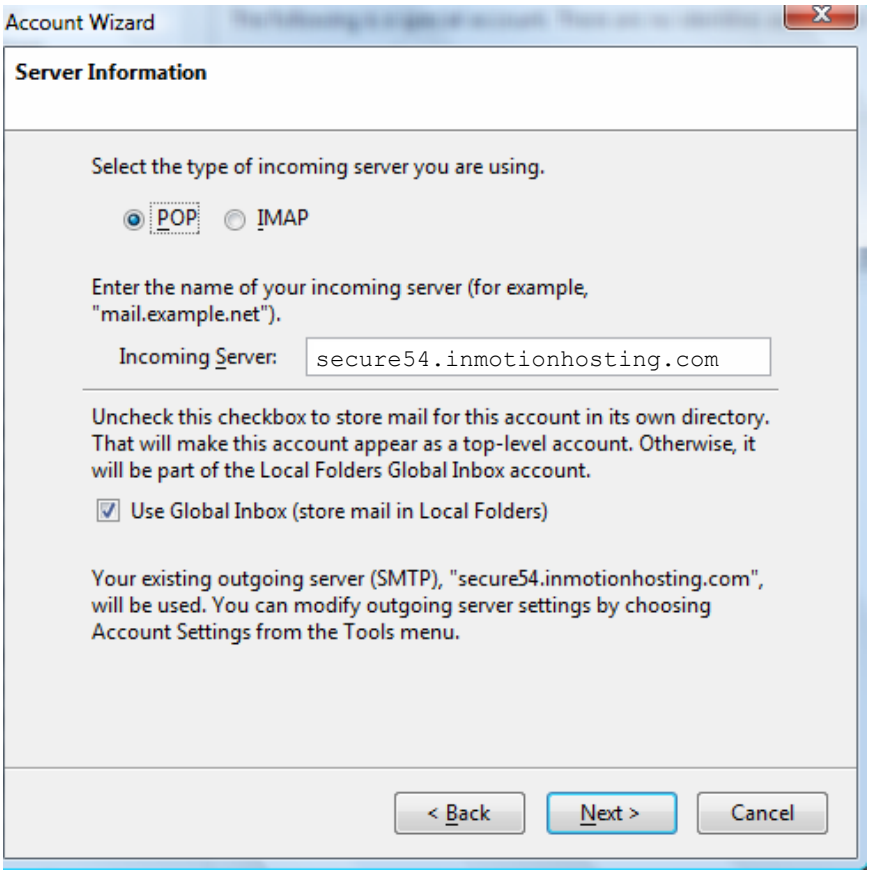
   For User Name, enter the Email Username exactly as given to you (example: `you+newresolutionmediation.com`).

   Leave the Port at its default value for either an IMAP or a POP connection.

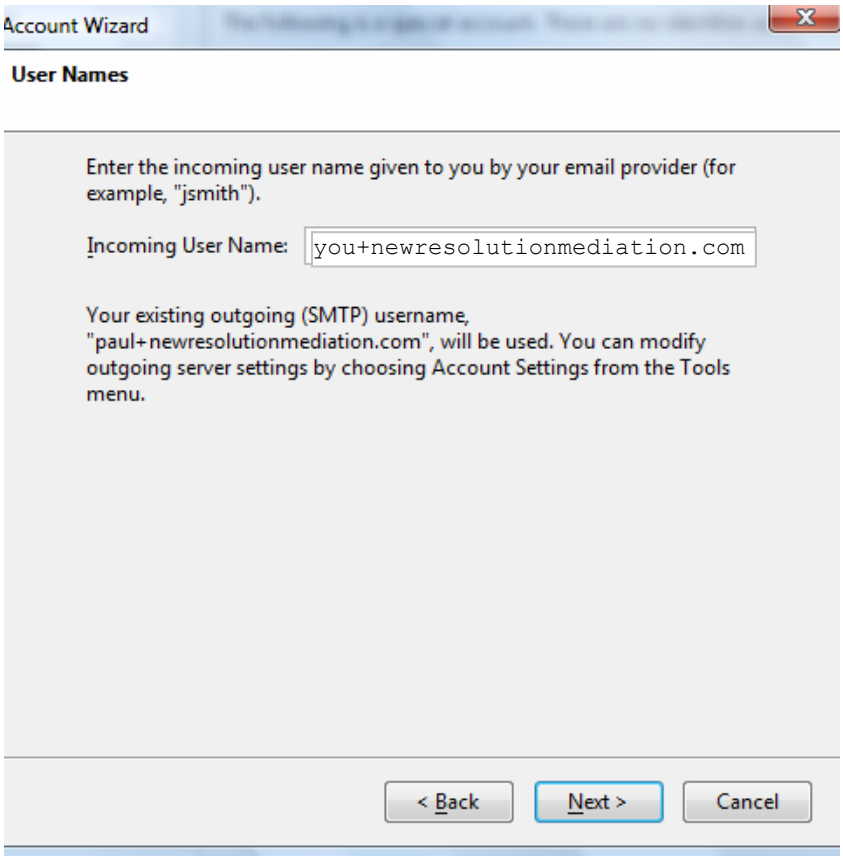


7. Under **Server Information**, select POP for type of incoming server.

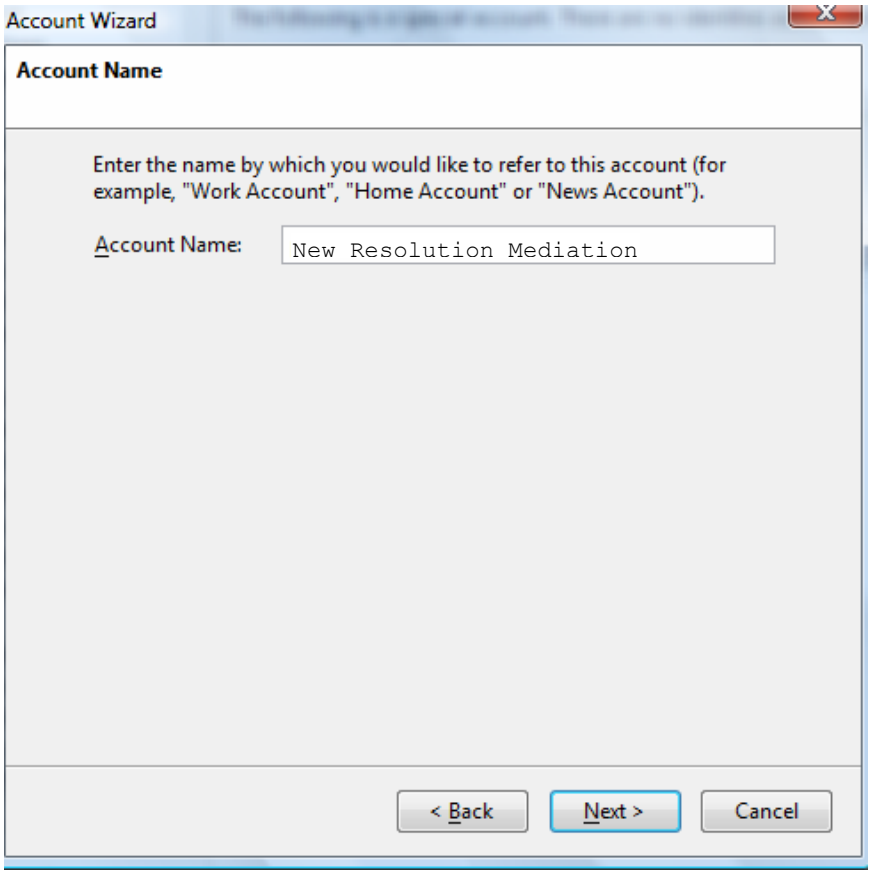
   For Incoming Server:
   Enter: `secure54.newresolutionmediation.com`


Account Wizard
Server Information
Select the type of incoming server you are using.
POP
IMAP
Enter the name of your incoming server (for example, "mail.example.net").
Incoming Server:
secure54.inmotionhosting.com
Uncheck this checkbox to store mail for this account in its own directory. That will make this account appear as a top-level account. Otherwise, it will be part of the Local Folders Global Inbox account.
Use Global Inbox (store mail in Local Folders)
Your existing outgoing server (SMTP), "secure54.inmotionhosting.com", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu.
< Back
Next >
Cancel

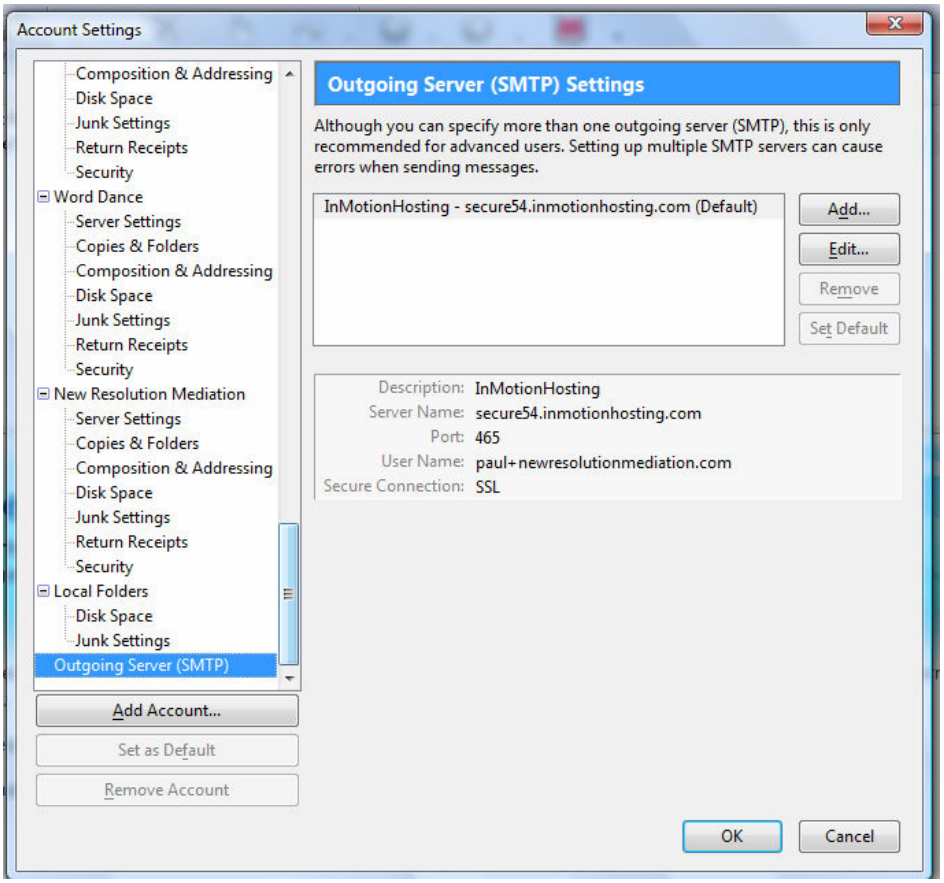
8. Click **Next**



9. Click **Next**
10. For **Account name:**
    Enter your name or `New Resolution Mediation`



11. Scroll down to the bottom of the pane to the left and select **Outgoing Server (SMTP)**.



12. If you have been using Thunderbird successfully for other email accounts, the panel to the right will already show an outgoing server name. (The screenshot example shows the server name “secure54.inmotionhosting.com”.) In that case, there is no need to add another outgoing server name. Simply click **OK**.

    If this is the first time that you (or anyone else) has configured Thunderbird as your email client software, there will be no outgoing server name currently in the pane to the right. Click **Add…**

13. Under **SMTP Server:**

    For **Description**, enter: New Resolution

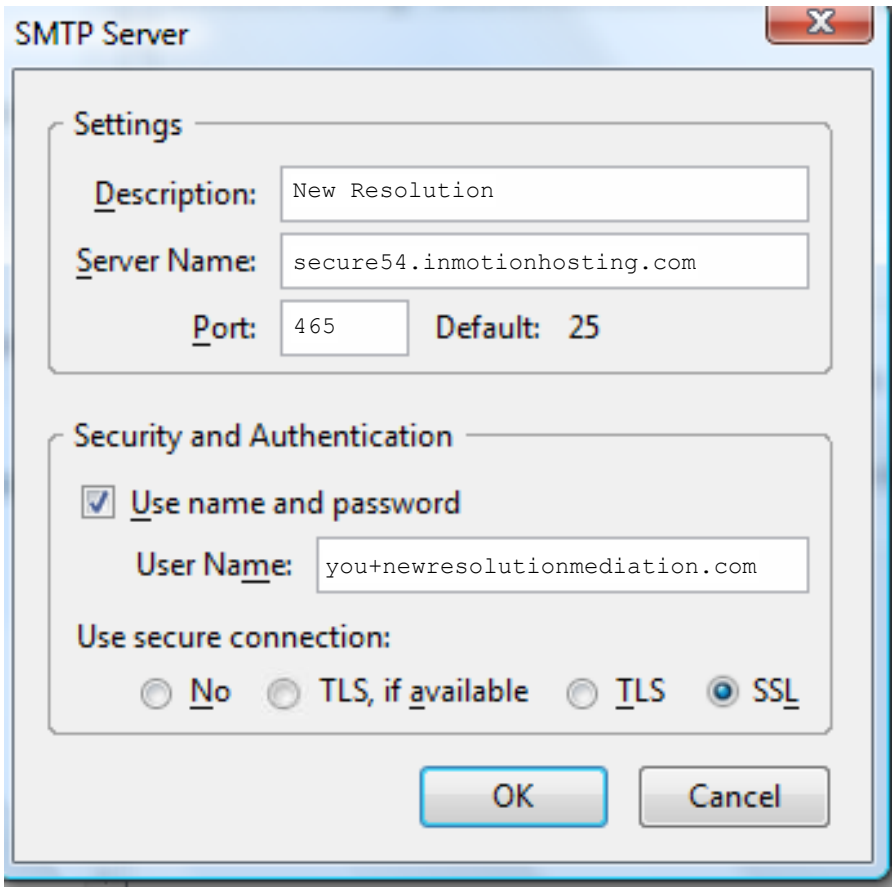
    For **Server Name**, enter: secure54.inmotionhosting.com

    For **Port**, leave the default value of 465

    Check the checkbox next to “**Use name and password**”

    For **User Name**, enter your Email Username exactly as given to you (example: you+newresolutionmediation.com)

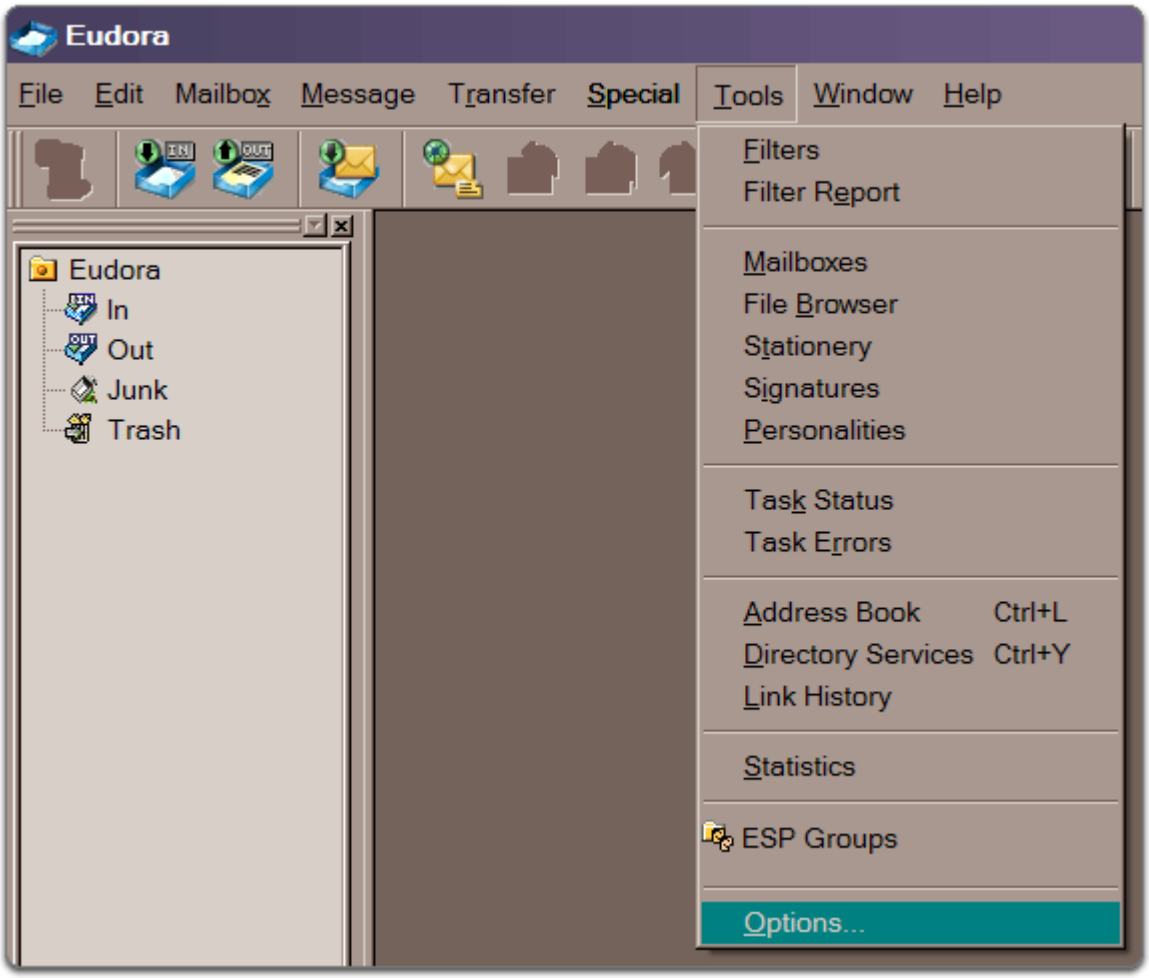
    For **Use Secure Connection**, select the “SSL” radio button.



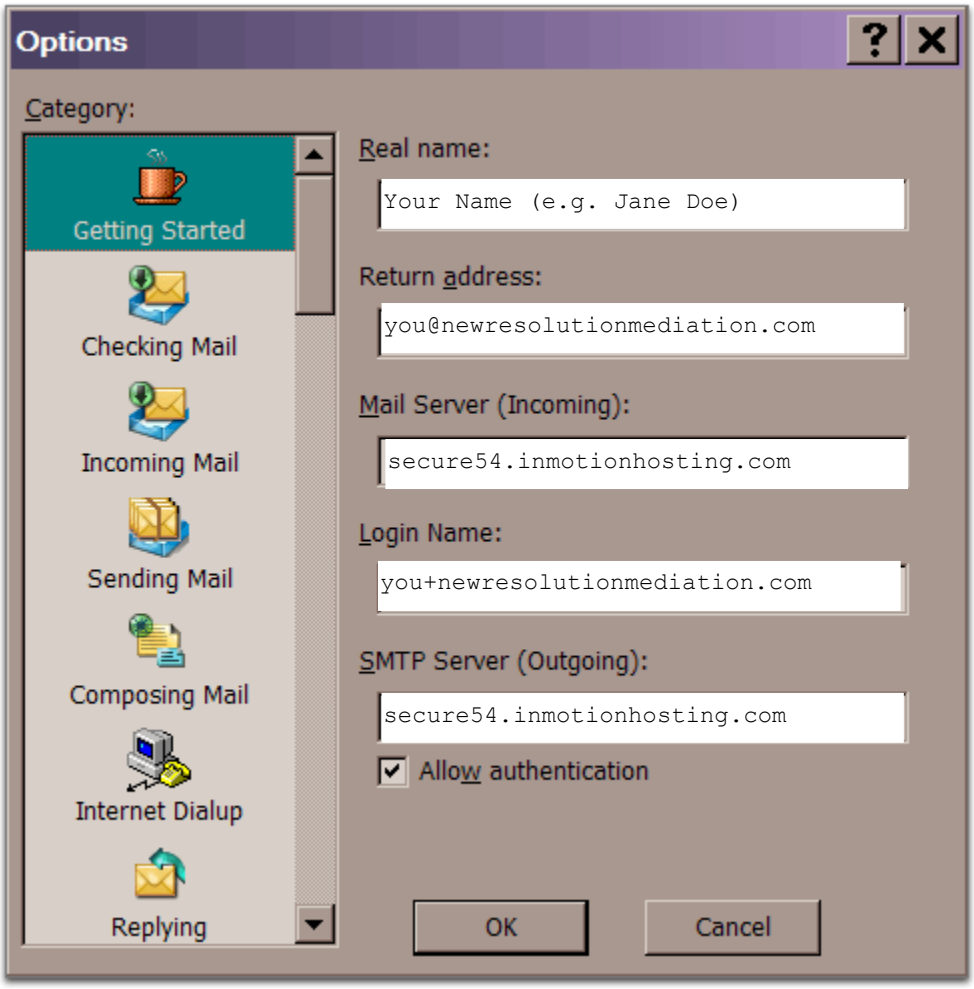
Click **OK.** Congratulations! You're done.

To Configure Eudora (Light Mode)

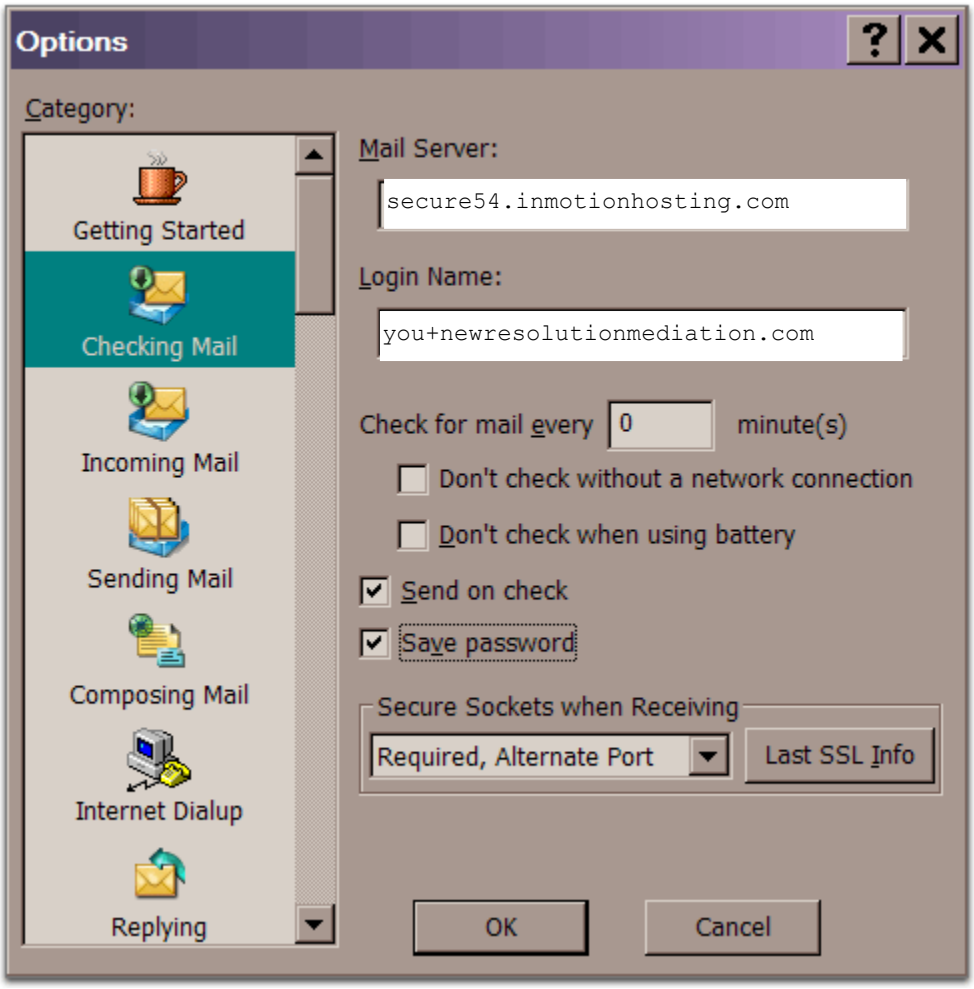
1. Open Eudora.
2. Click **Tools > Options**.



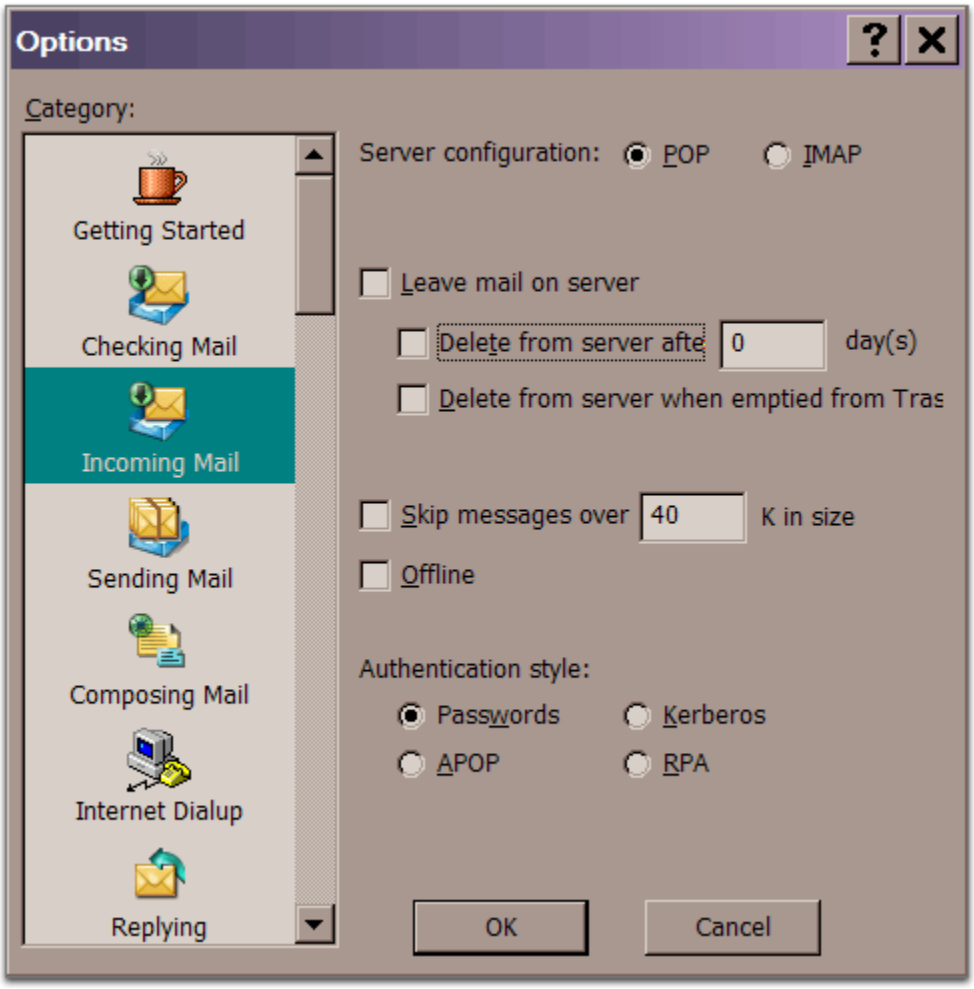
3. Click **Getting Started** from the **Category** list.
   - Enter your full name in the **Real name** field.
   - Enter you designated email address exactly as given to you (example: `you@newresolutionmediation.com`) in the **Return address** field.
   - Enter `secure54.inmotionhosting.com` in the **Mail Server (Incoming)** field.
   - Enter your full Email Username exactly as given to you (example: `you+newresolutionmediation.com`) in the **Login Name** field.
   - Set the **SMTP Server (Outgoing)** to `secure54.inmotionhosting.com` and select **Allow authentication**.



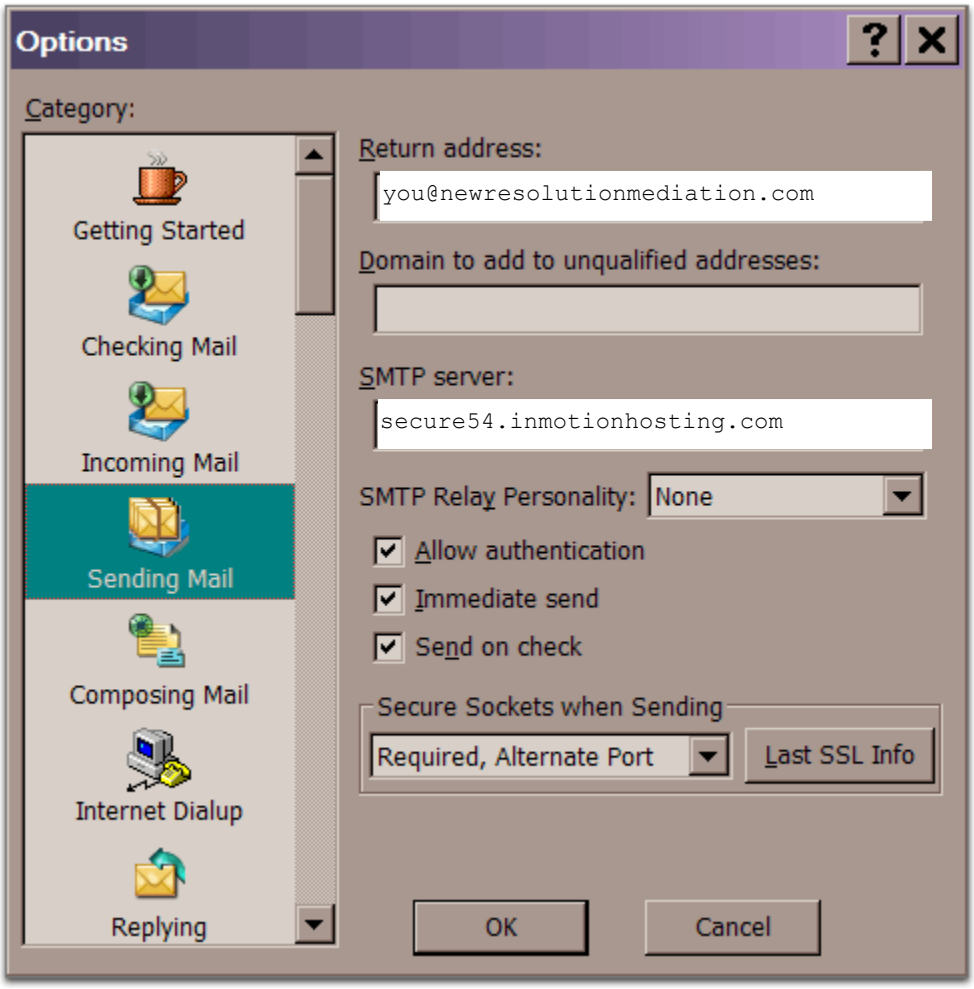
4. Select **Checking Mail** from the **Category** list.
    - Your information should be prepopulated based on your **Getting Started** settings.
    - Set **Secure Sockets when Receiving** to "**Required, Alternate Port**"



5. Select **Incoming Mail** from the **Category** list.
   - Ensure that the **Leave mail on server** and **Skip messages over 40K in size** options are ***not*** checked.
   - Select **Passwords** for **Authentication Style**.



6. Select **Sending Mail** from the **Category** list.
   - Check the box next to **Allow authentication**.
   - Set **Secure Sockets when Sending** to "**Required, Alternate Port**" and click **OK**.



7. Click **OK** and then verify your settings by clicking **File > Check Mail**.

To Configure iPhone Mail

1. On your iPhone, tap Mail or from the Home screen choose Settings > Mail > Accounts > Add Account

2. For email account type, choose **Other** from the following list:
   i. Yahoo! Mail
   ii. Gmail
   iii. Mac
   iv. AOL
   v. Other

3. Select “POP” as your server type — IMAP, POP, or Exchange

4. Enter your account information as follows:

   Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`)

   Enter POP as the email server type (IMAP, POP, or Exchange)

   Incoming mail server:
   Enter: `secure54.inmotionhosting.com`

   Outgoing mail server:
   Enter: `secure54.inmotionhosting.com`

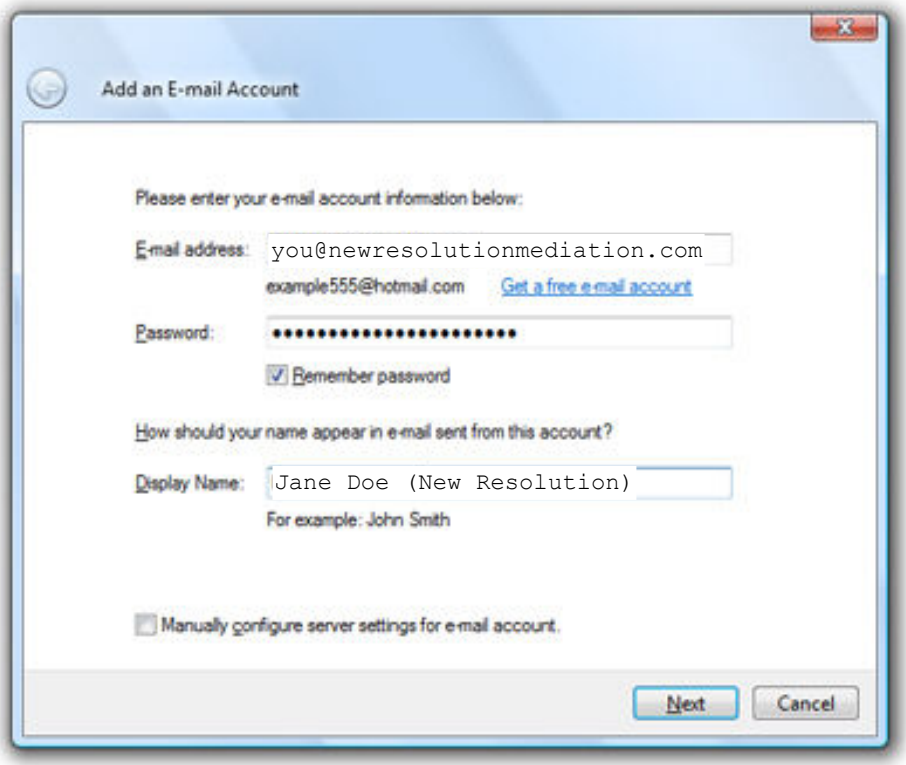
   Enter your Email Username exactly as given to you (example: `you+newresolutionmediation.com`) and your Email Password for both incoming and outgoing servers.

5. If you notice that POP access isn't working properly, please ensure that all your settings are correct by following these instructions:

   From the **Home** menu, tap **Settings**.
   Select your newresolutionmediation.com address.
   Scroll to the bottom of the page and tap **Advanced**.
   Ensure that your settings are as follows:
   Incoming Uses SSL: ON
   Outgoing Uses SSL: ON
   Authentication: Password

To Configure Windows Live Mail

1. Locate the "Add an e-mail account" button in Windows Live Mail's left pane; click this button to open the email account wizard:



2. Enter your designated email address exactly as given to you (example: `you@newresolutionmediation.com`).

3. With the second field ("**Password**"), Windows Live Mail requests your Email Password to be able to connect to the New Resolution Mediation mail server. (Windows Live Mail will by default remember your email account password; you can opt to supply it every time by unchecking the "**Remember password**" checkbox. Leave the box checked.)

4. The last field, "**Display Name**", determines what Windows Live Mail will show as sender's name to people you email from it. The display name can be your real name or not: it does not have to match your email address.

5. The "**Manually configure server settings for e-mail account**" checkbox is unchecked by default. You should check this box.

6. Click the **Next** button.

   By choosing to manually configure your server settings, you will be presented with a second screen to collect your mail server information and authentication

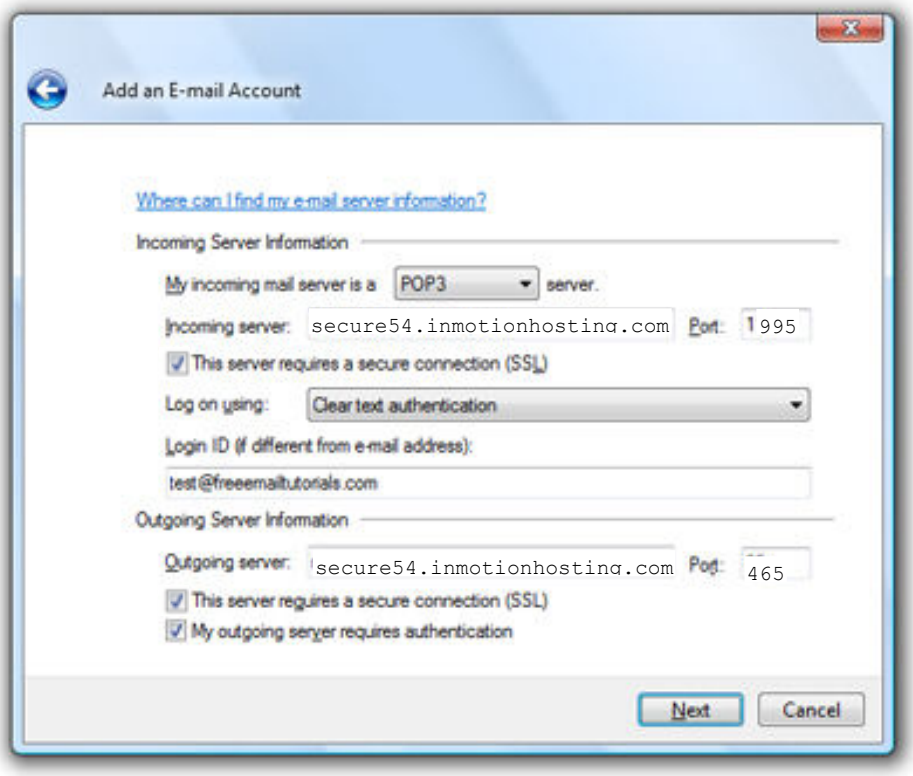
method. The top portion of Windows Live Mail's email account setup screen, "Incoming Server Information", collects the information needed to receive emails from your mail server.

Start by choosing whether your email account is POP3 or IMAP. Set “My incoming mail server is a” **POP3** server in the drop-down menu.

Incoming server:
Enter: secure54.inmotionhosting.com.Set the Port number at 995 or allow it to take its default value.

Check the two “This server requires a secure connection (SSL)” check-boxes

Set the “Log on using” drop-down menu to “Clear text authentication”.



Login ID: enter your full Email Username exactly as given to you (example: you+newresolutionmediation.com)

Outgoing server:
Enter: secure54.inmotionhosting.com. Leave the Port number at its default value, or set it to 465.

Check the box that says “My outgoing server requires authentication”

7. Click **Next.** Congratulations. Windows Live Mail should display a successful email account setup message.