FoxValleyInternet

Email Guide

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Server Information:

- **Incoming server name: zimbra.foxvalley.net**
- **Incoming server port POP3: 995**
- **Incoming server port IMAP: 993**
- **Outgoing server name: zimbra.foxvalley.net**
- **Outgoing server port: 465**
- **Username: Your FVI email address**
- **Password: Password for your FVI email address**
- **Encryption: SSL/TLS**

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Mac Mail

1. Open Mac Mail: You can do this by clicking on the Mail icon in your dock or by searching for it in Spotlight (press Command + Space and then type "Mail").

2. Add a New Account: In the Mail app, click on "Mail" in the menu bar at the top of the screen and then select "Add Account" from the drop-down menu.

3. Choose Account Type: A window will open asking you to choose a Mail account provider. Here, you'll select "Other Mail Account" and then click "Continue".

4. Enter Your Account Information: You'll be prompted to enter your name, email address, and password.

- **Name:** Enter your name as you would like it to appear to recipients of your emails.
- **Email Address:** Enter your full FVI email address.
- **Password:** Enter the password for your FVI email account.

Then, click "Sign In".

5. Enter Server Information: Your Mac may not be able to automatically detect the mail server settings. If this is the case, you will need to enter the server settings manually:

- **Account Type:** Choose either POP or IMAP, depending on your preference.
- **Incoming Mail Server:** Enter "zimbra.foxvalley.net".
- **Outgoing Mail Server:** Enter "zimbra.foxvalley.net".

Click "Sign In".

6. Specify Incoming and Outgoing Server Settings: You'll then be asked to enter additional server settings.

- **Username:** Enter your full FVI email address.
- **Password:** Your password should be pre-filled from the previous step. If not, enter it again.
- **Incoming Server:** This should be pre-filled with "zimbra.foxvalley.net". If not, enter it again.
- **Incoming Server Port:** Depending on the account type you selected earlier, enter "995" for POP or "993" for IMAP.
- **Use SSL:** Check this box.
- **Outgoing Server:** This should be pre-filled with "zimbra.foxvalley.net". If not, enter it again.
- **Outgoing Server Port:** Enter "465".
- **Use SSL:** Check this box.

Click "Sign In".

7. Complete Setup: Your FVI email account should now be set up and ready to use with Mac Mail. You can check this by going back to the main Mail window. Your new account should be listed in the left sidebar.

Remember, the steps above are generic and might vary slightly depending on your version of macOS. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website

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Thunderbird

1. Open Thunderbird: Start the application by clicking on its icon in your desktop or taskbar, or by finding it in your Start Menu or Applications folder.

2. Add a New Account: Click on "Email" under "Set up an account". If you don't see this option, you can find it by going to the "File" menu, selecting "New", and then "Existing Mail Account".

3. Enter Your Account Information: You'll be asked to enter your name, email address, and password.

- **Your Name:** Enter your name as you would like it to appear to recipients of your emails.
- **Email Address:** Enter your full FVI email address.
- **Password:** Enter the password for your FVI email account.

Click "Continue".

4. Manual Configuration: Thunderbird will try to automatically detect your email settings but it might not always be successful. If this is the case, click on "Manual Config".

5. Enter Your Server Information:

- **Incoming**: Select either POP3 or IMAP, depending on your preference. In the server hostname, enter "zimbra.foxvalley.net". Set the port to "995" for POP or "993" for IMAP. Set SSL to "SSL/TLS" and Authentication to "Normal password".
- **Outgoing:** For server hostname, enter "zimbra.foxvalley.net". Set the port to "465", SSL to "SSL/TLS", and Authentication to "Normal password".
- **Username:** Enter your full FVI email address for both incoming and outgoing servers.

Click "Done".

6. Complete Setup: Your FVI email account should now be set up and ready to use with Thunderbird. You can check this by seeing if your new account is listed in the left sidebar.

Remember, the steps above are a general guide and might vary slightly depending on the version of Thunderbird you are using. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

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Outlook

1. Open Outlook: Start the application by clicking on its icon on your desktop or taskbar, or by finding it in your Start Menu or Applications folder.

2. Add a New Account: Click on "File" in the menu at the top of the screen, then click "Add Account".

3. Enter Your Email Address: A window will open asking you to enter your email address. Enter your full FVI email address and then click "Connect".

4. Choose Account Type: You'll be asked to choose your account type. Choose either POP3 or IMAP, depending on your preference.

5. Enter Your Server Information and Login Details:

- **Incoming mail server:** Enter "zimbra.foxvalley.net".
- **Outgoing mail server (SMTP):** Enter "zimbra.foxvalley.net".
- **Username**:Enter your full FVI email address.
- **Password:** Enter the password for your FVI email account.

Click "Next".

6. Enter More Detailed Server Information:

- **Incoming server (POP3):** If you chose POP3, enter "995". If you chose IMAP, enter "993".
- **This server requires an encrypted connection (SSL/TLS):** Check this box.
- **Outgoing server (SMTP):** Enter "465".
- **Use the following type of encrypted connection:** Select "SSL/TLS".

Click "Next".

7. Test Account Settings: Outlook will now test your account settings. If everything is entered correctly, you'll receive a test message from Outlook to confirm that your account has been successfully set up.

8. Complete Setup: Click "Finish". Your FVI email account should now be set up and ready to use with Outlook.

Remember, the steps above are a general guide and might vary slightly depending on the version of Outlook you are using. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

IOS (IPhone & IPad)

1. Open Settings: Tap on the "Settings" app from your home screen.

2. Go to Mail Settings: Scroll down and tap on "Mail".

3. Add Account: Tap on "Accounts" > "Add Account".

4. Choose Account Type: On the next screen, tap on "Other" at the bottom of the list, then tap "Add Mail Account".

5. Enter Your Account Information:

- **Nam:** Enter your name as you would like it to appear to recipients of your emails.
- **Email:** Enter your full FVI email address.
- **Password:** Enter the password for your FVI email account.
- **Description:** This can be anything you like, but it might be helpful to label it "FVI Email" or something similar.

Tap "Next" in the upper-right corner.

6. Choose Account Type and Enter Server Information:

- **Account Type:** Select either POP or IMAP, depending on your preference.
- **Incoming Mail Server:**
  - **Hostname:** Enter "zimbra.foxvalley.net".
  - **User Name:** Enter your full FVI email address.
  - **Password:** Should be pre-filled from previous step. If not, enter your password again.
- **Outgoing Mail Server:**
  - **Hostname:** Enter "zimbra.foxvalley.net".
  - **User Name:** Enter your full FVI email address.
  - **Password:** Enter the password for your FVI email account.

Tap "Next". The device will verify your settings.

7. Sync Options: Choose what you want to sync with the account (Mail, Notes, etc.), then tap "Save".

8. Complete Setup: Your FVI email account should now be set up and ready to use with your iOS Mail app.

Remember, the steps above are a general guide and might vary slightly depending on the iOS version you are using. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

Android

1. Open Settings: Tap on the "Settings" app from your home screen or app drawer.

2. Go to Accounts: Scroll down and tap on "Accounts" or "Accounts & Backup", depending on your Android version.

3. Add Account: Scroll down and tap on "Add Account".

4. Choose Account Type: On the next screen, tap on "Email" or "Personal (IMAP/POP)", depending on your Android version.

5. Enter Your Email Address: Enter your full FVI email address and tap on "Manual Setup".

6. Choose Account Type: Select either "Personal (POP3)" or "Personal (IMAP)", depending on your preference.

7. Enter Your Password: Enter the password for your FVI email account and tap "Next".

8. Enter Incoming Server Settings:

- **Username:** Enter your full FVI email address.
- **Password:** Should be pre-filled from the previous step. If not, enter your password again.
- **Server:** Enter "zimbra.foxvalley.net".
- **Port:** Depending on the account type you selected earlier, enter "995" for POP or "993" for IMAP.
- **Security type:** Select "SSL/TLS".

Tap "Next".

9. Enter Outgoing Server Settings:

- **SMTP Server:** Enter "zimbra.foxvalley.net".
- **Port:** Enter "465".
- **Security type:** Select "SSL/TLS".
- **Require sign-in:** Check this box.
- **Username:** Enter your full FVI email address.
- **Password:** Should be pre-filled from the previous step. If not, enter your password again.

Tap "Next".

10. Account Options: Choose your desired email check frequency and other options. Tap "Next".

11. Complete Setup: You'll be prompted to give your account a name and display name. Once you're done, tap "Next". Your FVI email account should now be set up and ready to use on your Android device.

Remember, the steps above are a general guide and might vary slightly depending on the Android version and brand of your device. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

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Mac Mail - Change Server Settings

1. Open Mac Mail: Click on the Mail icon in your dock or search for it in Spotlight (press Command + Space and then type "Mail").

2. Go to Mail Preferences: Click on "Mail" in the menu bar at the top of the screen and then select "Preferences" from the   drop-down menu.

3. Access Accounts: In the Preferences window, click on the "Accounts" tab.

4. Select the Account: In the left sidebar, click on the FVI email account you wish to update.

5. Update Server Settings: Click on the "Server Settings" tab or "Advanced" tab, depending on your macOS version.

- **Incoming Mail Server (POP/IMAP):** Enter "zimbra.foxvalley.net".
    - **Port:** Depending on whether you're using POP or IMAP, enter "995" for POP or "993" for IMAP.
    - **Use SSL:** Check this box.
    - **Authentication:** Choose "Password".

- **Outgoing Mail Server (SMTP):** Click on the dropdown menu next to "Outgoing Mail Server (SMTP)" and select "Edit SMTP Server List". Select the server for your FVI email account, then:
    - **Server Name:** Enter "zimbra.foxvalley.net".
    - **Port:** Enter "465".
    - **Use SSL:** Check this box.
    - **Authentication:** Choose "Password".

6. Save Changes: Once you've updated your server settings, click on the red close button in the upper-left corner of the Preferences window. You'll be asked if you want to save your changes. Click "Save".

7. Complete Update: Your FVI email account's server settings should now be updated in Mac Mail.

Remember, these steps are a general guide and may vary slightly depending on your version of macOS. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

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Thunderbird - Change Server Settings

1. Open Thunderbird: Start the application by clicking on its icon on your desktop, taskbar, or by finding it in your Start Menu or Applications folder.

2. Access Account Settings: Click on "Tools" from the menu bar at the top of the screen and then select "Account Settings" from the drop-down menu.

3. Select the Account: In the Account Settings window, click on the FVI email account you wish to update from the left sidebar.

4. Go to Server Settings: Click on "Server Settings" under your FVI email account.

5. Update Incoming Server Settings:

- **Server Name:** Enter "zimbra.foxvalley.net".
- **Port:** Depending on whether you're using POP or IMAP, enter "995" for POP or "993" for IMAP.
- **Connection security:** Select "SSL/TLS".
- **Authentication method:** Select "Normal password".

6. Update Outgoing Server Settings: Go back to the left sidebar and scroll down to "Outgoing Server (SMTP)". Click on it, then select your FVI email account and click "Edit".

- **Server Name:** Enter "zimbra.foxvalley.net".
- **Port:** Enter "465".
- **Connection security:** Select "SSL/TLS".
- **Authentication method:** Select "Normal password".
- **User Name:** Enter your full FVI email address.

7. Save Changes: Click "OK" to save your changes and close the settings window.

8. Complete Update: Your FVI email account's server settings should now be updated in Thunderbird.

Remember, these steps are a general guide and may vary slightly depending on your version of Thunderbird. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

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Outlook - Change Server Settings

1. Open Outlook: Start the application by clicking on its icon on your desktop or taskbar, or by finding it in your Start Menu or Applications folder.

2. Access Account Settings: Click on "File" in the menu at the top of the screen, then click "Account Settings" and again "Account Settings" in the drop-down menu.

3. Select the Account: In the Account Settings window, click on the "Email" tab, then click on your FVI email account from the list and click on the "Change..." button.

4. Update Server Information:

- **Incoming mail server:** Enter "zimbra.foxvalley.net".
- **Outgoing mail server (SMTP):** Enter "zimbra.foxvalley.net".

5. More Settings: Click on the "More Settings..." button on the right side of the window, then click on the "Advanced" tab.

6. Update Advanced Server Settings:

- **Incoming server (POP3):** If you're using POP3, enter "995". If you're using IMAP, enter "993".
- **This server requires an encrypted connection (SSL/TLS):** Check this box.
- **Outgoing server (SMTP):** Enter "465".
- **Use the following type of encrypted connection:** Select "SSL/TLS".

7. Save Changes: Click "OK" to close the More Settings window, then "Next" and "Finish" to save your changes and close the settings window.

8. Complete Update: Your FVI email account's server settings should now be updated in Outlook.

Remember, these steps are a general guide and may vary slightly depending on your version of Outlook. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

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IOS (IPhone & IPad) - Change Server Settings

1. Open Settings: Tap on the "Settings" app from your home screen.

2. Go to Mail Settings: Scroll down and tap on "Mail".

3. Accounts: Tap on "Accounts".

4. Tap on the FVI Account: Under the "Accounts" section, tap on your FVI email account that you want to update.

5. Account: Tap on the "Account" field at the top.

6. Update Incoming Mail Server Settings:

- **Host Name:** Enter "zimbra.foxvalley.net".
- **User Name:** Enter your full FVI email address.
- **Password:** If necessary, re-enter your FVI email password.

7. Update Outgoing Mail Server Settings: Scroll down and tap on "SMTP" under "Outgoing Mail Server", then tap on the primary server.

- **Host Name:** Enter "zimbra.foxvalley.net".
- **User Name:** Enter your full FVI email address.
- **Password:** If necessary, re-enter your FVI email password.

8. Advanced Settings: Go back to the previous screen and tap on "Advanced". Ensure that "Use SSL" is turned on and that the Server Port is correctly set to "993" for IMAP or "995" for POP.

9. Complete Update: Go back to the previous screen and tap "Done" at the top right. Your FVI email account's server settings should now be updated on your iOS device.

Remember, the steps above are a general guide and might vary slightly depending on the iOS version you are using. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.

Android - Change Server Settings

1. Open Settings: Tap on the "Settings" app from your home screen or app drawer.

2. Go to Accounts: Scroll down and tap on "Accounts" or "Accounts & Backup", depending on your Android version.

3. Select the Account: Find and tap on your FVI email account that you want to update.

4. Access Account Settings: Tap on "Account settings", "Manage accounts", or similar, depending on your Android version.

5. Incoming Settings: Tap on "Incoming settings" or similar.

- **Username:** If necessary, re-enter your full FVI email address.
- **Password:** If necessary, re-enter your FVI email password.
- **POP3 server or IMAP server:** Enter "zimbra.foxvalley.net".
- **Port:** Depending on whether you're using POP or IMAP, enter "995" for POP or "993" for IMAP.
- **Security type:** Select "SSL/TLS".

6. Outgoing Settings: Go back to the previous screen and tap on "Outgoing settings" or similar.

- **SMTP server:** Enter "zimbra.foxvalley.net".
- **Port:** Enter "465".
- **Security type:** Select "SSL/TLS".
- **Require sign-in:** Make sure this is checked.
- **Username:** If necessary, re-enter your full FVI email address.
- **Password:** If necessary, re-enter your FVI email password.

7. Complete Update: Tap "Done" or go back to the previous screen to save your changes. Your FVI email account's server settings should now be updated on your Android device.

Remember, the steps above are a general guide and might vary slightly depending on the Android version and brand of your device. If you encounter any issues please give our office a call at 847-742-4623 or submit a support ticket on our website.