

## What are the default settings for my account?

### -Login Details

<b>Your Name</b>	Your name. EG. John Smith.
<b>E-Mail Address</b>	Your Activ8me Email address. EG: JohnSmith@activ8.net.au
<b>User Name</b>	Your account user name. EG: JohnSmith
<b>Password</b>	Your account password.

### - Incoming Mail Settings

<b>Incoming Mail Server (POP3)</b>	mail.activ8.net.au
<b>Incoming Mail Port</b>	110
<b>Incoming Mail Type</b>	POP3

### - Outgoing Mail Settings

<b>Outgoing Mail Server (SMTP)</b>	mail.activ8.net.au
<b>Outgoing Mail Port</b>	25
<b>Outgoing Mail Type</b>	SMTP

## Why am I getting a “553” error from my email client?

A 553 error indicates that your email client has no sending authentication enabled. Check your email settings and make sure your outgoing/sending settings have ‘use SSL’ enabled.

## What is my Internet Account username?

The username for your account is the first part of your email address. For example, if your email is JohnSmith@activ8.net.au then your username would be JohnSmith.

## I keep getting “please enter your password”

This means the password you have put in is different from the one on the server. If you’re unsure of the password you can call our support line on 13 22 88 to have your password reset.

## Why did I get a Webmail quota warning email?

You've reached or exceeded the 100MB mailbox capacity limit. Free space by deleting unnecessary emails (you can save attachments to your computer before deleting) or changing your email client settings to delete emails after a couple of days (please see your email client setup)

## Can I still check my email if I am out of town?

Yes, you may still be able to check your emails by logging in to [webmail.activ8.net.au](http://webmail.activ8.net.au). If you'll be using your personal computer, you can still use your email client by changing the outgoing server.

## I am getting a "cannot connect to server" error

This error usually appears if you try to send/receive an email without an Internet connection - make sure your Internet connection is online.

## I'm using a Microsoft Email Client (Outlook, Windows Mail) and have an error code

Microsoft email clients share a list of error codes to help you figure out any issues that might occur with your email.

Here are some common ones:

### Can't Find Server (Code: 0x800CC0D )

This error occurs when your email client can't find the server based on the name you entered. Double check that both incoming and outgoing server names are set to [mail.activ8.net.au](mailto:mail.activ8.net.au).

### Can't Connect To Server (Code:0x800CC0E)

This error occurs when the server cannot be reached, normally because your Internet has dropped out. See if you can connect to a page on the Internet (Google or Facebook are good to use) and if you have a connection, try again.

### Connection Closed (Code: 0X800CC0F)

This can occur if your Internet connection drops out. As above, check your Internet connection and try reconnecting.

### Connection Timeout (Code:0x800CCC19)

This is caused when the connection from your computer to the email server is closed after a certain period of time.

## **Incorrect Username or Password (Code: 0x800CCC90, 0x800CCC91, 0x800CCC92)**

These errors occur when your email client has an incorrect username or password. Double-check the username and password you have entered.

## **What does POP3 mean?**

POP3 stands for Post Office Protocol. Your email software uses this format to exchange emails with our servers so it can correctly store them on your computer.

## **What does SMTP mean?**

SMTP stands for Simple Mail Transfer Protocol. This is a way emails are formatted so that different computers running different software can all talk to each other in the same way.