

Connecting to GroupWise using Mozilla Thunderbird

Mozilla Thunderbird is a free, open-source email client that may be used to connect to the GroupWise servers. Using Thunderbird, you can send and receive messages as well as download them on your hard drive. It can also be configured to connect to the Georgetown Directory.

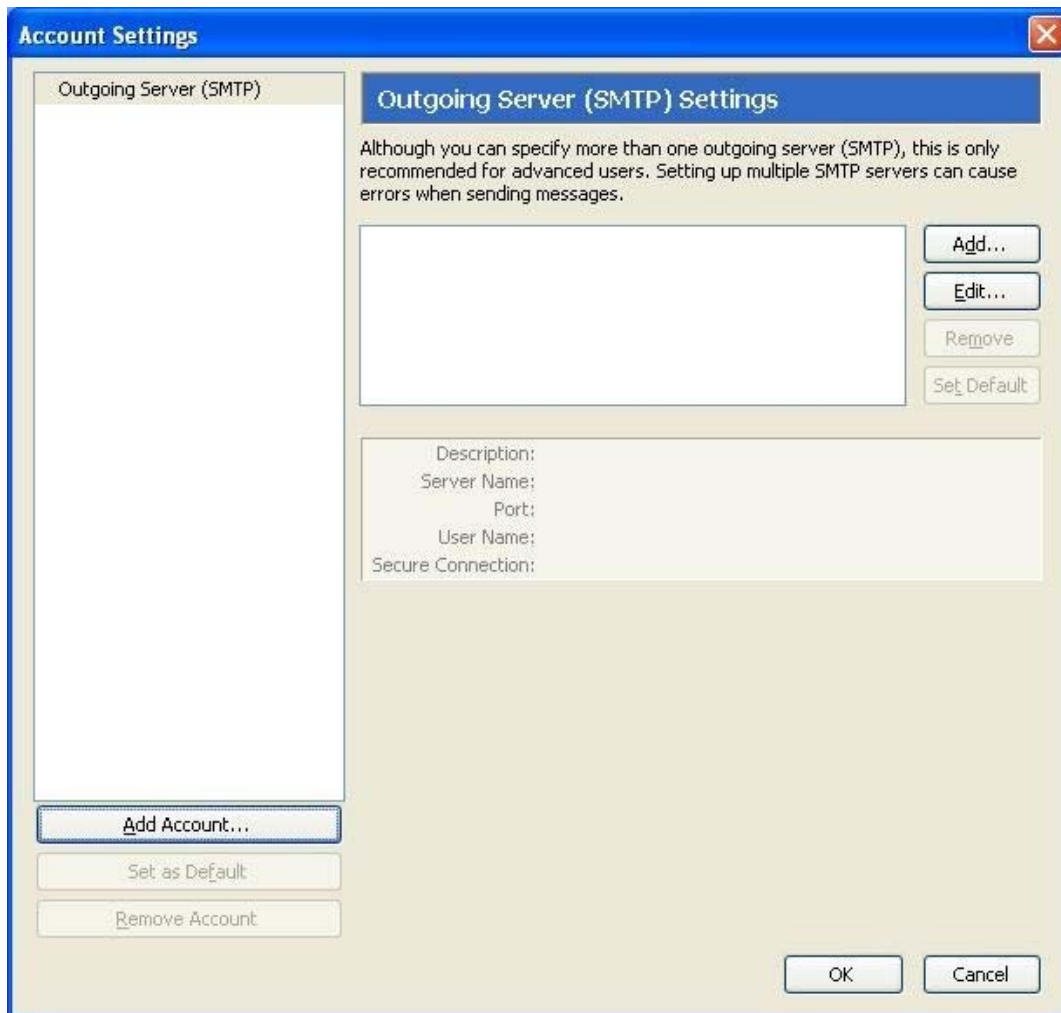
Because of the way that Thunderbird connects to the servers, you will be unable to access some of the features that GroupWise has, such as Proxy Accounts and shared folders. If you need to use these, you may wish to use the GroupWise client itself (which should not conflict with using Thunderbird) or use GroupWise WebAccess for the servers. However, for most of your daily email, Thunderbird should perform well.

Once you have downloaded and installed Thunderbird, it will ask you to configure a new account. These directions and screen captures were taken from Thunderbird version 2.0.0.0, so directions may vary slightly in other revisions of Thunderbird. Also, the screen shots were done in an order so that previous users of Thunderbird can just add a new account – if this is your first time installing, you can click “Cancel” when it initially asks you to set up a new account, and then follow the steps, but you should be able to just go through the new account wizard just the same.

1. After opening Thunderbird, go to the Tools menu and click on Accounts Settings.



2. This will open the Account Settings window. Here, you will want to add your account so that you can get your Inbox and messages, so click the “Add Account” button near the bottom part of the window.



3. Clicking on Add Account should bring up the Account Wizard. This is basically similar to the Account Wizard that appears when you first install Thunderbird and it knows that you have no accounts; new users can thus use most of this as reference. Confirm that the selection is on an Email account and click Next.



4. The next part of the wizard is “Identity” – this is where you put in your display name and email account. For example, you should enter your first and last name under “Display name,” and you will need to enter your email address as your NetID @georgetown.edu.

Account Wizard

Identity

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

< Back Next > Cancel

5. In the next part of the wizard, you will be setting up the servers. Choose IMAP as the incoming server with the address "imap1.msb.edu." The outgoing (SMTP) server is "smtp.georgetown.edu." Click Next after entering this information.

The screenshot shows a window titled "Account Wizard" with a close button in the top right corner. The window has a blue header bar. Below the header, the title "Server Information" is displayed. The main area of the window is light beige and contains the following text and controls:

- Text: "Select the type of incoming server you are using."
- Radio buttons: "POP" (unselected) and "IMAP" (selected).
- Text: "Enter the name of your incoming server (for example, 'mail.example.net')." followed by a text input field containing "imap1.msb.edu".
- Text: "Enter the name of your outgoing server (SMTP) (for example, 'smtp.example.net')." followed by a text input field containing "smtp.georgetown.edu".
- Buttons: "< Back", "Next >", and "Cancel" are located at the bottom of the window.

6. On the User Names screen, you will need to verify that your NetID is displayed for both the incoming user name and the outgoing user name. Click Next after you have verified that this is the case.

Account Wizard

User Names

Enter the incoming user name given to you by your email provider (for example, "jsmith").

Incoming User Name:

Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name).

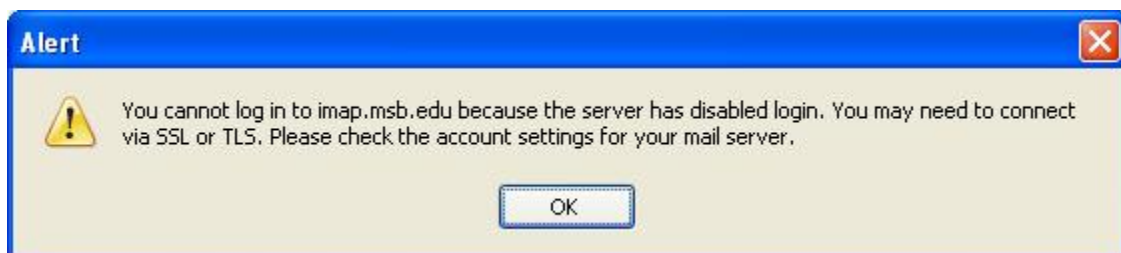
Outgoing User Name:

< Back Next > Cancel

7. The last screen of the Wizard will be your chance to verify that things are configured properly. Use the screen shot below as reference – of course, where it says “netid,” you should have your own NetID instead. Click finish.

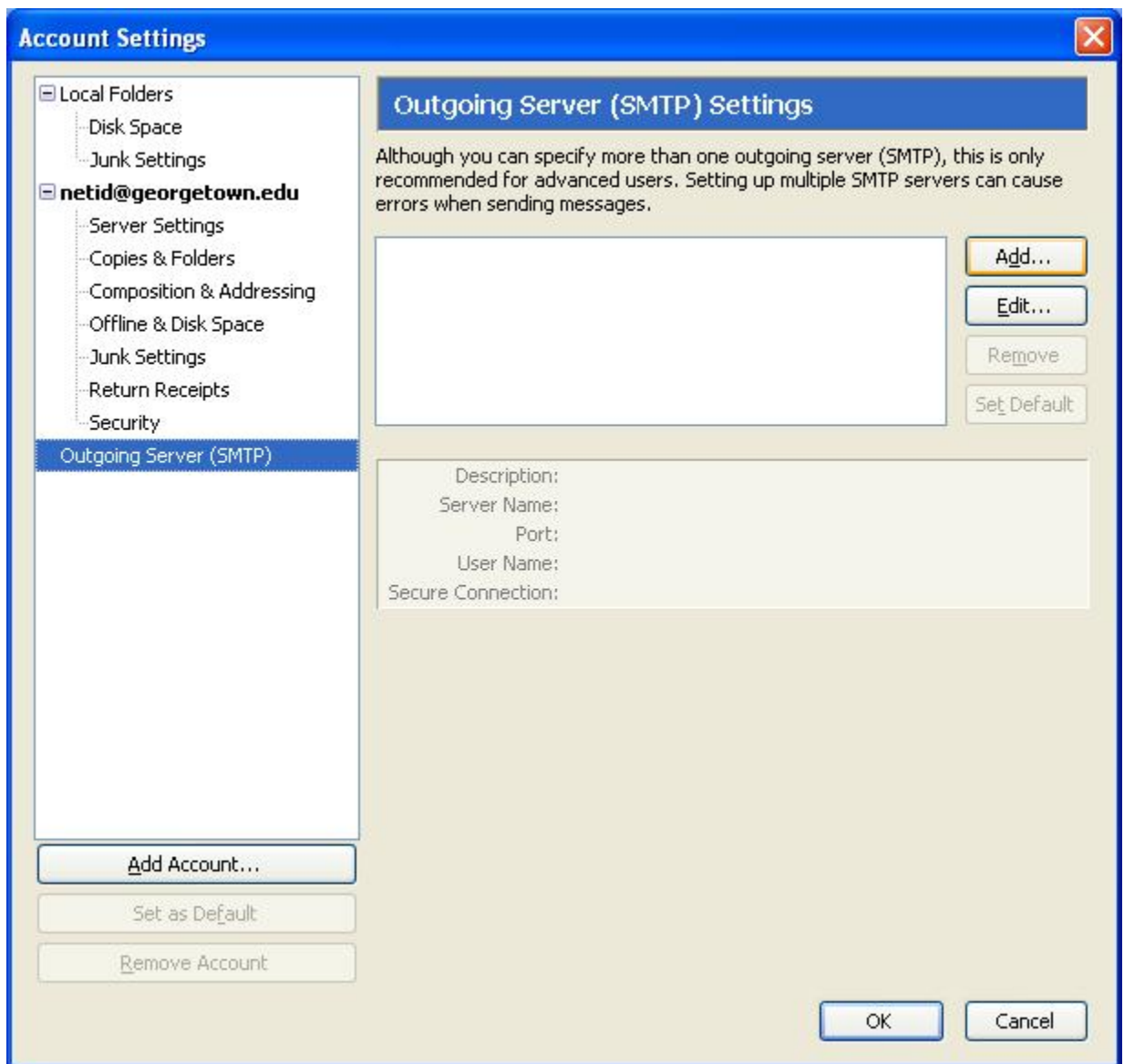


- Thunderbird will try to connect to the server, but will fail. This is normal and expected – Thunderbird will not work properly until you add the SSL settings that it suggests, as will be shown in Step 11.



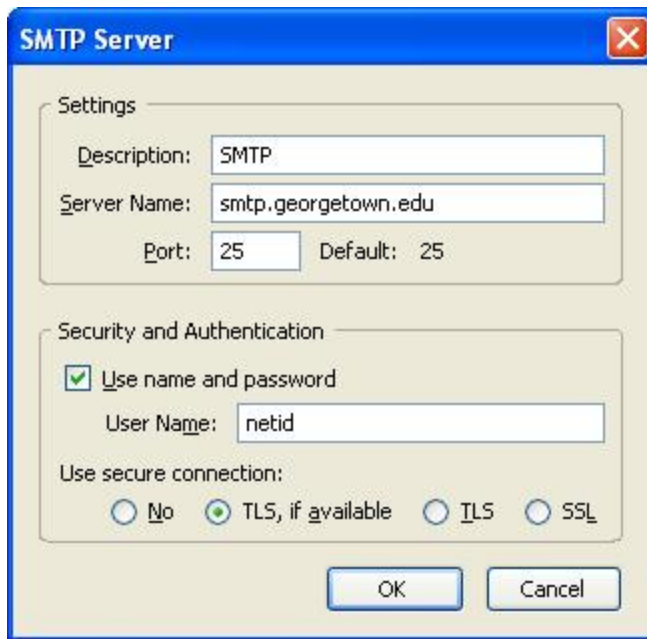
- If you created this account by going to Account Settings, you will be returned to the Account Settings window here. If you created the account as you were opening Thunderbird for the first time, you will need to go to the Tools menu and click Account Settings. Since not all of the settings that you need were actually configurable in the wizard, you will need to fine tune a few things. One is the SMTP server information. Highlight Outgoing Server on the left panel, and

then click on the Edit button on the right side to bring up another window.

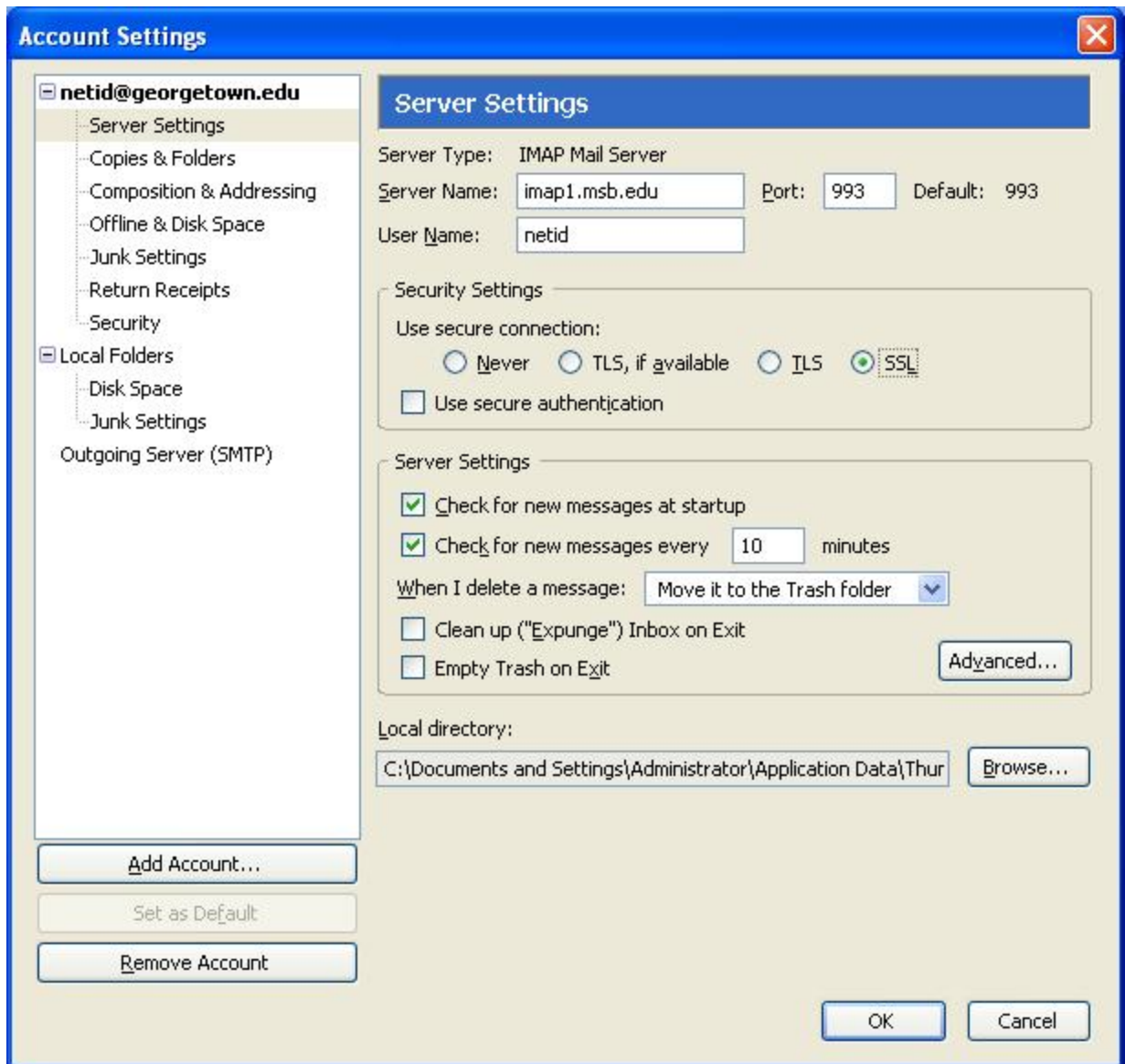


10. In this window, you should be able to make the necessary changes to send email out through our server. You should turn on SSL, and verify that the box for use name and password is checked, and that your NetID is the username. Also verify that the server name is smtp.georgetown.edu.

Important note: If you have difficulty connecting to the outgoing server, try changing the outgoing port from port 25 (shown below) to port 587.



11. The other thing that you should do before attempting to connect to our server is verify that SSL is turned on with your IMAP connection. Thunderbird defaults to having it off, so you will need to change this. To do so, click on Server Settings under your Georgetown.edu account. Under Security Settings, choose the option for SSL, and this should also change the port number to 993. Once you have made these changes, you may click OK.



- Once you are done with this, you may begin to get your messages. When you click on Get Mail, you will be prompted for your password for **imap1.msb.edu**. You should enter your Novell password here. After that, it will begin to download the messages in your main inbox and retrieve your folder structure. You can then use Thunderbird to copy or cut and paste messages from the server onto your local hard drive for storage.



13. From here, you should be able to manage things through dragging and dropping, or right clicking on messages to copy and paste them.

14. To send messages, please note that it will ask for your password for **smtp.georgetown.edu**. This password is your main campus UIS password, the one that is used for Blackboard and Access +.



Other Notes:

If you wish to configure Thunderbird to connect to the Georgetown Directory, you should be able to find detailed directions on UIS's web site:

<http://uis.georgetown.edu/email/clients/thunderbird/thunderbird.directory.html>

If you have trouble sending messages, but are able to receive messages correctly, you should contact the UIS Help Desk. You may also contact the MSB Help Desk.

If you have any questions or concerns, please email us at MSB-Help or call us at 202-687-4721.