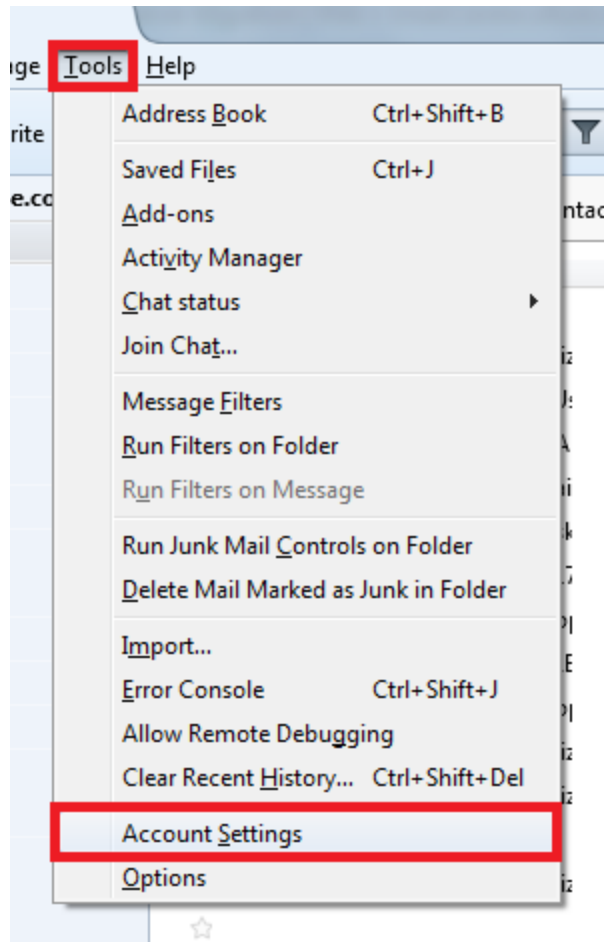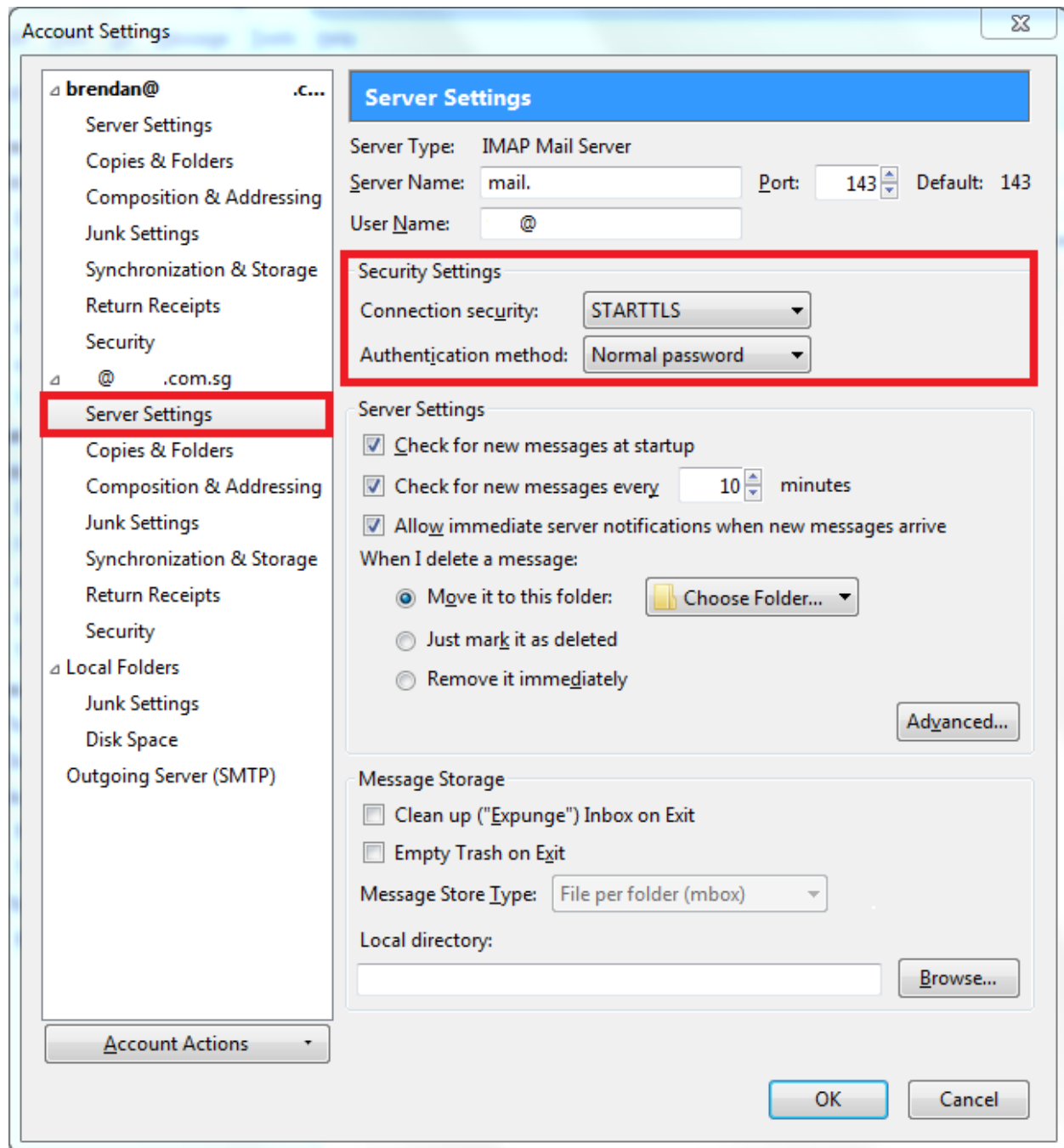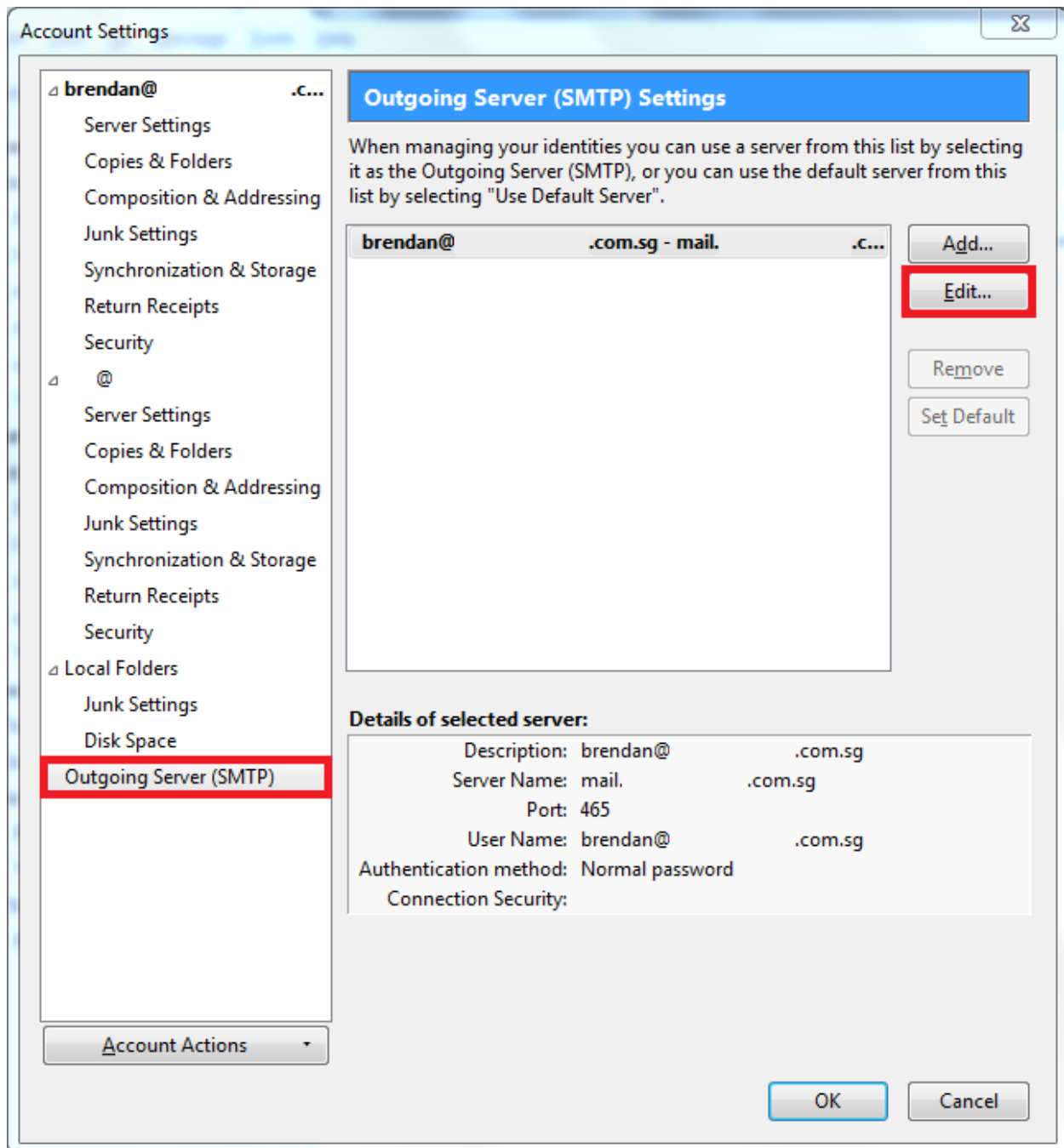1) On Thunderbird, go to Tools > Account Settings

2) Under your account on the new popup, select Server Settings. Please ensure that:
   The Server Name is set to mail.[domain URL]
   Connection security is set to STARTTLS with normal password authentication

3) Go to Outgoing Server (SMTP), then select your account and click Edit
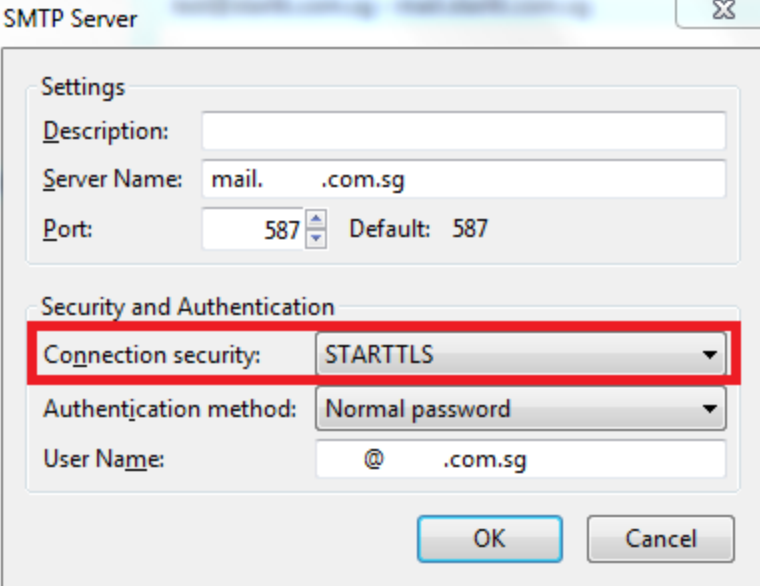
4) On the popup, kindly ensure:

      The Server Name is set to mail.[domain URL]

      Connection security is set to STARTTLS

When complete, select OK, then OK on the Account Settings