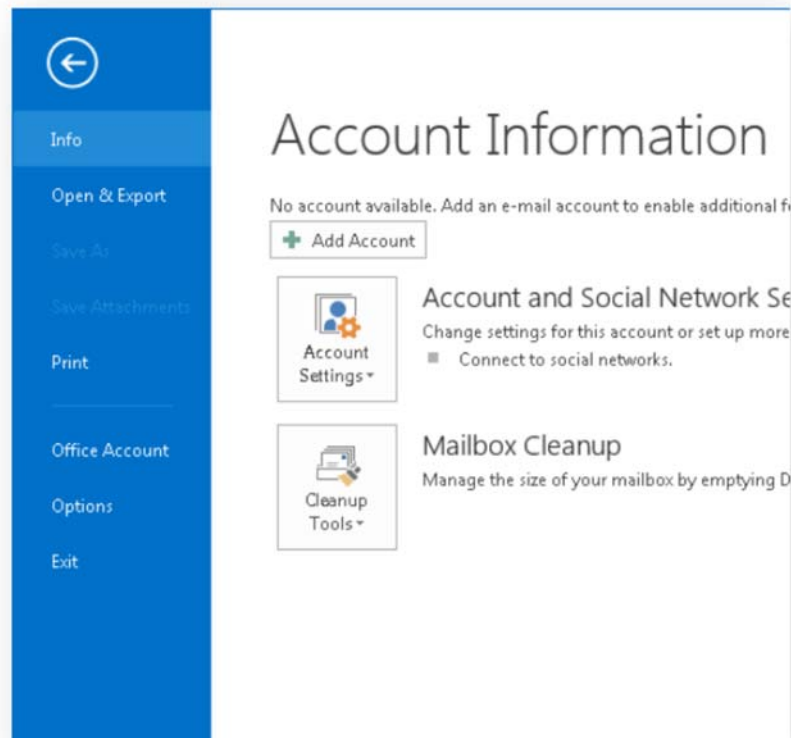


Windows: Outlook 2013 (IMAP)

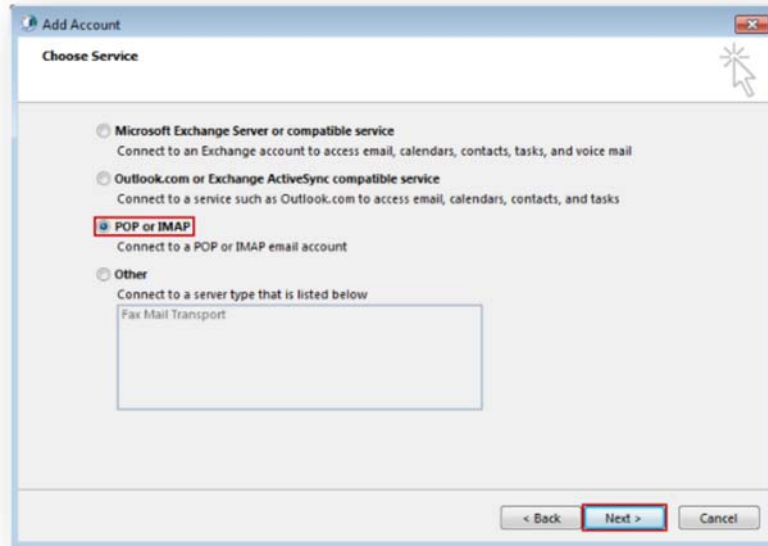


This article will assist you with setting up Outlook 2013 with your Hosted Mailbox.

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



3. Select "**Manual setup or additional server types**". Click "**Next**". Select "**POP or IMAP**" and click "**Next**".



4. 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

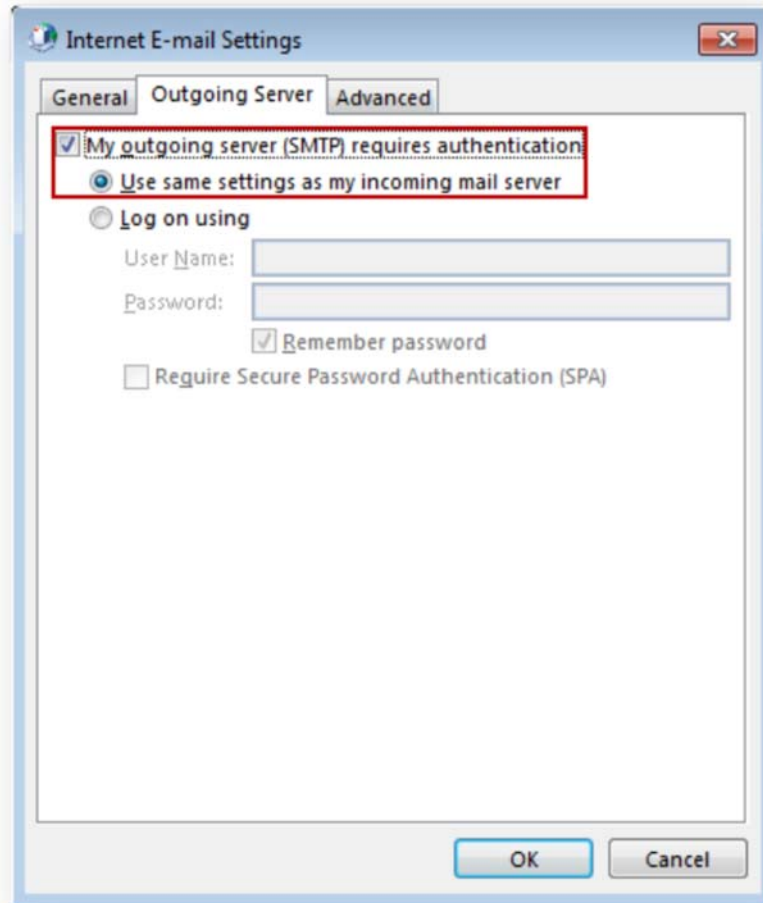
d. **"Logon Information"**:

- i. **"Username"**: example@example.com

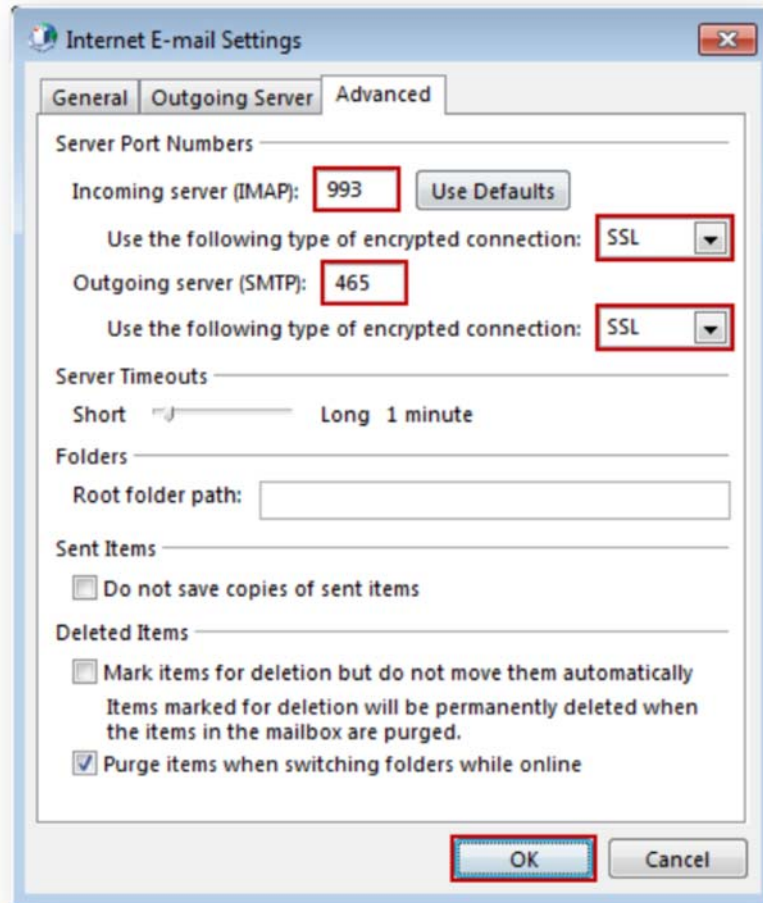
ii. **"Password"**: Your mailbox password

The screenshot shows a window titled "Add Account" with a sub-header "POP and IMAP Account Settings". Below the sub-header is the instruction "Enter the mail server settings for your account." The window is divided into several sections: "User Information" with fields for "Your Name" (Test Email) and "Email Address" (mailto:emailcompany.org); "Server Information" with a dropdown for "Account Type" (IMAP), and fields for "Incoming mail server" and "Outgoing mail server (SMTP)" (both secure.emailsrvr.com); and "Logon Information" with fields for "User Name" (mailto:emailcompany.org) and "Password" (masked with asterisks). There are also checkboxes for "Remember password" (checked) and "Require logon using Secure Password Authentication (SPA)" (unchecked). A "Mail to keep offline: 1 month" slider is visible on the right. At the bottom right, a "More Settings ..." button is highlighted with a red box. At the bottom center, there are "< Back", "Next >", and "Cancel" buttons.

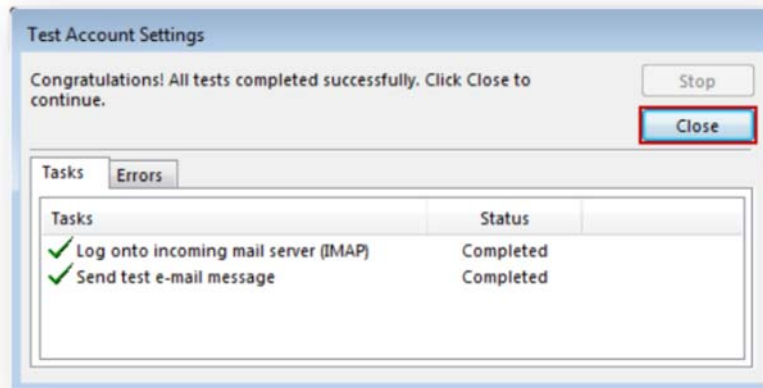
5. Click on **"More Settings"** then click the **"Outgoing Server"** Tab
 - a. Check the box for **"My outgoing server (SMTP) requires authentication"**.
 - b. Check the button for **"Use same settings as my incoming mail server"**.



6. 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 4.c. Click "**OK**".



7. 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.



8. 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.
