



Setting up your NHTC Email

Please enter the following information when setting up your NHTC Email

NHTC Mail settings:

Incoming Server Name: mail.nehp.net

Outgoing Server Name: mail.nehp.net

Select IMAP if not already selected

Username: youremailaddress@nehp.net

You will use the default ports

Note: You must know your password. If you do not know your password, please call 256-723-4219. You may need to change/update your password. If so, your new password must be a minimum of 8 characters, one capital, one lower case, one number, and one special character.

Windows PC

- Outlook - the pop up for Outlook should have a view certificate button. Click the button and then click install certificate. Follow the prompts from there.
- Windows 10 Mail – there does not seem to be a problem with Windows 10 Mail, however, please let us know if you experience issues.

MacBook and Apple Desktop

Go to System Preferences

Search for email

Click on Internet Accounts

Find the account name (usually nehp)

Select the account and then click the – (minus) sign on bottom left to remove the account

Select the + (plus) sign to add the account back (Enter the server name **mail.nehp.net** for both incoming and outgoing. The username is your entire email address.)

iPhone

Go to Settings

Click on Mail and go to Accounts

Click on the nehp account

Click the red Delete Account button to remove the account

At this point you will need to reboot your iPhone (power off and back on)

Once your iPhone is back on, go back to Settings

Click on Mail and go to Accounts

Click Add account
Click Other (at bottom)
Click Add Mail Account
Enter your name, email address, password, and description (nehp)
Click Next (top right)
Select IMAP (if not already selected)

Incoming Mail Server:

Host name is mail.nehp.net
Username is your entire email address (ex. youreemailaddress@nehp.net)
Reenter password

Outgoing Mail Server:

Host name is mail.nehp.net
Username is your entire email address
Reenter password

Click Next (top right)
You should see a pop-up showing Cannot Connect Using SSL
Click Yes to verify
Click Save

iPad

Go to Settings
Click on Mail and go to Accounts (Note: some iPads may differ. If you do not see Accounts under Mail, look for Accounts and Passwords under Settings)
Click on the nehp account
Click Delete to remove the account
At this point you will need to reboot your iPad (power off and back on)
Once your iPad is back on, go back to Settings
Click on Mail and go to Accounts (or Accounts and Passwords depending on your iPad)
Click Add account
Click Other
Click Add Mail Account
Enter your name, email address, password, and description (nehp)
Select IMAP (if not already selected)

Incoming Mail Server:

Host name is mail.nehp.net
Username is your entire email address (ex. youreemailaddress@nehp.net)
Reenter password

Outgoing Mail Server:

Host name is mail.nehp.net
Username is your entire email address
Reenter password

Click Next (top right)
You should see a pop-up showing Cannot Connect Using SSL
Click Yes to verify
Click Save

If you need any assistance, or if you run into any issues, please do not hesitate to contact NHTC at 256-723-4219.