

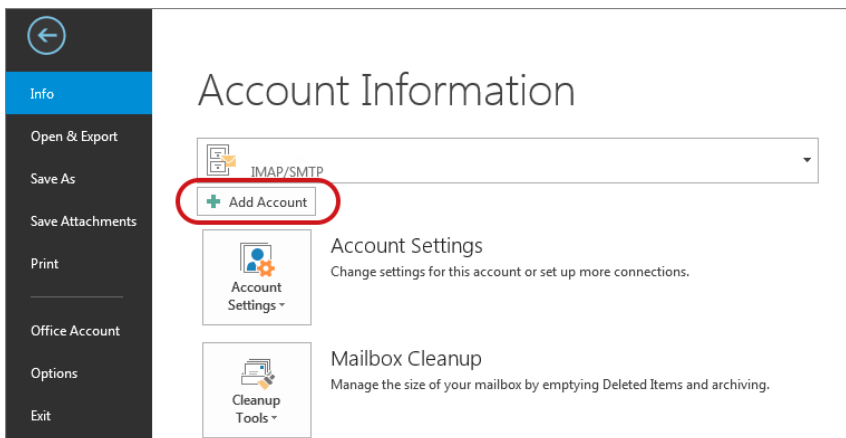
## Adding your IMAP Mail Account in Outlook 2013 on Windows

Replace *example.co.za* with your domain name as it was sent to you by Visualize IT

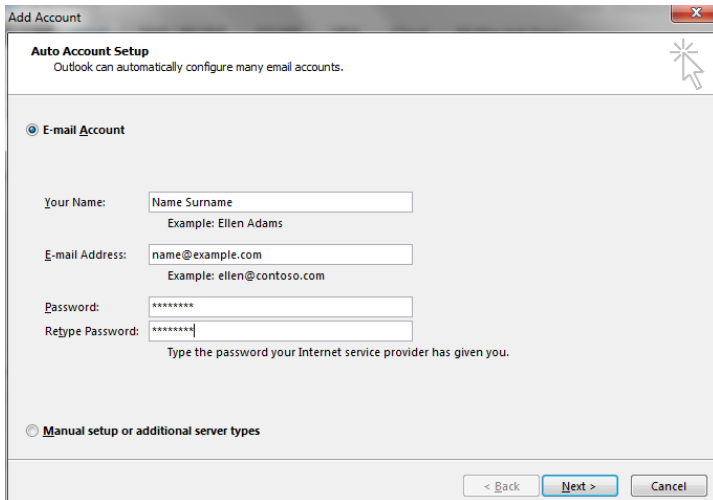
1. Launch **Outlook**
2. Select **File** on the top left menu bar



3. Select the **Add Account** button in the middle of the screen, then **Account Settings**

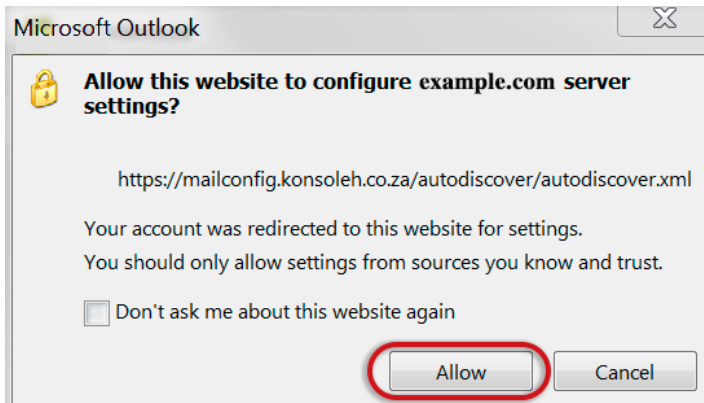


4. Insert your **email address**
5. Select **Advanced options**, then select **Let me setup my account manually > Connect**

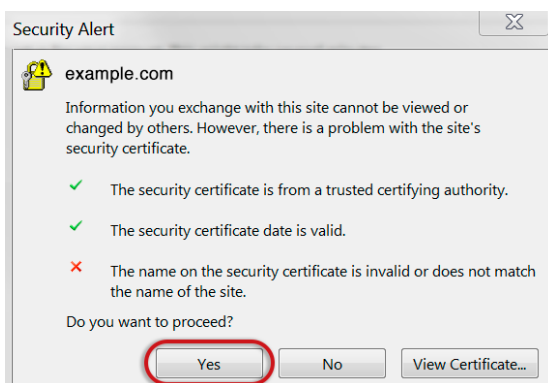


The screenshot shows the 'Add Account' dialog box. Under 'Auto Account Setup', the 'E-mail Account' radio button is selected. The fields are: 'Your Name' (Name Surname, Example: Ellen Adams), 'E-mail Address' (name@example.com, Example: ellen@contoso.com), 'Password' (masked with asterisks), and 'Retype Password' (masked with asterisks). Below these fields, the 'Manual setup or additional server types' radio button is also visible. At the bottom, there are '< Back', 'Next >', and 'Cancel' buttons.

6. The following warning messages may appear. Check the box next to "Don't ask me about this website again" and click "Allow"



7. Click "Yes" on the Security Alert window



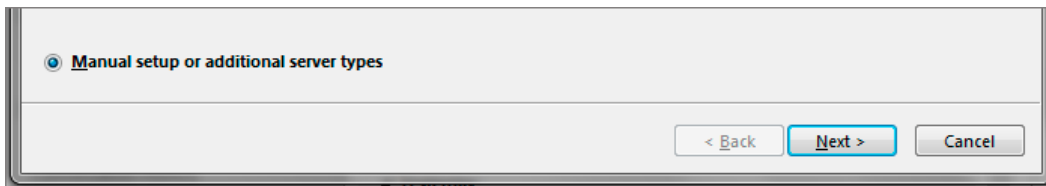
Outlook will now automatically configure your account as an IMAP account with all the correct settings.

**If the above setup has failed for any reason, please follow the manual setup below or follow the "Troubleshooting account setup" steps toward the end of this guide**

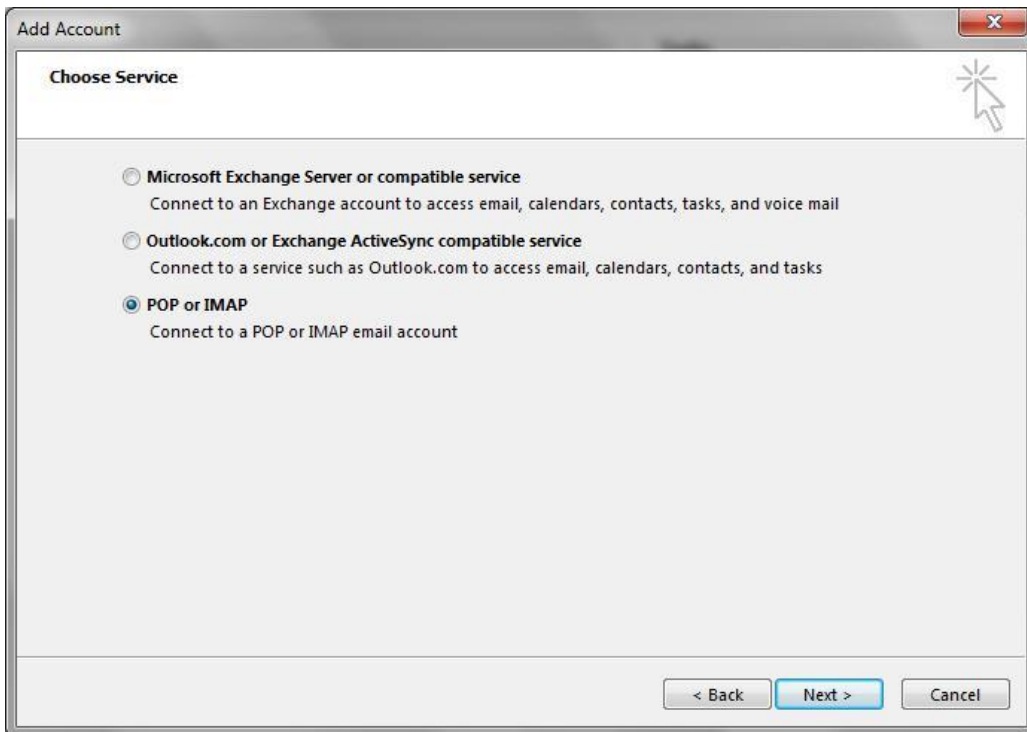
# Manual Account Setup

If you the automatic setup has failed, please follow the manual setup below.

1. Launch **Outlook**, choose **File > Account Settings > Add Account** (*as above*)
2. Choose **Manual Setup or additional server types > Next**



3. Select **POP or IMAP > Next**



## Account settings

4. Enter all the relevant details and then select the **More Settings...** button.
  - Outlook will **auto-fill your User Name** – please ensure you fill in your **entire email address** as the username
  - For new hosting accounts, use the [IP address](#) instead of the Incoming & Outgoing mail servers

The screenshot shows the 'Add Account' dialog box with the 'POP and IMAP Account Settings' tab selected. The dialog contains the following fields and options:

- User Information:** Your Name (Name Surname), Email Address (name@example.com)
- Server Information:** Account Type (IMAP), Incoming mail server (mail.example.com), Outgoing mail server (SMTP) (smtp.example.com)
- Logon Information:** User Name (name@example.com), Password (\*\*\*\*\*), Remember password (checked), Require logon using Secure Password Authentication (SPA) (unchecked)
- Test Account Settings:** Test Account Settings ... button, Automatically test account settings when Next is clicked (checked)
- Deliver new messages to:** New Outlook Data File (selected), Existing Outlook Data File (radio button), Browse button
- More Settings ...** button (circled in red)
- Navigation buttons: < Back, Next >, Cancel

## Check Outgoing Server settings

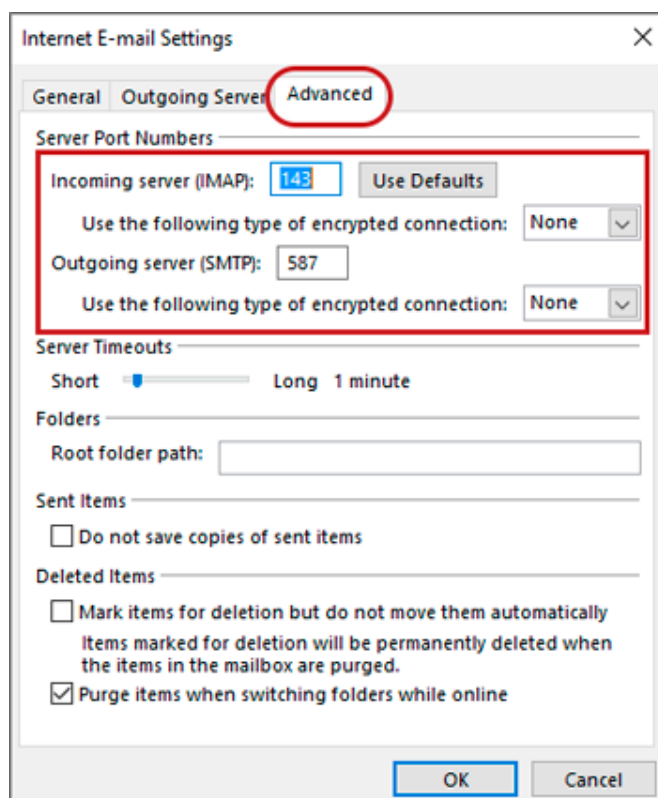
5. Select the **Outgoing Server** tab
  - Ensure that the **My outgoing server (SMTP) requires authentication** checkbox is ticked
  - Ensure that you have selected **Use same settings as my incoming mail server**

The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The dialog contains the following fields and options:

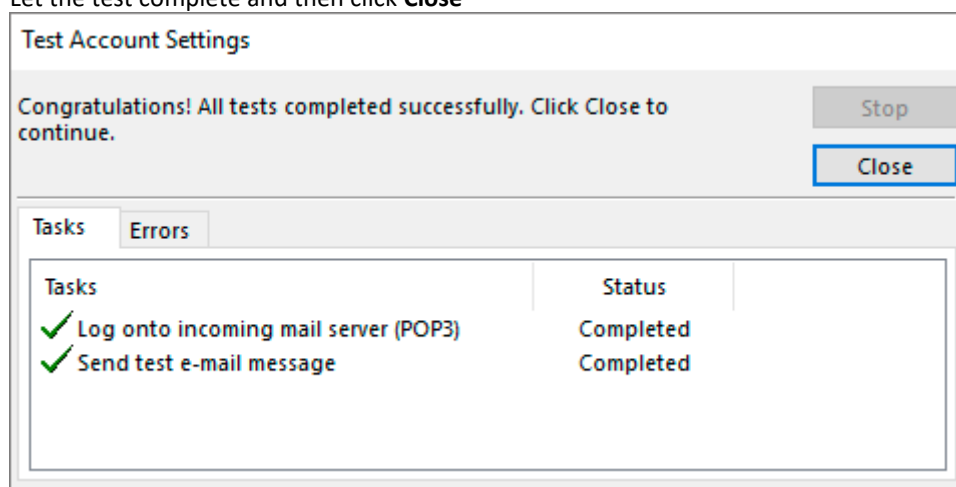
- General, **Outgoing Server** (circled in red), Advanced tabs
- My outgoing server (SMTP) requires authentication
  - Use same settings as my incoming mail server
  - Log on using
    - User Name: [text box]
    - Password: [text box]
    - Remember password
- Require Secure Password Authentication (SPA)

### Check Advanced SMTP settings

6. Select the **Advanced** tab and ensure that your settings are as below
  - Incoming **143**, outgoing **587**
  - **Not** ticked: This server requires an encrypted connection (SSL)
  - **Use the following type of encrypted connection** is None



7. Click **OK** and then **Next**.
8. Let the test complete and then click **Close**



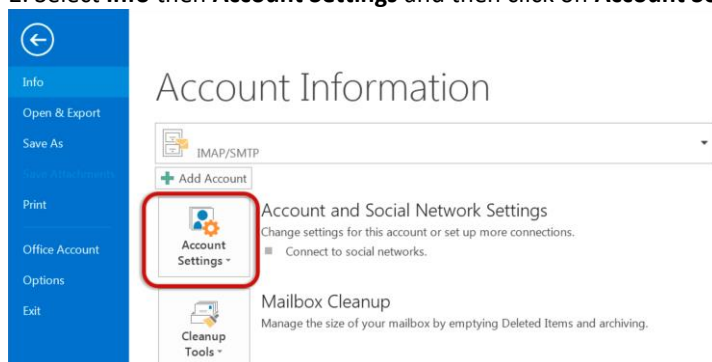
Click Close and start using Outlook as normal

**If you are still experiencing problems, please follow the Troubleshooting steps below**

# Troubleshooting account setup

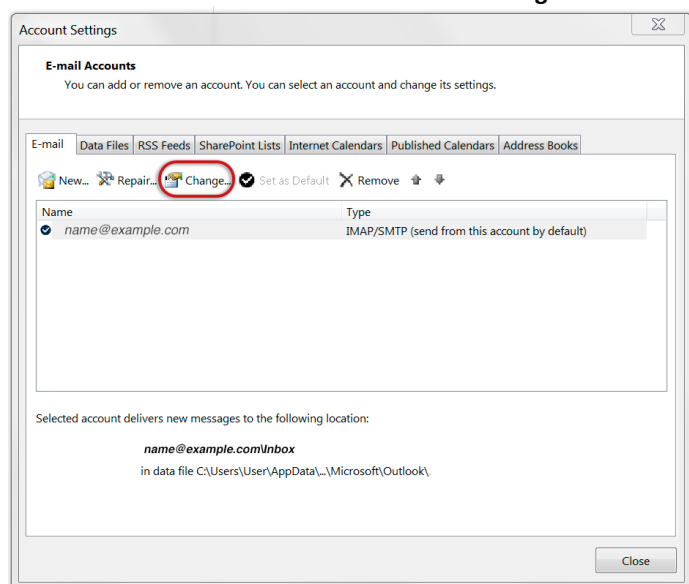
## Account Settings

2. Select **Info** then **Account Settings** and then click on **Account Settings...**



## Select your email account

3. Select the relevant account and click the **Change** button within the **Email** tab



## Check your account settings

4. Ensure that the information is correct as below – replacing with your own name and domain

- **Account Type** must be set to IMAP
- **Incoming mail server** starts with **mail.** followed by your domain name
- **Outgoing mail server** starts with **smtp.** followed by your domain name
- **User Name** is the **full** email address
- **Password** is correct
- **Require logon using SPA** is **not** ticked

## 5. Click **More Settings**

Repair Account

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

**User Information**

Your Name: Name Surname  
Email Address: name@example.com

Mail to keep offline: All

**Server Information**

Account Type: IMAP  
Incoming mail server: mail.example.com  
Outgoing mail server (SMTP): smtp.example.com

**Logon Information**

User Name: name@example.com  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**More Settings ...**

< Back   Next >   Cancel

## Check outgoing Server settings

### 6. Select the **Outgoing Server** tab.

- Ensure that the **My outgoing server (SMTP) requires authentication** checkbox is ticked
- **Use same settings as my incoming mail server** is selected

Internet E-mail Settings

General   **Outgoing Server**   Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name: \_\_\_\_\_  
Password: \_\_\_\_\_

Remember password  
 Require Secure Password Authentication (SPA)

OK   Cancel

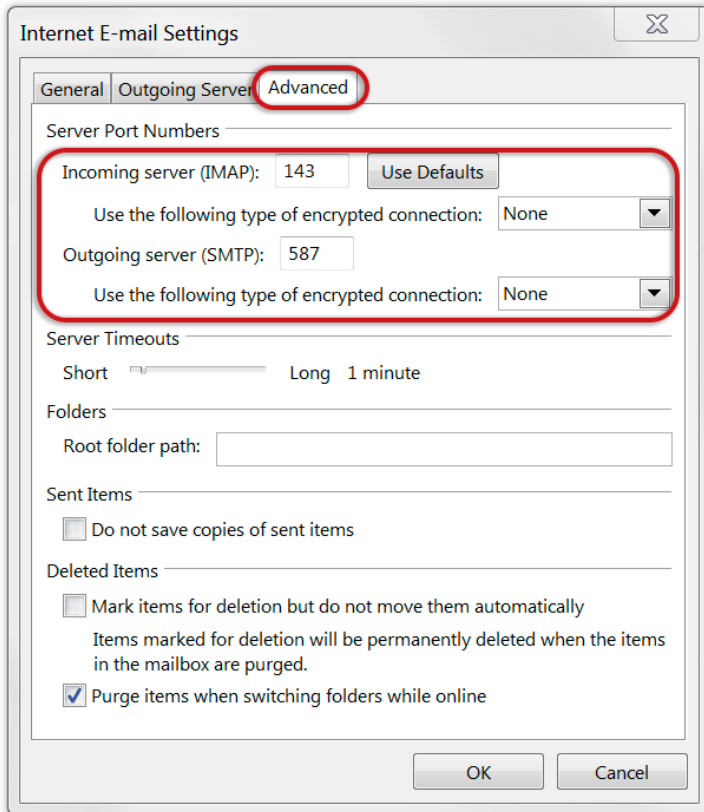
## Check Advanced SMTP settings

### 7. Select the **Advanced** tab and ensure that your settings are as below for either IMAP or POP:

#### IMAP port settings

- Incoming server is **143**, outgoing server is **587**

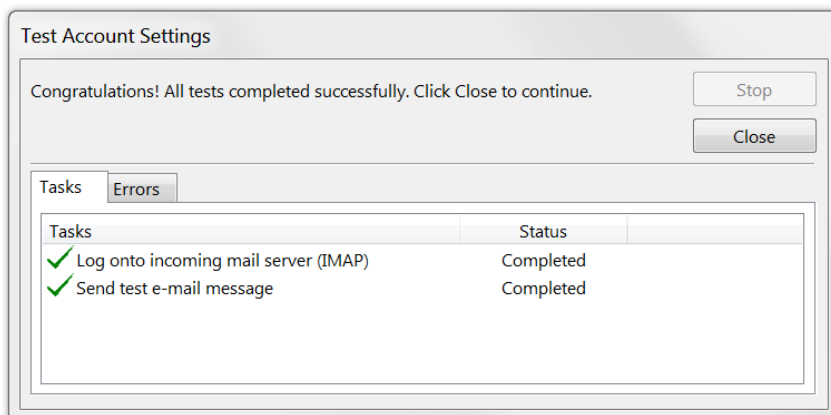
- **Encrypted connection** is none



8. Click **OK** and then **Next**.

### Test Account Settings

9. Let the test complete and then click **Close**.



### Complete Setup