

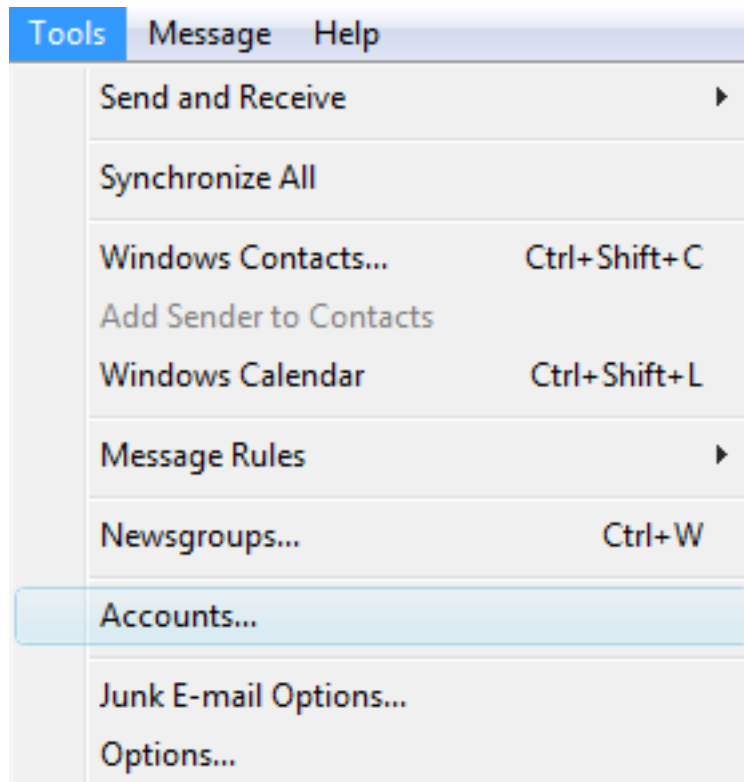
# Windows Mail

## Q. How do I setup my account in Windows Mail?

A. Please follow the instructions below to setup your account in Windows Mail

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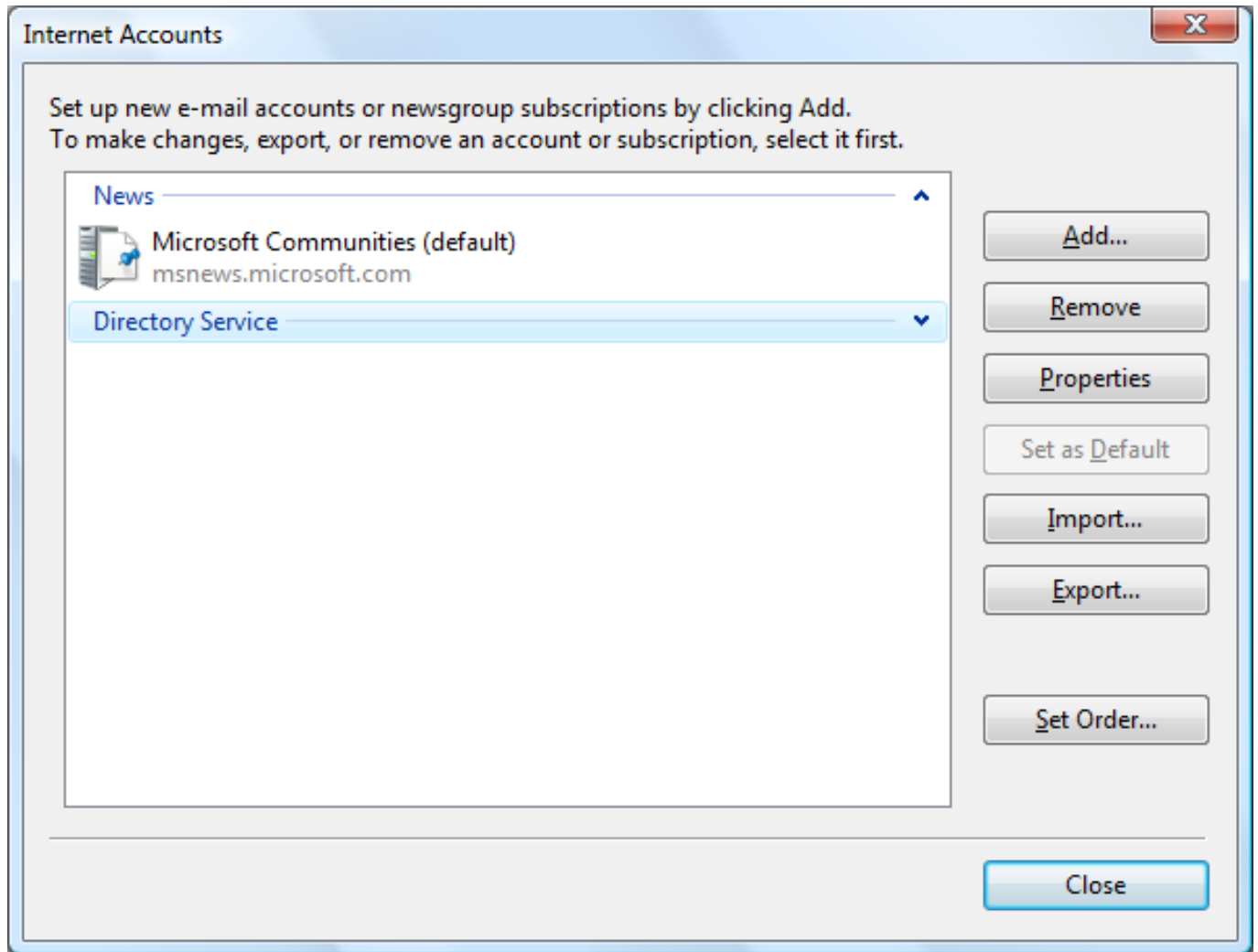
1. Open Windows Mail and click on "Tools" and then "Accounts"



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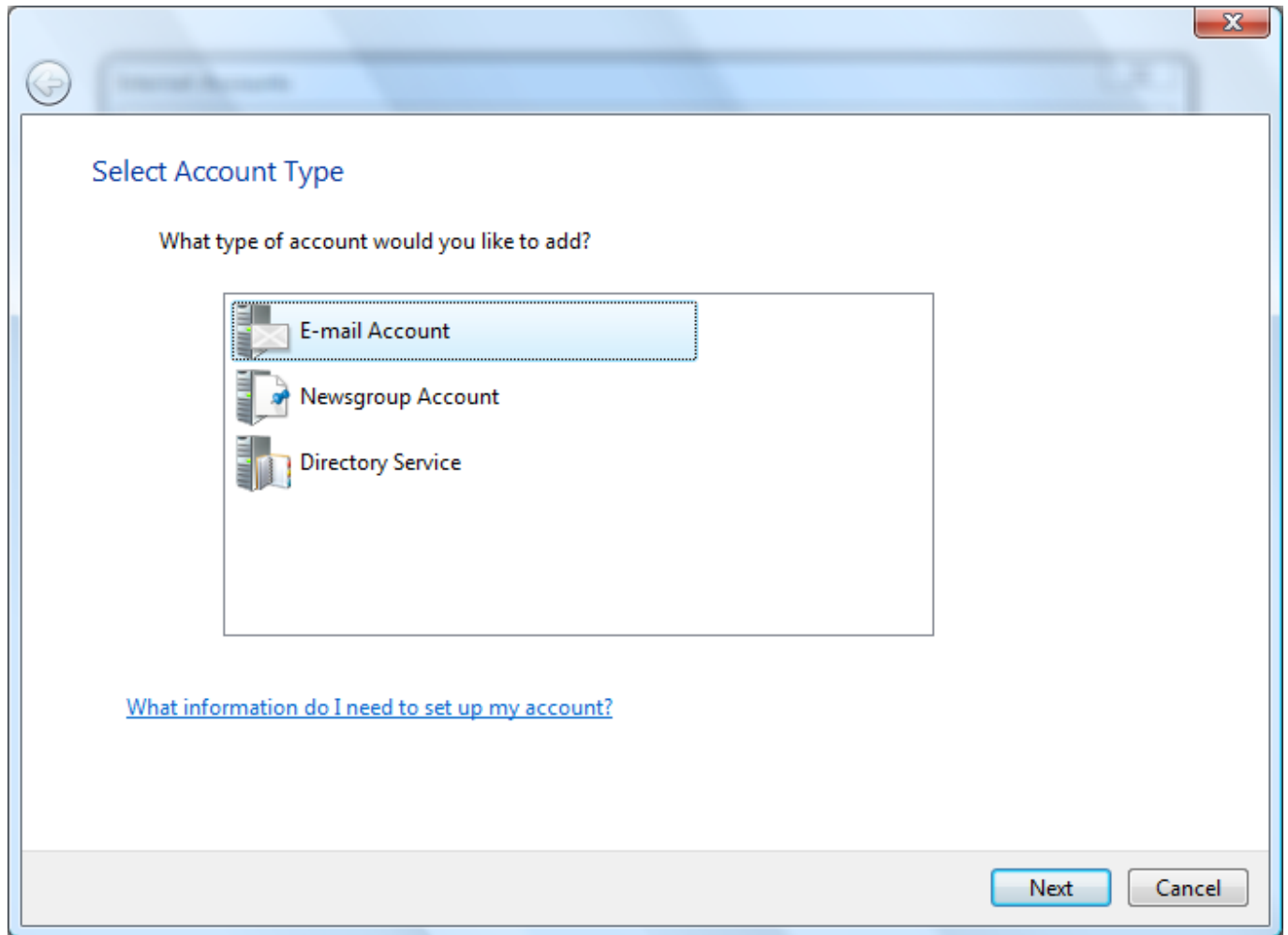
2. Click on the "Add..." button here to setup the email account in Windows Mail

# Windows Mail



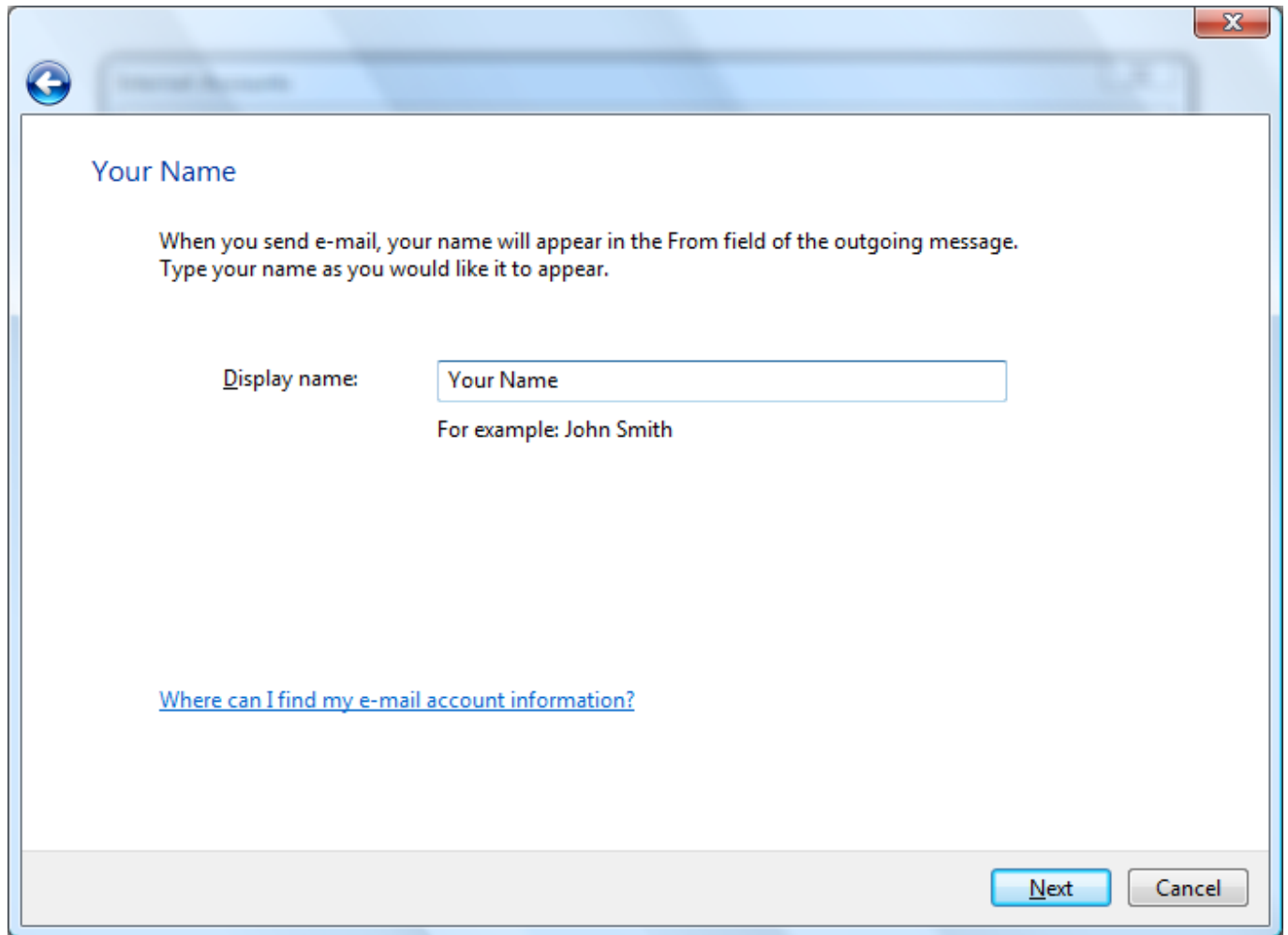
3. Select "E-mail Account" here and the click the "Next" button

# Windows Mail



4. Enter your name in the "Display name:" field here and then click the "Next" button

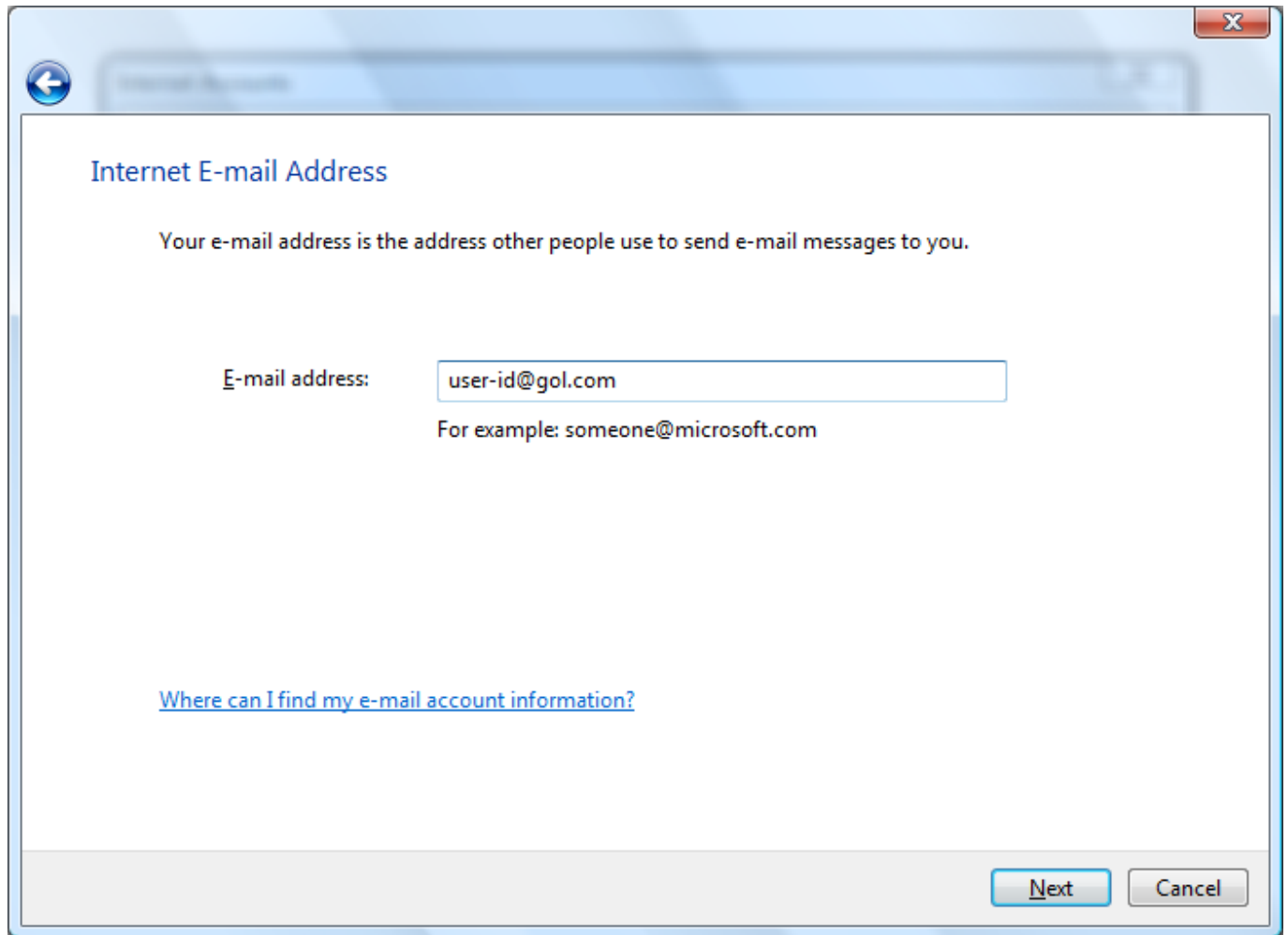
# Windows Mail



The screenshot shows a Windows Mail setup window titled "Your Name". It has a blue header bar with a back arrow on the left and a close button (X) on the right. The main content area is white and contains the following text: "Your Name" in blue, "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." in black, and a text input field with "Your Name" inside. Below the input field is the text "For example: John Smith". At the bottom left of the main area is a blue hyperlink: "Where can I find my e-mail account information?". At the bottom right are two buttons: "Next" (highlighted in blue) and "Cancel" (greyed out).

5. Enter your email address in the "E-mail address:" field here and then click on the "Next" button

# Windows Mail



Internet E-mail Address

Your e-mail address is the address other people use to send e-mail messages to you.

E-mail address:

For example: someone@microsoft.com

[Where can I find my e-mail account information?](#)

Next Cancel

6. Choose and enter the following settings here:

Incoming e-mail server type: POP3\*

Incoming mail (POP3 or IMAP) server: popmail.gol.com

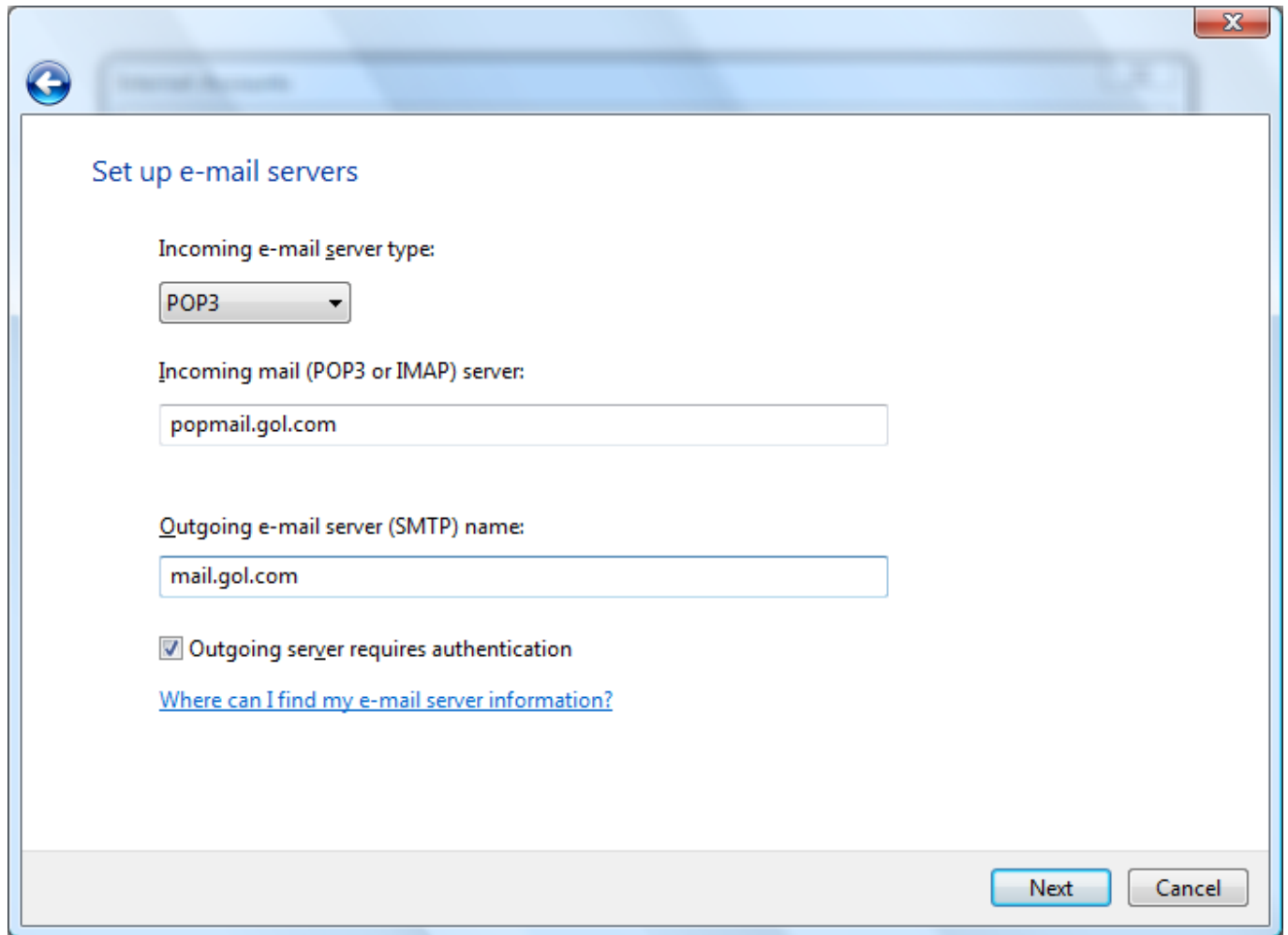
Outgoing e-mail server (SMTP) name: mail.gol.com

Outgoing server requires authentication: Check

Click on the "Next" button here after entering these settings

\*NOTE - If you are not sure of the difference between a POP3 and IMAP type account, please see our FAQ [here](#)

# Windows Mail



Set up e-mail servers

Incoming e-mail server type:  
POP3

Incoming mail (POP3 or IMAP) server:  
popmail.gol.com

Outgoing e-mail server (SMTP) name:  
mail.gol.com

☒ Outgoing server requires authentication

[Where can I find my e-mail server information?](#)

Next Cancel

7. Enter the following settings here:

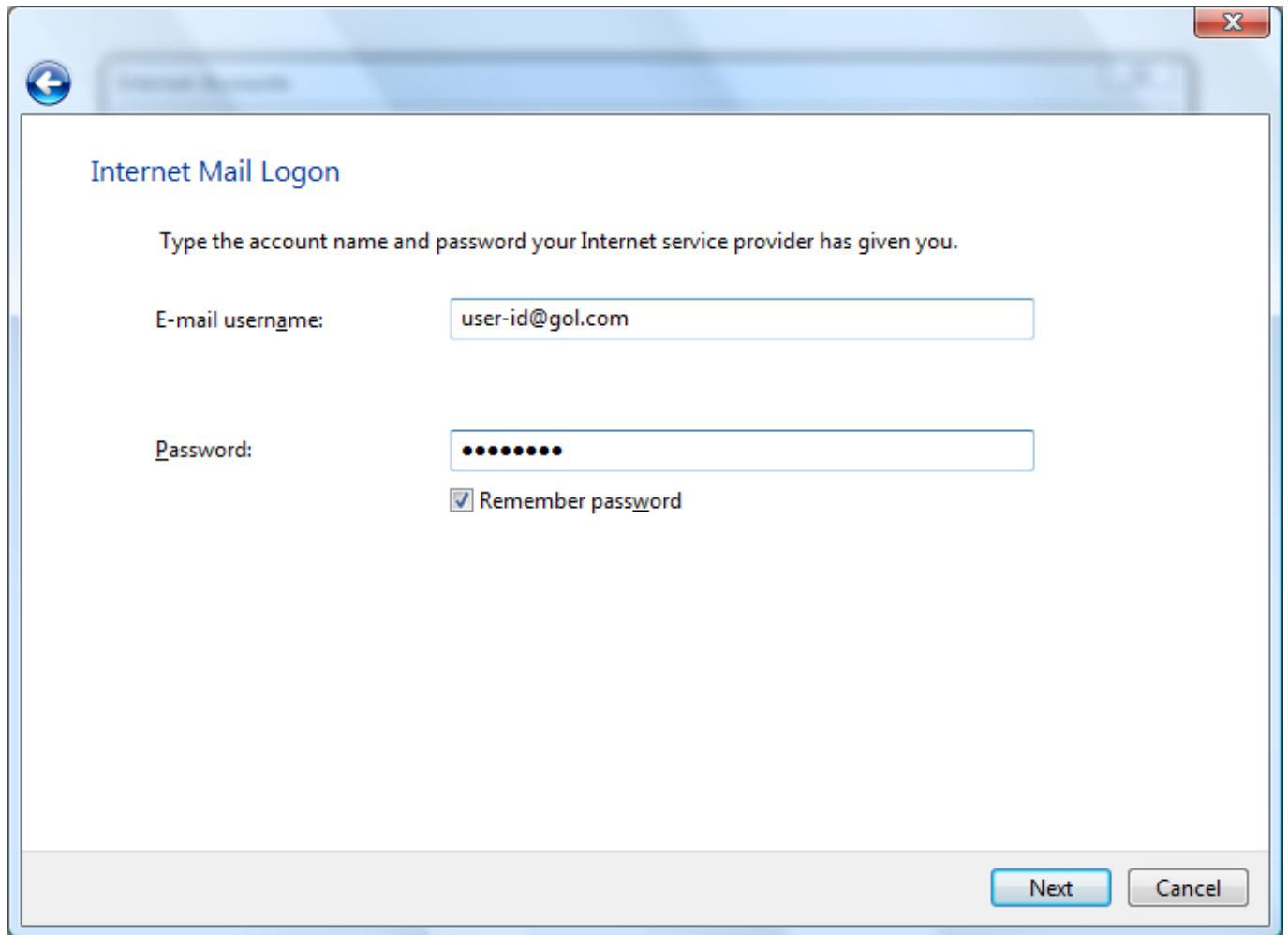
E-mail username: Enter your email account here (e.g. user-id@gol.com)

Password: Enter your Rakuten Broadband Premium account password here

Remember password: Check

Click on the "Next" button here after entering these settings

# Windows Mail



Internet Mail Logon

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

E-mail username: user-id@gol.com

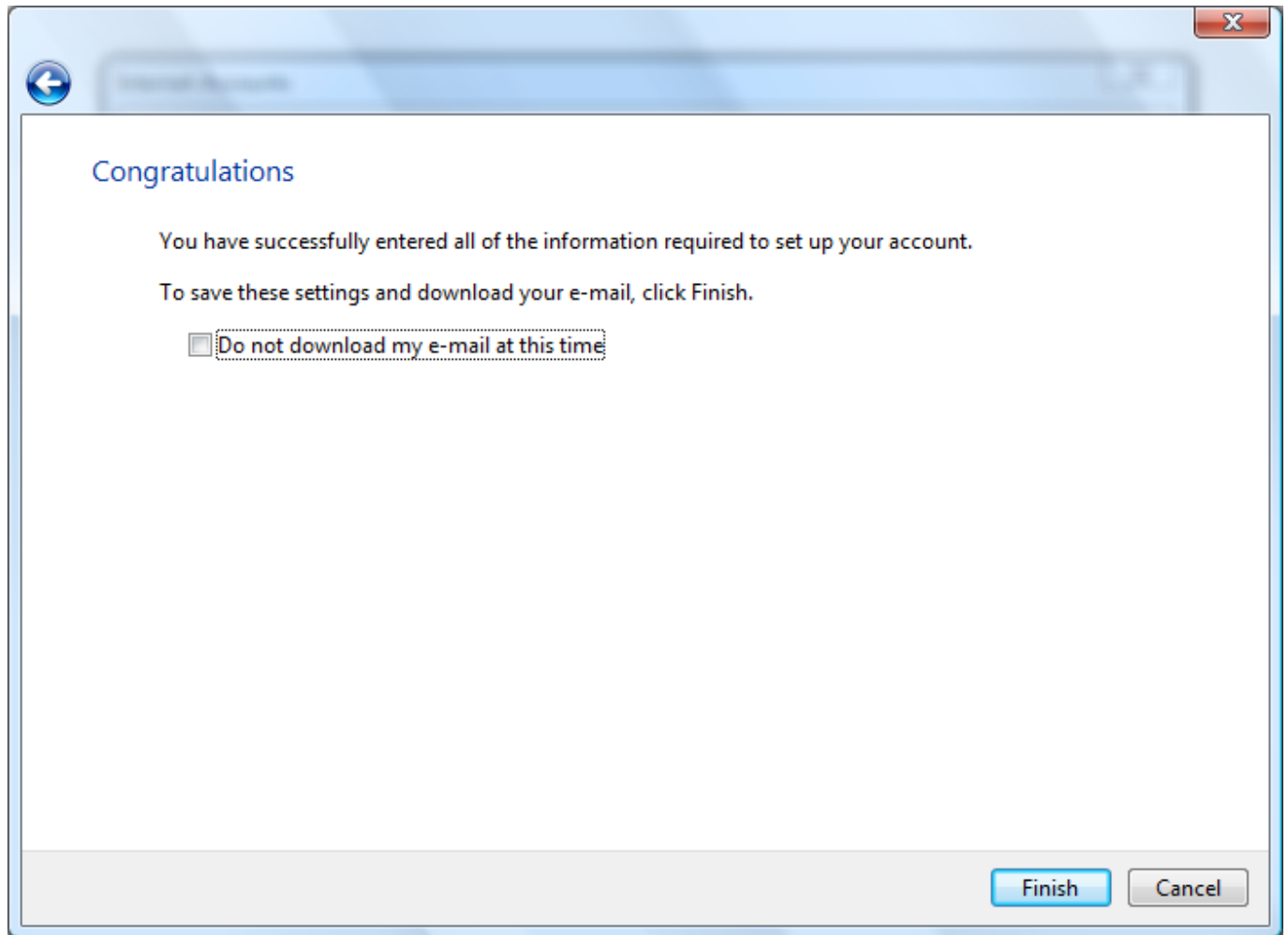
Password: ••••••••

☒ Remember password

Next Cancel

8. You have now setup the email account in Windows Mail. Click the "Finish" button here

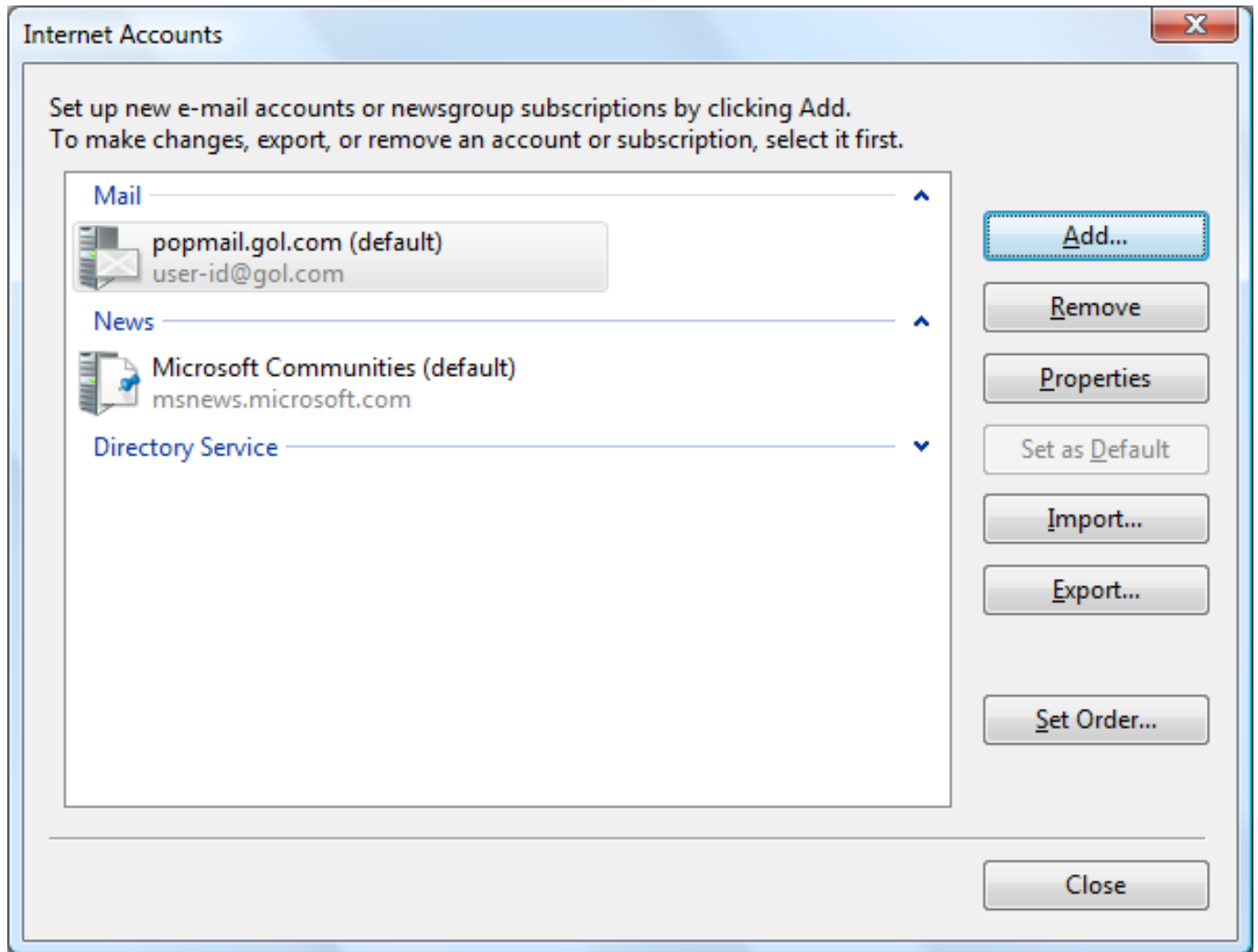
# Windows Mail



9. You can now see the email account listed here. Click on the account and then click on the "Properties" button



# Windows Mail



10. Click on the "Advanced" tab here and make sure you have the following settings:

Outgoing mail (SMTP): 587

This server requires a secure connection (SSL): Do not check

Incoming mail (POP3): 110

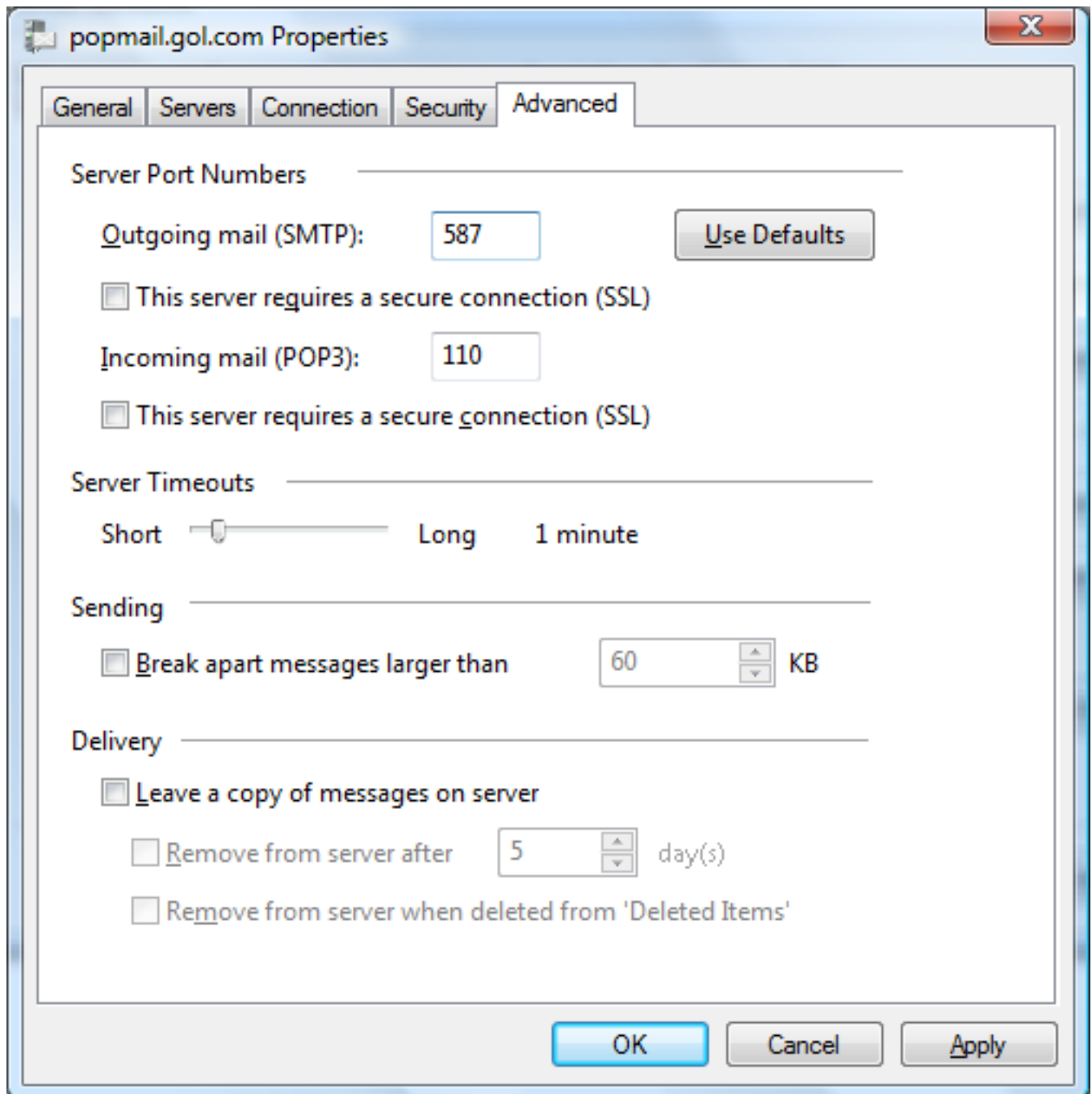
This server requires a secure connection (SSL): Do not check

Leave a copy of messages on server: Do not check\*

Click the "Apply" button here and then "OK" to close this screen and save the settings

\*NOTE - We recommend leaving this option unchecked to prevent your mailbox getting full. If you would like to store mail on the server for a certain period of time, you can check this box. We would then recommend that you check the option "Remove from server after 5 days" to prevent the mailbox getting full

# Windows Mail



You should now be able to send and receive mail using Windows Mail

Unique solution ID: #1023  
Author: Support  
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