

Setup Email on Outlook (IMAP)

Find the step-by-step tutorial for your specific version of Outlook below. If you aren't sure which version you have, you can usually find this info under the **Help** menu or the **About** section within the app.

Large Mailboxes: Depending on your internet speed and the size of your mailbox (we support up to 200GB per account), the initial synchronization can take anywhere from a few hours to a few days to fully build your local data file.

Enhanced mailbox? Connect a **CardDAV** address book or a **remote calendar** (CalDAV) to keep your contacts and schedule in sync in Outlook.

Use the following settings or follow the [Outlook 365](#) or [Outlook 2013/2010](#) instructions below.

Service	Server Address	Port (SSL/TLS)
Incoming (IMAP)	imap.emailarray.com	993
Outgoing (SMTP)	smtp.emailarray.com	465

We recommend using **IMAP with SSL/TLS** to ensure your data remains private and your folders stay synchronized across all devices.

The New Outlook for Windows

Microsoft has recently introduced a "New Outlook" for Windows. Based on our testing and official Microsoft documentation, this version handles IMAP accounts differently than previous versions.

What you need to know

- **Forced Cloud Sync:** Unlike "Classic" Outlook, the "New Outlook" requires all IMAP accounts to sync through the Microsoft Cloud.
- **Data Privacy:** This means your emails, even though hosted securely with us, will be stored on Microsoft's servers to enable this sync.

- **Setup Failures:** Because Microsoft forces this intermediary sync, many IMAP setups fail during the "Syncing to Microsoft" phase, even if your credentials and server settings are 100% correct.

Our Recommendation: Use "Classic" Outlook

To maintain a direct, private connection between your device and our servers, and to avoid setup errors, we recommend staying with **Classic Outlook**.

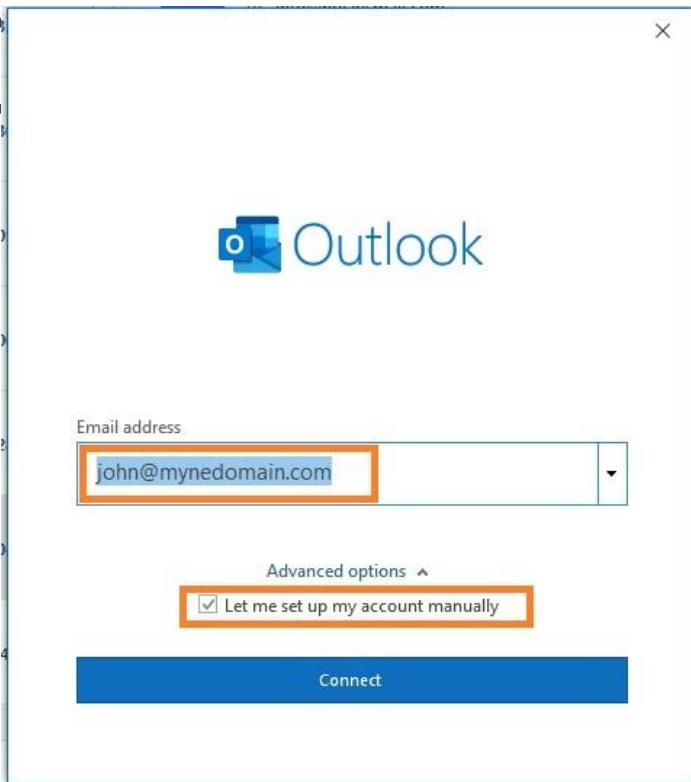
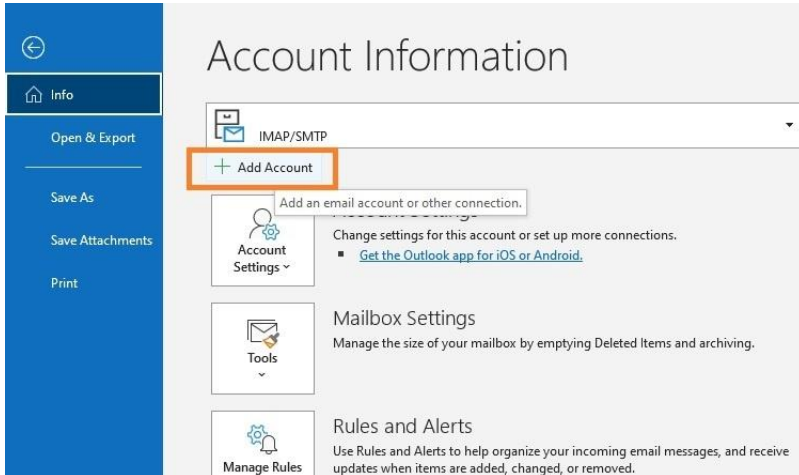
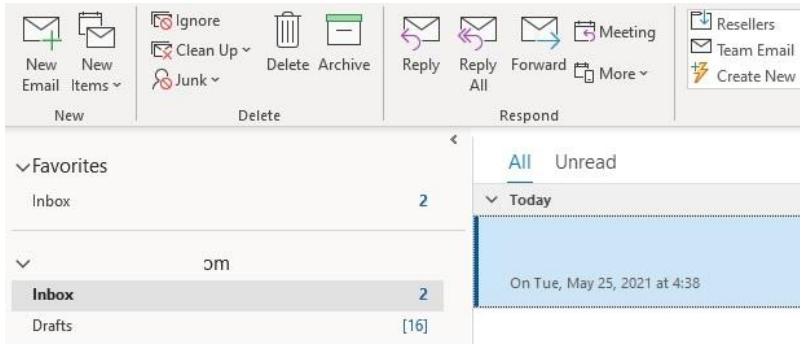
1. Open Outlook.
2. Locate the "**Try the new Outlook**" toggle in the upper-right corner.
3. Switch the toggle **Off**.
4. Restart Outlook and follow the [Outlook 365](#) or [Outlook 2013/2010](#) instructions below.

For a deeper dive into why Microsoft implemented this change, you can read the [full discussion on the Microsoft Community page](#).

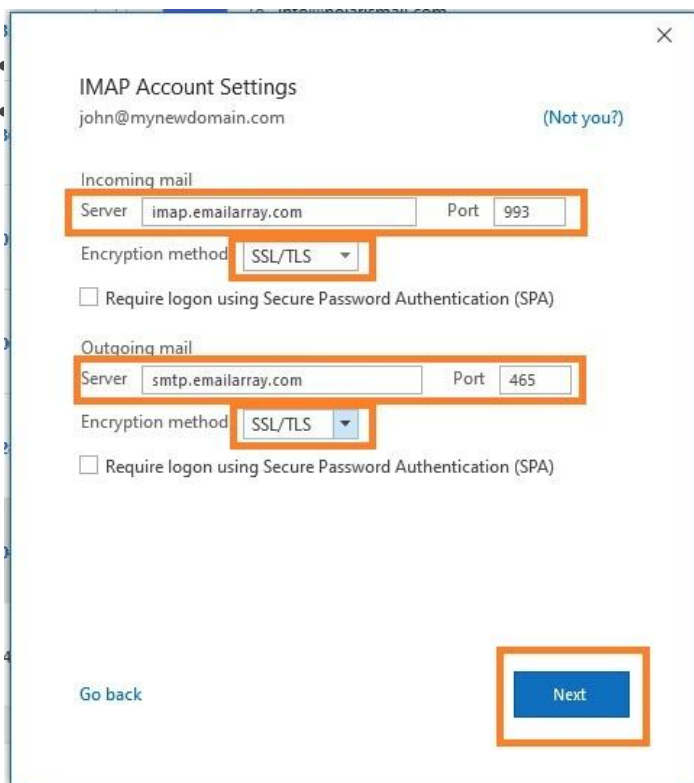
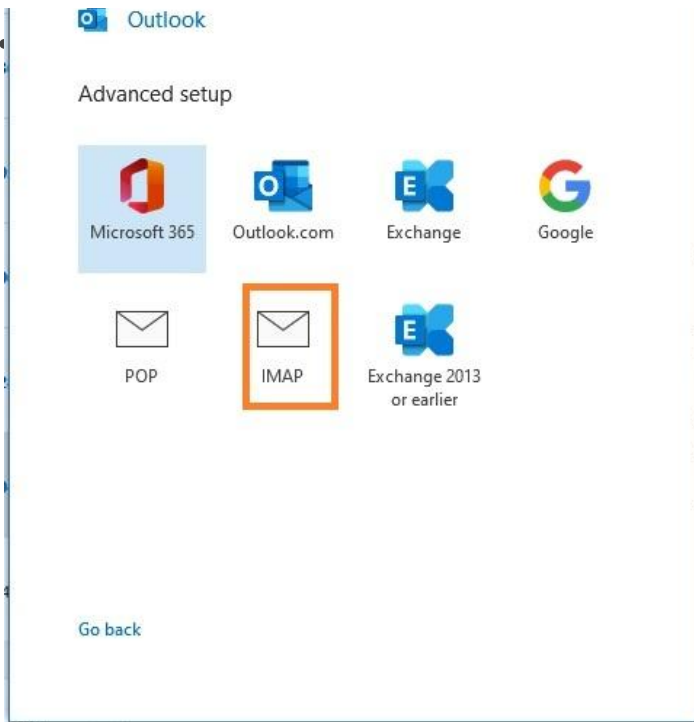
Outlook 365

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**

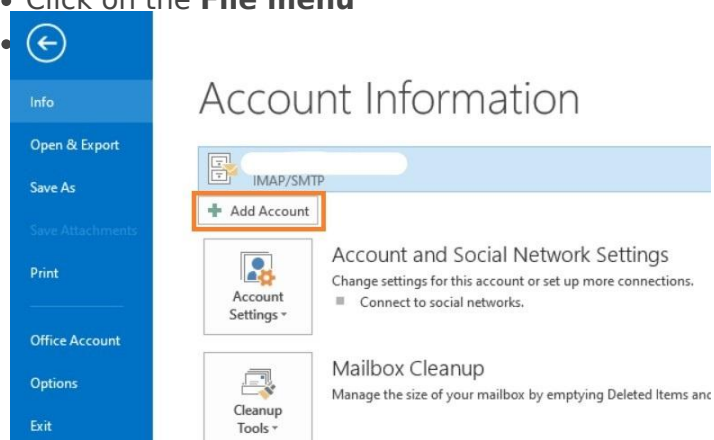


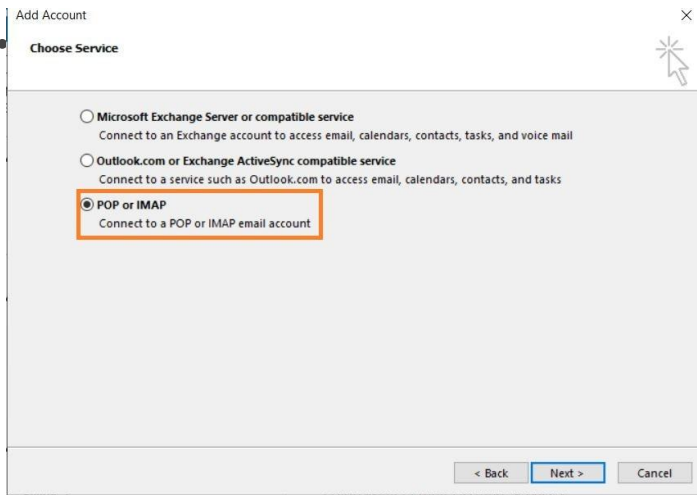
- The setup is completed. The message **Account successfully added** will show and Outlook will begin synchronizing the account.

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:

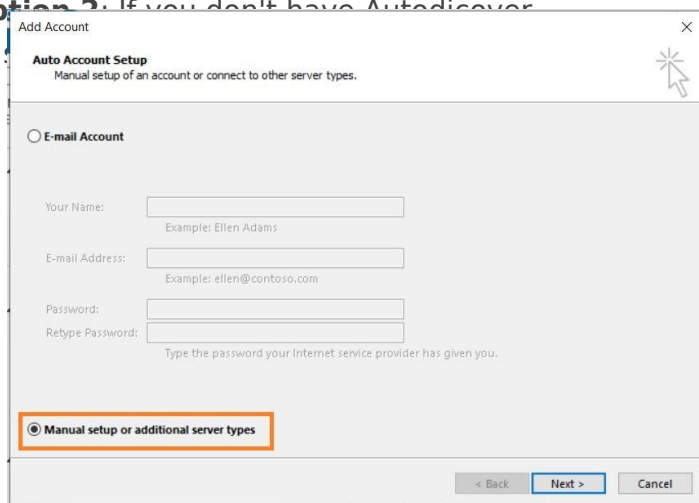
- Click on the **File** menu





- **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

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

Authentication and Use same

- o Click on the **Advanced** tab
- o 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 #8

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