



Email Client Configuration for Sabah Government Users

Windows Computer

2022

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1.0 About This Document

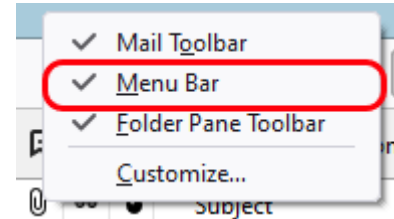
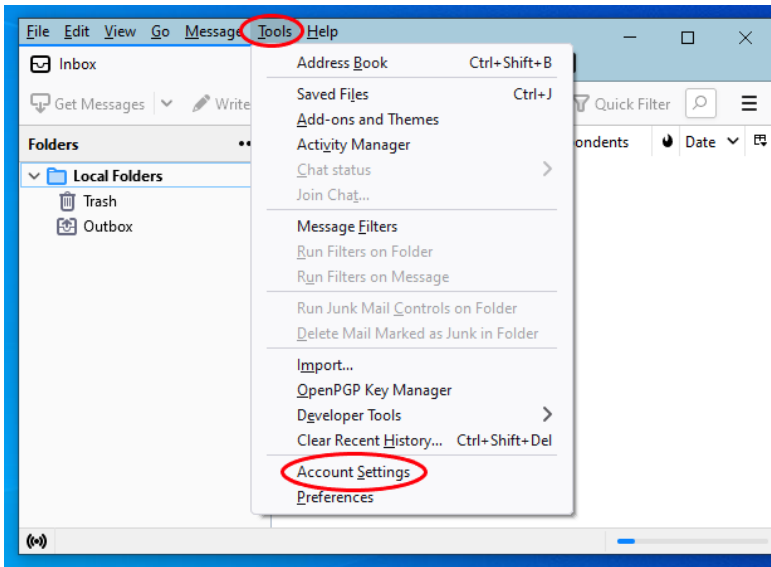
This Email Client Configuration document contains steps by step client email configuration to configure IMAP/POP3 and Outlook Exchange ActiveSync.

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.

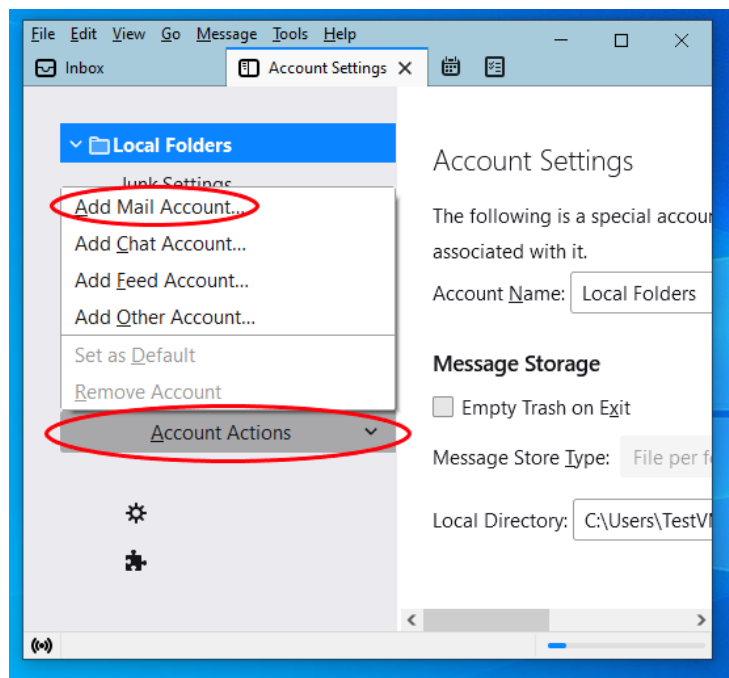
2.0 POP3 and IMAP Configuration

2.1 Mozilla Thunderbird Client

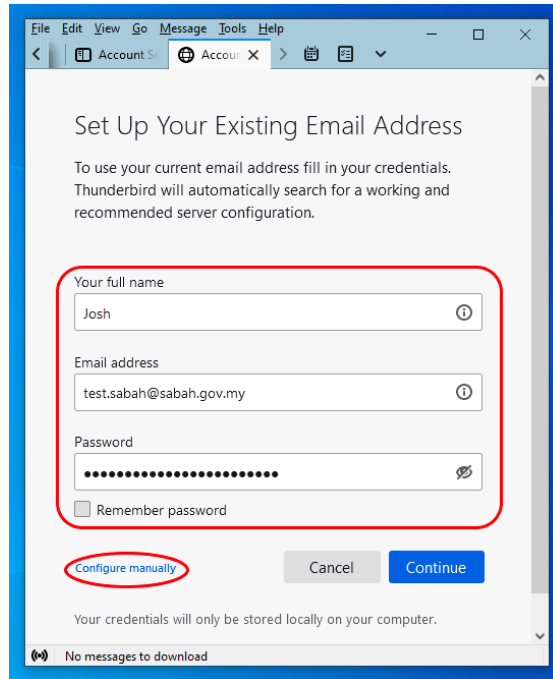
2.1.1 In Mozilla Thunderbird, from the **Tools** menu select **Account Settings**. (If the menu bar is not present, right click the blank space beside the inbox tab and click **Menu Bar**)



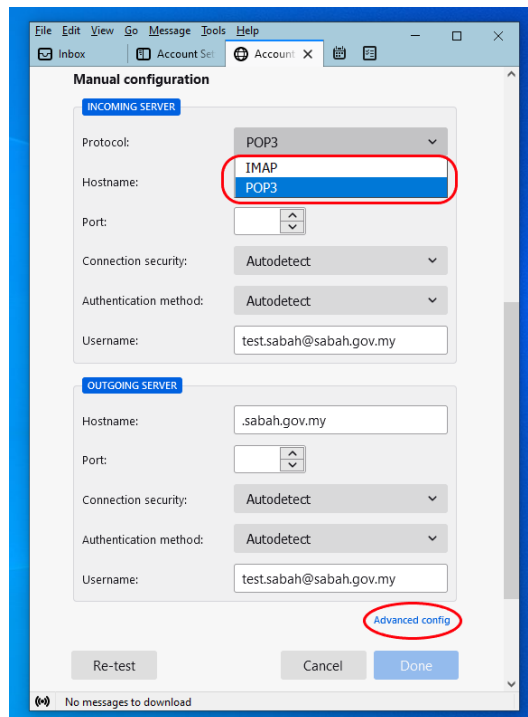
2.1.2 From **Account Settings** screen, Select **Account Actions**, and then click **Add Mail Account...**



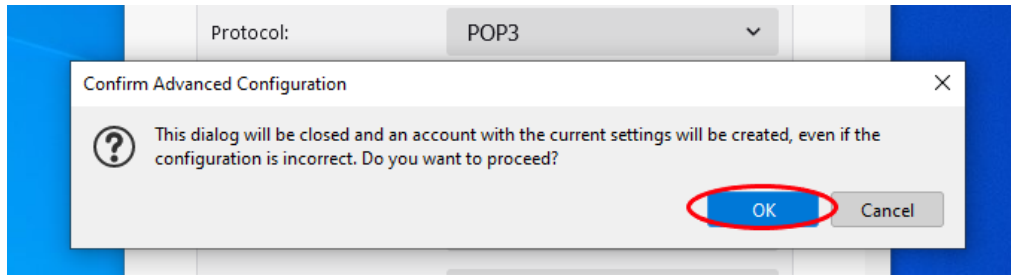
2.1.3 Enter Your Name, Sabah Gov Email address and Password. Then click **Configure manually**



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**,

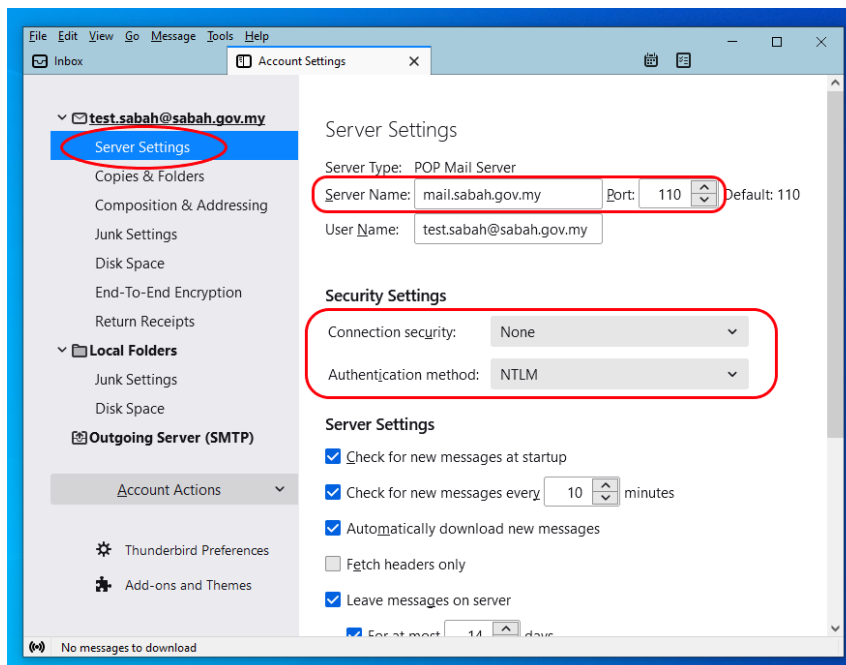
Server Name: mail.sabah.gov.my

Select **Port: 110**

On the Security Settings section:

Connection security: None

Authentication method: NTLM



For IMAP,

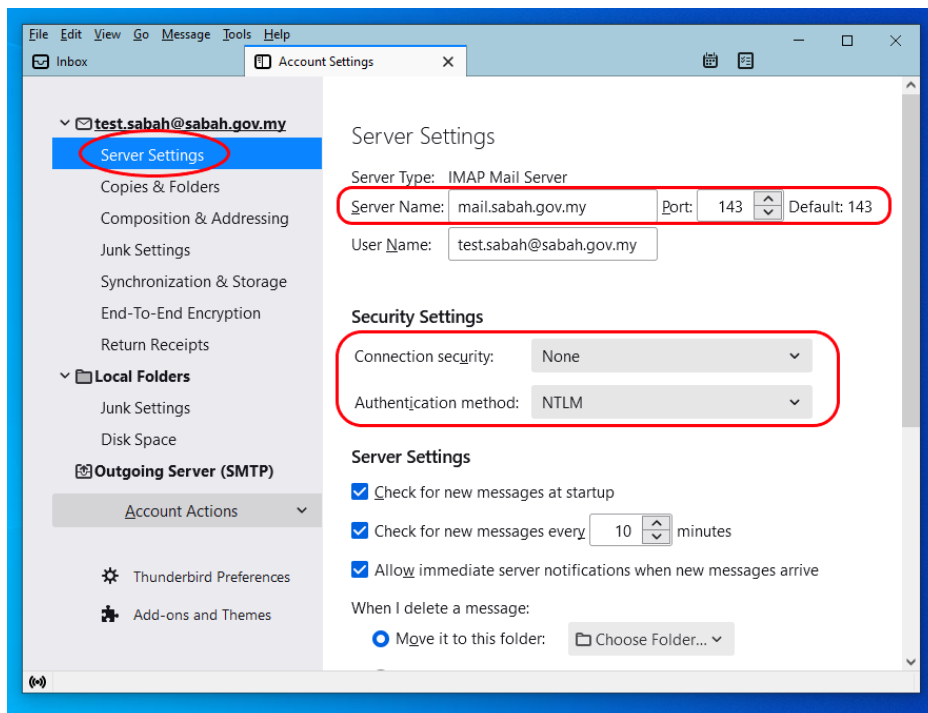
Server Name: mail.sabah.gov.my

Select **Port: 143 or 993**

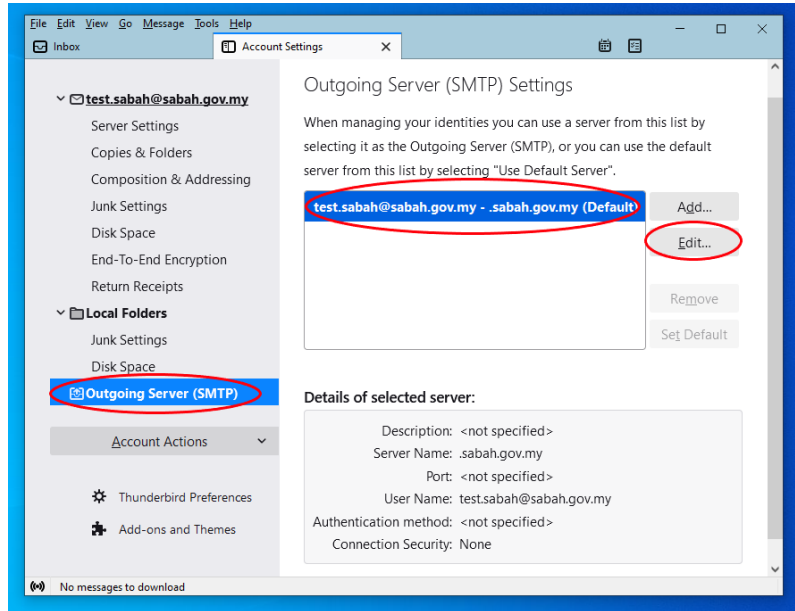
On the Security Settings section:

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...**



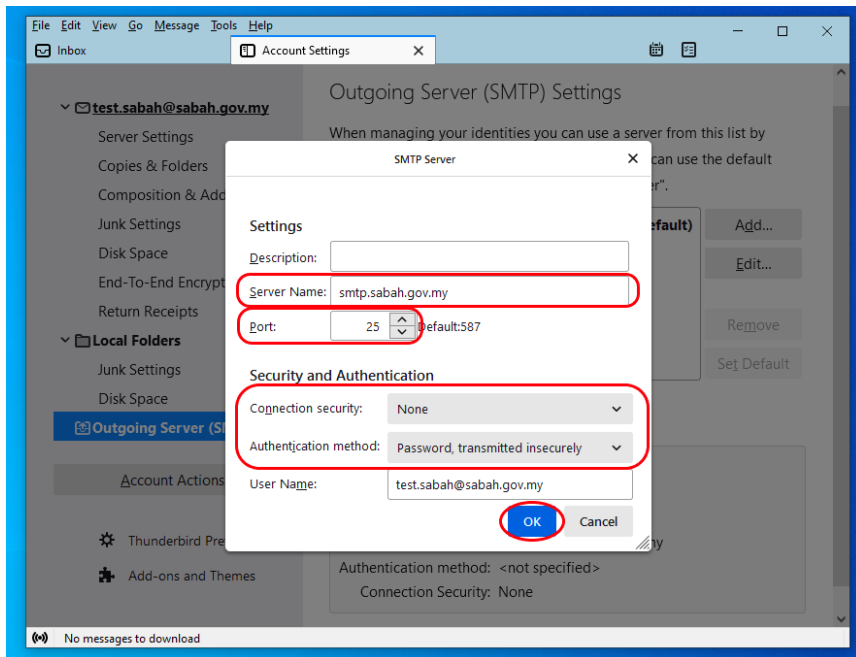
Follow the settings below for both POP3 or IMAP, when done click **OK**

Server Name: smtp.sabah.gov.my

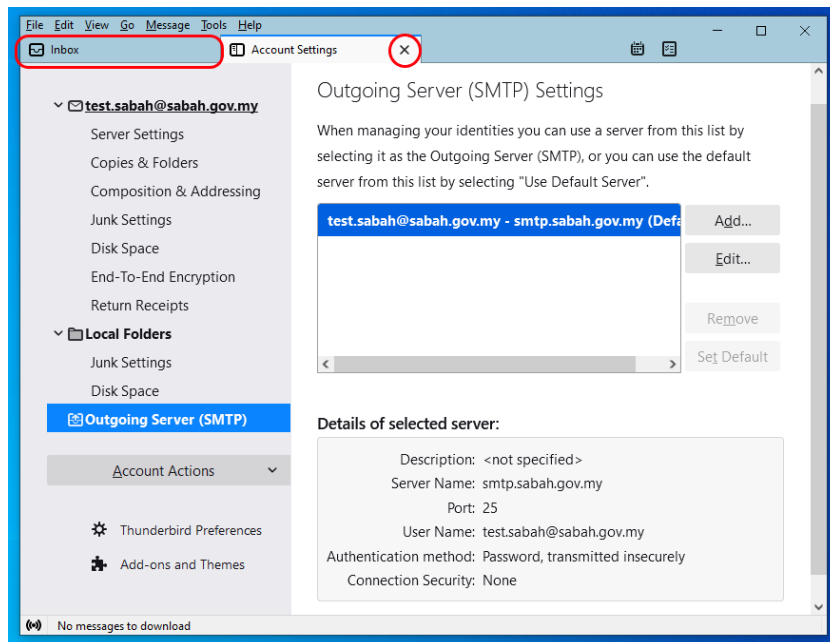
Port: 25

Connection security: none

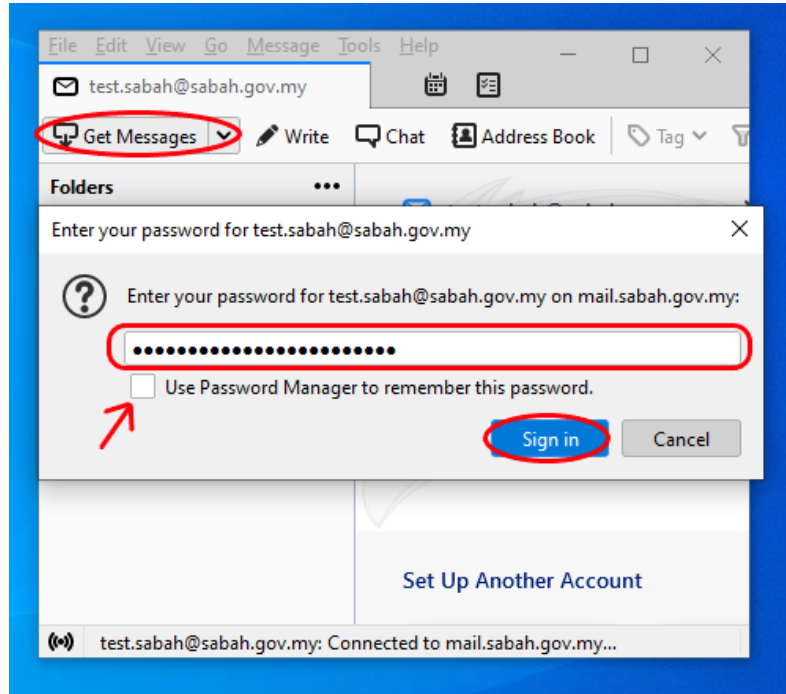
Authentication method: Password, transmitted insecurely



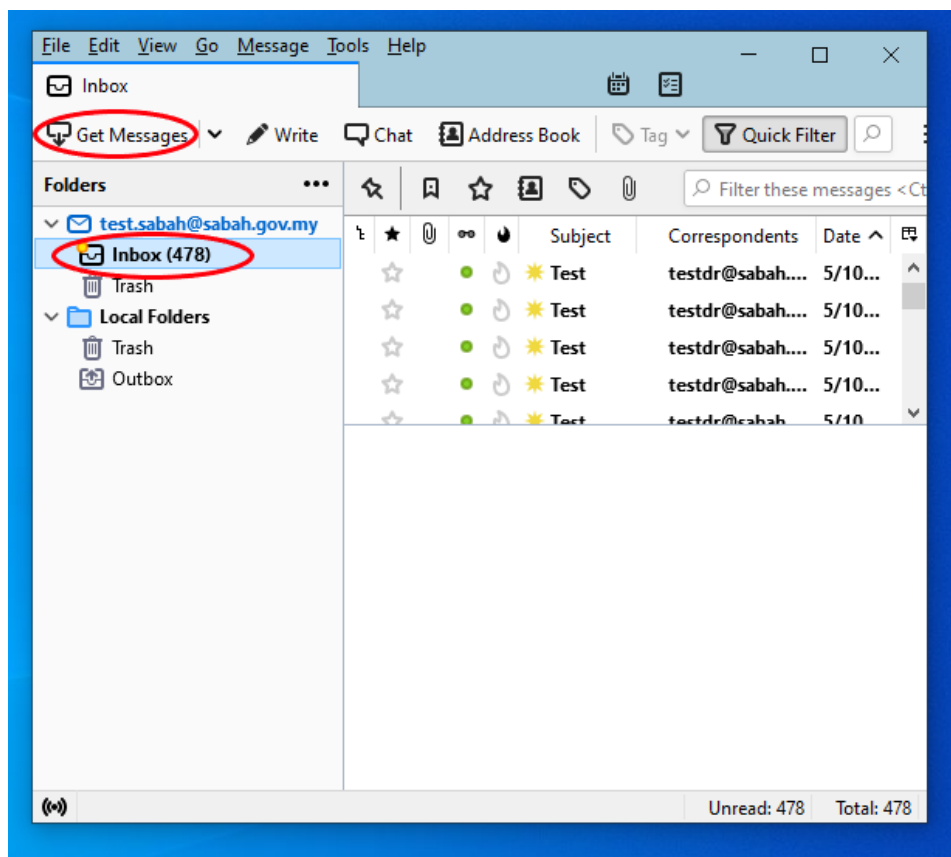
2.1.8 Close the **Account Settings** tab and go to the **Inbox** tab.



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)

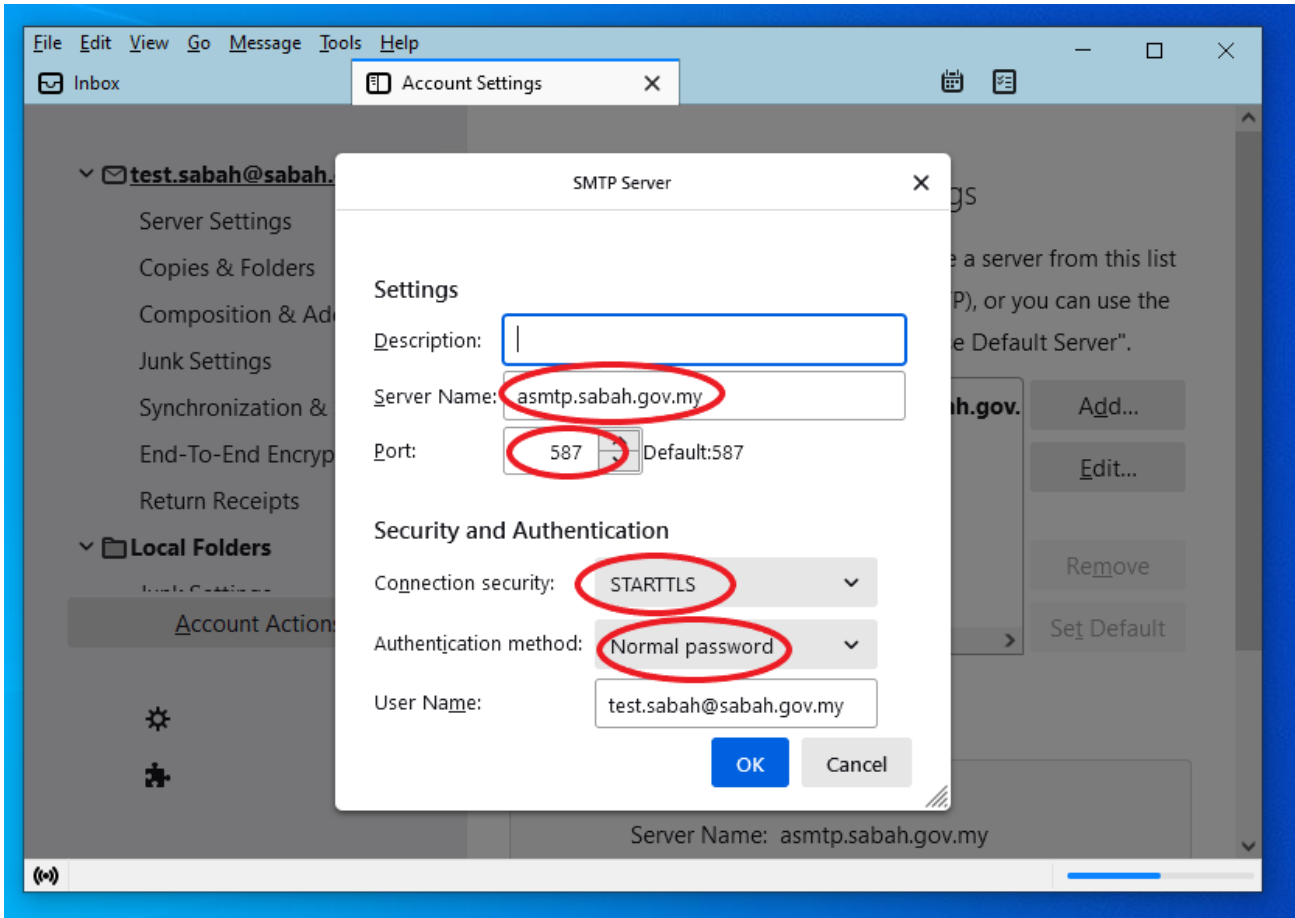


2.1.10 You should be able to receive emails if all is correct.



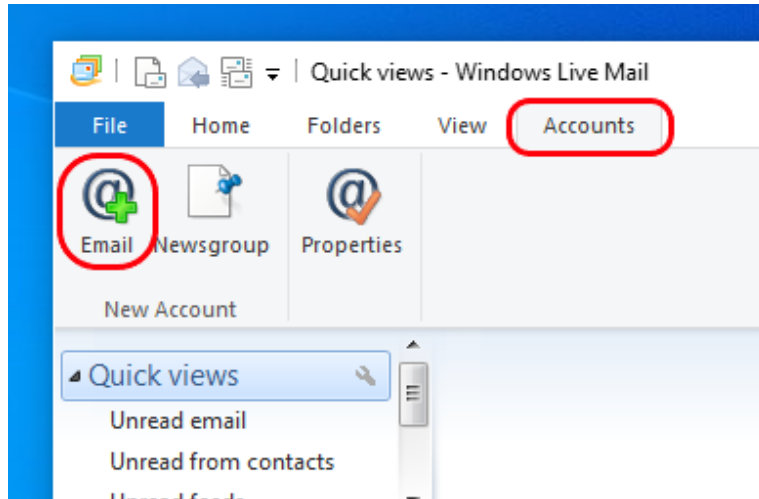
2.1.11 Optional: Configure Authenticated SMTP server (Works on both POP and IMAP)

- Open Mozilla Thunderbird and under the **Tools** menu select **Accounts Settings..**
- Select **Outgoing Server (SMTP)**
- Edit your default outgoing server
- 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

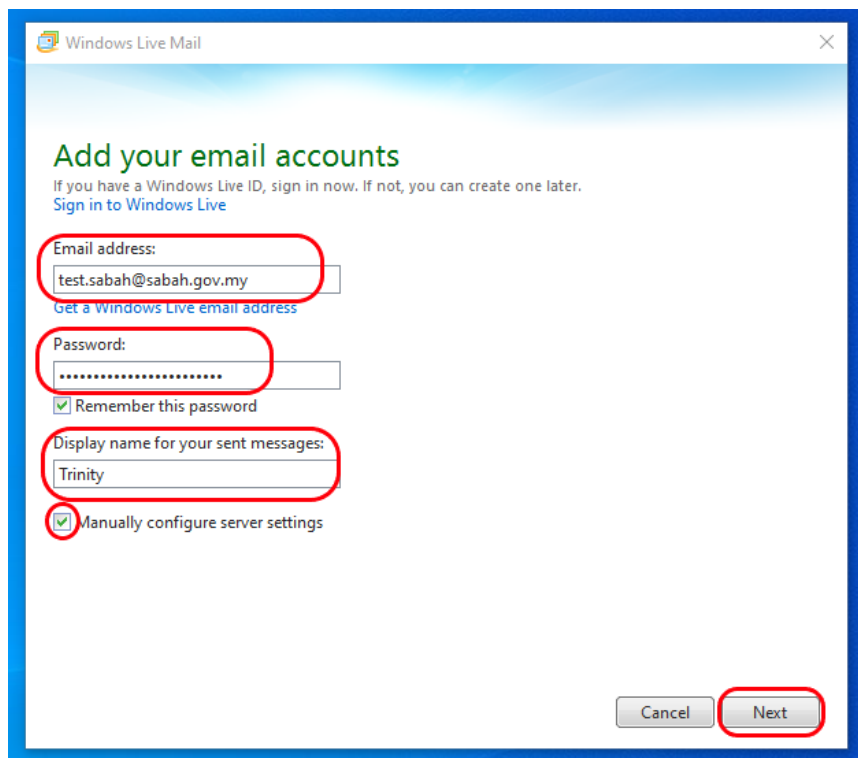


2.2.2 In **Add Your Email Accounts** page, Type the following information for

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.my For **Port**, type: 110

Under **Outgoing Server Information**:

For Server Address, type:

smtp.sabah.gov.my For Port, type: 25

Windows Live Mail

Configure server settings

If you don't know your email server settings, contact your ISP or network administrator.

Incoming server information

Server type: POP

Server address: mail.sabah.gov.my

Port: 110

Requires a secure connection (SSL)

Outgoing server information

Server address: smtp.sabah.gov.my

Port: 25

Requires a secure connection (SSL)

Requires authentication

Authenticate using: Clear text

Logon user name: test.sabah

Cancel Back Next

2.2.4 For IMAP email configuration:

Under **Incoming Server Information**:

For **Server Type**, select IMAP

For **Server Address**, type:

mail.sabah.gov.my For **Port**, type: 143

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

Under **Outgoing Server Information**:

For **Server Address**, type:

smtp.sabah.gov.my For **Port**, type: 25

Windows Live Mail

Configure server settings

If you don't know your email server settings, contact your ISP or network administrator.

Incoming server information

Server type: IMAP

Server address: mail.sabah.gov.my

Port: 143

Requires a secure connection (SSL)

Outgoing server information

Server address: smtp.sabah.gov.my

Port: 25

Requires a secure connection (SSL)

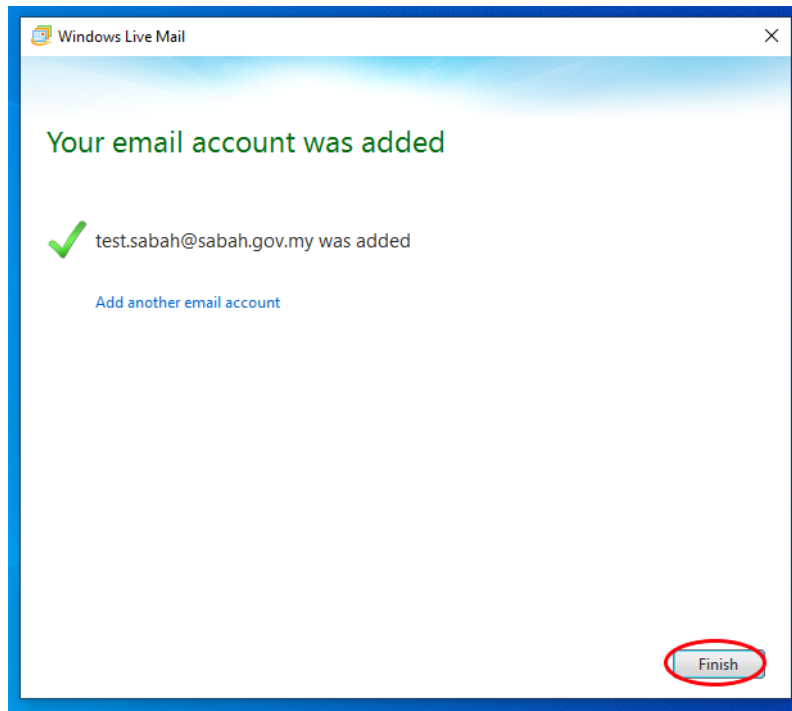
Requires authentication

Authenticate using: Clear text

Logon user name: test.sabah

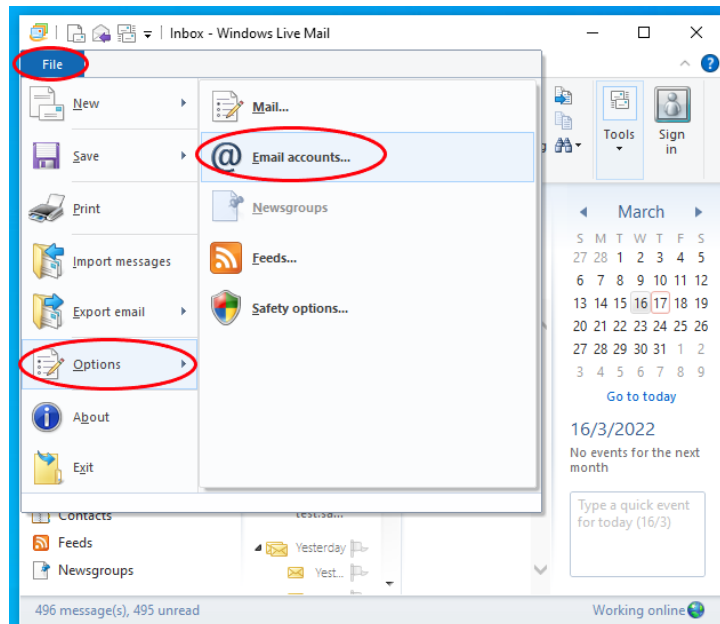
Cancel Back Next

2.2.5 Click **Next** button and **Finish** button

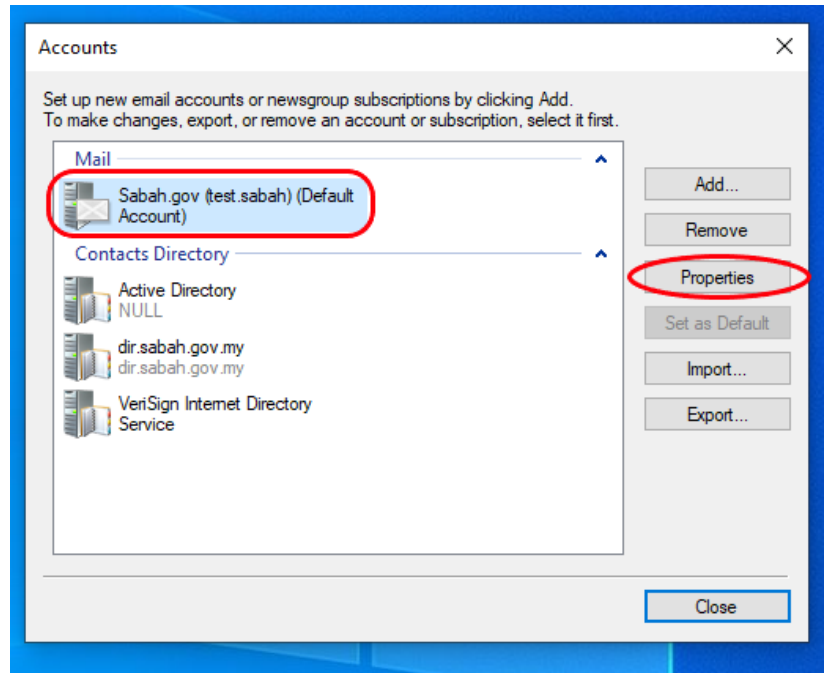


2.2.6 Optional: Configure Authenticated SMTP server (Apply to POP3 ONLY)

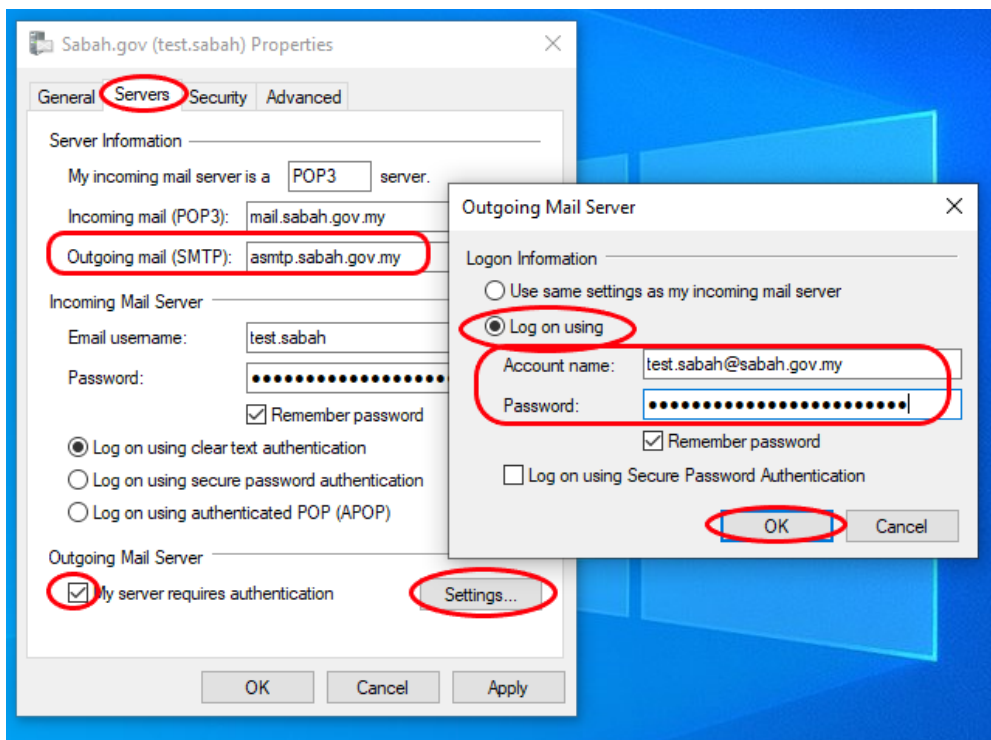
a) On Windows Live Mail, click **File > Options > Email accounts**.



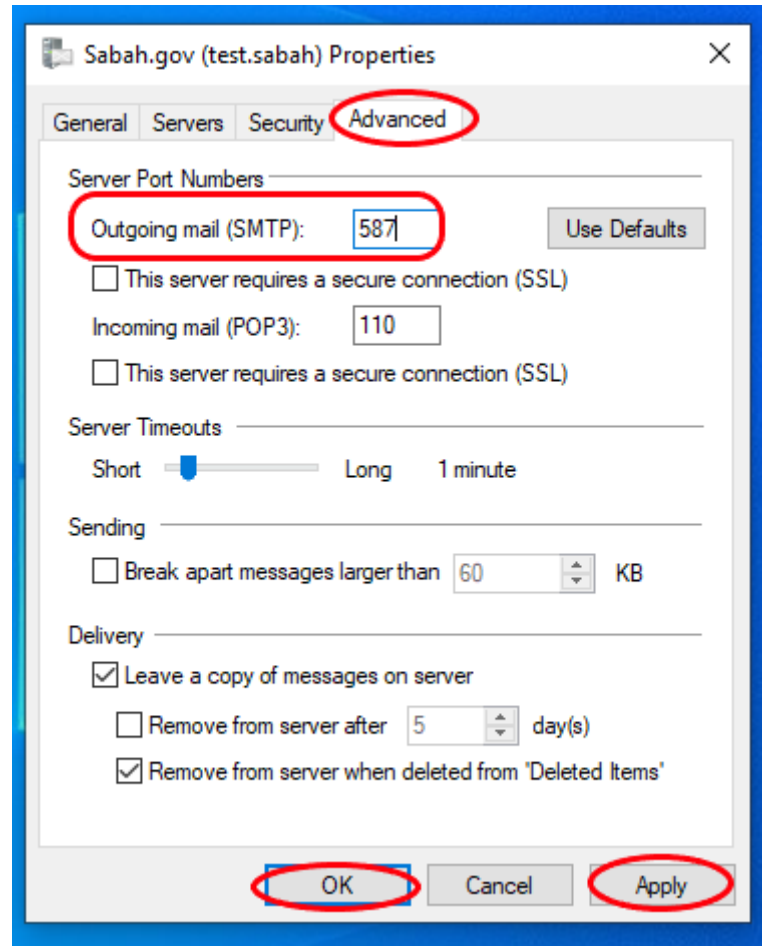
- b) On Accounts window, click the **Default Account** and click **properties**.



- c) On the Sabah.gov (name) Properties, under **Outgoing Mail (SMTP)** > change **Outgoing Mail** to **asmtplib.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**.



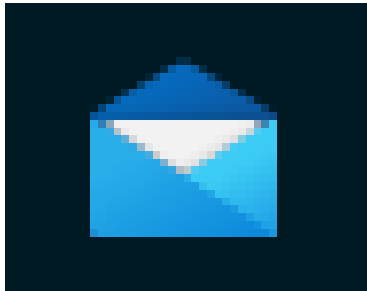
- d) Go to **Advanced** tab and change the **Outgoing mail (SMTP)** to **587** > Click **Apply** > **OK**



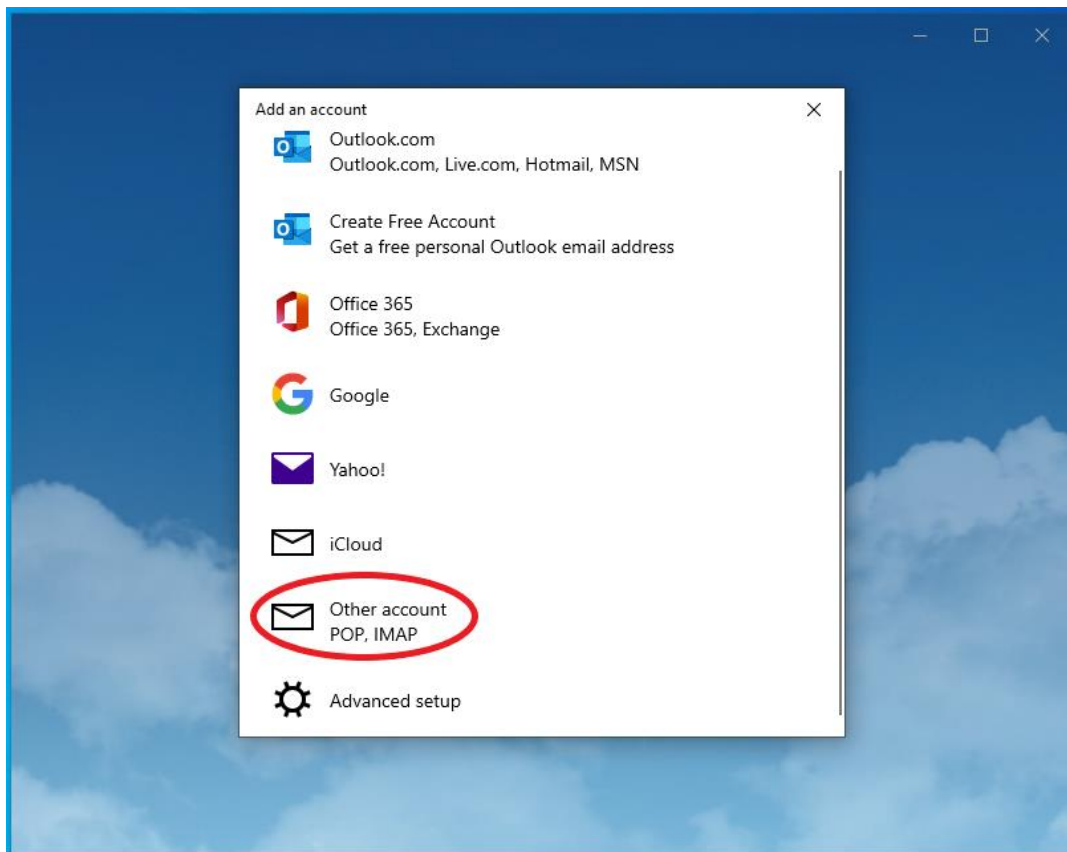
2.3 Windows Mail App

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

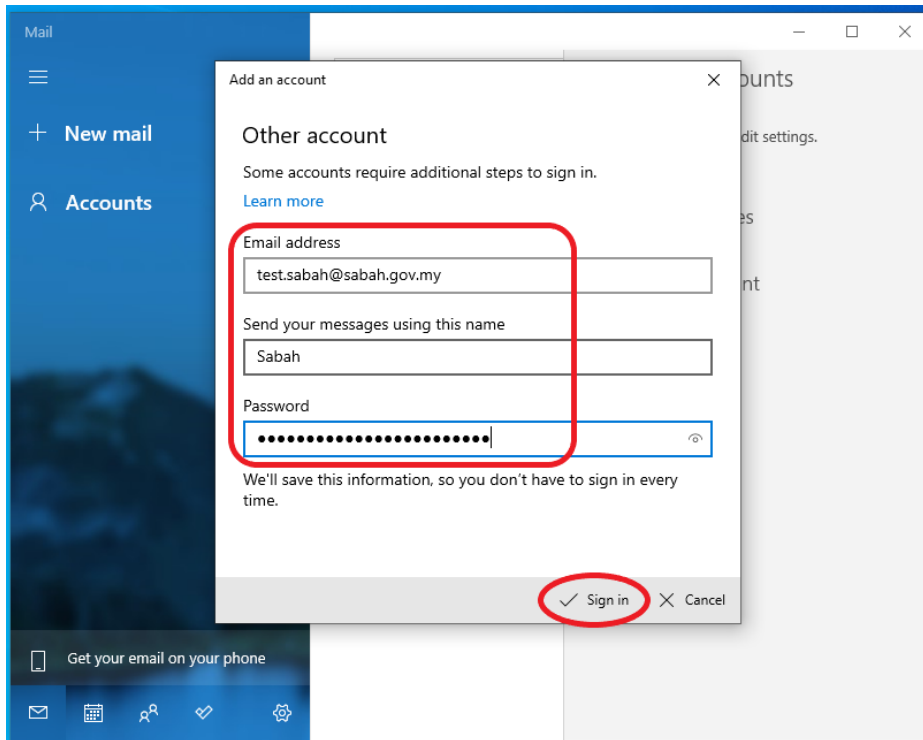
2.3.1 Open the **Mail App** on your computer.



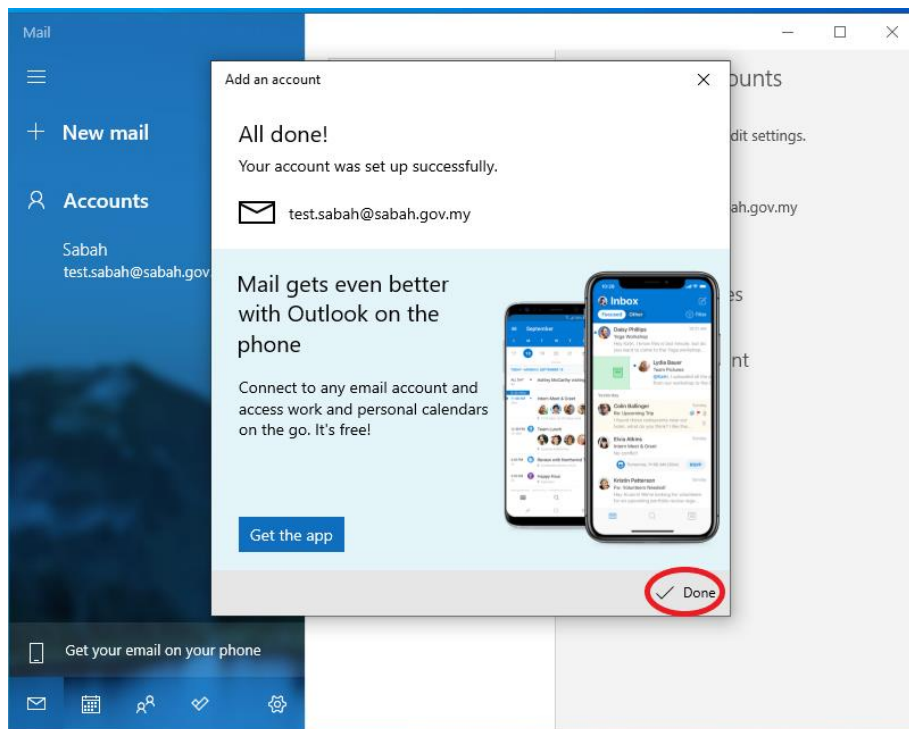
2.3.2 Select **POP, IMAP**



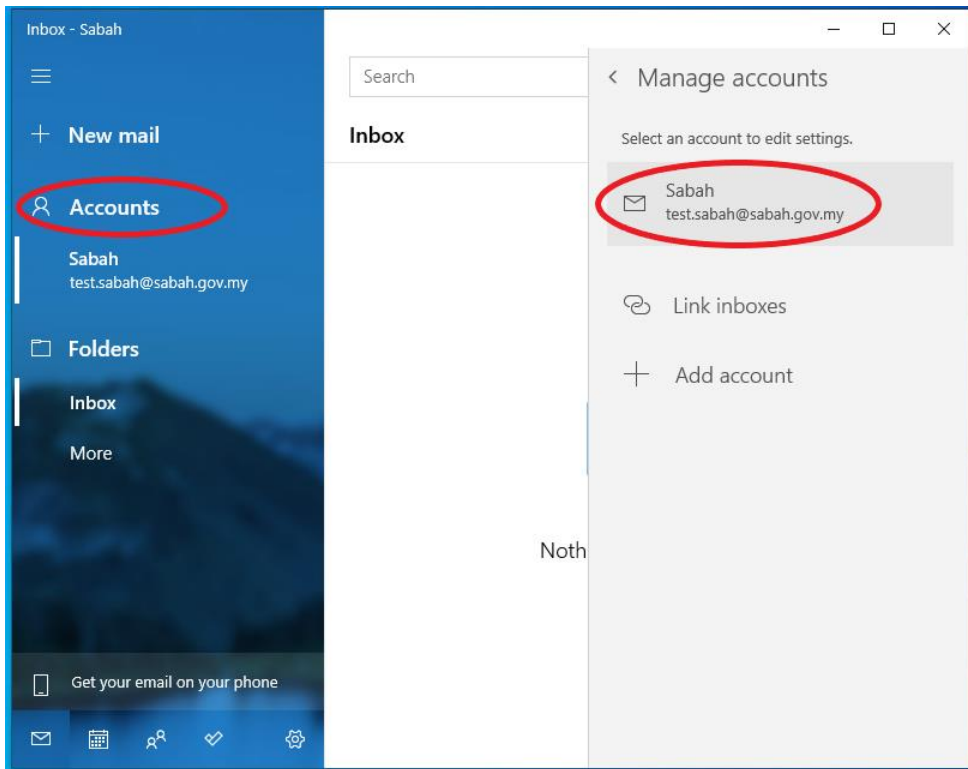
2.3.3 Type in your Sabah Gov Email address, you name, and password then click **Sign in**



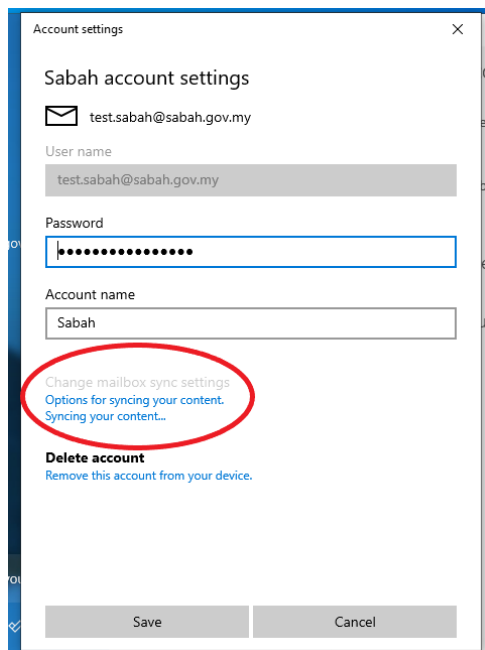
2.3.4 Click **Done**



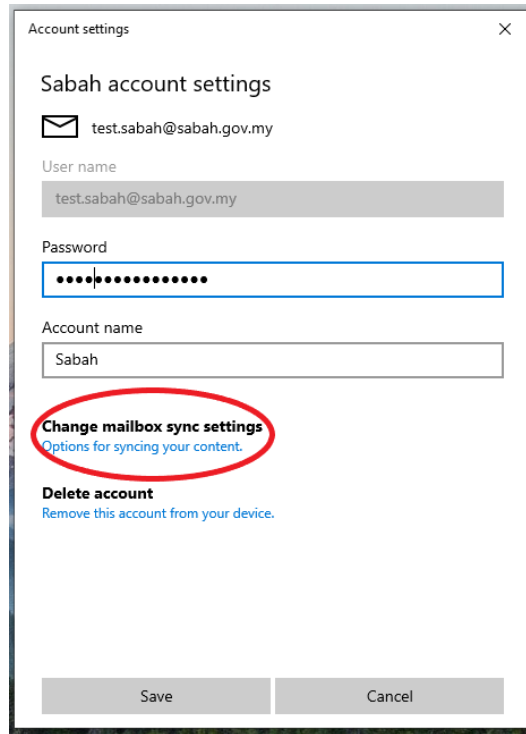
2.3.5 Click **Accounts** then select your Sabah Gov Email account



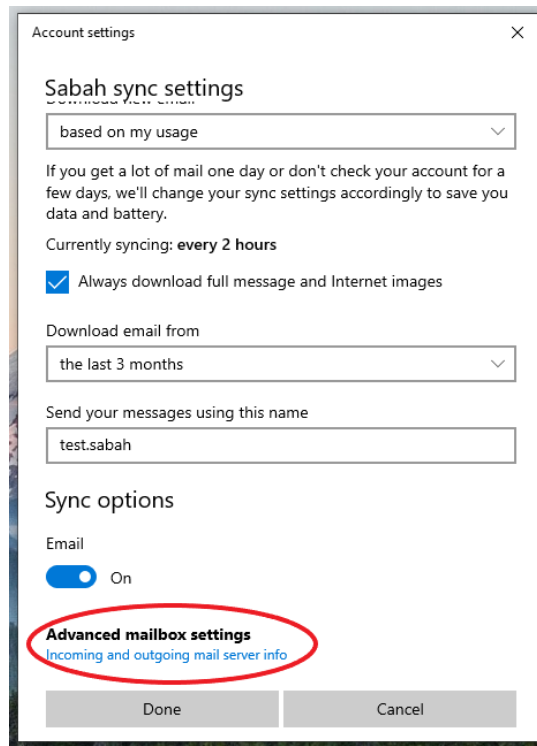
2.3.6 Based on the image below, you will see this option circle in red start syncing for content. Do proceed to disconnect the Internet to stop the syncing. Remain disconnected until the email setup is completed.



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

Account settings

Sabah sync settings
Send your messages using this name

Sabah

Sync options

Email
 On

Incoming email server
mail.sabah.gov.my

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

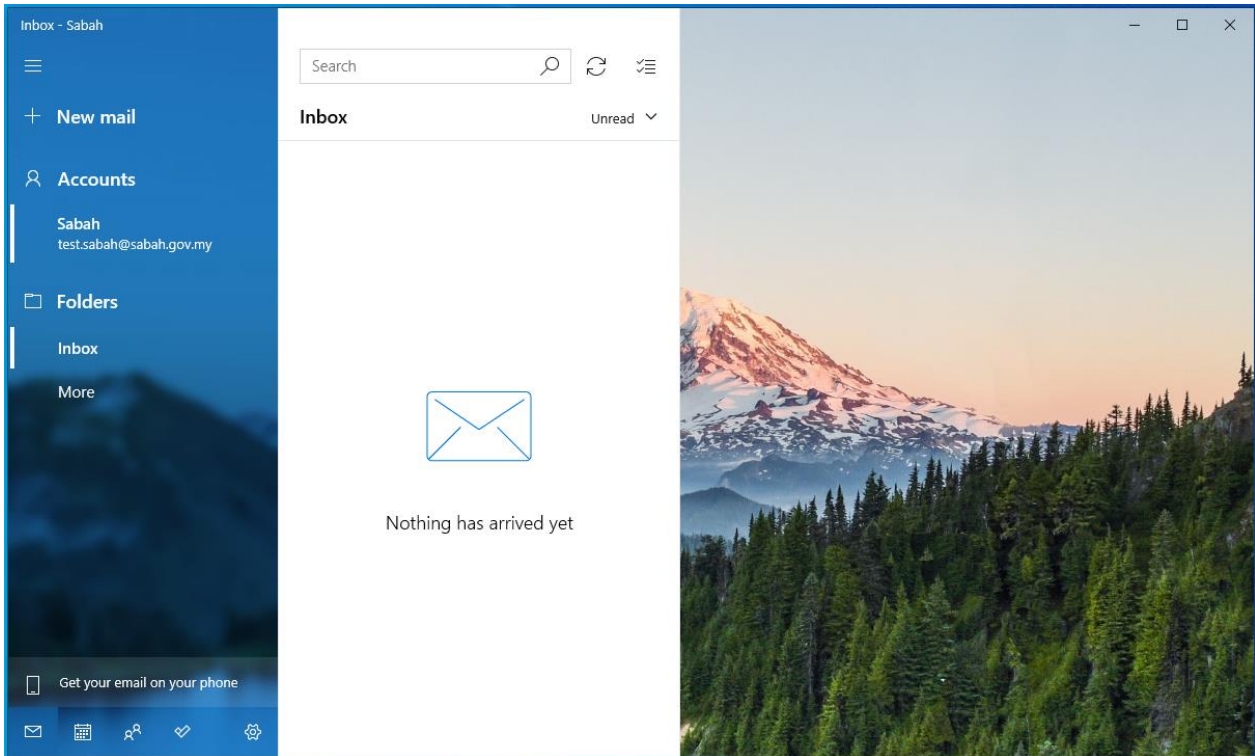
Outgoing server requires authentication
 Use the same user name and password for sending email
 Require SSL for incoming email
 Require SSL for outgoing email

Done Cancel

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

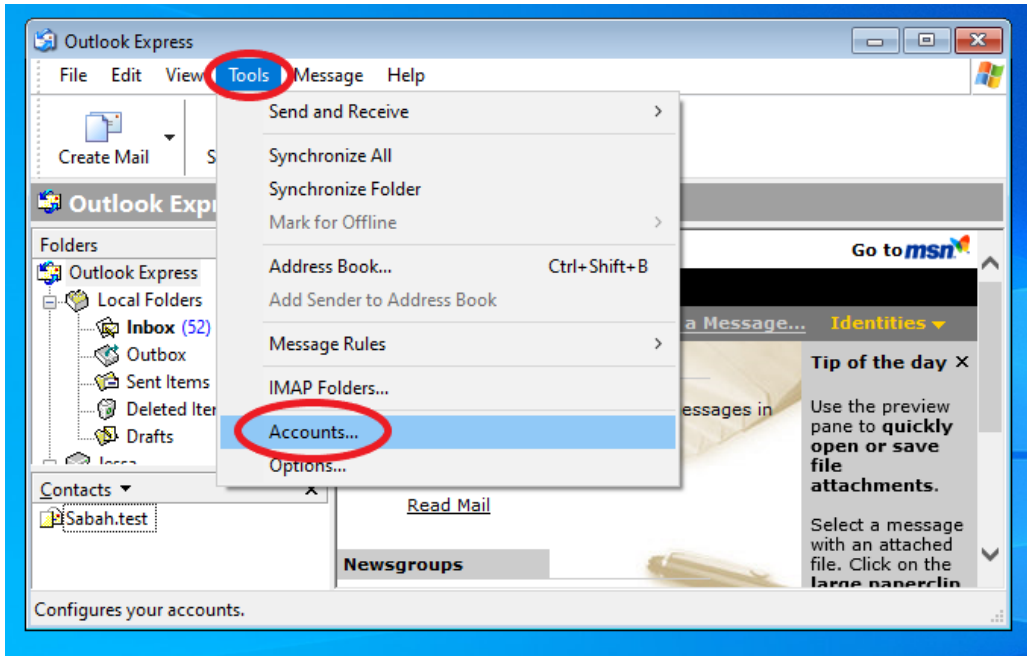
The screenshot shows a dialog box titled "Account settings" with a close button (X) in the top right corner. The main heading is "Sabah account settings". Below this, there is an email icon followed by the text "test.sabah@sabah.gov.my". Underneath, the label "User name" is followed by a text box containing "test.sabah@sabah.gov.my". The "Password" label is followed by a password input field with a blue border and a red circle around it; the password is masked with black dots. Below the password field is the "Account name" label followed by a text box containing "Sabah". At the bottom of the dialog, there are two buttons: "Save" and "Cancel", both with a red circle around the "Save" button. There are also two sections of links: "Change mailbox sync settings" with the subtext "Options for syncing your content." and "Delete account" with the subtext "Remove this account from your device."

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.

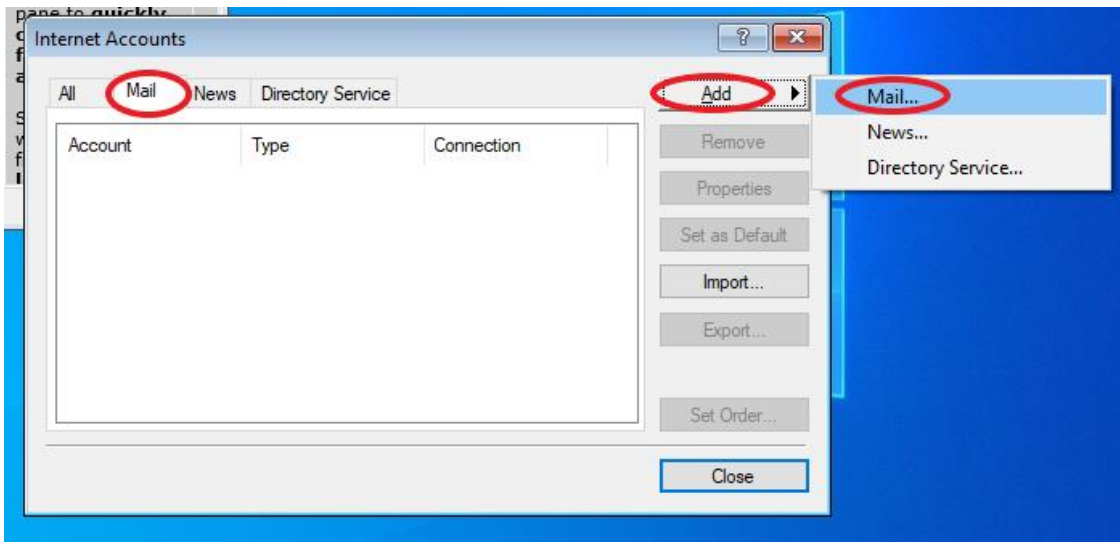


2.4 Outlook Express

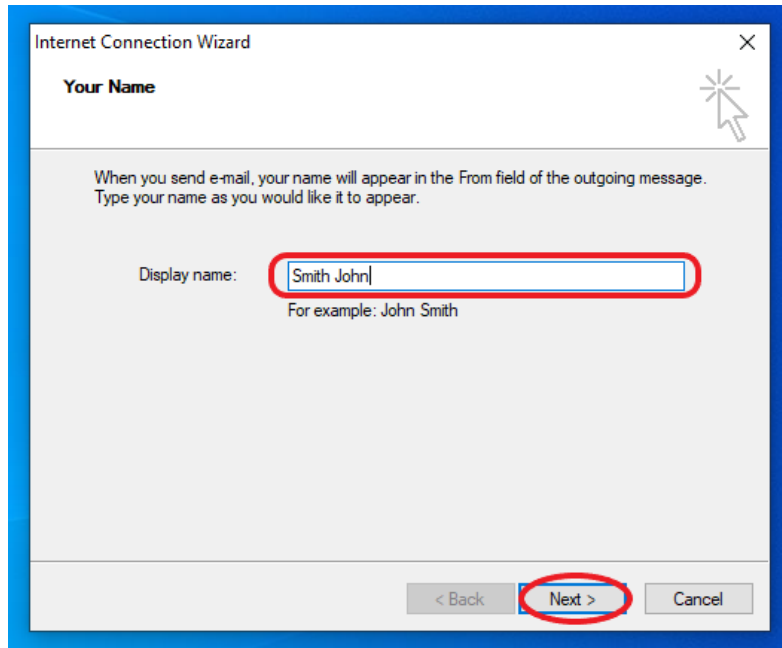
2.4.1 In Microsoft Outlook Express, from the **Tools** menu, select **Accounts...**



2.4.2 Go to the **Mail** tab and from the **Add** menu, select **Mail**.

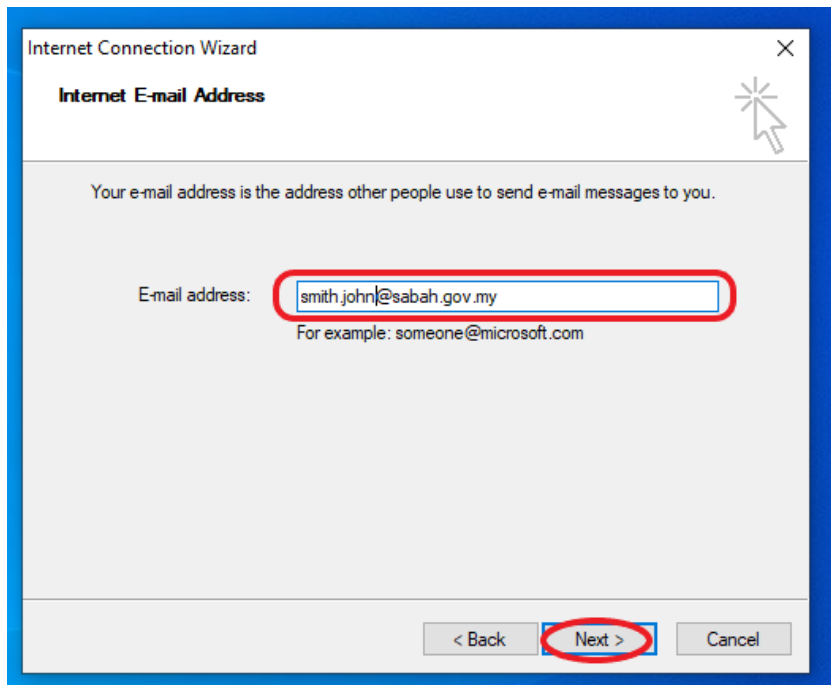


2.4.3 In the **Display Name** field, enter your full name and click **Next**.



The screenshot shows the 'Your Name' step of the Internet Connection Wizard. The window title is 'Internet Connection Wizard'. The section title is 'Your Name'. Below the title, there is a text box with the instruction: 'When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.' Below this, there is a label 'Display name:' followed by a text input field containing 'Smith John|'. Below the input field, there is an example: 'For example: John Smith'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red circle.

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



The screenshot shows the 'Internet E-mail Address' step of the Internet Connection Wizard. The window title is 'Internet Connection Wizard'. The section title is 'Internet E-mail Address'. Below the title, there is a text box with the instruction: 'Your e-mail address is the address other people use to send e-mail messages to you.' Below this, there is a label 'E-mail address:' followed by a text input field containing 'smith.john|@sabah.gov.my'. Below the input field, there is an example: 'For example: someone@microsoft.com'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red circle.

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

Internet Connection Wizard

E-mail Server Names

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

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

An SMTP server is the server that is used for your outgoing e-mail.
Outgoing mail (SMTP) server:
smtp.sabah.gov.my

< Back **Next >** Cancel

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

Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: smith.john

Password: [Masked Password]

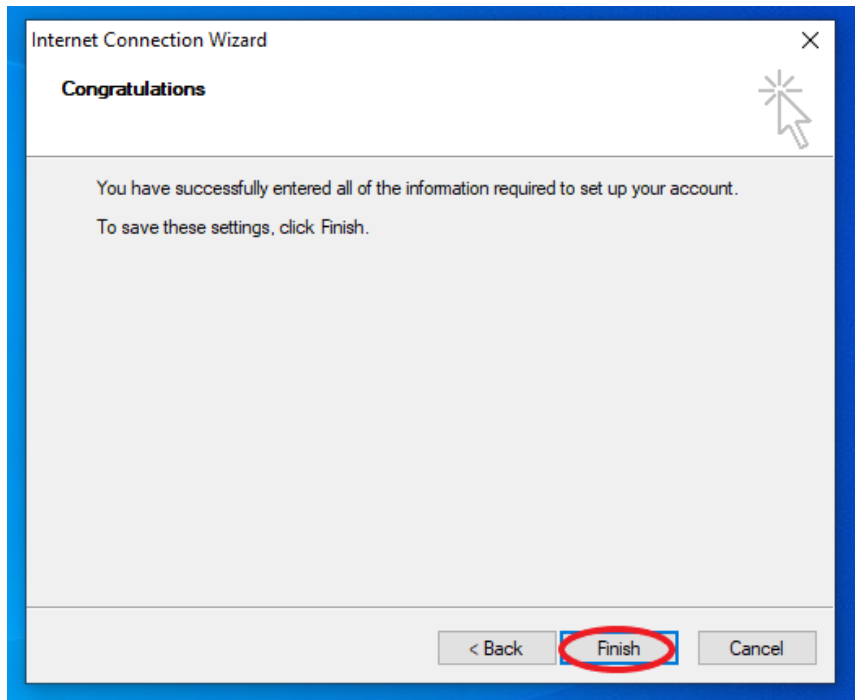
Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

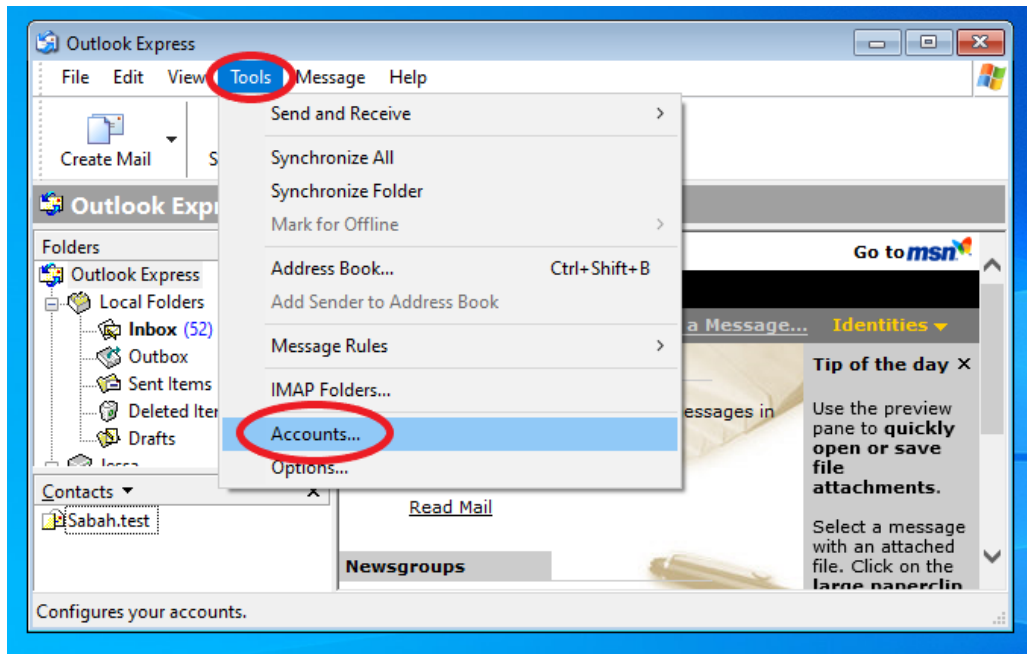
Log on using Secure Password Authentication (SPA)

< Back **Next >** Cancel

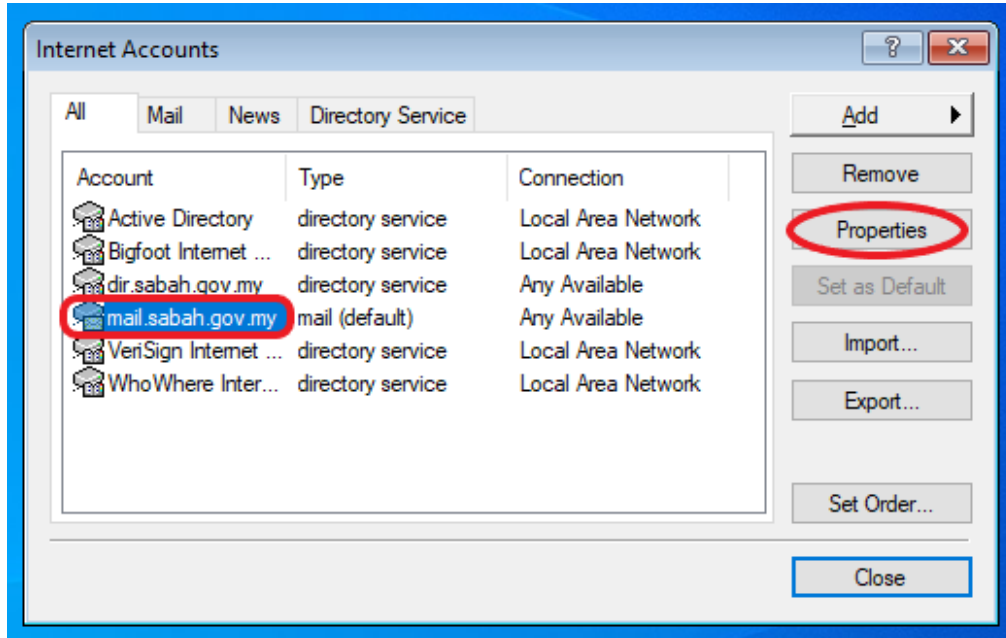
2.4.7 Click **Finish** button



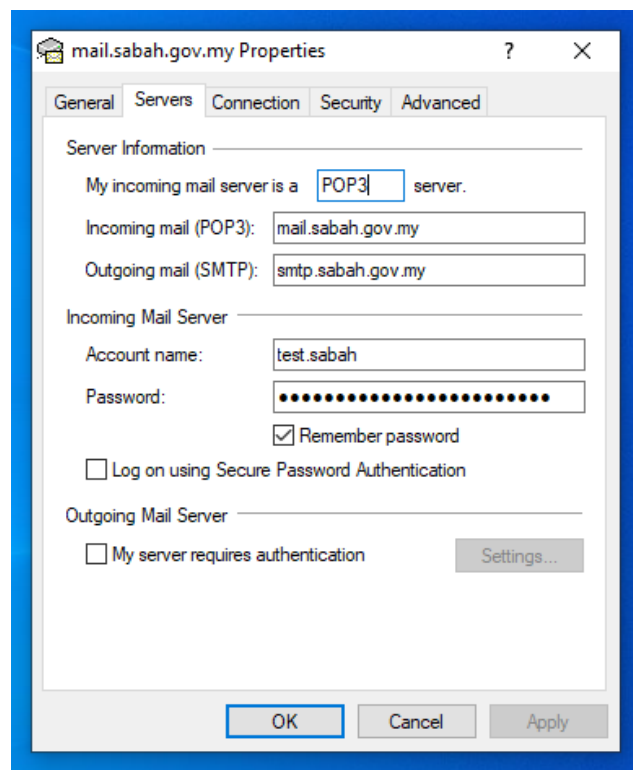
2.4.8 Again, from Microsoft Outlook Express, click **Tools > Accounts...**



2.4.9 Go to Account name that was created from above steps. Then click **Properties** button



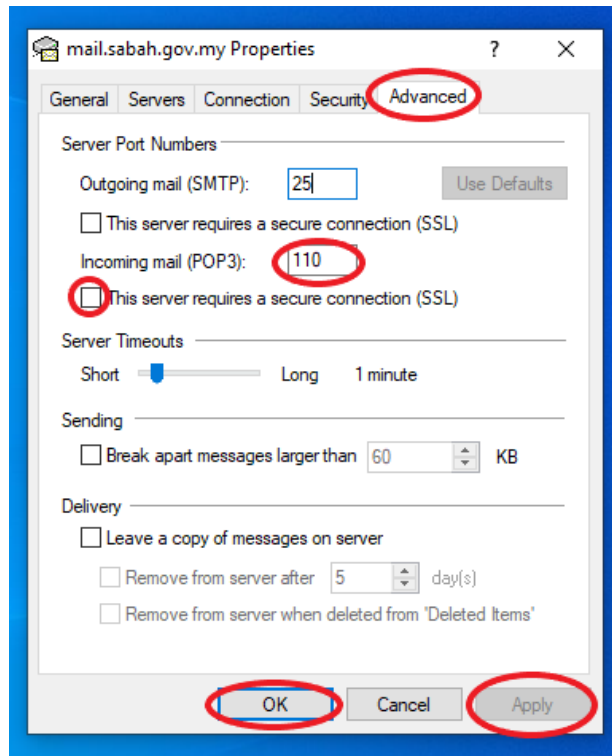
2.4.10 Go to **Servers** Tab, make sure all information under **Server Information** and **Incoming Mail Server** are set correctly according the image below



2.4.11 Go to **Advanced** Tab, Under **Server Port Numbers** area.

For POP3: you can choose to use Port **110** or use port **995** by ticking “**This server requires a secure connection (SSL)**”

For IMAP: you can choose to use Port **143** or use port **993** by ticking “**This server requires 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

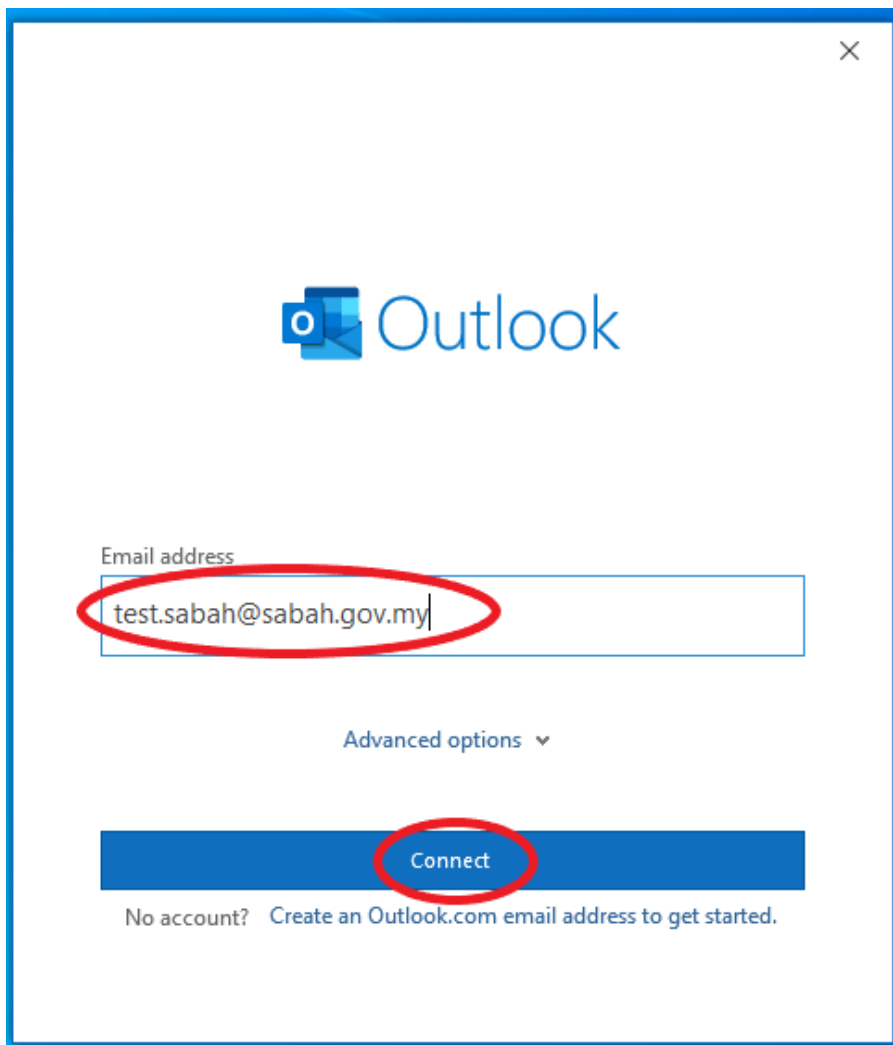
Exchange ActiveSync lets mobile phone users access their email, calendar, contacts, and tasks, and lets them continue to access this information when they're working offline.

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.

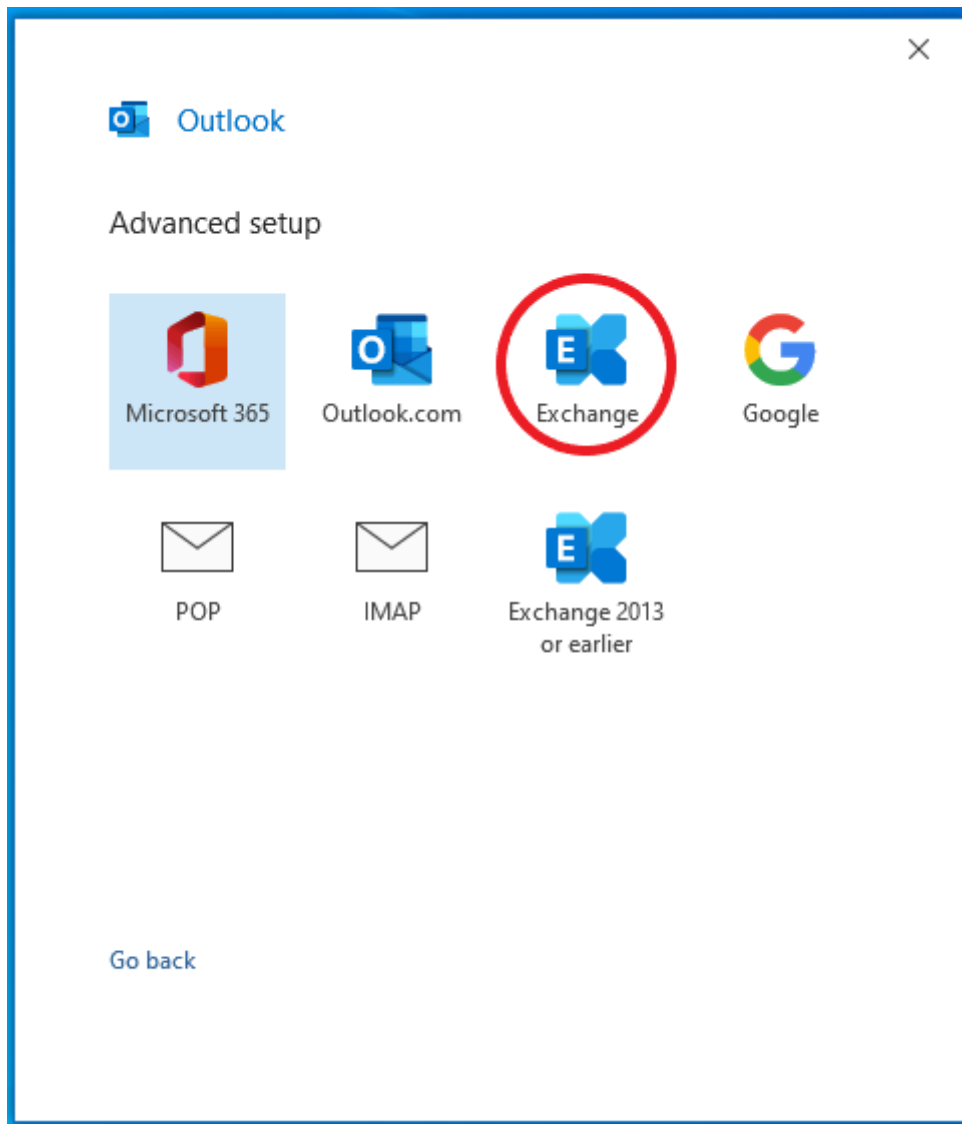
3.1 Setup of Microsoft Outlook

3.1.1 Open Microsoft Outlook and you will see this screen.

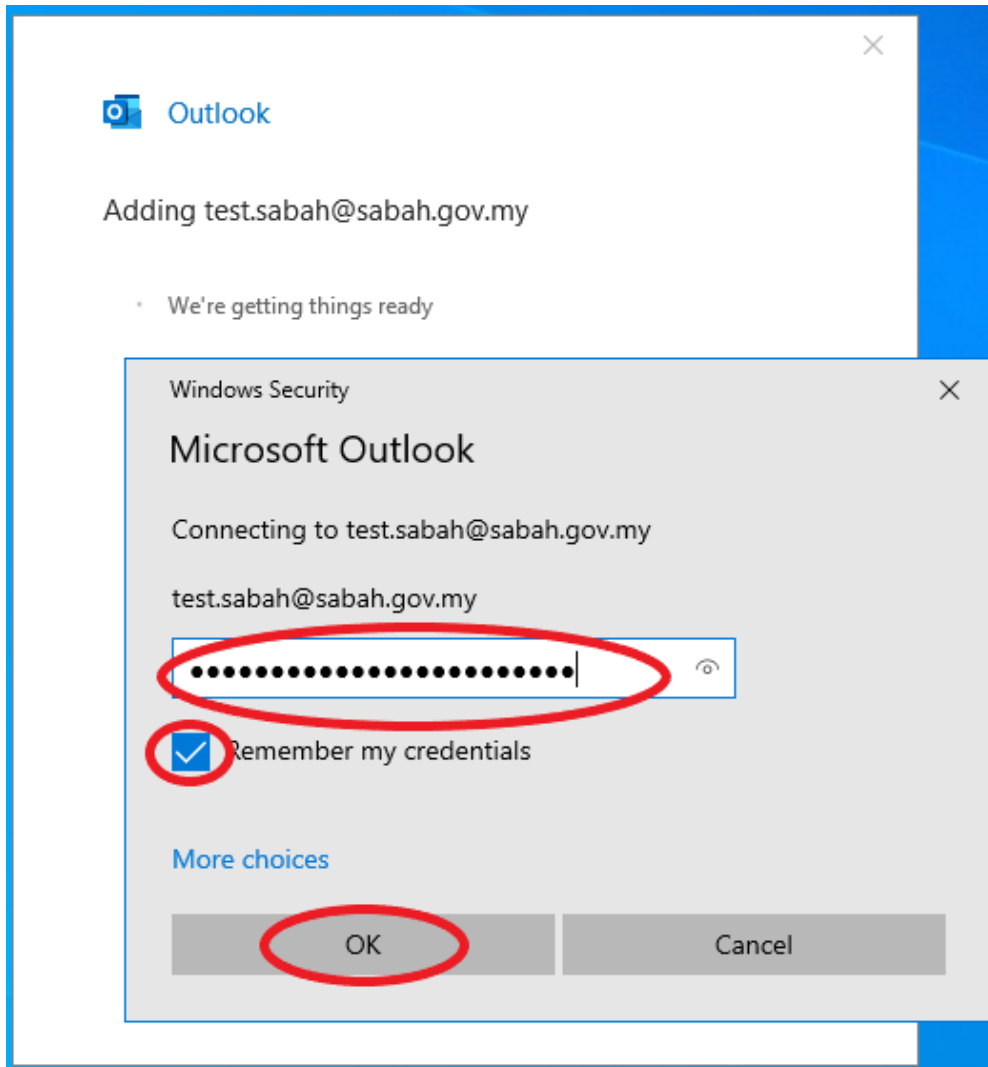
Type in your Sabah Gov Email address and click **connect**



3.1.2 Select **Exchange** and wait for a dialogue box to appear

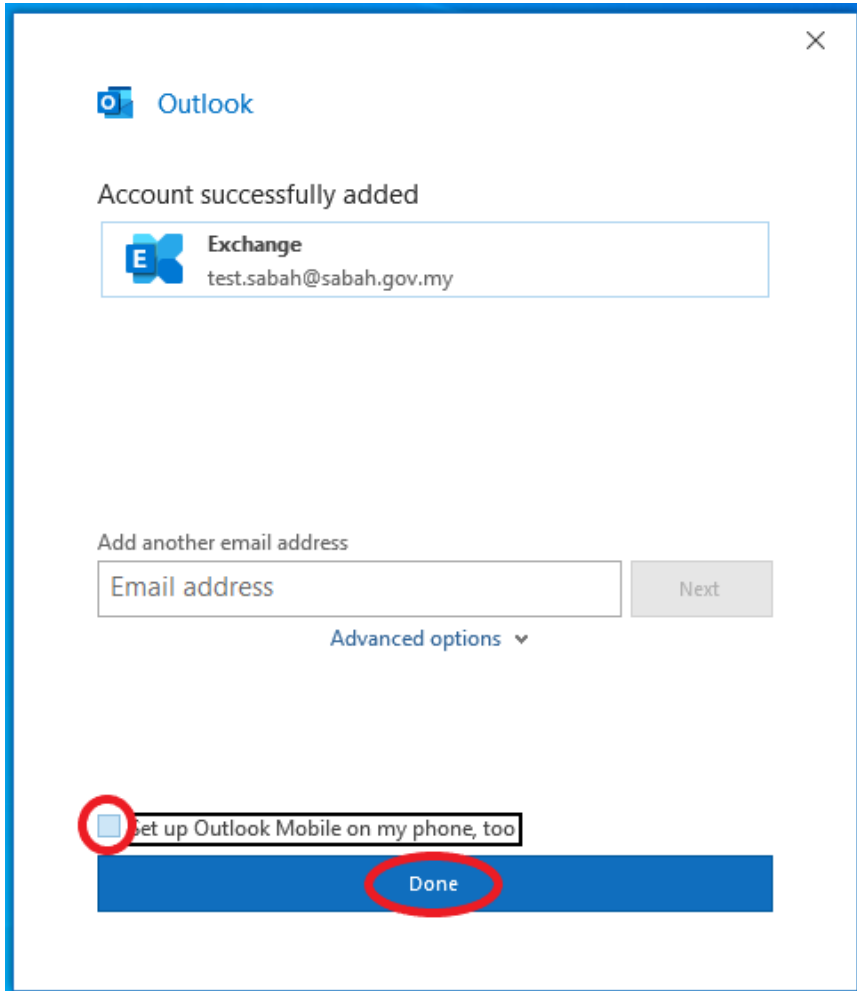


- 3.1.3 Type in your Sabah Gov Email password,
Tick **Remember my credentials** and click **OK**

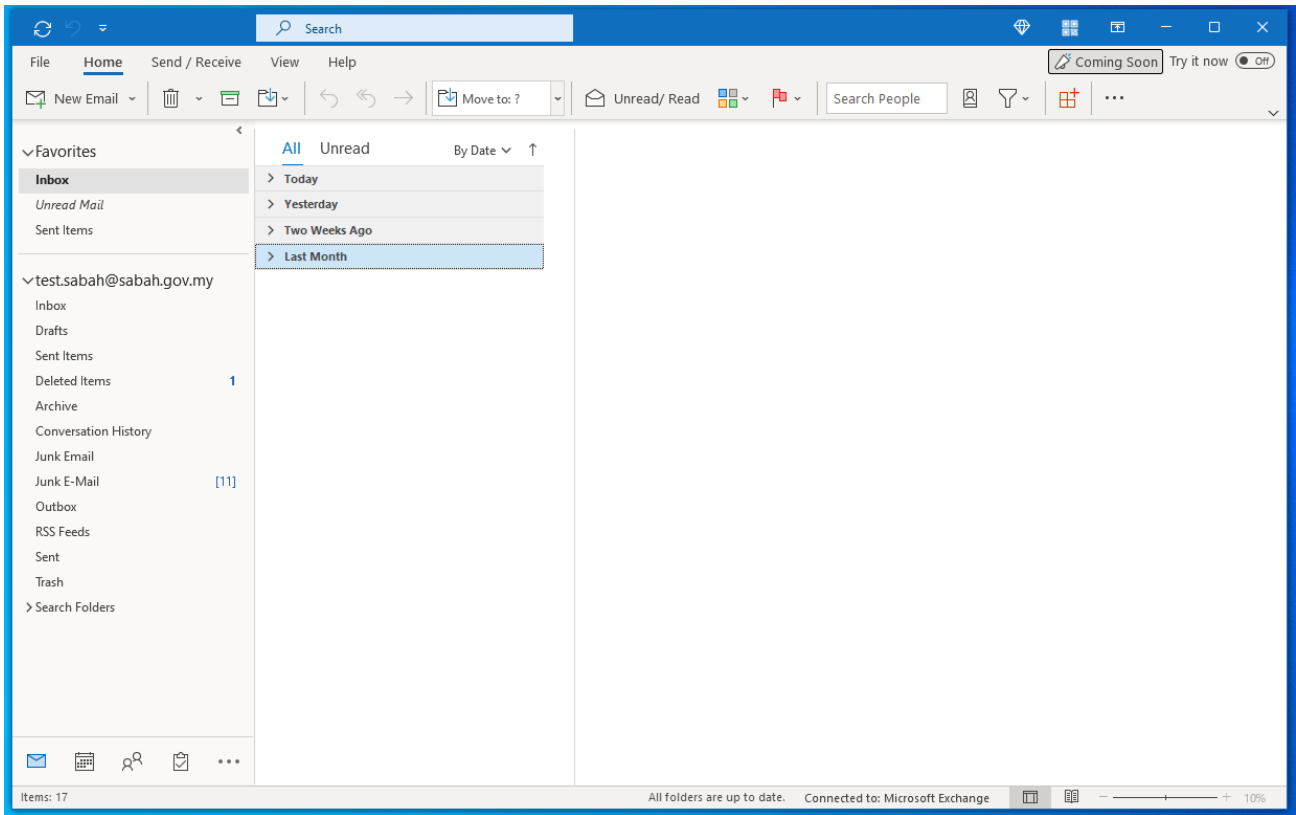


3.1.4 After that, your Outlook account has successfully added.

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

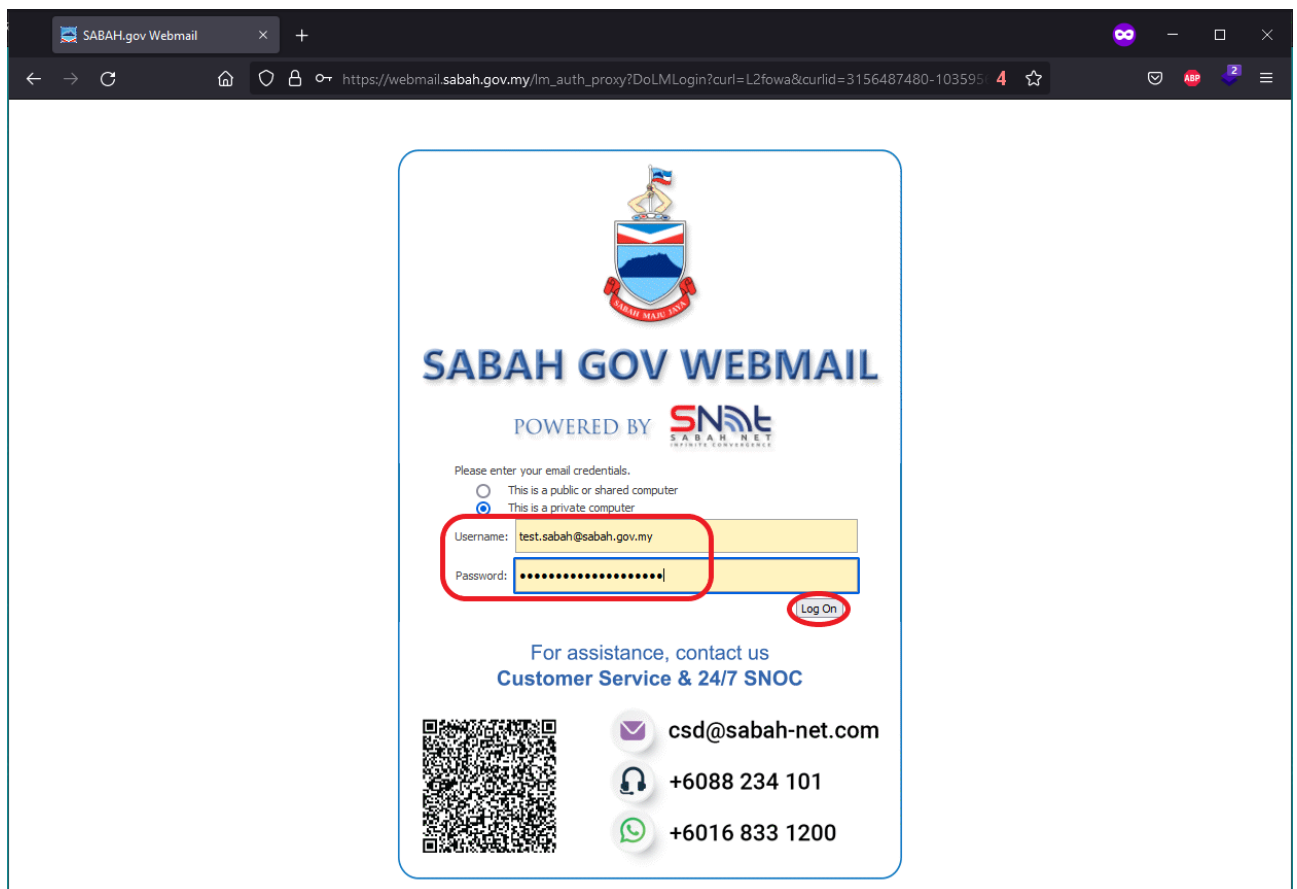
- 4.1.1 Open Web Browser ie, Microsoft Edge, Mozilla Firefox, Google Chrome and etc, Type OWA URL: <https://webmail.sabah.gov.my>

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**.

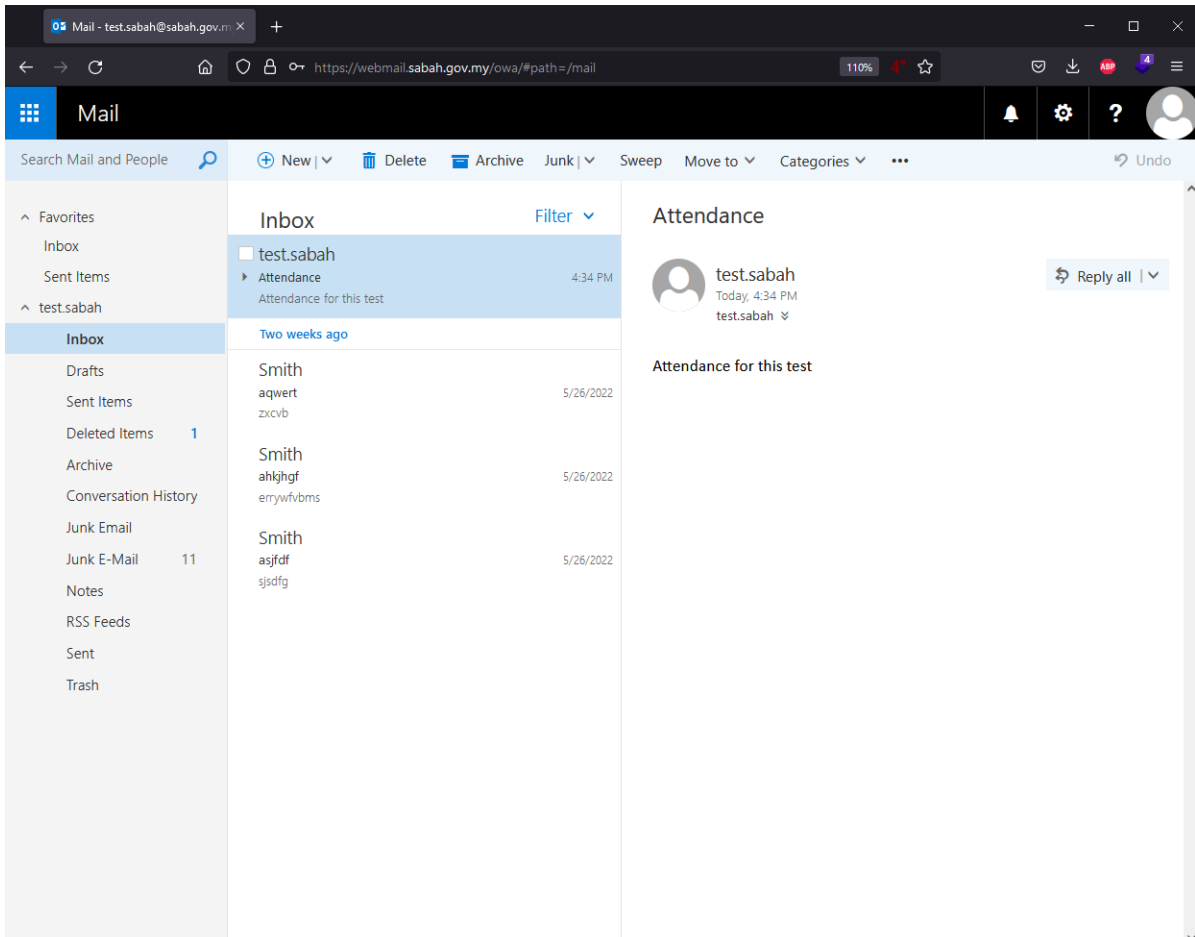
Click **Log On** button



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 -