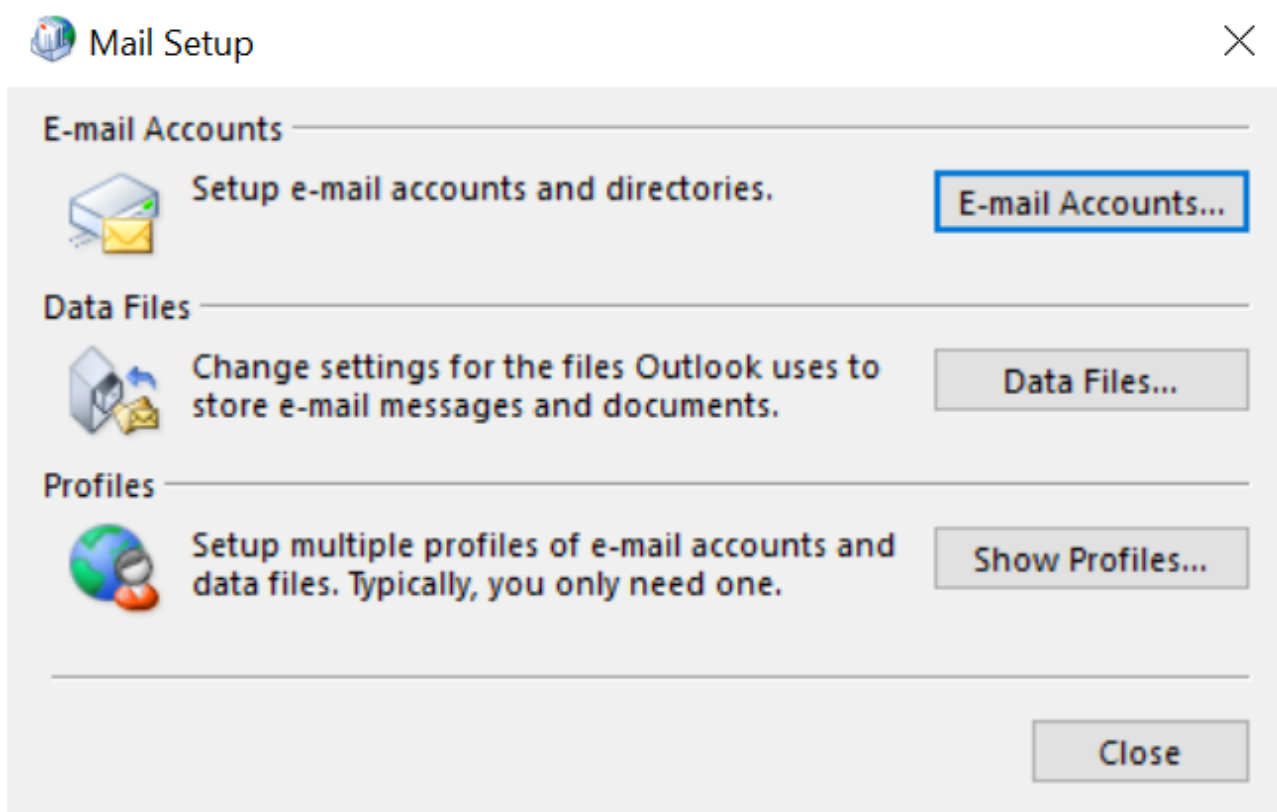# Windows: Outlook 2016 (IMAP)

This article will assist you with setting up Outlook 2016 with your Hosted Mailbox.

1. Click on the Start Menu (or press the Windows key) and then search for **Control Panel**

2. After opening Control Panel, in the upper right-hand corner change **View by:** to **Small Icons**

3. Click on **Mail**

4. When the Mail Control Panel opens, select **Show Profiles**

5. Select **Add** to add a new profile. Enter any name you wish and select **OK**

Mail ✕

General

The following profiles are set up on this computer:

	^
	v

Add...	Remove	Properties	Copy...

When starting Microsoft Outlook, use this profile:

◉ Prompt for a profile to be used

◯ Always use this profile

	v

OK	Cancel	Apply

New Profile ✕

Create New Profile | OK

Profile Name: | Cancel

6. Select **Manual setup or additional server types**. Click **Next**

7. Select **POP or IMAP** and click **Next**

Add Account

Choose Service

○ **Outlook.com or Exchange ActiveSync compatible service**
   Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

◉ **POP or IMAP**
   Connect to a POP or IMAP email account

< Back   Next >   Cancel

8. In the **Add New Account** window, input the following information:

Your Name: Your Name

Email Address: support@emailsrvrhelp.com

Account Type: IMAP

Incoming Mail Server: secure.emailsrvr.com

Outgoing Mail Server: secure.emailsrvr.com

User Name: support@emailsrvrhelp.com

Password: Your mailbox password

Add Account ✕

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

User Information

Your Name: `Your Name`

Email Address: `support@emailsrvrhelp.com`

Mail to keep offline: All

Server Information

Account Type: `IMAP`

Incoming mail server: `secure.emailsrvr.com`

Outgoing mail server (SMTP): `secure.emailsrvr.com`

Logon Information

User Name: `support@emailsrvrhelp.com`

Password: `|`

☑ Remember password

☐ Require logon using Secure Password Authentication (SPA)

More Settings ...

< Back   Next >   Cancel

9. Click on **More Settings** then click the **Outgoing Server** Tab

10. Check the box for **My outgoing server (SMTP) requires authentication**
    Check the button for **Use same settings as my incoming mail server**

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]

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11. **FIRST** change **Use the following type of encrypted connection** to **SSL** for both the **Incoming** and **Outgoing** servers.

Next, change the port numbers to match the image below.

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]

12. Click **OK**

13. Click **Next**. Outlook will now attempt to send a test message using the settings we have just put in. If everything was entered correctly, the message will send out successfully.