# Updating prtcnet.com email settings

This is a brief guide of steps for updating the server settings on common email programs for prtcnet.com email addresses.

These same settings work for backroads.net addresses except the server name is mail.backroads.net.

**NOTE: The first time you log in after the update, your email will be slower to load because your old emails will be transferring from one machine to another. Please expect delays the day of the cutover.**

## iPhone settings

Incoming server

1. From the IOS Device's home screen, Tap **Settings**.

2. Tap **Mail, Contacts, and Calendars**

3**.** Tap the **Email Account** you wish to edit

4. Tap **Advanced**

5. The **incoming server** name should be **mail.prtcnet.com**. You can **change the Incoming Server Port Number to 993** by tapping the value next to **Server Port**. You can also **edit Incoming Server Authentication methods**, toggle **SSL** to **ON**, and **set message deletion settings**.

Outgoing server

1. From the IOS Device's home screen, Tap **Settings**.

2. Tap **Mail, Contacts, and Calendars**

3. Tap the **Email Account** you wish to edit.

4. Tap **SMTP** under **Outgoing Server**

5. Tap **your Outgoing Server** under **Primary Server**

6. The **outgoing server** name should be **mail.prtcnet.com**.  You can **change the Outgoing Server Port to 587** by tapping the value next to **Server Port**. You can also **change authentication methods** and toggle **SSL** on/off.

# Android settings

1. Open the **Email** app.
2. Tap the **Menu** icon.
3. Tap the **Settings** icon.
4. Pick **Account settings** then choose the account you want to change.
5. Scroll to the bottom for **More settings**.
6. Scroll to **Incoming settings**.
7. Make sure the **Incoming Server** name is **prtcnet.com.**
8. In the **Security type** drop-down menu, select **SSL/TLS**.
9. Connection type should be **IMAP**.
10. In the **Port** field, enter **993**.
11.  Scroll to **Outgoing settings**.
12. Make sure the **Outgoing Server** name is **prtcnet.com**.
13. In the **Security type** drop-down menu, select **SSL/TLS**.
14. The connection type should be **SMTP**.
15. In the **Port** field, enter **587**.
16. Tap **Done**.

# Mac and MacBook Mail settings

1. Open the **Mail** app.
2. Choose **Preferences**.
3. Click **Accounts**.
4. Click **Server Settings**.
5. **Incoming mail server settings (IMAP)**
   a. Username is your full email address (ex. [username@prtcnet.com](mailto:username@prtcnet.com))
   b. Password is your email password.
   c. **Host name:  mail.prtcnet.com**
   d. **Deselect "Automatically manage connection settings".**
   e. Change the **Port** to **993**.
   f. **Select TLS/SSL Authentication**.
6. **Outgoing mail server settings (SMTP)**
   a. Click the **Account** menu.

      b.   Choose **Edit SMTP Server List**.

      c.   Username is your full email address (ex. [username@prtcnet.com](mailto:username@prtcnet.com))

      d.   Password is your email password.

      **e.   Host name:  mail.prtcnet.com**

      **f.   Deselect "Automatically manage connection settings".**

      g.   Change the **Port** to **587**.

      **h.   Select TLS/SSL Authentication**.

      i.   Authentication – select **Password**.

# Windows 10 Mail App

1. Open the **Mail** App.  (If you do not see Accounts on the left-hand side, click the Menu icon in the upper left-hand corner.)
2. Right-click on your account (email address).
3. Click **Account Settings**.
4. Click "**Change mailbox sync settings**".
5. Click "**Advanced mailbox settings – Incoming and outgoing mail server info**".
6. **Incoming mail server:  mail.prtcnet.com:993:1**
7. **Outgoing mail server:  mail.prtcnet.com:587:1**
8. Select "**Outgoing server requires authentication**".
9. Select "**Use the same user name and password for sending email**".
10. Select "**Require SSL for incoming email**".
11. Select "**Require SSL for outgoing email**".
12. Click **Done**.
13. Click **Save**.

# Microsoft Outlook

1. Open **Outlook**.
2. Click **File** in the upper left-hand corner.
3. Click **Account Settings** drop-down menu.
4. Click **Account Settings**.
5. Click on you email address to select it.
6. Click **Repair**.
7. Click the arrow next to **Advanced Options**. Check "**Let me repair my account manually**".
8. Click **Repair**.

9.  Under **Incoming mail**, make sure Server has **mail.prtcnet.com**
10. Change the **Port** to **993**.
11. In the Encryption method drop-down, choose **SSL/TLS**.
12. Click on the arrow next to **Outgoing mail**.
13. Under **Outgoing mail**, make sure Server has **mail.prtcnet.com**
14. Change the **Port** to **587**.
15. In the Encryption method drop-down, choose **SSL/TLS**.
16. Make sure "**My outgoing (SMTP) server requires authentication**" is checked.
17. Make sure the dot is next to "**Use same settings as my incoming mail server**".
18. Click **Next**.
19. Once you see "**Account successfully repaired**" click done.
20. Click **Close**.

# Webmail

Go to https://mail.prtcnet.com to login to webmail.  Use your full email address for the username and use your current password.  Webmail has a new look and two options for viewing your emails.

To view your emails, click Webmail in the left-hand menu.  You will see 2 options in the center of the screen, Webmail Lite and Tuxedo.  You may use either one of these options.  Click on either one to see your emails.