SU Helpdesk Presents:

Ship Email Account Setup: Microsoft Windows Mail
Step 1: Open Windows Mail by clicking Start>All Applications>Windows Mail
Step 2: Enter your first and last name
Step 3: Enter your email address
Step 4: Select IMAP as the e-mail server and enter “mail.ship.edu” for both the incoming and outgoing e-mail servers. Then check the checkbox.
Step 5: Enter your ship e-mail id and your ship e-mail password
Step 6: You need to change additional settings before Windows Mail will be able to sync your e-mail account with the server so check the “Do not download my e-mail and folders at this time” box and click finish.
Step 7: It will ask you again if you would like to download folders from your mail server but just click no.
Step 8: If you have an account set up on Microsoft Outlook, the computer will ask if you want to import that account to Windows Mail. Check “do not import at this time” and hit next. If you don’t have an Outlook account set up then you won’t see this screen.
Step 9: Go to your account properties by clicking Tools>Accounts
Step 10: Select your ship account by clicking it and then click properties
Step 11: Go to the “advanced” tab and change the outgoing mail port number to “587”. Also check the first 2 check marks which state that the server requires a secure connection.
Step 12: Click apply and then ok. Windows Mail will ask if you would like to refresh your folder list, click yes this time.
Step 13: Windows Mail will begin to download your e-mails from your ship e-mail account to the program. Sometimes not all the emails are completely synced properly, in which case you select tools>Synchronize All
Everything should be fully functional to you from this point out. If you do not see your inbox folder after you completed all these steps, simply open your account properties again, and then close them. This triggers Windows Mail to download all the folders again and the inbox folder should download this time. The program will automatically update itself whenever you receive new emails and download the emails to your folder. In order to send mail through this program, simply click the “Create Mail” button on the program. We recommend that you create a test email to send to yourself to ensure that everything is configured properly for you to both send and receive e-mails. If you didn’t receive your test e-mail, then please go through the steps again and be sure there isn’t anything you forgot to do. If you can’t troubleshoot the issue yourself, then please bring it down to us where we will do what we can to try to resolve the issue for you.