
NCMail: Mozilla Thunderbird 1.5 Enable SMTP Authentication Guide



Revision 1.0
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This document covers how to enable SMTP Authentication for Thunderbird 1.5. 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 Thunderbird 1.5, start Thunderbird then click on **Tools, Account Settings** as shown in Figure 1.

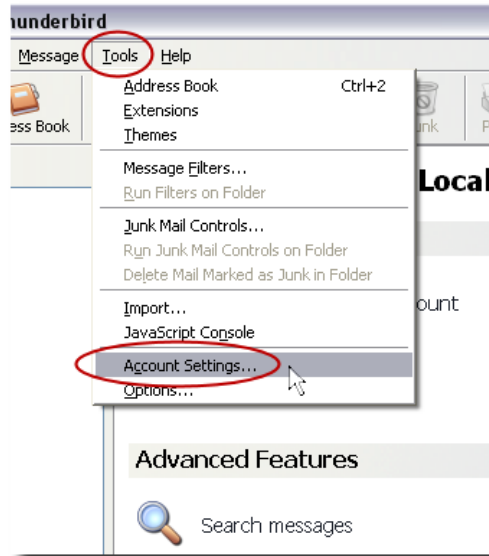


Figure 1

Click on **Outgoing Server (SMTP)** then click on the account you wish to change. Normally there is only one listed. Click the **Edit** button as shown in Figure 2.

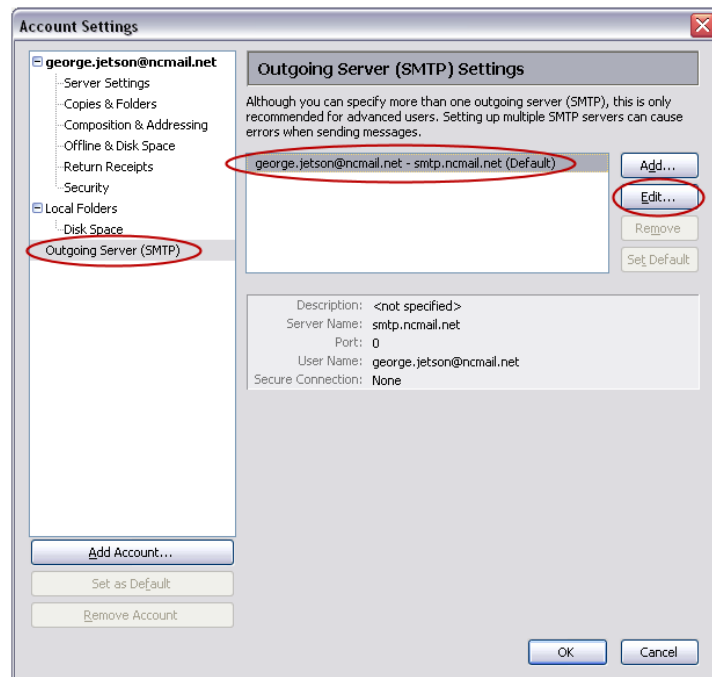


Figure 2

The **SMTP Server** screen is displayed. Click the **Use name and password** check box and type your email address into the **User Name** text box. Click the **TLS** radio button then click the **OK** button as shown in Figure 3.

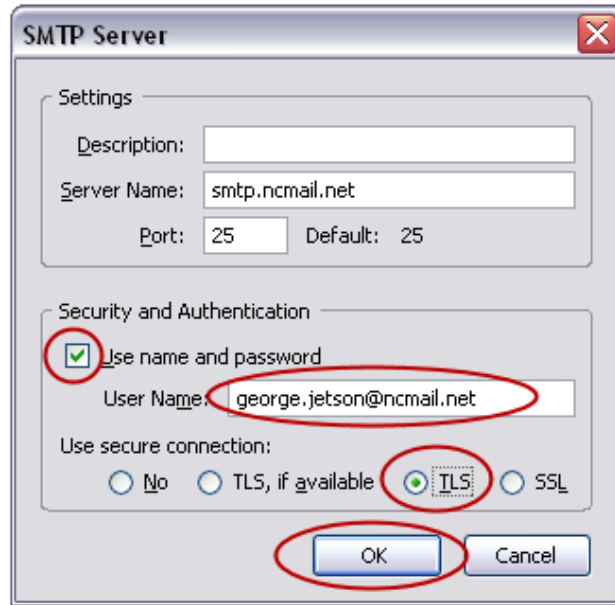


Figure 3

This will return you to the **Account Settings** window shown in Figure 2. Click the **OK** button.

We recommend completely exiting out of Thunderbird for the changes to take affect. 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 Thunderbird 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).