



# Email Configuration Guide

23/03/2026

## Table of Contents

General Notice .....	1
1. Accessing Webmail Portal.....	1
2. Email Client Configurations.....	3
1. Outlook Desktop.....	3
2. Mozilla Thunderbird.....	7
3. Eudora .....	10
3. New Server Information .....	13

## General Notice

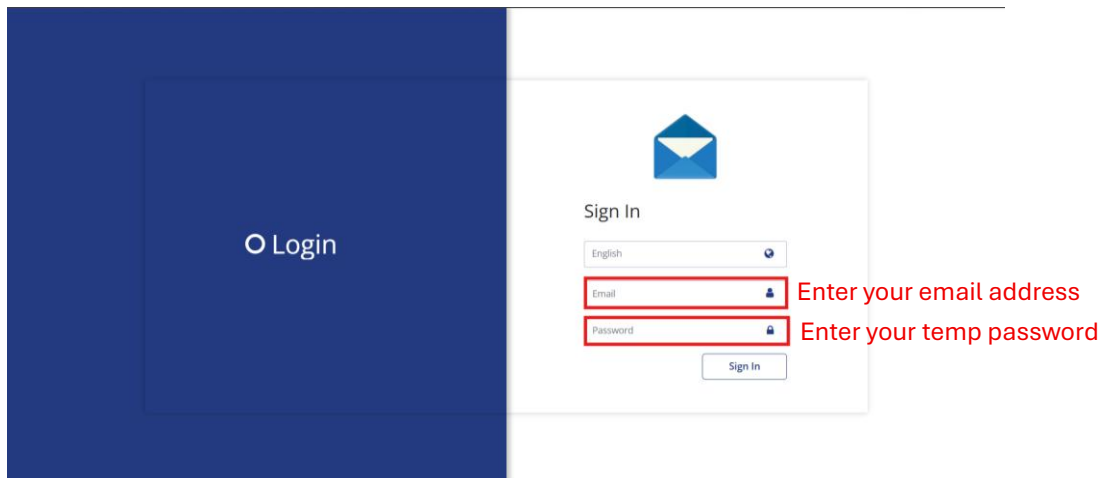
All users are required to reset the temporary password provided during the migration process. To reset your password, please refer to the instructions outlined in section “**1. Accessing Webmail Portal.**”

### 1. Accessing Webmail Portal

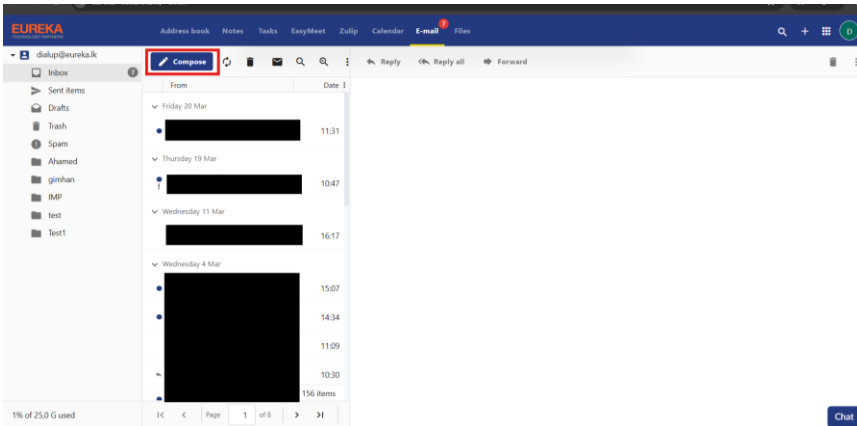
1. Visit the link below to access the Eureka webmail portal

Link: <https://webmail.eureka.lk>

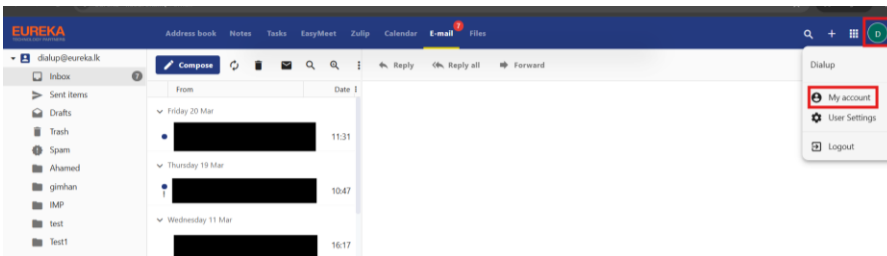
2. Enter your email address as the **username** and the temporary password (provided during the migration) as the **password**



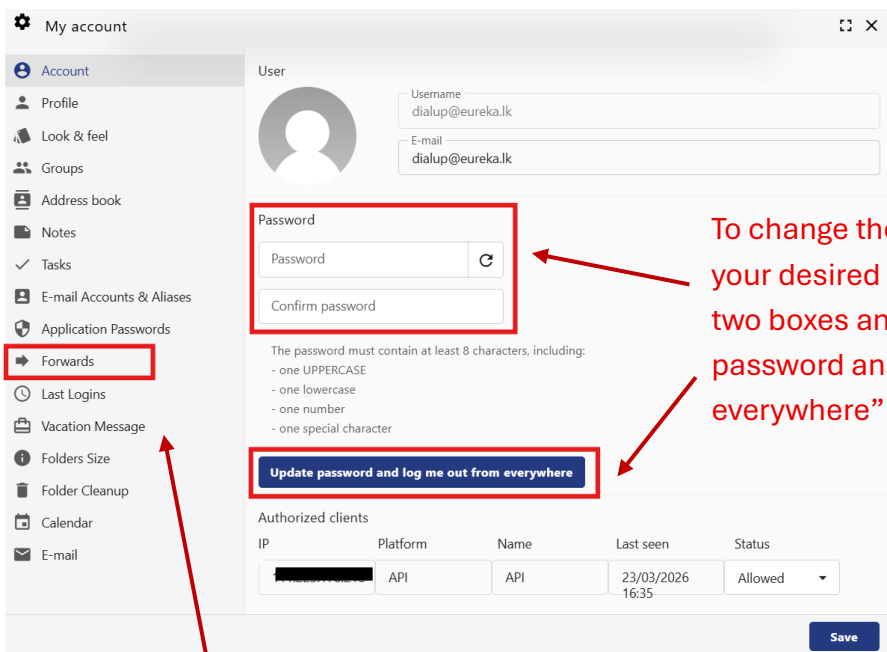
3. Your mailbox will open as on the below image and you can compose new emails by clicking on the “Compose” button



- To manage your profile, click on the icon on the top right corner and click on “My account” as on the below image,



- Changing the temporary password and managing the email forwarding



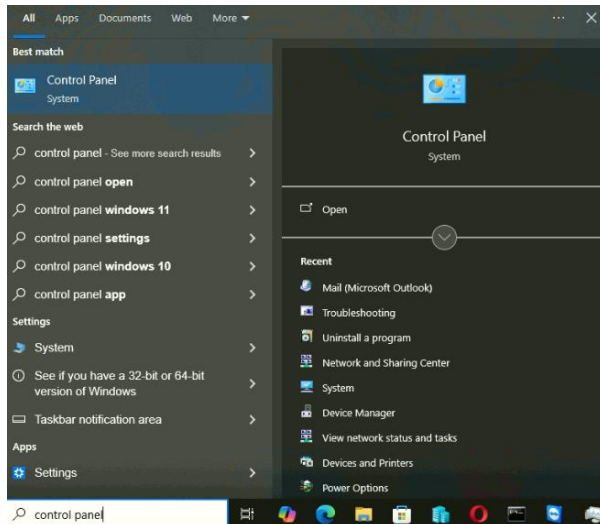
To change the password, enter your desired password on the two boxes and click on “Update password and log me out from everywhere” button

Click on “Forwards” section if you need to enable any email forwarding

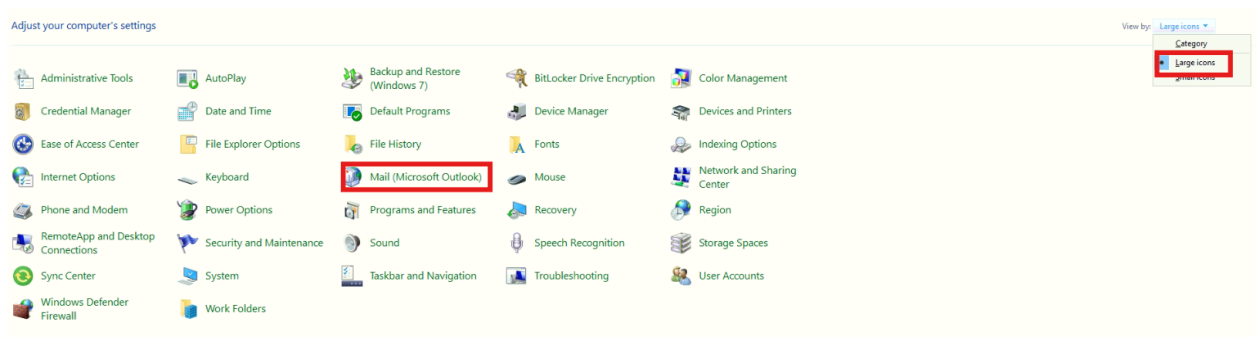
## 2. Email Client Configurations

### 1. Outlook Desktop

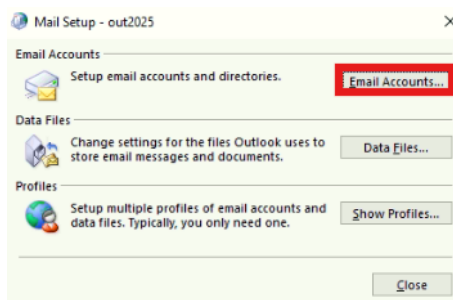
1. Search and open “Control Panel” on your windows device



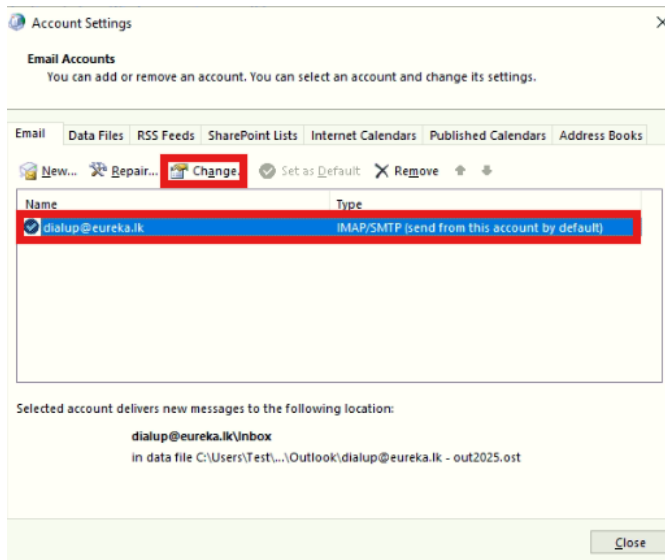
2. Switch the view to “Large icons” and select “Mail (Microsoft Outlook)”



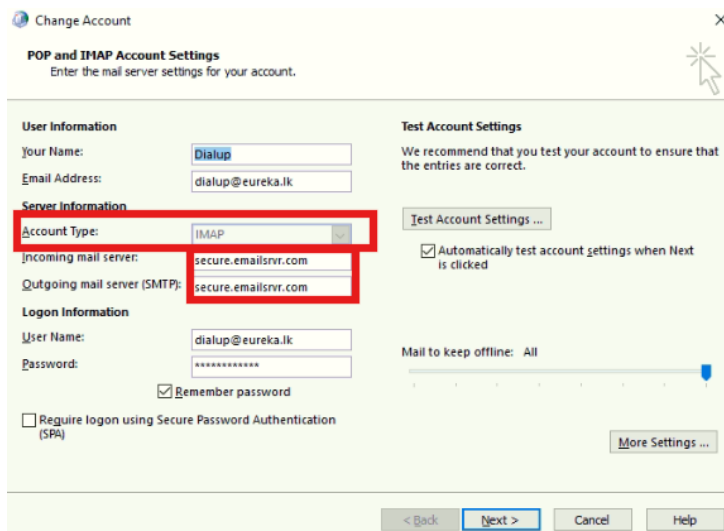
3. Click on “Email Accounts”



4. Select your email address by clicking on it and then click on “Change”



5. The “Incoming mail server” and the “Outgoing mail server (SMTP)” needs to be replaced with new server information based on the **Account Type**.



- 5.1. If the “Account type” is mentioned as **IMAP** incoming and outgoing server should be changed to below values mentioned on the Value field of the table,

Server	Value
Incoming mail	imap.eureka.lk
Outgoing mail	smtp.eureka.lk

Below is an example for an IMAP configuration,

**Change Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**  
Your Name: [Redacted]  
Email Address: [Redacted]

**Server Information**  
Account Type: IMAP  
Incoming mail server: imap.eureka.lk  
Outgoing mail server (SMTP): smtp.eureka.lk

**Logon Information**  
User Name: [Redacted]  
Password: [Redacted]  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
  
 Automatically test account settings when Next is clicked

Mail to keep offline: All

< Back Next > Cancel Help

5.2. If the “Account type” is mentioned as **POP3/POP** incoming and outgoing server should be changed as mentioned on the below table,

Server	Value
Incoming mail	pop.eureka.lk
Outgoing mail	smtp.eureka.lk

Below is an example for a **POP** configuration,

**Change Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**  
Your Name: [Redacted]  
Email Address: [Redacted]

**Server Information**  
Account Type: POP3  
Incoming mail server: pop.eureka.lk  
Outgoing mail server (SMTP): smtp.eureka.lk

**Logon Information**  
User Name: [Redacted]  
Password: [Redacted]  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
  
 Automatically test account settings when Next is clicked

< Back Next > Cancel Help

**Note:** If you have updated the password through webmail, update the password field as well during this step.

6. Click “Next” on this screen and wait for the verification to complete. Once the verification is complete click on “Close”

The screenshot shows the 'Add Account' dialog box with the 'POP and IMAP Account Settings' tab selected. The dialog is titled 'Add Account' and has a close button (X) in the top right corner. Below the title bar, it says 'POP and IMAP Account Settings' and 'Enter the mail server settings for your account.' The dialog is divided into several sections: 'User Information' with fields for 'Your Name' (Dialup) and 'Email Address' (dialup@eureka.lk); 'Server Information' with a dropdown for 'Account Type' (IMAP), and fields for 'Incoming mail server' (imap.eureka.lk) and 'Outgoing mail server (SMTP)' (smtp.eureka.lk); 'Logon Information' with fields for 'User Name' (dialup@eureka.lk) and 'Password' (masked with asterisks), and a checked 'Remember password' checkbox; and a checkbox for 'Require logon using Secure Password Authentication (SPA)'. On the right side, there is a 'Test Account Settings' section with a 'Test Account Settings...' button and a checked checkbox for 'Automatically test account settings when Next is clicked'. Below that is a 'Mail to keep offline' slider set to 'All'. At the bottom right is a 'More Settings...' button. At the bottom of the dialog are four buttons: '< Back', 'Next >' (highlighted with a red box), 'Cancel', and 'Help'.

The screenshot shows the 'Test Account Settings' dialog box. It has a title bar with 'Test Account Settings' and a close button (X). The main text says 'Congratulations! All tests completed successfully. Click Close to continue.' There are 'Stop' and 'Close' buttons in the top right, with 'Close' highlighted by a red box. Below the text are two tabs: 'Tasks' and 'Errors'. The 'Tasks' tab is active and shows a table with two rows of completed tasks:

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test email message	Completed

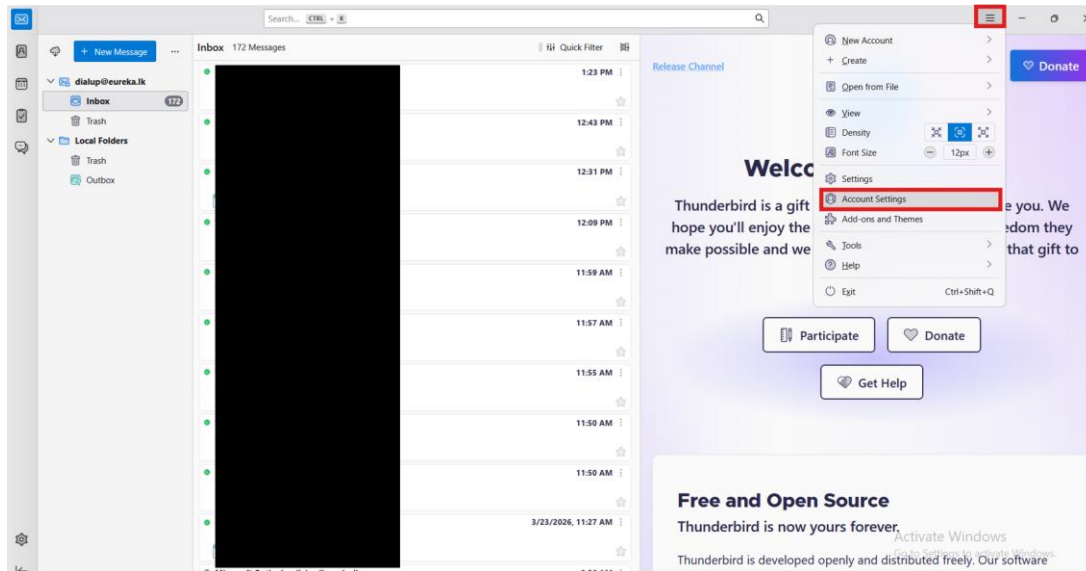
7. Then click on “Finish”

The screenshot shows the 'Add Account' dialog box with the 'You're all set!' screen. The dialog is titled 'Add Account' and has a close button (X) in the top right corner. The main text says 'You're all set!' and 'We have all the information we need to set up your account.' At the bottom left is a checkbox for 'Set up Outlook Mobile on my phone, too'. At the bottom right is a button for 'Add another account...'. At the bottom of the dialog are three buttons: '< Back', 'Finish' (highlighted with a red box), and 'Help'.

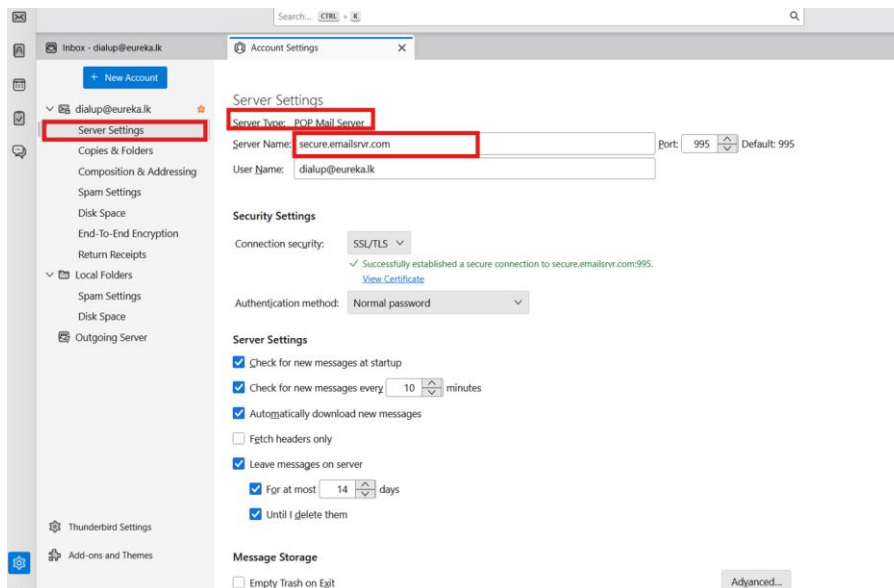
8. Close and reopen outlook

## 2. Mozilla Thunderbird

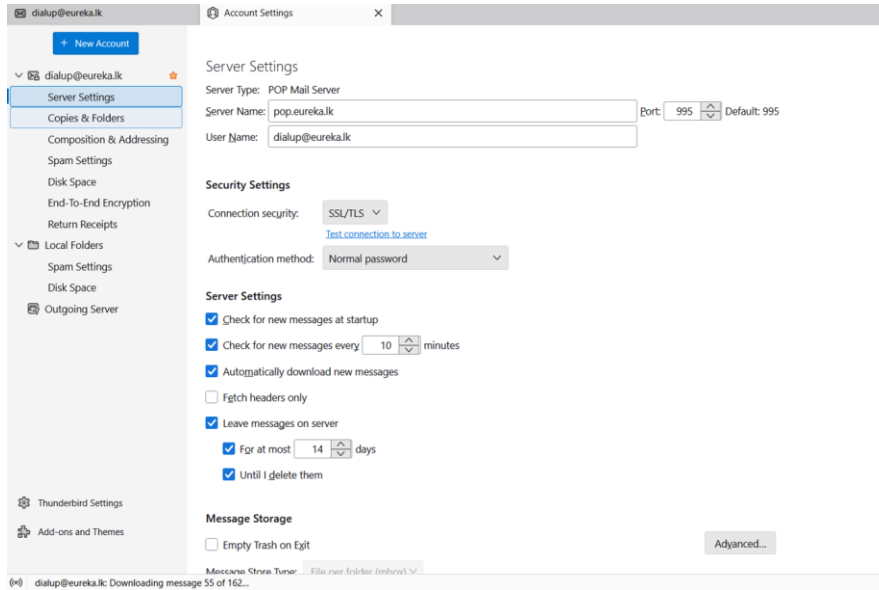
1. Open Thunderbird email application and click on three horizontal lines on the top right corner. Then click on “Account Settings”



2. Click on “Server Settings” under your Eureka email account. Identify the “Server Type” and change the server details according to the server type. Please refer to point 2.1 and 2.2

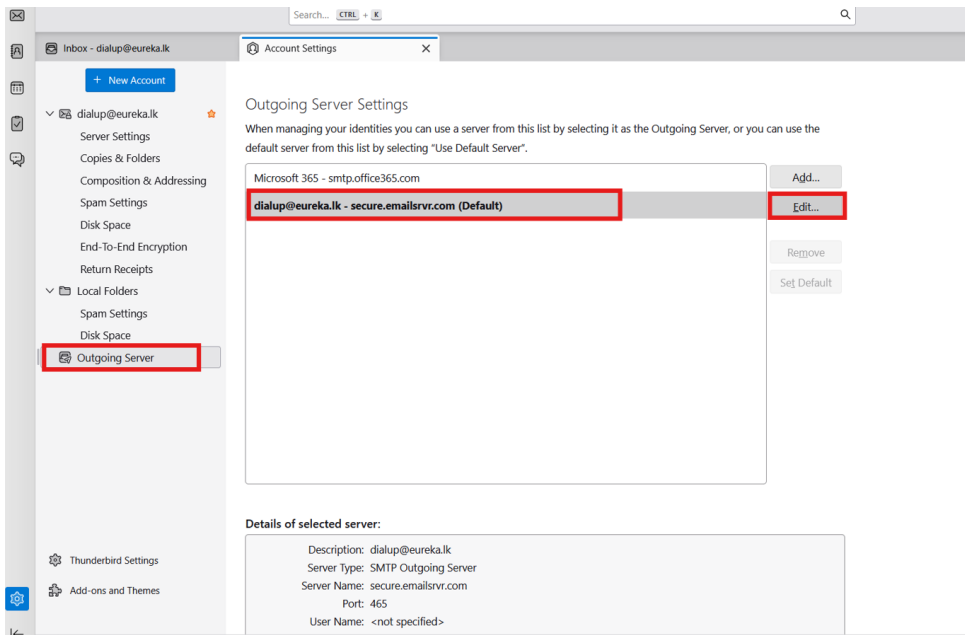


- 2.1. If the Server Type is **POP Mail Server**, change the server name to **pop.eureka.lk** and apply the configuration. Below is an example image,



- 2.2. If the Server Type is **IMAP Mail Server**, change the server name to **imap.eureka.lk** and apply the configuration.

3. Then click on “Outgoing Server”, select your Eureka email address and then click on “Edit”



4. Replace secure.emailsrvr.com with **smtp.eureka.lk**

SMTP Server

**Settings**

Description: dialup@eureka.lk

Server Name: secure.emailsrvr.com

Port: 465   Default:465

**Security and Authentication**

Connection security: SSL/TLS

Authentication method: No authentication

User Name:

Example configuration for Outgoing Server,

SMTP Server

**Settings**

Description: dialup@eureka.lk

Server Name: smtp.eureka.lk

Port: 465   Default:465

**Security and Authentication**

Connection security: SSL/TLS

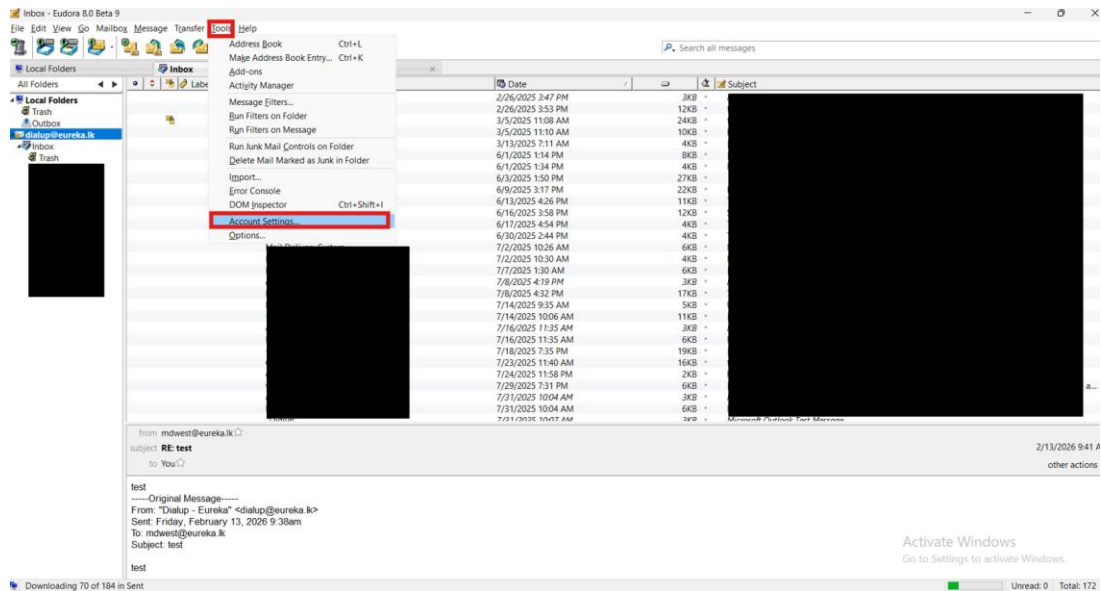
Authentication method: No authentication

User Name:

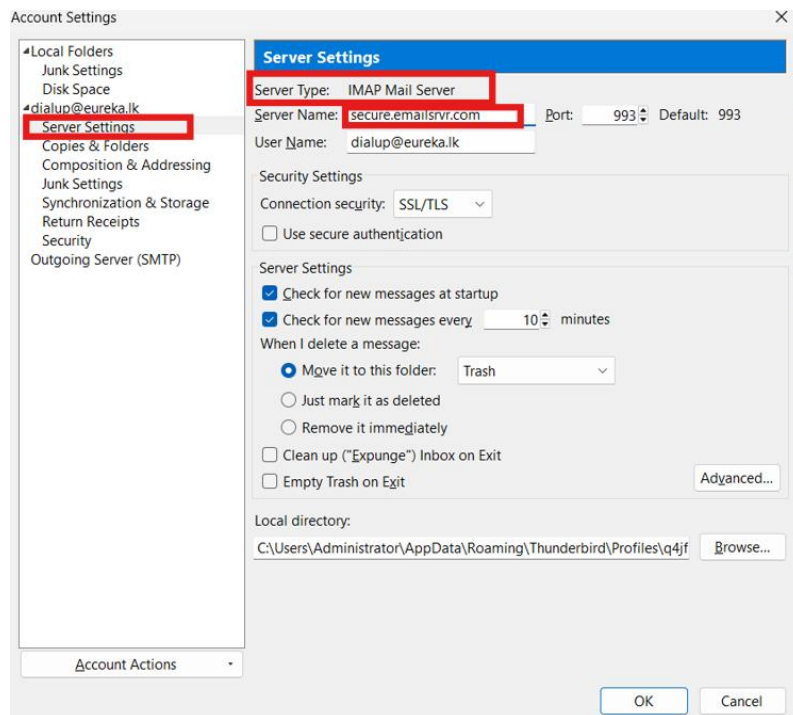
5. Close and reopen Thunderbird application

### 3. Eudora

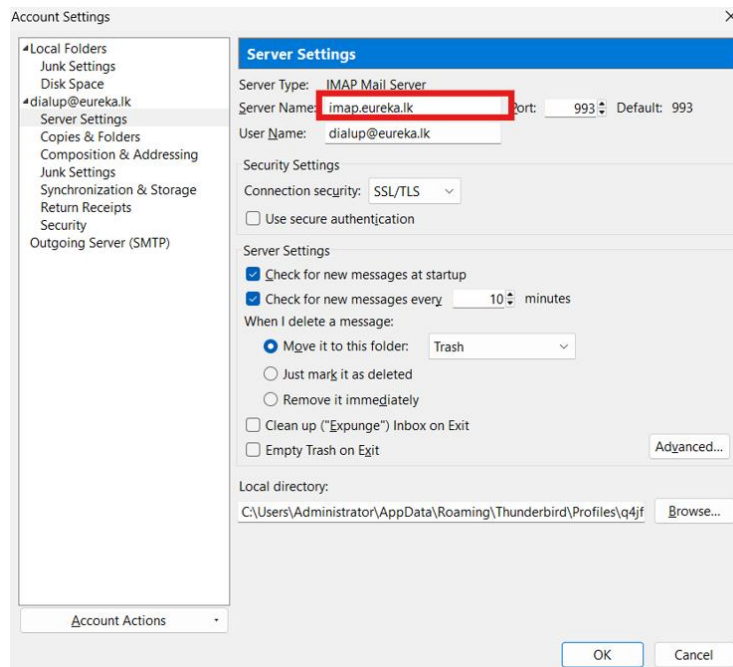
1. Open Eudora email application. Click on “Tools” and then on “Account Settings”



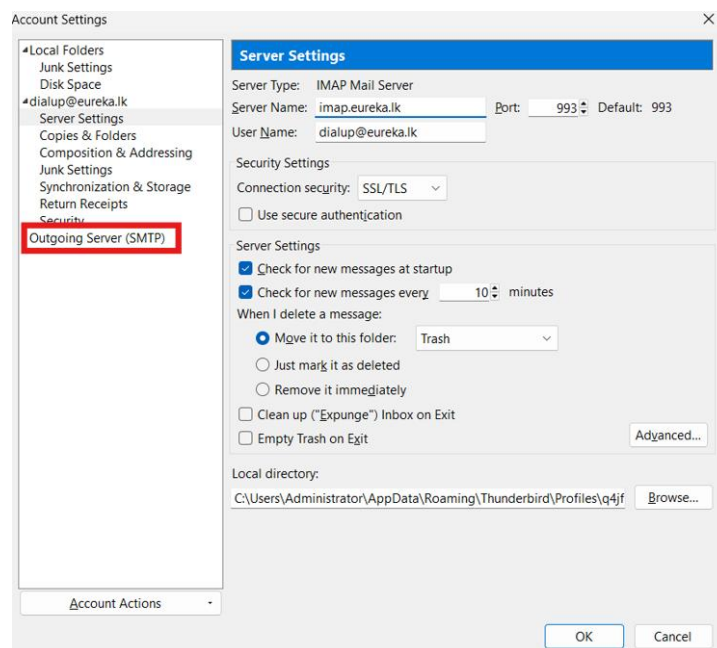
2. Click on “Server Settings” under your Eureka email address and identify the Server Type. Modify the Server Name based on the Server Type. Refer the points 2.1 and 2.2.



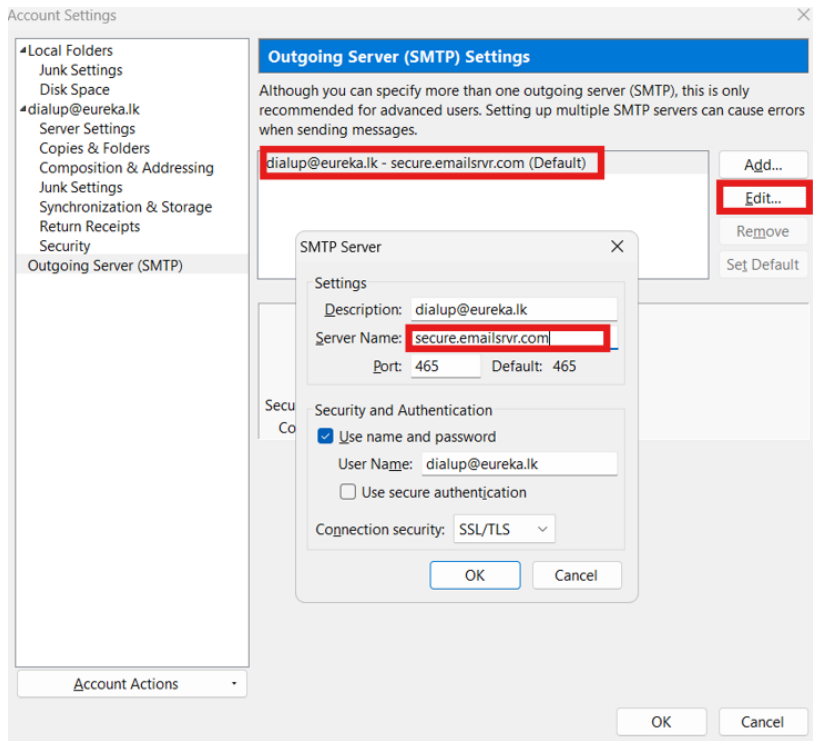
- 2.1. If the Server Type is **POP Mail Server**, change the server name to **pop.eureka.lk** and apply the configuration
- 2.2. If the Server Type is **IMAP Mail Server**, change the server name to **imap.eureka.lk**.



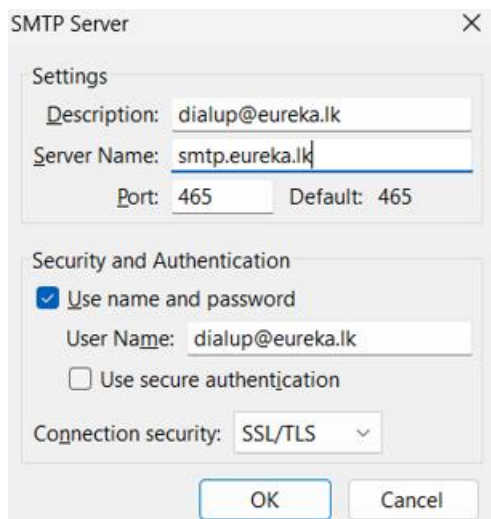
3. Click on “Outgoing Server (SMTP)”



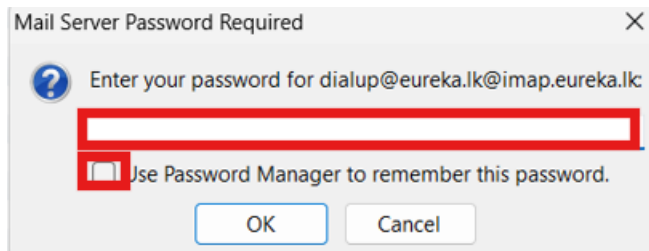
4. Select your Eureka email address, click on “Edit” and replace secure.emailsrvr.com with **smtp.eureka.lk** and then click “OK” to apply the configuration



Below is an example configuration,



5. Click “OK” again on the Account Settings window and enter your email password when prompted and tick the box to save the password



6. Close and reopen Eudora email application

### 3. New Server Information

Server	Value	Port	Encryption
Incoming Mail (POP)	pop.eureka.lk	995	SSL
Incoming Mail (IMAP)	imap.eureka.lk	993	SSL
Outgoing Mail (SMTP)	smtp.eureka.lk	465	SSL