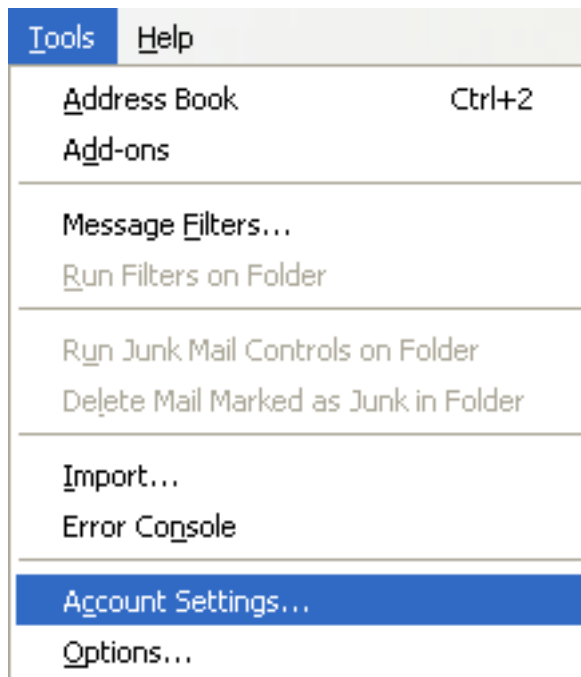


Q. How do I setup my account in Thunderbird 2?

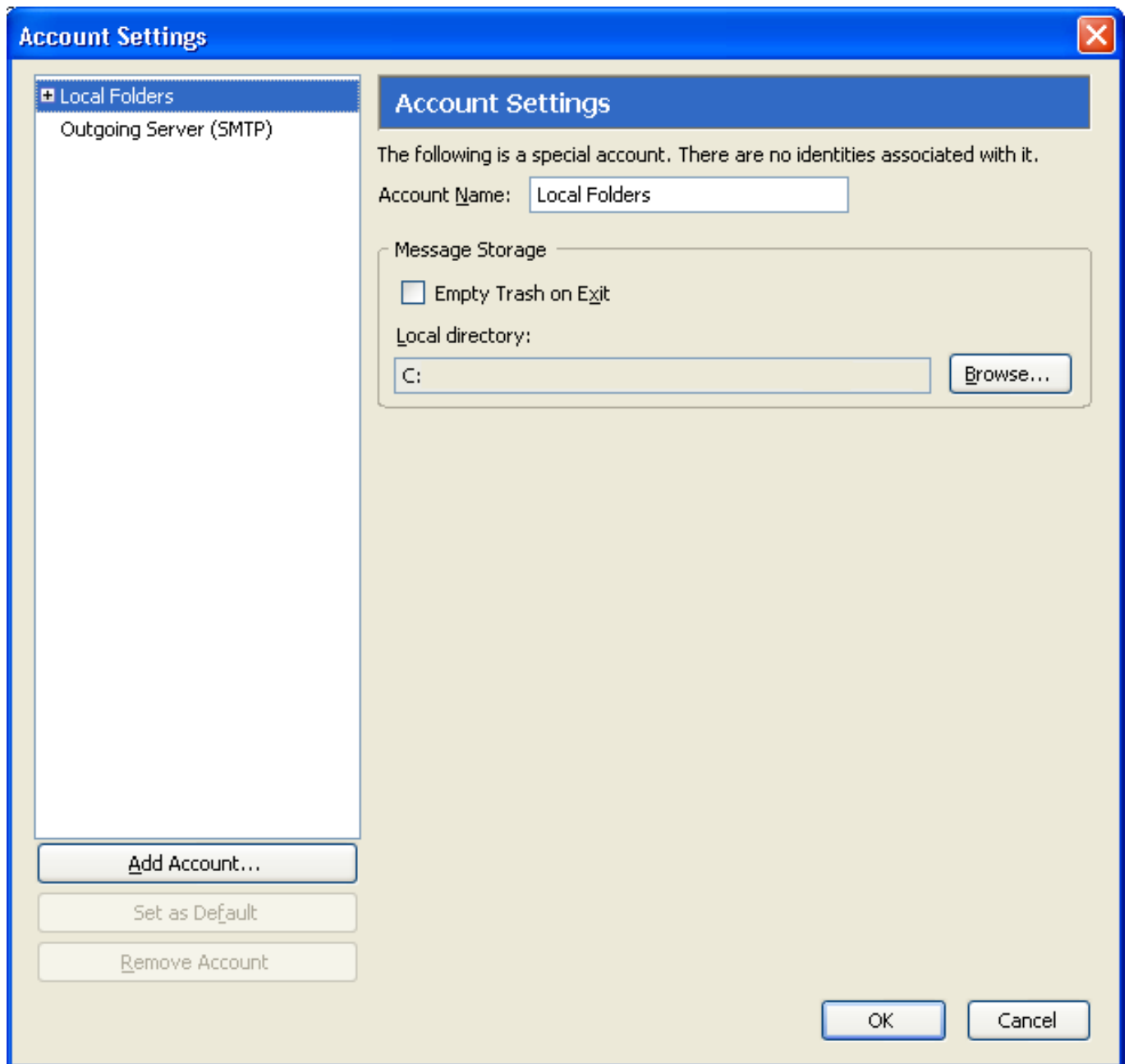
A. Step 1. Create a new profile

1. Open Thunderbird 2 and click on "Tools" and then "Account Settings..." here

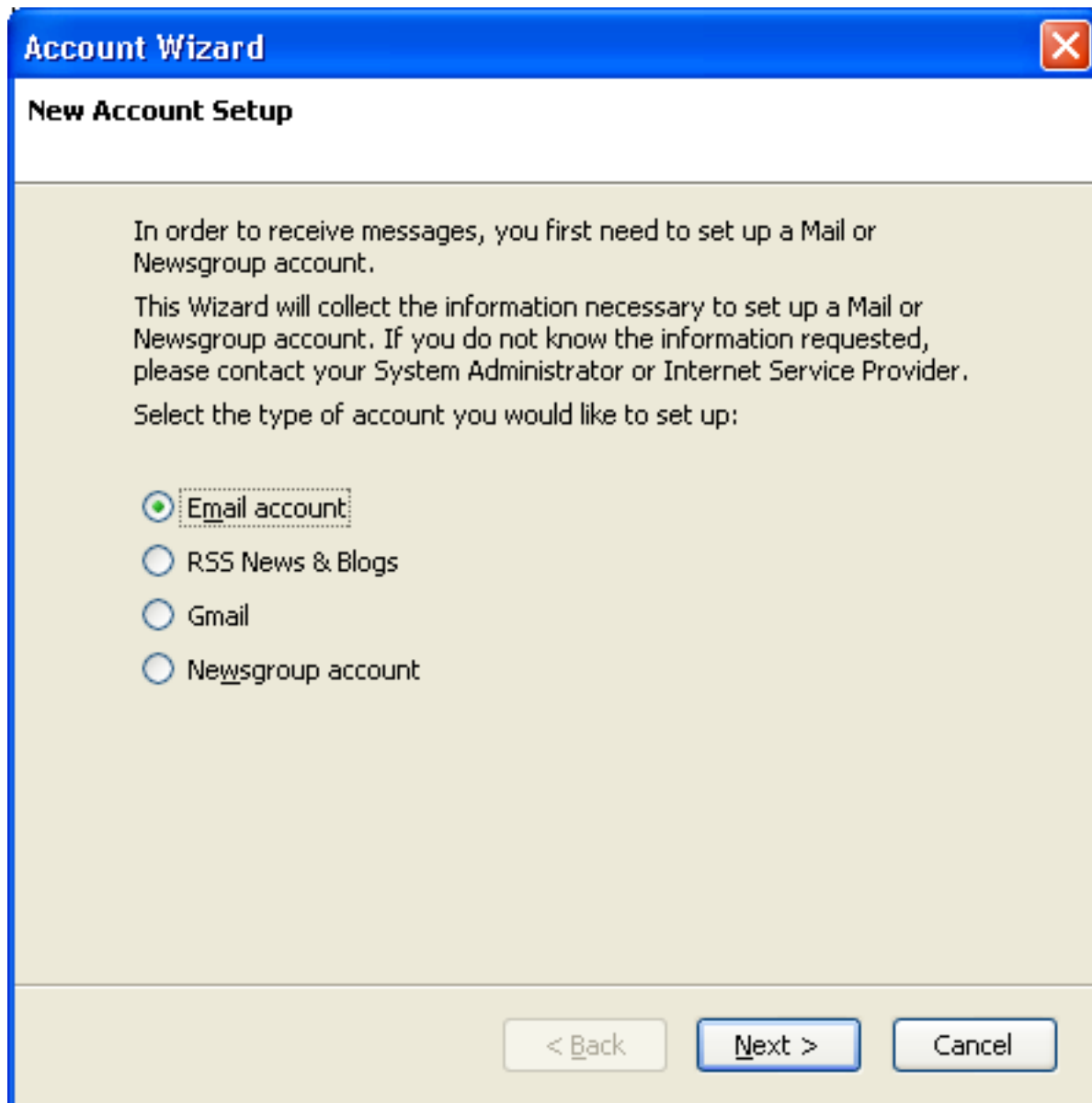
(If you already have an account setup, continue on to "[Step 2. Configuring/Modifying SMTP \(outgoing mail\) server.](#)")



2. Click on "Add Account..." in the bottom left corner of the screen



3. Select "Email account" and then click "Next"



4. Enter your account information here;

Your name: Enter your name here

Email Address: Enter your email address

Click "Next" once this information has been entered

Account Wizard

Identity

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

< Back Next > Cancel

5. Select "POP" as the account type here and then enter the incoming mail server;

Incoming Server: popmail.gol.com

The option "Use Global Inbox" is up to you. Once you have entered the information here, click "Next"

Account Wizard

Server Information

Select the type of incoming server you are using.

☒ POP ☐ IMAP

Enter the name of your incoming server (for example, "mail.example.net").

Incoming Server:

Uncheck this checkbox to store mail for this account in its own directory. That will make this account appear as a top-level account. Otherwise, it will be part of the Local Folders Global Inbox account.

☐ Use Global Inbox (store mail in Local Folders)

Your existing outgoing server (SMTP), "mail.gol.com", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu.

< Back Next > Cancel

NOTE - Please see [this FAQ](#) page to see the difference between a POP and IMAP type account

6. Enter your email address here and then click "Next"

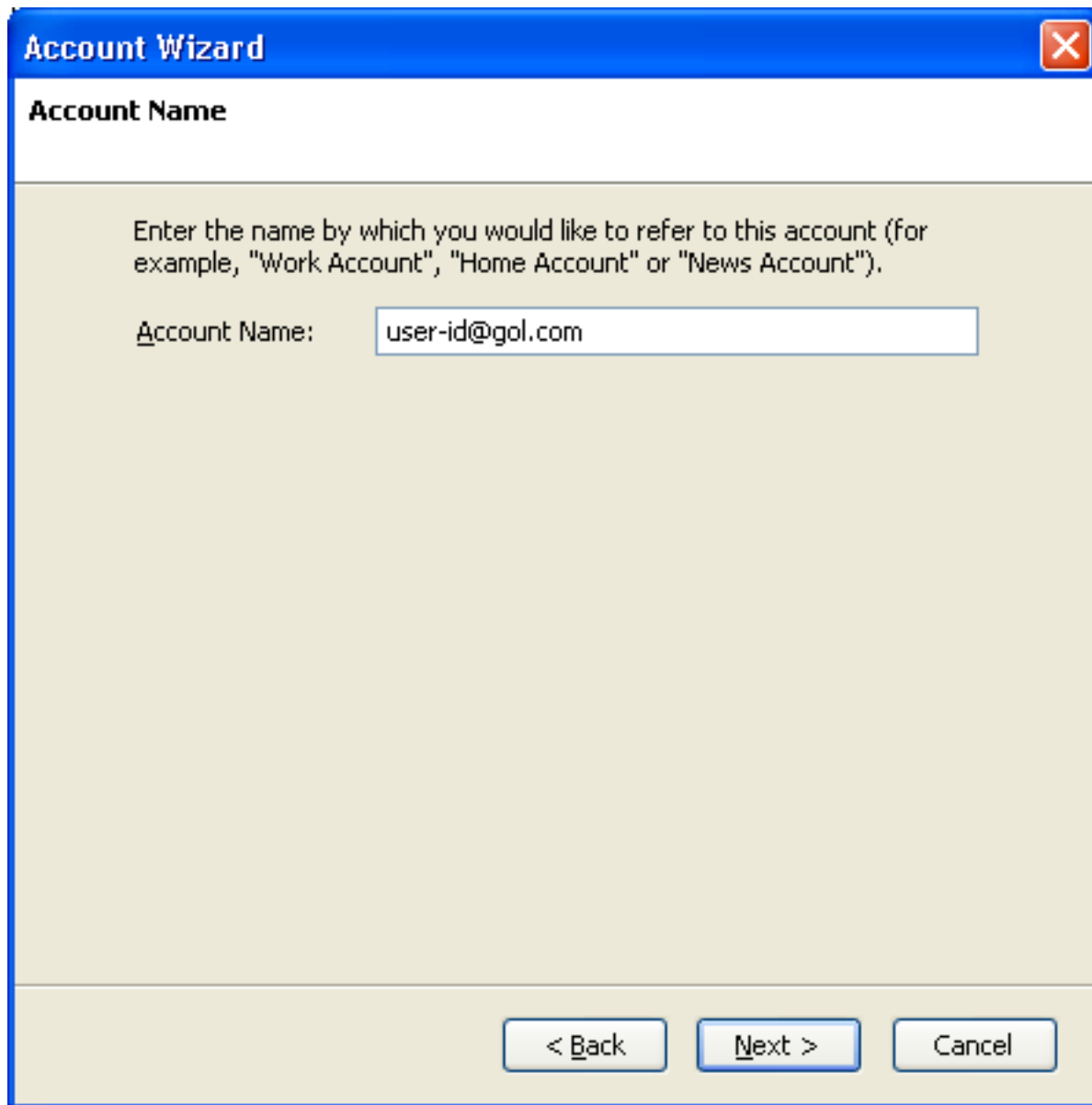
Incoming User Name: user-id@gol.com

The screenshot shows a window titled "Account Wizard" with a standard Windows-style title bar (blue with a red close button). The main content area has a white header with the text "User Names". Below this, the instructions read: "Enter the incoming user name given to you by your email provider (for example, "jsmith").". There is a text input field labeled "Incoming User Name:" containing the text "user-id@gol.com". Below the input field, a note states: "Your existing outgoing (SMTP) username, "user-id@gol.com", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu." At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

7. You can enter any name here to refer to the account. For simplicity, we have entered the email address again

Account Name: user-id@gol.com

Click "Next" once you have entered an account name



Account Wizard

Account Name

Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").

Account Name:

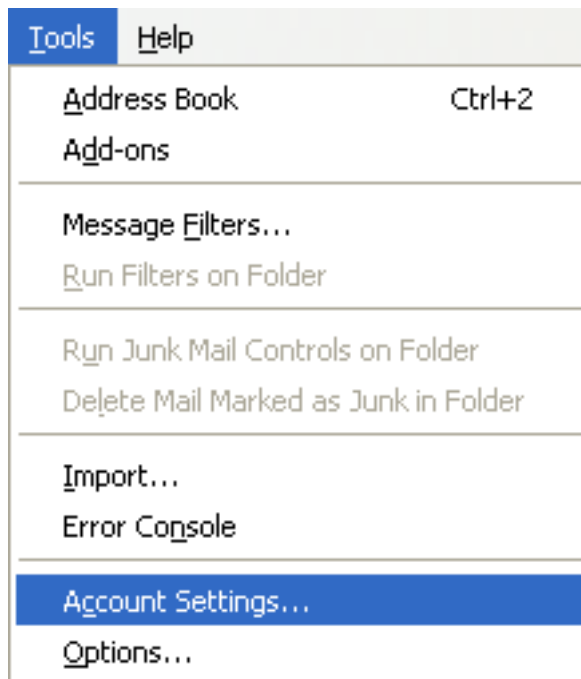
< Back Next > Cancel

8. You should now see a summary of the account settings. Click "Finish" here

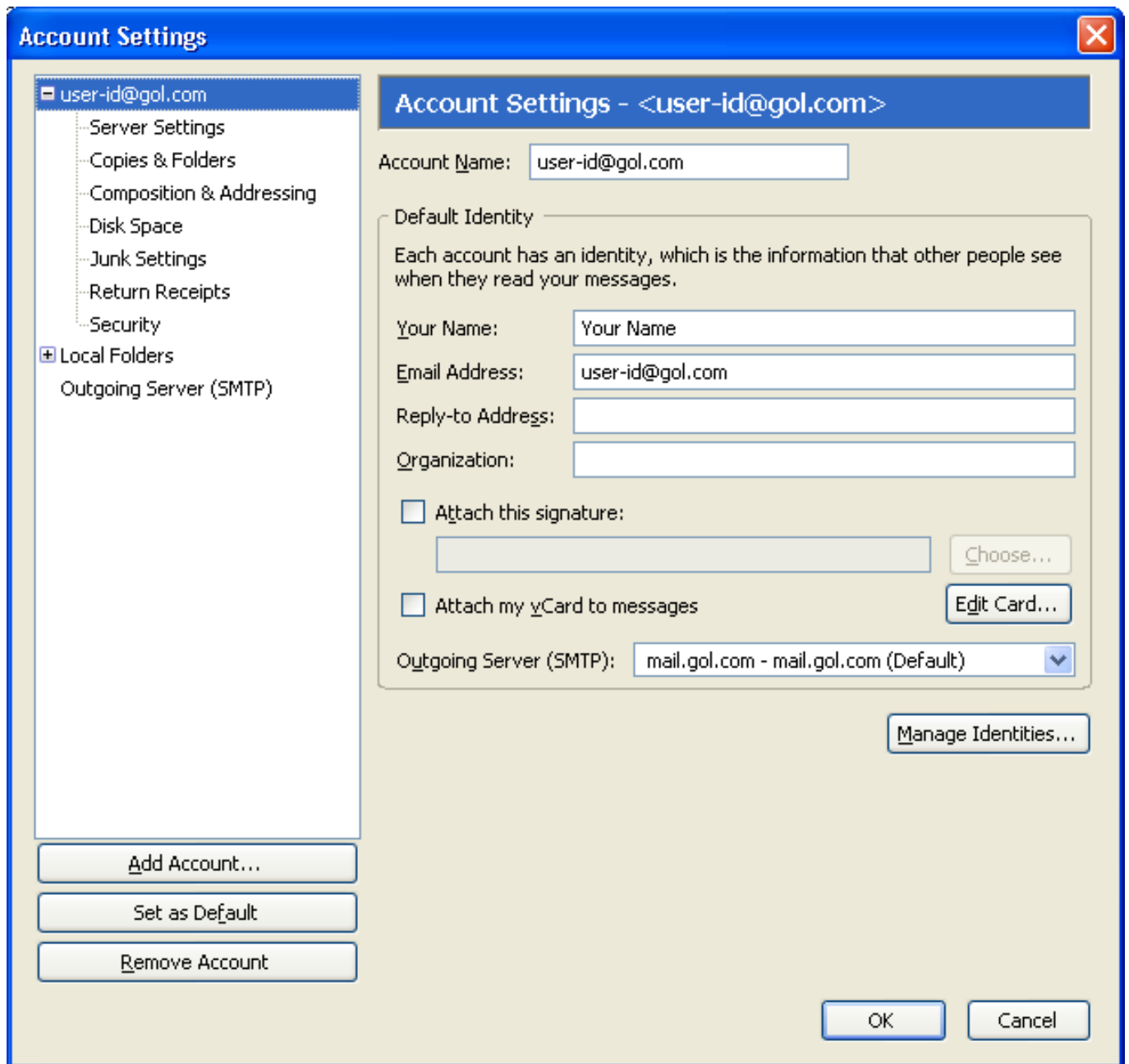


Step 2. Configuring/Modifying SMTP (outgoing mail) server

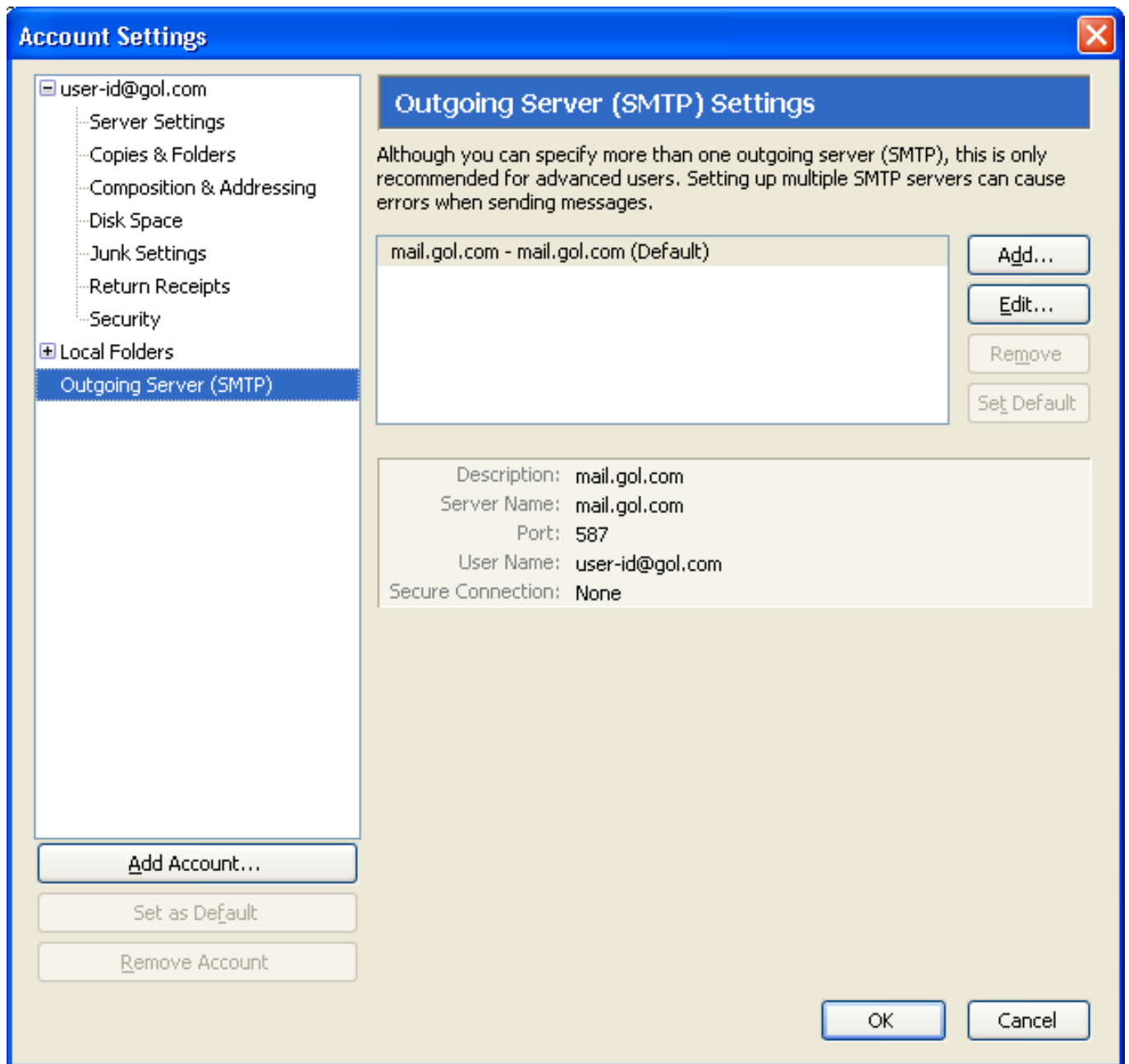
1. After creating the account in Step 1, you should be returned to the Account Settings window. If you are not returned to this screen or need to access it again, click on "Tools" and then "Account Settings..." in Thunderbird



2. You should now see your account listed in the left hand side menu. Select "Outgoing Server (SMTP)" here



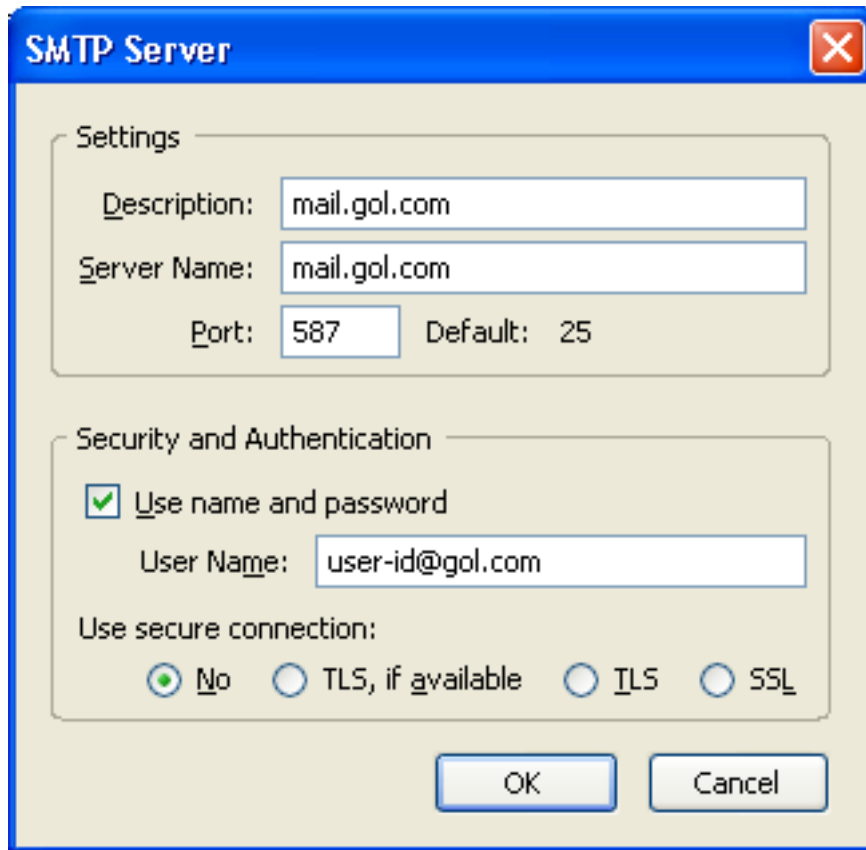
3. Select the mail.gol.com server on the right hand side of the screen and click the "Edit..." button



4. Please make sure you have the following settings here;

Description: mail.gol.com
Server name: mail.gol.com
Port: 587

Use name and password: Checked
User name: Enter your email address
Use secure authentication: No



SMTP Server

Settings

Description: mail.gol.com

Server Name: mail.gol.com

Port: 587 Default: 25

Security and Authentication

☒ Use name and password

User Name: user-id@gol.com

Use secure connection:

☒ No ☐ TLS, if available ☐ TLS ☐ SSL

OK Cancel

Once you have checked these settings, click "OK". You will be returned to the Account Settings screen and you can click "OK" again here to close this screen

You should now be able to send and receive email in Thunderbird 2. If you have any problems sending or receiving mail after confirming the settings you have are correct, please refer to our other FAQs or [contact us](#)

Unique solution ID: #1071
Author: Support
Last update: 2017-07-03 02:59