

MyArbonne Email Account Settings

In the example settings below, a U.S. based “.com” account is displayed for Betty@myarbonne.com.

- If you have a Canadian account, make sure to replace the “.com” with “.ca” everywhere
- If you have a UK account, make sure to replace the “.com” with “.co.uk” everywhere
- If you have a Australian account, make sure to replace the “.com” with “.com.au” everywhere

** For Microsoft Outlook settings and screen shots, review page 1 & 2 below then skip to page 3

General Settings		
Questions	Answers	Notes
Full name:	Betty Smith	Your name as you would like it to appear on messages you send, such as Betty Smith
My email address:	Betty@myarbonne.com	Such as Betty@myarbonne.com
My email provider:	MyArbonne	

Incoming Mail Server Settings		
Questions	Answers	Notes
Account type:	POP or POP3 <input checked="" type="checkbox"/> IMAP <input type="checkbox"/> Exchange IMAP <input type="checkbox"/> Exchange 2007 EWS <input type="checkbox"/> (see below)	
Incoming mail server hostname:	mail.myarbonne.com	Such as mail.example.com
Username:	Betty@myarbonne.com	
Password:	Enter your password	
Incoming server port number:	110	
Incoming server authentication method:	Password <input type="checkbox"/> MD5 <input type="checkbox"/> NTLM <input type="checkbox"/> Kerberos <input type="checkbox"/> None <input checked="" type="checkbox"/>	
Incoming mail server supports Secure Sockets Layer (SSL)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

Outgoing Mail Server Settings

The following settings are for sending emails from your account. There are two possible settings outlined below for the Outgoing Mail Server. Try the first setting and if that does not work for sending emails, try the second setting. If the second setting does not work either then your Internet Service Provider or Mobile Phone Service Provider is “blocking” use of a 3rd party Outgoing Mail Server and requires you to use their own Outgoing Mail Server settings. You will need to contact your Internet Service Provider or Mobile Phone Service Provider to get their “Outgoing Mail Server” settings. You will need to configure your email software to use your Internet Service Provider’s or Mobile Phone Service Provider’s Outgoing Mail Server for sending emails.

Outgoing Mail Server Settings (1)		
Questions	Answers	Notes
Outgoing server hostname:	mail.myarbonne.com	
Outgoing server port:	25 <input checked="" type="checkbox"/> 465 <input type="checkbox"/> 587 <input type="checkbox"/> Other:	
The outgoing mail server supports Secure Sockets Layer (SSL):	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Outgoing server (SMTP) requires authentication	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes also note: Use same settings as Incoming Mail Server <ul style="list-style-type: none"> ▪ Username: Betty@myarbonne.com ▪ Password: Your password
Outgoing server authentication type:	Password <input checked="" type="checkbox"/> MD5 <input type="checkbox"/> NTLM <input type="checkbox"/> Kerberos <input type="checkbox"/> None <input checked="" type="checkbox"/>	

If the Primary Outgoing Mail Server Settings above do not work for sending emails, try the Secondary settings below.

Secondary Outgoing Mail Server Settings (2)		
Questions	Answers	Notes
Outgoing server hostname:	mail.myarbonne.com	
Outgoing server port:	25 <input type="checkbox"/> 465 <input checked="" type="checkbox"/> 587 <input type="checkbox"/> Other:	
The outgoing mail server supports Secure Sockets Layer (SSL):	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Select "SSL" for : "Use the following type of encrypted connection"
Outgoing server (SMTP) requires authentication	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes also note: Use same settings as Incoming Mail Server <ul style="list-style-type: none"> ▪ Username: Betty@myarbonne.com ▪ Password: Your password
Outgoing server authentication type:	Password <input checked="" type="checkbox"/> MD5 <input type="checkbox"/> NTLM <input type="checkbox"/> Kerberos <input type="checkbox"/> None <input type="checkbox"/>	

**Important Note

If the Outgoing Mail Server settings do not work for sending emails, then your Internet Service Provider or Mobile Phone Service Provider is "blocking" use of a 3rd party Outgoing Mail Server and requires you to use their own Outgoing Mail Server settings. You will need to contact your Internet Service Provider or Mobile Phone Service Provider to get their "Outgoing Mail Server" settings. You will need to configure your email software to use your Internet Service Provider's or Mobile Phone Service Provider's Outgoing Mail Server for sending emails.

Microsoft Outlook Configuration

In the example settings below, a U.S. based “.com” account is displayed for Betty@myarbonne.com.

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Incoming Mail Server Settings

For Outgoing Mail Server Settings Click Here

Outgoing Mail Server Settings

The following settings are for sending emails from your account. There are two possible settings outlined below for the Outgoing Mail Server. Try the first setting and if that does not work for sending emails, try the second setting. If the second setting does not work either then your Internet Service Provider or Mobile Phone Service Provider is “blocking” use of a 3rd party Outgoing Mail Server and requires you to use their own Outgoing Mail Server settings. You will need to contact your Internet Service Provider or Mobile Phone Service Provider to get their “Outgoing Mail Server” settings. You will need to configure your email software to use your Internet Service Provider’s or Mobile Phone Service Provider’s Outgoing Mail Server for sending emails.

Primary Outgoing Mail Server Settings (1)

Internet E-mail Settings

General | **Outgoing Server** | Connection | Advanced

Mail Account

Type the name by which you want to refer to this account. For example: "Work" or "Microsoft Mail Server"

BettySmith@myarbonne.com

Other User Information

Organization:

Reply E-mail:

OK Cancel

Internet E-mail Settings

General | **Outgoing Server** | Connection | Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name:

Password:

Remember password

Require Secure Password Authentication (SPA)

Log on to incoming mail server before sending mail

OK Cancel

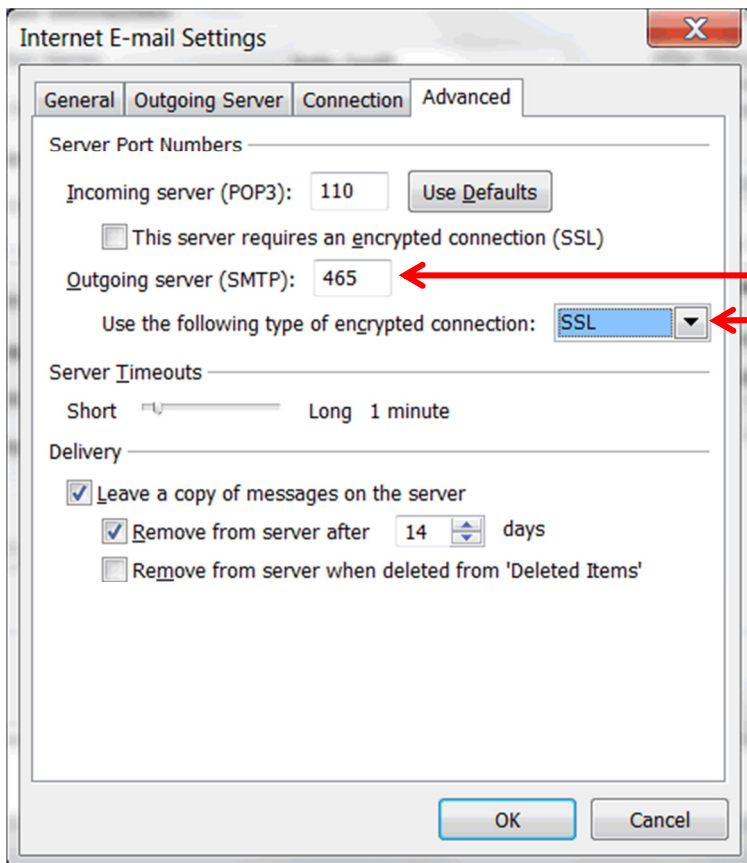
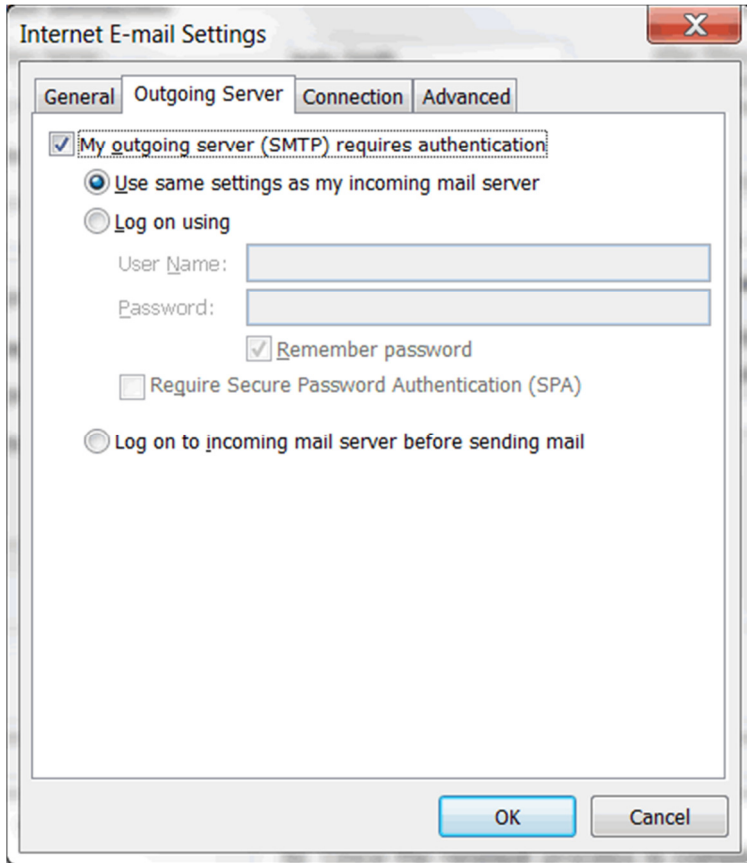
The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The 'Server Port Numbers' section includes an 'Incoming server (POP3)' field with the value '110' and a 'Use Defaults' button. Below it is a checkbox for 'This server requires an encrypted connection (SSL)'. The 'Outgoing server (SMTP)' field contains the value '25'. A dropdown menu for 'Use the following type of encrypted connection:' is set to 'None'. The 'Server Timeouts' section has a slider for 'Short' and a 'Long' field set to '1 minute'. The 'Delivery' section has three checkboxes: 'Leave a copy of messages on the server' (checked), 'Remove from server after 14 days' (checked), and 'Remove from server when deleted from 'Deleted Items'' (unchecked). 'OK' and 'Cancel' buttons are at the bottom.

If the Primary Outgoing Mail Server Settings above do not work for sending emails, try the Secondary settings below.



Secondary Outgoing Mail Server Settings (2)

The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The 'Mail Account' section has a text field containing 'BettySmith@myarbonne.com'. Below it is a section for 'Other User Information' with two empty text fields labeled 'Organization:' and 'Reply E-mail:'. 'OK' and 'Cancel' buttons are at the bottom.



****Important Note**

If the Outgoing Mail Server settings do not work for sending emails, then your Internet Service Provider or Mobile Phone Service Provider is “blocking” use of a 3rd party Outgoing Mail Server and requires you to use their own Outgoing Mail Server settings. You will need to contact your Internet Service Provider or Mobile Phone Service Provider to get their “Outgoing Mail Server” settings. You will need to configure your email software to use your Internet Service Provider’s or Mobile Phone Service Provider’s Outgoing Mail Server for sending emails.