

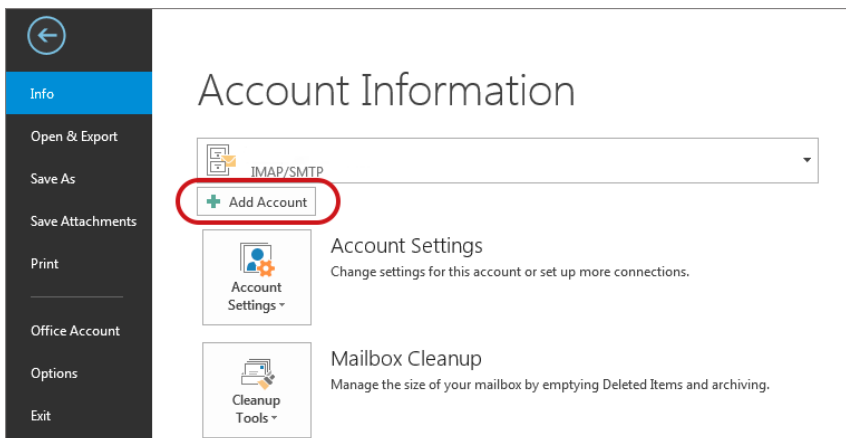
Adding your IMAP Mail Account in Outlook 2016 on Windows

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

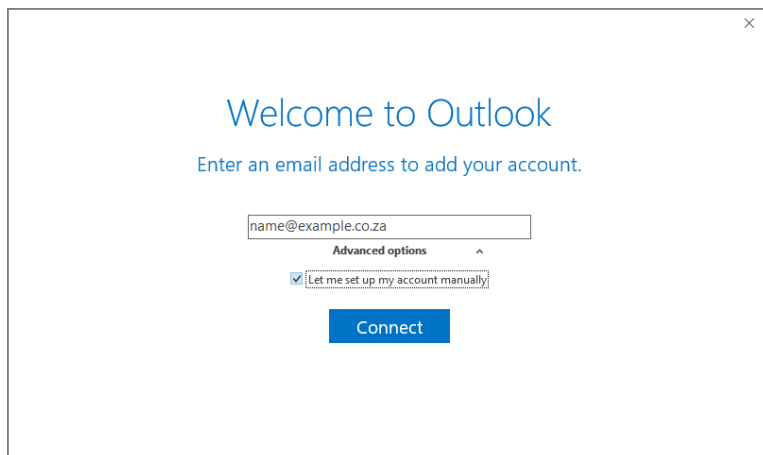
1. Launch **Outlook**
2. Select **File** on the top left menu bar



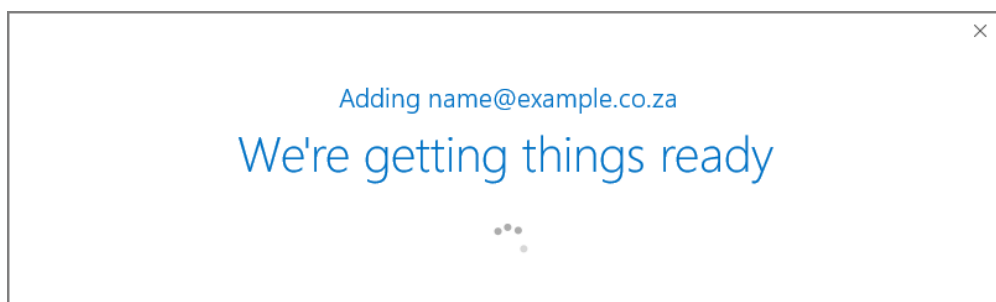
3. Select the **Add Account** button in the middle of the screen, then **Account Settings**



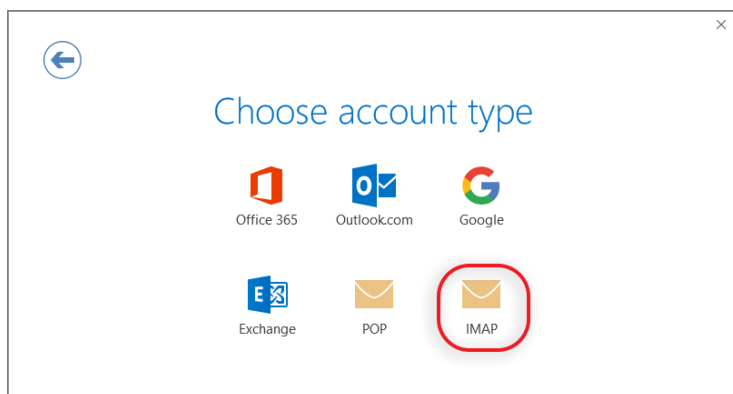
4. Insert your **email address**
5. Select **Advanced options**, then select **Let me setup my account manually** > **Connect**



6. This temporary screen will display



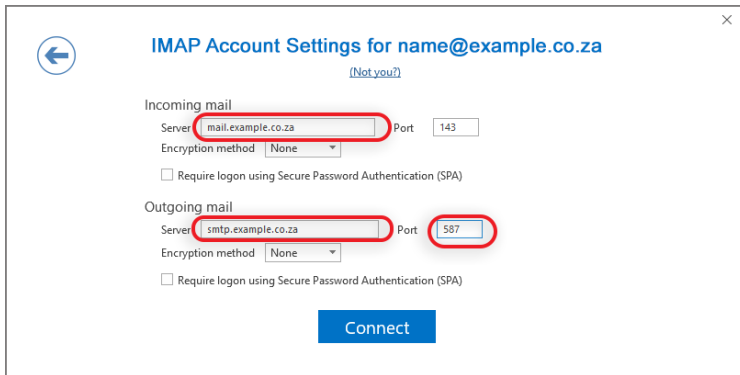
7. This screen will display the various account options – select **IMAP**



8. **Server Settings:**

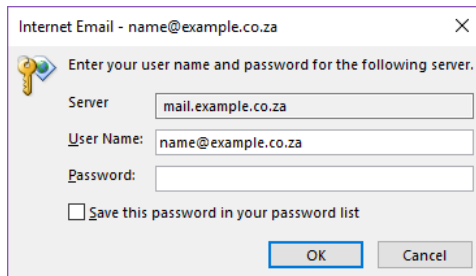
- Incoming mail: add **mail.** before your domain name (find your details in the email sent to you by Visualize IT)
 - Port 143
 - Encryption method: None
 - Require logon using Secure Password Authentication (SPA) is unticked
- Outgoing mail: add **smtp.** before your domain name (find your details in the email sent to you by Visualize IT)
 - **Change Port to 587** (not 25)
 - Encryption method: None
 - Require logon using Secure Password Authentication (SPA) is unticked

9. Click **Connect**



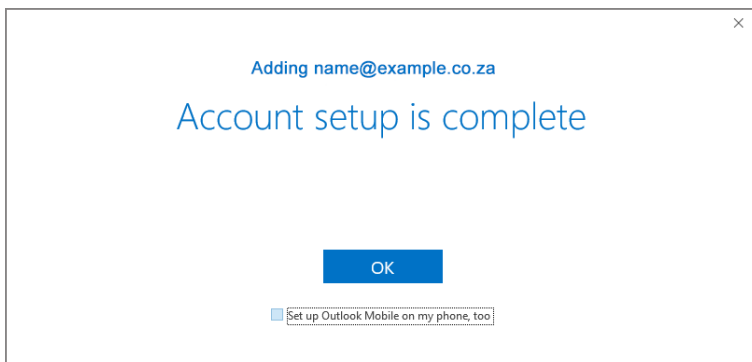
The screenshot shows the 'IMAP Account Settings for name@example.co.za' window. It has a back arrow icon and a close button. Under 'Incoming mail', the 'Server' field is 'mail.example.co.za' and the 'Port' is '143'. The 'Encryption method' is set to 'None'. There is a checkbox for 'Require logon using Secure Password Authentication (SPA)'. Under 'Outgoing mail', the 'Server' field is 'smtp.example.co.za' and the 'Port' is '587'. The 'Encryption method' is also 'None'. There is another checkbox for 'Require logon using Secure Password Authentication (SPA)'. A blue 'Connect' button is at the bottom.

10. You will now be prompted for the password. Enter your full email address and password that was sent to you by Visualize IT



The screenshot shows the 'Internet Email - name@example.co.za' dialog box. It has a close button and a key icon. The text says 'Enter your user name and password for the following server.' Below this are three input fields: 'Server' with 'mail.example.co.za', 'User Name' with 'name@example.co.za', and 'Password' which is empty. There is a checkbox for 'Save this password in your password list'. At the bottom are 'OK' and 'Cancel' buttons.

11. Your setup is complete! Click "OK".

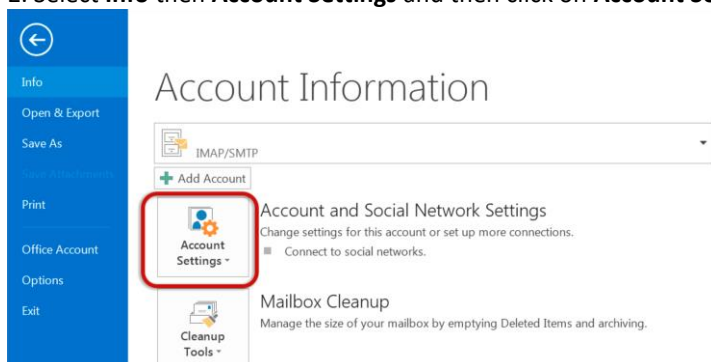


The screenshot shows a confirmation dialog box titled 'Adding name@example.co.za'. The main text says 'Account setup is complete'. At the bottom is a blue 'OK' button. Below the button is a link that says 'Set up Outlook Mobile on my phone, too'.

Troubleshooting account setup

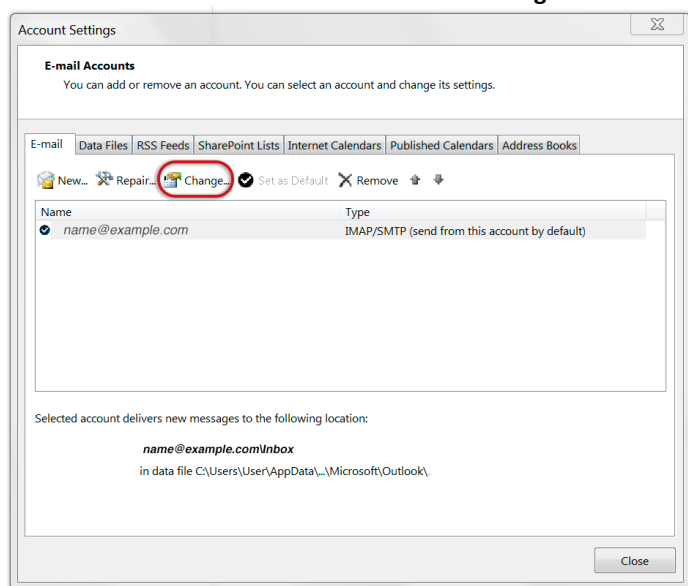
Account Settings

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

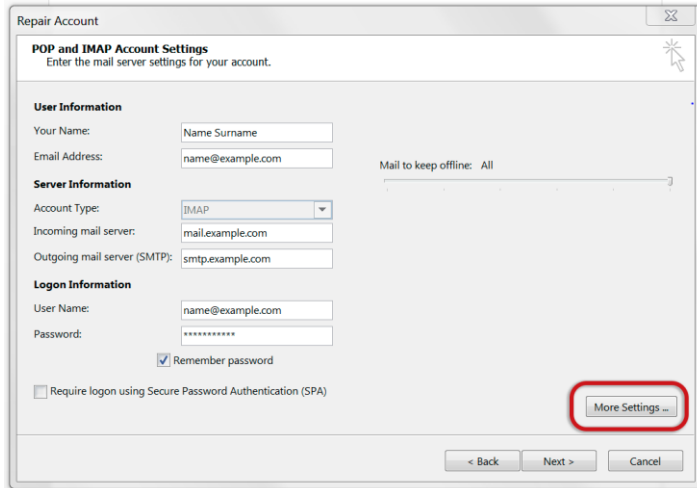


Check your account settings

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

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)

Mail to keep offline: All

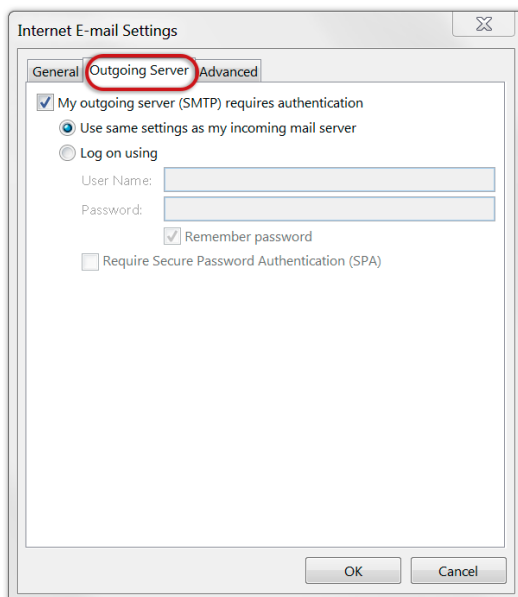
More Settings...

< 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)

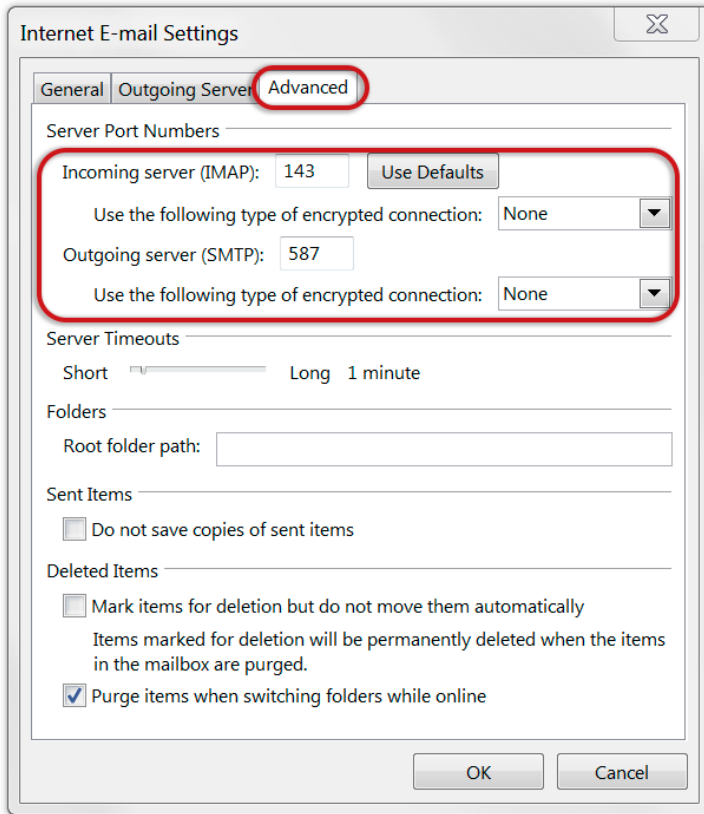
OK Cancel

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

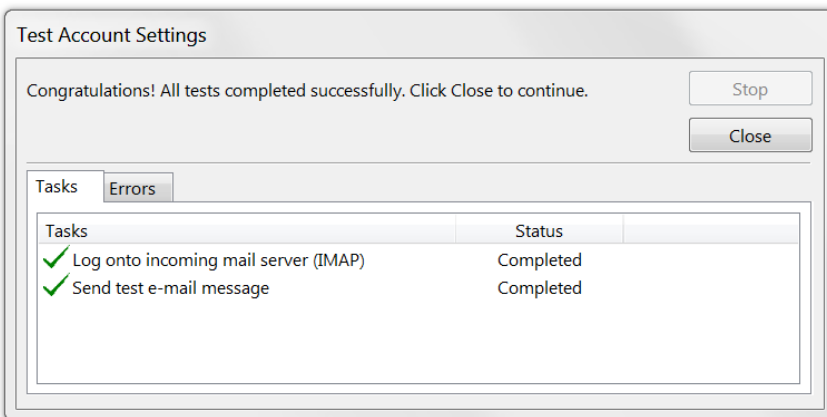
- Incoming server is **143**, outgoing server is **587**
- **Encrypted connection** is none



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

Test Account Settings

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



Complete Setup