Email Client Configuration for Sabah Government Users

Windows Computer

2022

**Contents**

1.0   About This Document

This Email Client Configuration document contains steps by step client email configuration to configure IMAP/POP3 and Outlook Exchange ActiveSync.

This document covered a wide range of Email Client Software like, Mozilla ThunderBird, Windows Live Mail, Windows mail app, Outlook Express, and Microsoft Outlook. These Email client softwares can be downloaded from the Internet using an Internet browser.
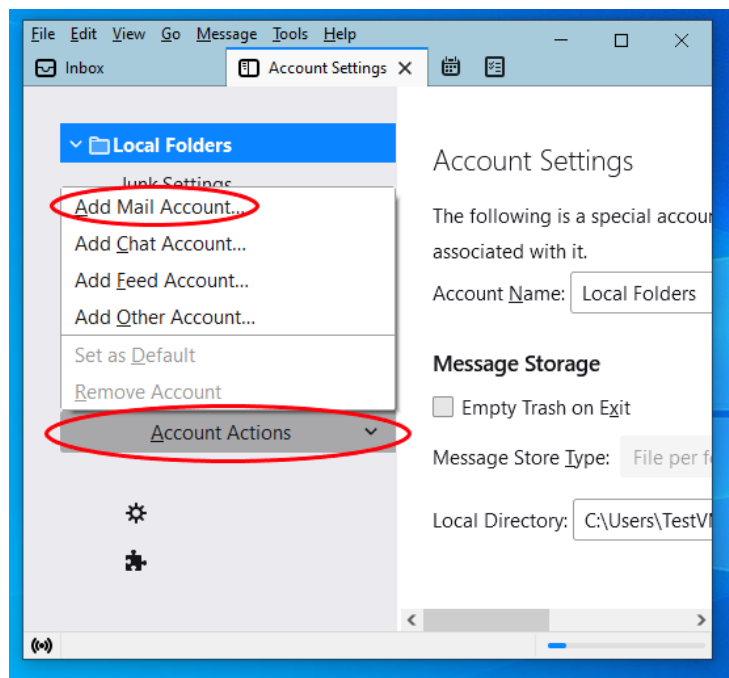
2.0 POP3 and IMAP Configuration

2.1 Mozilla Thunderbird Client

2.1.1 In Mozilla Thunderbird, from the **Tools** menu select **Account Settings**. (If the menu bar is not present, right click the blank space beside the inbox tab and click **Menu Bar**)
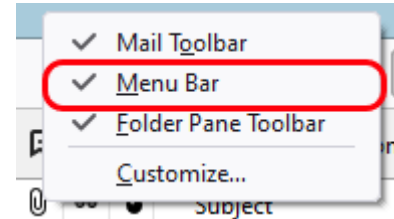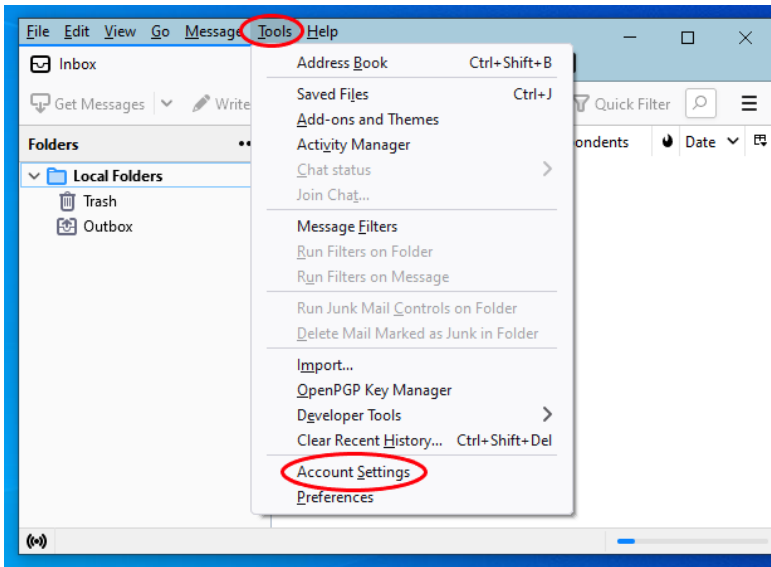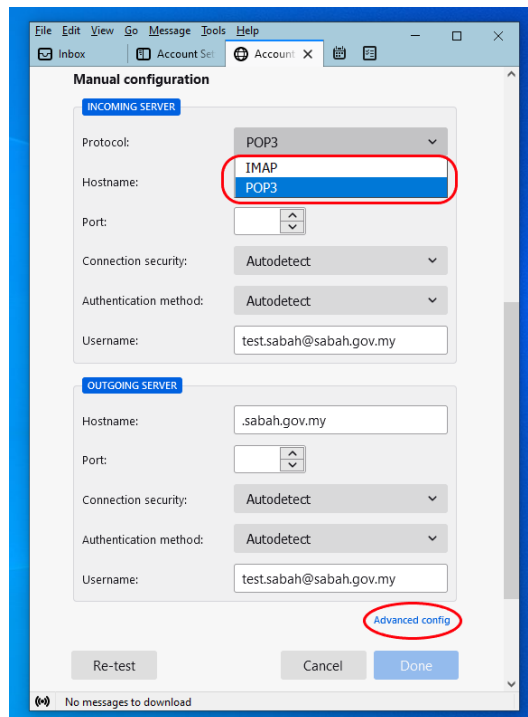
2.1.2 From **Account Settings** screen, Select **Account Actions**, and then click **Add Mail Account…**
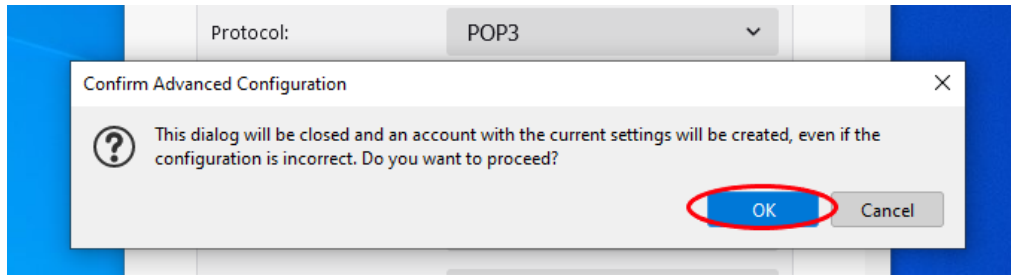
2.1.3 Enter Your Name, Sabah Gov Email address and Password. Then click **Configure manually**
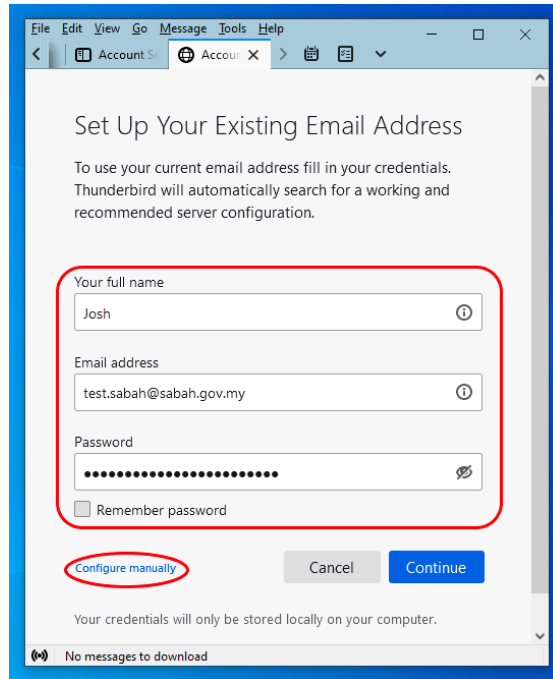
2.1.4 Select **IMAP** or **POP3** protocol then click **Advanced config**

2.1.5 Click OK

2.1.6 At Account Settings tab, click **Server Settings** and match the following settings:
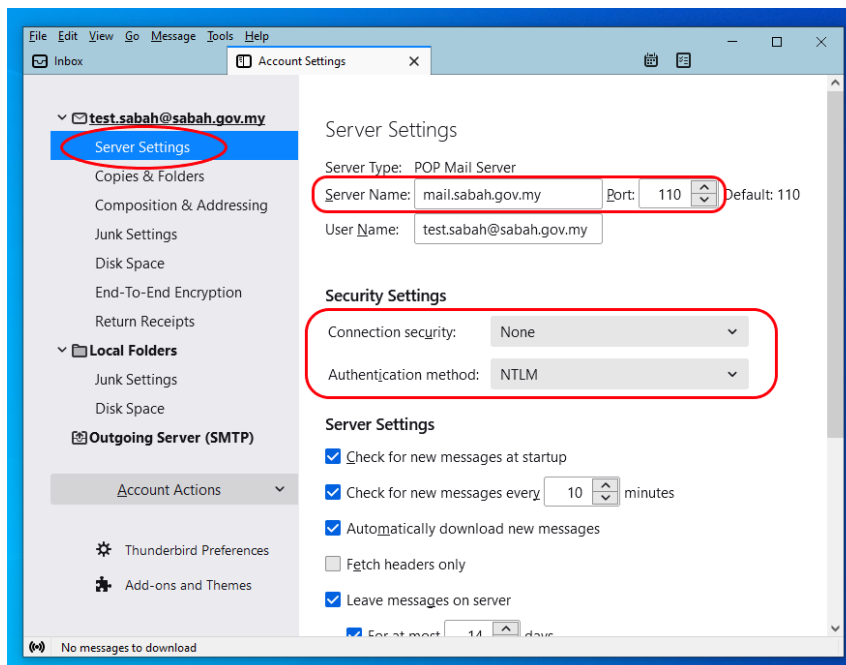
For **POP3**,
Server Name: mail.sabah.gov.my
Select **Port: 110**

On the Security Settings section:
Connection security: None
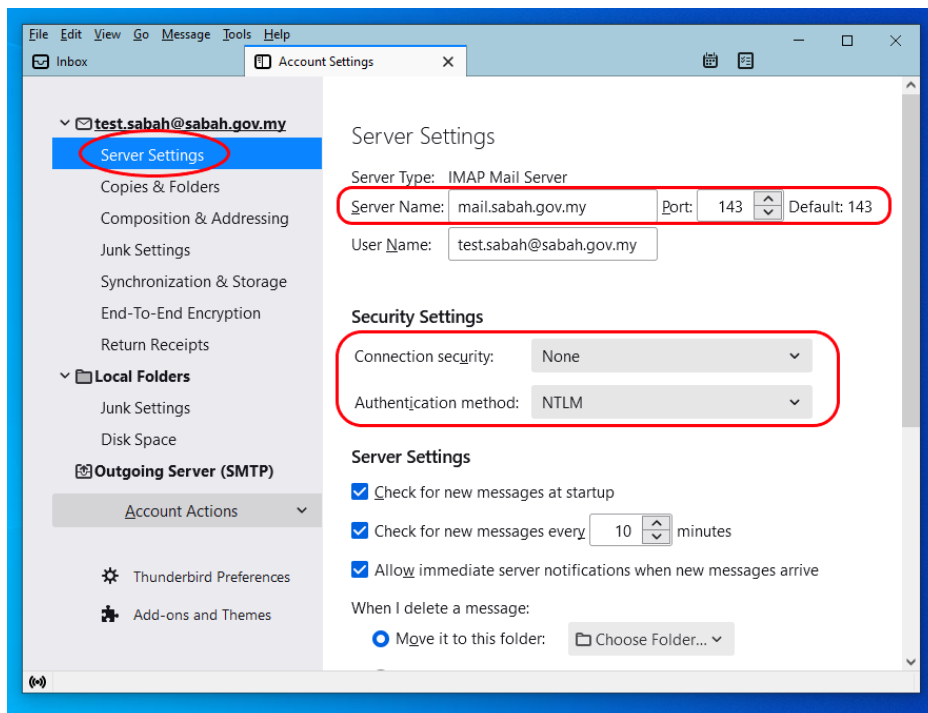**Authentication method: NTLM**

For **IMAP**,

Server Name: mail.sabah.gov.my
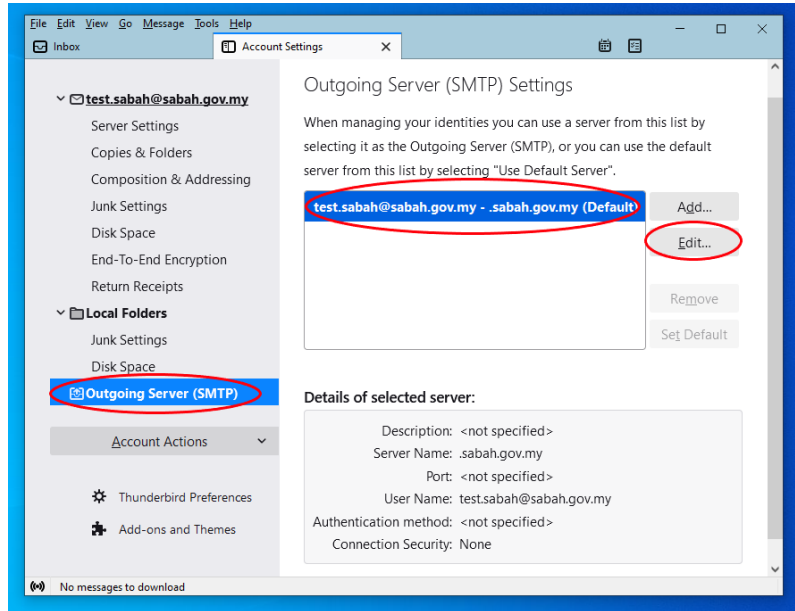
Select **Port: 143 or 993**

On the Security Settings section:

Connection security: None

Authentication method: NTLM

2.1.7 For the outgoing server settings, both **POP3 and IMAP are the
same**. Go to **Outgoing Server (SMTP),** select the default server
and click **Edit…**

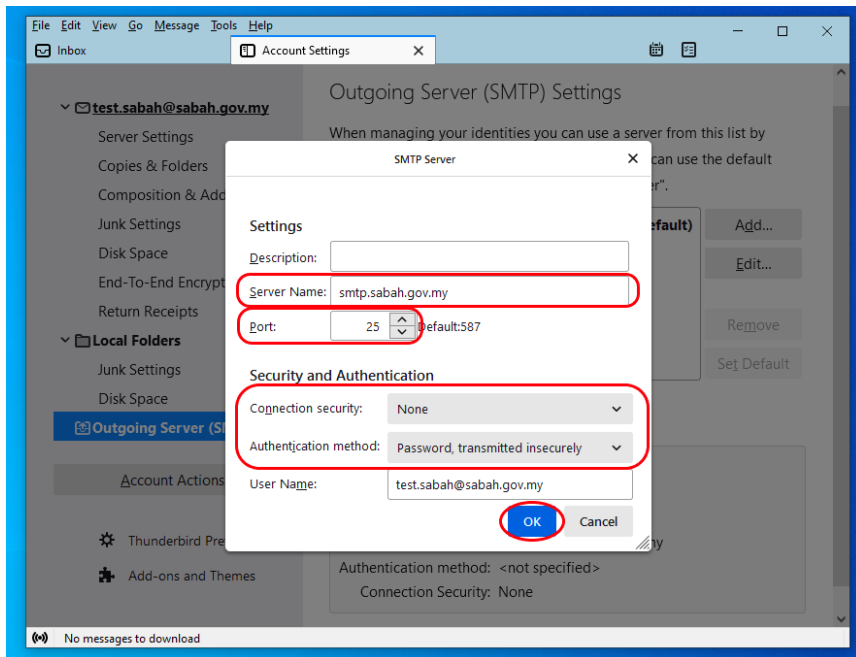Follow the settings below for both POP3 or IMAP, when done click **OK**
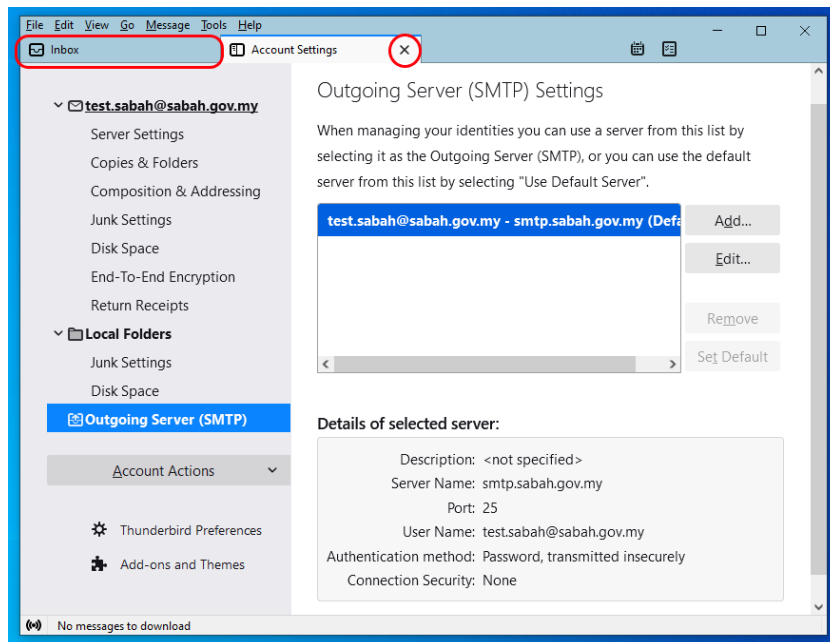
Server Name: smtp.sabah.gov.my

Port: 25

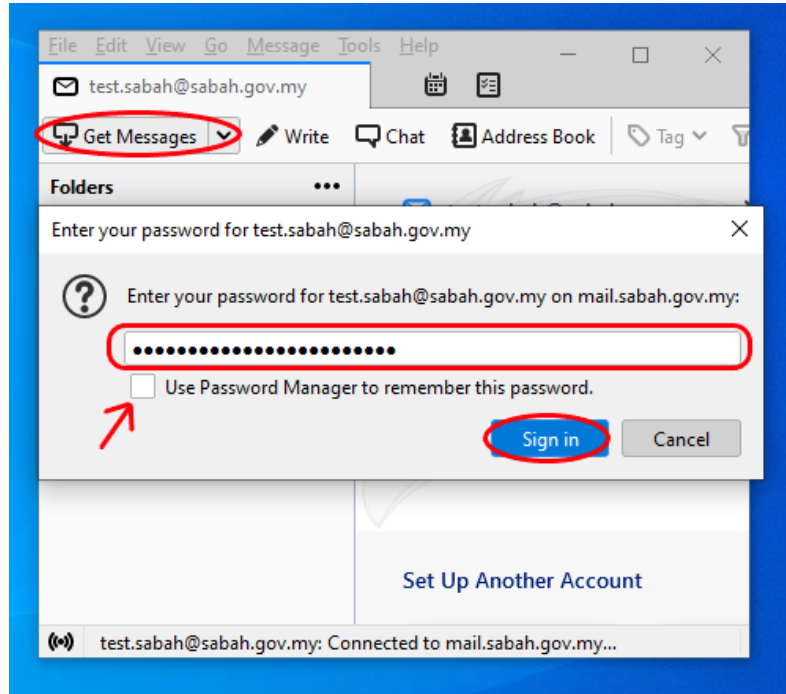**Connection security: none**

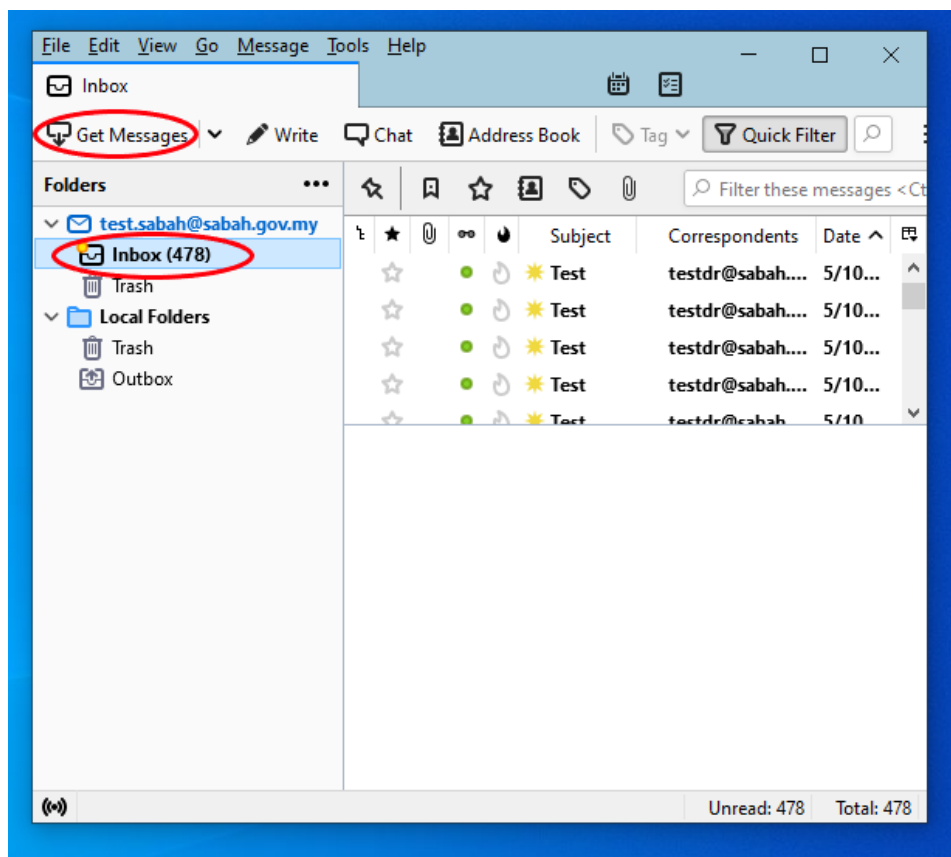**Authentication method: Password, transmitted insecurely**

2.1.8 Close the **Account Settings** tab and go to the **Inbox** tab.

2.1.9 Click **Get Messages**, type in your Sabah Gov email password and click **Sign in**.
(Optional: tick the box the arrow is pointing to remember password)

2.1.10 You should be able to receive emails if all is correct.

2.1.11 Optional: Configure Authenticated SMTP server (Works on both POP and IMAP)

    a) Open Mozilla Thunderbird and under the **Tools** menu select **Accounts Settings..**

    b) Select **Outgoing Server (SMTP)**

    c) Edit your default outgoing server

    d) Follow the settings from the diagram on the next page and click OK.
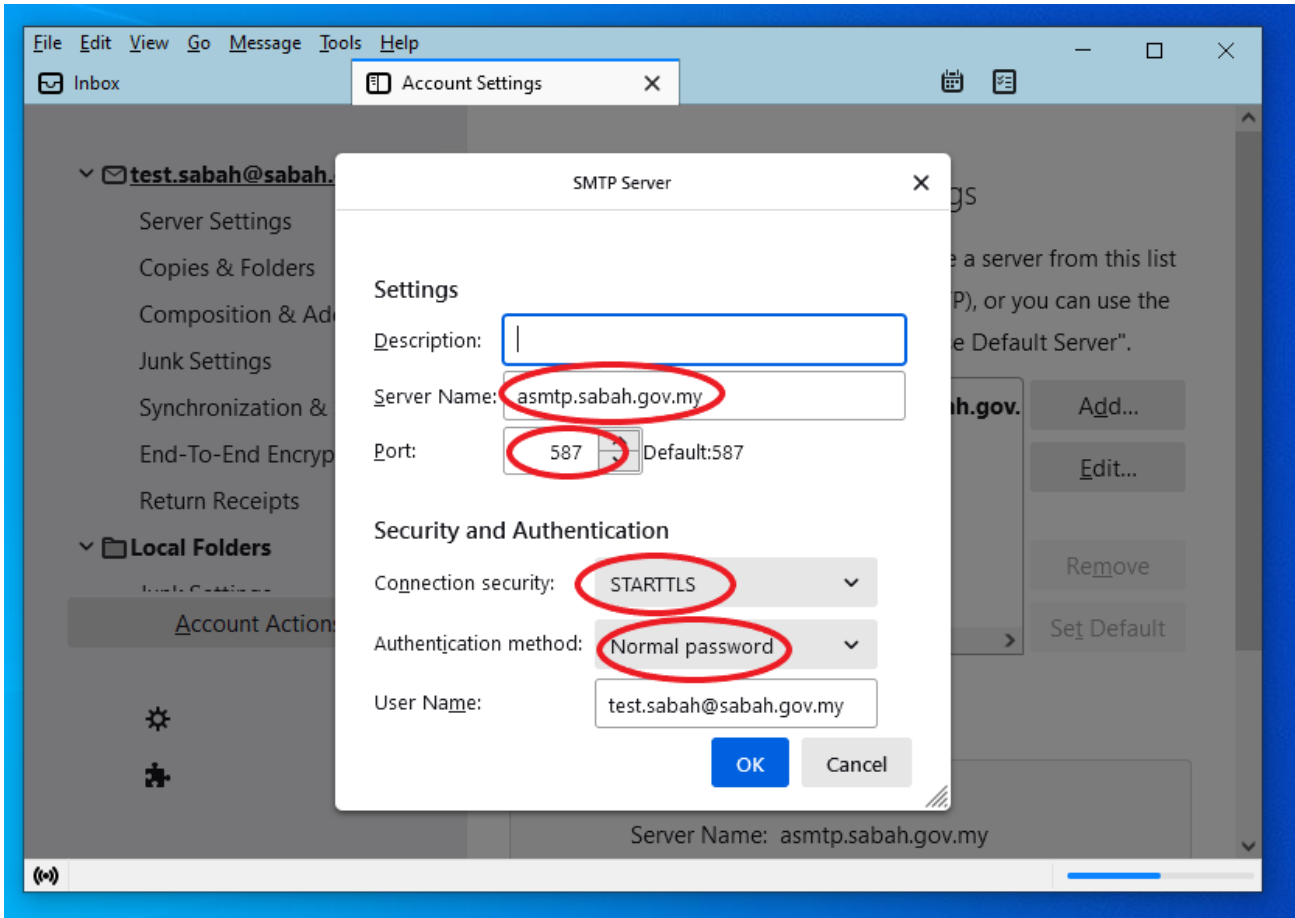
2.2 **Windows Live Mail Client**

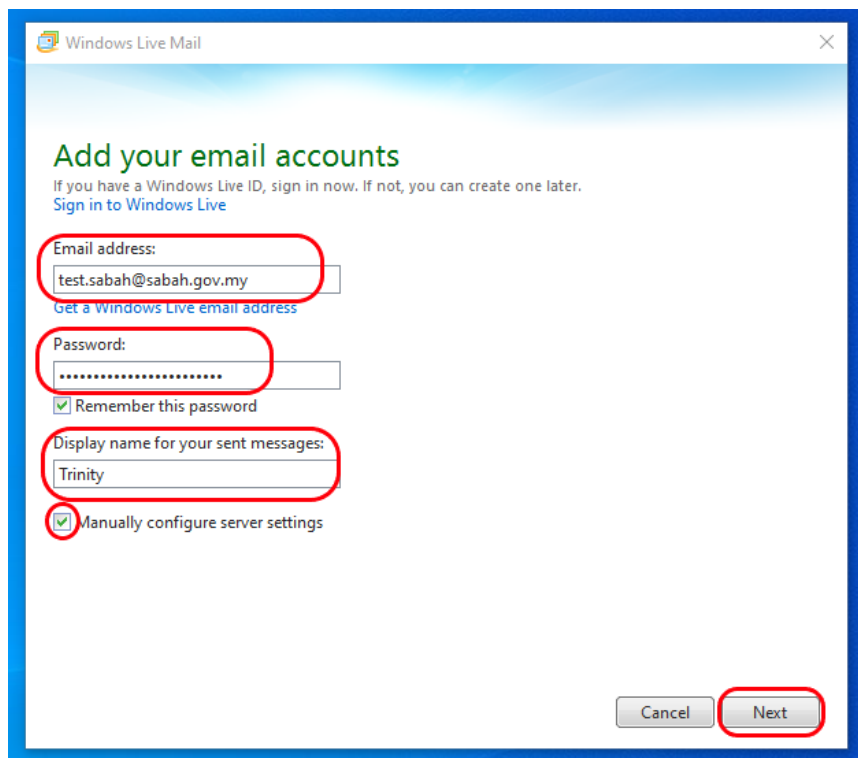**2.2.1** Open Windows Live Mail. Click **Accounts** Tab and Click **Email** button
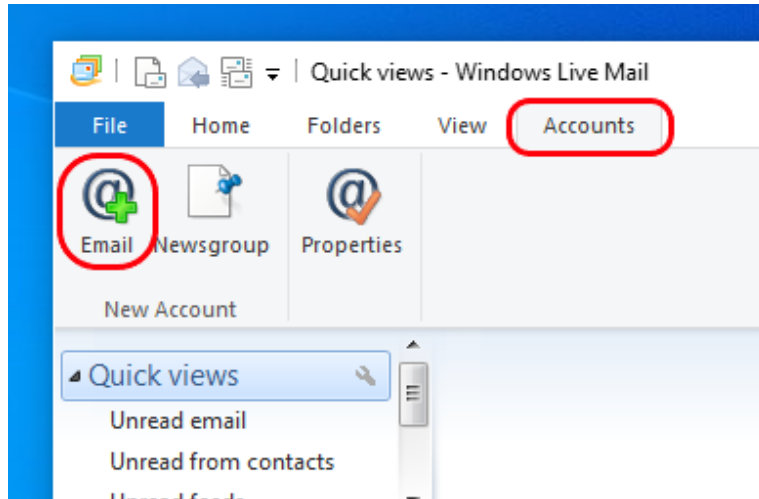
2.2.2 In **Add Your Email Accounts** page, Type the following information for

Email Address, Password and Display Name

Tick **Manually configure server settings**

Click **Next** Button

2.2.3 For **POP** email configuration:

Under **Incoming Server Information**:

For **Server Type**, select **POP**

For **Server Address,** enter:

mail.sabah.gov.myFor **Port**, type: 110

Under **Outgoing Server Information**:

For Server Address, type:

smtp.sabah.gov.myFor Port, type: 25

2.2.4 For **IMAP** email configuration:

Under **Incoming Server Information**:

For **Server Type**, select IMAP

For **Server Address**, type:

mail.sabah.gov.myFor Port, type: 143

Optional: Tick box: **Requires a secure connection (SSL)**

Under **Outgoing Server Information**:

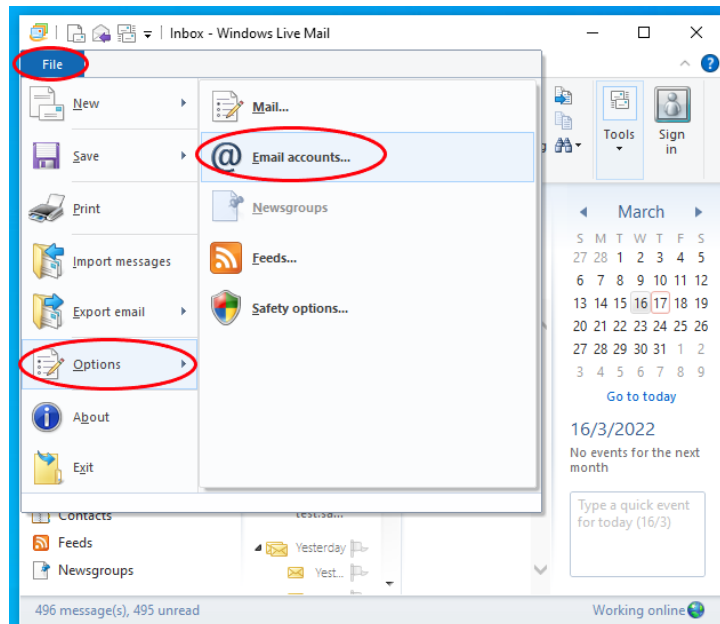For **Server Address**, type:

smtp.sabah.gov.myFor **Port,** type: 25

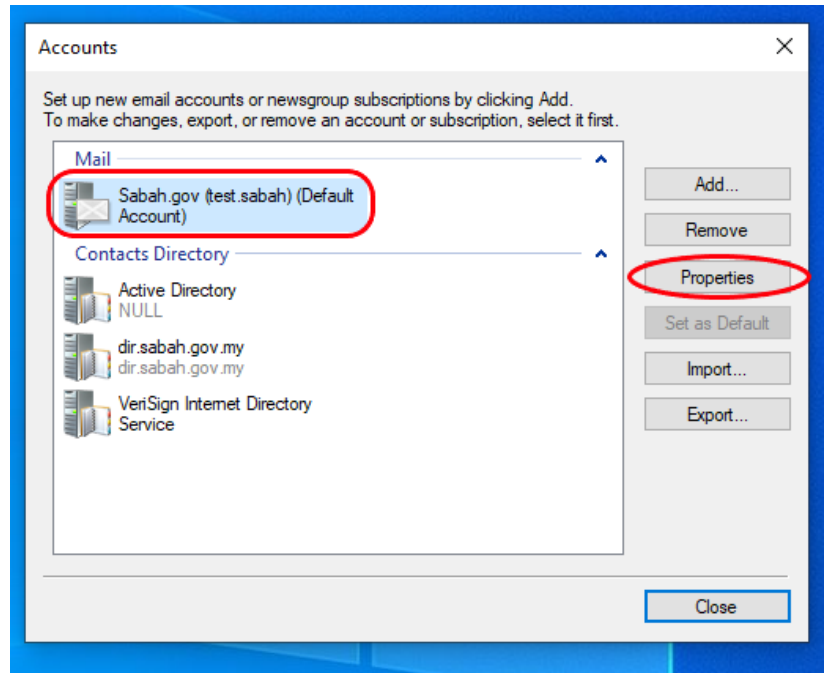**2.2.5** Click **Next** button and **Finish** button
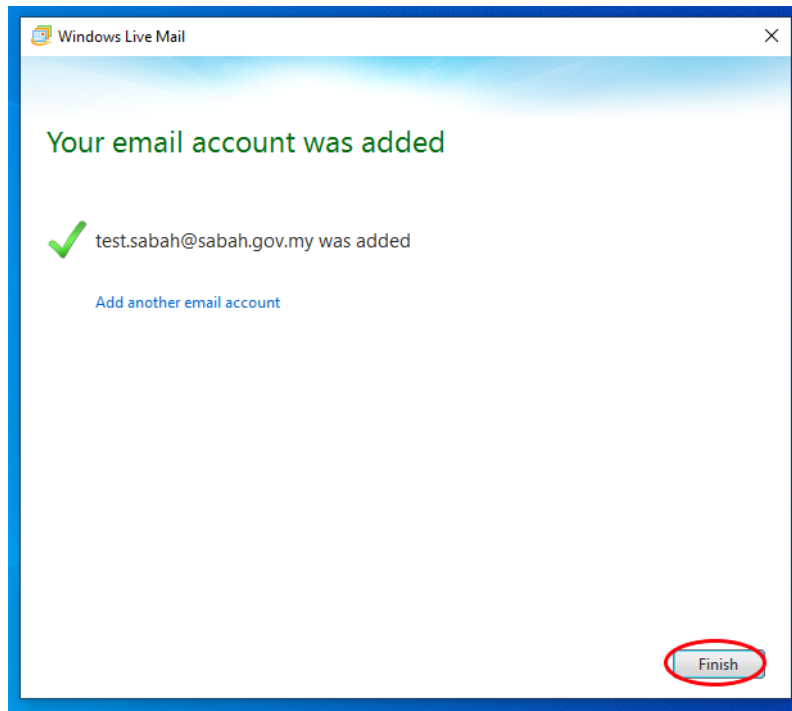
**2.2.6 Optional:** Configure Authenticated SMTP server (Apply to POP3 **ONLY**)

a) On Windows Live Mail, click **File** > **Options** > **Email accounts.**

b) On Accounts window, click the **Default Account** and click **properties**.

c) On the Sabah.gov (name) Properties, under **Outgoing Mail (SMTP)** > change **Outgoing Mail** to **asmtp.sabah.gov.my** > Tick box "**My Server requires authentication**" > Click **Settings..** > Select **Log on using** and fill in your email and password then click **OK.**
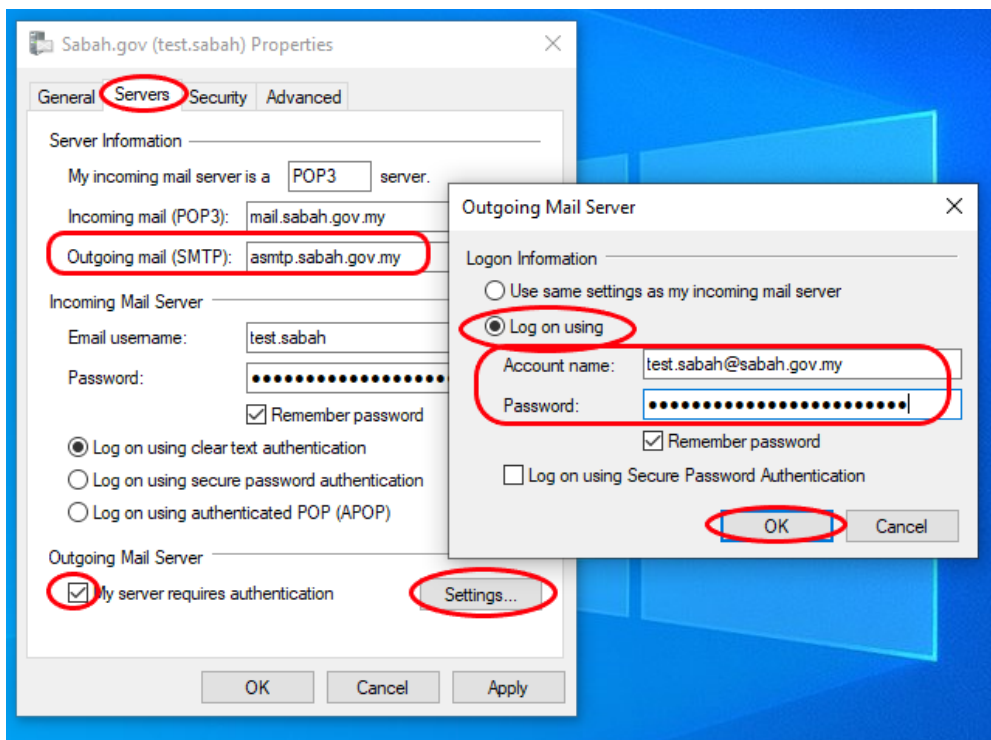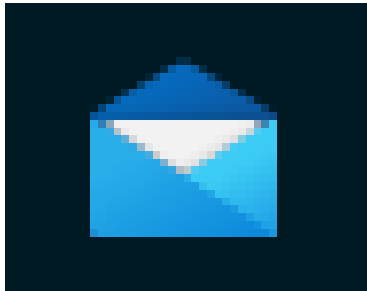
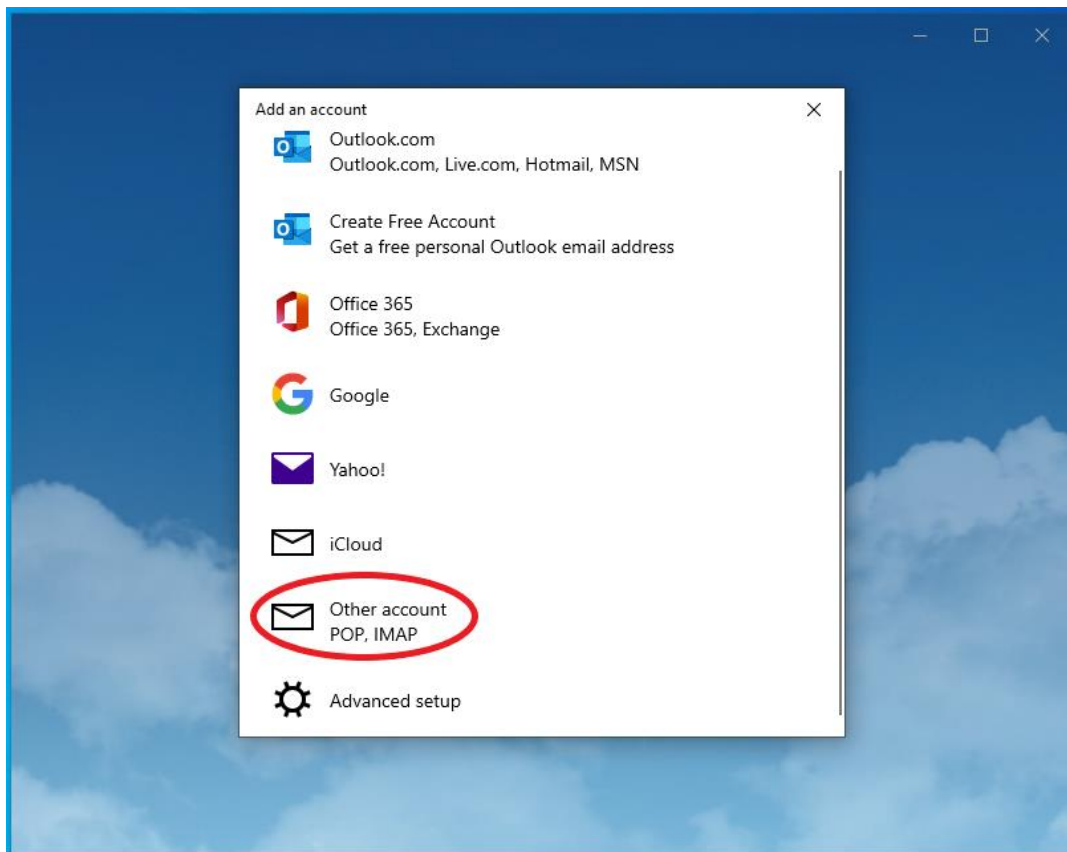d) Go to **Advanced** tab and change the **Outgoing mail (SMTP)** to **587** > Click **Apply** > **OK**
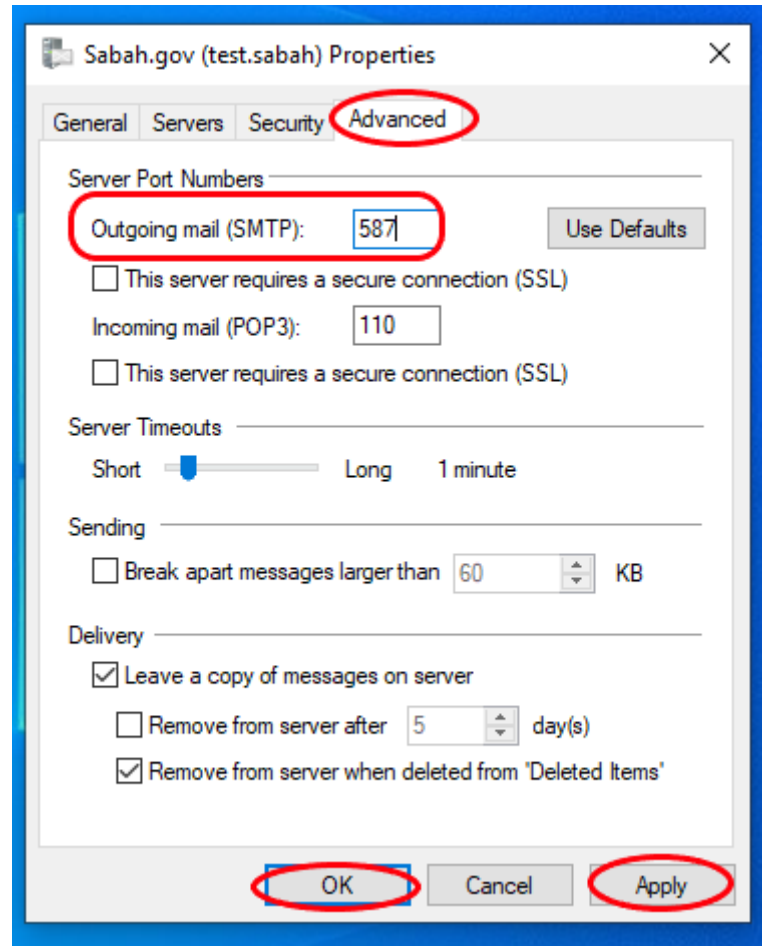
2.3 Windows Mail App

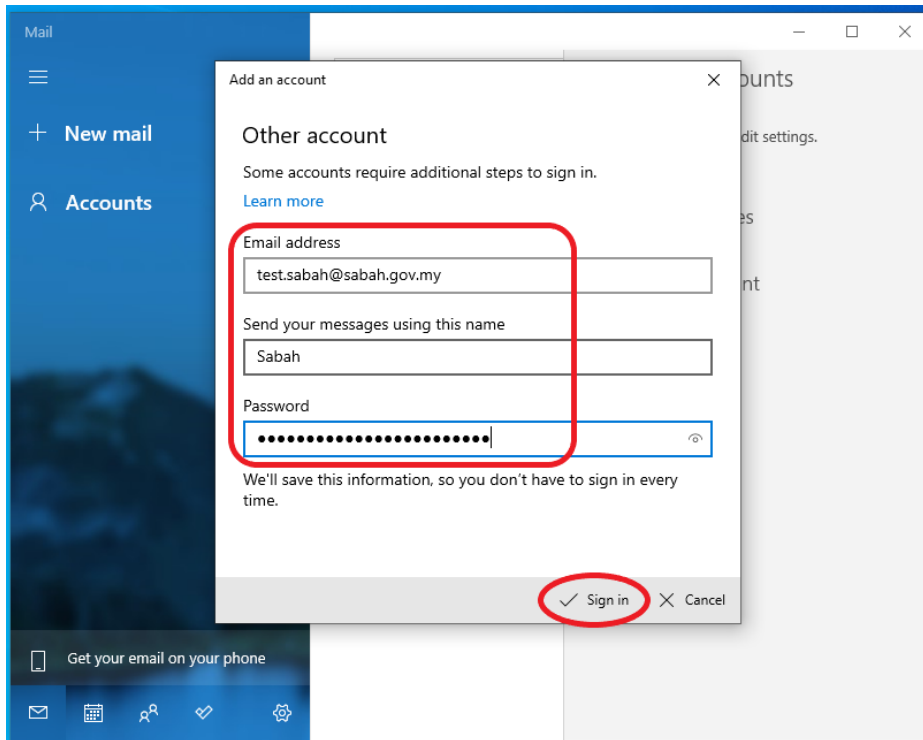*Note: This mail app can only setup Sabah Gov email using POP/IMAP

2.3.1 Open the **Mail App** on your computer.
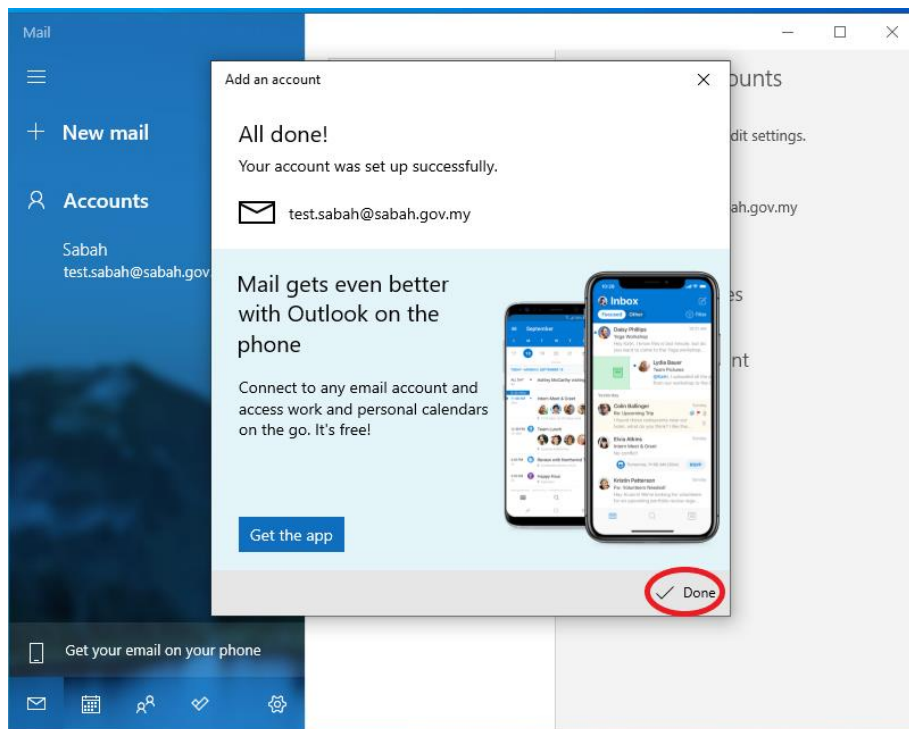

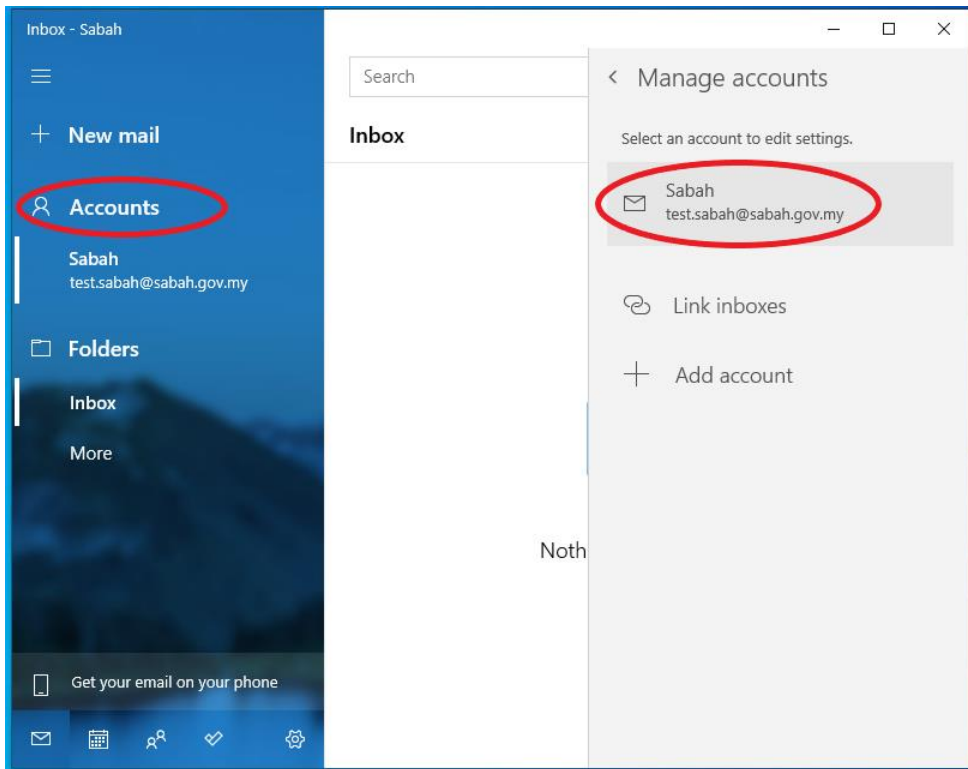#### 2.3.2 Select **POP, IMAP**

2.3.3 Type in your Sabah Gov Email address, you name, and password then click **Sign in**
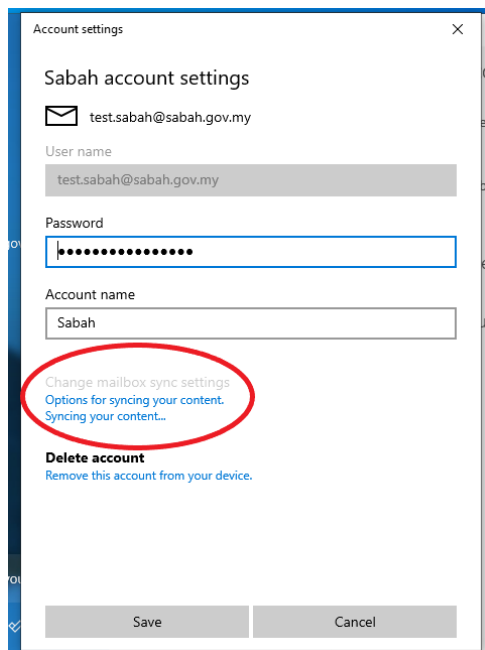

2.3.4 Click **Done**

**2.3.5** Click **Accounts** then select your Sabah Gov Email account

2.3.6 Based on the image below, you will see this option circle in red start syncing for content. Do proceed to disconnect the Internet to stop the syncing. Remain disconnected until the email setup is completed.

2.3.7 After it stop syncing, click **Change mailbox sync settings** to change the incoming and outgoing server
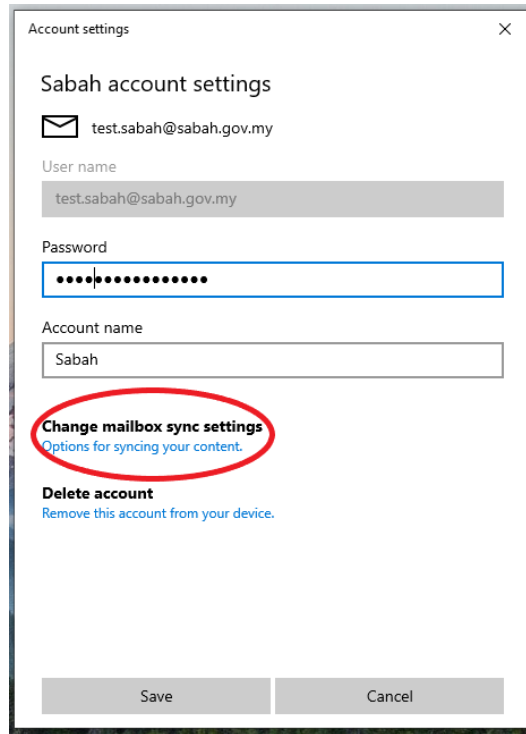
2.3.8 Select **Advanced mailbox settings**
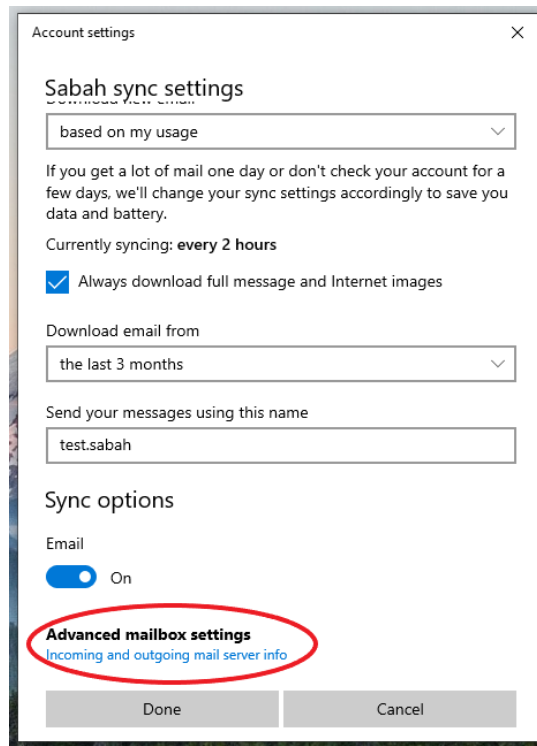
2.3.9 Change the mailbox settings by following the circled area from the image below

Incoming email server**: mail.sabah.gov.my**

Outgoing (SMTP) email server**: smtp.sabah.gov.my**

Tick the first 3 boxes under the outgoing email server setting

2.3.10 Retype your Sabah Gov Email password for authentication and click **Save**

2.3.11 Turn back on the Internet connection and try send a test mail to another Sabah Gov email user. The first email sending out from this newly setup Sabah Gov email will take some minutes to send out. After that, the other emails sending out from this Sabah Gov email will not have this issue. Therefore, your Sabah Gov email is ready to be used.
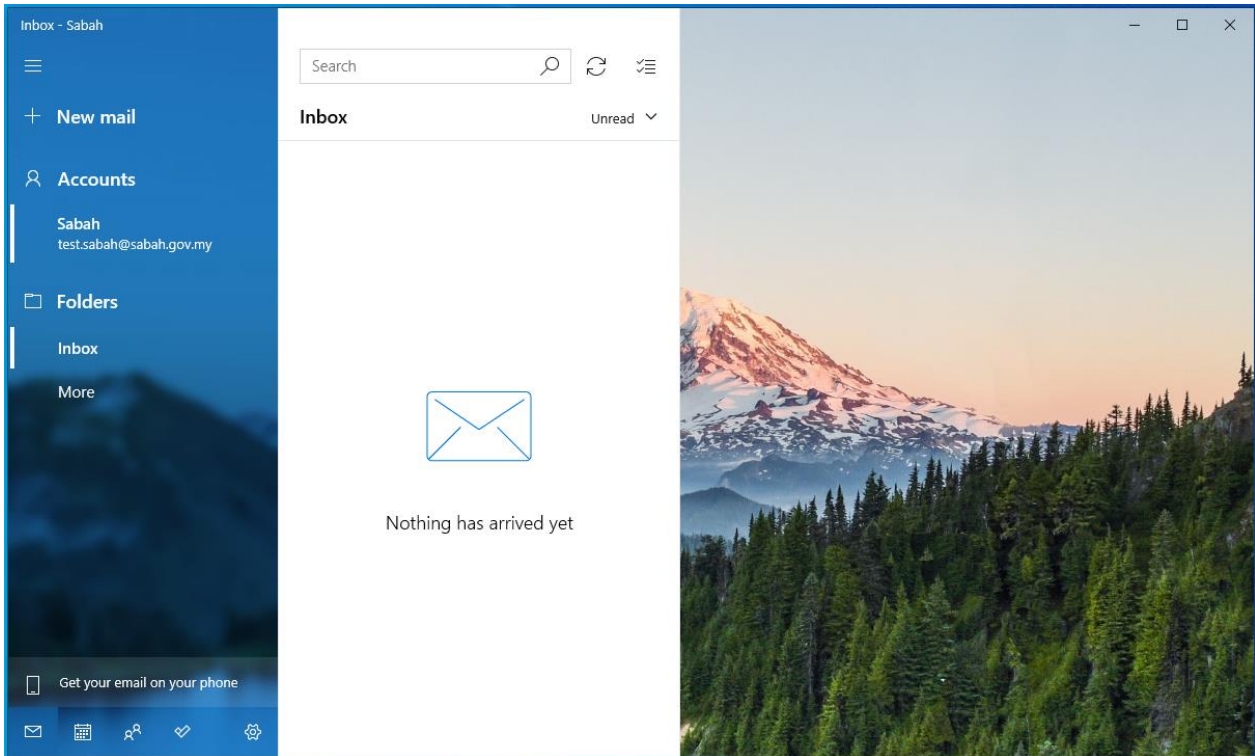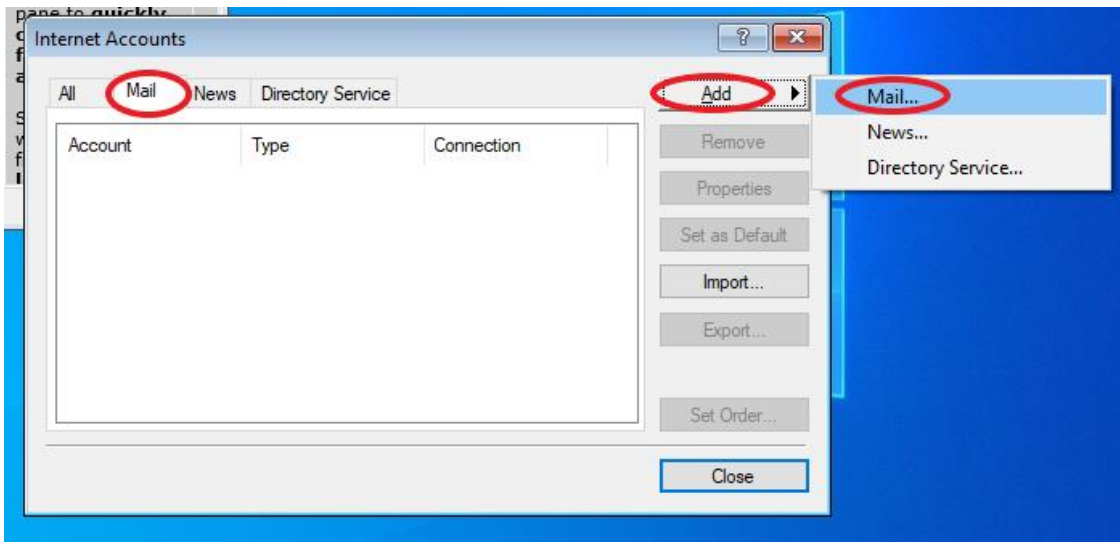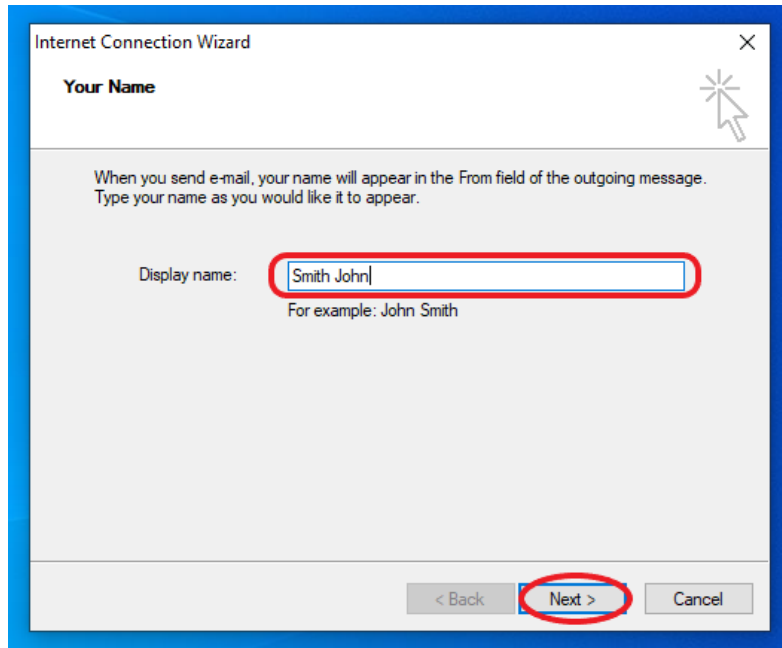
2.4 Outlook Express

2.4.1 In Microsoft Outlook Express, from the **Tools** menu, select **Accounts…**
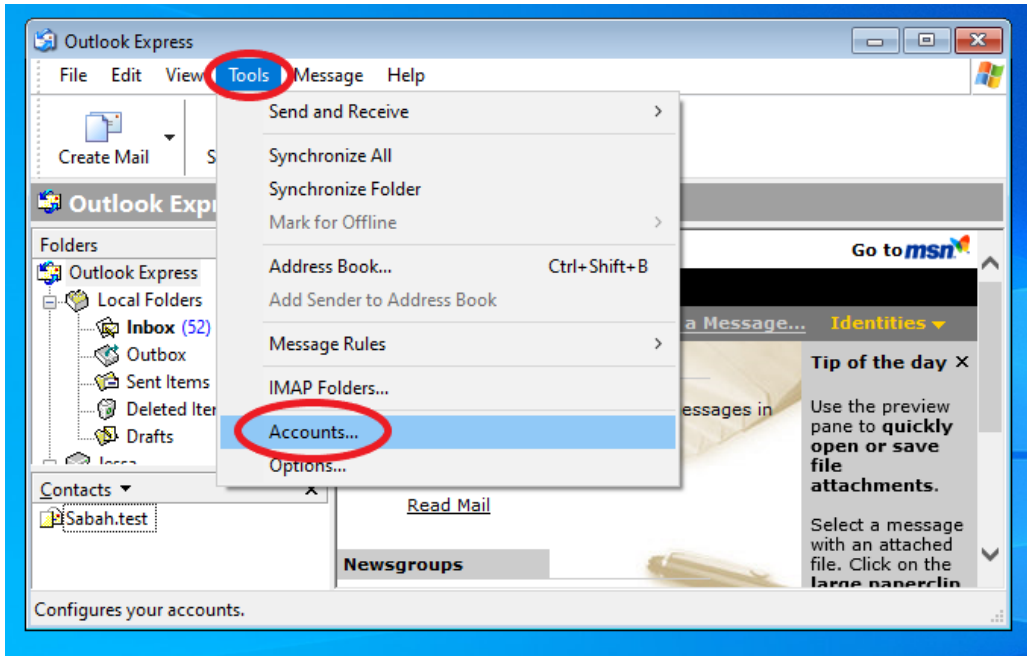
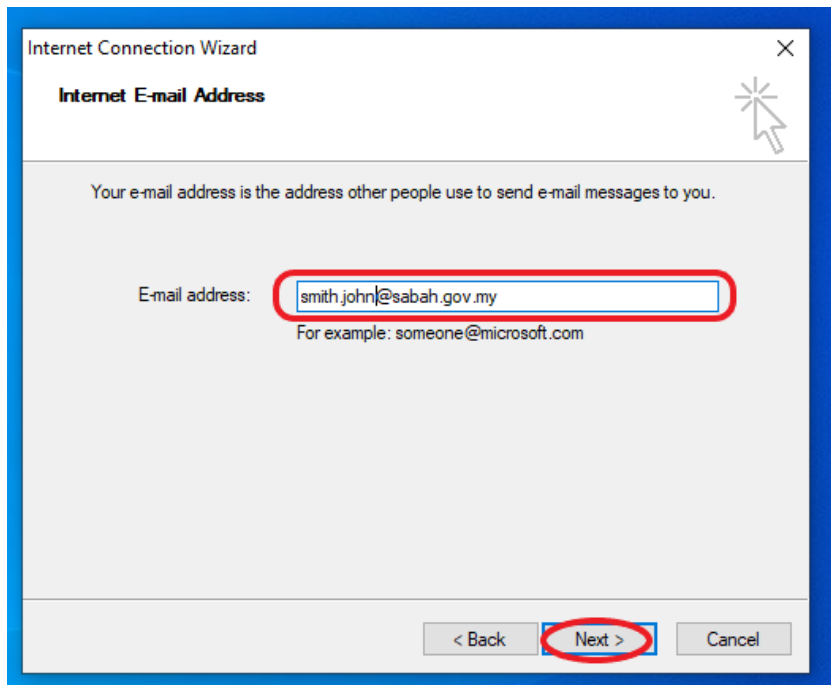2.4.2 Go to the **Mail** tab and from the **Add** menu, select **Mail**.

2.4.3 In the **Display Name** field, enter your full name and click **Next**.

2.4.4 In the E-mail address field, enter your email address and click **Next**.

2.4.5 On the **E-mail Server Names** page, complete your information as follows:

My incoming mail server is a POP3 or **IMAP**.

Incoming mail (POP3, IMAP or HTTP) server: mail.sabah.gov.my

Outgoing mail (SMTP) server: smtp.sabah.gov.my

2.4.6 In the **Account name** and **Password** fields, enter your Sabah Gov email address and password, and then click next

2.4.7 Click **Finish** button
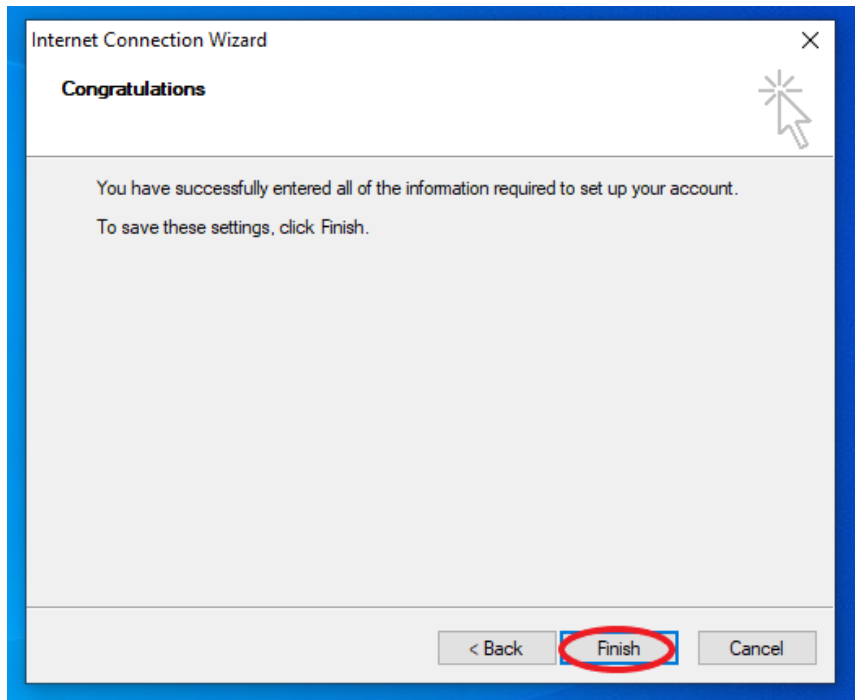
2.4.8 Again, from Microsoft Outlook Express, click **Tools** > **Accounts…**
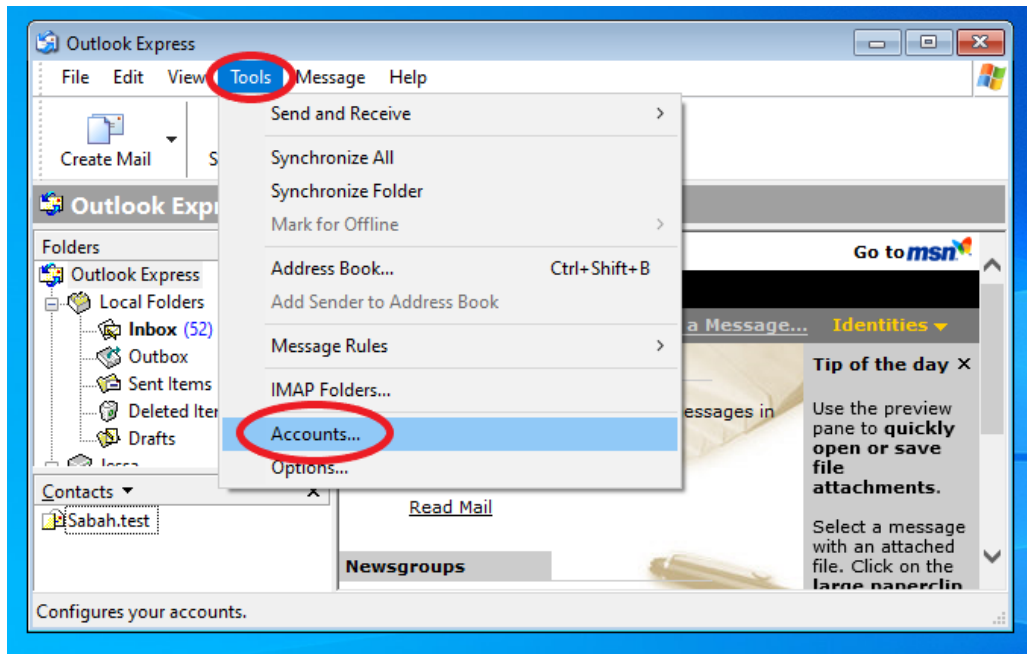
2.4.9 Go to Account name that was created from above steps. Then click **Properties** button
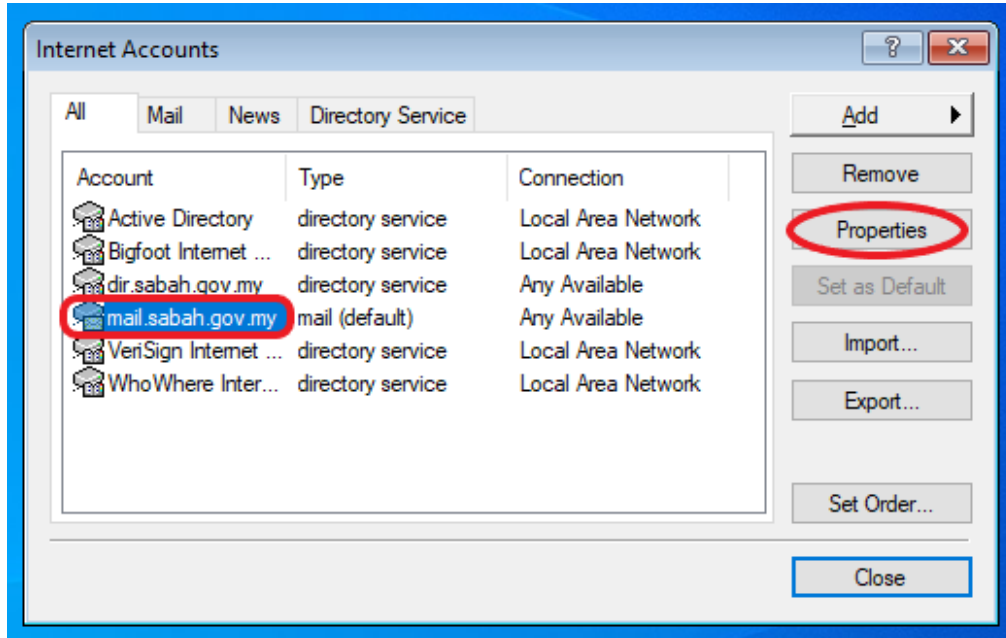
2.4.10 Go to **Servers** Tab, make sure all information under **Server Information** and **Incoming Mail Server** are set correctly according the image below
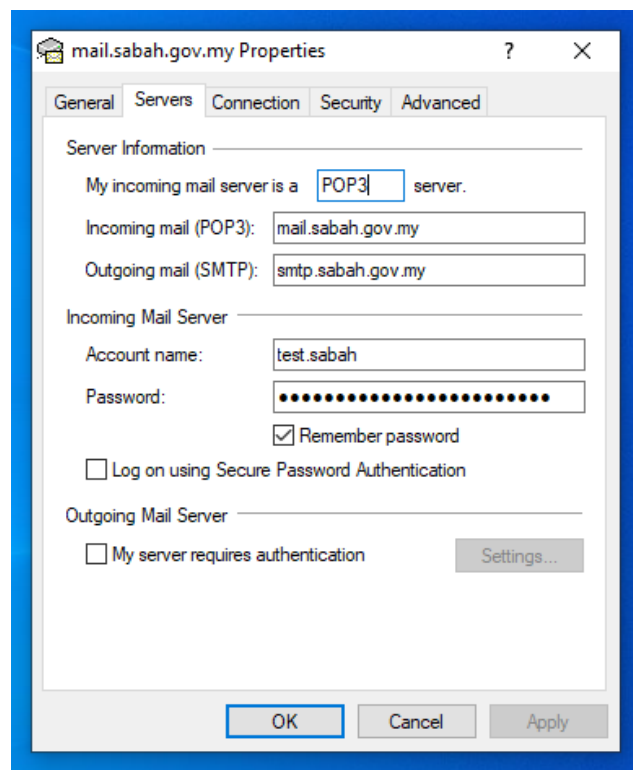
2.4.11 Go to **Advanced Tab,** Under **Server Port Numbers** area.

For <u>POP3</u>: you can choose to use Port **110** or use port **995** by ticking
"**This serverrequires a secure connection (SSL)**

For <u>IMAP</u>: you can choose to use Port **143** or use port **993** by ticking "**This serverrequires a secure connection (SSL)**
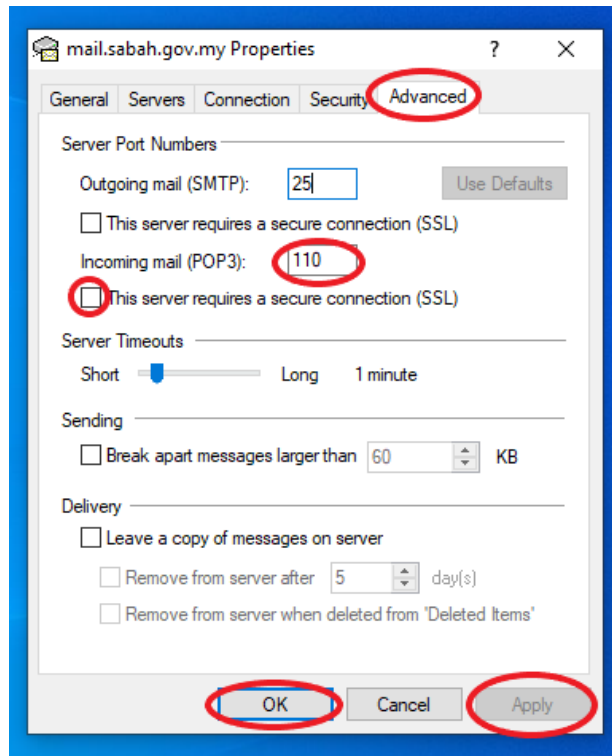
2.4.12 Authenticated SMTP server is not supported for Outlook Express

3.0   Microsoft Outlook (Exchange ActiveSync)

3.0.1 Overview of Exchange ActiveSync

Exchange ActiveSync lets mobile phone users access their email, calendar, contacts, and tasks, and lets them continue to access this information when they're working offline.
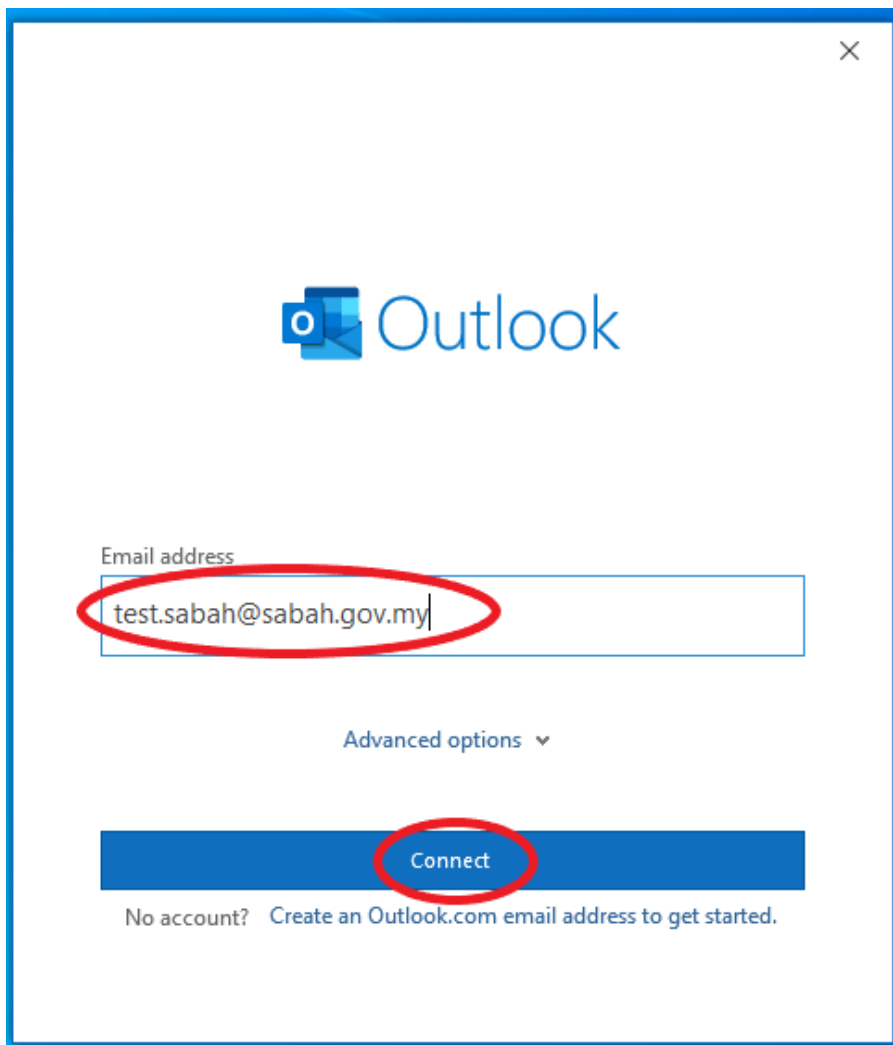
Exchange ActiveSync is enabled by default. All users who have an Exchange mailbox setup on Microsoft Outlook can synchronize their mobile device with the Microsoft Exchange server.
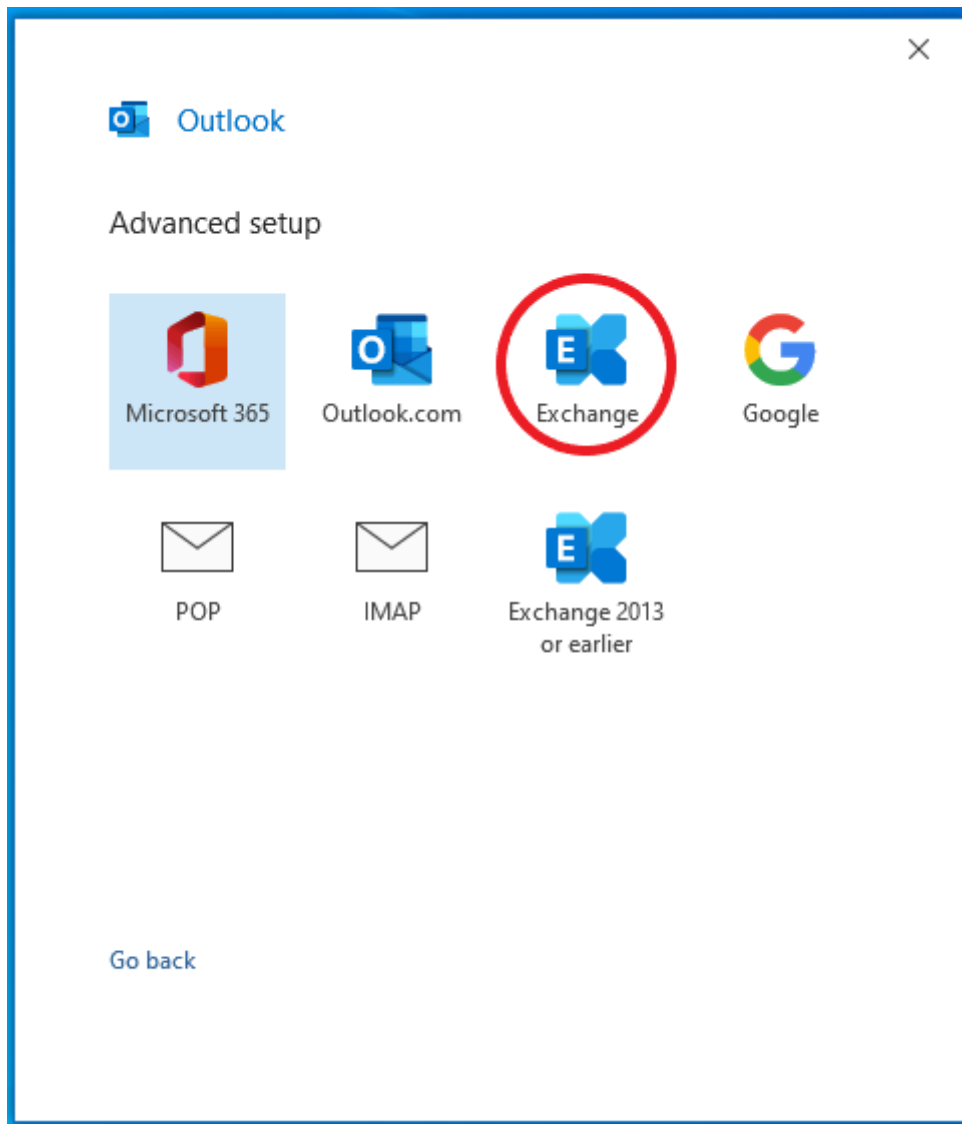
3.1   Setup of Microsoft Outlook

3.1.1 Open Microsoft Outlook and you will see this screen.
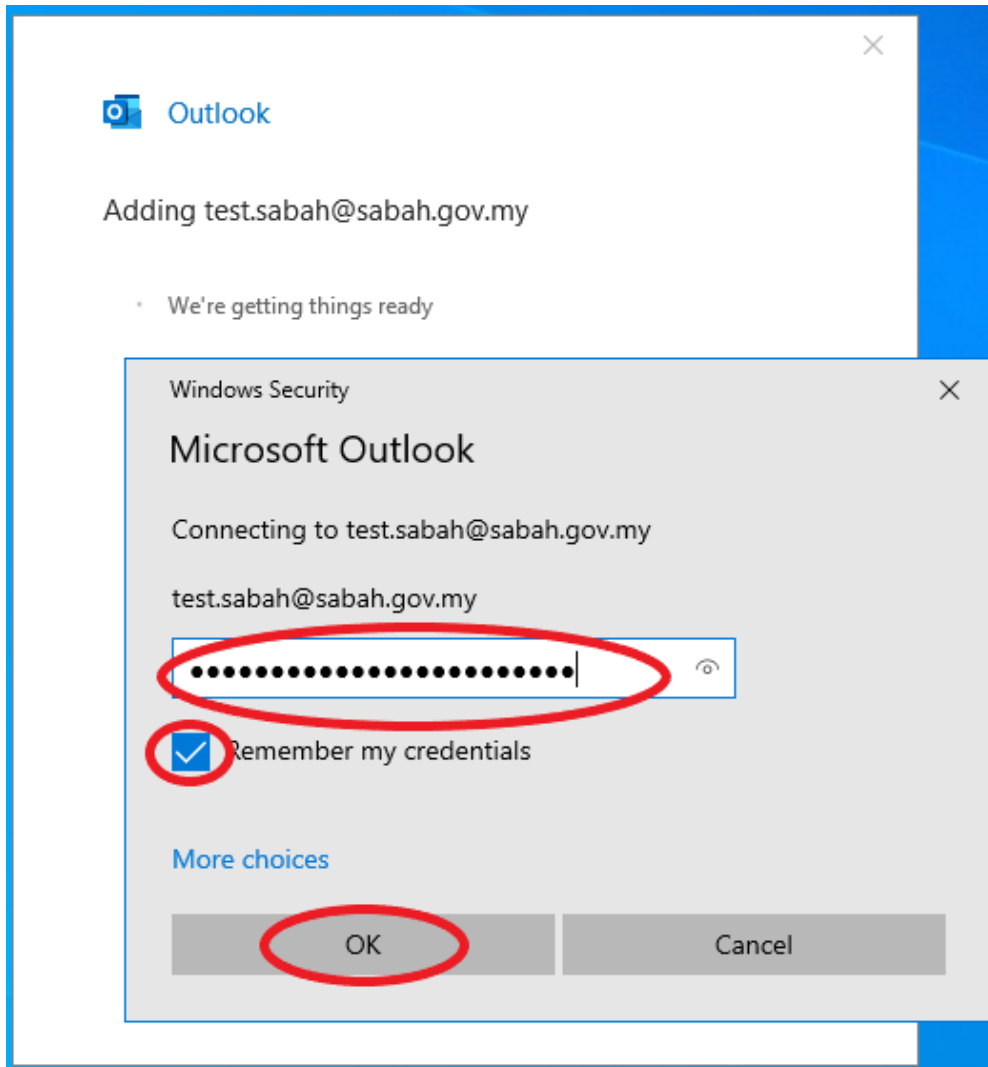
Type in your Sabah Gov Email address and click **connect**

3.1.2 Select **Exchange** and wait for a dialogue box to appear
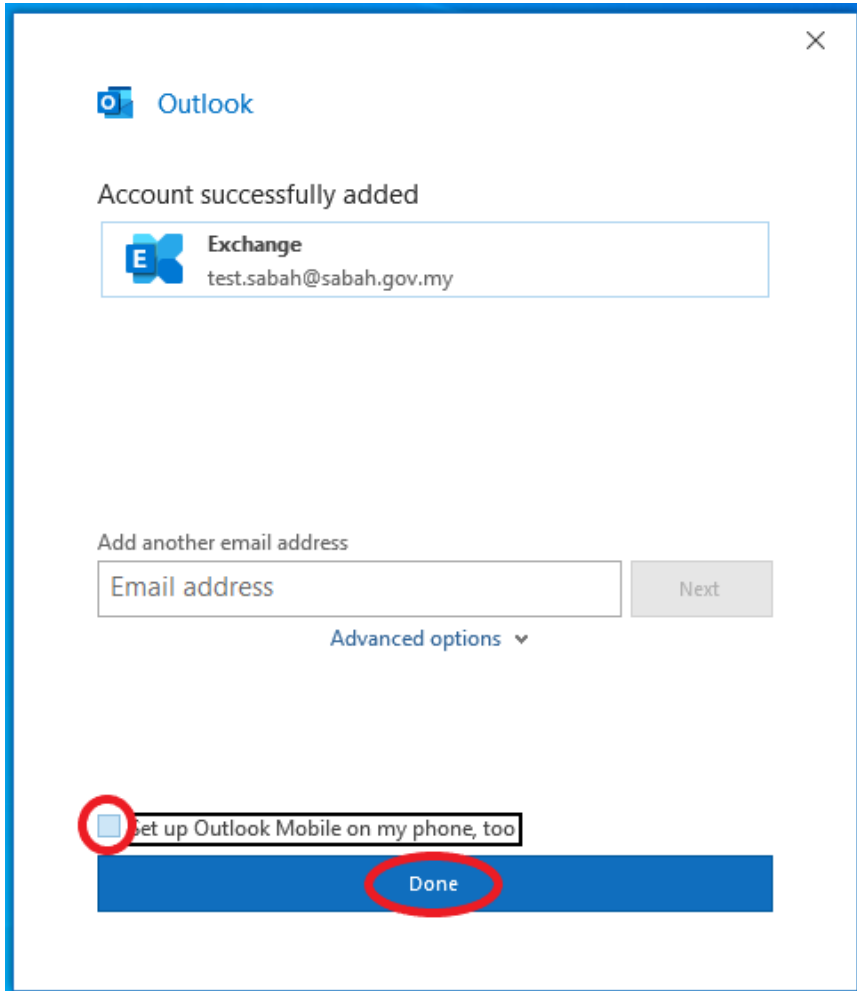
3.1.3 Type in your Sabah Gov Email password,
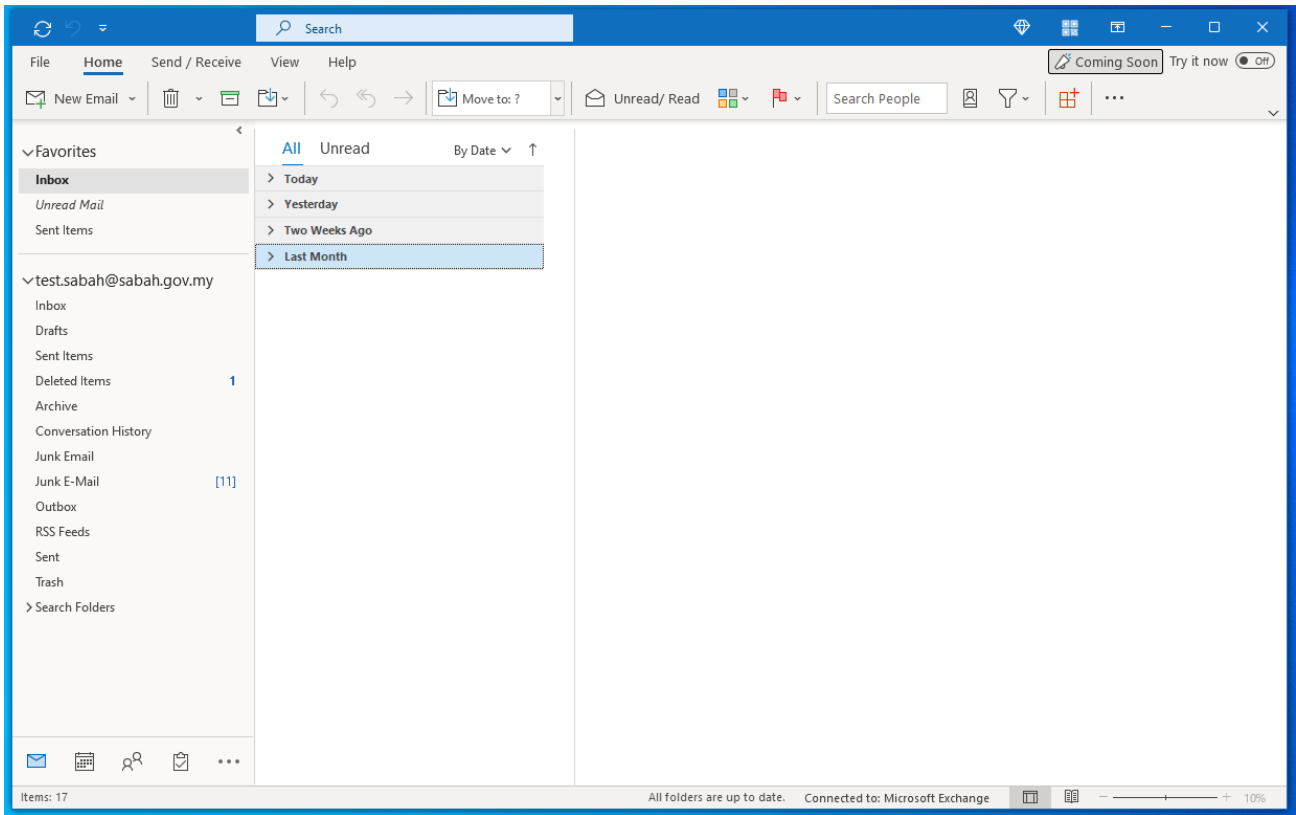Tick **Remember my credentials** and click **OK**

3.1.4 After that, your Outlook account has successfully added.

Untick the **Set up Outlook on my phone too** and click **Done**

3.1.5 Your Microsoft Outlook should look like this and is ready to be used.

### 4.0 Outlook Web App (OWA) Configuration

4.1 Outlook Web App

4.1.1 Open Web Browser ie, Microsoft Edge, Mozilla Firefox, Google

Chrome and etc,Type OWA URL: **https://webmail.sabah.gov.my**

Supported Client:

- OWA Premium is supported on **Microsoft Edge**, **Mozilla Firefox**, **Google Chrome** or **Apple Safari 10+** and later version.

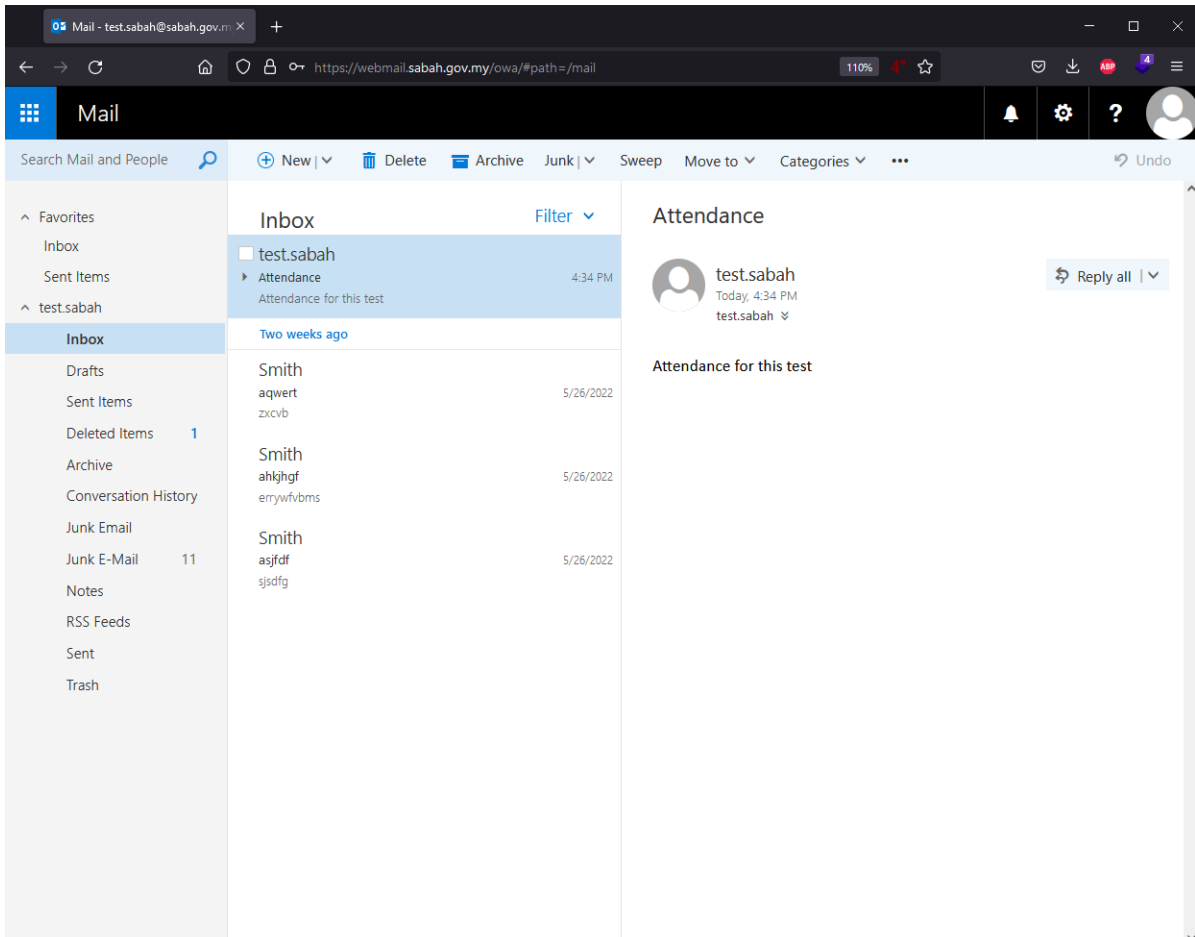4.1.2 In Outlook Web App login page, Type in **Username** (email address) and **Password.**

Click **Log On** button
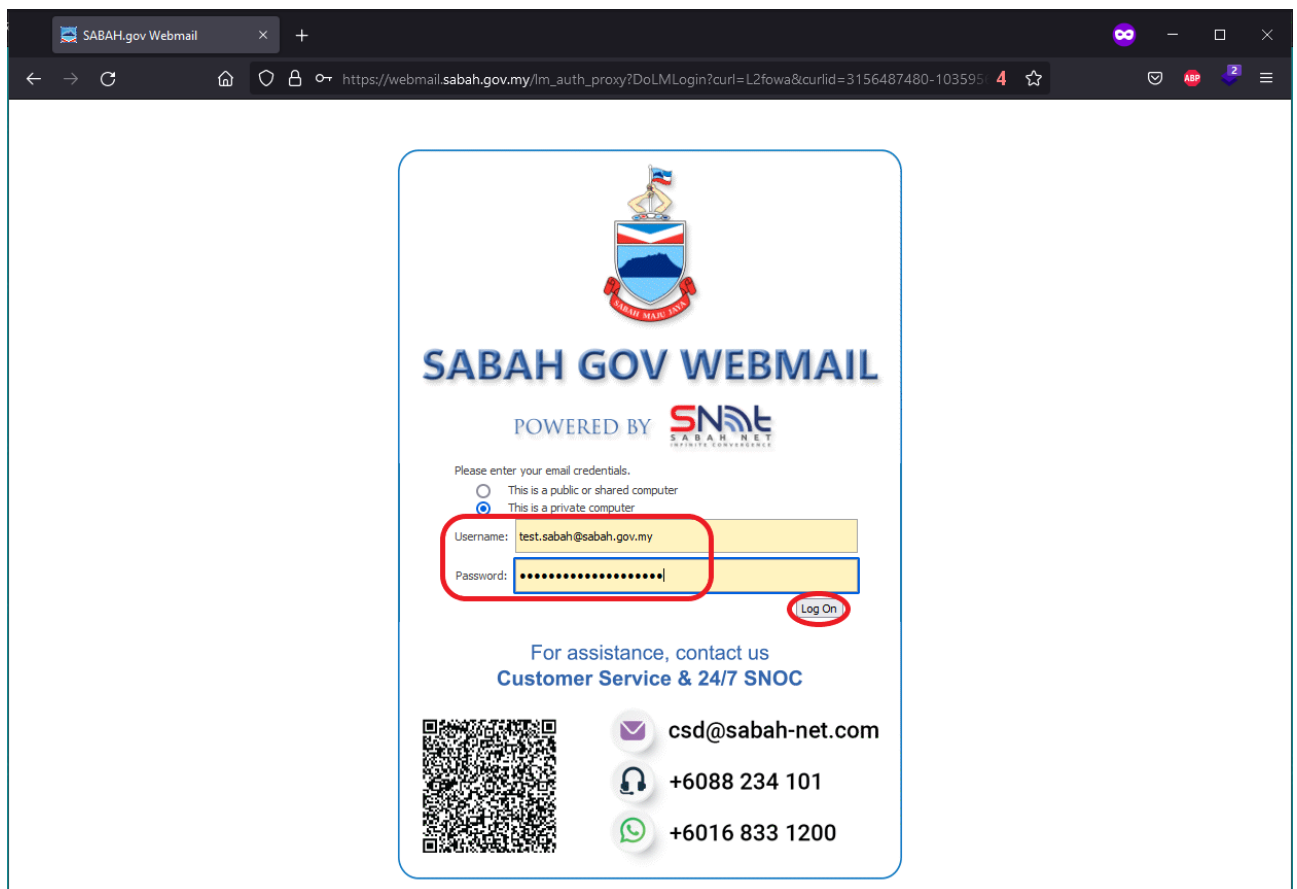
In security option, you can choose two options for your OWA timeout. Here is the default timeout:

   a) **This is public user or shared computer.** Default timeout 15 mins
   b) **This is a private computer.** Default timeout 8 hours

4.1.3 Outlook Web App Inbox look's like this

- end -