

Email Setting – Universal Information

As new devices and programs are developed, it's a near-impossible task to keep up-to-date information on all of them. This document goes over the general settings necessary for making most devices and programs work with our Blue Tie email product.

Account username and password

- The username is primarily going to be your entire email address.
- If you are configuring a new mobile device, and the email address does not seem to work as the username, try these options for alternatives to your standard username.
 - If 50 Below started hosting email for your company prior to July of 2011, refer to this example:

“john@yourdomain.com” would be shortened to “john.yourdomain”
 - If you are a more recent customer and started email with 50 Below after the beginning of July 2011, we use your 50 Below “Customer Number” in our email creation process. As such...

“john@yourdomain.com” would be changed to “john.ti123456”
(this example assumes an account number of “ti123456” – if you need your Customer Number, feel free to contact 50 Below at the phone number below)
- The password will be on your original email confirmation sheet unless you have changed it since then. If you do not remember your password, feel free to contact 50 Below Customer Support at 866-880-1615 M-F between 7:00 a.m. and 7:00 p.m. CST. That team can reset your password once they conduct a brief security check.

Incoming server information

Depending on the device or program, there are different prompts you may get for this information.

- If you are setting up POP3 email:
POP3 mail is the most common type for computer programs like Outlook, Thunderbird, etc.
 - The server name is **pop.bluetie.com**
 - The default port number is **110** (you will rarely ever have to add this)
 - We advise you to set up the program or device to leave a copy of messages on the mail server.
 - Most devices do this automatically, and some email programs will too.
 - Given further options, you will want to either keep the mail on the server for a given number of days, or delete the messages once you empty them from your Deleted email folder.
- If you are setting up IMAP email:
IMAP mail is the most common type for mobile devices where space is a consideration
 - The server name is **imap.bluetie.com**
 - The default port number is **143** (you will rarely ever have to add this)

Outgoing server information

Once again, the information for your outgoing server will be found in different places depending on your program or device.

- The server name is **smtp.bluetie.com**
- The port number you should use is **5125**
- The outgoing server will require authentication.
 - Sometimes this is called “password authentication.”
 - You may instead simply see a prompt to enter a password for the outgoing server. If you see that, you should do so.

SSL

SSL stands for “secure socket layer”; some email hosting servers require you to enable that setting. For most normal purposes, SSL is not required in email setup for Blue Tie, so we don’t mention it in the standard instructions.

Some mobile devices will not sync with the Blue Tie email servers unless you specify SSL settings to be enabled on the mobile device. Use that as a possible troubleshooting step if your device refuses to sync up with the account.

Troubleshooting

The list below represents some of the more common situations that can arise. It’s not meant to be a complete list of tips, but will hopefully be of some help.

- When setting up mobile devices, they sometimes require some time to synchronize with the mail server. Give the device an hour or two before attempting to make adjustments unless it’s obvious through an error message that the device is not connecting.
- Based on interactions with the service providing your mobile access, you may need to turn on the SSL encryption option to make the email connection work. If you find you are having trouble, try toggling that on.
- When setting up email programs like Outlook or Thunderbird, sometimes the firewall or security software will block the email program from communicating to the Internet. If you have verified that your username, password, and server settings are correct as noted on the first page of this document, try temporarily disabling your antivirus program or firewall, and then restart the email program. If that works, you will need to look up the instructions for adding an exception to your security to allow your email to work.
- Especially with newer devices that are fresh to the market, keep the information in mind on page one regarding the username for the account, and try it with the shorter version of the username explained there.
- It can often help to have the settings information above handy while talking to your representative for the mobile service you are using.