

# 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.

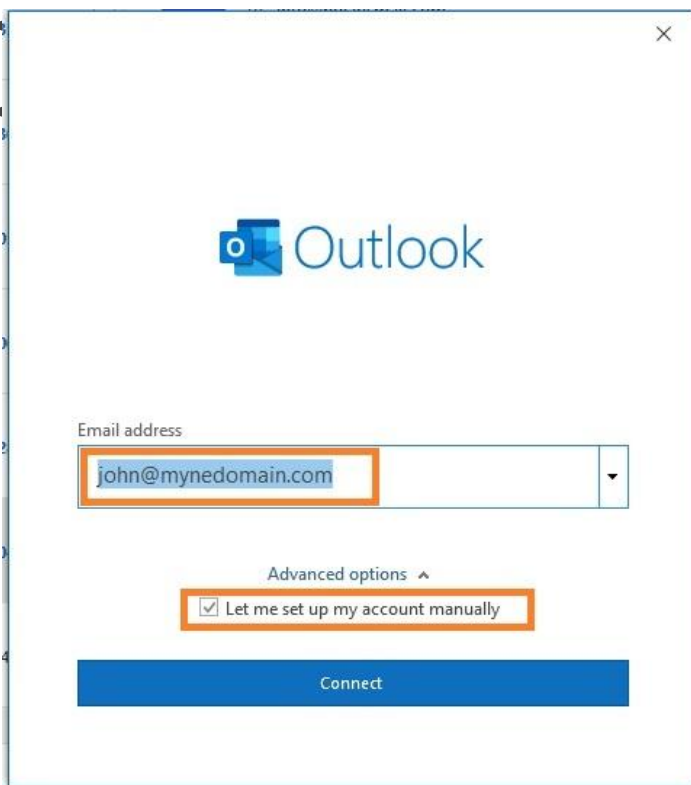
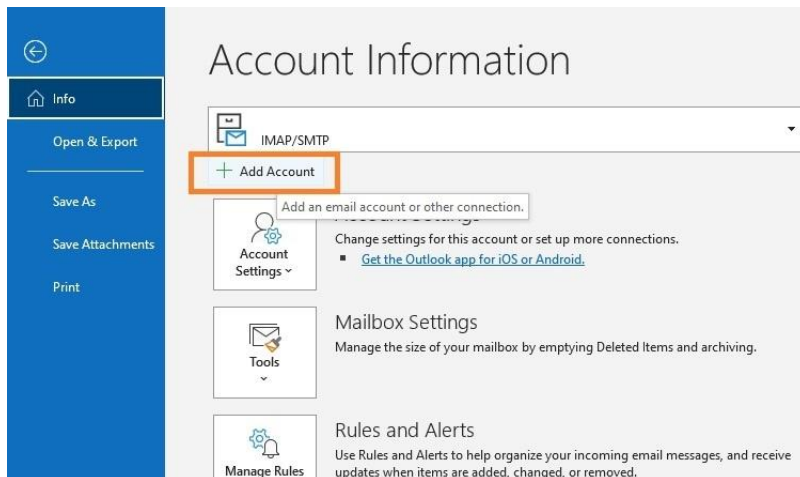
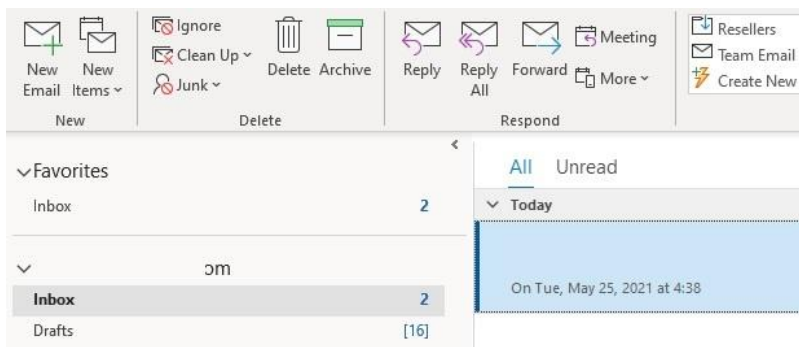
Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

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.

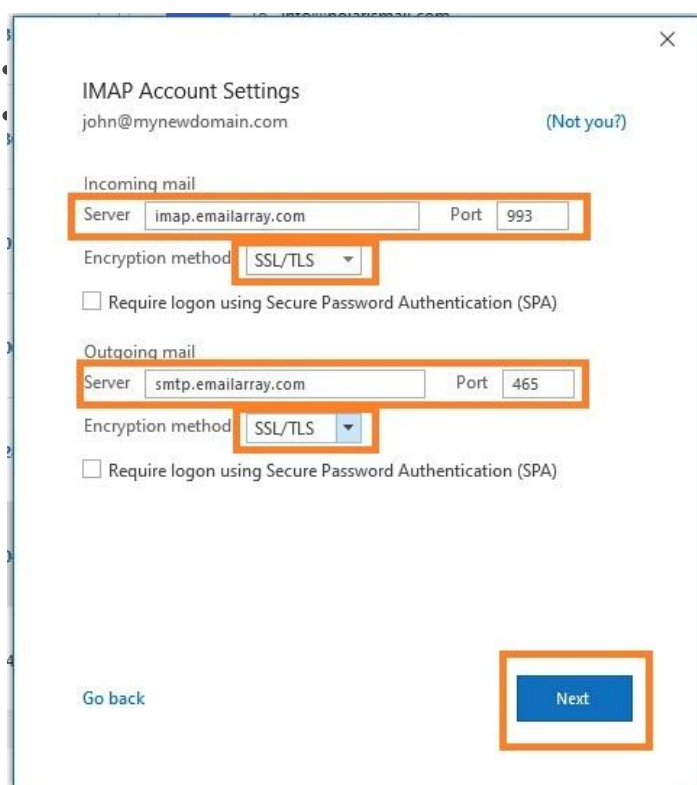
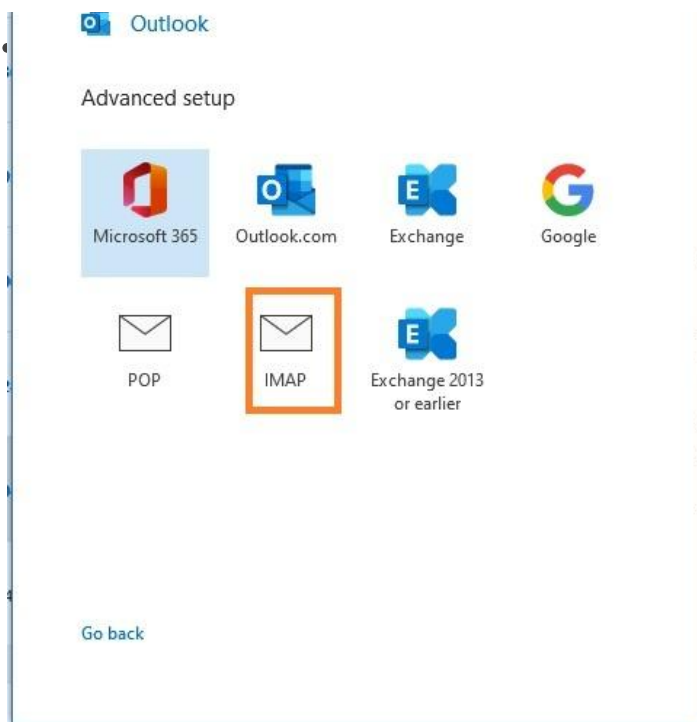
## Outlook 365

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

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

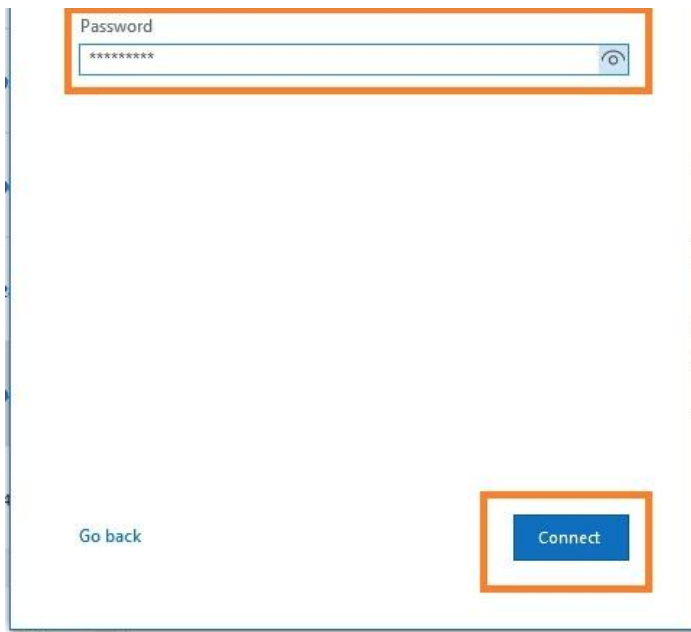


tion **Let me set up my account**



page

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

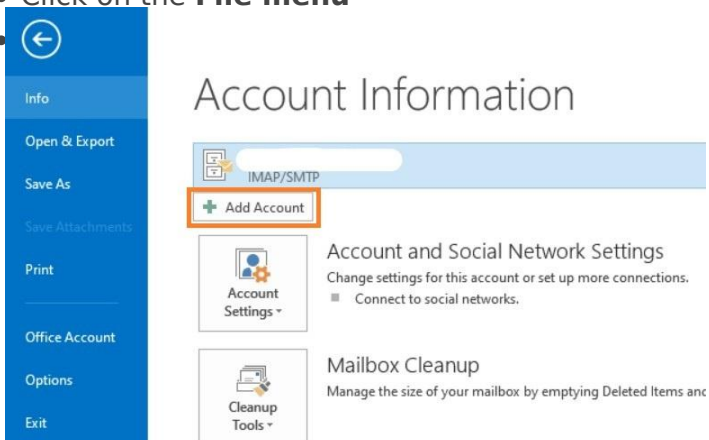


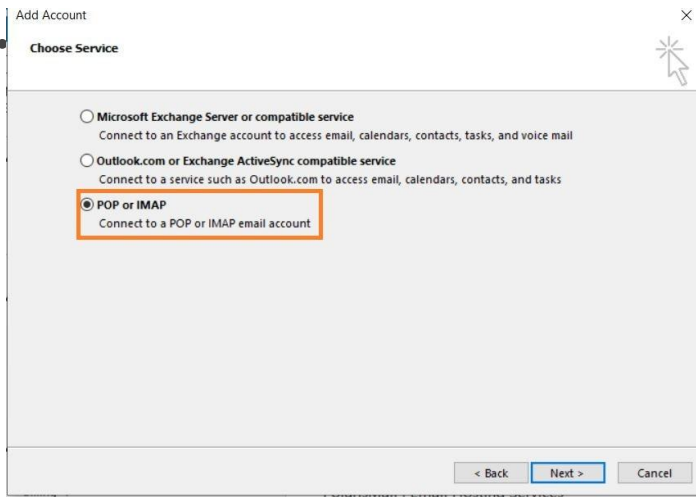
- The setup is completed. The message **Account successfully added** will show and Outlook will begin synchronizing the account.

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:

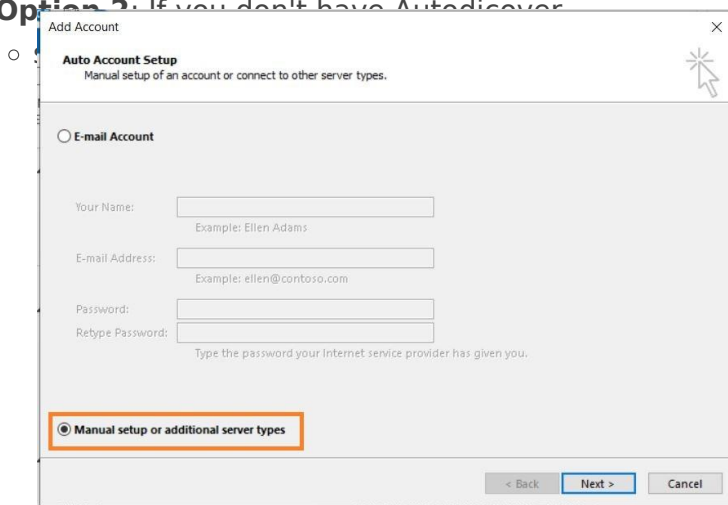
- Click on the **File** menu





- **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



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

**User Information**

Your Name: John Doe

Email Address: john.doe@mydomain.com

**Server Information**

Account Type: IMAP

Incoming mail server: imap.emailarray.com

Outgoing mail server (SMTP): smtp.emailarray.com

**Logon Information**

User Name: john.doe@mydomain.com

Password: \*\*\*\*\*

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

**Test Account Settings**

We recommend that you test your account to ensure that the entries are correct.

Test Account Settings ...

☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

More Settings ...

< Back Next > Cancel

- ○ C
  - S
  - S
- Authentication and Use same

**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

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

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.

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.

Revision #3

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