
NCMail: Microsoft Outlook 2003 Enable SMTP Authentication Guide



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This document covers how to enable SMTP Authentication for Outlook 2003. SMTP Auth allows persons traveling outside the state's network to use the state's outbound relay servers by using their NCMail credentials to authenticate before sending. This gives the laptop user the ability to set their outbound email settings once and never have to change them no matter which ISP they are connected to.

The syntax used in this document is as follows:

Boldface = Names of input fields such as text and check box names.

Boldface and Italics = Input expected from user.

If you have any questions please direct them to your local Customer Service Center, Helpdesk or Local NCMail administrator

If your questions cannot be answered by your local contact, your local contact can open a ticket with the ITS Customer Service Center by telephone at 919.754.6000 or 1-800-722-3946 or email at ITS.incidents@ncmail.net.

Our staff will be happy to answer any of your questions.

Enable SMTP Authentication

To enable SMTP Auth in Outlook 2003, start Outlook then click on **Tools, E-mail Accounts** as shown in Figure 1.

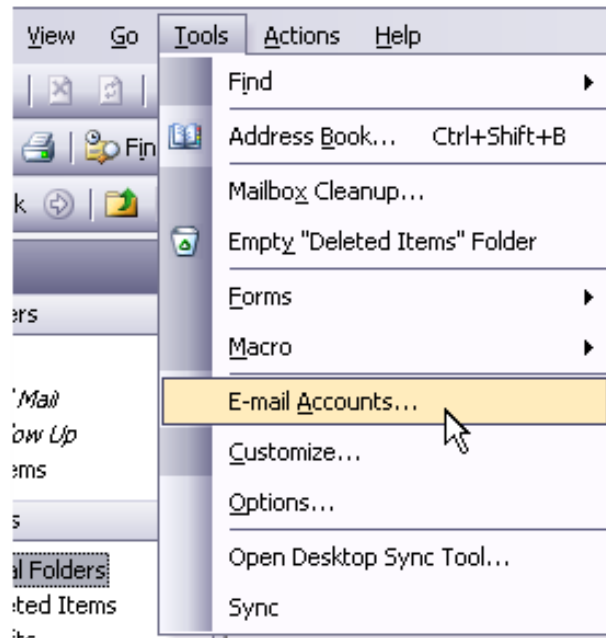


Figure 1

Click on **View or change existing e-mail accounts** then click **Next** as shown in Figure 2.

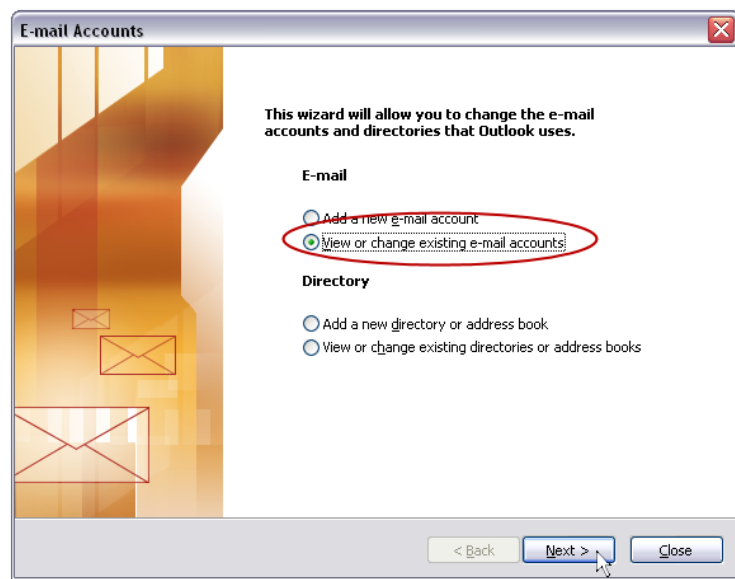


Figure 2

The main **E-mail Accounts** screen is shown. Click your email account name (cms.ncmail.net is our example, yours may differ) then click the **Change** button as shown in Figure 3.

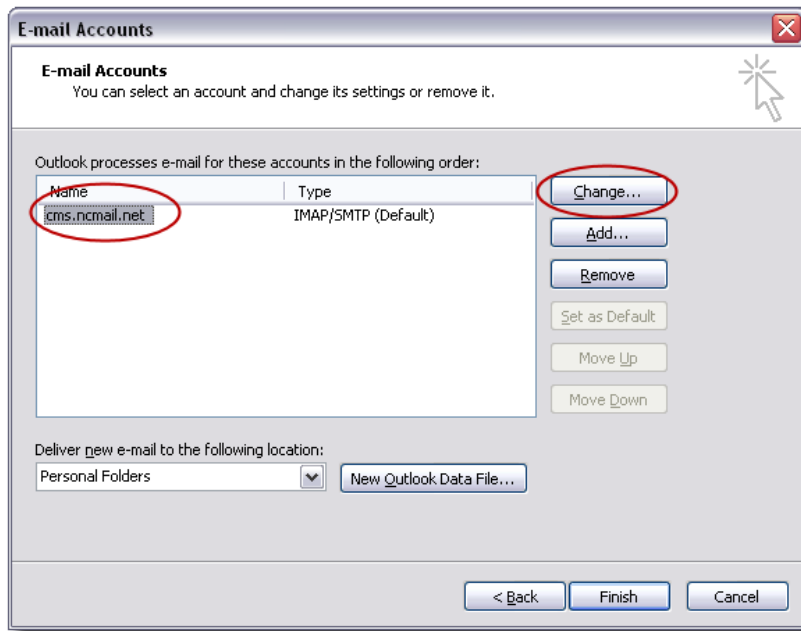


Figure 3

Click the **More Settings** button as shown in Figure 4.

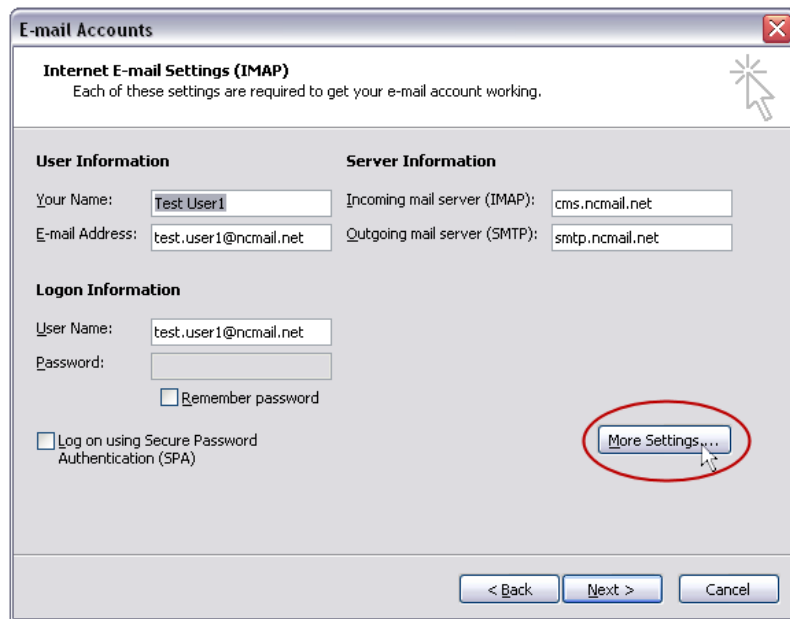


Figure 4

Click the **Outgoing Server** tab. Check the **My outgoing server (SMTP) requires authentication** check box. Select the **Use same settings as my incoming mail server** radio button as shown in Figure 5.

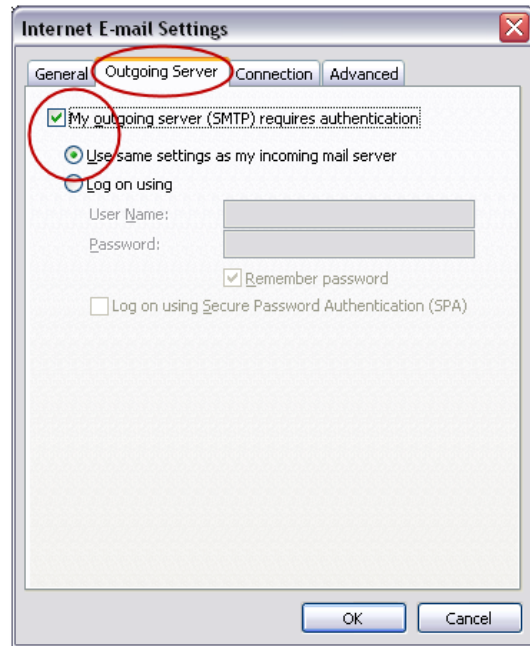


Figure 5

Click the **Advanced** tab. Check the **This server requires an encrypted connection (SSL)** radio button as shown in Figure 6.

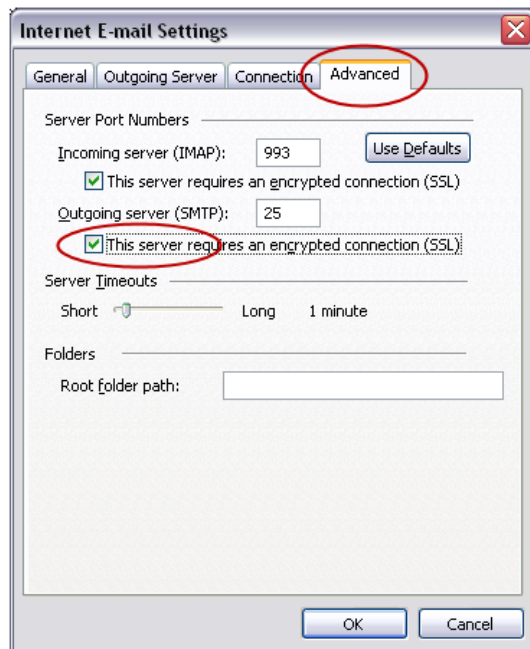


Figure 6

Click the **OK** button. This will return you to the **Internet E-mail Settings (IMAP)** window shown in Figure 4. Press the **Next** button. This will then return you to the main **E-mail Accounts** window shown in Figure 3. Click the **Finish** button.

After enabling SMTP Authentication you will be prompted to enter your password the first time you send an email for each session, e.g., if you leave your Outlook client open all day, you will be prompted for your password for outbound email once a day. Some users get confused between this password and the incoming email password. Although they may and usually are one in the same they perform separate functions. Therefore the user is entering their password twice; once for incoming email (IMAP) and now once for outgoing email (SMTP).