



We are upgrading our email servers to improve security, speed, and redundancy. Fortunately, updating your email settings to be compatible with the new servers is very easy. We recommend you verify the following settings in your email client immediately to ensure you do not have any interruption of service when the upgrades happen.

If you use **Mozilla Thunderbird**, follow these steps:

1. Click Tools, then Account Settings.
2. Select your email account(s), and choose the Server Settings section.
3. Verify the following settings:
  - a. User Name is set to your full email address (ie, [yourname@pcrs.net](mailto:yourname@pcrs.net))
  - b. For Connection security, select STARTTLS
  - c. For Authentication method, select Normal Password
  - d. Scroll to the bottom of your accounts and select Outgoing Server (SMTP)
    1. Edit your email account(s), and verify the following settings:
    2. Connection security: STARTTLS
    3. Authentication method: Normal Password
    4. User Name: your full email address (ie, [yourname@pcrs.net](mailto:yourname@pcrs.net))

If you use **Windows Live Mail**, follow these steps:

1. Right click on your account on the left panel, choose Properties
2. Choose the Servers tab and verify the following settings:
  - a. Email username should be your full email address (ie, [yourname@pcrs.net](mailto:yourname@pcrs.net))
  - b. Log on using clear text authentication should be selected
  - c. Outgoing mail server - My server requires authentication should be checked

If you use **Microsoft Outlook**, follow these steps:

1. Click Tools, then Account Settings.
2. Double-click on the email account(s) you wish to edit.
3. Verify the following settings:
  - a. User Name is set to your full email address (ie, [yourname@pcrs.net](mailto:yourname@pcrs.net))
  - b. Within the same window, select the More Settings button.
    1. Select the outgoing server tab, and verify "My outgoing server requires authentication"
    2. Select "Use same settings as my incoming mail server"
    3. On the advanced tab, set both incoming and outgoing encryption settings to None. Optionally, set the encryption to TLS which is a much safer setting; however, it will prompt the subscriber to accept the security certificate every time Outlook is restarted. You may use [mail.userservices.net](mailto:mail.userservices.net) for your incoming and outgoing servers to avoid this issue for TLS.

Most other email clients have similar settings which you can set the same way. The details of which are:

**Incoming Server Settings (IMAP or POP3):**

Server: mail.pcrs.net or mail.userservices.net for TLS  
Protocol: IMAP is recommended, POP3 is also supported  
Username: Your full email address (ie, [yourname@pcrs.net](mailto:yourname@pcrs.net))  
Security: TLS or STARTTLS

**Outgoing Server Settings (SMTP):**

Server: mail.pcrs.net or mail.userservices.net for TLS  
Outgoing authentication: enabled  
Username: Your full email address (ie, [yourname@pcrs.net](mailto:yourname@pcrs.net))  
Security: TLS or STARTTLS

If you need any assistance making these changes, please call us at 970-641-6438.

Thank you!

*Peak Internet*

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