

Setup e-mail on Outlook

Below, step by step tutorials according to the Outlook version used, which you can usually check when opening Outlook or in the Help menu/About. There's also a [website with a generic Outlook setup](#) which can be useful, so you can view screenshots.

Also notice that if this is the first time you open Outlook since its installation, a window will immediately pop up asking you to set up your email account. Click yes and proceed and follow our instructions starting with a section in which you start typing in your account data.

Finally, as per our tests, sent items and trash are automatically saved in IMAP folders, except in older Outlook 2003. Nonetheless, information about this is available for [Sent Items](#) and [Trash](#), especially useful if your Outlook is not in English and you want to manually define folders used for these base folders. Notice that our Webmail automatically decodes the English default names (Sent, Trash, Drafts, Spam) so that it shows them in the language in which you accessed Webmail. In some cases, however, it might be required to change folder mappings in Webmail, if Outlook does not do this conversion automatically, besides mapping the localized names in your Outlook.

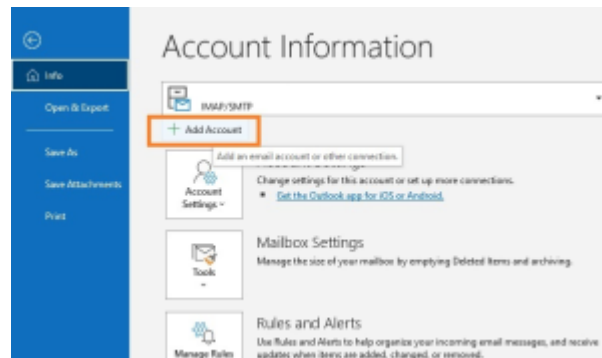
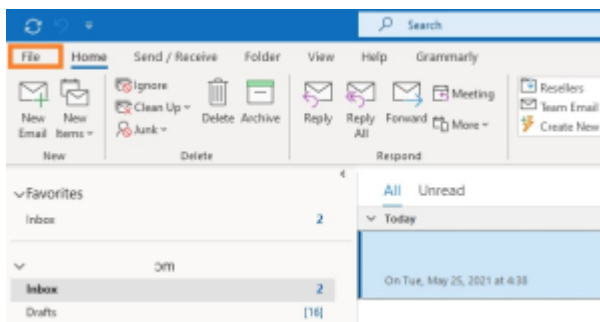
 Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

 Note that Outlook will automatically set up the account as IMAP. If you want to set up the account as POP, you have to set up the account manually. IMAP is recommended, as it's a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.

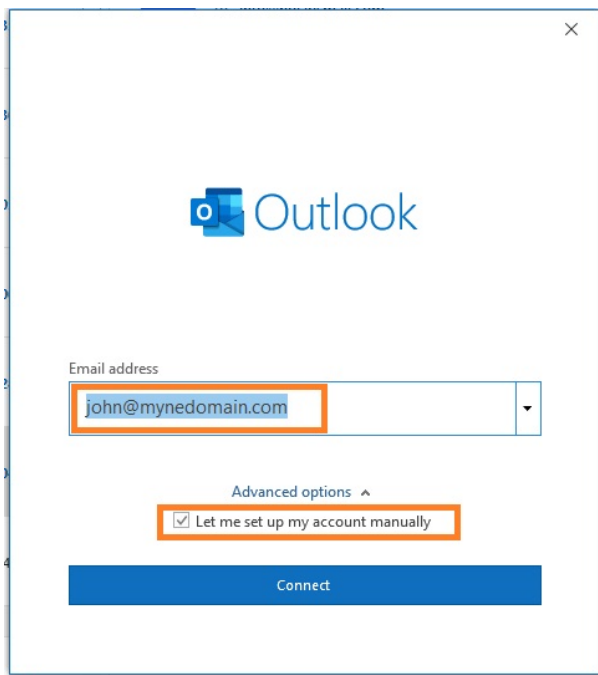
Outlook 365

 Unfortunately, this version of Outlook doesn't support Autodiscover for IMAP accounts anymore.

- Click on the **File** menu
- Click on **+ Add Account**

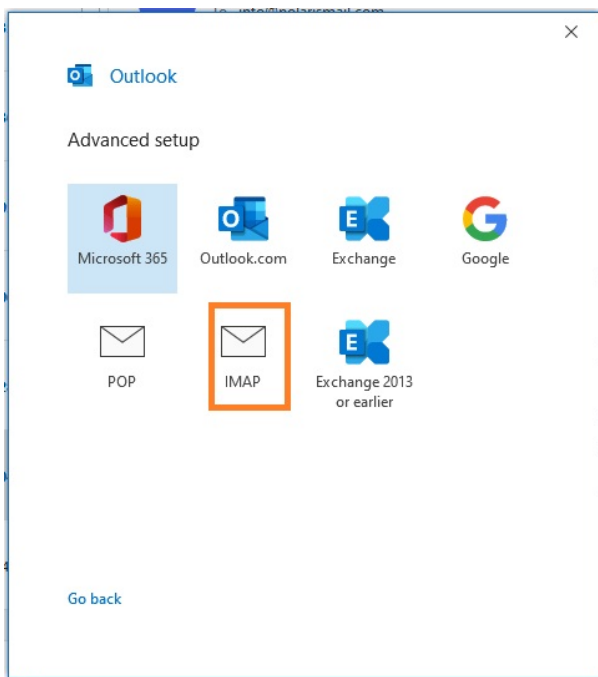


- Fill in your full **email address** and select the option **Let me set up my account manually**.
- Click on **Next**.



The image shows the Outlook account setup window. At the top is the Outlook logo. Below it is a text field labeled "Email address" containing "john@mynedomain.com". Underneath is a section titled "Advanced options" with a dropdown arrow, containing a checkbox labeled "Let me set up my account manually" which is checked. At the bottom is a blue "Connect" button.

- Select **IMAP** from the list of account types.



The image shows the Outlook "Advanced setup" window. It displays a grid of account type options: Microsoft 365, Outlook.com, Exchange, Google, POP, IMAP, and Exchange 2013 or earlier. The IMAP option is highlighted with an orange border. A "Go back" link is located at the bottom left.

- Fill in server information from the [Server & Ports page](#)
- Click on **Next**

IMAP Account Settings
john@mynewdomain.com (Not you?)

Incoming mail
Server: imap.emailarray.com Port: 993
Encryption method: SSL/TLS
☐ Require logon using Secure Password Authentication (SPA)

Outgoing mail
Server: smtp.emailarray.com Port: 465
Encryption method: SSL/TLS
☐ Require logon using Secure Password Authentication (SPA)

Go back Next

- Fill in your existing **password** for your email address and click on **Connect**

IMAP Account Settings
john@mynewdomain.com (Not you?)

Password: *****

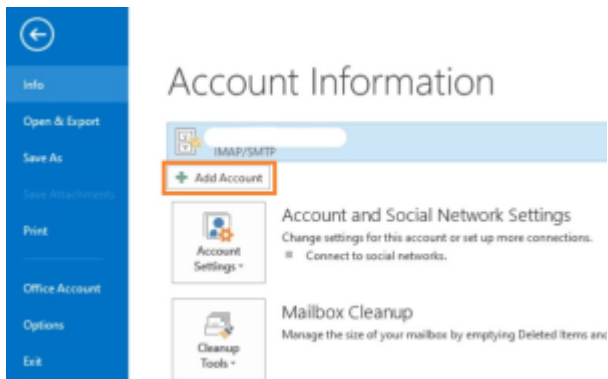
Go back Connect

- The setup is completed. The message **Account successfully added** will show and Outlook will begin synchronizing the account.

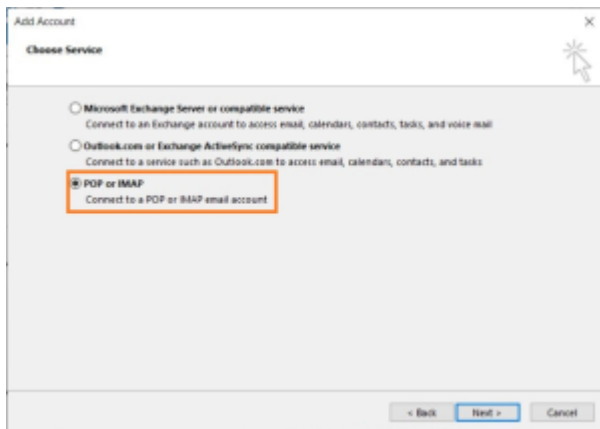
 Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

Outlook 2013/2010:

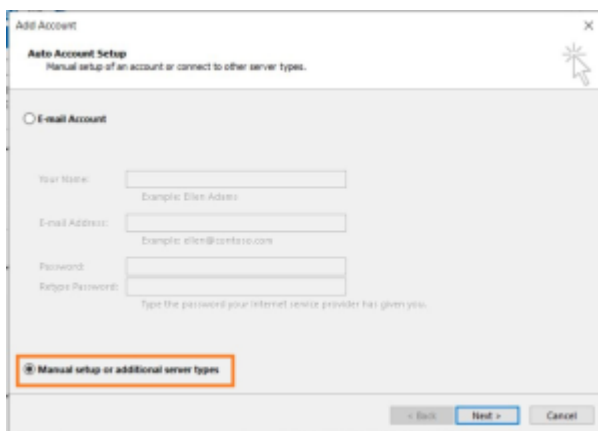
- Click on the **File** menu
- Click on **+ Add Account**



- Select **POP or IMAP**



- **Option 1:** this version of Outlook supports Autodiscover for IMAP accounts if you have [setup Autodiscover in your DNS](#).
 - Type in your full name, e-mail address, and password and click on **Next**
 - Click on **Allow** when asked about autodiscover.xml
 - Click on **Finish**
- **Option 2:** If you don't have Autodiscover
 - select **Manual setup** and click on **Next**.



- Type in your full name, e-mail address, and password
- Fill in server information from the [Server & Ports](#) page

- Click on **More Settings**.
- Select **My outgoing server (SMTP) requires authentication** and **Use same settings as my incoming mail server**.

- Click on the **Advanced** tab
- Verify the ports are correct and SSL is selected.

Internet E-mail Settings

General Outgoing Server **Advanced**

Server Port Numbers

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short ☒ Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

☐ Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

OK Cancel

- Click on **OK**. Click on **Next** to finish the setup.



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