

# Setting up your Exetel e-mail addresses in the Secure Users Facility & configuring your e-mail application

## Contents

- ADSL Secure Users Facility Login
- Wireless Secure Users Facility Login
- Secure Members Area e-mail setup
- Configuring Thunderbird (version 1.5 beta 1)
- Log in to Webmail
- Password fails to authenticate error message

## ADSL Secure Users Facility

- Go to ADSL Secure Users Facility at <https://www.exetel.com.au/members/>
- **Service Number** = your ten digit telephone number
- **Password** = password (case sensitive)

## Wireless Secure Users Facility

- Go to Wireless Secure Users Facility at [https://www.exetel.com.au/wireless\\_login/index.php](https://www.exetel.com.au/wireless_login/index.php)
- **Service Number** = your ten digit telephone or mobile number
- **Password** = password (case sensitive)

## Secure Members Area e-mail setup

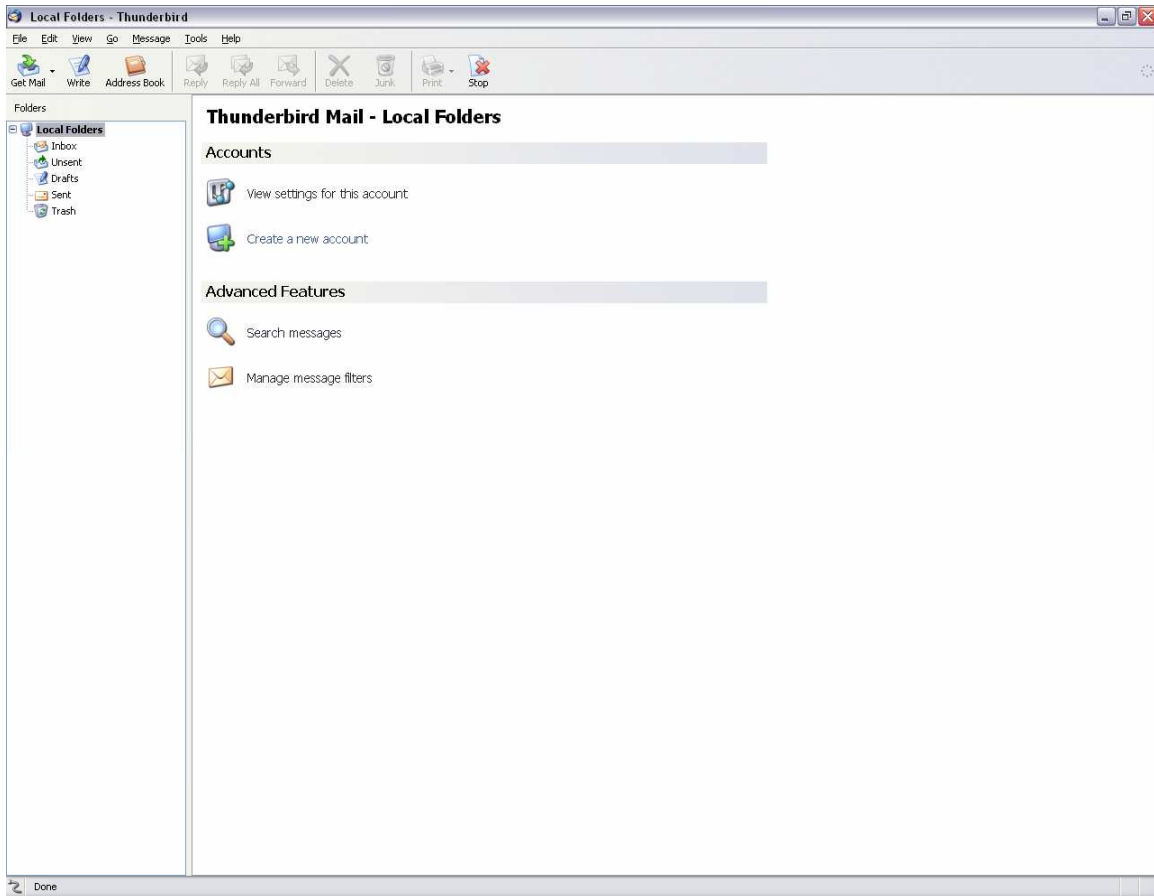
To set up a new Exetel email account please follow the steps set out below

- 1) Click on '**E-mail Setup**' on the right hand side
- 2) Go to the drop down on the right hand side of this page and select '**Add email account**'
- 3) Type in your selected email name, for example BillSmith
- 4) *Do not type your name in as billsmith@exemail.com.au only type in as BillSmith*
- 5) Type in a password that you can be sure you will remember then type it in again.
- 6) Left click on '**Add**'

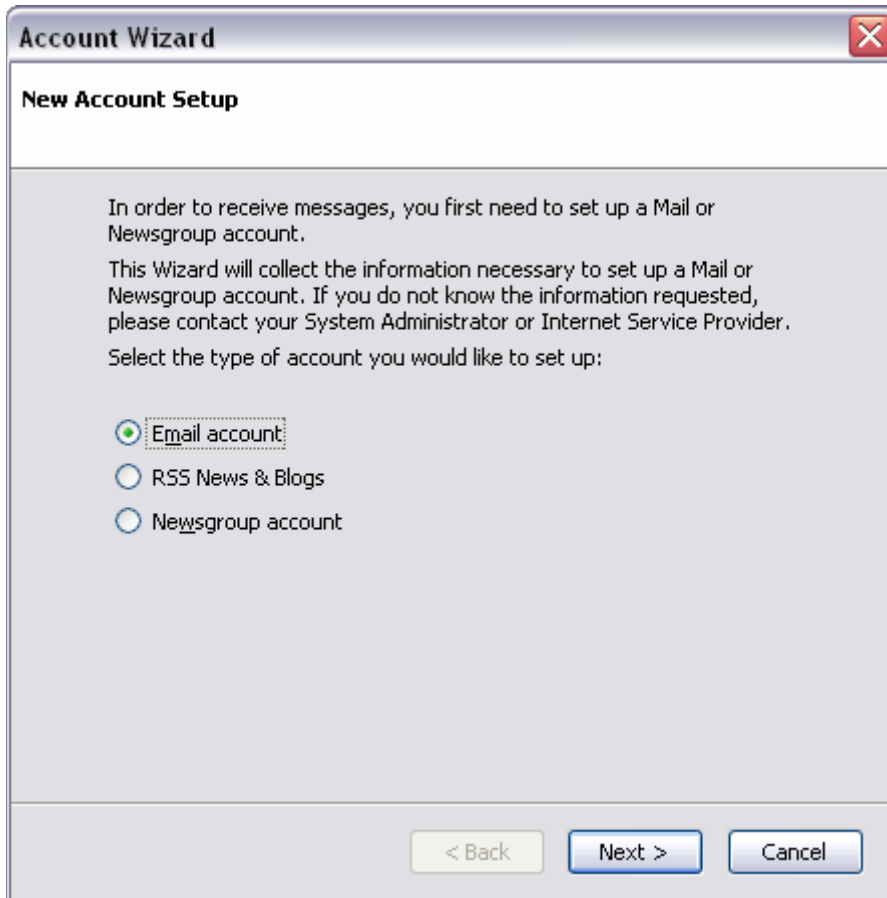
You have now created an email account that is set up on the Exetel server. However you will now need to set up that account in your computer's email program

Open Thunderbird (version 1.5 beta 1)

Click on 'Create a new account'



Select 'Email account'  
Click 'Next'



The image shows a screenshot of a Windows-style dialog box titled "Account Wizard". The window has a standard title bar with a close button (an 'X' in a red square) on the right. Below the title bar, the text "New Account Setup" is displayed in a bold font. The main area of the dialog contains the following text:

In order to receive messages, you first need to set up a Mail or Newsgroup account.

This Wizard will collect the information necessary to set up a Mail or Newsgroup account. If you do not know the information requested, please contact your System Administrator or Internet Service Provider.

Select the type of account you would like to set up:

Below this text are three radio button options:

- Email account
- RSS News & Blogs
- Newsgroup account

At the bottom of the dialog, there are three buttons: "< Back" (disabled), "Next >" (active), and "Cancel".

Enter in the 'Your name' field your full e-mail address  
Enter in the 'Email Address' field your full e-mail address  
Click 'Next'

**Account Wizard**

**Identity**

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

< Back   Next >   Cancel

Select POP3

Enter in the 'Incoming Server' field pop3.nsw.exemail.com.au

Click 'Next'



The screenshot shows a dialog box titled "Account Wizard" with a close button in the top right corner. The main heading is "Server Information". Below this, there is a section titled "Select the type of incoming server you are using." with two radio button options: "POP" (which is selected) and "IMAP".

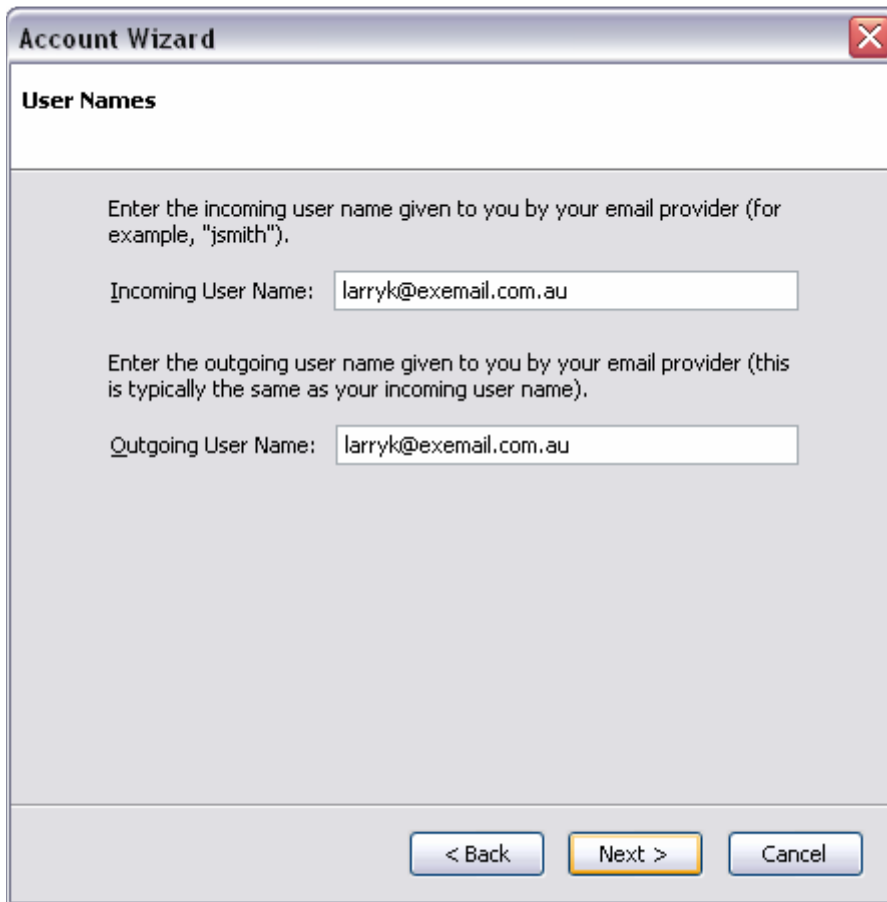
Below the radio buttons, there is a text input field labeled "Incoming Server:" containing the text "pop3.nsw.exemail.com.au".

Below the text input field, there is a checkbox labeled "Use Global Inbox (store mail in Local Folders)" which is checked.

Below the checkbox, there is a paragraph of text: "Your existing outgoing server (SMTP), 'smtp.nsw.exemail.com.au', will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu."

At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel".

Enter in 'Incoming User Name' your full e-mail address  
Enter in 'Outgoing User Name' your full e-mail address  
Click 'Next'



The image shows a screenshot of a software dialog box titled "Account Wizard". The window has a standard title bar with a close button (an 'X' in a red square) in the top right corner. Below the title bar, the text "User Names" is displayed in a bold font. The main area of the dialog contains two sections of text and input fields. The first section says "Enter the incoming user name given to you by your email provider (for example, 'jsmith')." followed by a text input field containing "larryk@exemail.com.au". The second section says "Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name)." followed by another text input field also containing "larryk@exemail.com.au". At the bottom of the dialog, there are three buttons: "< Back", "Next >" (which is highlighted with a yellow border), and "Cancel".

**Account Wizard**

**User Names**

Enter the incoming user name given to you by your email provider (for example, "jsmith").

Incoming User Name:

Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name).

Outgoing User Name:

< Back   Next >   Cancel

Enter 'Account Name' anything you like. Most people have their full e-mail address  
Click 'Next'

**Account Wizard**

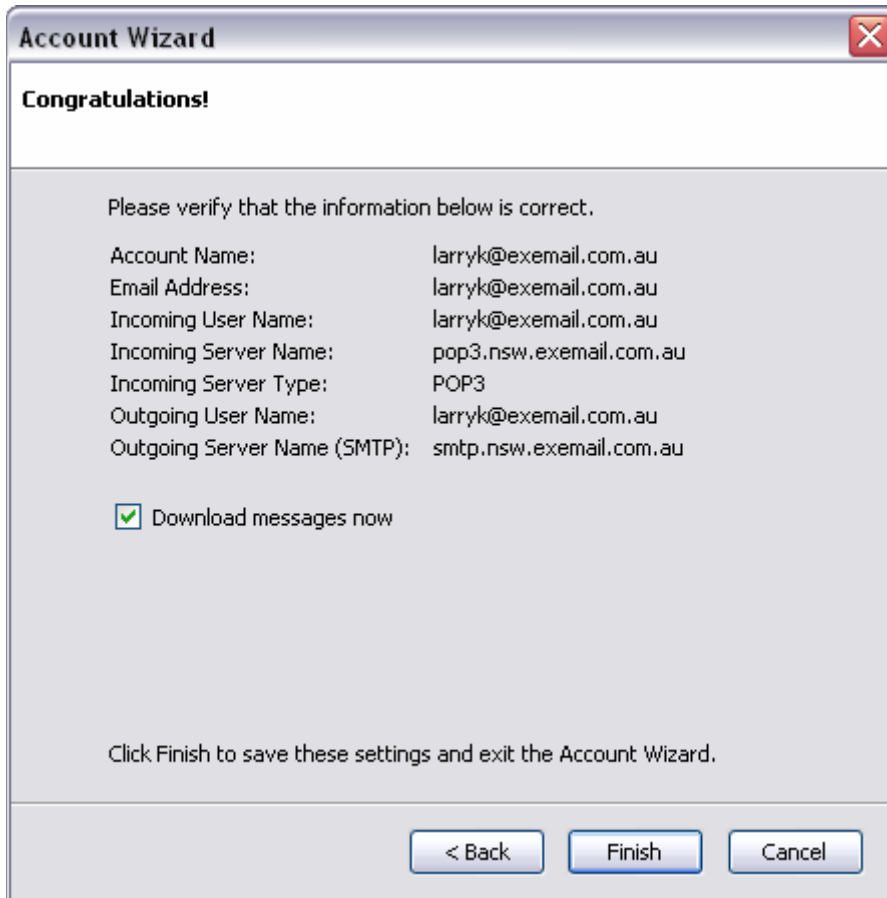
**Account Name**

Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").

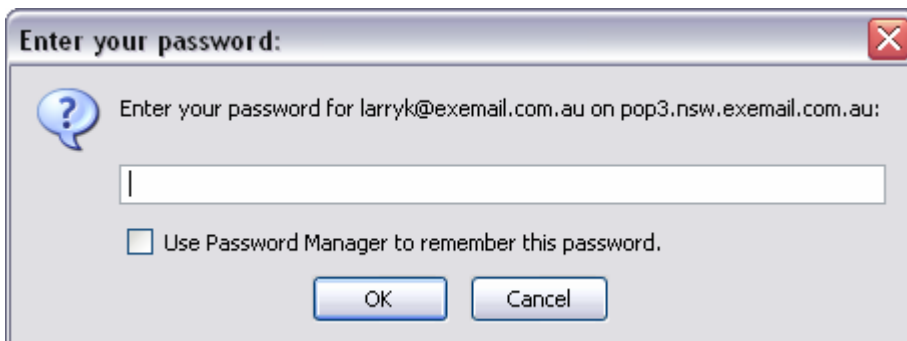
Account Name:

< Back    Next >    Cancel

The next screen appears, it shows you all your settings.  
Click 'Finish'



Enter your e-mail password in this box  
Tick the box 'Use Password Manager to remember this password'  
Click on 'OK'

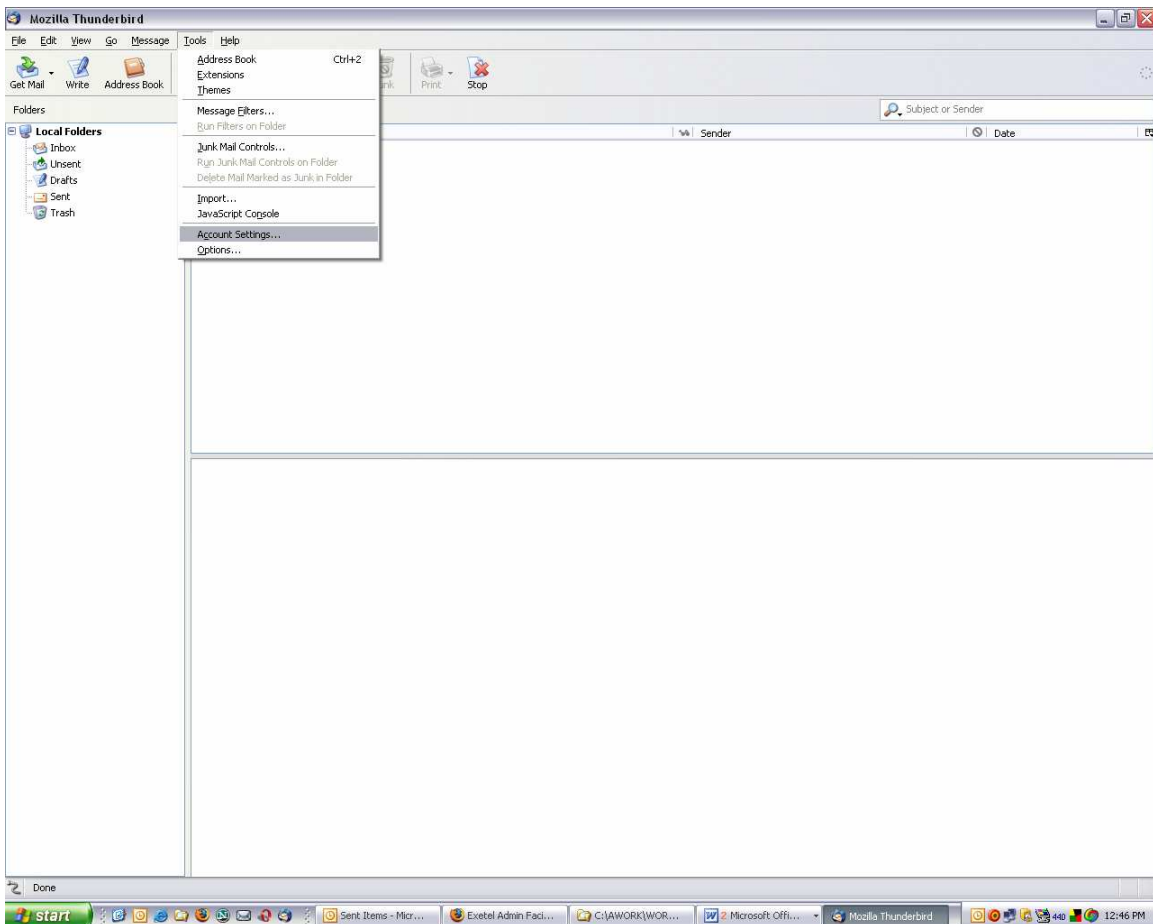


Click on 'OK'

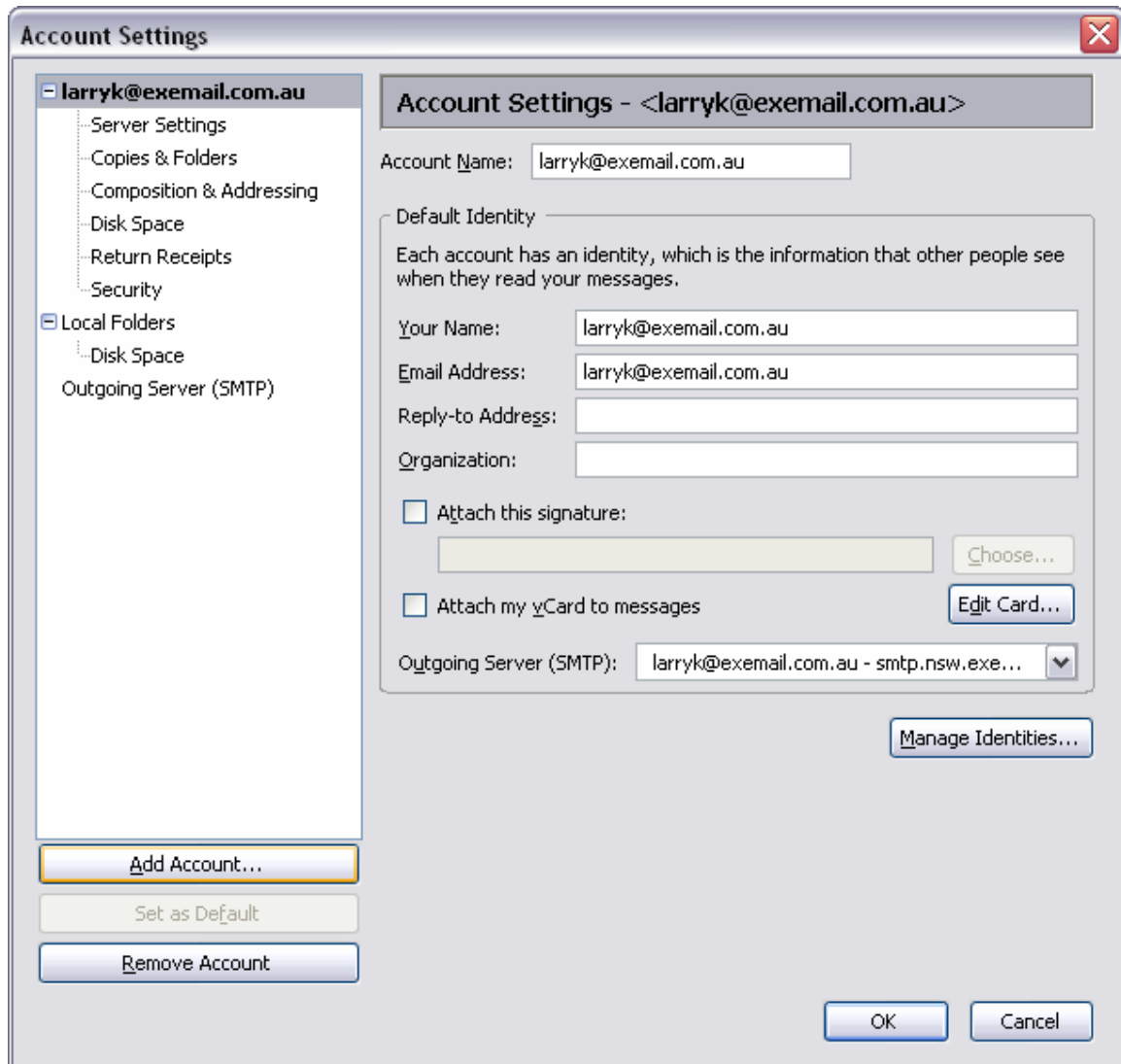


To configure another e-mail address

Click on 'Tools' and then choose 'Account Settings' from the drop down menu



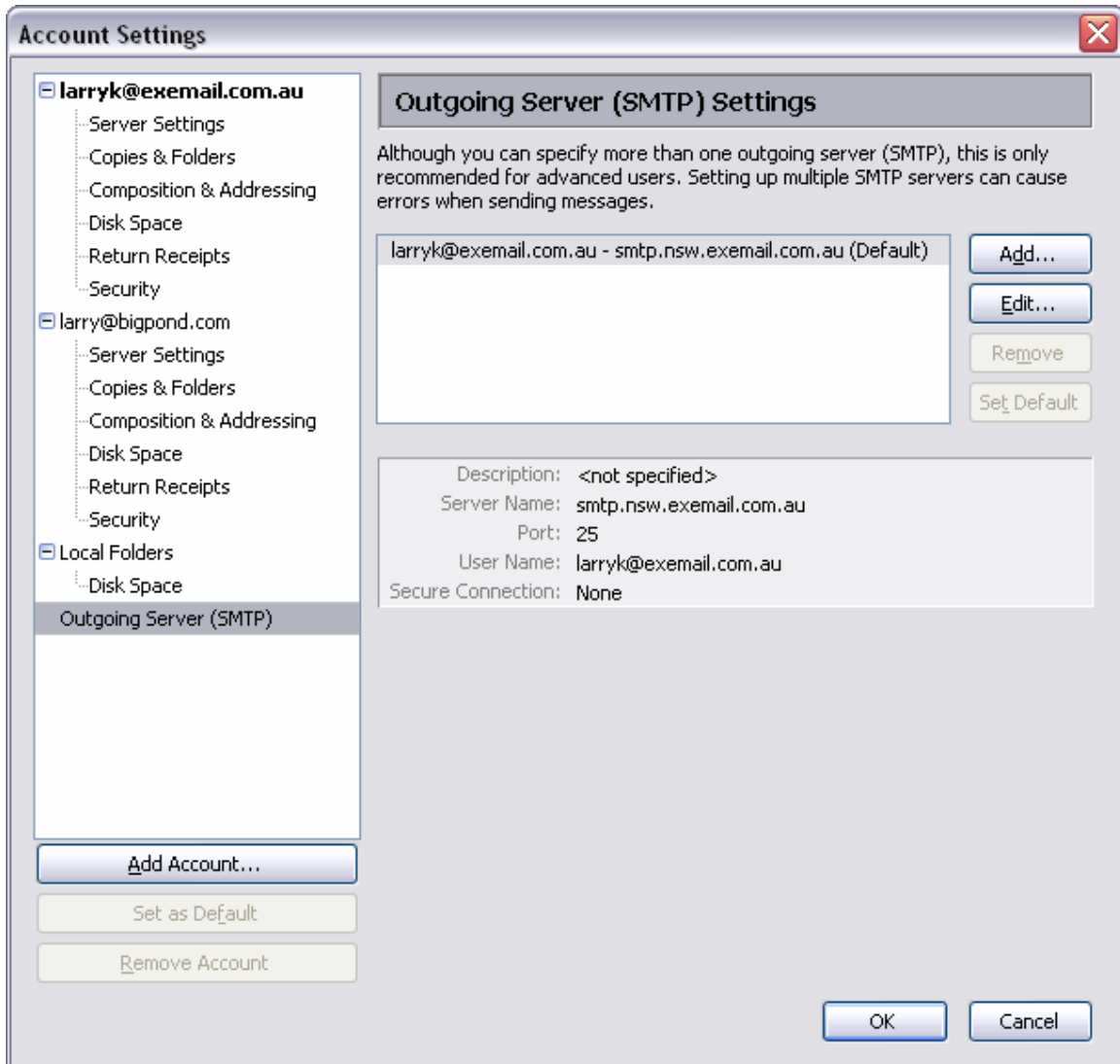
Click on 'Add Account' on the left hand side at the bottom



You then follow the Email account setup wizard with all the requirements of the e-mail account you have, if not an Exemail account etc.

### **Setting up the SMTP servers if you have more than one email address, of different email providers**

Click on 'Outgoing Server (SMTP)' on the left hand side)

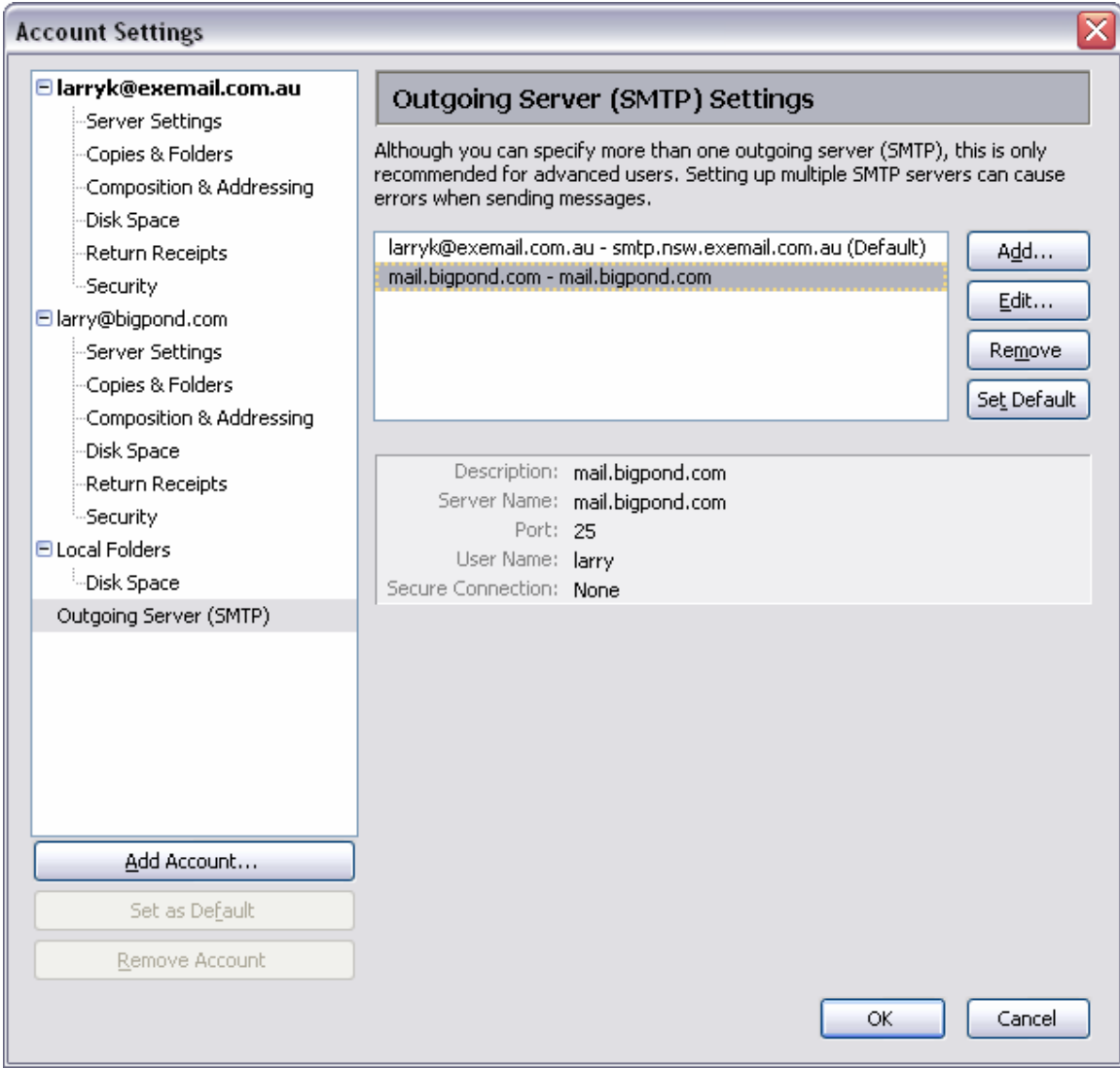


You will see the first email account settings here. To add in another Outgoing email server (SMTP) click on the 'Add' button on the right hand side.

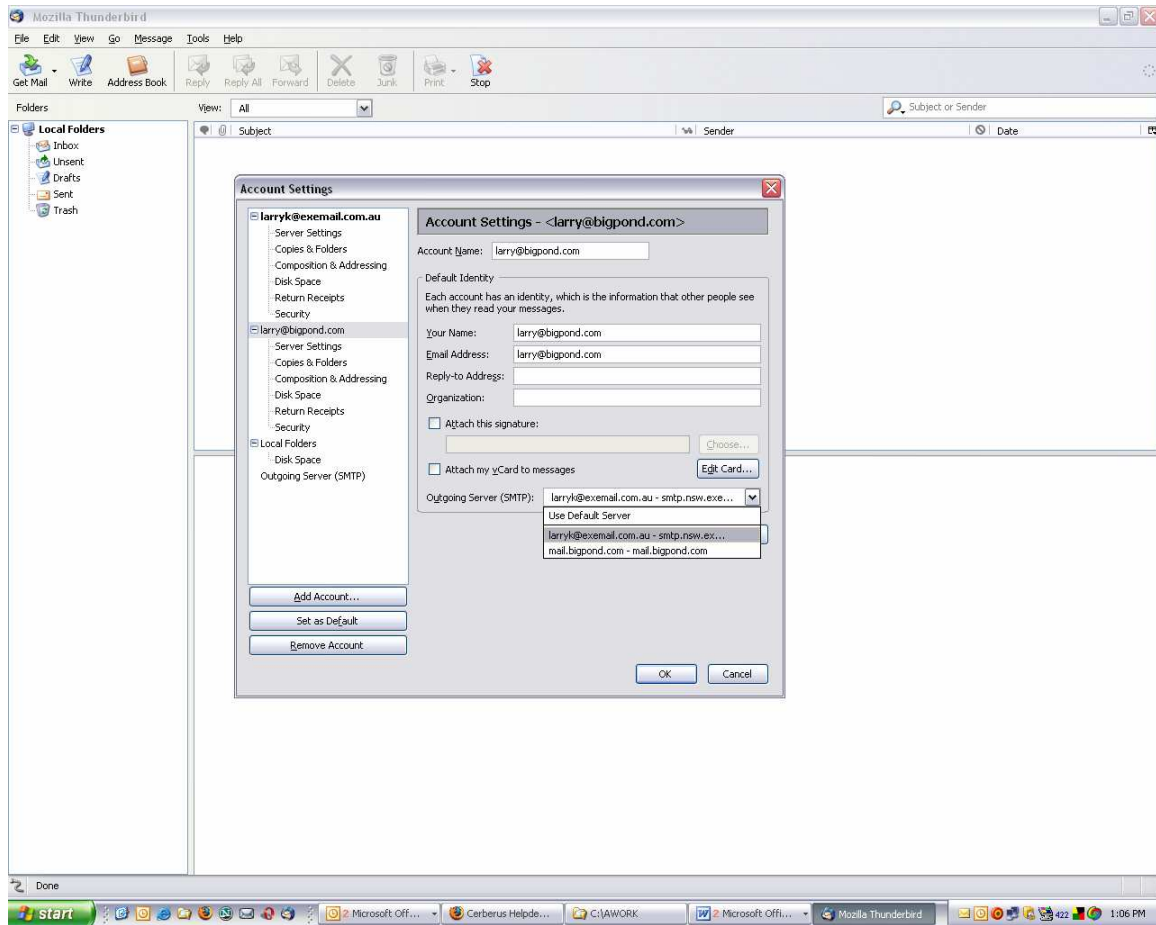


Enter in the details as advised by your e-mail service provider  
Click 'OK'

You now have 2 SMTP Outgoing email servers



If you would like each e-mail address to use their own SMTP Outgoing email server, you can do this, by clicking on the e-mail address on the left hand side and selecting the appropriate SMTP server



# Using Exetel Webmail

Open your web browser, for example, Internet Explorer.

- 1) In the address bar, type in <https://webmail.exetel.com.au>
- 2) In the '**Name**' field, type in your full e-mail address, for example [billsmith@exemail.com.au](mailto:billsmith@exemail.com.au)
- 3) In the '**Password**' field, type in your password
- 4) Click on the '**Login**' button

## Password fails to authenticate error message

*Sending of password did not succeed. Mail server pop3.nsw.exemail.com.au responded:  
Authentication failed*

Go to your Start->Run menu and type in

**Code:**

cmd

Then, when the black window comes up type:

**Code:**

telnet pop3.nsw.exemail.com.au 110

When you get the '+OK Dovecot ready.' prompt type the following on a blank line

(please note that it's unlikely that you'll be able to correct mistakes; if you make a typo please start over with a new telnet connection):

**Code:**

USER <your full email address>

Wait for the '+OK' and follow that with

**Code:**

PASS <the password for that account>

Here you should either get

an '+OK Logged in.' line

or a '-ERR Authentication failed.' line.

When you get either type

**Code:**

QUIT

If you get the 'OK' line that your username and password that you know are well and truly valid and our system recognises it just fine.

If the 'ERR' line then the details you know for your account are wrong, or alternatively the account has not been created correctly (though you do log in with Outlook ok so it's unlikely to be that) and therein lies your problem.