

## Email Help

Your Server settings are as follows:

Preferred method is to use SSL:

Incoming (POP): Server users.adc.west-point.org on Port 995 w/SSL

Outgoing (SMTP): Server users.adc.west-point.org on Port 465 w/SSL

If SSL doesn't work, then try TLS:

Incoming (POP): Server users.adc.west-point.org on Port 110 w/TLS

Outgoing (SMTP): Server users.adc.west-point.org on Port 587 w/TLS

What are the new IMAP settings that I will need after I get the message that I've been migrated?

Preferred method is to use SSL:

Incoming (IMAP): Server users.adc.west-point.org on Port 993 w/SSL

Outgoing (SMTP): Server users.adc.west-point.org on Port 465 w/SSL

If SSL doesn't work, then try TLS:

Incoming (IMAP): Server users.adc.west-point.org on Port 143 w/TLS

Outgoing (SMTP): Server users.adc.west-point.org on Port 587 w/TLS

If your settings are not working, please use webmail until we can sort out the problem:

<https://webmail.west-point.org/smnew/>

Email Routing and Alias

This link takes you to your "admin page", which permits you to set an alias and route your mail

In some of the entries below, you may find some solutions to some different email programs, and how those problems were solved:

We have had members report success with many email clients -- Outlook 2013, Eudora, Thunderbird, Gmail, phones and tablets. However, Windows Live Mail is not working. Our Tech team is trying to find a solution to this program, but it is an old program, and it is proving difficult for them to find a fix. Windows Live gives a "relay" error. It \*thinks\* you are trying to log in as the recipient of the message rather than sending to that person. We are sorry that this program is failing, and ask that you download any of the other free email programs available, or view your WP-ORG mail via Webmail (<https://webmail.west-point.org/smnew/>).

If you are using Thunderbird (free), use the IMAP instructions (below).

Outlook 2013 works fine with SSL settings (below)

Gmail works with both POP and IMAP instructions.

Both Android mobile device stock AND/OR K9 email:

SMTP "Outgoing server settings"

check "Require sign-in"

enter "Username"

Authentication: "Normal password", and enter your password. This was not the case when using the prior settings before the migration.

Free email programs that we have not had setting reports on: OPERA

Again, our Webmail (Squirrelmail) location is: <https://webmail.west-point.org/smnew/>

**\*\*Attention:** outgoing settings (SMTP) requires your username/password (not previously required)

I.e.. Outlook 2013:

OLD SETTINGS:Email POP & SMTP Settings for WP-ORG: POP: pop.west-point.orgSMTP: smtp.west-point.orgSet your SMTP port to 587 (this will bypass ISP port 25 blocks) Setting up your WP-ORG account on Gmail:-Open up your browser and go to <http://www.gmail.com> and login.-Click on Settings link in the top right corner of your Gmail account under the gear icon.-Click on the Accounts tab.-Click on the button called Add a POP3 mail account you own.-A new popup should display like below prompting you for your email address. Your email address will be your Big Commerce email account name, followed by an '@' symbol and then your domain name. So if your account name is "you" and your domain is west-point.org, then your email address would be you@west-point.org. Type in your email address and press "Next Step" button.

Next will be the email settings page. This is the page where you will actually be able to setup your email account  
E-mail Address: This is your actual email address that will be used (you@west-point.org).Username: The username will be your full BigCommerce email address (you@west-point.org).Password: The password is the same password that you used when creating your WP-ORG email account.POP Server: This is the server when all your emails are stored. The server address will be pop.west-point.orgPOP Port: This is the port number used when contacting the POP server. use the defaultLeave a copy of retrieved message on the server: Ticking this option will either leave your email in your POP server after you have read them (ticked) or remove them from your POP after reading (unticked).Do not select a secure connection (SSL): NoLabel incoming messages: This is the label used when reading your emails within Google.Archive incoming messages: This will take a backup copy of all emails read within Google.  
Fill in the email settings form and press the "Add Account" button to add your account to your Google account.Now you will have the choice to send email from your wp-org email address through Gmail.

Select: Yes, I want to be able to send mail as.. Click: Next Step  
enter the name that you want to appear when you send people email.

Click: Next Step

Here you will have the option of using Gmail's SMTP server. You can use this, but you could also use our SMTP server (587).

Select: Send through Gmail Click: Next StepClick on the button: Send Verification

You will now be asked for a confirmation code in order to complete this setup.Go back to >Settings > Accounts & Import, Then click on the link 'Check mail now'You will then receive an email with your confirmation code.Copy & Paste that confirmation code into the box, and click on the button called 'Verify'

Contact us for further assistance: [feedback@west-point.org](mailto:feedback@west-point.org)