# E-MAIL SETUP AND ACCESS

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E-mail Access from Web Browser (top of page)

Overview

If at any time you do not have access to your computer with your Microsoft email program (e.g., you are traveling, working from home, etc.), you can still access and respond to your e-mail via your web site through any other computer with internet access. You will also be able to change your e-mail password from this site.

How to Access E-mail Via Web Site (top of page)

1. Access your internet browser, and type in “mail.dealerwebsite.com,” e.g., if your web site is www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”.

2. Type your full e-mail address in the User Name field - e.g., “info@joesmotorcycles.com”.

3. Type in your Password.

4. Click the “Login” button.
Your "Inbox" will display, but will only display e-mails that have not already been pulled into your Microsoft e-mail program. You can read all messages by clicking on the e-mail subject. You can then reply to, or forward the e-mail using the appropriate links in the header of the e-mail once it is opened.

If you do not DELETE an e-mail, it will be pulled into your Microsoft email program the next time you access your e-mail on your computer, thus allowing you to retain all e-mails in one location.
How to Change E-Mail Password (top of page)

PSN will assign all e-mail addresses with a password of “changeme”. You should change this password using the following steps, prior to setting up your e-mail within your Microsoft e-mail program.

1. Access your internet browser, and type in “mail.dealerwebsite.com,” e.g., if your web site is www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”.

2. Type your full e-mail address in the User Name field - e.g., “info@joesmotorcycles.com”.

3. Type in the default Password of “changeme”.

4. Click on the Options link in the upper right hand corner of the screen.
5. Click on the “Password” link. Note: Whenever you change your password within PSN’s Mail Server, you must change your password in your Microsoft e-mail program when you access it again.

6. You will have to enter your old password, choose a new password, re-enter the new password and choose a password question and answer. Then click the Save button.
Setting up Microsoft Outlook Express

Overview

Microsoft Outlook Express will allow you to receive all customer e-mails, as well as PSN e-mail notifications of quotes, orders, finance applications, etc.

NOTE: We highly recommend that you install anti-virus software on your computer, and have it set up to receive on-line updates. You do not want to send viruses to your customers, nor receive viruses from customer e-mails.

How To Set Up Microsoft Outlook Express

1. Double click on the Microsoft Outlook Express icon on your desktop.

2. Click on the "Tools" link at the top of your screen, move your cursor down and click on "Accounts" to display the INTERNET ACCOUNTS window.
3. Click on the "Mail" folder heading.

4. Click on the ADD button on the right side of the window.

5. Move your cursor over the word "Mail" and click on it.
6. Type in the name you would like to appear on your e-mails when they are sent to customers. This could either be the individual name of a salesperson if you have set up individual e-mail addresses through PSN, or you could type in “Sales at dealername,” or “Info at dealername,” etc. Click the NEXT button.
7. Type in the e-mail address you have been assigned by PSN, e.g., info@dealernam.com. If your dealership web site is www.joesmotorcycles.com, you would type in info@joesmotorcycles.com. Click the NEXT button.
8. In the box next to “My incoming mail server is a” choose “POP3” or “IMAP” from the dropdown box. (Note: Depending upon which type of server you choose, your instructions will be slightly different – See Step 9.)
9. Click in the box labeled “Incoming mail (POP3, IMAP or HTTP) server.” For a POP3 server, type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”. For an IMAP server, type in “imap.dealername.com” (e.g., imap.joesmotorcycles.com).

10. Click in the box labeled “Outgoing mail (SMTP) server” and type in “mail.dealername.com” (e.g., mail.joesmotorcycles.com). Click the NEXT button.
11. In the “Account name” box, type in the e-mail address you are setting up, e.g., info@joesmotorcycles.com.

12. Click in the “Password” box and type in the password you have defined for this e-mail address (see instructions for HOW TO CHANGE YOUR EMAIL PASSWORD). If you would like your e-mail to always open up whenever you click on the Microsoft Outlook icon on your desktop, without using a password, click in the “Remember Password” box. Click the NEXT button.

13. Click the FINISH button to complete your entry and exit to the INTERNET ACCOUNTS window.

14. Click on the newly created account and click on PROPERTIES.
15. Click on the SERVERS tab and under OUTGOING MAIL check "My server requires authentication.

![Mail Properties](image)

16. Click on APPLY and OK. Then click CLOSE to exit the Internet accounts window.

17. To set various options for your e-mail, e.g., how often Outlook Express checks for new e-mails, the look of your e-mail, spellchecker, etc., click on the "Tools" link at the top of your screen, move your cursor down over “Options,” and click on it. You will then be able to click on the various folders to set your e-mail preferences. Click on the “Help” link at the top of your screen for more detailed information on this setup.
Setting up Microsoft Outlook E-mail

Overview

Microsoft Outlook e-mail will allow you to receive all customer e-mails, as well as PSN e-mail notifications of quotes, orders, finance applications, etc.

NOTE: We highly recommend that you install anti-virus software on your computer, and have it set up to receive on-line updates. You do not want to send viruses to your customers, nor receive viruses from customer e-mails.

How To Set Up Microsoft Outlook

1. Double click on the Microsoft Outlook icon on your desktop.
2. Click on the "Tools" link at the top of your screen.
3. Move your cursor down to "E-mail Accounts" and click on it to display the E-Mail Accounts window.
4. Under E-mail, click on “Add a new e-mail account”.

5. Click on the NEXT button on the bottom right side of the window.
6. Check the option for either “POP3” or “IMAP”. (Note: Depending upon which type of server you choose, your instructions will be slightly different – See Step 10.)

7. Click on the NEXT button on the bottom right side of the window.

<table>
<thead>
<tr>
<th>Server Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Exchange Server</td>
<td>Connect to an Exchange server to read e-mail, access public folders, and share documents.</td>
</tr>
<tr>
<td>POP3</td>
<td>Connect to a POP3 e-mail server to download your e-mail.</td>
</tr>
<tr>
<td>IMAP</td>
<td>Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.</td>
</tr>
<tr>
<td>HTTP</td>
<td>Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.</td>
</tr>
<tr>
<td>Additional Server Types</td>
<td>Connect to another workgroup or 3rd-party mail server.</td>
</tr>
</tbody>
</table>
8. Type in the name you would like to appear on your e-mails when they are sent to customers in the field next to “Your Name”. This could either be the individual name of a salesperson if you have set up individual e-mail addresses through PSN, or you could type in “Sales at dealername,” or “Info at dealername,” etc.

9. Type in the “E-mail Address” you have been assigned by PSN, e.g., info@dealername.com. If your dealership web site is www.joesmotorcycles.com, you would type in info@joesmotorcycles.com.

10. For POP3 - In the box next to “Incoming mail server (POP3)” type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”.
For IMAP – In the box next to “Incoming mail server (IMAP)” type in “imap.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “imap.joesmotorcycles.com”.

11. In the box next to “Outgoing mail server (SMTP)” type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”.

12. In the “User Name” box, type in the e-mail address you are setting up, e.g., info@joesmotorcycles.com.

13. Click in the “Password” box and type in the password you have defined for this e-mail address (see instructions for HOW TO CHANGE YOUR EMAIL PASSWORD). If you would like your e-mail to always open up whenever you click on the Microsoft Outlook icon on your desktop, without using a password, click in the “Remember Password” box. Click the ‘More Settings…’ button.

![E-mail Accounts](image)

<table>
<thead>
<tr>
<th>User Information</th>
<th>Server Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name: PSN Demo 6</td>
<td>Incoming mail server (POP3): mail.psndemo6.com</td>
</tr>
<tr>
<td>E-mail Address: <a href="mailto:info@psndemo6.com">info@psndemo6.com</a></td>
<td>Outgoing mail server (SMTP): mail.psndemo6.com</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Logon Information</th>
<th>Test Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name: <a href="mailto:info@psndemo6.com">info@psndemo6.com</a></td>
<td>After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)</td>
</tr>
<tr>
<td>Password: ******</td>
<td>Test Account Settings …</td>
</tr>
</tbody>
</table>

- Log on using Secure Password Authentication (SPA)
14. Once you’ve clicked the ‘More Settings…’ button, navigate to the ‘Outgoing Server’ tab at the top of the window. Check the “My outgoing server (SMTP) requires authentication” box. Make sure the radio button for “Use same settings as my incoming mail server” is selected. Then click the OK button.
Then click NEXT.

Then click NEXT.

<table>
<thead>
<tr>
<th>E-mail Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internet E-mail Settings (POP3)</strong></td>
</tr>
<tr>
<td>Each of these settings are required to get your e-mail account working.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User Information</th>
<th>Server Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name: PSN Demo 6</td>
<td>Incoming mail server (POP3): mail.psndemo6.com</td>
</tr>
<tr>
<td>E-mail Address: <a href="mailto:info@psndemo6.com">info@psndemo6.com</a></td>
<td>Outgoing mail server (SMTP): mail.psndemo6.com</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Logon Information</th>
<th>Test Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name: <a href="mailto:info@psndemo6.com">info@psndemo6.com</a></td>
<td>After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)</td>
</tr>
<tr>
<td>Password: ******</td>
<td>Test Account Settings ...</td>
</tr>
<tr>
<td>Remember password</td>
<td>More Settings ...</td>
</tr>
</tbody>
</table>

Log on using Secure Password Authentication (SPA)
15. Click the FINISH button to complete your entry and exit to the E-Mail Accounts window.

16. If you want to verify the information entered, or make any changes to the password, etc., you can click on the “View or change existing e-mail accounts” button and view your newly created account.

17. To set various options for your e-mail, e.g., how often Outlook checks for new e-mails, the look of your e-mail, spellchecker, etc., click on the “Tools” link at the top of your screen, move your cursor down over “Options,” and click on it. You will then be able to click on the various folders to set your e-mail preferences. Click on the “Help” link at the top of your screen for more detailed information on this setup.
Setting up Windows Mail (Windows Vista)  

Overview

Windows Mail is the e-mail program that comes standard with Microsoft Vista. This will allow you to receive all customer e-mails, as well as PSN e-mail notifications of quotes, orders, finance applications, etc.

NOTE: We highly recommend that you install anti-virus software on your computer, and have it set up to receive on-line updates. You do not want to send viruses to your customers, nor receive viruses from customer e-mails.

How To Set Up Windows Mail (Windows Vista)

1. Start Windows Mail by clicking the “Start” button in the lower left corner of the screen; then click Windows Mail.
2. This will open the Windows Mail program. Click “Tools” then “Accounts” from the dropdown menu at the top of the screen.

3. Click “Add” in the Internet Account window.
4. Select “E-mail Account” and click “Next”.
5. Enter the name you would like to appear on your e-mails when they are sent to customers. This could either be the individual name of a salesperson if you have set up individual e-mail addresses through PSN, or you could type in “Sales at dealername,” or “Info at dealername,” etc. Click the “Next” button.

![Your Name dialog box](image-url)
6. Type in the e-mail address you have been assigned by PSN, e.g., info@dealernname.com. If your dealership web site is www.joesmotorcycles.com, you would type in info@joesmotorcycles.com.
7. Select either “POP3” or “IMAP” as the “Incoming e-mail server type.” (Note: Depending upon which type of server you choose, your instructions will be slightly different – See Step 8.)

8. For POP3 - In the box next to "Incoming mail (POP3 or IMAP) server:" type in "mail.dealername.com". If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”.

For IMAP - In the box next to "Incoming mail (POP3 or IMAP) server:" type in "imap.dealername.com". If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “imap.joesmotorcycles.com”.

9. In the box next to “Outgoing e-mail server (SMTP) name:" type in "mail.dealername.com". If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”.

10. Check the box “Outgoing server requires authentication.”

11. Then click the NEXT button.
12. In the "E-mail username" box, type in the e-mail address you are setting up, e.g., info@joesmotorcycles.com.

13. Click in the "Password" box and type in the password you have defined for this e-mail address (see instructions for HOW TO CHANGE YOUR EMAIL PASSWORD). If you would like your e-mail to always open up whenever you click on the Windows Mail icon on your desktop, without using a password, click in the "Remember password" box. Click the NEXT button.
14. You have now finished setting up your email account in the Windows Vista Mail. Click "Finish" to complete the setup.
Overview

Mozilla Thunderbird is the e-mail program that can be downloaded from Mozilla. This will allow you to receive all customer e-mails, as well as PSN e-mail notifications of quotes, orders, finance applications, etc.

NOTE: We highly recommend that you install anti-virus software on your computer, and have it set up to receive on-line updates. You do not want to send viruses to your customers, nor receive viruses from customer e-mails.

How To Set Up Mozilla Thunderbird

1. Start Mozilla Thunderbird by clicking the “Start” button in the lower left corner of the screen; then click Mozilla Thunderbird.
2. This will open the Mozilla Thunderbird program. Click “Tools” then “Accounts Settings” from the dropdown menu at the top of the screen.

3. Click on Account Actions and then Add Mail Account
4. Enter the name you would like to appear on your e-mails when they are sent to customers. This could either be the individual name of a salesperson if you have set up individual e-mail addresses through PSN, or you could type in “Sales at dealername,” or “Info at dealername,” etc.

5. Then, type in the e-mail address you have been assigned by PSN, e.g., info@dealername.com. If your dealership web site is www.joesmotorcycles.com, you would type in info@joesmotorcycles.com.

6. Click in the “Password” box and type in the password you have defined for this e-mail address (see instructions for HOW TO CHANGE YOUR EMAIL PASSWORD). If you would like your e-mail to always open up whenever you click on the Mozilla Thunderbird icon on your desktop, without using a password, click in the “Remember password” box. Click the CONTINUE button.

7. Mozilla Thunderbird will attempt to configure the account automatically. Click on the EDIT button.
8. In the “Username” box, type in the e-mail address you are setting up, e.g., info@joesmotorcycles.com.

9. Select either “POP” or “IMAP” in the drop down under “Incoming” (Note: Depending upon which type of server you choose, your instructions will be slightly different – See Step 10.)

10. For POP - In the box next to “Incoming”: type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”. Use port 110 and change the security type to NONE.

    For IMAP - In the box next to “Incoming”: type in “imap.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “imap.joesmotorcycles.com”. Use port 143 and change the security type to NONE.

11. In the box next to “Outgoing”: type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com”. Use port 25 and change the security type to NONE.

12. Then click the RE-TEST CONFIGURATION button.
13. Click on the CREATE ACCOUNT button.

14. Check I UNDERSTAND THE RISKS and then click on CREATE ACCOUNT.
15. You have now finished setting up your email account in the Mozilla Thunderbird. Click “OK” to complete the setup.
Setting up Windows Live Mail (top of page)

Overview

Windows Live Mail is the e-mail program that will allow you to receive all customer e-mails, as well as PSN e-mail notifications of quotes, orders, finance applications, etc.

NOTE: We highly recommend that you install anti-virus software on your computer, and have it set up to receive on-line updates. You do not want to send viruses to your customers, nor receive viruses from customer e-mails.

How To Set Up Windows Live Mail

1. Start Windows Live Mail by clicking the “Start” button in the lower left corner of the screen; then click Windows Live Mail.
2.  This will open the Windows Live Mail program. Click “Tools” then “Accounts” from the dropdown menu at the top of the screen.
3. Click on “Add”

4. Select E-mail Account and click on NEXT.
5. Type in the e-mail address you have been assigned by PSN, e.g., info@dealername.com. If your dealership web site is www.joesmotorcycles.com, you would type in info@joesmotorcycles.com.

6. Click in the “Password” box and type in the password you have defined for this e-mail address (see instructions for HOW TO CHANGE YOUR EMAIL PASSWORD). If you would like your e-mail to always open up whenever you click on the Windows Live Mail icon on your desktop, without using a password, click in the “Remember password” box. Click the CONTINUE.

7. Enter the name you would like to appear on your e-mails when they are sent to customers. This could either be the individual name of a salesperson if you have set up individual e-mail addresses through PSN, or you could type in “Sales at dealername,” or “Info at dealername,” etc.

8. Check manually configure server settings and click on NEXT.
9. Select either “POP3” or “IMAP” as the “Incoming e-mail server type.” (Note: Depending upon which type of server you choose, your instructions will be slightly different – See Step 10.)

10. For POP3 - In the box next to “Incoming mail (POP3 or IMAP) server:” type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com” and use port 110.
    For IMAP - In the box next to “Incoming mail (POP3 or IMAP) server:” type in “imap.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “imap.joesmotorcycles.com” and use port 143.

11. Select “Clear text authentication” under log on using.

12. The Login ID is the e-mail address you have been assigned by PSN, e.g., info@dealername.com. If your dealership web site is www.joesmotorcycles.com, you would type in info@joesmotorcycles.com.

13. In the box next to “Outgoing e-mail server (SMTP) name:” type in “mail.dealername.com”. If PSN has assigned your web site as www.joesmotorcycles.com, you would type in “mail.joesmotorcycles.com” and use port 25.


15. Then click the NEXT button.
16. You have now finished setting up your email account in Windows Live Mail. Click on Finish to complete the setup.
Spam Shield Pro Instructions

SpamShield Pro is a user configurable suite of tools to reduce junk email.

To access SpamShield Pro, login to your Web Mail account, then choose Options, and then SpamShield Pro. There you will be able to customize SpamShield Pro’s settings:

Enable SpamShield Pro
Turn all of SpamShield Pro’s options on or off.

Sensitivity
Classify a message as spam based on a SpamShield Score that you choose. A high SpamShield Score indicates that a message is more likely to be spam.

Move spam to INBOX
Automatically file spam into a folder of your choice.

Tip: If you use Web Mail or IMAP, you can have SpamShield Pro automatically move spam to the Spam folder. If you POP, it is recommended that you leave spam in your INBOX and enable the Insert SpamShield Score feature described below.

Hide images
In Web Mail, this option blocks image tags from messages in the Spam folder to block image-based web bugs and graphics that may be offensive.

Insert SpamShield Score into messages as header
This option gives advanced email users the ability to create an email rule in their favorite email program that recognizes the SpamShield Score so it can perform additional actions on the junk email.

Approved Senders
SpamShield Pro will not affect messages received from email addresses on this list.

Blocked Senders
SpamShield Pro can reject all messages sent from email addresses on this list.

Block returned ("bounced") messages for email that you did not send
SpamShield Pro includes BounceShield which can reject bogus bounces caused by spammers and trojan horses.

Block all senders that are not Approved Senders
SpamShield Pro can reject all messages sent from email addresses that are not on the Approved Senders list, sometimes referred to as a greenlist.

Tip: Be sure to choose the Save button at the bottom of the SpamShield Pro Options page if you want to save your adjustments.