How do I know if I am impacted?

If you use one of the popular email services like Gmail or iCloud then you most likely are **not** impacted. However, if you are a Vodafone customer, who uses an older email address (like eircom.net), and you use an email application like Microsoft Outlook on your PC, laptop, tablet or phone then you **are** most likely impacted. You will not be able to send email messages until you make the changes described below.

To check if you are impacted, check what your outgoing mail server is set to. If it is mail.vodafone.ie, you will have to change it.

If you use an Exchange server to send emails, you will not be impacted.

Summary of the changes to make

If you are an email expert and have a Gmail account, please see below

• Currently, your email application will have the following settings for outgoing email

- SMTP server name: mail.vodafone.ie

- SMTP username: this will be your email address

- SMTP password: this will be your e-mail password

• You need to change these settings to the following...

- SMTP server name: smtp.gmail.com

- SMTP username: set this to your Gmail address (for example, myname@gmail.com)

- SMTP password: set this to your Gmail account password

- SMTP port: 465

- SMTP connection security: SSL/TLS

• You may also need to adjust a Gmail email setting account...

- Send mail as: set this to your older email address (for example, your eircom.net address)

• And a Google account security setting...

- Less secure app access: set this to on (default is off)

If you are unsure and need a step by step guide please see below

This section provides step-by-step instructions describing how to make the changes that will allow you to continue to send email messages using your e-mail address.

It is important to note that there are many email applications and the exact names of the settings will depend on the application that you use. If In doubt, use Google to search for the settings related to your email application.

Overview

The approach described here involves using Google's free SMTP email server. This is a recommended choice as it is a very popular email provider and it does not require any credit card details or other personal information. Google reserves the right to limit the number of emails that you can send each day via their free SMTP server but these are limited to (100+ messages) if this is not a good solution for you, then there are many other free SMTP services available and we have included links for some of them in the alternatives section below.
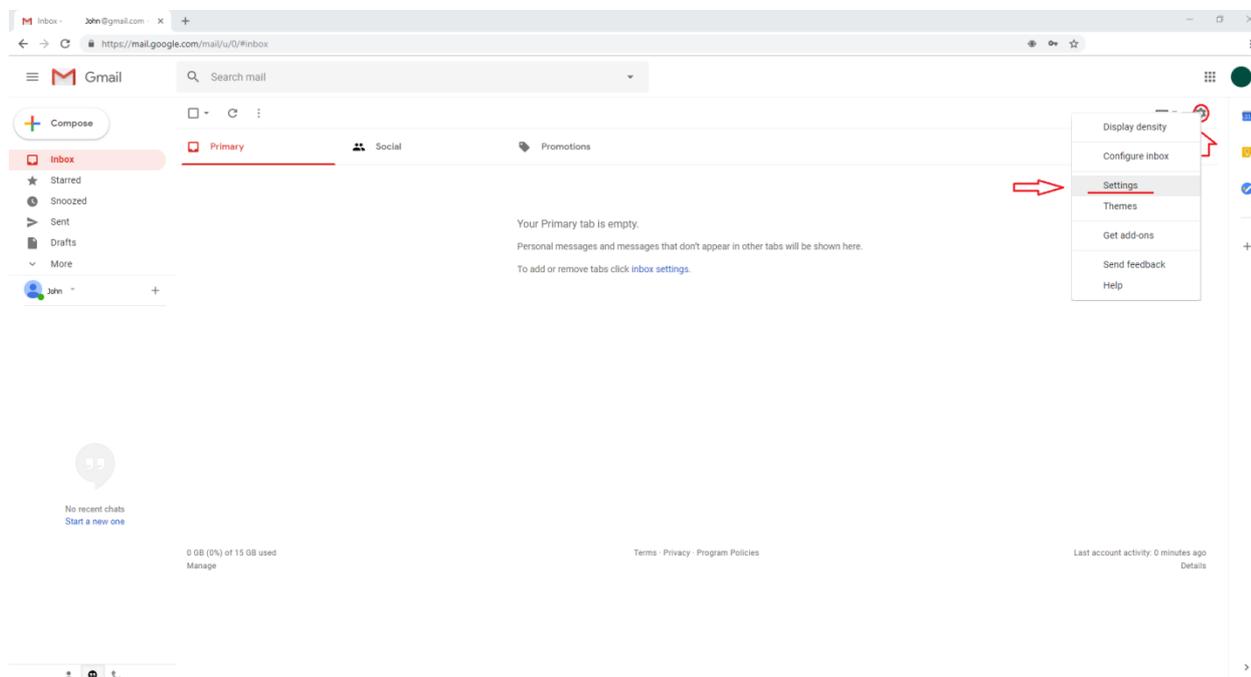
Step 1: Create a free Gmail account

• If you do not already have a Gmail account then you need to create one by following the instructions here.

Step 2: Change your Gmail settings

- Use a web browser to log into your Gmail account by clicking on this link.

- Click the settings icon on the top right and select "Settings".

- Click on "Accounts and Import" and look for the "Send mail as" section. In this section, make sure that your old email address (for example, your eircom.net address) is set as the default.
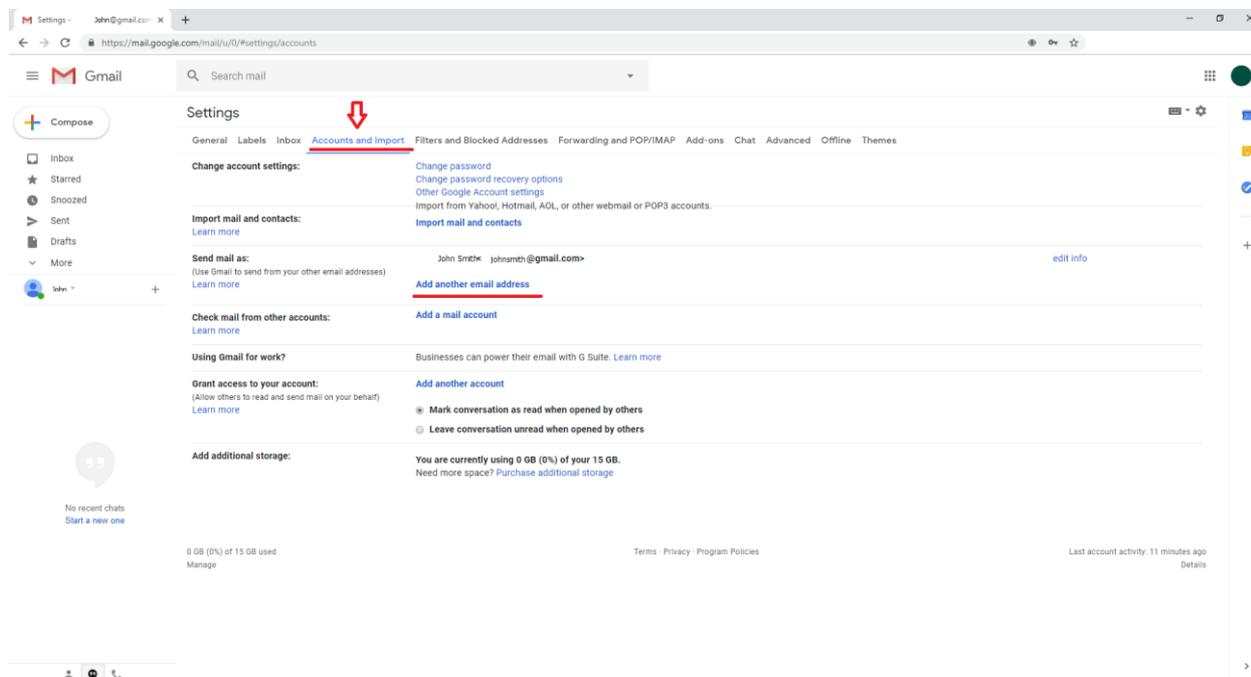
- If it is not listed as an option, then use the "Add another email address" link to add your old email address and then set it as the default

Send mail as: John Smith < johnsmith @gmail.com>   make default   edit info
(Use Gmail to send from your other email addresses)
Learn more   John Smith < johnsmith@eircom.net >   default   edit info   delete

Add another email address

Step 3: Change the outgoing email settings in your email application

• Open your email application (Microsoft Outlook or another application) and open the email settings/preferences. For more details on how to find, the settings for Microsoft Outlook look here.

Set these five settings as follows

1. SMTP host or server name: smtp.gmail.com

2. SMTP username: set this to your Gmail address (for example, myname@gmail.com)

3. SMTP password: set this to your Gmail account password

4. SMTP port: 465

5. SMTP connection security: SSL/TLS

×

IMAP Account Settings

JohnSmith@eircom.net   (Not you?)

Incoming mail

Server ************************   Port ****

Encryption method SSL/TLS ▼

☐ Require logon using Secure Password Authentication (SPA)

Outgoing mail

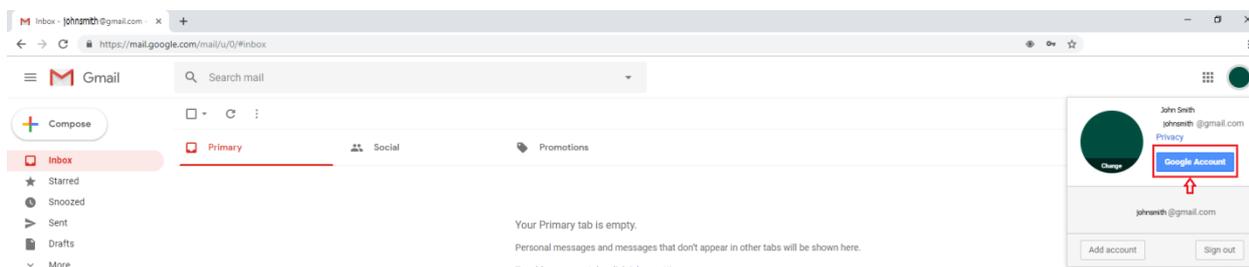Server smtp.gmail.com   Port 465

Encryption method SSL/TLS ▼

☐ Require logon using Secure Password Authentication (SPA)

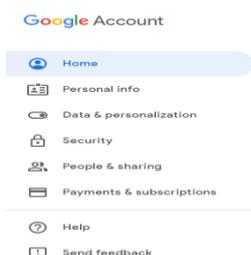Go back   Next

Step 4: Change your google account security settings

• Open your Google account by clicking on your picture on the top right and selecting "Google account"

- On the left hand side of the page, click "Security". Scroll down the page until you see the "Less secure app access" section.

- Change the setting here from off to on by clicking the "Turn on access (not recommended)" link and clicking on the "Allow less secure apps" slider to turn it on
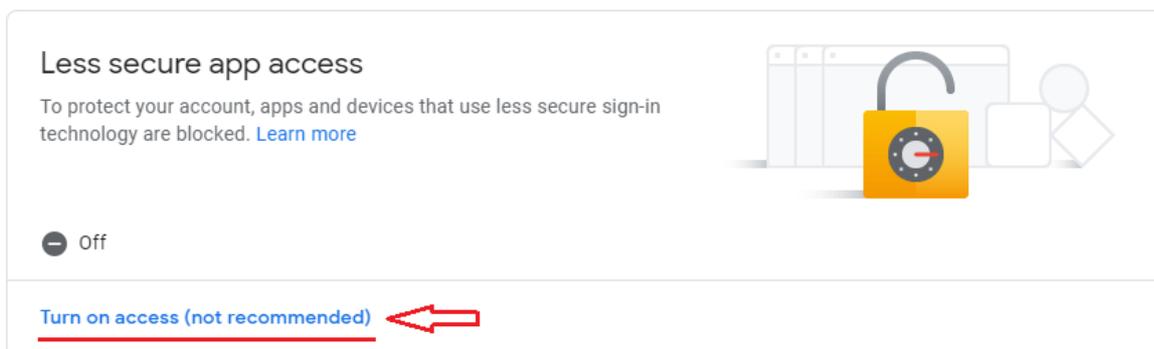
Step 5: Send a test message to yourself

- Open your email application and compose a new message to yourself, putting "test message" or something similar in the subject line. Click send and check to see whether the message is received. If you do not receive the email, please review the steps above.

Alternatives

If the above approach does not work for you or if you need to be able to send many hundreds of messages per day then below are a few SMTP alternatives to consider. To use these you will be required to create an account and may be asked to provide payment details (in case your usage goes above the advertised free limits).

1. SendPulse (free up to 12,000 emails per month)

2. SparkPost (free up to 100,000 emails per month)

3. Mailgun (free up to 10,000 emails per month)

Please note, if you choose one of the above providers, Vodafone do not accept responsibility for their success or otherwise. They are just some providers that may be of assistance to you. Vodafone has no interest or preference for any of these providers. There are other providers available to you if these are not suitable.