

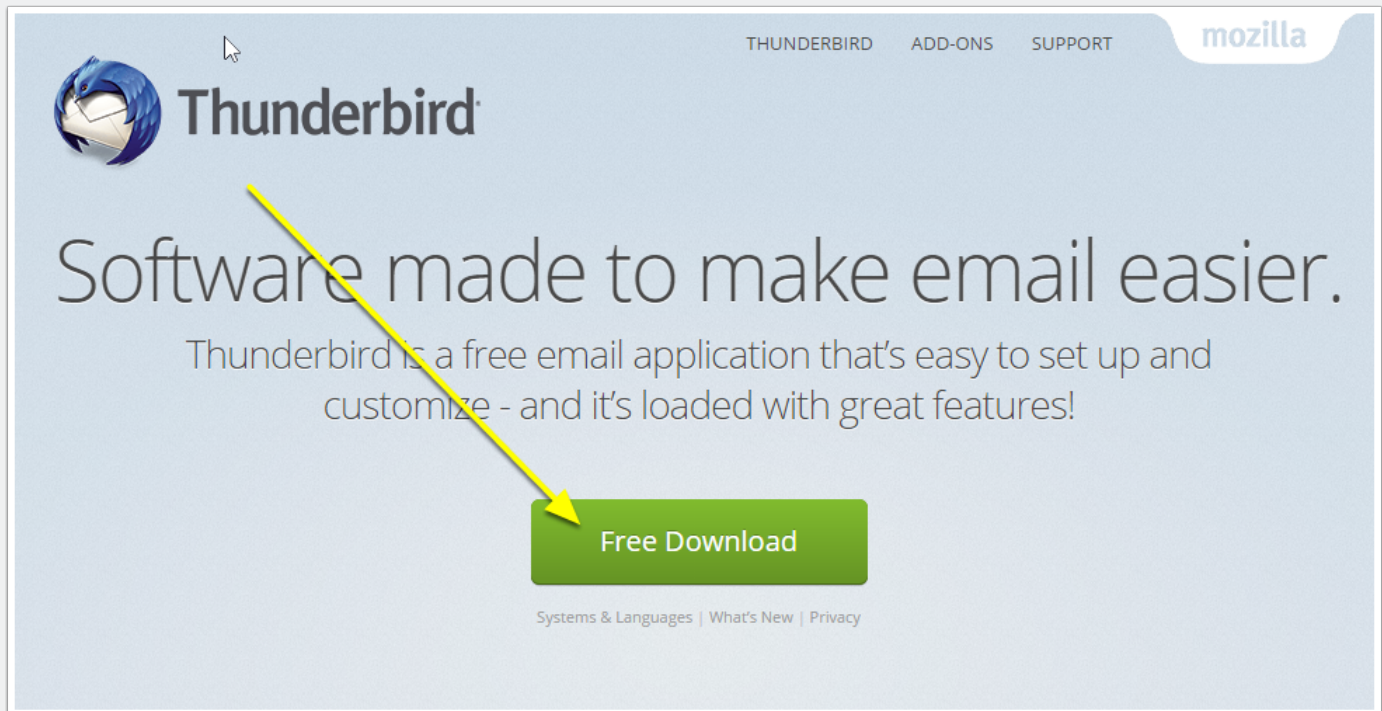
# Thunderbird Windows Computer Email Setup

- This tutorial applies to employees who use a Windows PC and are looking to setup company email on their computer (it does not apply to mobile devices or MAC users – those are separate tutorials).
- Mozilla Thunderbird must be used to check & send company email on a computer (unless you are only using <http://mail.sdplus.org> to check emails on a computer or you only use your mobile device). We do not support the use of any other email clients ON A COMPUTER (examples of email clients not supported: Windows Mail, Mac Mail, MS Outlook, etc.).
- Your company email (@sdplus.org) and personal email (Gmail, Hotmail, etc.) **must** be separated. The easiest way to achieve this (and the company approved method) is to use different email clients. In summary, Thunderbird should ONLY be used to check your company email accounts.
- Please carefully follow the steps below before requesting support from the Help page.

## 1. Visit [www.mozilla.org/thunderbird](http://www.mozilla.org/thunderbird)

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**2. Click on the big 'Free Download' button in the middle of the screen**



**3. You'll see a popup, click 'Save file' (or select 'run' if the option is available)**

**4. Run the Thunderbird Setup file after it completes downloading by double clicking on it (file can be**

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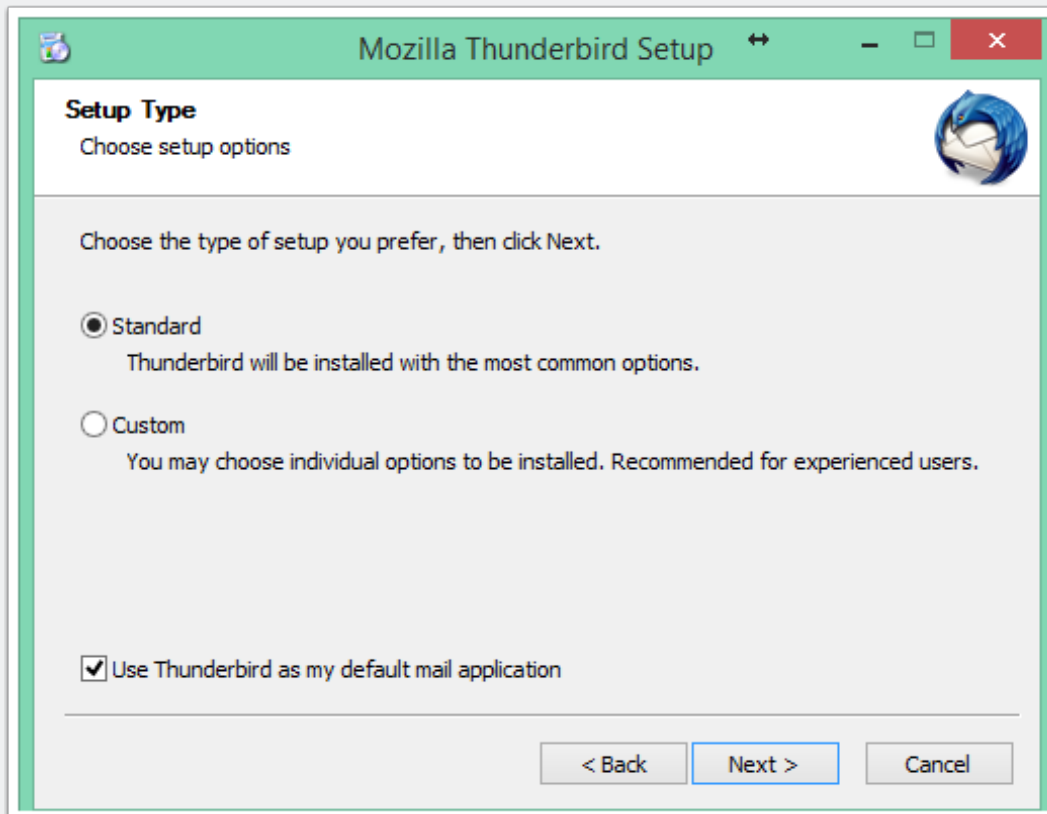
found in your 'downloads' folder inside of the 'documents' folder of your computer.

5. After double clicking, select 'run'... if you see a popup that asks if you want to allow the program to make changes to the computer, click 'yes'.

6. Now you should see Mozilla Thunderbird Setup, click 'Next'

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**7. Leave 'standard' checked and 'use thunderbird as my default mail application' checked and click 'Next'**



**8. Now click 'Install'**

**9. Once completed, click 'Finish' to launch Thunderbird immediately**

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**10. \*\*\* Thunderbird is now installed. Let's set it up. \*\*\***

**11. A welcome message will open when Thunderbird first opens... select the option: 'Skip this and use my existing email' (If you do not see this option, right-click anywhere in the green bar at the top, click on 'menu bar', now click on the 'tools' menu at the top, select 'account settings', click on 'account actions' near the bottom left and then 'add mail account'.)**

**12. Enter your full name, full email address, and current email address password... then click 'Continue'**

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**13. All setting should be found automatically after clicking continue. You can leave IMAP checked, change nothing, and just click 'Done'.**

If you receive an error about incorrect username/email/password, please double-check that you've entered your full email address (example: [firstname.lastname@sdplus.org](mailto:firstname.lastname@sdplus.org)). If that is correct, you have entered the wrong password. Delete it and try entering it again, now click 'Done'.

**14. \*\*\* That's it - you're all set. \*\*\***

For any questions or problems not covered in this tutorial, please email your IT department at [it@sdplus.org](mailto:it@sdplus.org)