

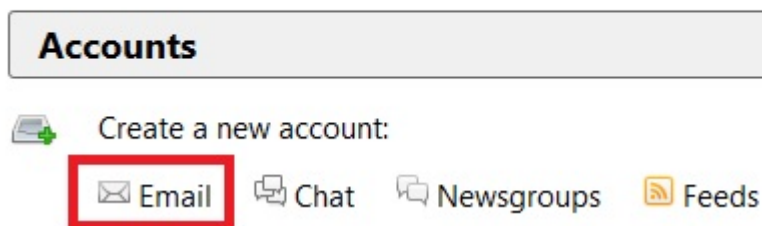
## How to set up your email account in Mozilla Thunderbird?

- 2022-10-22 - Email Clients

Before you begin setting up your email account in Mozilla Thunderbird, it's important to remember your email, the password you provided when you created your email inside Plesk, as well as the Incoming and Outgoing Mail Server information.

1. After you have created the email of your domain through Plesk, open Mozilla Thunderbird, choose "Create a new account" > click on "Email"

### Thunderbird



2. On the dialogue box that opens you will fill it up with your information: Name, Email, Password and then, click on Continue". The password is the one you chose when you created your email account in Plesk.

Mail Account Setup

Your name: Test Email Your name, as shown to others

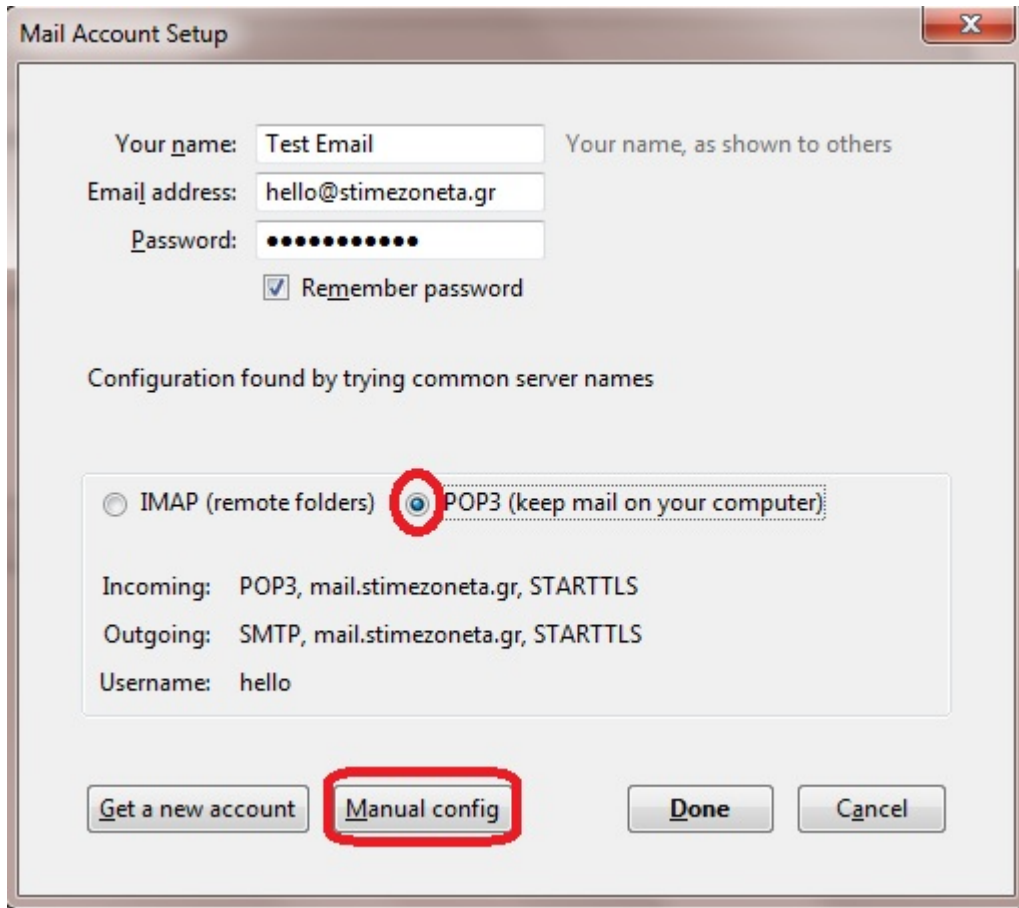
Email address: hello@stimezoneta.gr

Password: ●●●●●●●●

☒ Remember password

[Get a new account](#) **Continue** [Cancel](#)

3. Choose POP3 and then click on "Manual config"

A screenshot of a 'Mail Account Setup' dialog box. It contains fields for 'Your name' (Test Email), 'Email address' (hello@stimezoneta.gr), and 'Password' (masked with dots). There is a 'Remember password' checkbox which is checked. Below these fields, it says 'Configuration found by trying common server names'. There are two radio button options: 'IMAP (remote folders)' and 'POP3 (keep mail on your computer)'. The 'POP3' option is selected and circled in red. Below the radio buttons, it shows 'Incoming: POP3, mail.stimezoneta.gr, STARTTLS', 'Outgoing: SMTP, mail.stimezoneta.gr, STARTTLS', and 'Username: hello'. At the bottom, there are four buttons: 'Get a new account', 'Manual config' (which is circled in red), 'Done', and 'Cancel'.

Mail Account Setup

Your name: Test Email Your name, as shown to others

Email address: hello@stimezoneta.gr

Password: ••••••••

☒ Remember password

Configuration found by trying common server names

☐ IMAP (remote folders) ☒ POP3 (keep mail on your computer)

Incoming: POP3, mail.stimezoneta.gr, STARTTLS

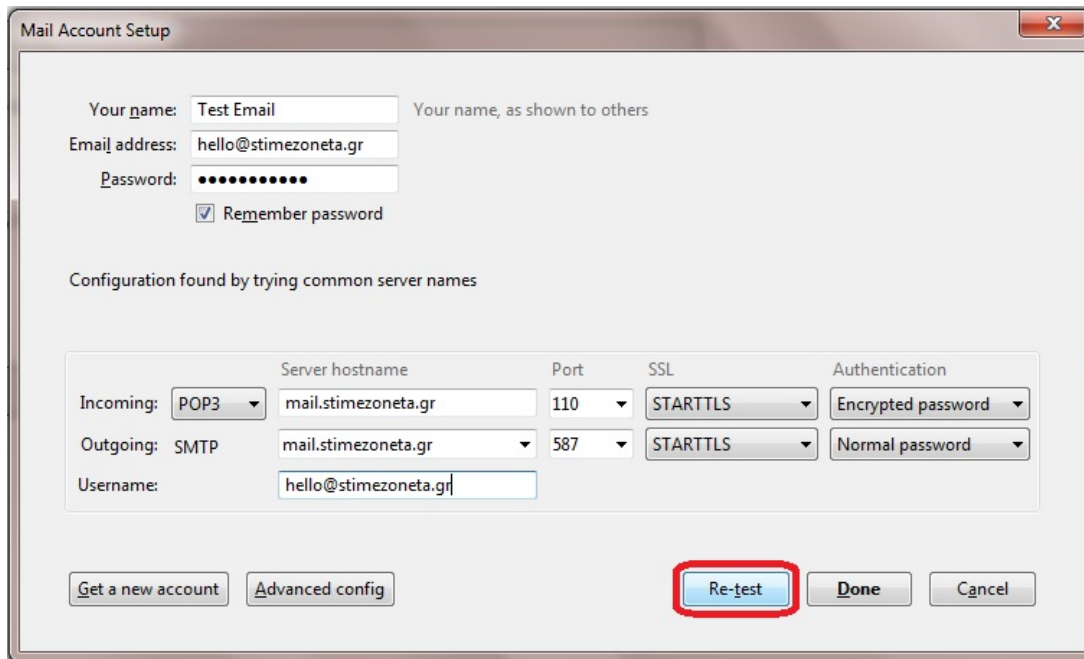
Outgoing: SMTP, mail.stimezoneta.gr, STARTTLS

Username: hello

Get a new account Manual config Done Cancel

4. In the dialogue box that appears, you fill in the following information:

- Incoming: mail.yourdomain.gr
- Outgoing: mail.yourdomain.gr. Port: 587 and activate TLS or, alternatively, choose the 425 port and activate SSL.
- Username: that is your email address

The image shows a 'Mail Account Setup' window. At the top, it has a title bar with a close button. Below the title bar, there are input fields for 'Your name' (containing 'Test Email'), 'Email address' (containing 'hello@stimezoneta.gr'), and 'Password' (masked with dots). A checkbox labeled 'Remember password' is checked. Below these fields, a message says 'Configuration found by trying common server names'. Underneath is a table-like structure with columns: 'Incoming', 'Server hostname', 'Port', 'SSL', and 'Authentication'. The 'Incoming' row shows 'POP3', 'mail.stimezoneta.gr', '110', 'STARTTLS', and 'Encrypted password'. The 'Outgoing' row shows 'SMTP', 'mail.stimezoneta.gr', '587', 'STARTTLS', and 'Normal password'. A 'Username' field contains 'hello@stimezoneta.gr'. At the bottom, there are four buttons: 'Get a new account', 'Advanced config', 'Re-test' (highlighted with a red rectangle), and 'Done'. A 'Cancel' button is also present.

Click on "Re-test" and in the next dialogue box that will appear, you click "OK" and you're all set!

Note: If you've recently installed the nameservers of your hosting, please keep in mind that it will take about 4 - 48 hours for your website to appear online, as the ISPs will need to update their databases. If the nameservers had already been installed before, your email will start working the moment you create it. But, if you still face problems with your email, it is important to make sure that no software or hardware firewall prevents your communication with the server.

If you don't have access to the webmail or management of your web hosting (Plesk Parallels Panel) please send us your public IP to test if there is possible blocking from our server's firewall. You will find your public IP here: <http://whatismyipaddress.com>.

You can also check `webmail.yourdomain.tld` to find out whether the email address works properly. If you can access the service via webmail but not through an email client, then it's likely that there is a problem with the email client's settings.