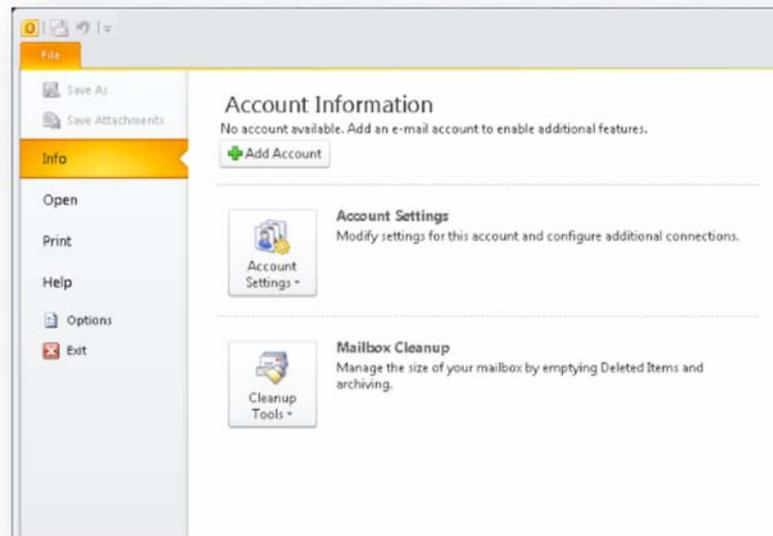


Windows: Outlook 2010(IMAP)

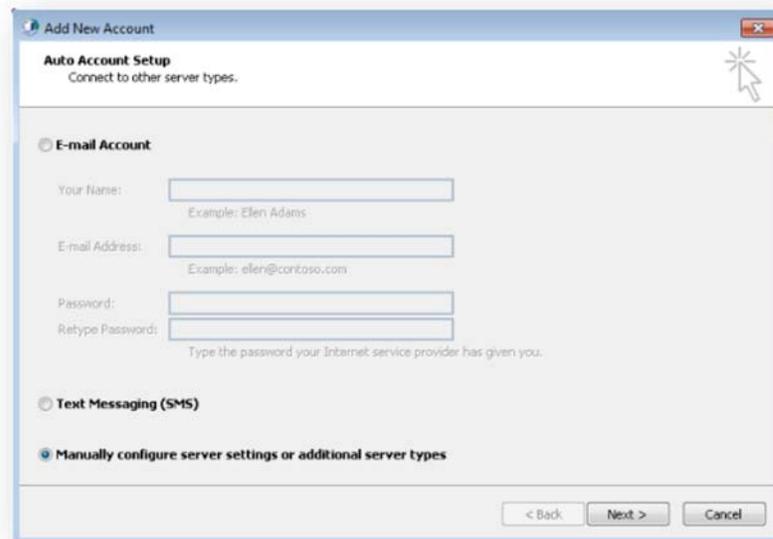


This article will assist you with setting up Outlook 2010, using IMAP, for your Hosted Mailbox.

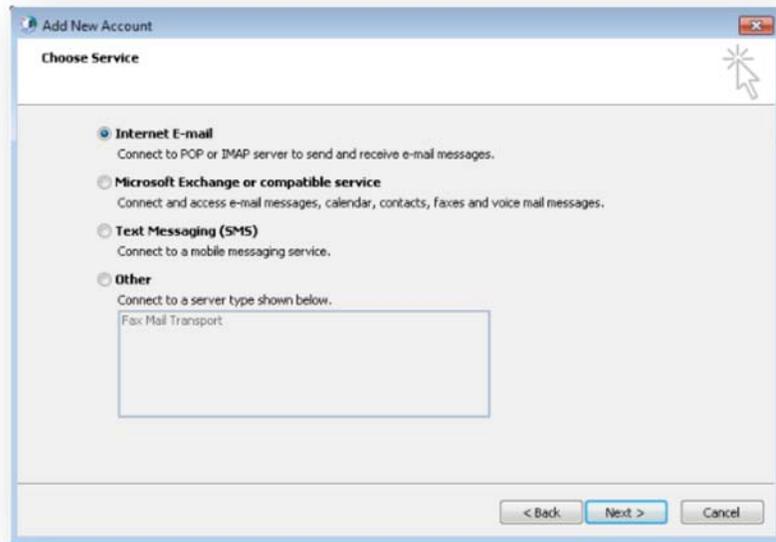
1. Open Outlook.
2. Select the "File" tab. Then "Add Account".



3. Select "Manually configure server settings or additional server types". Click "Next".



4. Select "Internet E-Mail". Click "Next".



5. In the "Add New Account" window, input the following information:

a. "Your Name": The name email recipients will see in the "From" field.

b. "Email Address": example@example.com

c. "Account Type": IMAP

i. "Incoming mail server": (We recommend secure.emailsrvr.com)

Server	SSL	Port
secure.emailsrvr.com	Yes	993
imap.emailsrvr.com	No	143

ii. "Outgoing mail server (SMTP)": (We recommend secure.emailsrvr.com)

Server	SSL	Port
secure.emailsrvr.com	Yes	465
smtp.emailsrvr.com	No	25, 2525, 587, 8025

d. "Logon Information":

i. "Username": example@example.com

ii. **"Password"**: Your mailbox password

The screenshot shows the 'Add New Account' dialog box with the 'Internet E-mail Settings' tab selected. The dialog is titled 'Add New Account' and has a close button in the top right corner. Below the title bar, it says 'Internet E-mail Settings' and 'Each of these settings are required to get your e-mail account working.' The dialog is divided into several sections: 'User Information' with fields for 'Your Name' (John Doe) and 'E-mail Address' (demo@example.com); 'Server Information' with a dropdown for 'Account Type' (IMAP), and text boxes for 'Incoming mail server' and 'Outgoing mail server (SMTP)' (both secure.emailsrvr.com); 'Logon Information' with fields for 'User Name' (demo@example.com) and 'Password' (masked with asterisks), and a checked 'Remember password' checkbox; and 'Test Account Settings' with a 'Test Account Settings...' button and a checked checkbox 'Test Account Settings by clicking the Next button'. At the bottom, there are 'More Settings...', '< Back', 'Next >', and 'Cancel' buttons.

6. Click on **"More Settings"** then click the **"Outgoing Server"** Tab

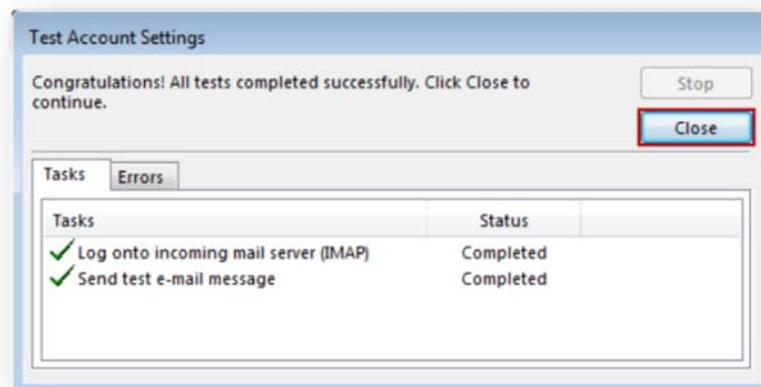
- a. Check the box for **"My outgoing server (SMTP) requires authentication"**.
- b. Check the button for **"Use same settings as my incoming mail server"**.

The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The dialog has tabs for 'General', 'Outgoing Server', 'Connection', and 'Advanced'. The 'Outgoing Server' tab is active and contains the following options: a checked checkbox 'My outgoing server (SMTP) requires authentication'; a radio button 'Use same settings as my incoming mail server' which is selected; a radio button 'Log on using' which is unselected; text boxes for 'User Name' and 'Password'; a checked checkbox 'Remember password'; an unchecked checkbox 'Require Secure Password Authentication (SPA)'; and a radio button 'Log on to incoming mail server before sending mail' which is unselected. At the bottom, there are 'OK' and 'Cancel' buttons.

7. If using "secure.emailsrvr.com": Click on the "Advanced" Tab
 - a. Change "Use the following type of encrypted connection" to "SSL".
 - b. Change the port numbers to match the chart on step 5.c.
 - c. Click "OK".



8. Click "Next". Outlook will now attempt to send a test message using the settings we have just put in. If everything was entered correctly, the message will send out successfully.



9. Congratulations! You have now setup Outlook to work with your Mailbox!

Didn't work? Check out these common issues...

- ☐ Authentication failed, Username/Password incorrect
Check that your username reflects exactly what you see displayed above. For certain mailboxes, the username will be different from your email address. If correct, try re-typing your password.
 - ☐ Send test e-mail message: Failed
Port 25 is typically blocked by internet service providers (ISPs). Try changing the port within your Outbound Email Server settings. Alternative ports are 465, 587, 2525, 8025.
 - ☐ Log onto incoming mail server: Failed
Verify your internet connection is stable. Then double-check that you've typed the "Incoming mail server" address correctly.
-

