

WELCOME TO BIGPOND® EMAIL

With your new BigPond Broadband service, you'll enjoy access to Outlook.com and Onedrive. You can send and receive email messages via your browser or using an email client.



Access to email using your web browser

- Go to **bigpond.com** and click on the webmail link
- Enter your BigPond username (or email address)
- Enter your password, then click 'Log in'.

Access to email using your email client and smartphone

As an alternative to webmail, you can use email 'client' software on your computer or mobile device. Common examples of these include Outlook[#], Thunderbird and Apple^{*} Mail. You'll find step-by-step instructions for popular email clients and SmartPhones at telstra.com/emailsetup

You can find detailed instructions for specific mobile and tablet devices in our interactive guide at telstra.com/mobilesupport

Email client settings

Your name	Enter your name as you'd like it to appear in emails you send
Account type	IMAP

Incoming server details

Server address	imap-mail.outlook.com
Port	Port 993
Encrypted connection	SSL

Outgoing server details

Server address	smtp-mail.outlook.com
Port	Port 587
Authentication	Yes

Encrypted connection	With TLS/STARTTLS (preferred) or SSL Encryption
Username	Enter your full email address (ending in '@bigpond.com' or '@bigpond.net.au')
Password	Enter your Telstra email account password which will be case-sensitive

Other settings to check

Ensure the checkbox is ticked for Outgoing server requires authentication – in most mail clients, this is not ticked by default. Use:

- Secure Sockets Layer (SSL) with the POP and SMTP connection, and
- SMTP authentication for security.

Ensure that your operating system and email client have the latest updates.

Help keep your email secure

Before accessing your email, consider Telstra Broadband Protect; the easy way to help protect everyone at home on any online device connected to your Telstra home broadband at telstra.com/broadbandprotect

Make sure you stay cybersafe

Read our internet safety tips at telstra.com.au/abouttelstra/advice/internet
Call us anytime for help on 13 3933.

Stay Safe Online

Before accessing your email or the internet, be sure to install the latest anti-virus and operating system software.

Remember

We'll never send emails requesting sensitive information such as passwords, credit card details, personal information or account verification. We also suggest reading the cyber-safety tips at telstra.com.au/abouttelstra/advice/internet