
User Guide

Password Change and Mail Client Configuration Guide for slt.net.lk/slt.lk Mail Server

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1. Check the access to the Mail Server

This step guide you to check the accessibility to the mail server from your home/office before configuring the outlook mail client or accessing the mailbox from the web client.

Note:

Fully qualified host name for sltnet.lk domain is **mail.sltnet.lk** and for slt.lk, it should be **mail.slt.lk**.

Before starting the configuration, you should have the username and password received from SLT

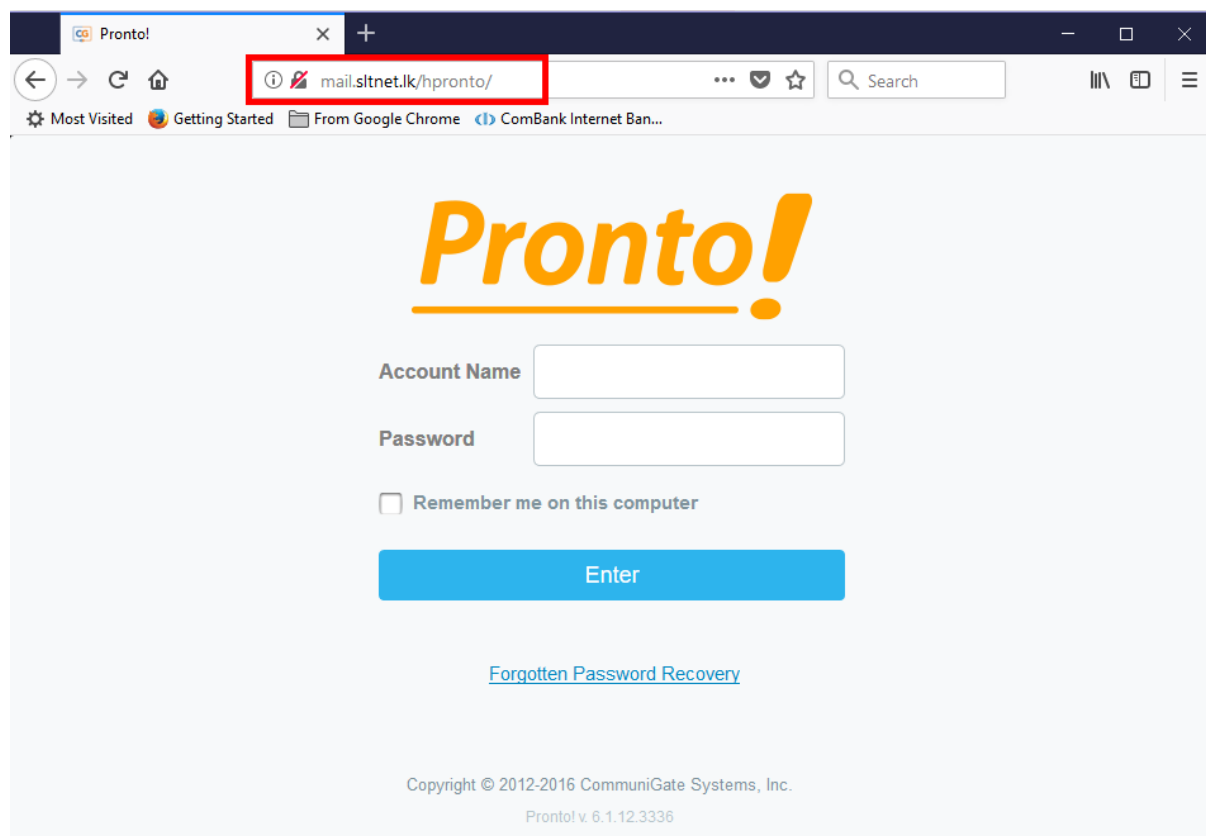
Step 1

Open your favorite web browser and type the fully qualified hostname stated above in the address bar. You can use http or https

<http://mail.sltnet.lk> for sltnet.lk domain

Or

<http://mail.slt.lk> for slt.lk domain



Use mail.sltnet.lk or mail.slt.lk in the address bar according to the domain

Step 2

Use Desktop App **Command Prompt** to check the access to the mail server

SMTP (TCP port 25 and TCP Port 587) Access

```
C:\Users\user1>telnet mail.sltnet.lk 587
220 adm.sltidc.lk ESMTP CommuniGate Pro 6.1.15
quit
221 adm.sltidc.lk CommuniGate Pro SMTP closing connection
Connection to host lost.

C:\Users\user1>telnet mail.sltnet.lk 25
220 adm.sltidc.lk ESMTP CommuniGate Pro 6.1.15
quit
221 adm.sltidc.lk CommuniGate Pro SMTP closing connection
Connection to host lost.
```

Step 3

POP3 Access

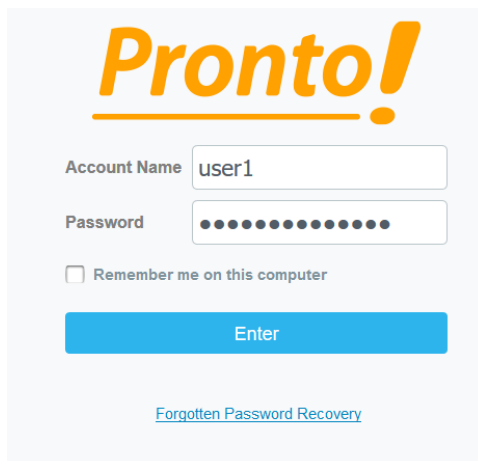
```
C:\Users\user1>telnet mail.sltnet.lk 110
+OK adm.sltidc.lk CommuniGate Pro POP3 Server 6.1.15 ready <1434571.1522387625@adm.sltidc.lk>
quit
+OK CommuniGate Pro POP3 Server connection closed
```

Note: for slt.lk domain users, use mail.slt.lk to test SMTP/POP3 access to the server

2. Change the default password

Step 1

Use **username and password** received from SLT and click **Enter** to access the webmail

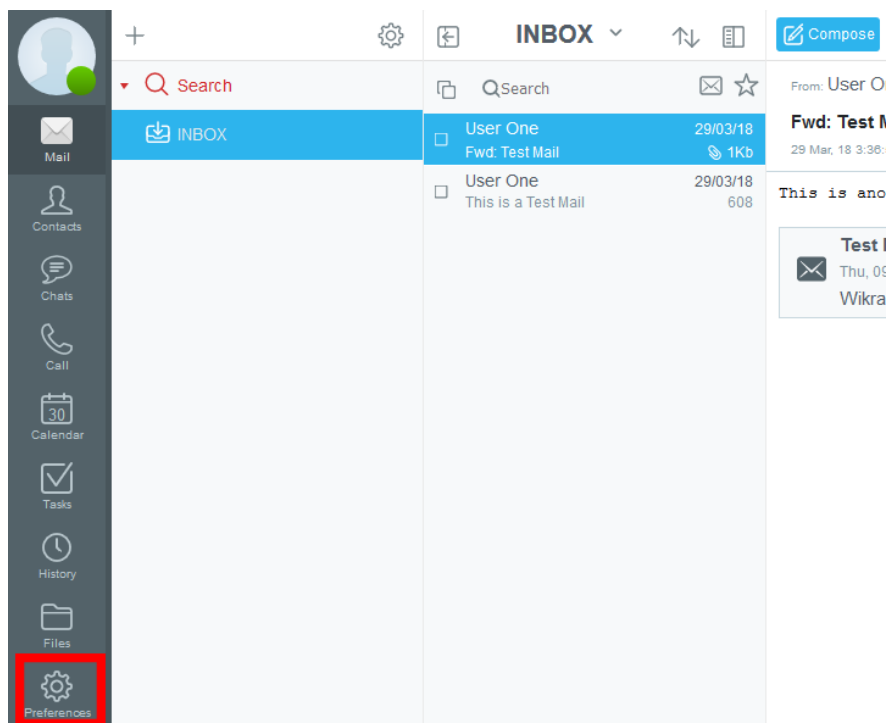


The image shows a login form titled "Pronto!". It has a light blue background. At the top, the word "Pronto!" is written in a large, bold, orange font. Below it, there are two input fields: "Account Name" with the text "user1" and "Password" with a series of black dots. Below the password field is a checkbox labeled "Remember me on this computer". At the bottom of the form is a blue button labeled "Enter". Below the button is a link that says "Forgotten Password Recovery".

Use username and password received from SLT to log into the webmail

Step 2

Click on **Preferences**



Step 3

Access the link **Password**

The screenshot shows a web interface for password management. On the left is a sidebar with 'Settings' and 'Password' selected. The main area is titled 'Password' and has an 'Apply' button. It contains three sections: 'Current Password' with a red asterisk and a note '* This field must be filled in order to change other preferences on this page'; 'Password Modification' with 'New Password' and 'Reenter Password' fields; and 'Forgotten Password Recovery' with an 'E-mail Password to' field.

Click on *Password*

Enter the required information and click **Apply**

| Field | Data |
|------------------------------------|---|
| Current Password | Received from SLT |
| New Password | Strong password which contains block letters, small letters, numbers and special characters (#\$%^& etc.). Password shall be at least 10 characters in length |
| Forgotten Password recovery | An e-mail address for password recovery. For example, you can use gmail.com or yahoo.com e-mail address |

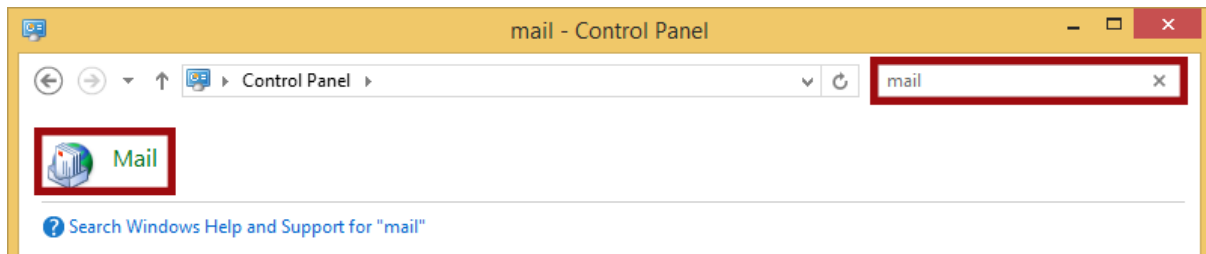
3. Set Up E-mail with Microsoft Outlook using POP3

Note: Sample configuration is done using Microsoft Outlook 2013

Step 1

On your computer, access the **control panel**

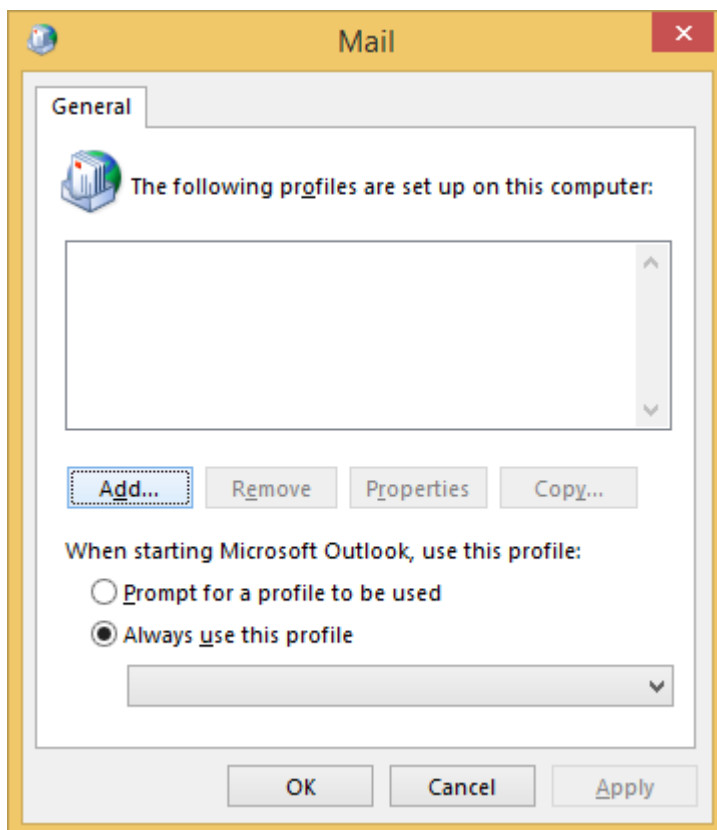
If using Windows Vista, Windows 7 or above, type **Mail** into the search box at the top-right of the Control Panel window to quickly find the **Mail** icon. Then, double-click it.



Search for Mail and double-click the icon

Step 2

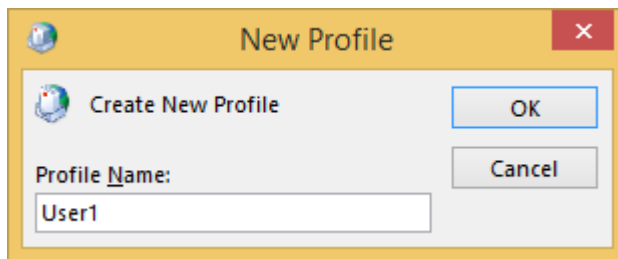
If you have already added a profile, move to **step 4**. Otherwise click **Add** to create a new profile



Click Add

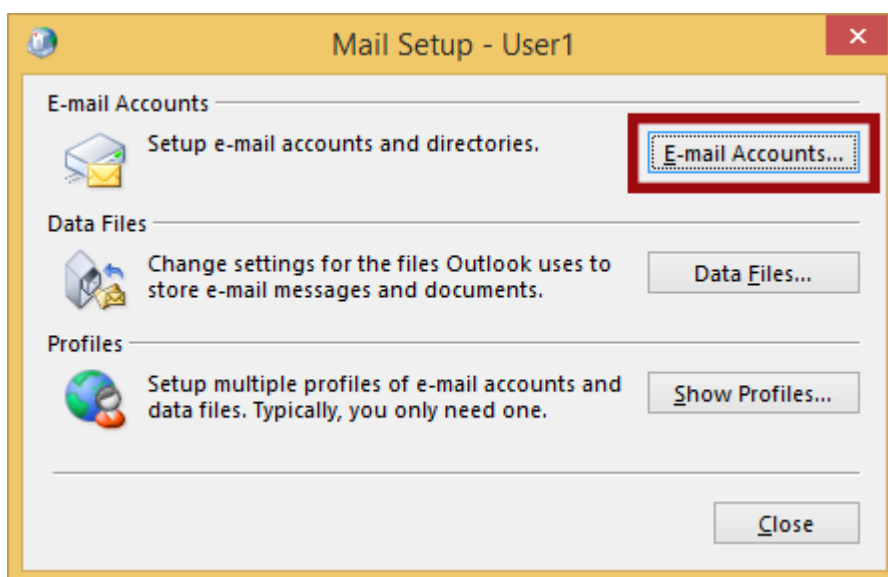
Step 3

Type the profile name and click **OK**



Step 4

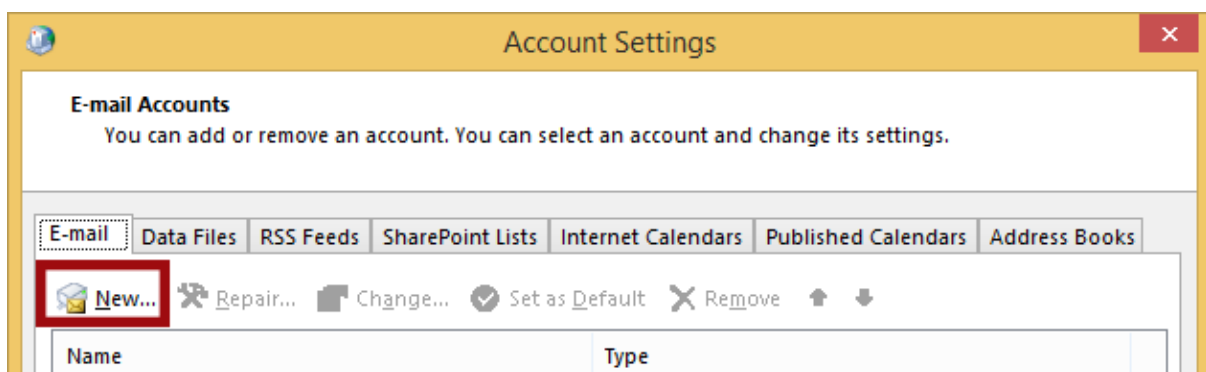
Click the **E-mail Accounts** button.



Click *E-mail Accounts*

Step 5

Under the **E-mail** tab, click the **New** button to add your e-mail account.



Select *E-mail > New*

Step 6

Select **Manual setup or additional server types** and then click the **Next** button.

Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:

Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back Next > Cancel

Select Manual Setup and click Next

Step 7

Select the **POP or IMAP** type of account and then click the **Next** button.

Add Account

Choose Service

Microsoft Exchange Server or compatible service
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail

Outlook.com or Exchange ActiveSync compatible service
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

POP or IMAP
Connect to a POP or IMAP email account

< Back Next > Cancel

Select POP or IMAP and click Next

Step 8

Enter the required information:

| Field | Data |
|------------------------------------|--|
| Your Name | This is the name that will appear when others receive your e-mail |
| E-mail Address | Your E-mail address |
| Account Type | POP3 |
| Incoming mail server | mail.sltnet.lk [Note for slt.lk: use mail.slt.lk here] |
| Outgoing mail server (SMTP) | mail.sltnet.lk [Note for slt.lk: use mail.slt.lk here] |
| User Name | Username should be in the following format For sltnet.lk users; user1%sltnet.lk For slt.lk users; user2%slt.lk |
| Password | The password for your Username |

Then click the **More Settings** button to continue.

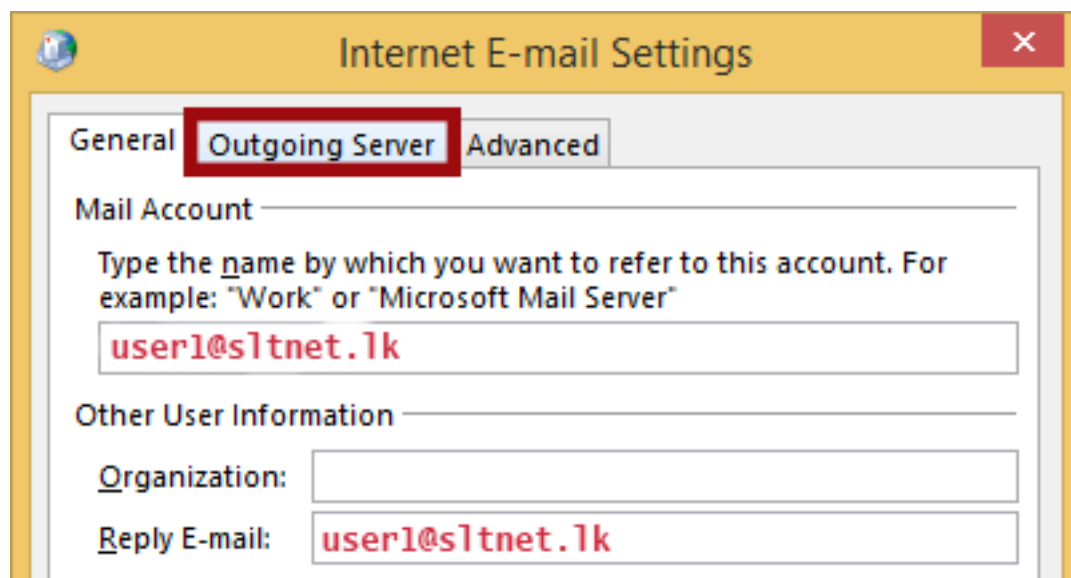
The screenshot shows the 'Add Account' dialog box with the following details:

- Title:** Add Account
- Section:** POP and IMAP Account Settings
- Instruction:** Enter the mail server settings for your account.
- User Information (highlighted):**
 - Your Name: User1 Name
 - Email Address: user1@sltnet.lk
- Server Information:**
 - Account Type: POP3
 - Incoming mail server: mail.sltnet.lk
 - Outgoing mail server (SMTP): mail.sltnet.lk
- Logon Information:**
 - User Name: user1%sltnet.lk
 - Password: [Redacted]
 - Remember password
 - Require logon using Secure Password Authentication (SPA)
- Test Account Settings:**
 - Test Account Settings ...
 - Automatically test account settings when Next is clicked
 - Deliver new messages to:
 - New Outlook Data File
 - Existing Outlook Data File
 - Browse
- Note:** User Name should be in the format username%domainname
- Buttons:** < Back, Next >, Cancel, More Settings ... (highlighted)

Enter the appropriate information and click More Settings

Step 9

Select the **Outgoing Server** tab from the top of the new window that opens.

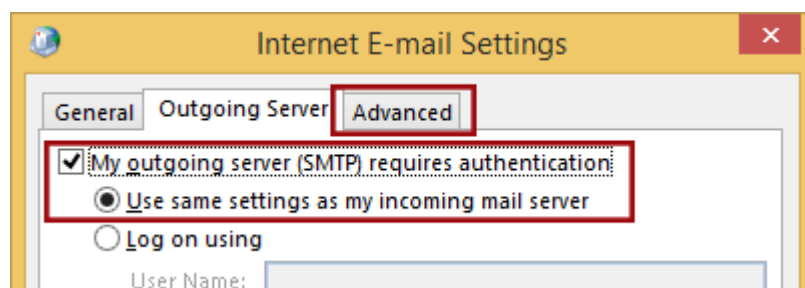


Select Outgoing Server

Step 10

Check the box for **My outgoing server (SMTP) requires authentication** and ensure that **Use same settings as my incoming mail server** is selected.

Next, click the **Advanced** tab at the top of the window.



Check the boxes and click Advanced

Step 11

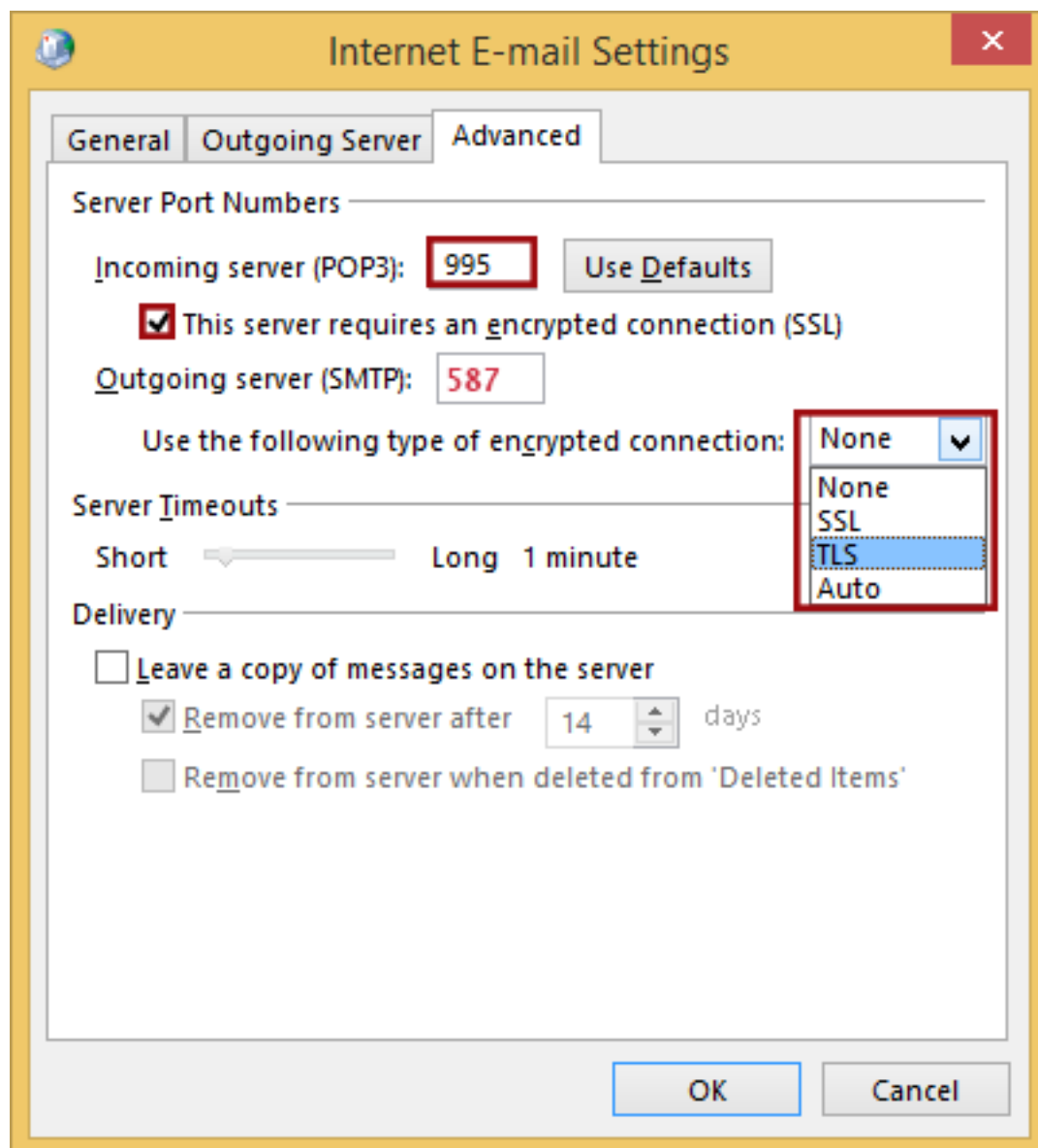
User TCP Port **587** as the **Outgoing Server (SMTP)**

If you want to access your mails over an encrypted SSL tunnel, enter port **995** as the **Incoming server (POP3)** port and ensure that **SSL** is chosen.

Choose **TLS** from the drop-down box next to **Use the following type of encrypted connection**.

Click the **OK** button to save your settings.

Note: If you do not need an encrypted tunnel to access the mails, ignore this Step 11 and Click OK button to save your previous settings



Enter the information and click OK

Step 12

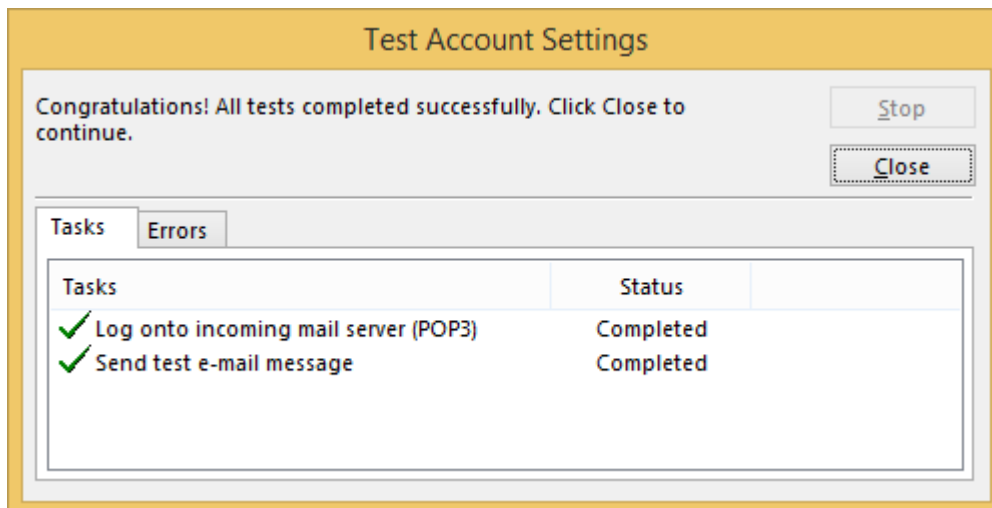
Click the **Next** button. Accept the security warning if SSL is selected in the above **Step 11**. Click Yes



Select Yes

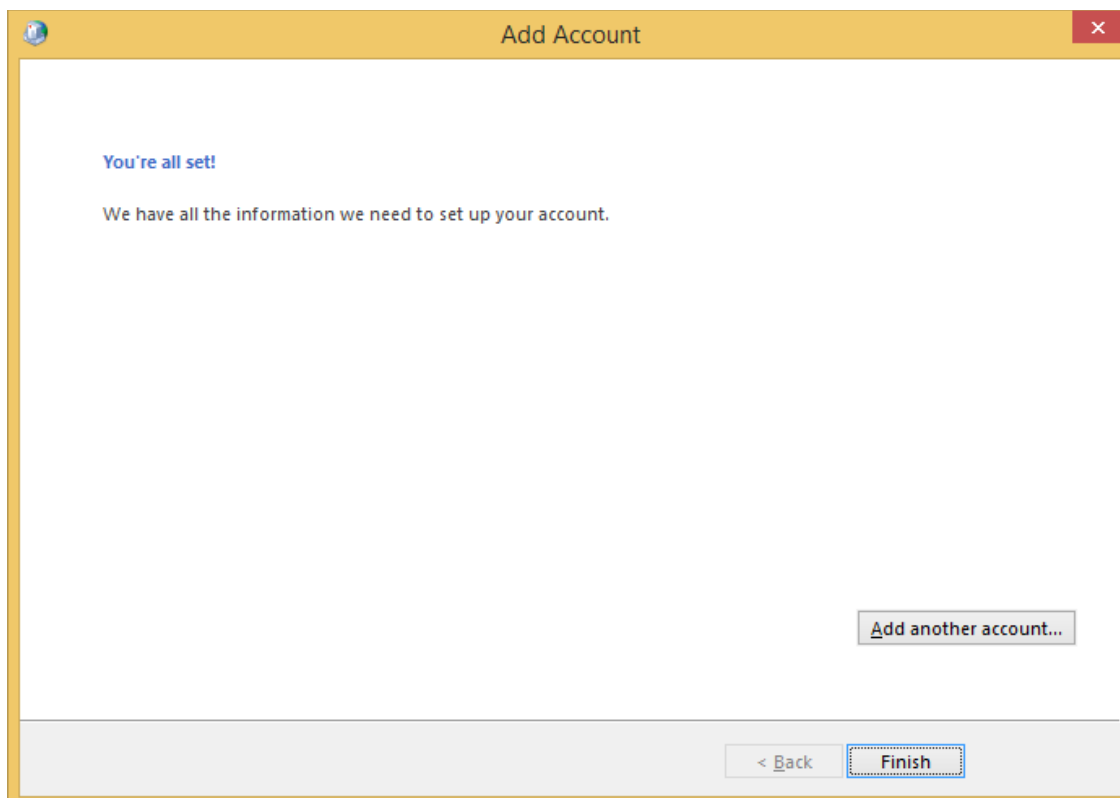
Step 13

If the part of the test fails, go through the previous steps and double-check all of your settings in Outlook. If the test is successful, click the **Close** button.



Step 14

Click the **Finish** button.



Step 15

Click the **Close** button to close the Account Settings window.

Step 16

Click the **Close** button to close the Mail Setup window.

End of User Guide.