

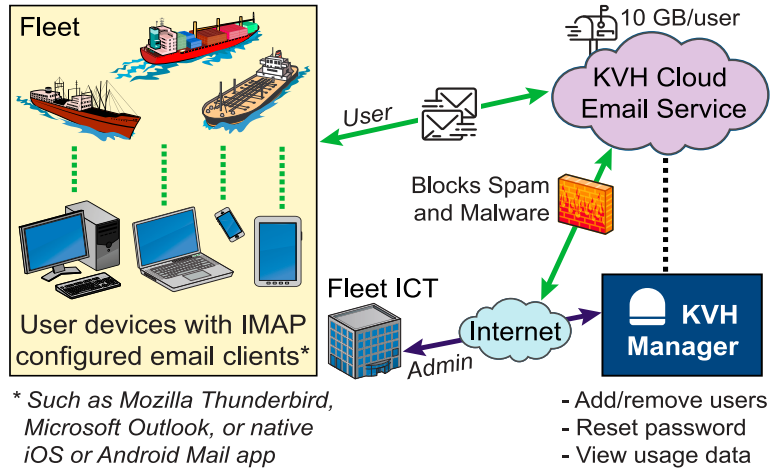
KVH Cloud Email Service

Quick Start Guide for Users



This guide explains how to configure your device (computer, tablet, or smartphone) to access the KVH Cloud Email Service, which allows you to send and receive emails reliably both at sea and in port. The service stores your emails in a cloud-based mailbox (10 GB storage per user) and blocks spam and malware. Your fleet's ICT department will set up your user account and password via the KVH Manager website.

To access the KVH Cloud Email Service on your device, you need to add your user mailbox as an IMAP account in the email client of your choice. This document provides instructions for a few popular mail applications. If you wish to use a different application, refer to its Help menu or user documentation for details to configure the following:



Incoming Mail

Server Host Name	Port	Encryption	Username	Password
imap.kvhmail.com	993	SSL/TLS	<your email address> (e.g., name@mydomain.com)	<your password>

Outgoing Mail

Server Host Name	Port	Encryption	Username	Password
smtp.kvhmail.com	587	TLS	<your email address> (e.g., name@mydomain.com)	<your password>

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Technical Support

Within Continental U.S.A.: 1 866 701-7103, Worldwide: +1 401 851-3806

Email: mvbsupport@kvh.com

For help with resetting your password, please contact your fleet's ICT department.

Mozilla Thunderbird

IMPORTANT!

These instructions will likely differ from your mail application due to the frequency of its software updates. Use these instructions as a guide and refer to your application's Help menu or user documentation for details.

1. Select **Tools > Account Settings**. (Alternatively, you can select **Account Settings** from the main menu in the top-right corner.)

Note: If you do not see the *Tools* option, press the **ALT** key to view the toolbar.

2. Select **Account Actions > Add Mail Account**.

3. At "Set Up Your Existing Email Address," enter your name, email address, and current password. Then select **Continue**.

Note: Contact your fleet's ICT department if you need your password.

4. Thunderbird should automatically find the proper server names if an Autoconfig record was set in your DNS. If it doesn't, manually set the following information:

Incoming Server

Protocol	Hostname	Port	Security	Authentication	Username
IMAP	imap.kvhmail.com	993	SSL/TLS	Normal password	<your email address>

Outgoing Server

Hostname	Port	Security	Authentication	Username
smtp.kvhmail.com	587	TLS	Normal password	<your email address>

5. Select **Done** or **Finish** to finish account setup.

Setup is complete! Thunderbird will begin synchronizing the data.

Outlook 365

IMPORTANT!

These instructions will likely differ from your mail application due to the frequency of its software updates. Use these instructions as a guide and refer to your application's Help menu or user documentation for details.

Note: Outlook 365 no longer supports Autodiscover for IMAP accounts.

1. Select **File**.
2. Select **+Add Account**.
3. Enter your email address and, under Advanced Options, select **Let me set up my account manually**.
4. Select **Connect**.
5. Select **IMAP** from the list of account types.
6. Set the following server and port information.

Incoming mail

Server	Port	Encryption
imap.kvhmail.com	993	SSL/TLS

Outgoing mail

Server	Port	Encryption
smtp.kvhmail.com	587	TLS

Then select **Next**.

7. Enter your current password for this email address. Then select **Connect**.

Note: Contact your fleet's ICT department if you need your password.

Setup is complete! The message "Account successfully added" will appear and Outlook will begin synchronizing the account.

Note: Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

Outlook 2013/2010

IMPORTANT!

These instructions will likely differ from your mail application due to the frequency of its software updates. Use these instructions as a guide and refer to your application's Help menu or user documentation for details.

Note: Contact your fleet's ICT department if you need your email account password.

1. Select **File**.
2. Select **+Add Account**.
3. Select **POP or IMAP**. Then select **Next**.
4. If your version of Outlook supports Autodiscover for IMAP and Autodiscover is set up in your DNS (*ask your ICT department*), you can follow a simplified process to complete setup:
 - a. Enter your name, email address, and current password. Then select **Next**.
 - b. At the prompt about "Autodiscover.xml," select **Allow**.
 - c. Select **Finish**.
5. If Autodiscover is not available to you, select **Manual setup**. Then select **Next**.
6. Enter your name, email address, user name (full email address again), and current password. Also set the following server information:

Account Type	Incoming Mail Server	Outgoing Mail Server
IMAP	imap.kvhmail.com	smtp.kvhmail.com

Then select **More Settings**.

7. On the Outgoing Server tab, select **My outgoing server (SMTP) requires authentication** and **Use same settings as my incoming mail server**.
8. On the Advanced tab, verify the following settings:

Incoming server (IMAP)

Port	Encryption
993	SSL

Outgoing server (SMTP)

Port	Encryption
587	TLS

Then select **OK**.

9. Select **Next** to finish setup.

Setup is complete! Outlook will begin synchronizing the account.

Note: Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

Android Mail App

IMPORTANT!

These instructions will likely differ from your mail application due to the frequency of its software updates. Use these instructions as a guide and refer to your application's Help menu or user documentation for details.

1. Select **Settings**.
2. Select **Accounts and Backup**.
3. Select **Manage Accounts**.
4. Select **Add Account**.
5. Select **Personal (IMAP)**.
6. Enter your email address. Then select **Manual setup**.
7. Enter your password. Then select **Next**.

Note: Contact your fleet's ICT department if you need your password.

8. At Incoming Server Settings, enter the following:

Username	Password	Server
<your email address>	<your password>	imap.kvhmail.com

Then select **Next**.

9. At Account setup, select **IMAP**.
10. Enter your email address for Username and enter your password.
11. Set the following server and port information:

IMAP Server

Host Name	User Name	Password
imap.kvhmail.com	<your email address>	<your password>

Outgoing Mail Server

Host Name	User Name	Password
smtp.kvhmail.com	<your email address>	<your password>

Then select **Next**.

12. Select **Save**.

Setup is complete! The Mail app will begin synchronizing the data.

Apple iOS Mail App

IMPORTANT!

These instructions will likely differ from your mail application due to the frequency of its software updates. Use these instructions as a guide and refer to your application's Help menu or user documentation for details.

1. Select **Settings > Mail > Accounts > Add Account**.
2. Select **Other**.
3. Select **Add Mail Account**.
4. Enter your name, email address, and current password. Also enter a short description for this account. Then select **Next**.

Note: Contact your fleet's ICT department if you need your password.

5. Make sure **IMAP** is selected at the top of the New Account page (not POP).
6. Set the following server and port information.

Incoming Mail Server

Host Name	User Name	Password
imap.kvhmail.com	<your email address>	<your password>

Outgoing Mail Server

Host Name	User Name	Password
smtp.kvhmail.com	<your email address>	<your password>

Then select **Next**.

7. Select **Save**.

Setup is complete! The Mail app will begin synchronizing the data.