

Set Up IMAP - Outlook® 2010

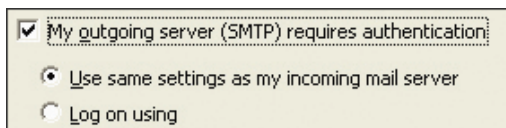
If you would like to learn more about the differences between POP and IMAP, please see the help topic, "[POP vs. IMAP \(http://www.rackspace.com/apps/support/portal/4012\)](http://www.rackspace.com/apps/support/portal/4012)."

To set up Outlook 2010 for IMAP, perform the following steps:

1. In Outlook, select **File, E-mail Accounts**, click the **Add a new e-mail account** radio button and then click the **Next** button.
2. Select the **IMAP** radio button, Click the **Next** button and enter the following information:
 - Your Name—Enter your first and last name. This is the name that will appear in the **From** field of messages you send.
 - E-mail Address—Enter your entire email address (e.g., myname@mydomain.com).
 - User Name—Enter your entire email address (e.g., myname@mydomain.com).
 - Password—Enter the password for your email account.
 - If you want Outlook to check for email without prompting you to enter your password, check the **Remember password** box.
 - Incoming mail server (IMAP)—Enter the secure server name: **secure.emailsrvr.com**
 - Outgoing mail server (SMTP)—Enter the secure server name: **secure.emailsrvr.com**

Note: If your internal system configurations require non-SSL ports, please see the "[Email Server Settings \(http://www.rackspace.com/apps/support/portal/4266/941/943/1088\)](http://www.rackspace.com/apps/support/portal/4266/941/943/1088)" page for our full list of available servers and ports.

3. Click the **More Settings** button then click the **Outgoing Server** tab.
4. Select the **My outgoing server (SMTP) requires authentication** check box. Leave the default setting, **Use same settings as my incoming mail server**.



5. Click the **Advanced** tab and select the first **This server requires a secure connection (SSL)** check box.
6. In the **Incoming server (IMAP)** box, enter the secure incoming port: **993**
7. Select the second **This server requires a secure connection (SSL)** check box.
8. In the **Outgoing server (SMTP)** box, enter the secure outgoing port: **465**.

General | Outgoing Server | Connection | **Advanced**

Server Port Numbers

Incoming server (IMAP):

This server requires an encrypted connection (SSL)

Outgoing server (SMTP):

This server requires an encrypted connection (SSL)

Server Timeouts

Short Long 1 minute

Folders

Root folder path:

9. Click the **OK** button then click the **Next** button, and lastly click the **Finish** button.

IMAP Folders:

Folders should sync automatically with an IMAP account; however, if you have added folders in Webmail and they are not showing in Outlook, perform the following steps:

1. Select **Tools / IMAP Folders** and Click the **Query** button.
2. Select the newly added folder(s), click the **Subscribe** button and click the **OK** button.
3. Restart Outlook to update the folder list.