

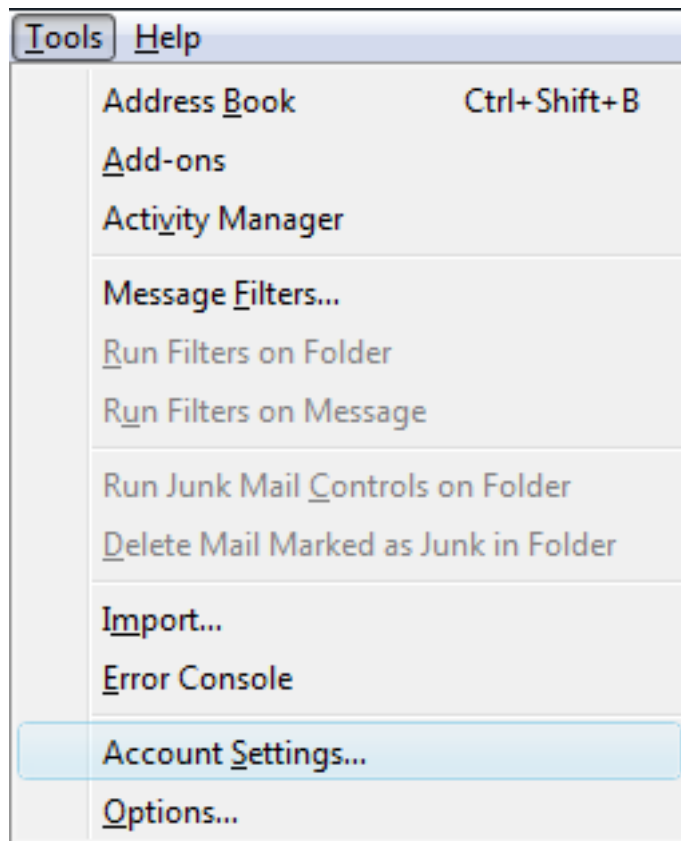
Thunderbird 3-24

Q. How do I setup my account in Thunderbird 3?

A. Step 1. Create a new profile

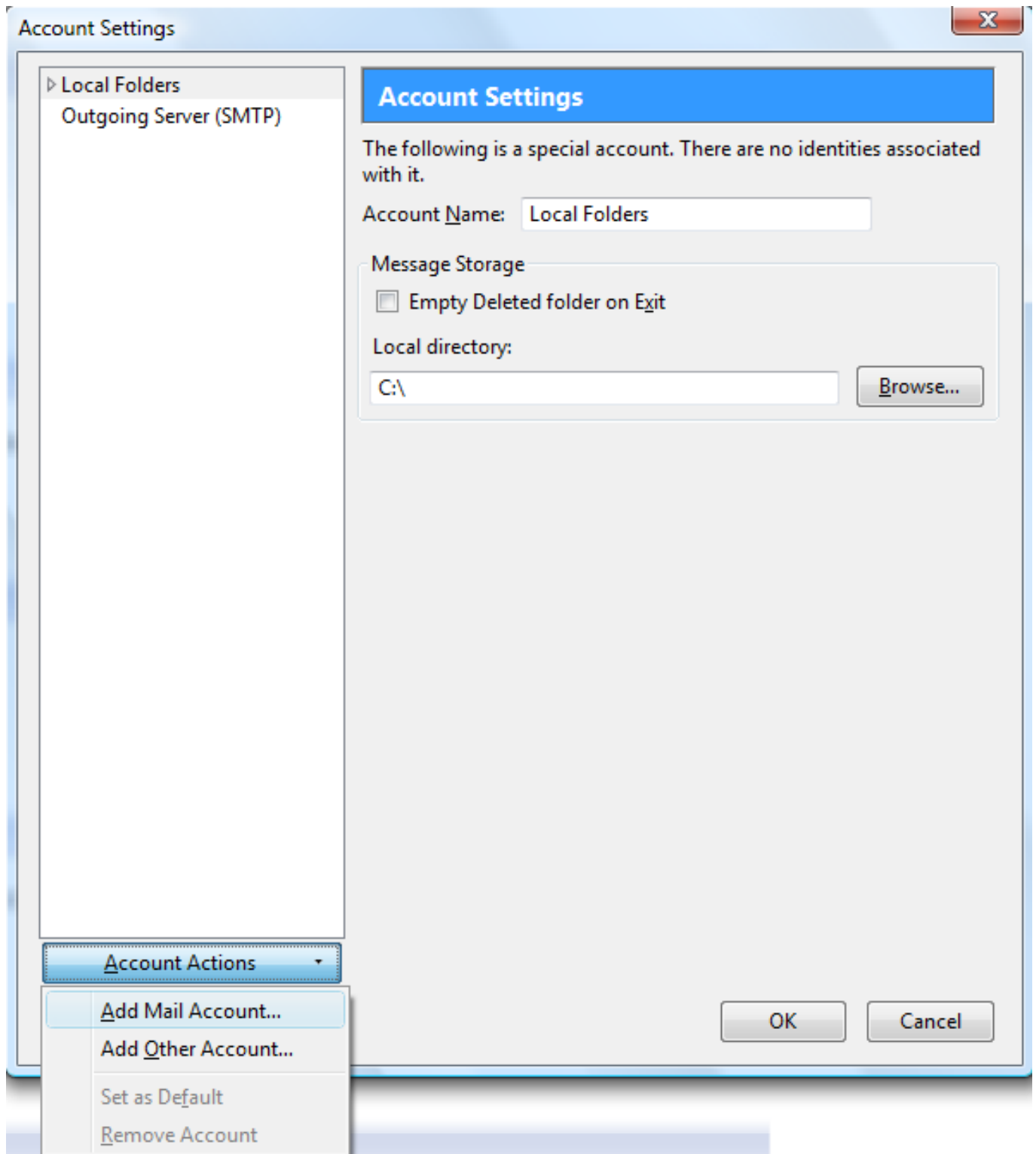
1. Open Thunderbird 3 and click on "Tools" and then "Account Settings..." here

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



2. Click on "Account Actions" and then "Add Mail Account..." in the bottom left corner of the screen

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3. Enter your account information here;

Your name: Enter your name here

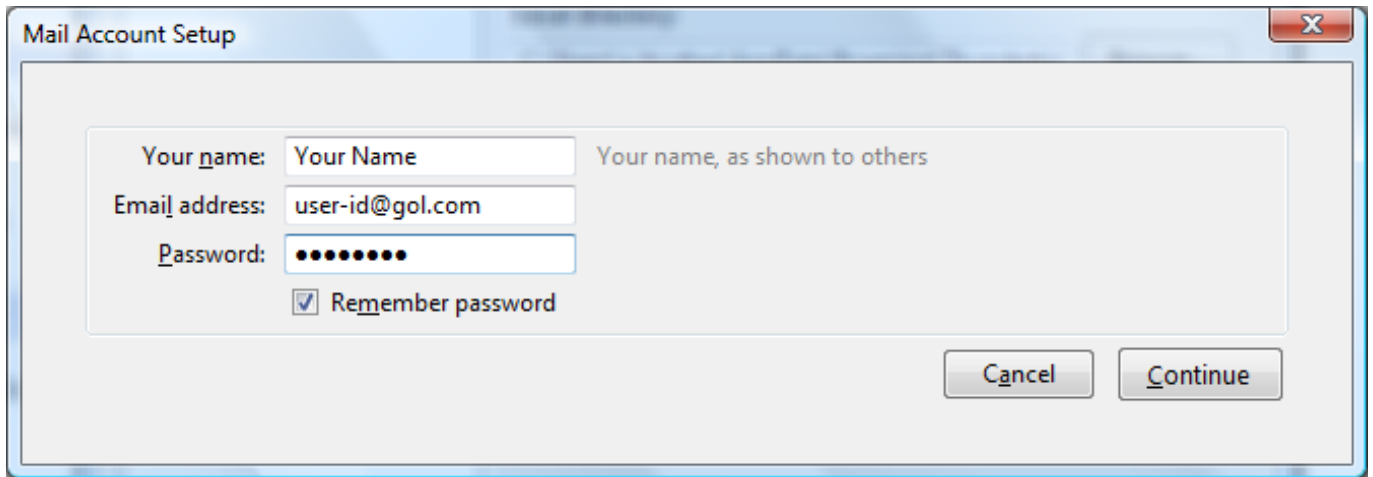
Email address: Enter your email address

Password: Enter your Rakuten Broadband Premium account password

Remember password: Check this if you would like Thunderbird to remember your password

Click on "Continue" once this information has been entered

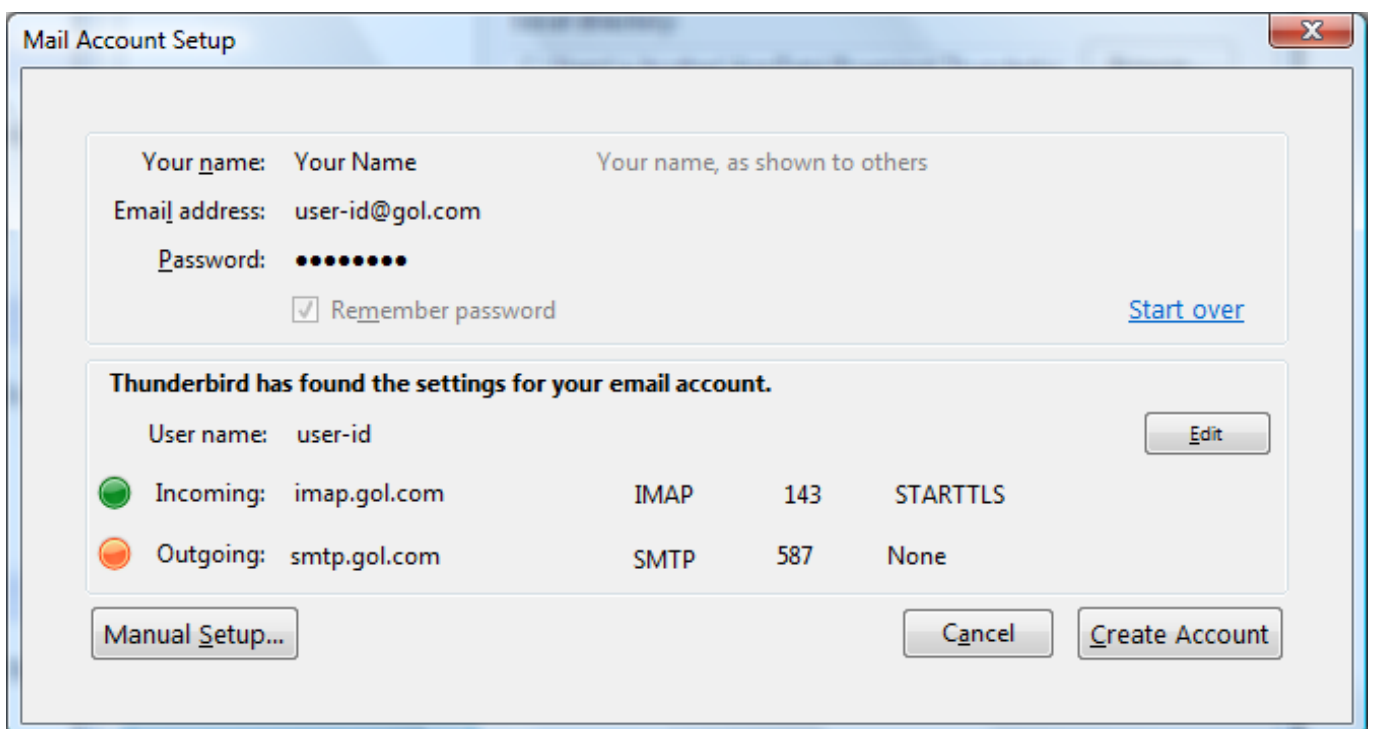
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The "Mail Account Setup" dialog box contains the following fields and controls:

- Your name:** A text box containing "Your Name" with a placeholder "Your name, as shown to others".
- Email address:** A text box containing "user-id@gol.com".
- Password:** A text box containing seven dots.
- ☒ **Remember password**
- Buttons:** "Cancel" and "Continue".

4. Click on the "Edit" button here after Thunderbird attempts to complete the account settings itself



The "Mail Account Setup" dialog box shows the account settings after detection. It includes a "Start over" link and an "Edit" button for the detected settings.

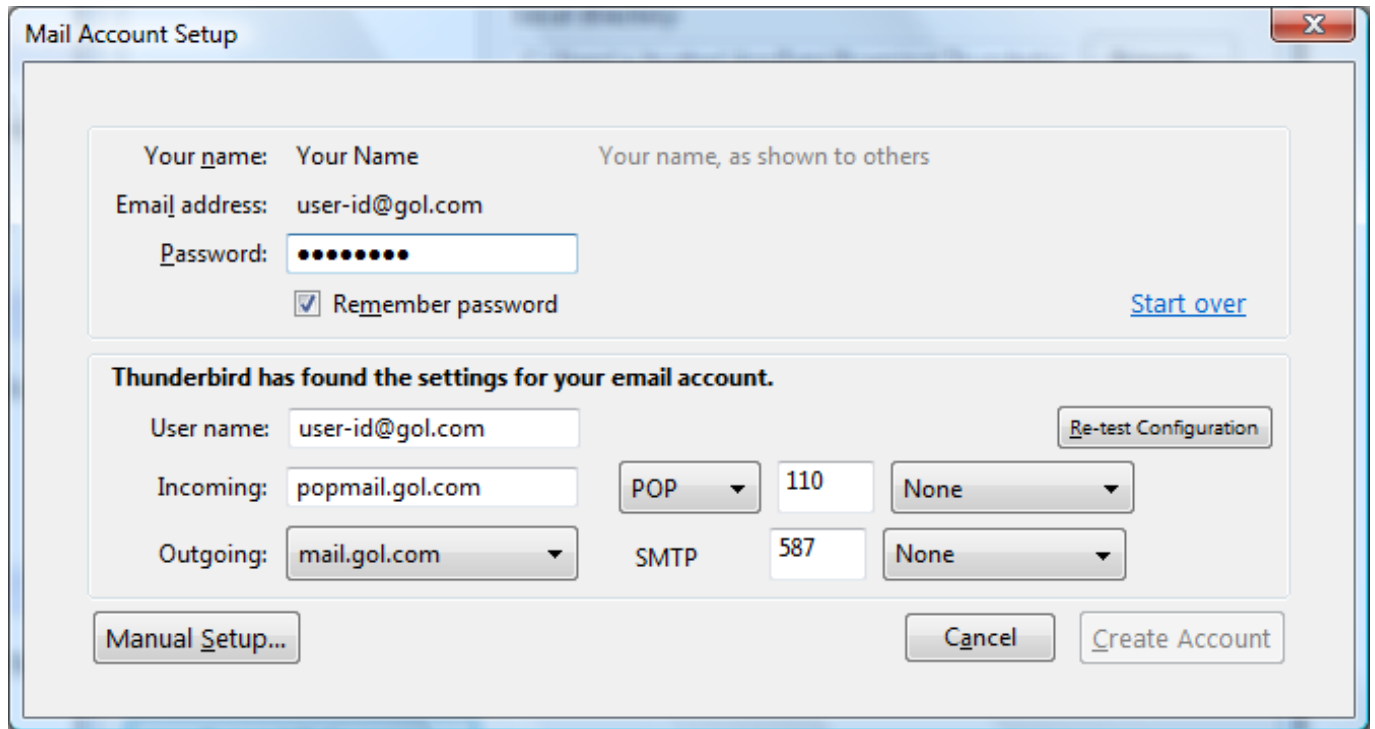
Thunderbird has found the settings for your email account.

	User name:	imap.gol.com	IMAP	143	STARTTLS
Incoming:	imap.gol.com	IMAP	143	STARTTLS	
Outgoing:	smtp.gol.com	SMTP	587	None	

Buttons: "Manual Setup...", "Cancel", "Create Account", "Edit".

5. Update the account settings here so that they are the same as shown below

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Mail Account Setup

Your name: Your Name Your name, as shown to others

Email address: user-id@gol.com

Password: ••••••••

☒ Remember password [Start over](#)

Thunderbird has found the settings for your email account.

User name: user-id@gol.com [Re-test Configuration](#)

Incoming: popmail.gol.com POP 110 None

Outgoing: mail.gol.com SMTP 587 None

[Manual Setup...](#) [Cancel](#) [Create Account](#)

Please make sure you have the following settings;

User name: Enter your email address

Incoming: popmail.gol.com

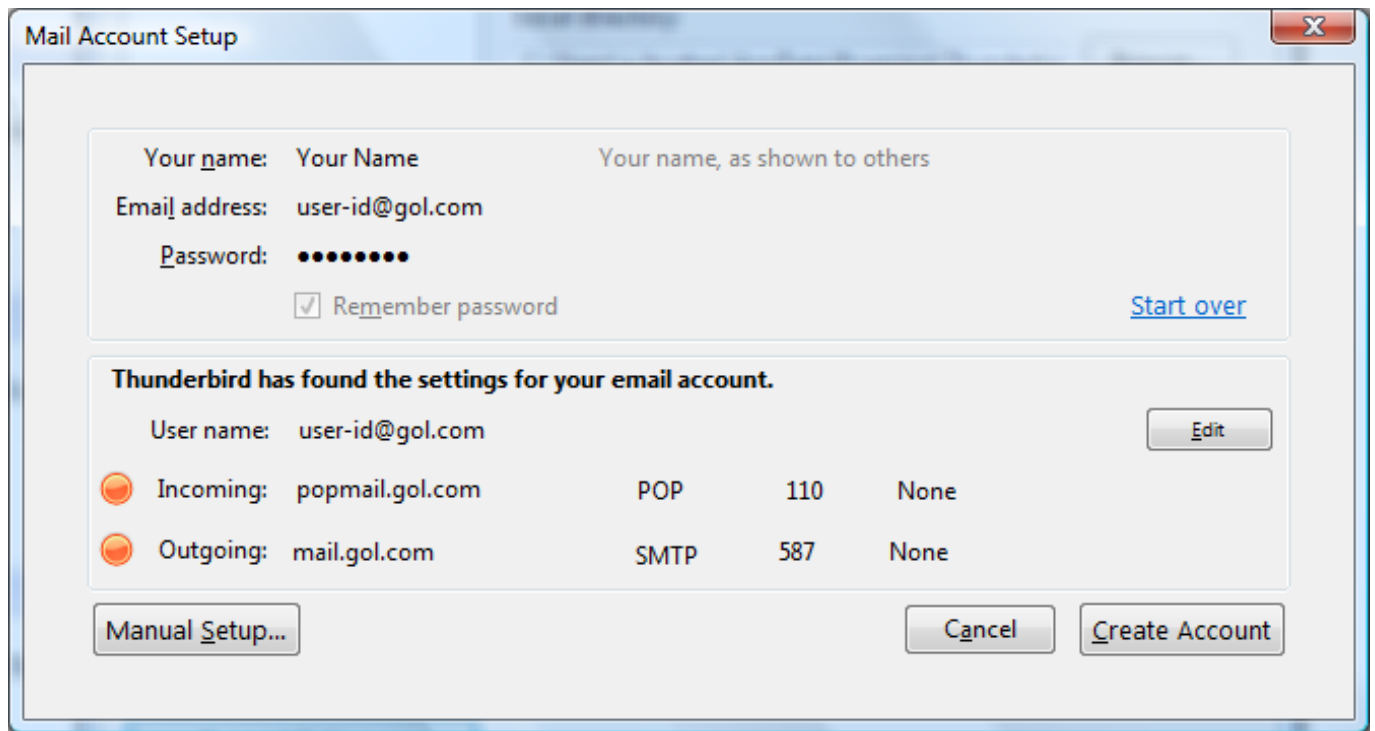
Outgoing: mail.gol.com (Default)

Make sure you select the "POP" protocol, the port numbers are 110 (Incoming) and 587 (Outgoing) and that "None" has been selected in the drop down menu boxes on the right hand side

Click "Re-test Configuration" after updating these settings

6. Click on "Create Account" after the updated settings have been tested by Thunderbird

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Mail Account Setup

Your name: Your Name Your name, as shown to others



Email address: user-id@gol.com

Password: ••••••••

☒ Remember password [Start over](#)

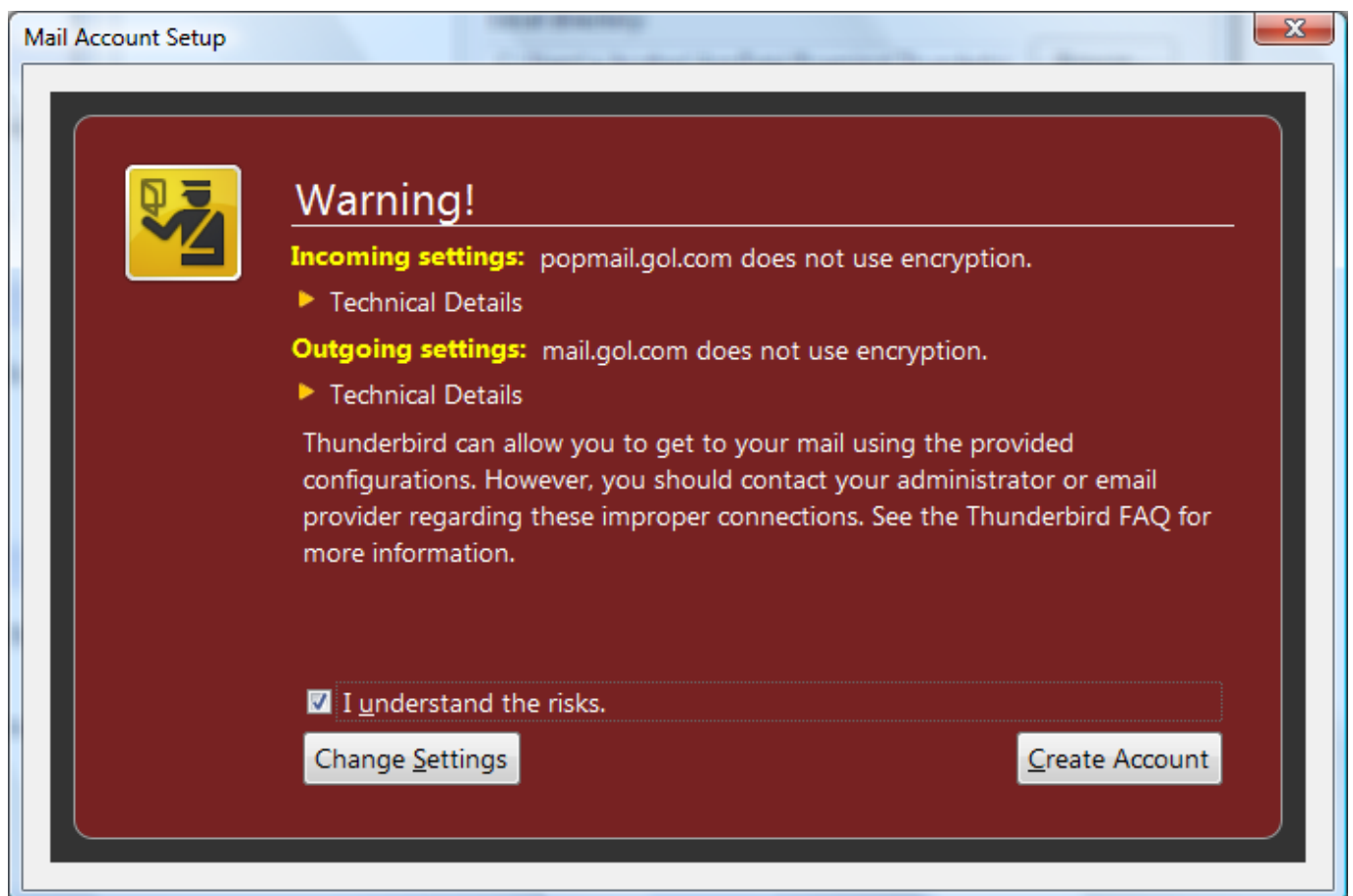
Thunderbird has found the settings for your email account.

User name: user-id@gol.com [Edit](#)


	Incoming: popmail.gol.com	POP	110	None
	Outgoing: mail.gol.com	SMTP	587	None

[Manual Setup...](#) [Cancel](#) [Create Account](#)

7. You may see the following screen as no secure connection has been selected for incoming or outgoing mail. Check the "I understand the risks." box here and then click "Create Account"



Mail Account Setup

 **Warning!**

Incoming settings: popmail.gol.com does not use encryption.
▶ Technical Details

Outgoing settings: mail.gol.com does not use encryption.
▶ Technical Details

Thunderbird can allow you to get to your mail using the provided configurations. However, you should contact your administrator or email provider regarding these improper connections. See the Thunderbird FAQ for more information.

☒ I understand the risks.

[Change Settings](#) [Create Account](#)

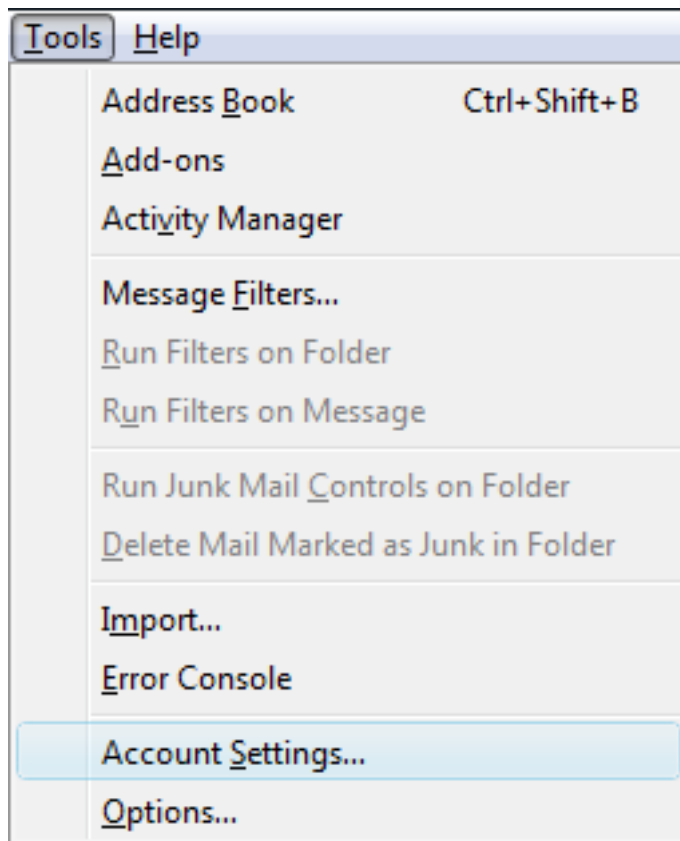
NOTE - It is possible to use a secure connection when sending or receiving mail. However, we usually recommend turning this off at first to confirm that you are able

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to send and receive mail without any problems. Once you can send and receive mail without any problems, these settings can be updated in Thunderbird

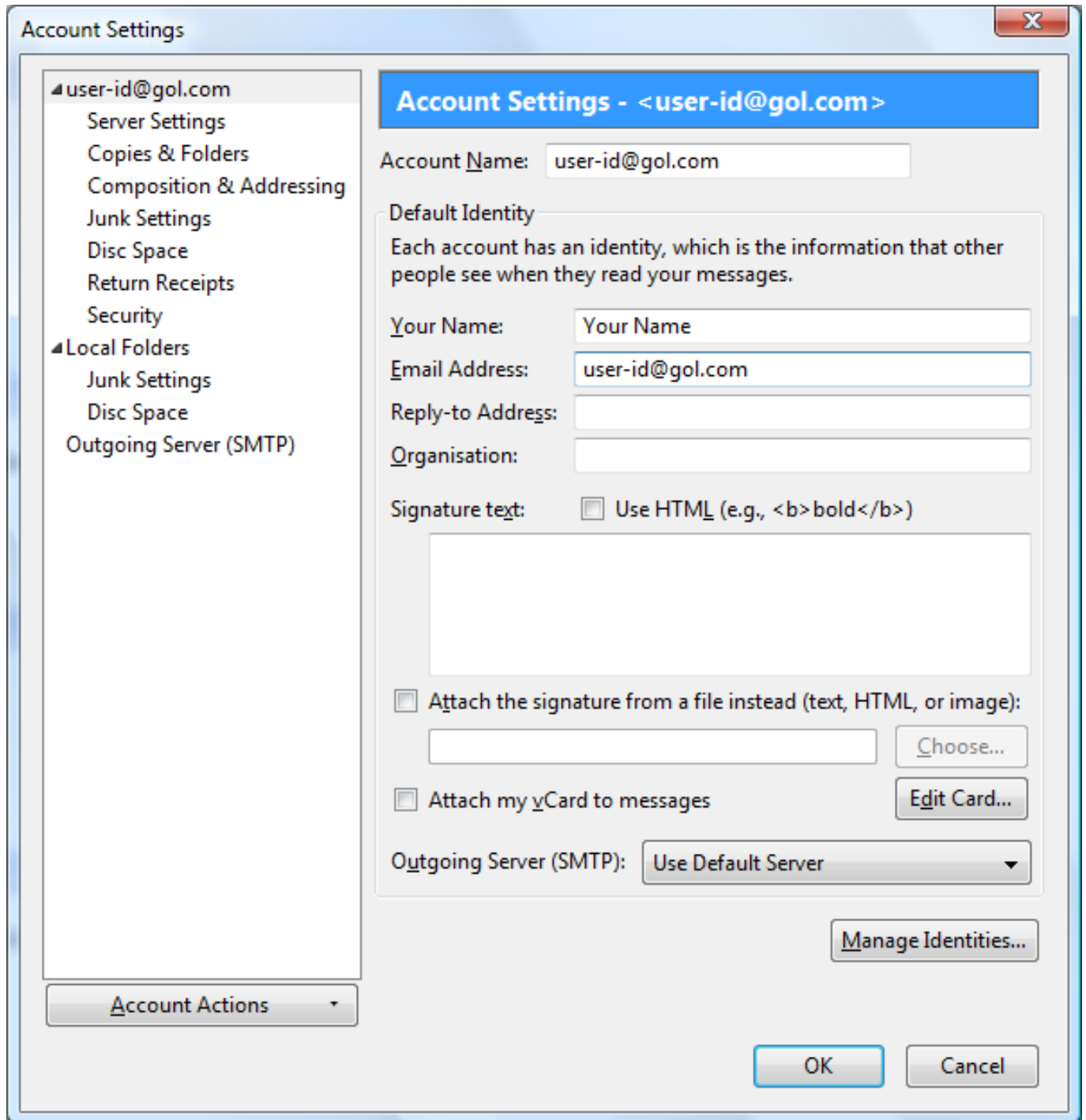
Step 2. Configuring/Modifying SMTP (outgoing mail) server

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



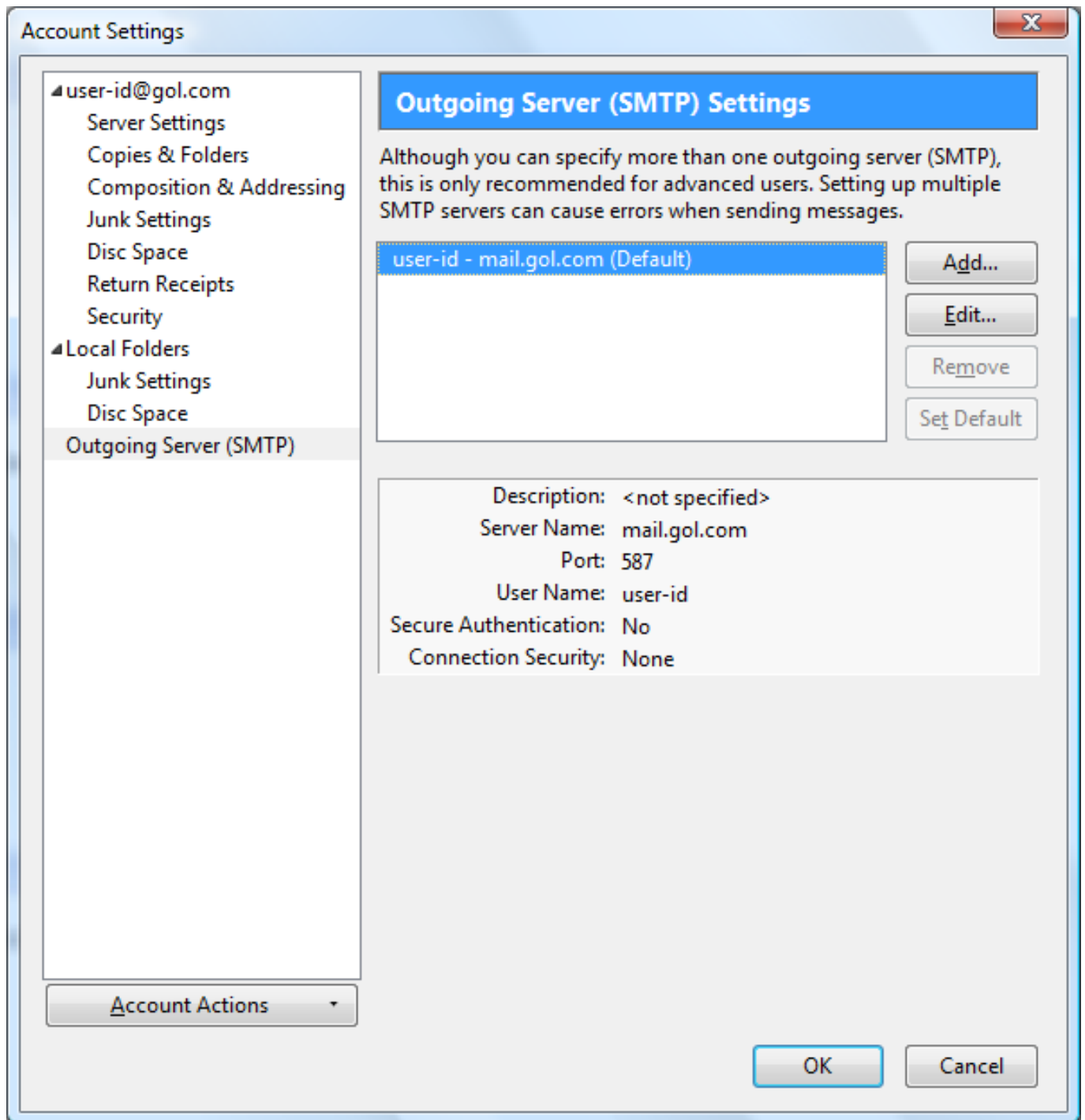
2. You should now see your account listed in the left hand side menu. Select "Outgoing Server (SMTP)" here

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

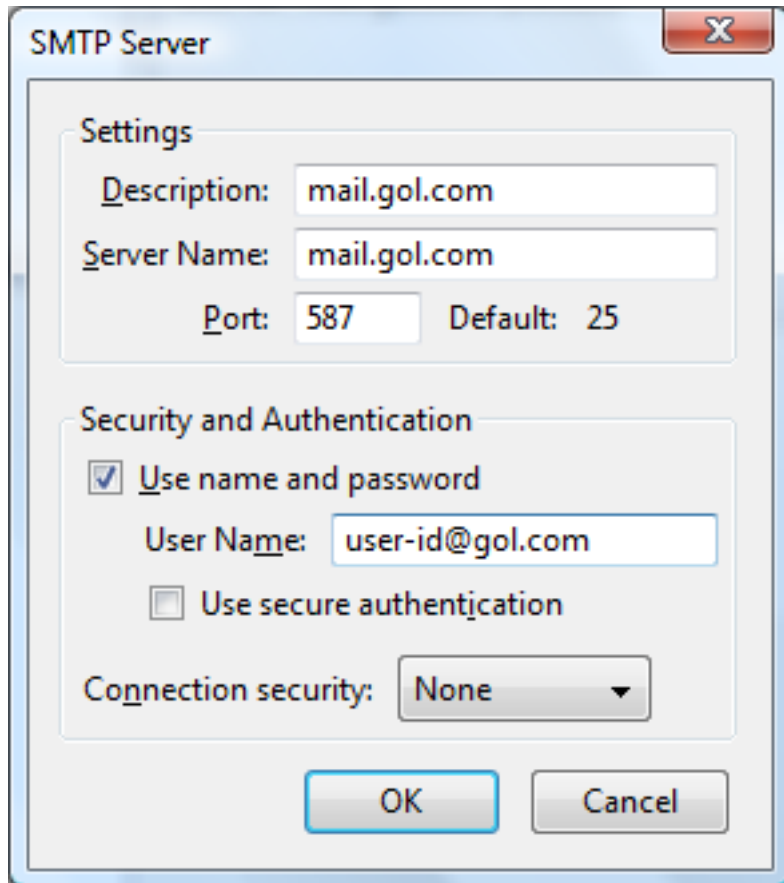
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NOTE - If the mail.gol.com server is not the "(Default)" server, you can change this by selecting mail.gol.com and then clicking the "Set Default" button on the right hand side

4. Depending on the version of Thunderbird 3 you are using, you should see one of the screens below;

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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 authentication

Connection security: None

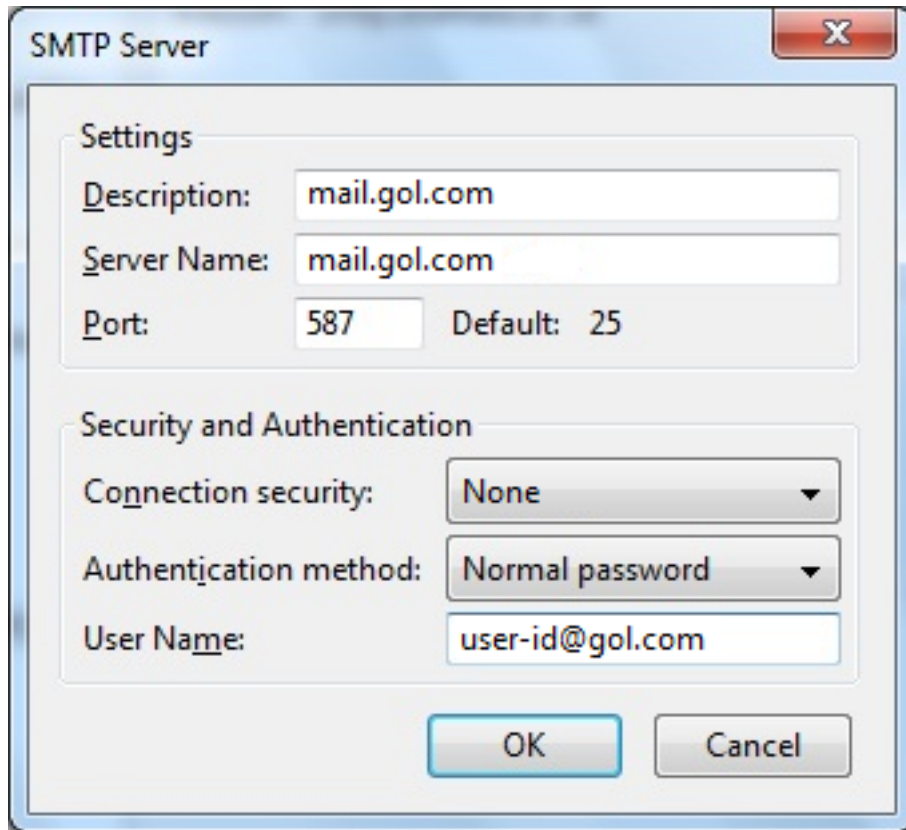
OK Cancel

Please make sure you have the following settings;

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

Use name and password: Checked
User name: Enter your Rakuten Broadband Premium email address
Use secure authentication: Unchecked
Connection security: None

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Please make sure you have the following settings;

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

Connection security: None
Authentication method: Normal password*
User name: Enter your email address

*If you do not have this option, please select "Password, transmitted insecurely"

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 3. 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: #1066
Author: Support
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