

If you are an ntl Broadband customer and have questions about the changes happening to your ntlworld email address then read on. We are currently writing to all of our Broadband customers notifying them of changes taking place to their ntlworld email addresses. Below we have listed the most common questions and answers regarding this change. If you don't find the answer to your question here then call us on 1800 321 321 and a member of our team will be happy to help.

### What will change for you?

1. From the 6 June 2007 your [username@ntlworld.ie](mailto:username@ntlworld.ie) webmail address will change to [username@upcmail.ie](mailto:username@upcmail.ie)
2. From the same day when you need to log on to your email or account management facility you will need to enter your complete email address e.g. [username@upcmail.ie](mailto:username@upcmail.ie).
3. Your password will remain unchanged.
4. To make the transition as easy as possible all your incoming messages sent to [username@ntlworld.ie](mailto:username@ntlworld.ie) will be redirected to your new email address until 30 November 2007.
5. All outgoing emails to your contacts will appear as [username@upcmail.ie](mailto:username@upcmail.ie) so you can already start to share with your friends your new email address.

### What you will need to do

We advise all customers to update their email client settings with their new settings. More detailed information and assistance on how to do this can be found by visiting our help centre on [www.ntlworld.ie](http://www.ntlworld.ie)

### Useful Information

Please note that the following information may be of use to you when configuring your existing PC applications.

	Settings	Changing to ...
<b>Email Format</b>	<a href="mailto:customer@ntlworld.ie">customer@ntlworld.ie</a>	<a href="mailto:customer@upcmail.ie">customer@upcmail.ie</a>
<b>Members Webpace</b>	<a href="http://homepage.ntlworld.ie/customer">homepage.ntlworld.ie/customer</a>	<a href="http://members.upc.ie/customer">members.upc.ie/customer</a>
<b>Incoming POP3 Server</b>	pop.ntlworld.ie	pop3.upcmail.ie
<b>Outgoing SMTP Server</b>	smtp.ntlworld.ie	smtp.upcmail.ie
<b>Primary DNS</b>	89.101.160.4	89.101.160.4
<b>Secondary DNS</b>	89.101.160.5	89.101.160.5
<b>Proxy-Server</b>	None	None
<b>News</b>	news.cable.ntlworld.ie	<a href="http://news.upc.ie">news.upc.ie</a>

### How do I change my email client settings?

#### Configuring Outlook Express for Windows Users

How to edit your Outlook Express account

**Step 1:** Open the "Internet Accounts" dialog box

1. Start Outlook Express.
2. On the Tools menu, click Accounts.

**Step 2:** Edit an Outlook Express account

1. Select the account you want to edit. If you're not sure which one, it's most likely the default account.
2. To update and Edit the account click *Properties*.

**Note** if you 'Remove' the account, you may lose your mailbox and content. We do not advise updating your account using this method unless you have made a backup copy of your mailbox or emails.

3. The *Properties* window will open. There are five tabs - you'll need to update certain information under the General and Servers tabs.
4. In the Display Name box, type the name that you want recipients to see and then click Next.
5. In the E-mail Address box, type the e-mail address for the account that you are using. For example, type customer@upcmail.ie.
6. Select the *Servers* tab, under E-mail Server Names, click the appropriate incoming e-mail server type. Note Post Office Protocol version 3 (POP3) is the default type.
7. Then, type the names of the incoming and outgoing e-mail servers. Click Apply.

	Example
<b>Email Format</b>	customer@upcmail.ie
<b>Incoming POP3 Server</b>	pop3.upcmail.ie
<b>Outgoing SMTP Server</b>	smtp.upcmail.ie

8. Type your POP3 account name and password in the Account Name and Password boxes.
9. If you successfully create the new Outlook Express account, you receive the following message:  
 Congratulations, you have successfully entered all of the information required to set up your account. To save these settings, click Finish.  
 Click Finish.

For more assistance visit: <http://www.microsoft.com/windows/oe/>

### Configuring Outlook Express for Mac users

How to edit your Outlook Express account

#### Step 1: Open the "Accounts" dialog box

1. Open Outlook Express.
2. From the Tools menu, choose Accounts

#### Step 2: Edit an Outlook Express account

1. In the Display Name text box, type your name
2. In the E-mail Address box, type the e-mail address for the account that you are using. For example, type customer@upcmail.ie.
3. In the Incoming (POP3 or IMAP) box, type: pop3.upcmail.ie
4. In the Outgoing (SMTP) box, type: smtp.upcmail.ie
5. In the Account Name box, type your email address. For example, type customer@upcmail.ie
6. In the Password box, type your password.
7. Click "Apply"

For more assistance visit: <http://www.microsoft.com/mac/default.aspx>

### Configuring Netscape Mail

Use these settings to configure Netscape to check your email.

Remember to replace "username" with your actual username, and replace "customer@upcmail.ie" with your actual domain name.

1. Start Navigator. Select "Preferences" from the Edit menu.
2. Select "Mail and Newsgroups" from the Category list. Choose the "Identity" subtopic.
3. In the "Identity" window, enter your real name in the "Your name" text box.
4. Enter your email address (in the form of customer@upcmail.ie ) in the "Email address" text box.
5. If applicable, enter your reply-to address (in the form of customer@upcmail.ie ) in the "Reply-to address" text box.

6. Select "Mail servers" from the Category list.
7. Enter your outgoing mail server name (in the form of mail.yourname.com) in the "Outgoing mail (SMTP) server" text box.
8. Enter your outgoing mail server username (in the form of username.yourname.com) in the "Outgoing mail server user name" text box.
9. Edit your existing incoming mail server or create a new by selecting either the "Add" or "Edit" button.
10. Select IMAP or POP3 from the "Server Type" drop-down menu.
11. Enter your incoming mail server name in the Server Name text box.

	<b>Example</b>
<b>Email Format</b>	customer@upcmail.ie
<b>Incoming POP3 Server</b>	pop3.upcmail.ie
<b>Outgoing SMTP Server</b>	smtp.upcmail.ie

12. Enter your mail server name (in the form of customer@upcmail.ie) in the "User Name" text box.
13. When you have entered your information, click the "Mail Servers Properties" OK button. Then click the Preferences "OK" button.

### Include standard notification of email change in signature of outgoing emails

You can specify default signatures for email accounts. This takes place in the "Accounts" window (reached by selecting "Tools | Accounts"). To specify a default signature, click on the email account and then on "Edit". The "Edit Account" window opens. On the "Options" tab, the first option already is to specify the default signature.

Why not use our standard signature here to remind your friends, family and contacts to update your email address in their address book?

From the 6 June 2007 my email address will change from < insert your email address username@ntlworld.ie> to < insert your email address username@upcmail.ie>, don't forget to update my details in your email address book.