

Using CompuServe's POP3 Mail System

A Guide to POP3 and Client Software Configuration

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Attention CompuServe 2000 Members:

CompuServe 2000 members do not have access to the POP3 Mail System. Instead, CompuServe 2000 allows members to use most of the mail programs listed in this document using the IMAP protocol. Information about using IMAP to access your CompuServe 2000 mail can be found in the Email & Communications Forum. GO EMAILCOM or <http://go.compuserve.com/emailcommunication>.

Table of Contents

| | |
|--|----|
| What is POP3 mail? | 2 |
| Overview of the CompuServe® POP3 system..... | 2 |
| Why use POP3 mail? | 2 |
| Internet Standards | 2 |
| Functionality | 3 |
| POP3 software | 4 |
| Access methods..... | 4 |
| Virtual Key..... | 4 |
| Windows software that supports Virtual Key | 5 |
| UNIX software that supports Virtual Key..... | 5 |
| Plaintext passwords..... | 5 |
| Configuring software | 5 |
| The first steps..... | 5 |
| Newmail..... | 5 |
| Personal Address..... | 5 |
| Server names | 6 |
| Selecting an outgoing mail (SMTP) server | 6 |
| Eudora 4.2..... | 7 |
| Microsoft Outlook Express 5.0 | 11 |
| Microsoft Outlook Express 4.0 | 13 |
| Netscape Messenger 4.6..... | 16 |
| Microsoft Outlook 2000..... | 18 |
| Microsoft Outlook 98..... | 20 |
| Internet Mail Only..... | 20 |
| Microsoft Outlook 97..... | 24 |
| Agent 1.5..... | 26 |
| ICQ..... | 28 |
| CompuServe WebMail..... | 29 |
| Hotmail | 34 |
| Pegasus (v 3.11)..... | 37 |
| Frequently Asked Questions | 40 |
| Author's Note..... | 41 |

What is POP3 mail?

POP3 stands for Post Office Protocol, version 3. POP3 specifies the interaction between software running on your computer and software running on a mail sever. This protocol lets the software on your computer read and manipulate mail stored on the server. POP3 is usually paired with another protocol, SMTP, which specifies how your computer can send mail to other computers.

Overview of the CompuServe® POP3 system

CompuServe's mail system, to this point, has been a proprietary system. If you wanted to use CompuServe mail, you used CompuServe software. CompuServe has now extended its classic mail system by adding support for POP3 and SMTP protocols.

Basically, the change means that you now have more than one way to access your mailbox. You can use your regular method (whatever software you use now), or a POP3 client, or both (with suitable configurations).

Most POP3 clients will automatically decode attachments and render them as clickable icons within the message, process HTML and display it as the sender intended, render http:// and ftp:// links as clickable, and provide tools for filtering and other automated processing of mail.

CompuServe is doing this right. If you don't do anything, nothing changes. If you want added functionality, you can use any third party tool.

In 1996, CompuServe released a POP/SMTP mail system using the domain "csi.com". Thousands of members signed up for that system and have been using it very successfully. They will be affected by CompuServe's new POP initiative. For those with csi.com mailboxes, the csi.com domain will get folded back into the CompuServe domain. Mail sent to your csi.com address will wind up back in your classic CompuServe mailbox. After the change to the classic mail system takes place, you need to change your servers from pop.site1.csi.com to pop.compuserve.com and smtp.site1.csi.com to smtp.compuserve.com, and your return address from name@csi.com to name@compuserve.com. CompuServe has said that mail sent to the csi address will be properly handled (i.e., delivered to you) for two years.

Why use POP3 mail?

There are a number of good reasons to use a POP mail client rather than CompuServe's proprietary software like CompuServe 4.02. The two strongest cases are (1) that CompuServe is moving away from proprietary software and is embracing Internet standards and (2) POP clients offer a broader range of functions than CompuServe's proprietary client software.

Internet Standards

CompuServe is making almost all of its content available through a web browser. If you're using a web browser to visit forums, access databases, or visit chat areas, doesn't it make more sense to use a mail program designed for use on the Internet? Just as CompuServe is opening its content to the web, it has opened its mail system. As CompuServe embraces the common standards, it opens opportunities for you.

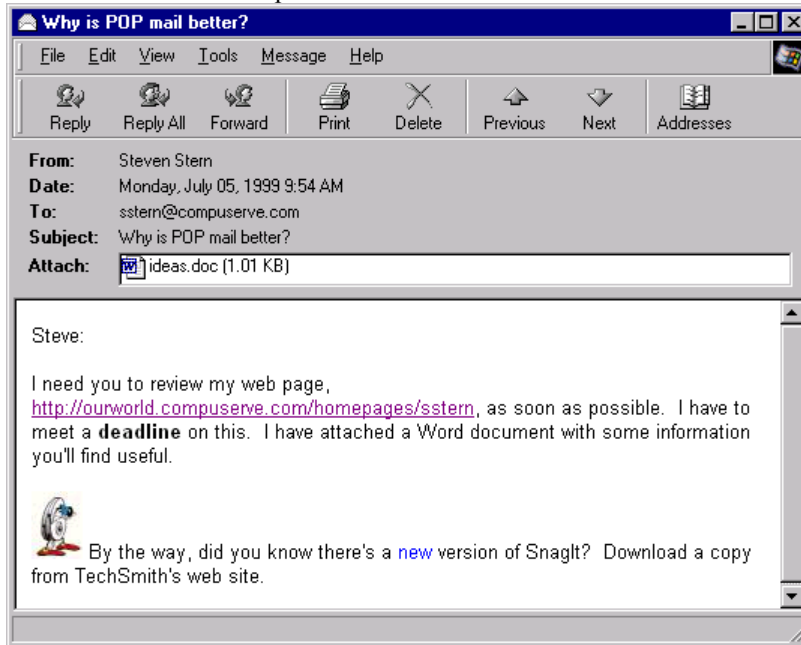
Members often wish they could be notified as new mail arrives while they are online. This can't be done with CompuServe's proprietary mail system, but there are dozens of mail-alert programs (including ICQ) that work with a POP mail system.

* POP mail service is available *only* to members of the classic CompuServe service. CompuServe 2000 members cannot use the POP mail system.

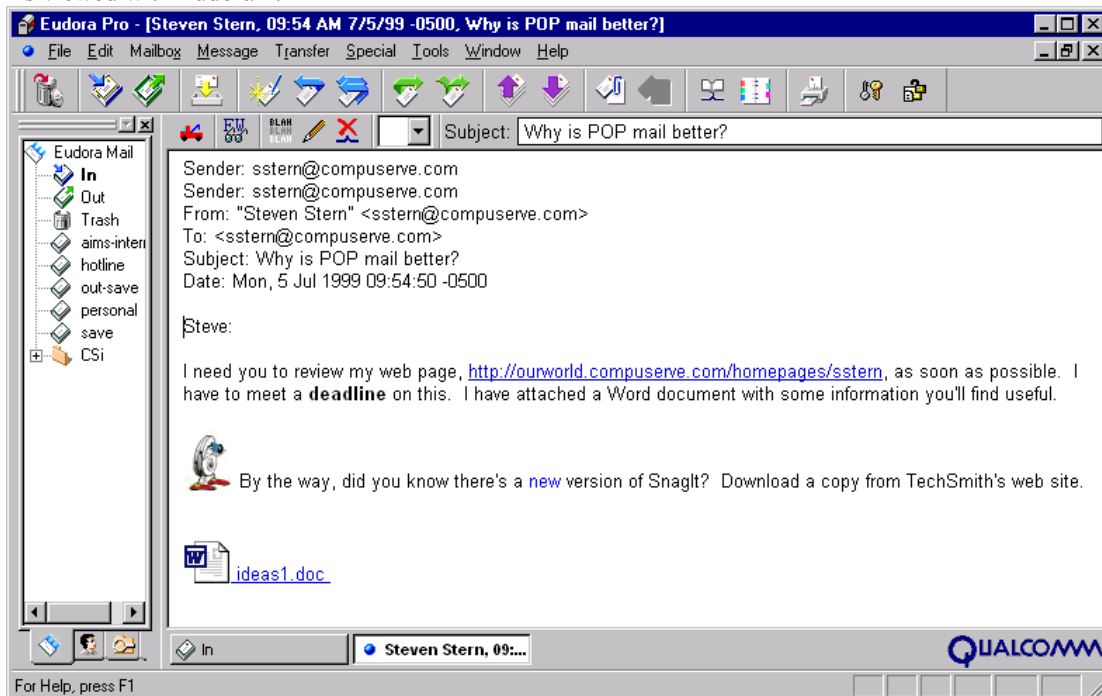
Functionality

The following pictures make the strongest case for demonstrating the superiority of a current POP mail client over CompuServe 4.02. All three pictures show an email sent from Outlook Express 5, a common mail client. The message uses rich text formatting and includes a link to a web page and an attached MS Word file.

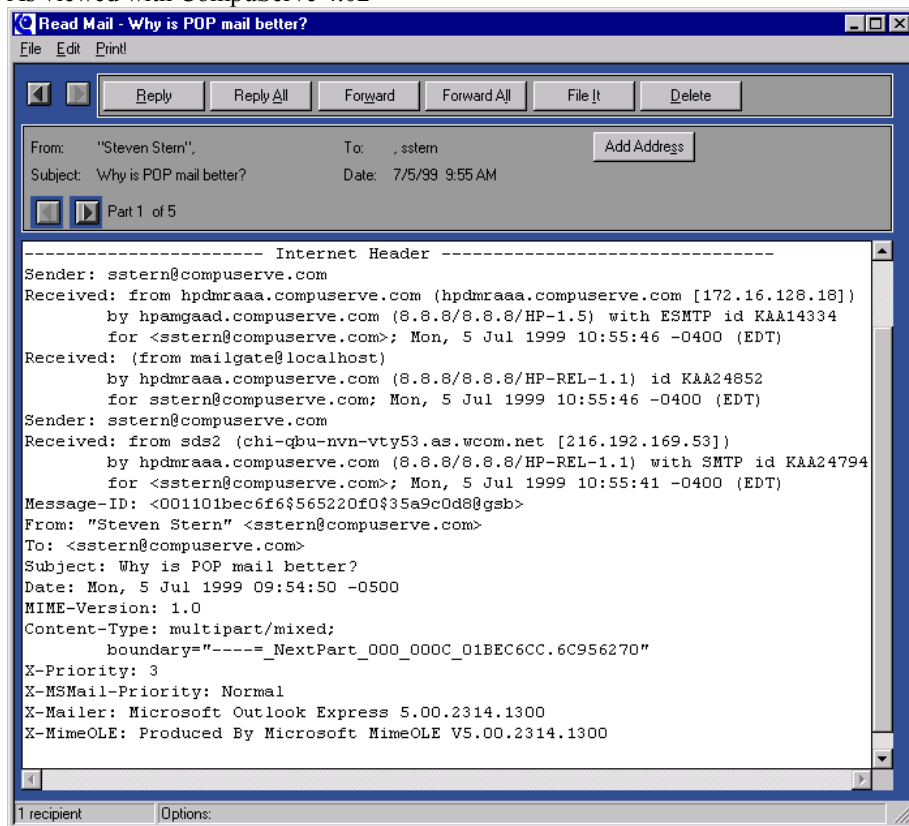
As viewed in Outlook Express:



As viewed with Eudora 4.2



As viewed with CompuServe 4.02



POP3 software

You probably already have POP3 software installed on your computer. If you've installed Internet Explorer, it has probably installed Outlook Express, Microsoft's mail and news client. If you've installed Netscape, you have Netscape Messenger. Both are free and exist for Windows and Macintosh platforms.

There are dozens of other commercial, shareware, and freeware products. You'll find information about POP mail and support for POP software in the Email & Communications Forum. For help using *any* Internet mail software, GO EMAILC or <http://go.compuserve.com/emailcommunication>.

Access methods

All POP software needs an Internet connection to reach the mail server. This is provided to all CompuServe members. Just connect to the Internet using your CompuServe Dial-Up Networking connection.

POP servers need to know who you are, independently of how you connect. CompuServe's POP servers support two methods of authentication, plain text passwords and Virtual Key.

Virtual Key

Virtual Key (also known as Remote Password Authentication or Secure Password Authentication) uses an encrypted token to identify you to the mail server. Your account name and password are never sent across the Internet. Use this method if you are concerned about the security of your account.

The following mail programs now support CompuServe's Virtual Key authentication protocol.

Note that the versions listed below are the version in which RPA support first appeared. In all cases, "and later" should be assumed.

| | |
|---|---|
| Windows software that supports Virtual Key Forte Agent, version 1.5 http://www.forteinc.com/ GO EMAILCOM Mailcat http://www.blackpaw.com/ GO EMAILCOM Eudora Pro, version 3.03 Eudora Lite, version 3.03 http://www.eudora.com/ GO EMAILCOM Microsoft Internet Mail http://www.microsoft.com/ | Microsoft Outlook 98 http://www.microsoft.com/ Microsoft Outlook Express http://www.microsoft.com/ NetManage Z-Mail Pro, version 6.2 http://www.netmanage.com/ UNIX software that supports Virtual Key POPRPA (poprpa.tgz) GO UNIXFORUM, library 15 FetchMail, version 4.3.0 http://www.ccil.org/~esr |
|---|---|

Plaintext passwords

Plaintext authentication requires your mail software to send your personal address and password as unencrypted text across the Internet. To provide an added level of security, CompuServe requires that you create a special, mail-only password if you choose to use plaintext authentication. Although CompuServe does not require it, you should pick something other than your regular CompuServe password. When picking a password, follow CompuServe's general password rules: 8-24 characters that include at least one alpha and one numeric character and no spaces or special characters.

The plaintext password is also referred to as a "mail-only" and "clear text" password. You create a plaintext, mail-only password at GO NPX-92 or at <http://www.compuserve.com/communications> by clicking on the Advanced Settings link. You may change this password at any time from the same page.

Configuring software

The first steps

Newmail

You must already be on the "new" mail system, so the first step is to GO NEWMAIL to make sure your mailbox is on the system that supports POP mail.

Personal Address

If you have not already created a optional personal address for your CompuServe account, GO REGISTER. This is where you assign a friendly email address (e.g., jsmith) to your account (e.g., 12345,123). A personal address is not a requirement. Your UserID will work. If your UserID is 12345,123, you'd use "12345.123" as your account name and 12345.123@compuserve.com as your email address.

Server names

All Internet software requires the names of the POP and SMTP servers:

POP3 Server name: pop.compuserve.com

Selecting an outgoing mail (SMTP) server

If you dial into a CompuServe access number, you use CompuServe's SMTP server:

SMTP Server name: smtp.compuserve.com

CompuServe restricts use of the server to authenticated users of the CompuServe network. If you are using another Internet provider or a corporate LAN, you will not be able to use CompuServe's SMTP server. Check with your provider or LAN administrator for the name of your SMTP server.

Eudora 4.2

Eudora has a wizard to guide you through creating a mail account. If you are just installing Eudora, it will automatically start with the Email Account Setup Wizard. If you are adding a CompuServe account to an existing Eudora setup, start at the Eudora menu bar and select TOOLS, then PERSONALITIES. Right click in the personalities window and select NEW from the pop-up menu.

Not much to do here but click "Next".



Again, not much to do here. Select "Create a brand new e-mail account" and click "Next".



The name you enter here is displayed next to your email address in the receiver's email software. When someone receives mail from this account, as set up here, the sender's address will look like

John Smith <jsmith@compuserve.com>



Enter your email address here.

The screenshot shows the 'New Account Wizard' window for Eudora Pro. The title bar reads 'New Account Wizard'. On the left is a red sidebar with 'Eudora Pro Email Account Setup' and a 'QUALCOMM' logo. The main area is titled 'E-Mail Address' and contains the text: 'Please enter your e-mail address which has been assigned to you by your Internet Service Provider. This address will be the address other people use to send e-mail to you.' Below this is a text box labeled 'E-Mail Address:' containing 'jsmith@compuserve.com' and a hint '(e.g. --> cjones@eudora.com)'. At the bottom are buttons for '< Back', 'Next >', 'Cancel', and 'Help'.

Your login name is your personal address, as set at GO REGISTER.

The screenshot shows the 'New Account Wizard' window for Eudora Pro. The title bar reads 'New Account Wizard'. On the left is a red sidebar with 'Eudora Pro Email Account Setup' and a 'QUALCOMM' logo. The main area is titled 'Login Name' and contains the text: 'In the edit box below, please enter the name you will use to log into this account.' Below this is a text box labeled 'Login Name:' containing 'jsmith' and a hint '(e.g. --> cjones)'. At the bottom are buttons for '< Back', 'Next >', 'Cancel', and 'Help'.

The Incoming Email Server is the server from which you pick up your mail.

Enter "pop.compuserve.com".

It is a POP server.

The screenshot shows the 'New Account Wizard' window for Eudora Pro. The title bar reads 'New Account Wizard'. On the left is a red sidebar with 'Eudora Pro Email Account Setup' and a 'QUALCOMM' logo. The main area is titled 'Incoming E-Mail Server' and contains the text: 'In the edit box below please type in the full name of your incoming mail server.' Below this is a text box labeled 'Incoming Server:' containing 'pop.compuserve.com' and a hint '(e.g. --> mysa.qualcomm.com)'. Further down is the text: 'Please choose the type of server you are using. You can always change this later.' There are two radio buttons: 'POP' (which is selected) and 'IMAP'. At the bottom are buttons for '< Back', 'Next >', 'Cancel', and 'Help'.

The Outgoing Email Server is the server to which Eudora will send mail. It is responsible for delivering your mail to its ultimate destination.

Enter "smtp.compuserve.com" or the name of [your provider's SMTP server](#).



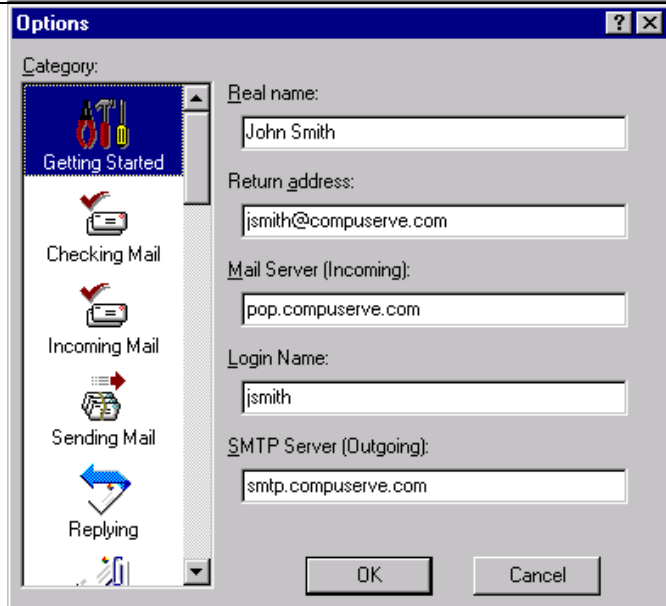
When you click FINISH, Eudora is ready to read your CompuServe mail and send any new mail you compose.

By default, Eudora uses plaintext password authentication. If you would prefer to use the more secure Virtual Key system, continue through the next two dialogs.

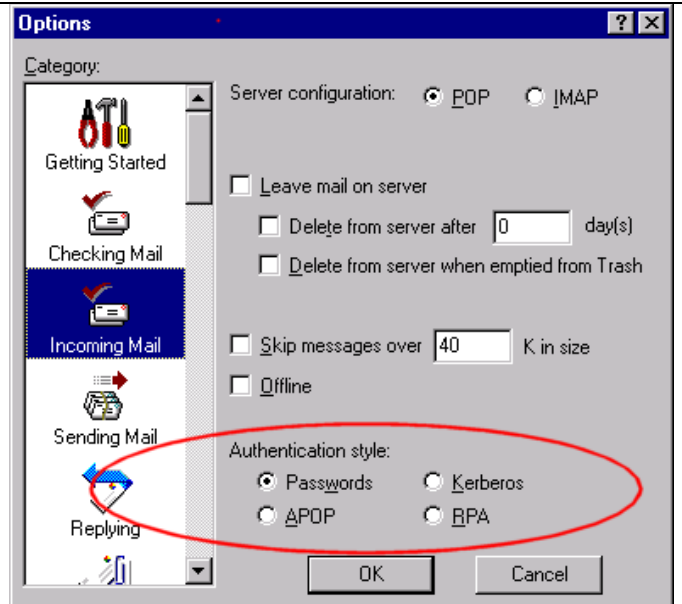


Eudora can be configured to use the secure Virtual Key authentication. From Eudora's tool bar, select TOOLS, then OPTIONS.

The first dialog, "Getting Started", confirms your basic account parameters.



Click "Incoming Mail" to change the authentication properties. Select RPA (Remote Password Authentication) to enable Virtual Key and then click OK.

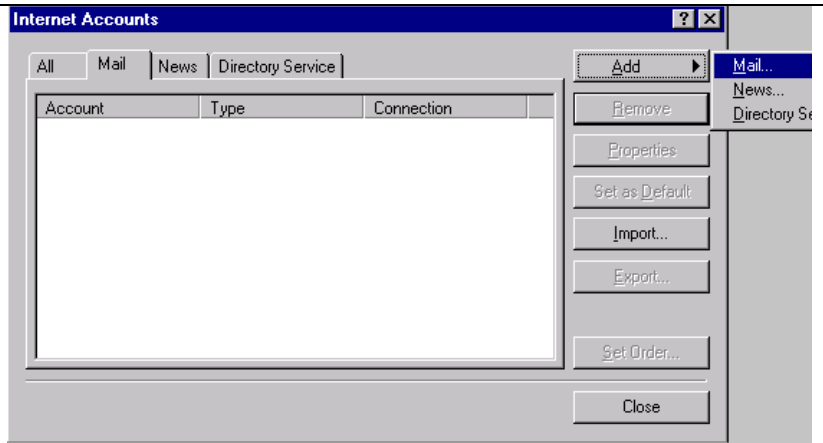


Microsoft Outlook Express 5.0

To get started with Outlook Express, start at the toolbar.

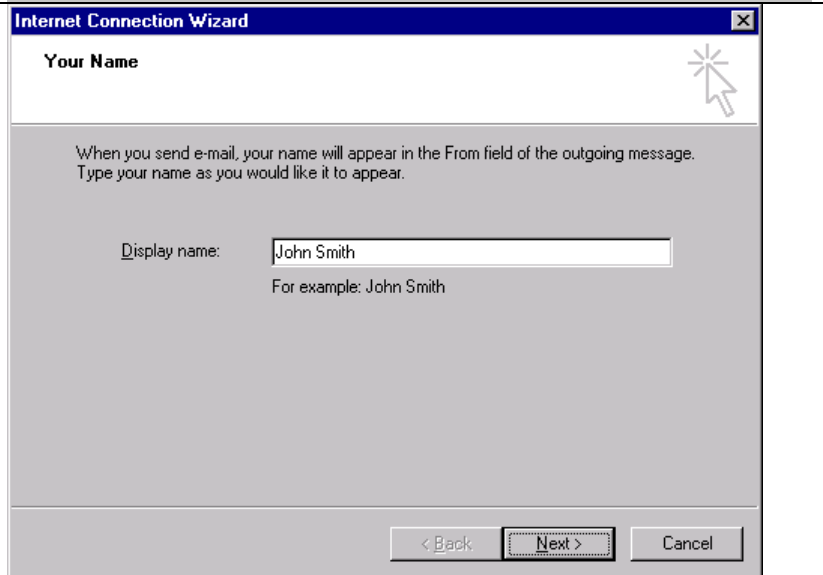
Select TOOLS, then ACCOUNTS, and then click on the MAIL tab.

To create a new account, click on the ADD button.



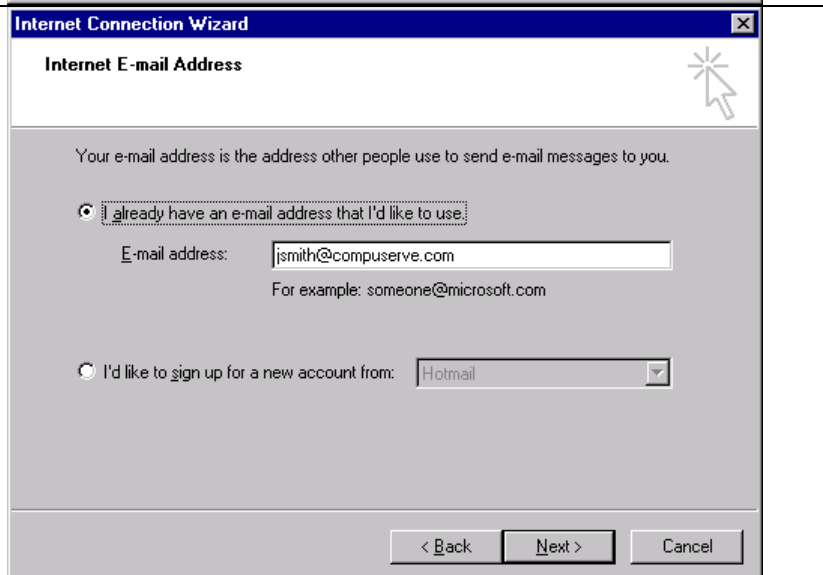
The name you enter here is displayed next to your email address in the receiver's email software. When someone receives mail from this account, as set up here, the sender's address will look like

John Smith
<jsmith@compuserve.com>



Microsoft would like you to use their mail system, but you already have an account on CompuServe.

Enter your email address here.



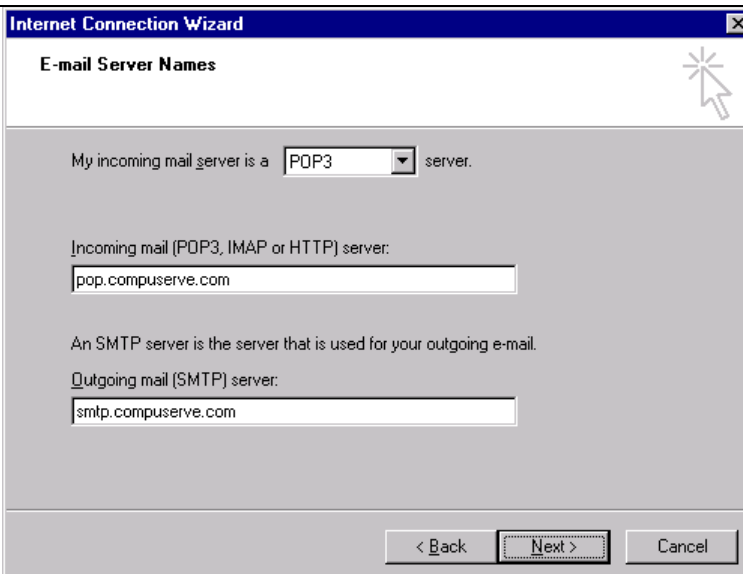
The Incoming Email Server is the server from which you pick up your mail.

Enter "pop.compuserve.com".

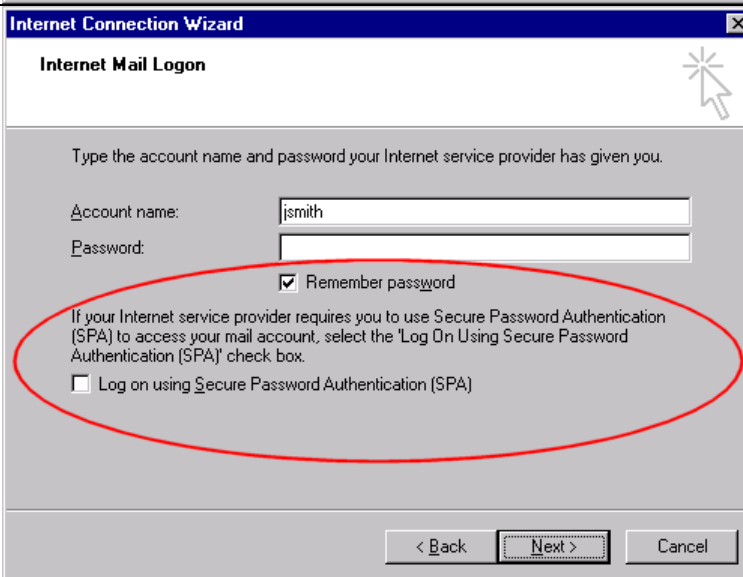
It is a POP server.

The Outgoing Mail Server is the server through which Outlook Express will send mail. It is responsible for delivering your mail to its ultimate destination.

Enter "smtp.compuserve.com" or the name of [your provider's SMTP server](#).



By default, Outlook Express uses plaintext authentication. Select "Secure Password Authentication" to choose the more secure Virtual Key method.



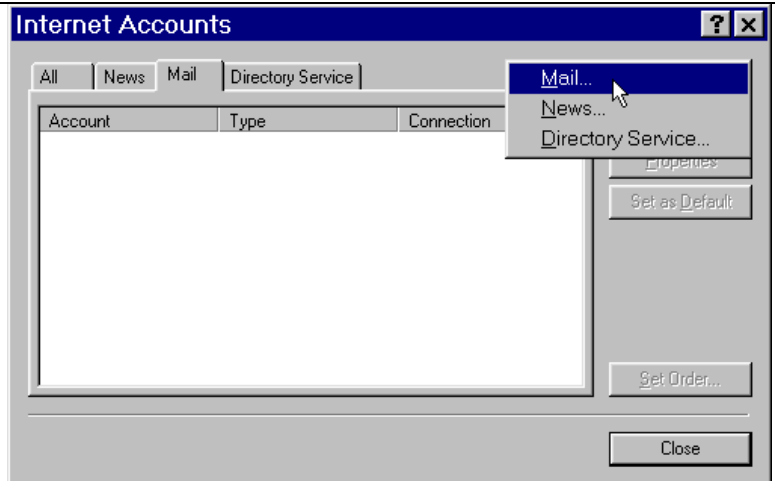
And that's that.

Microsoft Outlook Express 4.0

To get started with Outlook Express, start at the toolbar.

Select TOOLS, then ACCOUNTS, and then click on the Mail tab.

To create a new account, click on the ADD button



The name you enter here is displayed next to your email address in the receiver's email software. When someone received mail from the configuration shown, the sender's address will be

John Smith
<jsmith@compuserve.com>



Enter your CompuServe email address here.



Internet Connection Wizard

Internet E-mail Address

Your e-mail address is the address other people use to send e-mail messages to you. This address has been assigned to you by your Internet service provider.

E-mail address:

For example: johnsmith@microsoft.com

< Back Next > Cancel Help

The Incoming Email Server is the place where your incoming mail is stored.

Enter "pop.compuserve.com"

It is a POP3 (Post Office Protocols 3) Server

The Outgoing Mail server is the server through which Outlook Express will send your mail. It is responsible for delivering your mail to its ultimate destination

Enter "smtp.compuserve.com" or the name of [your provider's SMTP server](#).



Internet Connection Wizard

E-mail Server Names

My incoming mail server is a server. Type the name of your incoming mail server.

Incoming mail (POP3 or IMAP) server:

An SMTP server is the server that is used for your outgoing e-mail. Type the name of your SMTP server.

Outgoing mail (SMTP) server:

< Back Next > Cancel Help

If you are processing your mail on the same machine you use for accessing other CompuServe services with CS4 or any other software from CompuServe, select the option to use secure Password Authentication.

If you want to access mail from a different machine, which does not have the Virtual Key software installed, you must use a Clear Text password. In that case, select the radio button to "Log on using:"

Then type
Your account number
Your special mail-only password



Internet Connection Wizard

Internet Mail Logon

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your e-mail account, select the Log On Using Secure Password Authentication option. Otherwise, select the Log On Using option and type the e-mail account name and password your Internet service provider has given you.

Log on using:
POP account name:
Password:
[Your password will appear as asterisks to prevent others from reading it.]

Log on using Secure Password Authentication (SPA)

< Back Next > Cancel Help

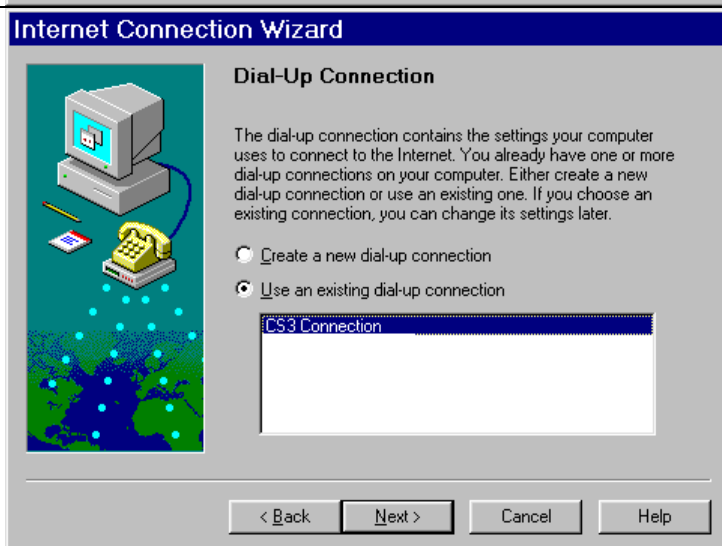
Type a name for Outlook to use to identify this account – e.g. CompuServe.



Tell Outlook Express how you will be connecting to the server. If you want to use your normal CompuServe 3 or 4 dial-up connection, select "Connect using my phone line"



Select the Dial-up Connection to use with this account.



Netscape Messenger 4.6

Messenger is the mail component of Netscape Communicator. You can get to Messenger from the Netscape group on your START menu or from the menu bar within Netscape Navigator.

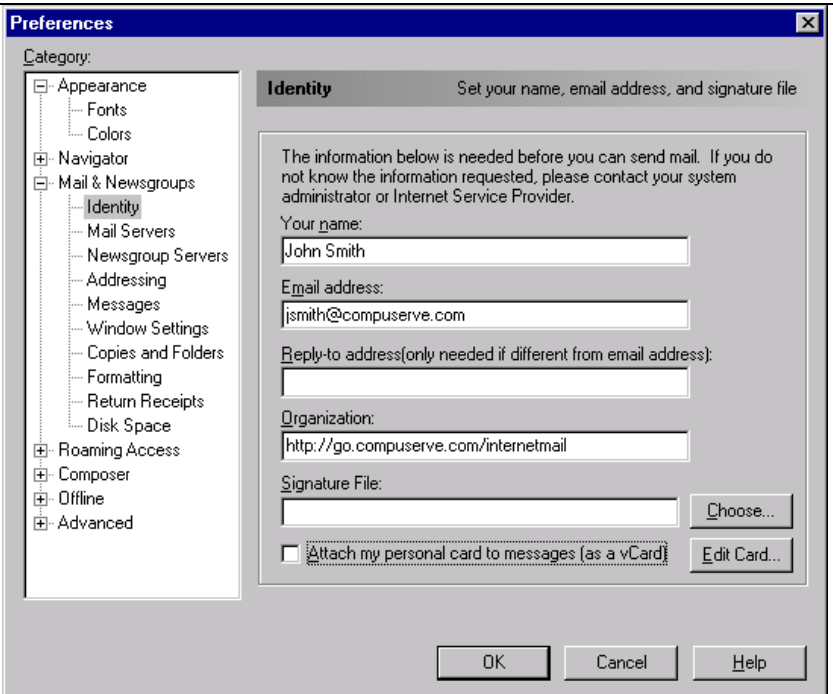
The configuration dialogs for mail are under PREFERENCES on Netscape's EDIT menu.

Open the Mail and Newsgroups section and click on the IDENTITY tab.

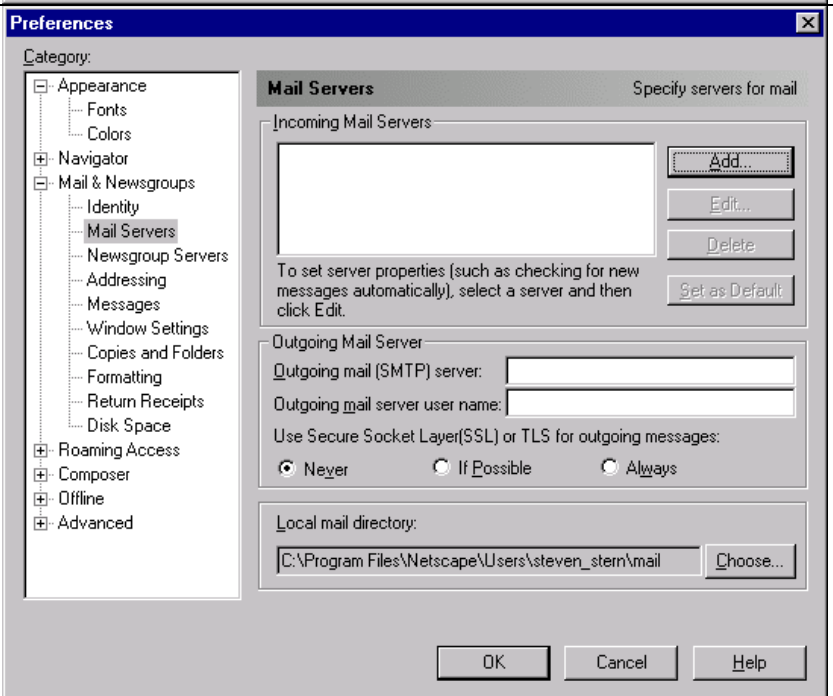
The name you enter here is displayed next to your email address in the receiver's email software. When someone receives mail from this account, as set up here, the sender's address will look like

John Smith
jsmith@compuserve.com

"Organization" is displayed as a header when your mail is read. You can use it to direct people to your home page.



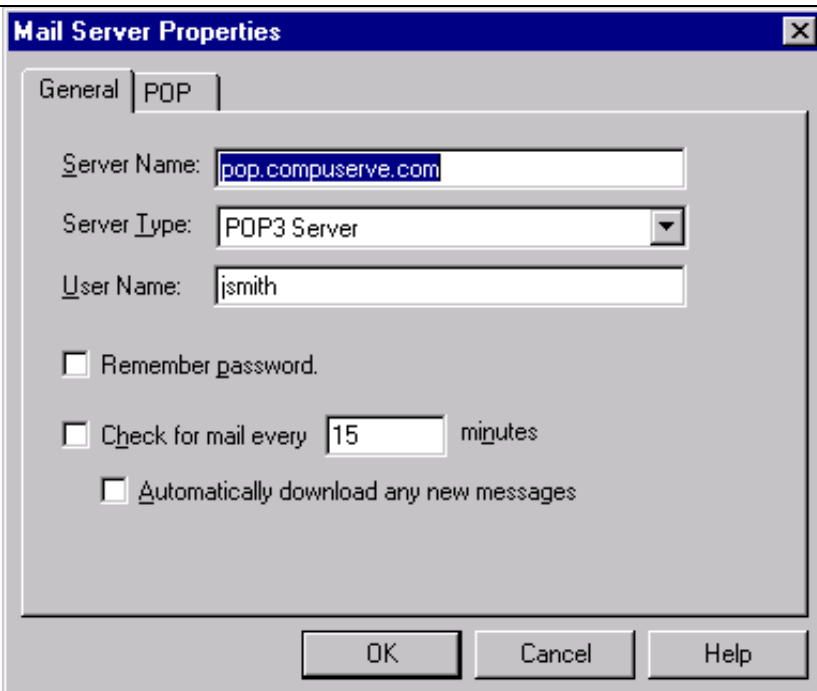
First things first. Click ADD to add an incoming mail server.



The server is
"pop.compuserve.com".

It is a POP3 server. By default,
Netscape lists IMAP. Be sure to
change the server type to POP3.

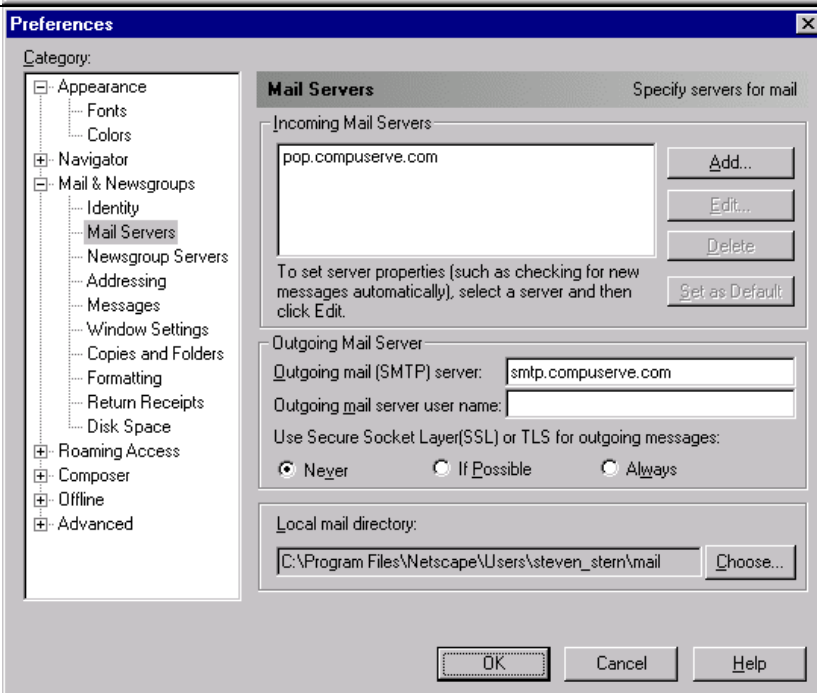
Click OK.



Fill in the name of the outgoing mail
server, "smtp.compuserve.com" or
the name of [your provider's SMTP
server](#).

Netscape does not support Virtual
Key authentication. You will need
to enter your [plaintext](#) password
when you access your mailbox.

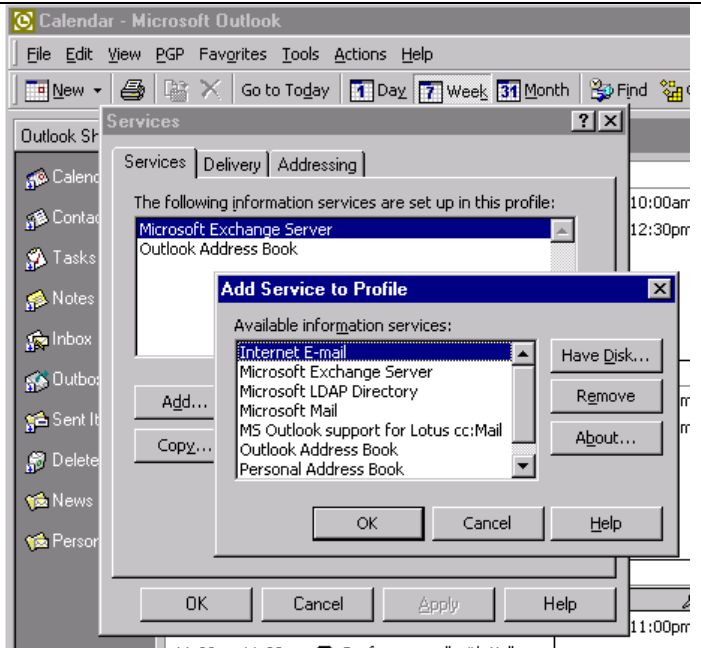
Click OK to finish the
configuration.



Microsoft Outlook 2000

Outlook can be set up to use more than one mail system. Select **TOOLS** from the menu bar, then **SERVICES**

Select **INTERNET E-MAIL** from the list and click **ADD**.



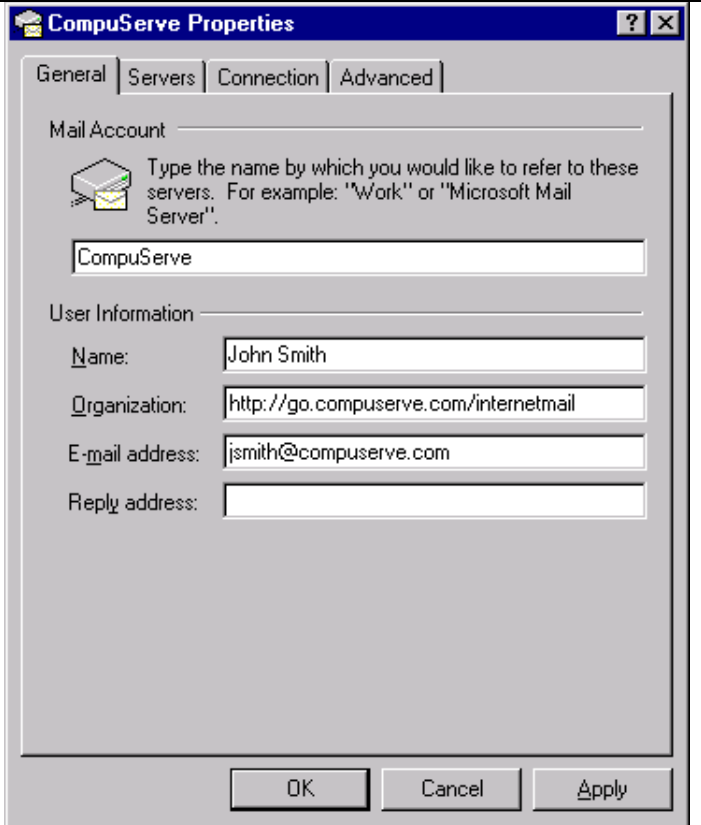
Give this internet mail account a name. It's purely for your convenience.

The name you enter here is displayed next to your email address in the receiver's email software. When someone receives mail from this account, as set up here, the sender's address will look like

John Smith <jsmith@compuserve.com>

Fill in your email address.

"Organization" is displayed as a header when your mail is read. You can use it to direct people to your home page.

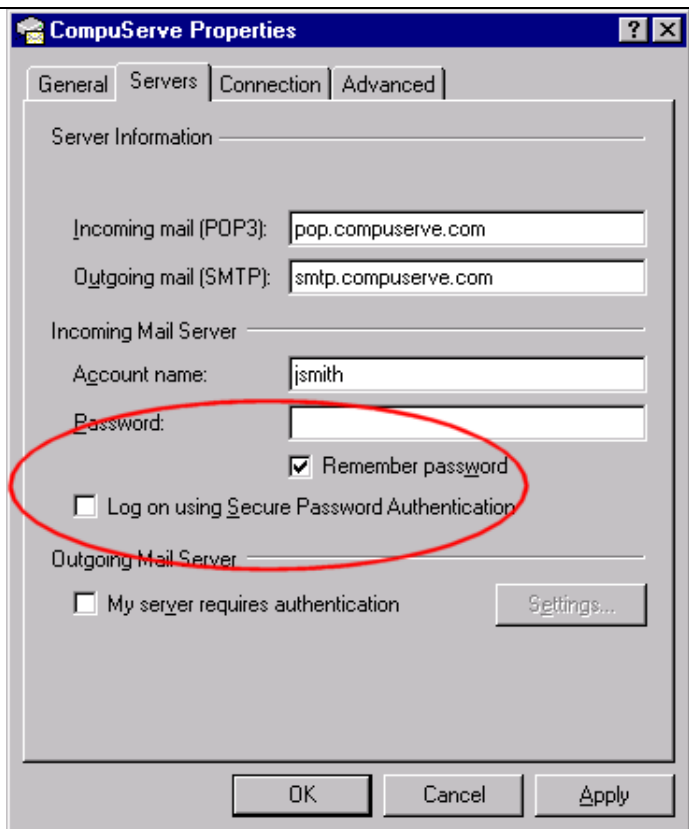


The server is "pop.compuserve.com".

The outgoing mail server is "smtp.compuserve.com" or the name of [your provider's SMTP server](#).

By default, Outlook uses plaintext authentication. Select "Secure Password Authentication" to choose the more secure Virtual Key method.

Do not select authentication for the outgoing mail server. CompuServe does not support this.



Microsoft Outlook 98

Outlook 98 has two operating modes. The mode should be displayed on the Outlook Help | About screen.

The Internet Mail Only mode provides support for standard Internet Mail protocols only. It also includes a special, starter fax module.

If you process mail from sources other than the Internet (e.g. a Microsoft Mail Workgroup post office, a cc:Mail post office) or you want to use another type of MAPI service such as the Corel Address Book, you must use the Corporate or Workgroup mode. For more information about how to determine the mode you want to use, or to switch modes after installation, visit the Microsoft Office Forum [GO MSOFORUM or <http://go.compuserve.com/MSOfficeForum>]

Internet Mail Only

Open Outlook and click Tools|Accounts. When you click Add to create a new account, a setup wizard will start.

The name you enter here is displayed next to your email address in the receiver's email software.

Internet Connection Wizard

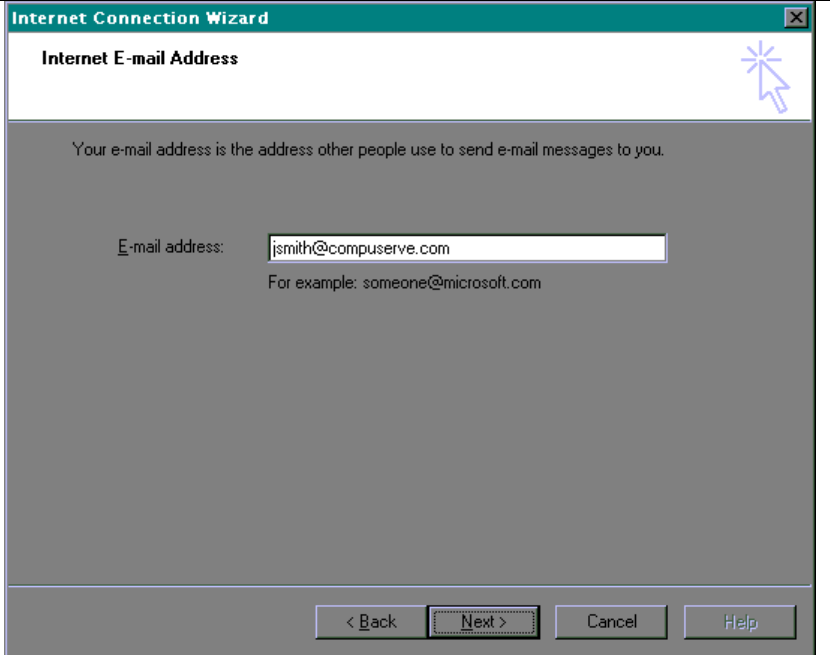
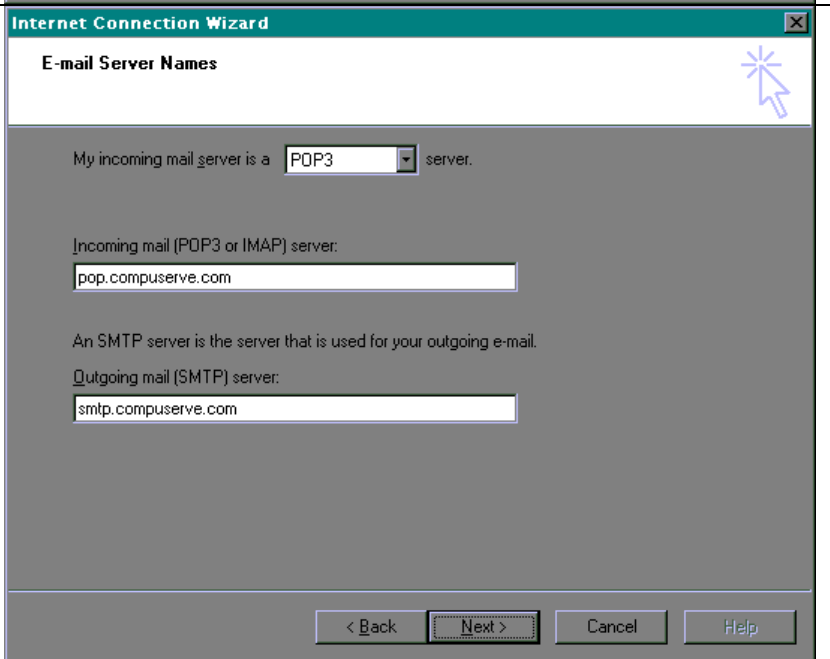
Your Name

When you send e-mail, your name will appear in the From field of the outgoing message.
Type your name as you would like it to appear.

Display name:

For example: John Smith

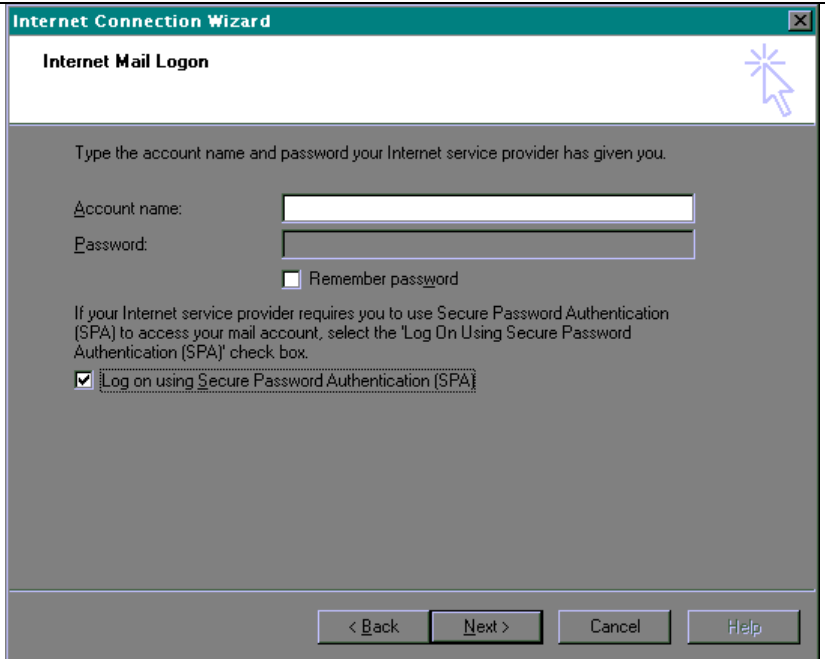
< Back Next > Cancel Help

| | |
|---|---|
| <p>Type your email address</p> |  |
| <p>The Incoming Email Server is the place where your incoming mail is stored. The CompuServe server is a POP3 (Post Office Protocols 3) Server</p> <p>Enter "pop.compuserve.com"</p> <p>The Outgoing Mail server is the server through which Outlook Express will send your mail. It is responsible for delivering your mail to its ultimate destination</p> <p>Enter "smtp.compuserve.com" or the name of your provider's SMTP server.</p> |  |

If you are processing your mail on the same machine you use for accessing other CompuServe services with CS4 or any other software from CompuServe, select the option to use secure Password Authentication and leave the other fields blank.

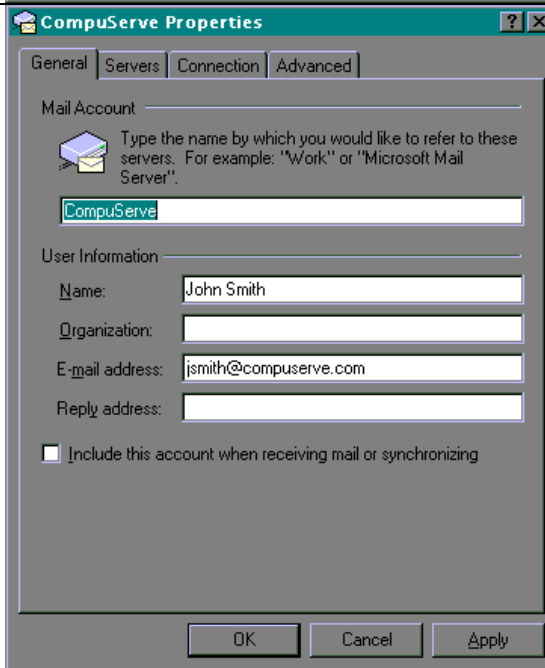
If you want to access mail from a different machine, which does not have the Virtual Key software installed (see page ..), you must use a Clear Text password. In that case, select the radio button to "Log on using:" Then type

Your account number
Your special mail-only
password

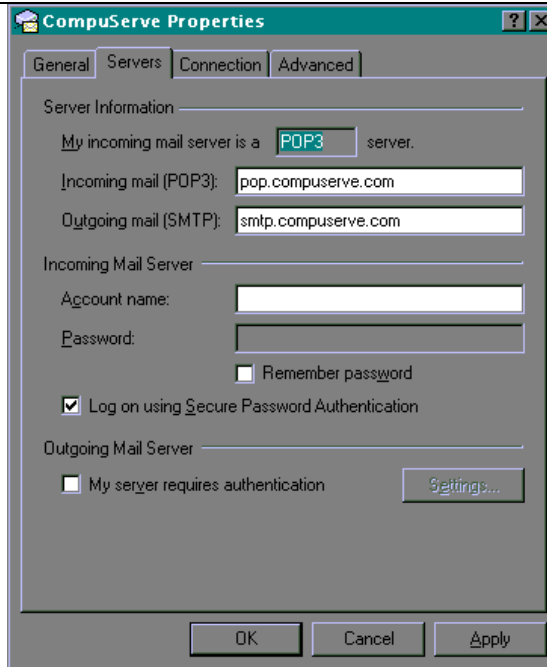


The information you entered in the setup wizard will be displayed in the regular account properties dialog.

Verify the information on the General tab



Verify the information on the Servers tab



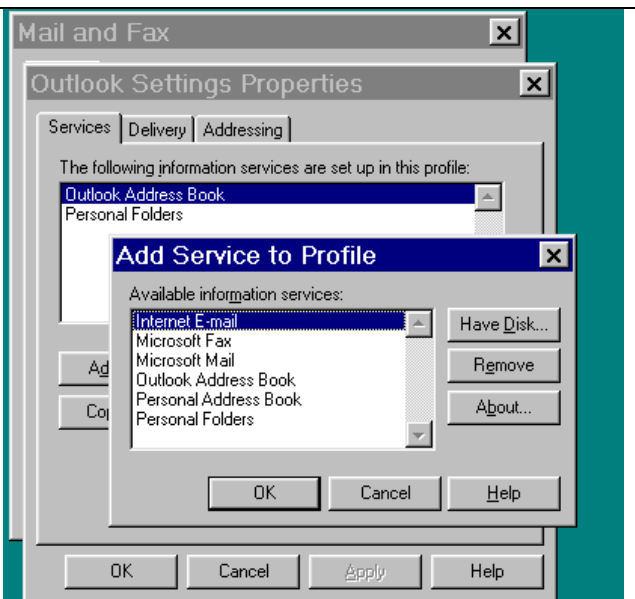
Microsoft Outlook 97

NOTE: Since Outlook is built upon the Messaging Application Programming Interface (MAPI) of the operating system, it is essential that all relevant OS patches have been applied. The file named UPDATES.TXT in the Windows Support Forum [GO WINSUPPORT or <http://go.compuserve.com/winsupport>] has detailed information about how to tell which updates you should apply to your version of Windows 95.

The Internet Mail transport for Outlook 97 has also been updated. If the screens on your system do not match the following displays, you will have to install the Internet Mail Enhancement Patch. To obtain the patch appropriate for your system, click Help | Microsoft on the Web | Free Stuff. That will take you to a page with a list of enhancements and updates to Outlook. Download the Internet Mail Enhancement Patch then double-click on the file to install it. Most users who need the IMEP also find it useful to download the Rules Wizard (mail filter) and 3 Pane Viewer too.

To Add a mail account in Outlook 97 you must edit your Mail profile. Go to the system Control Panel and click on the Mail icon. Your mail profile should be displayed. Click Add to add another service.

Select Internet E-mail and click OK

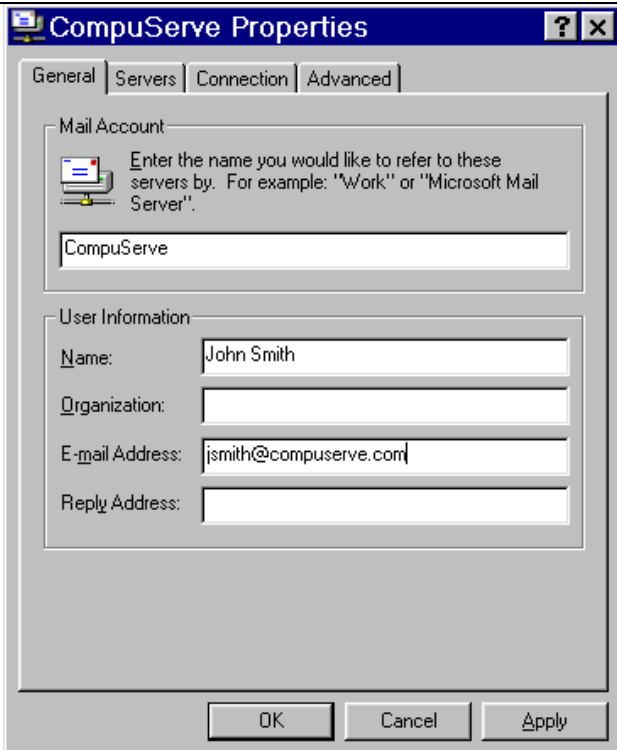


Give your mail account a convenient name such as "CompuServe".

The User Name you enter here is displayed next to your email address in the receiver's email software.

The name you enter here is displayed next to your email address in the receiver's email software. When someone received mail from the configuration shown, the sender's address will be

John Smith
<jsmith@compuserve.com>



The Outgoing Mail server is the server through which Outlook Express will send your mail. It is responsible for delivering your mail to its ultimate destination

Enter "smtp.compuserve.com" or the name of [your provider's SMTP server](#).

The Incoming Email Server is the place where your incoming mail is stored.

Enter "pop.compuserve.com"

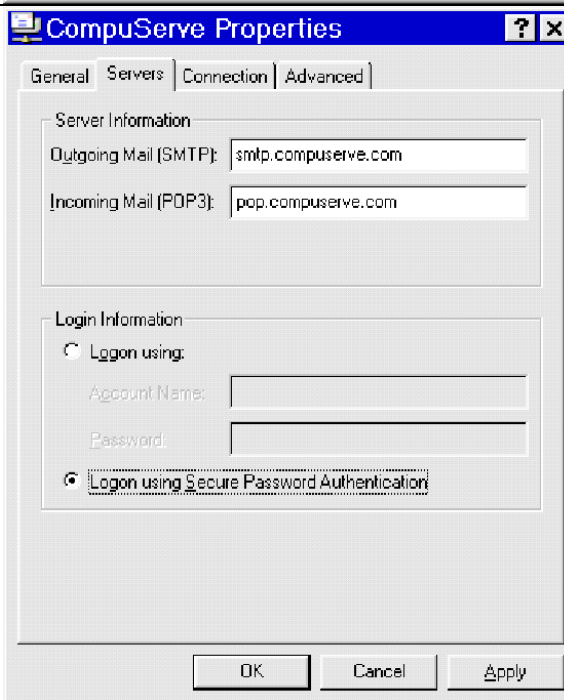
It is a POP3 (Post Office Protocols 3) Server

If you are processing your mail on the same machine you use for accessing other CompuServe services with CS4 or any other software from CompuServe, select the option to use secure Password Authentication and leave the other fields blank.

If you want to access mail from a different machine, which does not have the Virtual Key software installed, you must use a Clear Text password. In that case, select the radio button to "Log on using:"

Then type

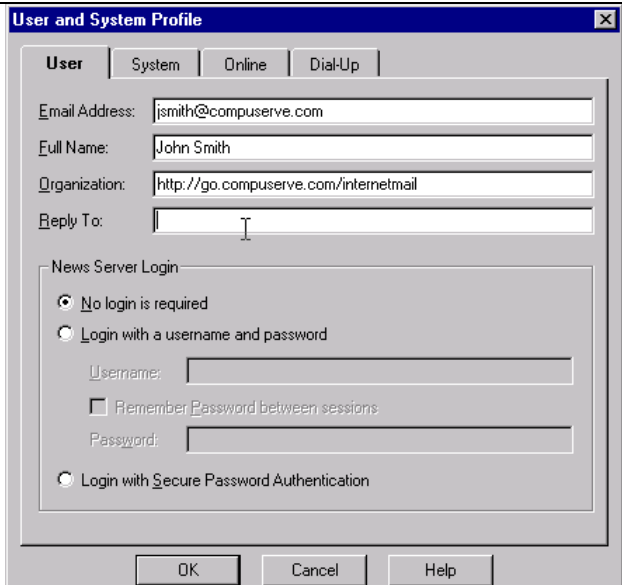
Your account number
Your special mail-only password



Agent 1.5

Agent (<http://www.forteinc.com/agent/>) is both a newsreader and mail client. The filter and sorting capabilities of Agent make it very popular.

From the OPTIONS menu, select User and System Profile. On the USER tab, set your email address to your CompuServe mail address.



The screenshot shows the 'User and System Profile' dialog box with the 'User' tab selected. The fields are filled with the following information:

- Email Address: jsmith@compuserve.com
- Full Name: John Smith
- Organization: http://go.compuserve.com/internetmail
- Reply To: (empty)

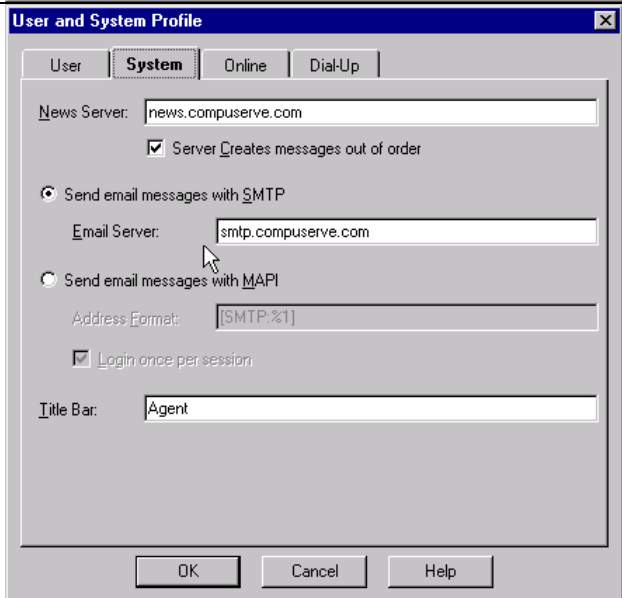
The 'News Server Login' section has the following options:

- No login is required
- Login with a username and password
 - Username: (empty)
 - Remember Password between sessions
 - Password: (empty)
- Login with Secure Password Authentication

Buttons at the bottom: OK, Cancel, Help.

On the SYSTEM tab, set the news server to *news.compuserve.com* and the email server for outgoing mail to *smtp.compuserve.com* or the name of [your provider's SMTP server](#).

Click OK to close the dialog.

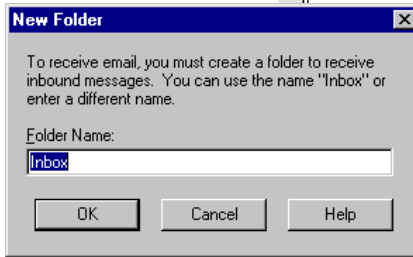
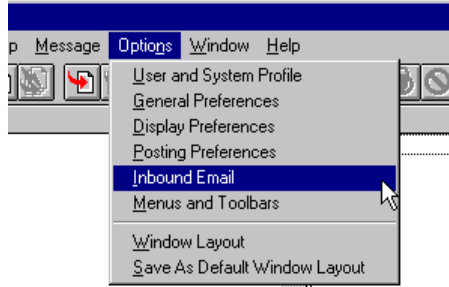


The screenshot shows the 'User and System Profile' dialog box with the 'System' tab selected. The fields are filled with the following information:

- News Server: news.compuserve.com
- Server Creates messages out of order
- Send email messages with SMTP
 - Email Server: smtp.compuserve.com
 - Address Format: [SMTP:%1]
- Send email messages with MAPI
- Login once per session
- Title Bar: Agent

Buttons at the bottom: OK, Cancel, Help.

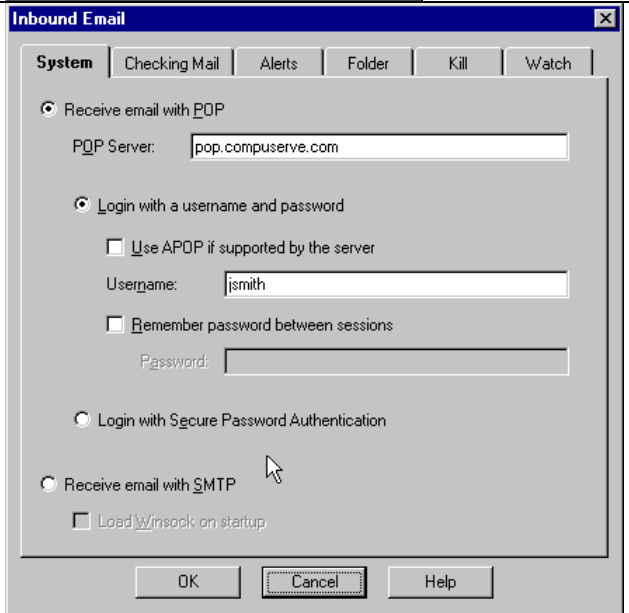
Next, you have to create an inbox into which Agent can receive mail. From the menu bar, select OPTIONS, then INCOMING MAIL. Click OK to create an inbox.



Agent will then display the mail setup dialog. The SYSTEM tab displays basic information about your account. You can choose to use a plaintext password by checking "Login with a username and password".

Agent also supports Virtual Key for a more secure login. To use Virtual Key, check "Login with Secure Password Authentication".

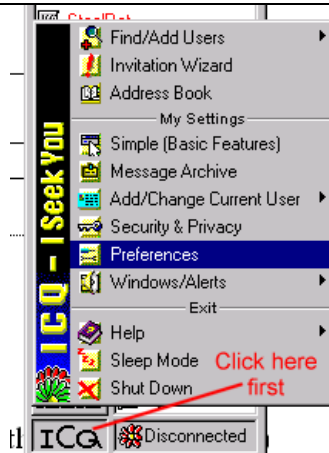
The author has found that Agent does not reliably connect to the server with Virtual Key.



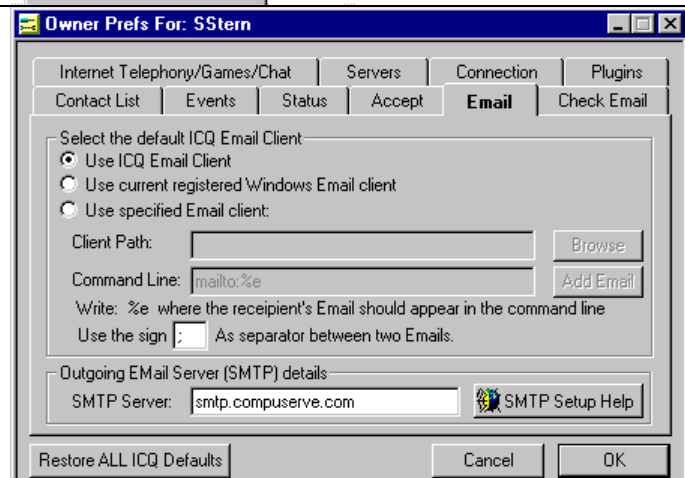
ICQ

ICQ (<http://www.icq.com>) can be configured to handle mail or check your mailbox for new mail while you are online.

Click the ICQ button and select PREFERENCES from the pop-up menu.

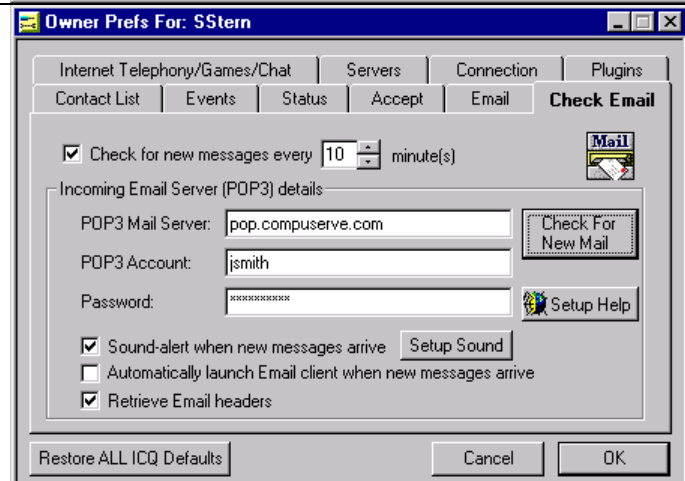


Click the MAIL tab and set the SMTP server to smtp.compuserve.com or the name of [your provider's SMTP server](#).



Select the CHECK EMAIL tab. When you check the "Check for new messages every X minutes" box, you can complete the rest of the form.

ICQ does not support Virtual Key, so you must use your mail-only password.



CompuServe WebMail

CompuServe provides a free web-based email service. With a little bit of setup, you can use this service to send mail from and read mail addressed to your "classic" CompuServe mail address.

This document walks you through the process of setting up a WebMail account, setting that account to read your CompuServe mailbox, and creating a "personality" that lets you send mail from that account.

The first step is to log in to the Internet and point your browser to the home page for the web mail service,
<http://www.compuserve.com/gateway/webmail/>

In the future, you'll login by entering your WebMail name and password.

We're starting afresh, so we need to create an account. Click the REGISTER NOW button.



If you have an existing screen name you want to use for this account, select that option. Otherwise, select the option to create a new member name.

Click OK.



Pick your name and set a password.

Be sure to use a good password.


Click "Click Here" to create the account.



CompuServe Instant Messenger
Registration for Free WebMail by CompuServe

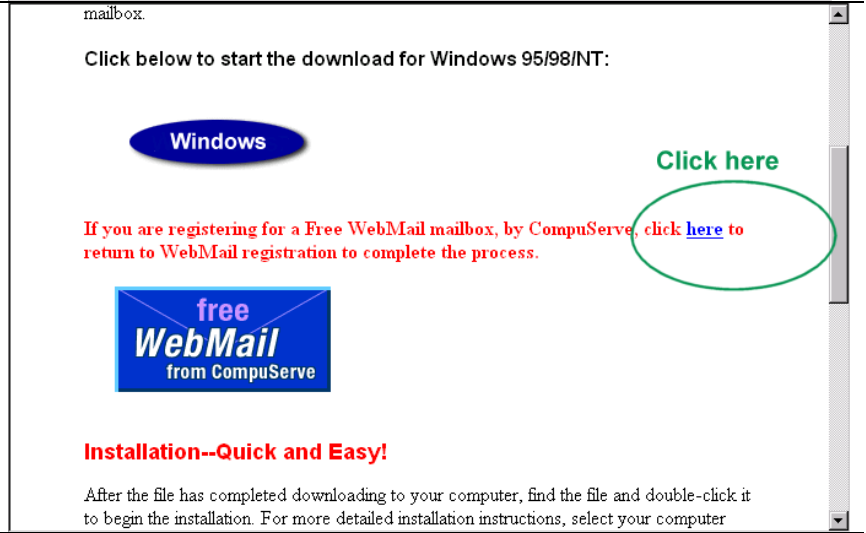
Type in the information and click below to select a screen name and begin using CompuServe Instant Messenger! It's that easy!

Desired Screen Name*
Choose a Password
Retype Password to Confirm
E-mail Address

Register Now 

*Screen names must be 3 - 16 characters (using letters, numbers and spaces) and begin with a letter. See [Helpful Hints for Choosing a Screen Name](#).

You can skip the screens that prompt you to download Instant Messenger. Scroll down a bit and click the link to return to WebMail registration.



mailbox.

Click below to start the download for Windows 95/98/NT:

Windows

Click here

If you are registering for a Free WebMail mailbox, by CompuServe, click [here](#) to return to WebMail registration to complete the process.

free WebMail from CompuServe

Installation--Quick and Easy!

After the file has completed downloading to your computer, find the file and double-click it to begin the installation. For more detailed installation instructions, select your computer

The first account created (sstern web) was a screen name. The password was for an Instant Messenger account. It's now necessary to set up a second password for that screen name, one used just for email.

Note that even though an earlier screen allowed you to create a screen name with blanks, *this one won't!*. If your screen name contains blanks, enter it here without them.



WebMail Instant Messenger | Search the Web | Communications Web Center

For a FREE WebMail Address **CompuServe Members and Non-Members are welcome!**

Welcome to CompuServe's WebMail Registration!

Enter your Screen or Member Name and Password.

Screen or Member Name:
Password:

Create a Password for your WebMail Account.

- This will be your WebMail Password used to login to your WebMail Mailbox.
- You may choose 2 to 20 letters and/or numbers for your WebMail password.
- Do not use a space or spaces in your password.
- Please make a note of your member name and password.

WebMail Password:
Verify WebMail Password:

Next

Finally, we get to access our mailbox. This concludes step 1 of the setup process.



In this step, we will set up a link between this web mail account and a CompuServe POP mail account.

Click PREFERENCES to move on....



Select EXTERNAL MAIL to link this account to a mailbox external to the CompuServe WebMail system (i.e., your "classic" CompuServe mailbox).

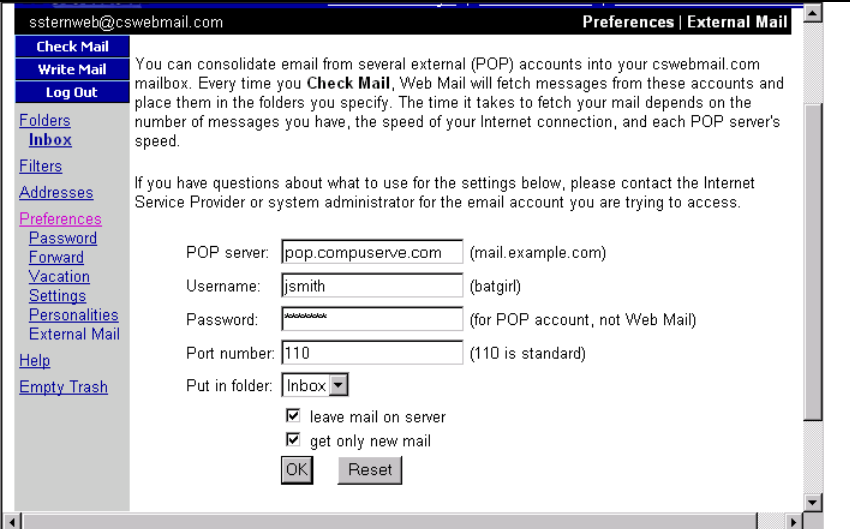


Enter the information necessary to access your CompuServe mailbox here.

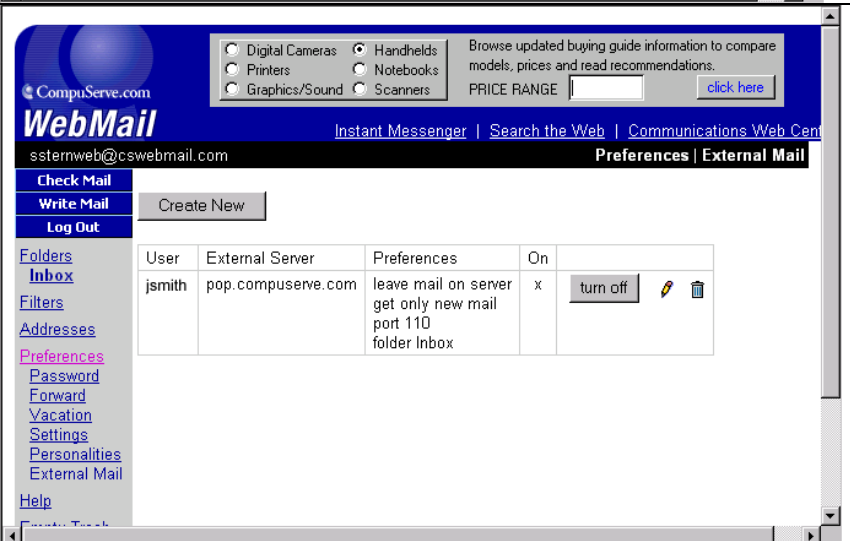
WebMail does not support Virtual Key authentication. You will need to enter your [plaintext](#) password when you access your mailbox.

If you intend to use other mail programs to access that mailbox, you should check the last two boxes, "leave mail on server" and "get only new mail".

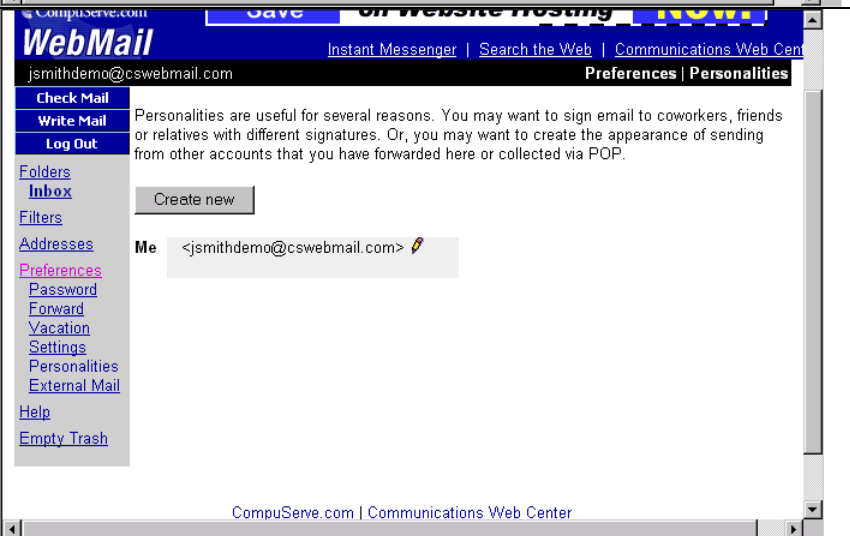
Click OK when done.



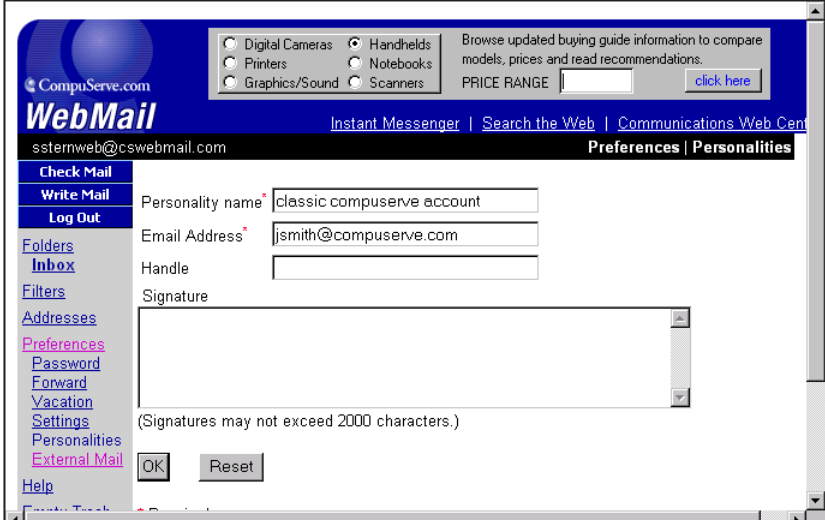
You can now READ mail from your CompuServe mailbox. Click *Personalities* to SEND mail from it.



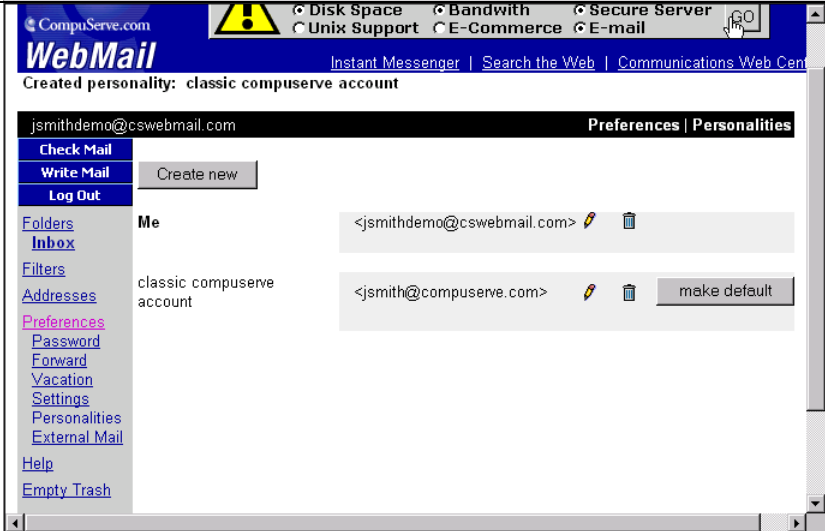
Click *CREATE NEW* to create a personality.



You must set a personality name and an email address. The personality name is for your own internal use. The email address is the address used on the mail you send from this personality. You want it to be the same as your CompuServe mail address.



Click "make default" to make this your default FROM address.

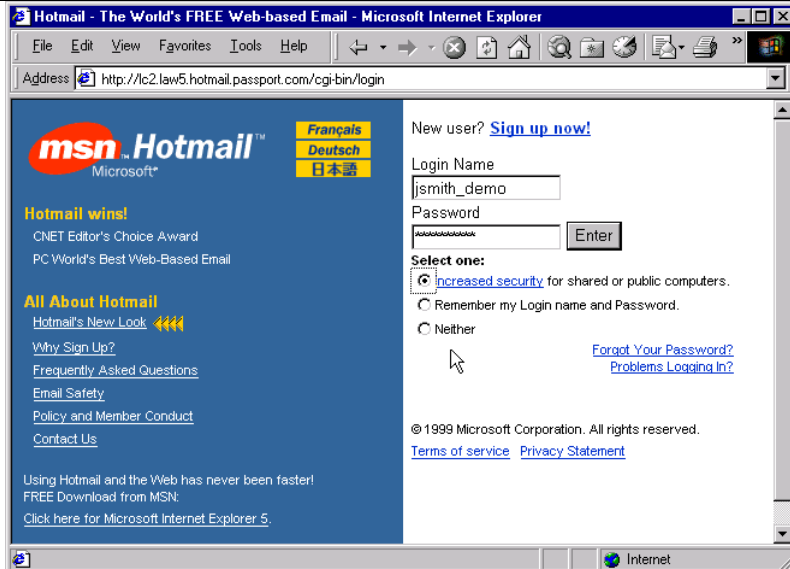


That's all the setup that's required. Whenever you want to use the CompuServe WebMail interface to read or send mail, just go to <http://www.compuserve.com/gateway/webmail/default.asp> and login using the Member Name and Password created earlier.

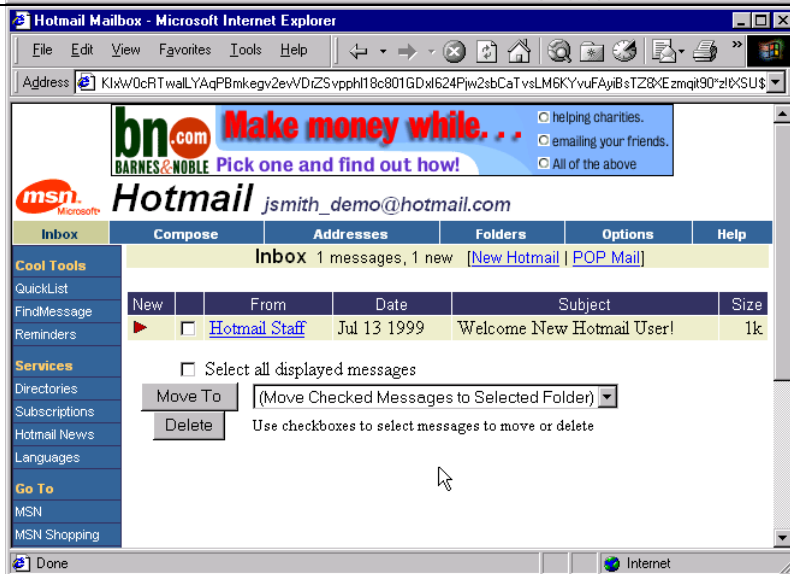
Hotmail

When you're not able to use your own computer, you can access CompuServe mail through any web browser if you set up a free Hotmail (<http://www.hotmail.com>) account. There are a number of other sites that offer the same service for free, including YahooMail (<http://www.yahoo.com>) and Eudoramail (<http://www.eudoramail.com>). The setup is similar. It should be easy to generalize from this description.

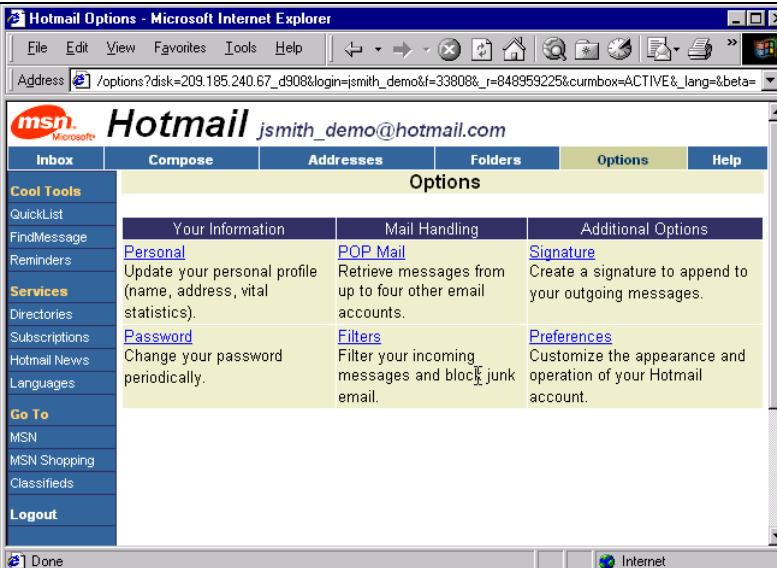
Go to the Hotmail website, <http://www.hotmail.com>. If you have an account, log in. If not, click the "sign up now" link.



Click the OPTIONS tab to create a link to your CompuServe account.



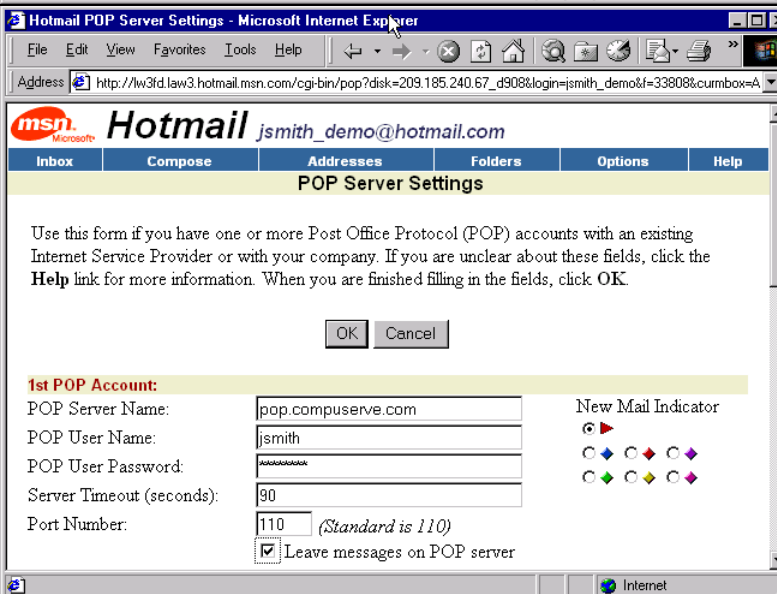
Select "POP Mail" from the list of options.



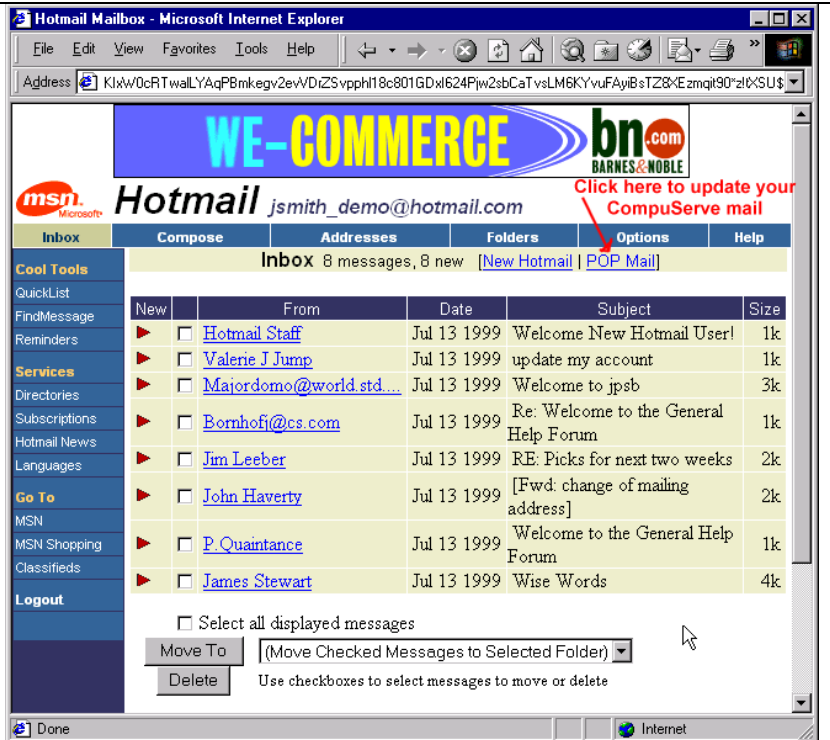
Enter the information for your CompuServe account and click OK. Hotmail does not support virtual key, so you'll need to enter your [plaintext](#) password.

Be sure to check "Leave messages on POP server" if you want to retrieve them when you get back to your computer.

Click OK to return to the options screen, then INBOX at the top left to return to the Hotmail inbox.



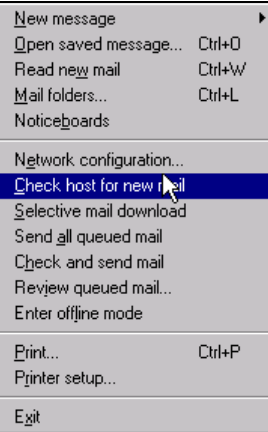
Click the POP Mail link to get messages from your CompuServe mailbox.



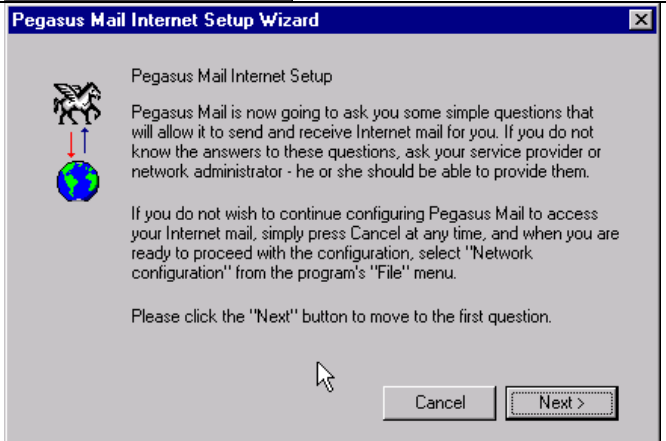
Pegasus (v 3.11)

Pegasus (<http://www.pegasus.usa.com>) is a free and fully featured mail program, completely compatible with CompuServe's POP mail system.

From the FILE menu, select Network Configuration. This loads the new mail account wizard.

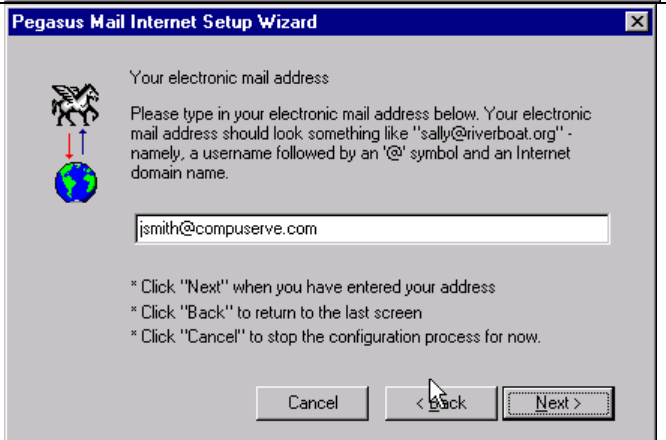


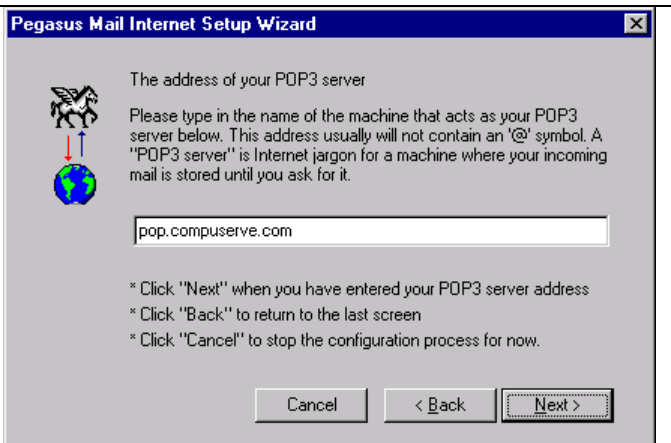
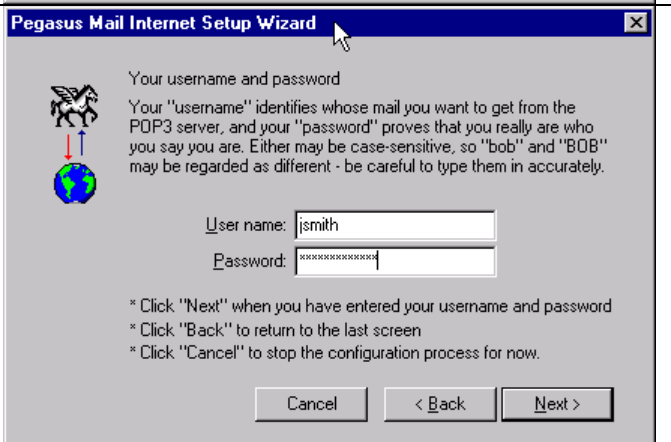
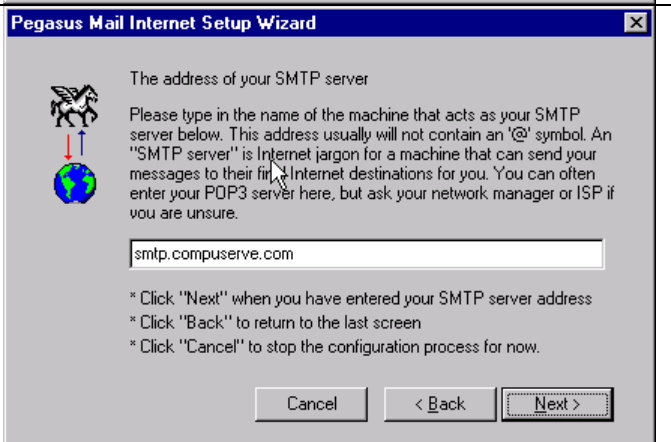
Click NEXT



Enter your email address. It's your personal address as people would address mail to you.

Click NEXT.

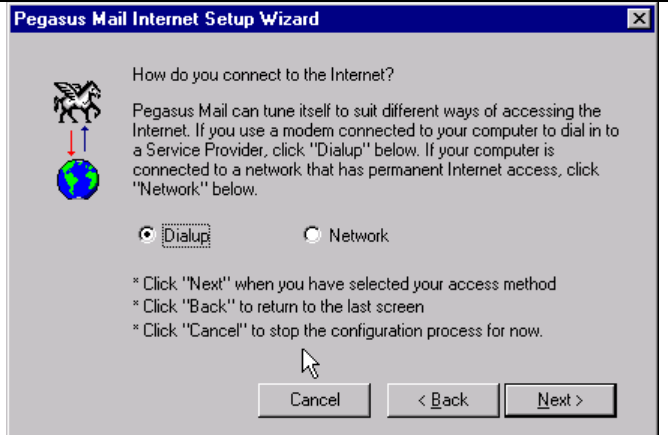


| | |
|---|---|
| <p>Your pop server is <i>pop.compuserve.com</i>.</p> <p>Click NEXT.</p> |  <p>The address of your POP3 server</p> <p>Please type in the name of the machine that acts as your POP3 server below. This address usually will not contain an '@' symbol. A "POP3 server" is Internet jargon for a machine where your incoming mail is stored until you ask for it.</p> <p>pop.compuserve.com</p> <p>* Click "Next" when you have entered your POP3 server address * Click "Back" to return to the last screen * Click "Cancel" to stop the configuration process for now.</p> <p>Cancel < Back Next ></p> |
| <p>Pegasus does not support Virtual Key. Enter your plaintext password.</p> <p>Click NEXT.</p> |  <p>Your username and password</p> <p>Your "username" identifies whose mail you want to get from the POP3 server, and your "password" proves that you really are who you say you are. Either may be case-sensitive, so "bob" and "BOB" may be regarded as different - be careful to type them in accurately.</p> <p>User name: jsmith Password: *****</p> <p>* Click "Next" when you have entered your username and password * Click "Back" to return to the last screen * Click "Cancel" to stop the configuration process for now.</p> <p>Cancel < Back Next ></p> |
| <p>Pegasus will set the SMTP server to the name of the POP server. Change it to <i>smtp.compuserve.com</i> or the name of your provider's SMTP server.</p> <p>Click NEXT.</p> |  <p>The address of your SMTP server</p> <p>Please type in the name of the machine that acts as your SMTP server below. This address usually will not contain an '@' symbol. An "SMTP server" is Internet jargon for a machine that can send your messages to their first Internet destinations for you. You can often enter your POP3 server here, but ask your network manager or ISP if you are unsure.</p> <p>smtp.compuserve.com</p> <p>* Click "Next" when you have entered your SMTP server address * Click "Back" to return to the last screen * Click "Cancel" to stop the configuration process for now.</p> <p>Cancel < Back Next ></p> |

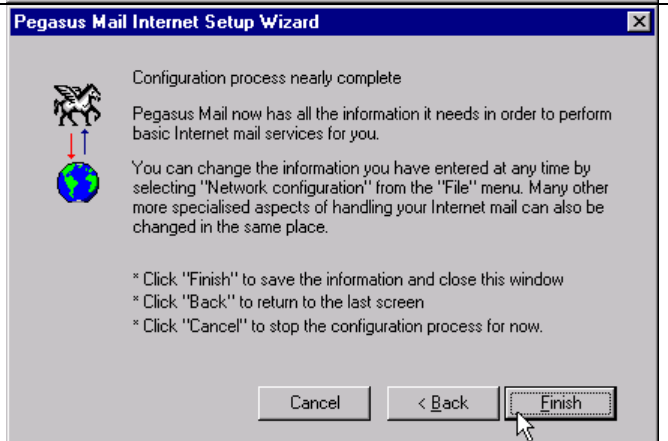
Tell Pegasus how you connect to the Internet.

If you have a cable modem or xDSL, choose the network option. Dial up users should choose "Dialup".

Click NEXT.



Click FINISH and you're done.



Frequently Asked Questions

Are there limits on my mailbox?

Yes. No individual email (including its encoded attachment(s), if any) may be larger than 10MB. You may not have more than 250 messages on the server at any one time.

So the 2MB* limit is gone?

Yes. You can now *send* and *receive* emails that are up to 10MB. It is important to note that the size of an email is not necessarily the size of the text plus the size of the attachment, if any. In order to send a binary file through email, your mail software needs to encode it as a text file. Encoding increases the size of the file anywhere from 30% to 100%, depending on the encoding method and the contents of the file.

I have a ton of addresses in my CompuServe address book. How can I import them into my new POP software?

The library of the Email Client Support forum has several tools that will convert CompuServe address books into a format that works with other mail programs. ADDBKALL.ZIP, a program in the library of the CompuServe Software Support forum, can export the address book to a comma-separated text file. The CompuServe File Finder (GO FILEFIND or <http://search.compuserve.com>) is a fast way to locate these utilities.

What are my servers?

POP3 Server name: pop.compuserve.com
SMTP Server name: smtp.compuserve.com or the name of [your provider's SMTP server](#)
NNTP Server name: news.compuserve.com

Why can't I use smtp.compuserve.com when I connect from another ISP?

CompuServe restricts access to its SMTP server in order to keep CompuServe from being used by junk mailers. CompuServe has posted more information about this at http://www.compuserve.com/open_relay.

Can I change my account name?

Yes, you can change your account name at any time at GO REGISTER. The change is immediate. When you change your name, it also changes the name of your Our World web page.

If I change my name, will mail sent to my old name be forwarded?

No. It will be returned to the sender as undeliverable.

I forgot my mail-only password. What is it?

No one knows your password, but you can change your mail-only password at any time through the web. Point your browser to <http://www.compuserve.com/communications> and click on the "advanced settings" link.

I followed your instructions and used one of my CompuServe 2000 account names, but it won't work. What gives?

CompuServe 2000 uses a completely separate mail system based on AOL's servers. CompuServe 2000 members cannot use the "classic" CompuServe POP mail system.

Can I continue to use my existing CompuServe software to read and send mail?

Yes. Using POP does not preclude using CompuServe software.

Where do I go for more help?

General questions about mail and POP software:
Email and Communications Forum
GO EMAILCOM (<http://go.compuserve.com/emailcommunication>)
General questions about CompuServe:

* Effective late August, 1999.

CompuServe General Help Forum
GO GENHELP (<http://go.compuserve.com/generalhelp>)
Questions about CompuServe software
CompuServe Software Support Forum
GO SOFTSUP (<http://go.compuserve.com/software-support>)
Questions about Outlook's corporate workgroup features
MS Office Forum
GO MSOFORUM (<http://go.compuserve.com/MsofficeForum>)

Author's Note

The author is not an employee or agent of CompuServe, nor has CompuServe authorized or published this document.

Although the author has every intent of producing a comprehensive and error free document, this document may contain errors or omissions. In addition, changes in CompuServe's mail system or email client software may render this information incomplete or incorrect. The author makes no warranty, express or implied, with regard to this document and accepts no liability for any consequences of its use. **You use this information at your own risk.**

Having said all that, the author also welcomes corrections, suggestions, and comments. Please post them in the EMAILCOM forum or email them to the author, sstern@compuserve.com. The author also thinks it is very strange to keep talking about himself in the third person.

Special thanks to J.L. McClennan for her expertise on the many flavors of Outlook and the text and screen shots for Outlook 97 and 98 and Outlook Express 4.0 and to Jim Carr for his many suggestions. James Day worked out the protocol for using CompuServe WebMail.



Images captured using Snagit , by TechSmith Corporation (<http://www.snagit.com/>).