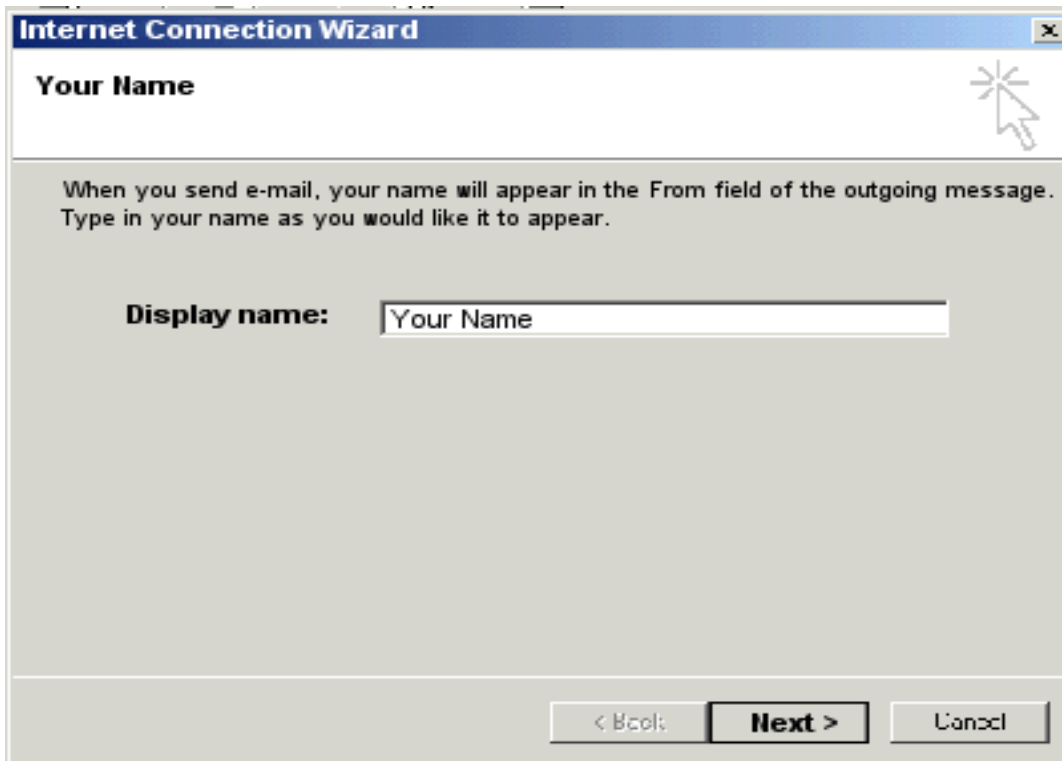


# Self Help Installation Guide

## DTEWorld.com E-Mail

Do not follow this process until DSL or dial-up installation is complete and working properly.

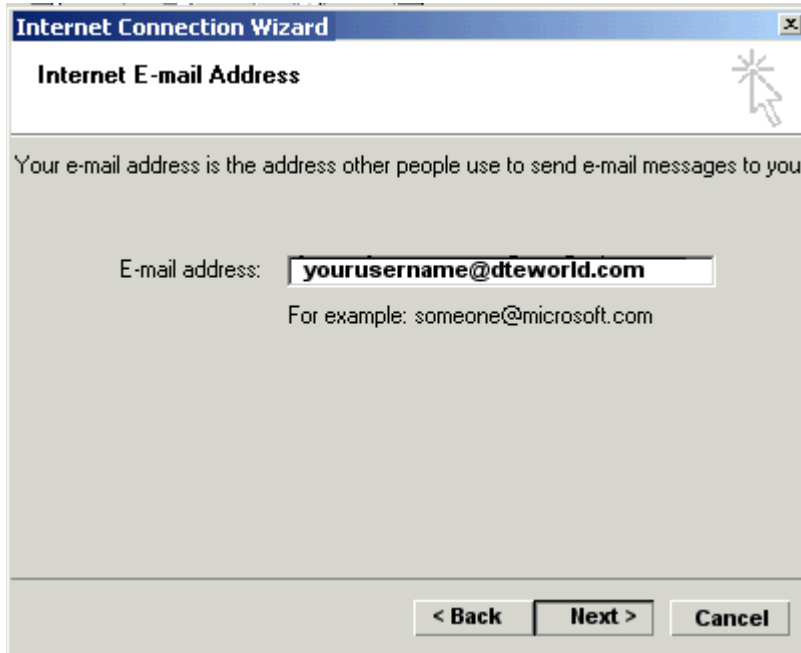
1. Turn on computer.
2. Launch Outlook Express.
3. Click the **“Tools”** menu.
4. Click the **“Accounts”** submenu.
5. Click once on the account currently listed in the **“Mail”** tab so that it is highlighted.
6. Click the **“Add”** button.
7. Click the **“Mail”** submenu.
8. Enter your full name in the space provided.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard". The window has a blue title bar with a close button (X) in the top right corner. Below the title bar, the text "Your Name" is displayed in a bold font. To the right of this text is a mouse cursor icon pointing at a starburst symbol. Below this, there is a paragraph of text: "When you send e-mail, your name will appear in the From field of the outgoing message. Type in your name as you would like it to appear." Underneath this text, the label "Display name:" is followed by a text input field containing the placeholder text "Your Name". At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a black border.

9. Click the **“Next”** button.

10. If not already selected, select “**I already have an e-mail address that I’d like to use.**”
11. Enter your e-mail address in the space provided.



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "Internet E-mail Address". Below the header, there is a text box containing "yourusername@dteworld.com". An example "someone@microsoft.com" is shown below the text box. At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

12. Click the “**Next**” button.
13. If not already selected, select “**POP3**” in the dropdown menu labeled “**My incoming mail server is a**”
14. Type **pop.dteworld.com** in the space labeled “**Incoming mail (POP, IMAP or HTTP) server:**”
15. Type **smtpauth.dteworld.com** in the space labeled “**Outgoing mail (SMTP) server:**”



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". It features a dropdown menu set to "POP3" with the text "My incoming mail server is a POP3 server." Below this are two text input fields: "Incoming mail (POP3, IMAP or HTTP) server:" containing "pop.dteworld.com" and "Outgoing mail (SMTP) server:" containing "smtpauth.dteworld.com". At the bottom are three buttons: "< Back", "Next >", and "Cancel".

16. Click the “**Next**” button.
17. Enter your e-mail user name as listed on the dteworld.com information sheet, in the space labeled “**Account Name:**”
18. Enter your password as listed on the rtconnect.net information sheet, in the space labeled “**Password:**”

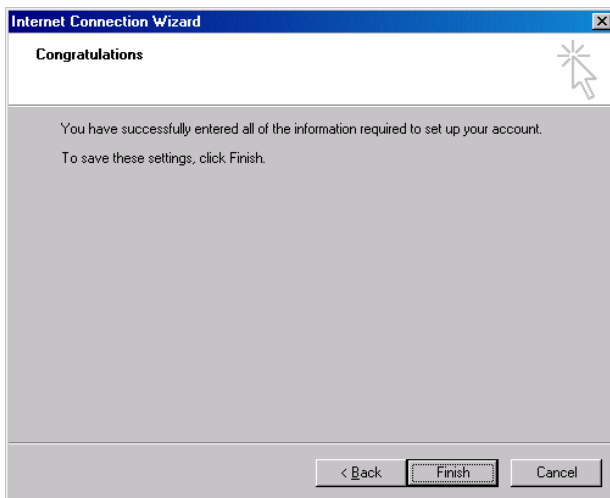
19. Click the box labeled “**Remember Password**” if you do not want to type your password every time you check your e-mail.
20. Ensure the “**Log on using Secure Password Authentication (SPA)**” is NOT checked.



The screenshot shows a dialog box titled "Internet Mail Logon" with a mouse cursor pointing to the title bar. The dialog contains the following elements:

- Text: "Type the account name and password your Internet service provider has given you."
- Text input field: "Account name:" with the text "yourusername" entered.
- Password input field: "Password:" with "\*\*\*\*\*" entered.
- Check box:  "Remember password"
- Text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box."
- Check box:  "Log on using Secure Password Authentication (SPA)"
- Buttons: "< Back", "Next >", and "Cancel".

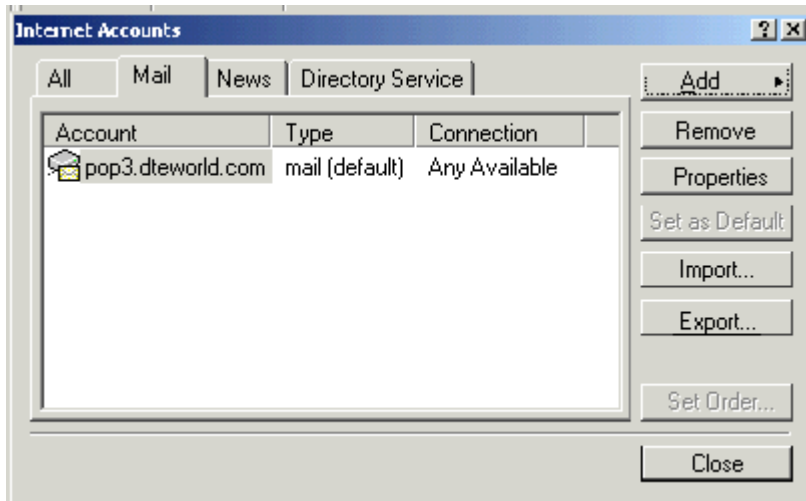
21. Click the “**Next**” button.
22. Click the “**Finish**” button.



The screenshot shows a dialog box titled "Internet Connection Wizard" with a mouse cursor pointing to the title bar. The dialog contains the following elements:

- Section: "Congratulations"
- Text: "You have successfully entered all of the information required to set up your account. To save these settings, click Finish."
- Buttons: "< Back", "Finish", and "Cancel".

23. Click the “**Close**” button.



You will now need to configure your account settings for authenticated SMTP  
Scroll down this page to view those instructions.

# Setting up SMTP Authentication

## Introduction

What is SMTP Authentication?

SMTP Authentication is a transparent mechanism for our mail server to verify who you are. The server asks for your user name and password, which your mail program passes on. If you are verified as being a "real" DTEWorld user, then you'll be able to send your message.

Why do we use it?

In the fight to stop Spam (junkmail, Unsolicited Commercial E-mail, etc.), the rules that apply to mail servers acceptance of mail are getting ever stronger.

In order to set up mail clients to use SMTP Authentication, the following instructions should be used. Basically, SMTP Authentication needs to be enabled, and set up to use the email address and password of the user in question. Below are instructions and screen shots for the most common mail software currently in use.

Note: The following instructions must be applied to all email accounts.

### [Netscape 7.1](#)

[Step 1](#)

[Step 2](#)

### [Eudora 6.0](#)

[Step 1](#)

[Step 2](#)

[Note:](#)

### [Outlook XP](#)

[Step 1](#)

[Step 2](#)

[Step 3](#)

[Step 4](#)

[Step 5](#)

### [Outlook Express XP](#)

[Step 1](#)

[Step 2](#)

[Step 3](#)

[Step 4](#)

### [Mozilla 1.5](#)

[Step 1](#)

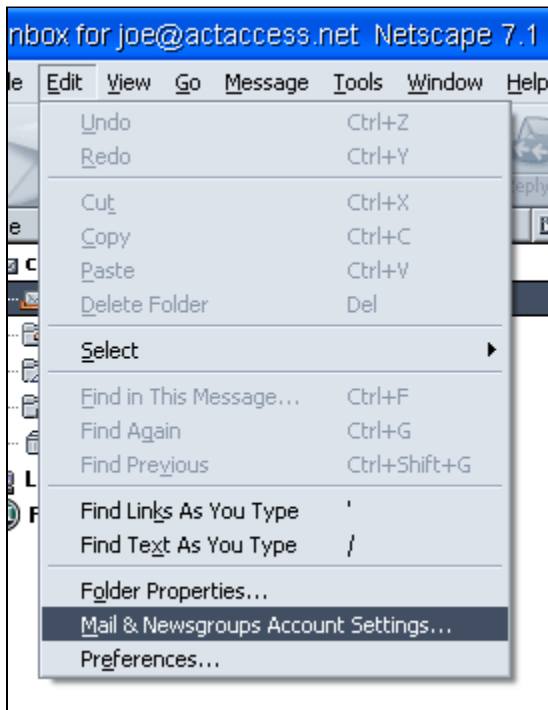
[Step 2](#)

# Netscape 7.1

## Step 1:

Open the Netscape mail software, then go to Edit -> 'Mail & Newsgroups Account Settings' , as pictured below in Fig 1.

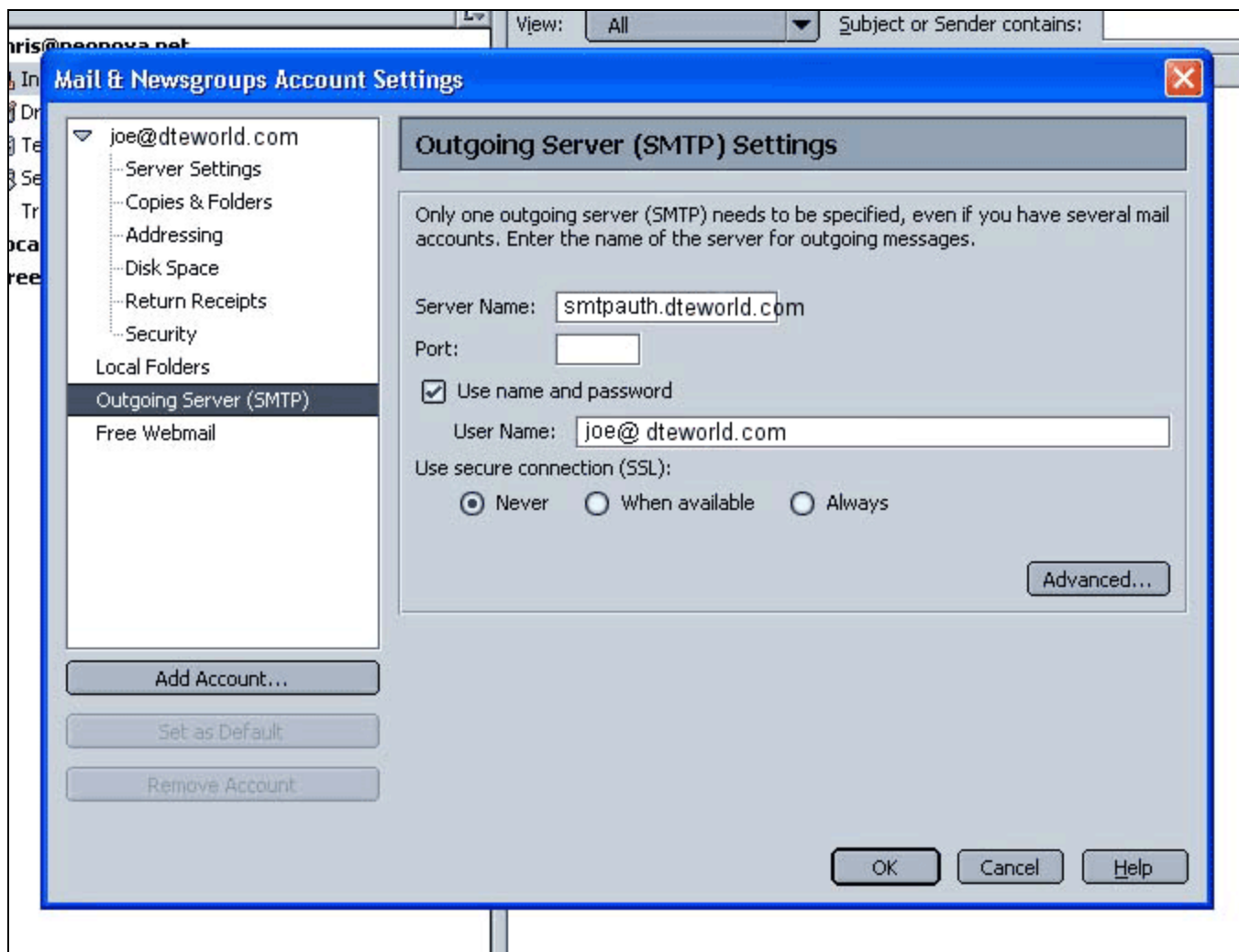
Fig 1.



## Step 2:

On the left hand side of the dialog box, select 'Outgoing Server (SMTP)' (see Fig 2). Ensure that the Server Name is set to the correct mail server (smtpauth.dteworld.com), and check the box that is labeled 'Use name and password'. Enter the email address for the user in question in the text box labeled 'User Name'. Click 'OK' to apply the settings.

Fig 2.

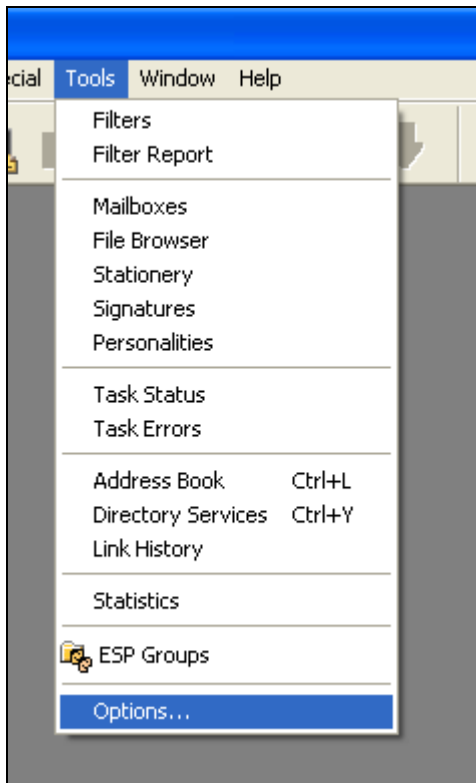


## Eudora 6.0

### Step 1:

Open Eudora, and go to Tools -> Options as in Fig 3.

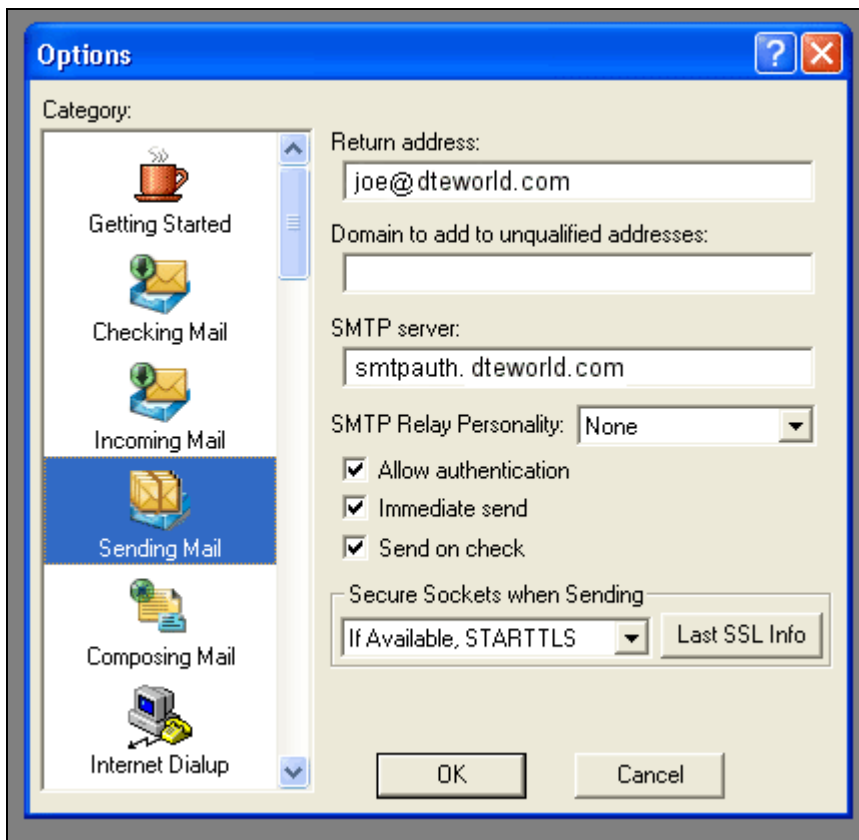
Fig 3.



## Step 2:

Select the 'Sending Mail' icon on the left hand side. Double check that the SMTP server is set to your outgoing mail server (smtpauth.dteworld.com). Check the box that is labeled 'Allow Authentication' as in Fig 4.

**Fig 4.**



### Note:

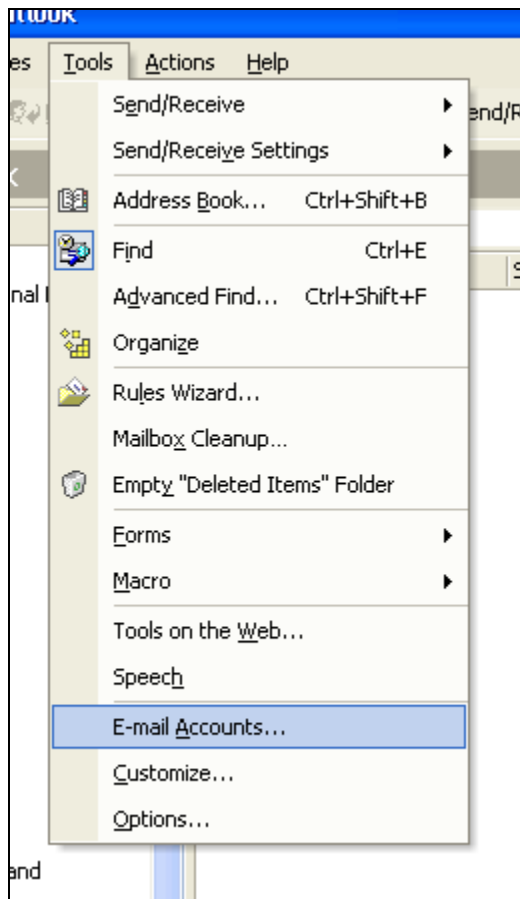
In order for SMTP authentication to work with Eudora, it is important that the user credentials that are entered for the POP server is set to the email address for the username. i.e. ***bob@dteworld.com*** instead of just bob.

## Outlook XP

### Step 1:

Open Outlook, then go to Tools -> 'E-mail Accounts' as shown in Fig 5.

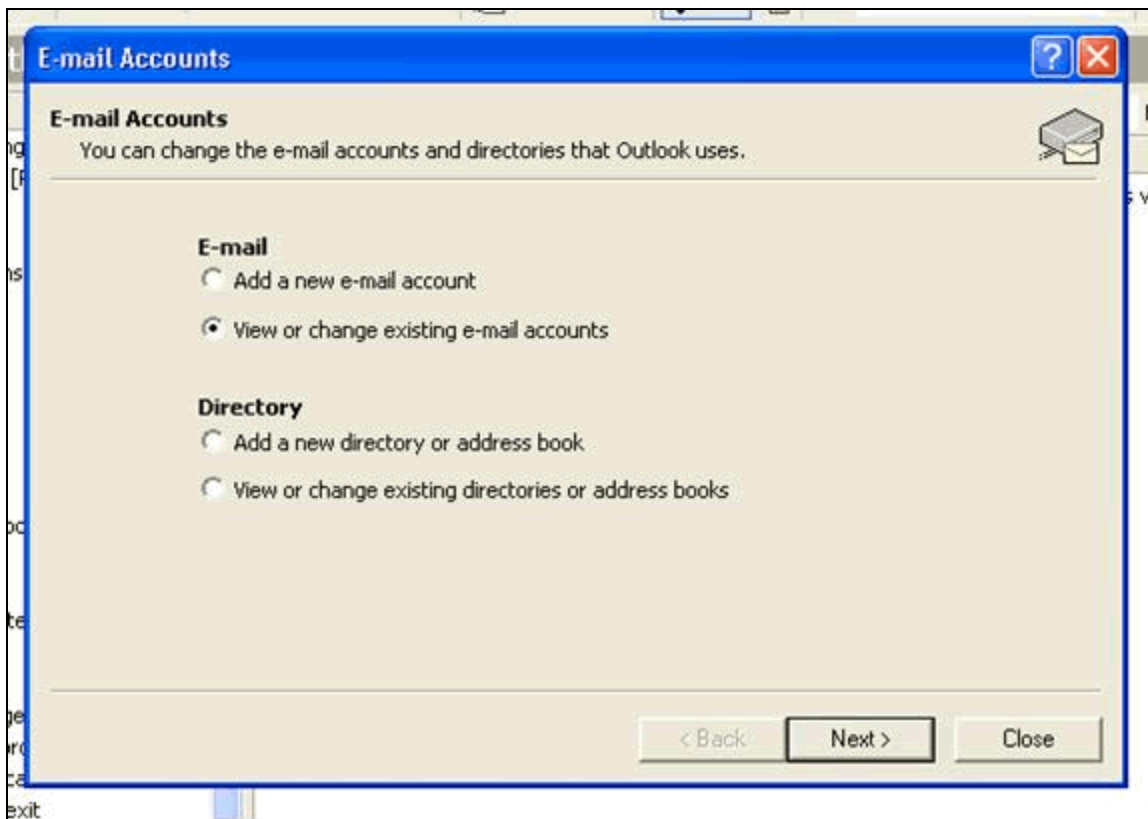
Fig 5.



## Step 2:

When the E-mail Accounts dialog box appears, select 'View or change existing e-mail accounts,' then hit 'Next' as shown in Fig 6.

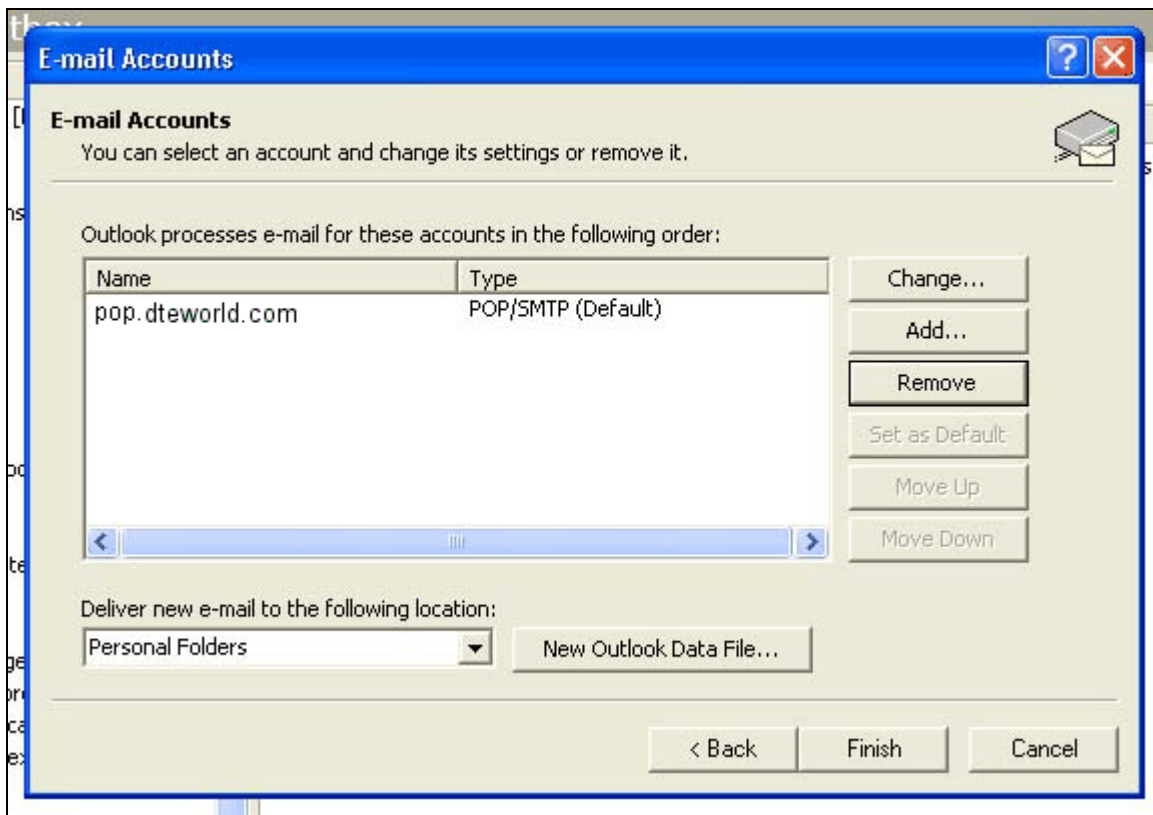
**Fig 6.**



### Step 3:

When the dialog box with your email account(s) list comes up, select the account in question, and then click 'Change' as shown below in Fig 7.

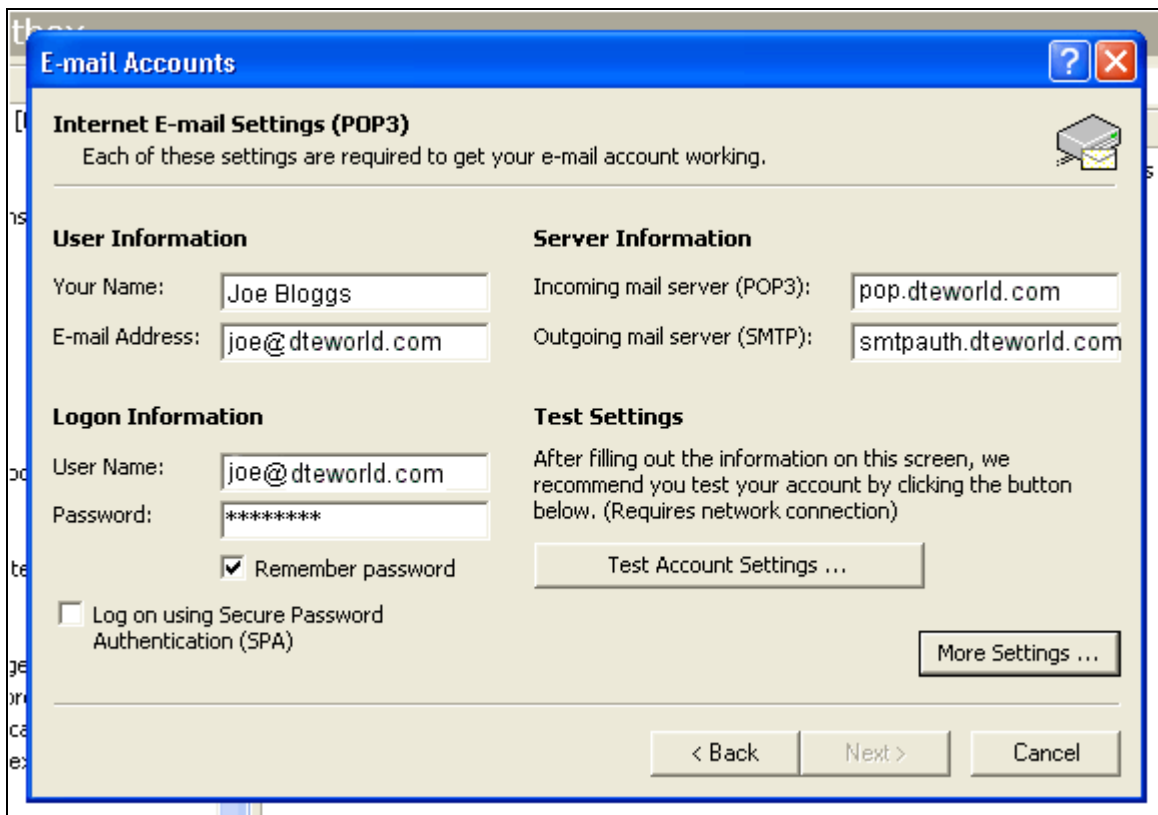
Fig 7.



## Step 4:

When the screen for your email account comes up, select the button in the lower right hand corner labeled 'More Settings' as shown below in Fig 8.

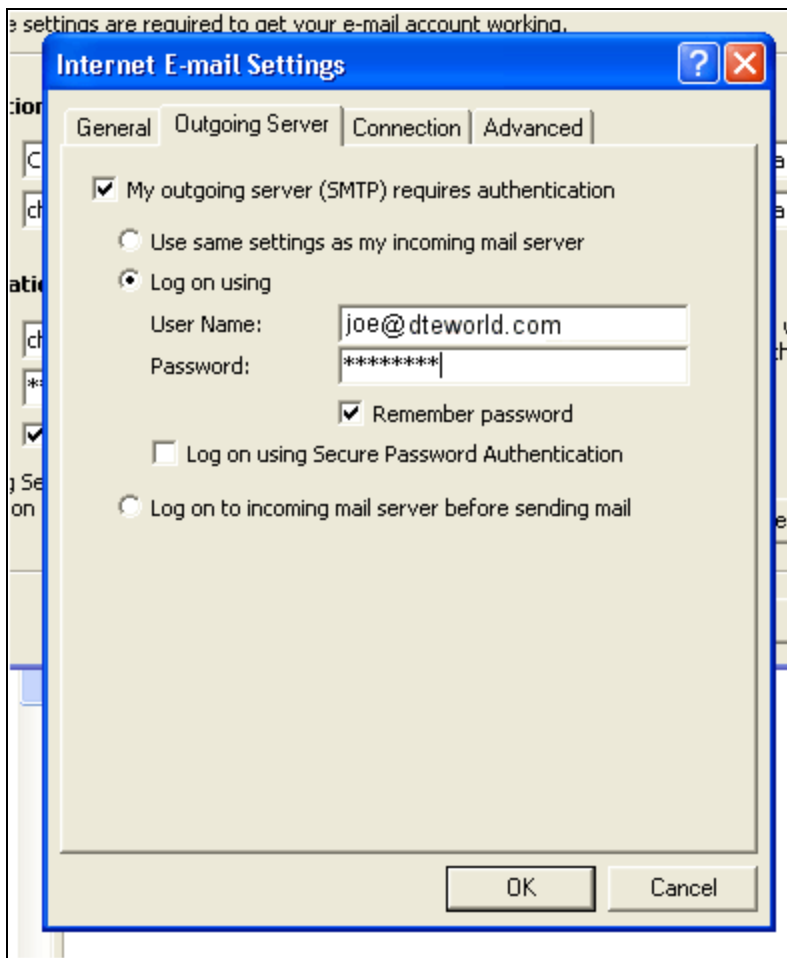
**Fig 8.**



## Step 5:

Select the tab labeled 'Outgoing Server' when the dialog box pictured in Fig 9. appears. Select the box labeled 'My outgoing server (SMTP) requires authentication'. Also select the option labeled 'Log on using', and enter the full email address in the 'User Name:' field, and the account password in the 'Password:' field. Hit 'OK' to apply the settings.

**Fig 9.**

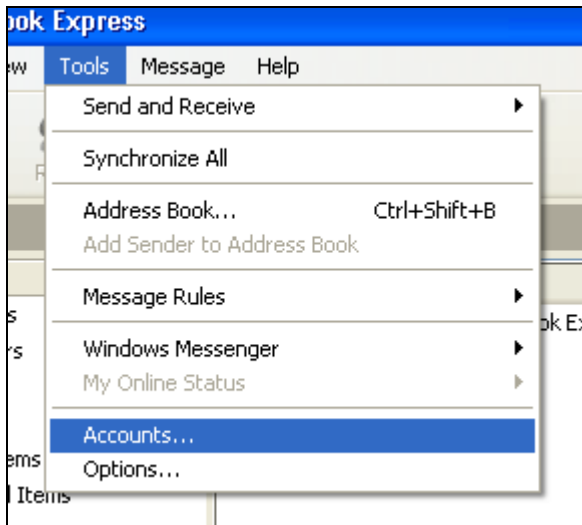


## Outlook Express XP

### Step 1:

Open Outlook Express and go to Tools -> Accounts as shown below in Fig 10.

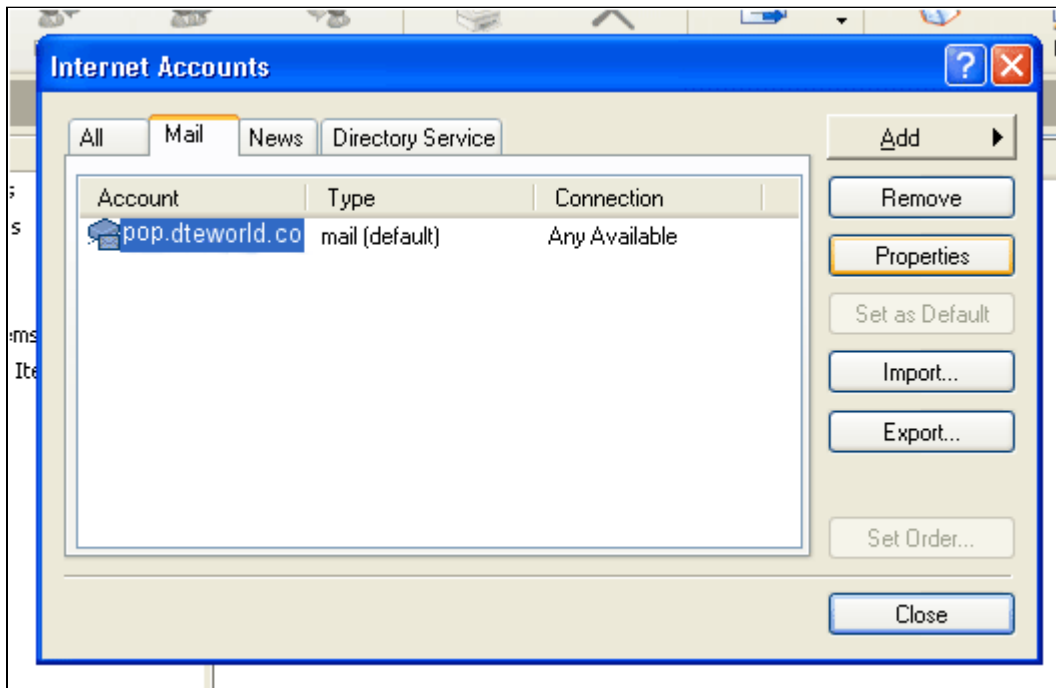
Fig 10.



## Step 2:

When the 'Internet Accounts' dialog box appears, make sure the 'Mail' tab is selected, then highlight the account that you would like to change. Click the button labeled 'Properties'. See Fig 11. below.

Fig 11.

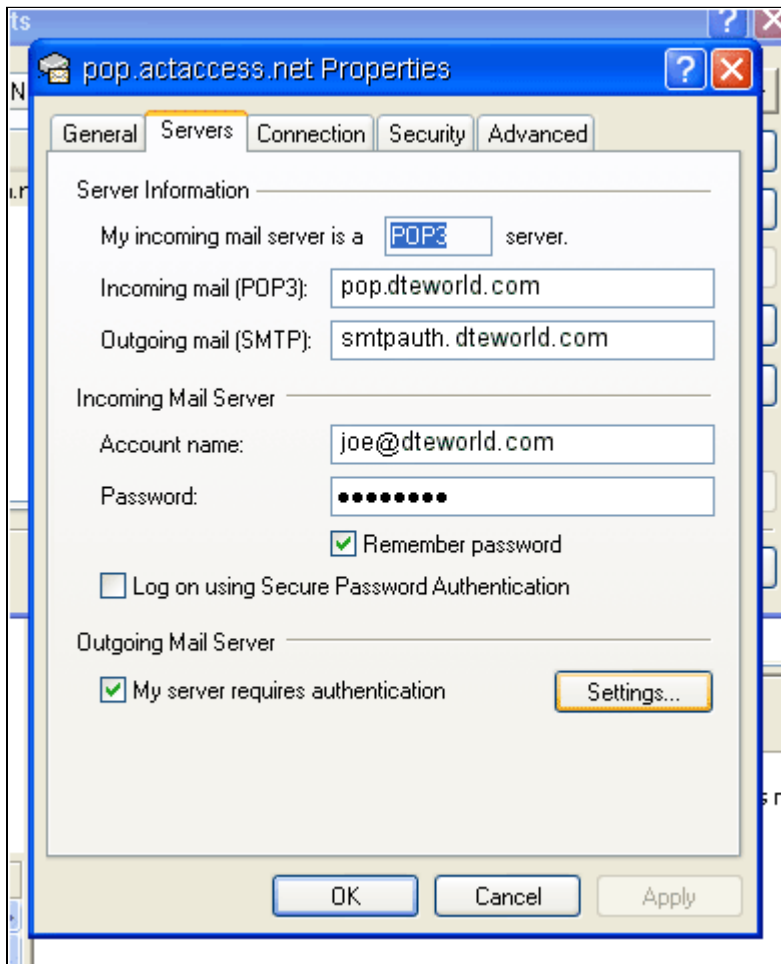


## Step 3:

When the 'Properties' tab appears, make sure the 'Servers' tab is selected. Select the box at the bottom of the dialog box labeled 'My server requires authentication', then hit the button next to it

labeled 'Settings' as shown below in Fig 12.

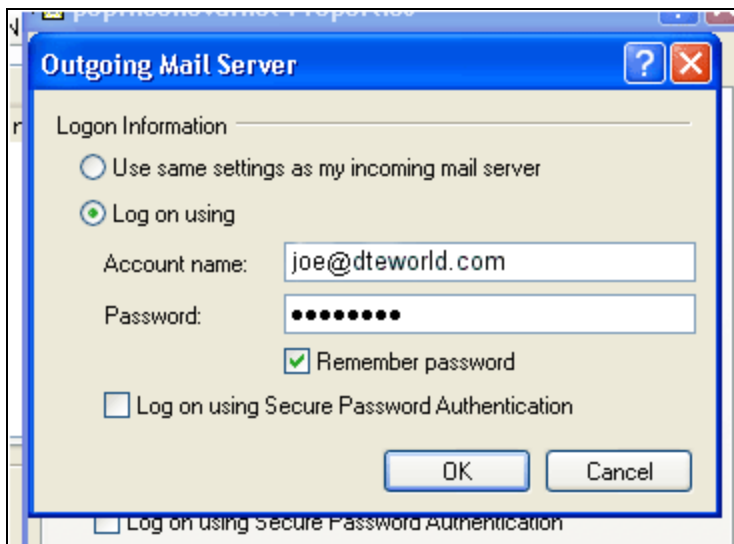
**Fig 12:**



#### Step 4:

Select the option labeled 'Log on using', then in the 'Account Name:' field; enter the full email address of the user in question. Put the account password in the 'Password' field, check 'Remember password' then hit 'OK' as shown below in Fig 13. Hit 'Apply', then 'OK' to apply the settings.

**Fig 13.**

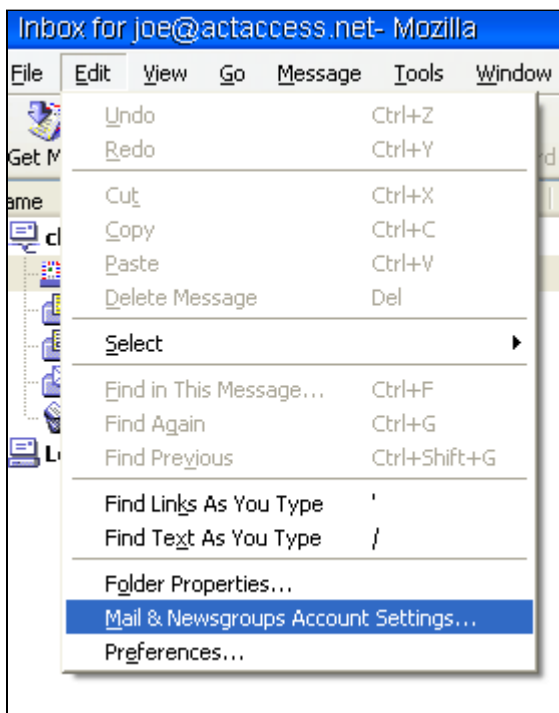


## Mozilla 1.5

### Step 1:

Open the Mozilla mail client, then go to 'Edit'-> 'Mail & Newsgroups Account Settings' as shown below in Fig 14.

Fig 14.



### Step 2:

When the dialog box appears, select the 'Outgoing Server (SMTP)' option on the left hand side. Ensure that the 'Server Name' text box contains the outgoing mail server for the account in question (smtpauth.dteworld.com). Select the checkbox labeled 'Use name and password', and then enter the full email address of the user in the 'User Name' field. See Below in Fig 15. Hit 'Ok' to apply the settings.

**Fig 15:**

