

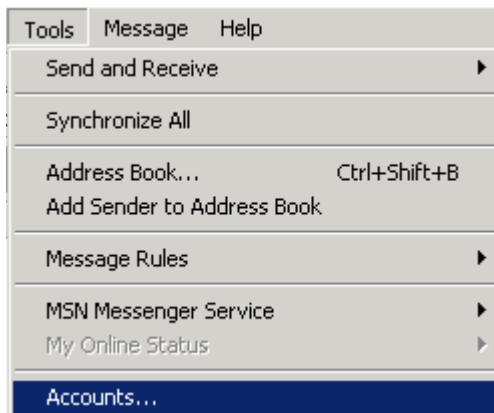
## Checking Your Outlook Express 5 (PC) Settings

Other versions: [Outlook Express 4 \(PC\)](#), [Outlook Express 4 \(MAC\)](#), [Outlook Express 5 \(MAC\)](#)

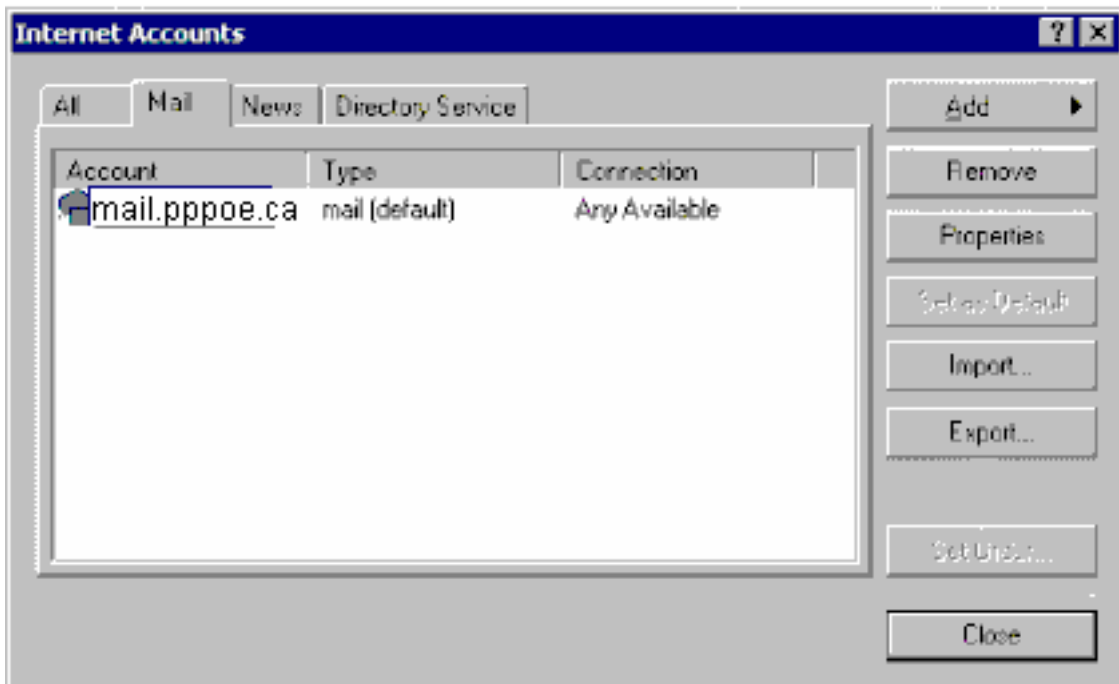
From your PC's Desktop open Outlook Express.



From the Menu bar, click the Tools menu, then click onto Accounts.



On the Internet Accounts page select the Mail tab at the top and then click on the Account name mail.pppoe.ca so it gets highlighted.



Click on the Properties button.

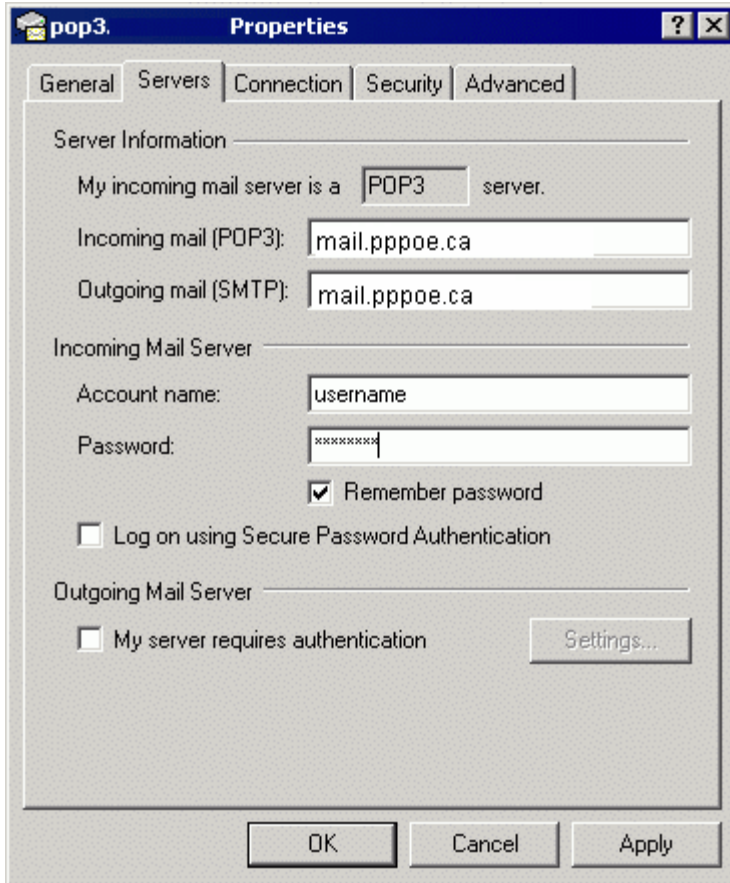
The screenshot shows a dialog box titled "Mail Account" with the following fields and options:

- Mail Account:** A text box containing "mail.pppoe.ca".
- User Information:**
  - Name:** A text box containing "My Name".
  - Organization:** An empty text box.
  - E-mail address:** A text box containing "xyz@pppoe.ca".
  - Reply address:** An empty text box.
- Include this account when receiving mail or synchronizing:** A checked checkbox.
- Buttons:** "OK", "Cancel", and "Apply" buttons at the bottom.

On the General tab type in your name as you want to appear in your emails. For example Joe Bloggs, or Mr Joe Bloggs.

Check to be sure that your email address is correct. If you don't know what it is, then by default it is your username with @pppoe.ca on the end. For example if your username is joebloggs then your email address will be joebloggs@pppoe.ca

Once you are done on this page, click on the Servers tab.



The Outgoing mail server should read as mail.pppoe.ca

The Incoming mail server should read mail.pppoe.ca

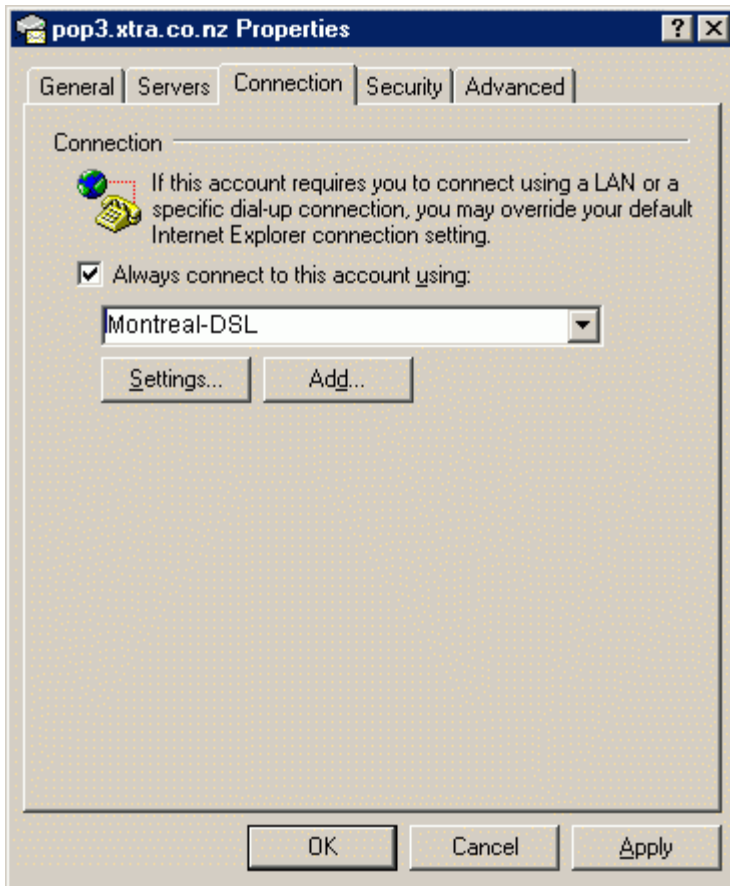
The Account name is your Montreal-DSL username.

The Password is your Password.

Please remember case sensitivity with your username and password. In other words Montreal-DSL sees USERNAME (all capitals) and username (all smalls) as two different usernames belonging to two different people. The same thing applies to your password. So you need to be exact in your typing.

The Remember Password option should be selected.

Once you're done then click onto the Connection Tab.



Check to see that you have a tick next to the box that reads "Always connect to this account using".

The line below that should show the name Montreal-DSL, if it doesn't then check the drop down menu to see if it is listed there and select it so that it is.

If you can't find a Montreal-DSL connection on the list then you'll need to run the Internet Connection Wizard. Cancel the Properties page and close Outlook Express, then please [click here](#) for instruction on how to run the Internet Connection Wizard.

Select the Advanced page tab.

In the Server Ports area the Outgoing mail server (SMTP) should be 25 and the Incoming mail (POP3) server should be 110  
You don't need to tick any of the SSL options.

If you are having problems downloading your email from the server then under the Server Timeouts heading drag the slider to the Long side.

Under the Sending heading you can choose to break apart large email messages into smaller chunks by selecting Break apart messages larger than xx KB, where xx is the number of KB.

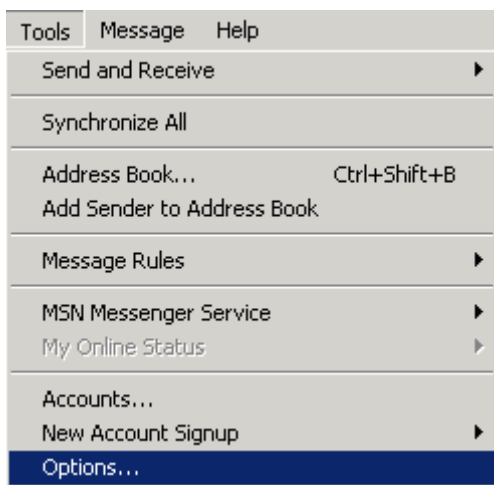
In the Delivery area you can choose to leave a copy of your email on the Montreal-DSL server. This is useful if you are downloading your email on someone else's PC

and still want to keep your email in your Montreal-DSL mailbox to read later on as well. If you do choose to leave your email on the server then you also can select to remove the email from your Montreal-DSL mailbox after a specified number of days or after you empty your Deleted Items folder in Outlook Express by ticking the relevant option. Please note than an additional fee may apply if your email uses a lot of space on our server.

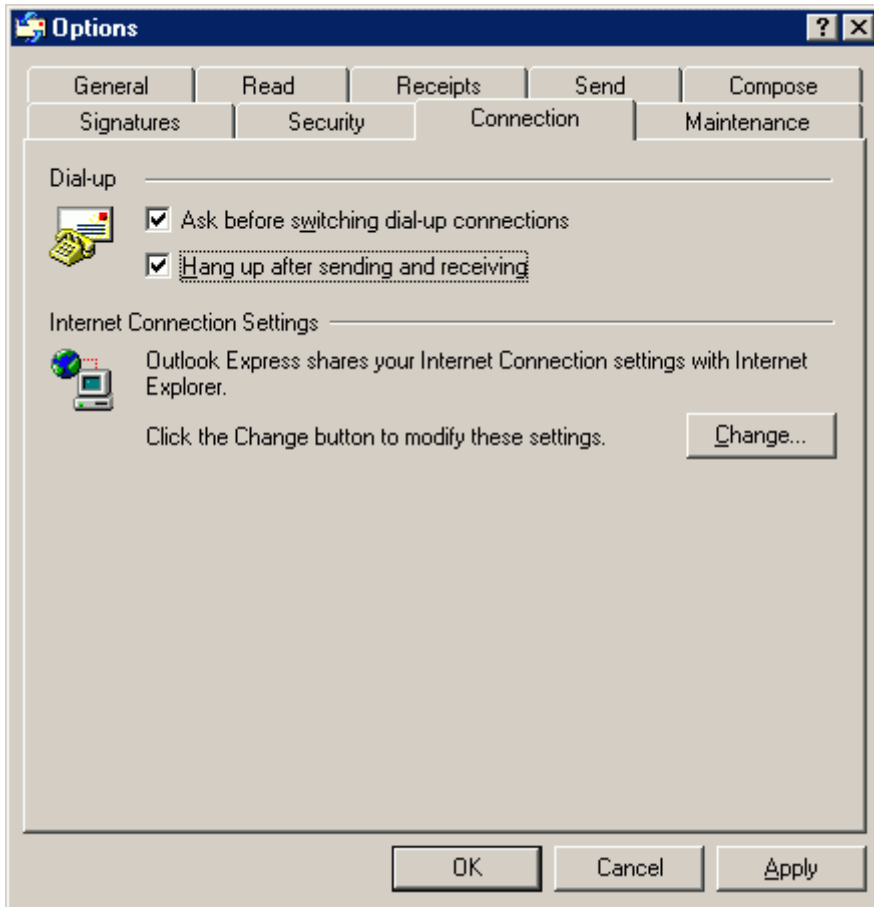
Click the OK button to close the window. That should take us back to the Internet Accounts page.

Click the Close button to close this page as well. This should take us back to the main Outlook Express page. We need to check a few more settings manually to do a thorough job.

Click onto the Tools menu on the menu bar and select Options.



Click onto the Connection Tab on the top of the Options page.



If you belong to more than one Internet Service Provider (ISP) then you should have a tick next to "Ask before switching dial up Connections", so that your mail program can switch to the other ISP's mail system. If you are only a Montreal-DSL subscriber, and do not subscribe to any other ISP, then you can leave this option ticked anyway.

If you want your phone line free after you check your email then you can put a tick in the box next to "Hang up after sending and receiving". If, on the other hand, you want to stay online after checking your email then remove the tick from the same line.

Once you have finished then click the OK button to close this window.

All done! Outlook Express should be set up for your email. Restart Outlook Express if you made any changes.