

ElkhartNet, Inc. is dedicated to providing our email customers with excellent service and support. In a targeted effort to reduce SPAM and to provide more secure and faster email, we are changing our outgoing email server settings to Authenticated SMTP.

Please find below the proper steps to configure both Microsoft Outlook 2003 and Microsoft Outlook Express 6.

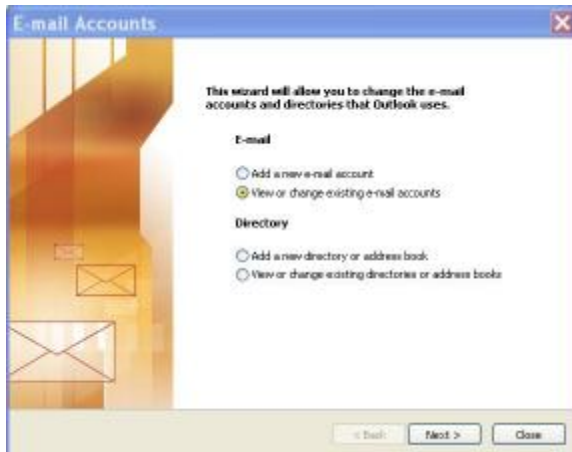
The terminology of tabs may slightly differ for users with different versions of Microsoft Office, however the configuration will be very similar. If you cannot successfully navigate through your mail client to enter the correct outgoing server settings, please contact the ElkhartNet support staff for assistance.

Instructions for Microsoft Outlook 2003

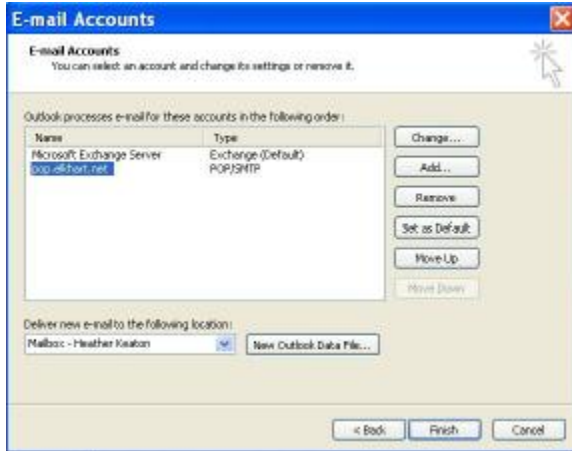
Step 1: From the Outlook Menu bar, under Tools, please select Email Accounts.



Step2: Select the radial button, "View or Change Existing Email Accounts" and click Next.



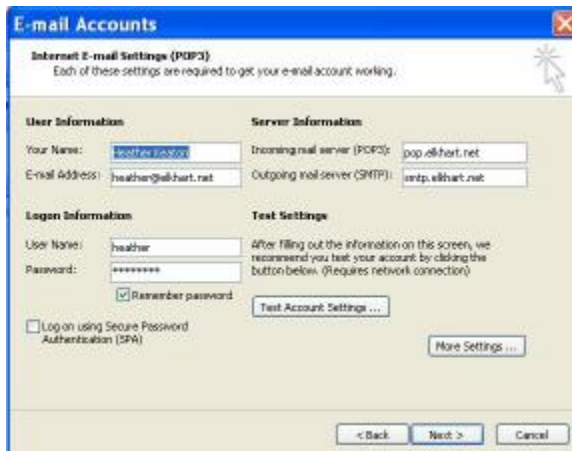
Step 3: Select pop.elkhart.net and click Change



Step 4: Populate the following information for your Email account:

- Your Name: <Full name displayed in email correspondence >
- Email Address: <E-mail address for user to reply to>
- User Name: ElkhartNet Username
- Password: ElkhartNet Password
- Select the check-box “Remember password”
- Incoming mail server (POP3): pop.elkhart.net
- Outgoing mail server (SMTP): smtp.elkhart.net

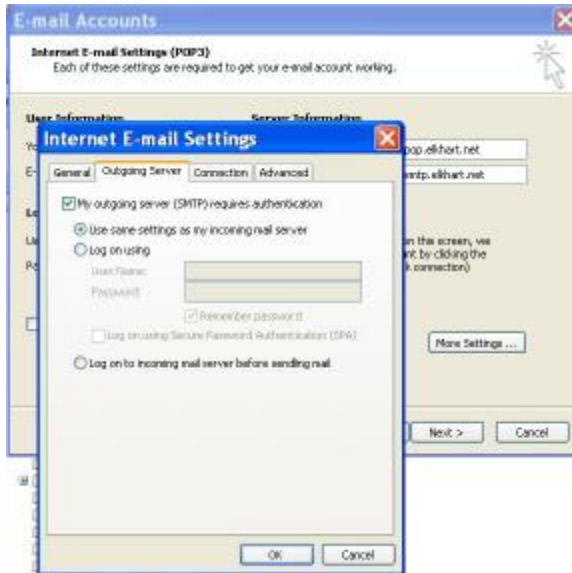
Finally, click the “More Settings” button.



Step 5:

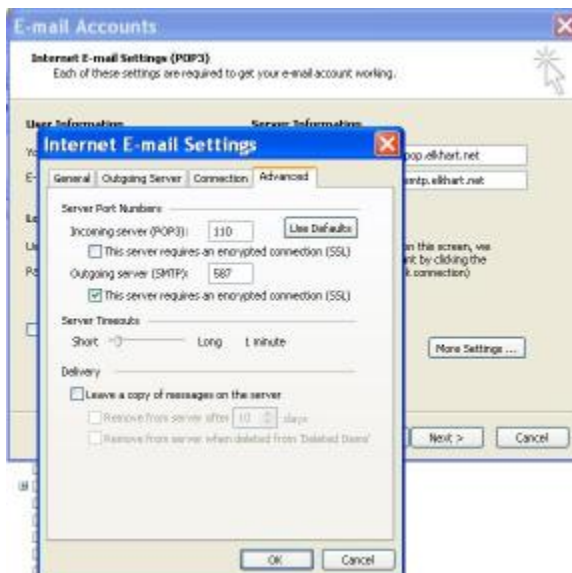
- From the Internet Email Settings configuration screen, click the “Outgoing Server” tab.
- Click the box “My outgoing server (SMTP) requires authentication” and ensure the “Use same settings as my incoming mail server” is selected.

- Finally, select the Advanced Tab



Step 6:

- Under Outgoing Server (SMTP) select the check-box for “This server requires an encrypted connection (SSL)”
- Enter 587 for the Outgoing server (SMTP) port number.
- Please ensure your Incoming server (POP3) is configured for port 110 and the encrypted connection check-box is NOT selected.
- **(Microsoft Outlook 2007 users only)** Select “AUTO” in the Encrypted Connection drop down box.
- When complete, click OK.



Step 7: Click Next and click Finish.

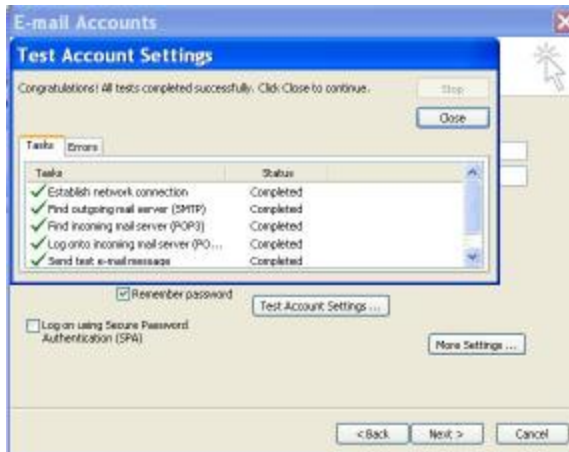


Step 8: Test the new Email Account Settings

- Repeat Steps 1-3
- Click the “Test Account Settings ...” button (as displayed above) and Outlook will perform a test of your POP and SMTP settings. You will receive a test email upon successful completion.

Should the test not complete successfully, please repeat steps 1-8 and insure all information has been entered correctly. If the configuration is accurate, please attempt the below configuration options:

- In step 6:
 - deselect the check-box “This server requires an encrypted connection (SSL).”
 - Changing the Outgoing mail server (SMTP) Port to 465
- Contact the ElkhartNet support staff for additional assistance

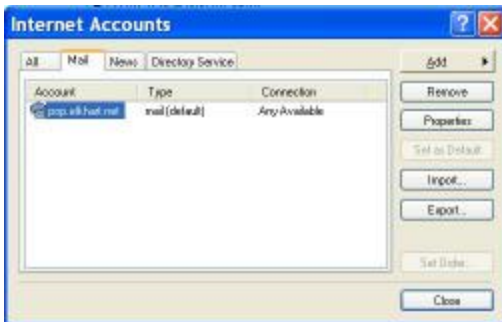


Instructions for Outlook Express

Step 1: From the Outlook Express Menu bar, under Tools, please select Accounts.



Step 2: Under Internet Accounts, select the Mail tab, select pop.elkhart.net, and click the Properties button



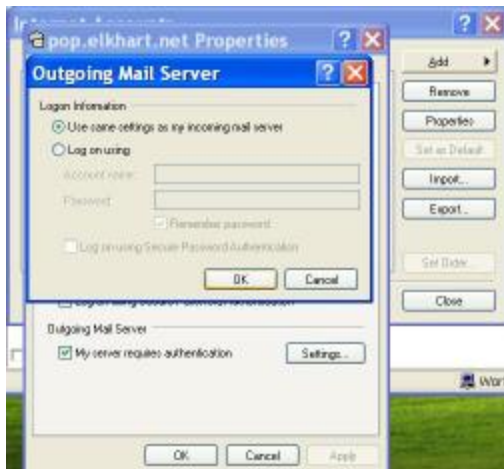
Step 3:

- From the email account Properties screen, click the “Servers” tab.
- Insure the Outgoing mail (SMTP) server is configured to: smtp.elkhart.net
- Near the bottom, under Outgoing Mail Server, select the check-box “My server requires authentication.”
- Click the Settings button



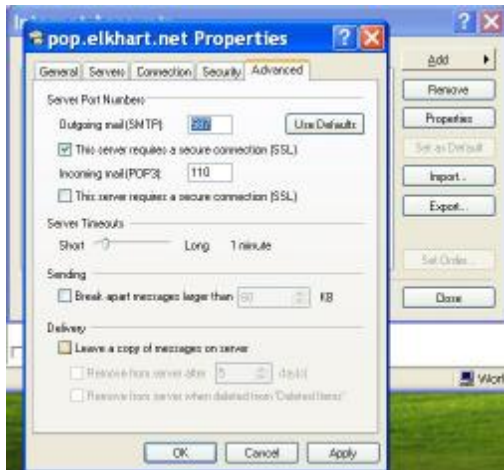
Step 4:

- Select the radial button, “Use same settings as my incoming mail server” is marked.
- Click OK.



Step 5:

- From the email account Properties screen, click the “Advanced” tab.
- Under Outgoing Server (SMTP) select the check-box for “This server requires an encrypted connection (SSL)”
- Enter 587 for the Outgoing mail (SMTP) server port number.
- Please ensure your Incoming server (POP3) is configured for port 110 and the encrypted connection check-box is NOT selected.
- When complete, click Apply and OK.



Step 8: Close out of Internet Accounts and try to send a test message to yourself.

Should the test not complete successfully, please repeat steps 1-7 and insure all information has been entered correctly. If the configuration is accurate, please attempt the below configuration options:

- In step 5:
 - deselect the check-box “This server requires an encrypted connection (SSL).
 - Changing the Outgoing mail server (SMTP) Port to 465
- Contact the ElkhartNet support staff for additional assistance