

NTLWORLD Email Settings

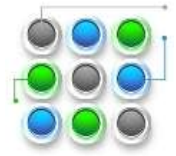
Email settings for addresses ending in @ntlworld.com

Access your e-mail through a Web browser

Before you read on, did you know that you can access your Virgin Media Mail through a Web browser? This means you can send and receive messages through just about any computer with a connection to the Internet and also access other great features that are not available to users of e-mail software. Try it now: go to your Virgin Media Mail online by clicking the **Email** link in the top-right of virginmedia.com.

Manual configuration settings for e-mail

Type of information	Settings to enter
Sending mail (SMTP)	
SMTP server name	smtp.ntlworld.com
SMTP SSL	Enabled
SMTP port	465
SMTP authentication*	Enabled (or 'Password' on Macs)
SMTP username	Full e-mail address, e.g., <i>richard.branson@ntlworld.com</i>
Receiving mail (POP3)	
POP3 server name	pop3.ntlworld.com
POP3 SSL	Enabled
POP3 port	995
POP3 authentication	Enabled (or 'Password' on Macs)
POP3 username	Full e-mail address, e.g., <i>richard.branson@ntlworld.com</i>
POP3 SPA (Secure Password Authentication)	Disabled
Receiving mail (IMAP4)	
IMAP4 server name	imap.ntlworld.com
IMAP4 SSL	Enabled
IMAP4 port	993



NTLWORLD Email Settings

IMAP4 authentication	Enabled (or 'Password' on Macs)
IMAP4 username	Full e-mail address, e.g., <i>richard.branson@ntlworld.com</i>
IMAP4 SPA (Secure Password Authentication)	Disabled

***Note:** Some customers who access their @ntlworld.com email account with certain clients, such as Outlook 2007, may need to switch off SMTP authentication - only if they're experiencing difficulties sending email using the settings given above. They can do this by unticking 'My outgoing server (SMTP) requires authentication'. Alternatively, upgrading to a different version of Outlook will resolve the issue.

Note: if you wish to receive e-mail via POP3 on more than one device (e.g. multiple PCs or a PC and a smartphone), enable 'recent:' mode. For more information, see [How do I download mail from the same account on more than one PC or mobile device, using "recent" mode?](#)

In order for you to be able to receive mail through e-mail software, your e-mail account has to be enabled for POP access. This feature is enabled by default, but it may be worthwhile to check this to ensure that mail can be received.

You are currently able to send messages via your e-mail software only if you are connected to the Virgin Media network. Please remember to enable SMTP authentication (as per the settings above) in order to minimise any possible disruption in your service.