

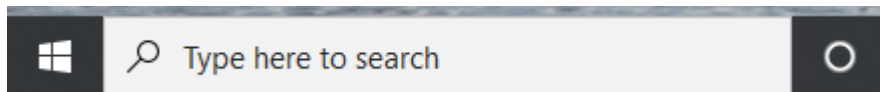
Setting up email on Office 365's Outlook

If you open MS Outlook and try to add an email account, it may not always connect to the account and pick up all of the parameters. This problem does not always occur, however the process described below for Windows 10 systems will get around the problem.

First make sure Outlook is installed on your computer system.

Next go to the start menu area on your system and look for the "Type here to search" box.

It is located in the bottom left of your screen



Type in Control Panel

You will see the following come up

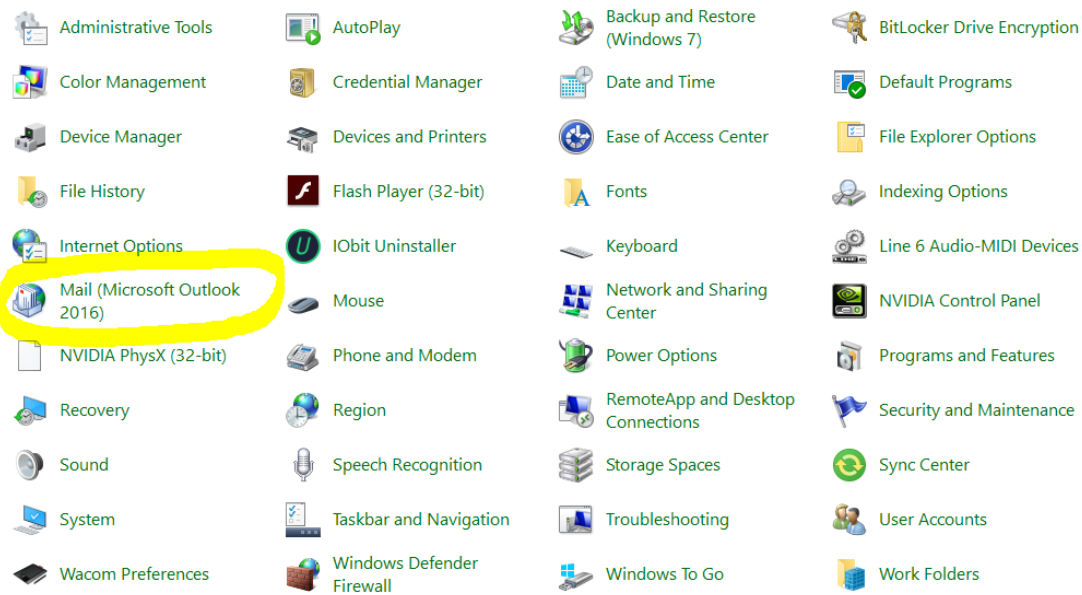


Control Panel

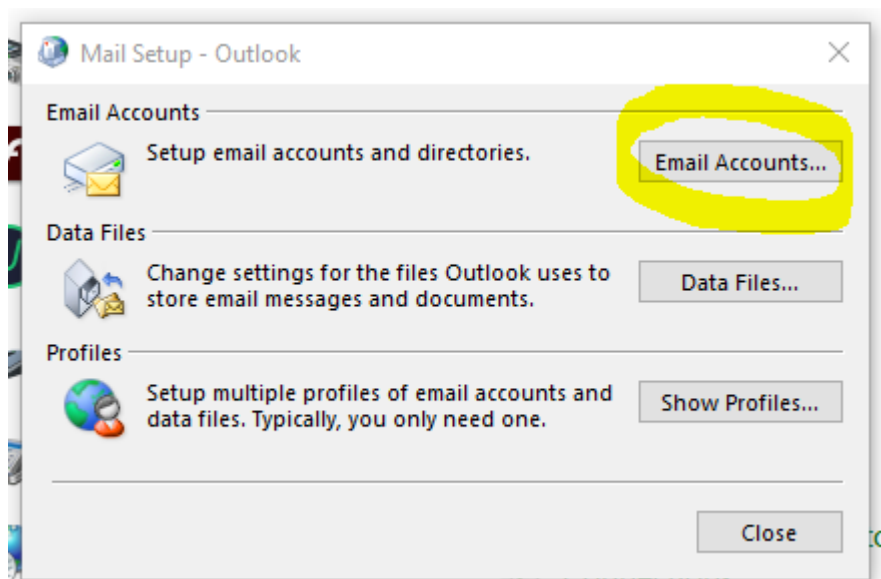
App

Click on it. This will open the Control Panel.

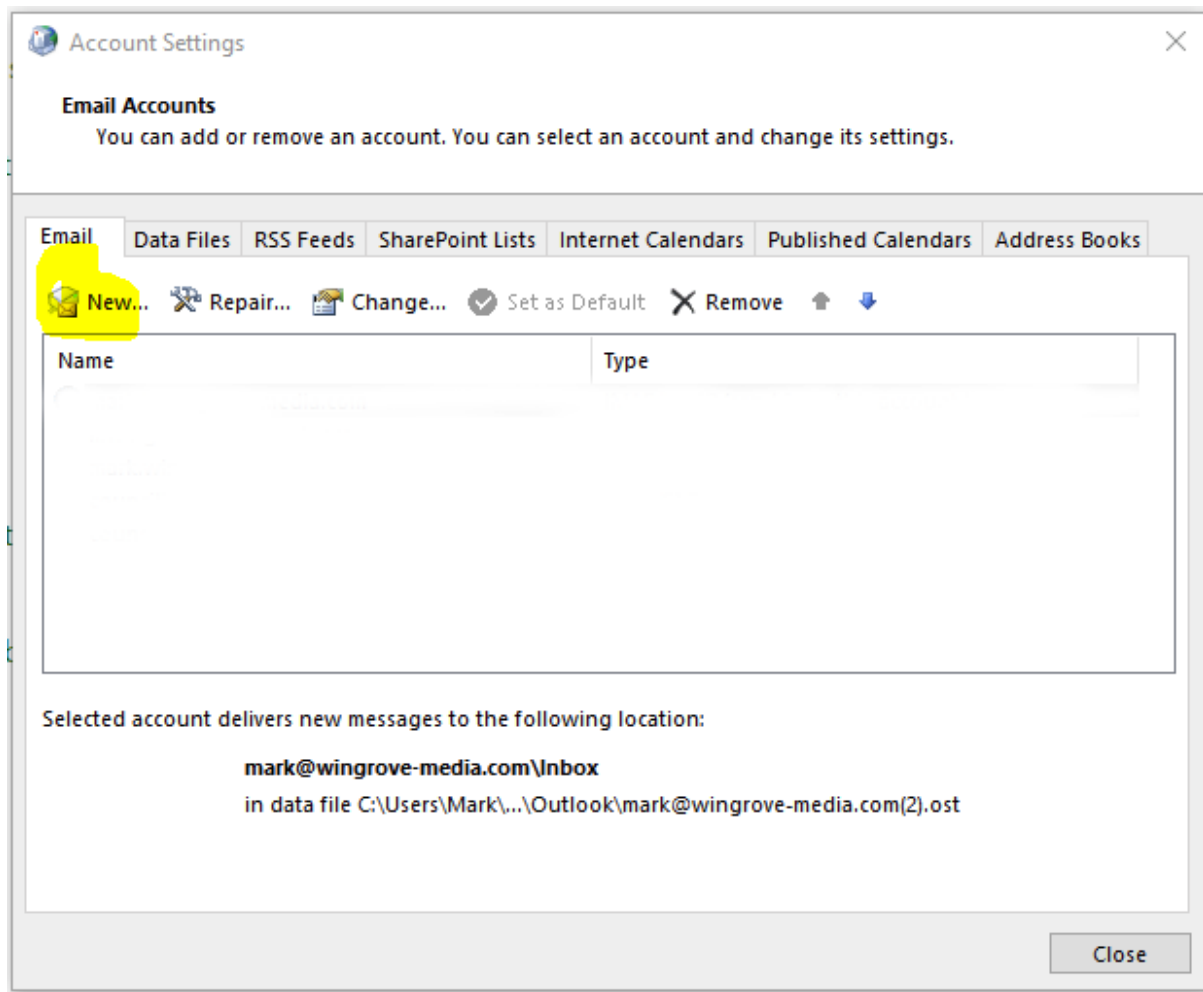
Look for any reference to Mail (Microsoft Outlook xxxx) and click on this.



Next you will see this table come up on your screen. Choose Email Accounts



On the next Screen Click on NEW



On the next screen ignore the options and just check the box in the bottom left which says Manual Setup or additional server types.

Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

☐ **Email Account**

Your Name:
Example: Ellen Adams

Email Address:
Example: ellen@contoso.com

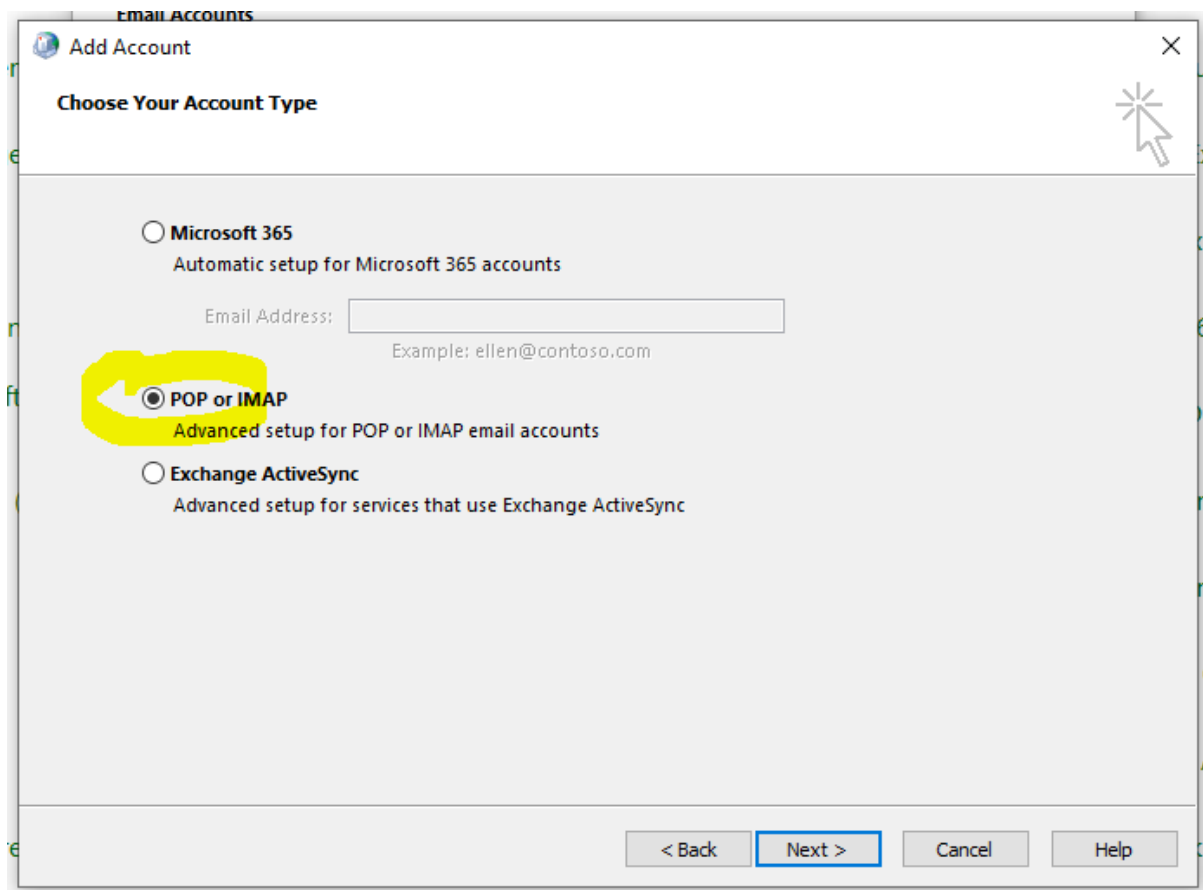
Password:
Retype Password:

Type the password your Internet service provider has given you.

☒ **Manual setup or additional server types**

< Back **Next >** Cancel Help

Click on NEXT



Choose the Option POP or IMAP and click on NEXT

Email Accounts

Add Account

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

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

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.

☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

< Back Next > Cancel Help

On this form you do the following.

Replace Your Name Here with your name. e.g. Fred Bloggs

Replace myname@mydomain.com with your full email address

Under Server Information Account Type. Click on the small arrow head and select IMAP.

For incoming mail server choose imap.stackmail.com

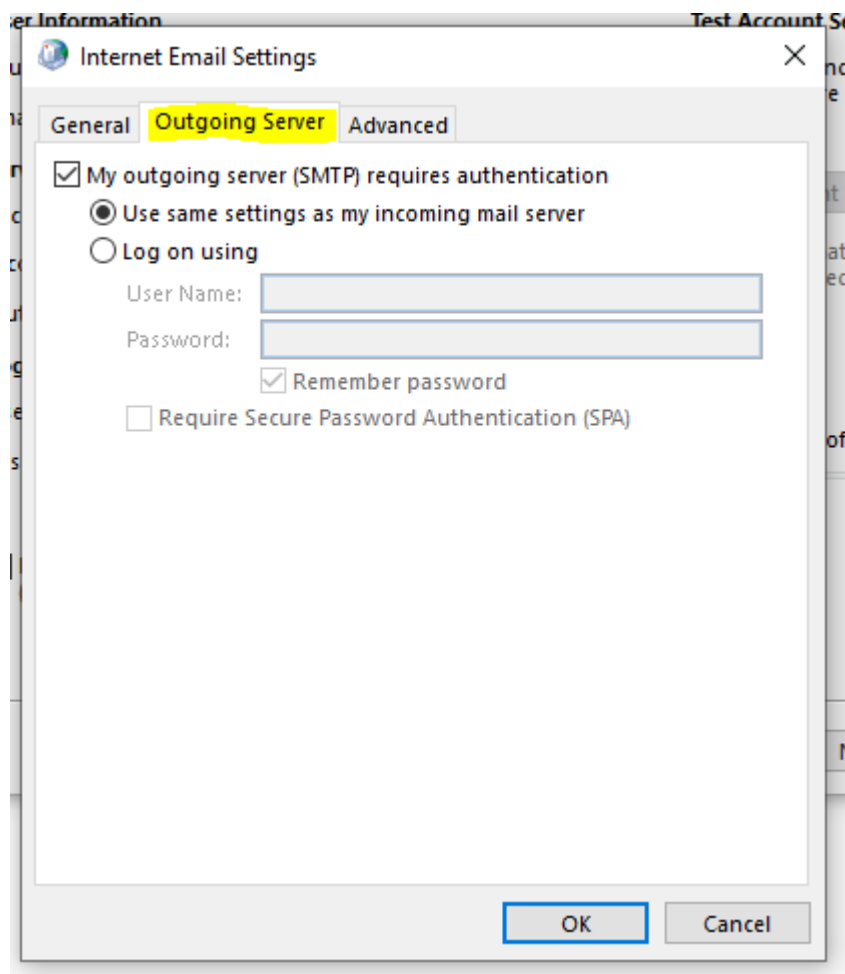
For out going server choose smtp.stackmail.com

For login information: Username this should be populated with your full email address automatically

Enter your password and check the box Remember Password.

Computer systems are very unforgiving, and with the recent updates to Outlook, in my opinion Microsoft are making it more difficult to use other mail servers, which is why we are having to do this through these screens. If any of these values subsequently fail, go back and check you have them absolutely correctly. Also check that the password and email address works through this website: <https://stackmail.com> if it does not work there, it is not going to work here.

NEXT: Click on MORE SETTINGS..... in the bottom right of the table.



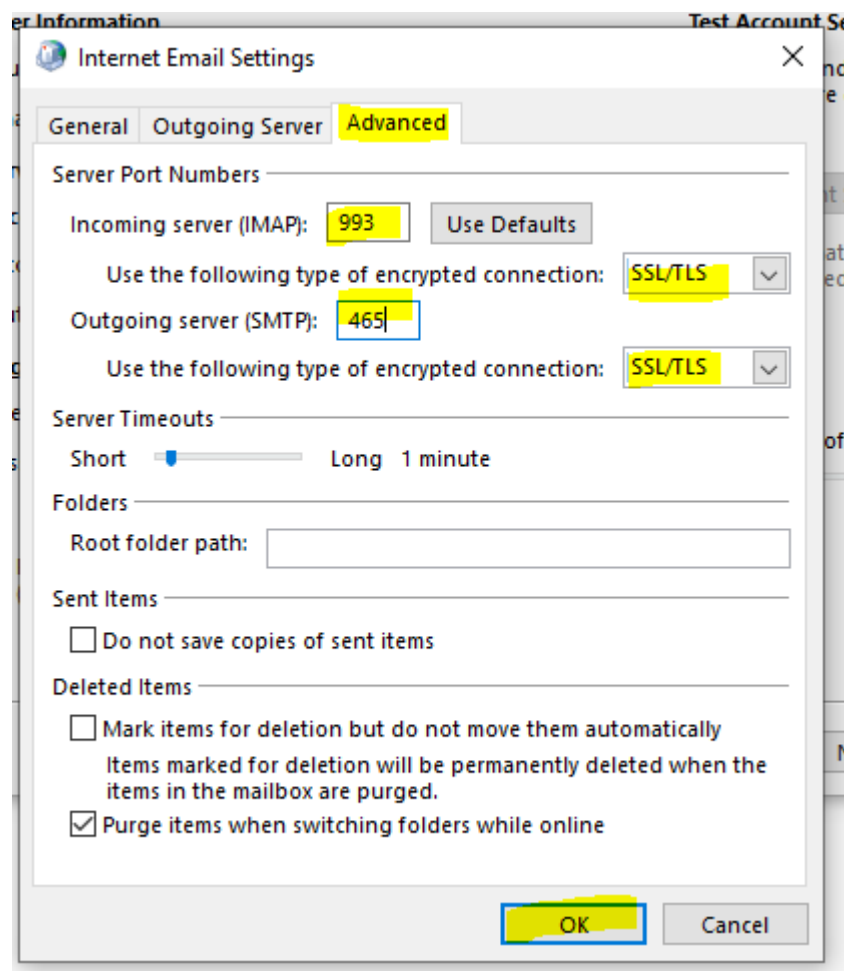
There are three tabs to this form.

You do not have to visit the first tab called General.

Choose the middle one: Outgoing Server.

Check the box at the top. My outgoing server (SMTP) requires authentication

Next choose the Advanced Tab



Do the following in the order shown.

Incoming Server (IMAP) choose SSL/TLS in the pull down options.

Then enter 993 in the Incoming server (IMAP) box.

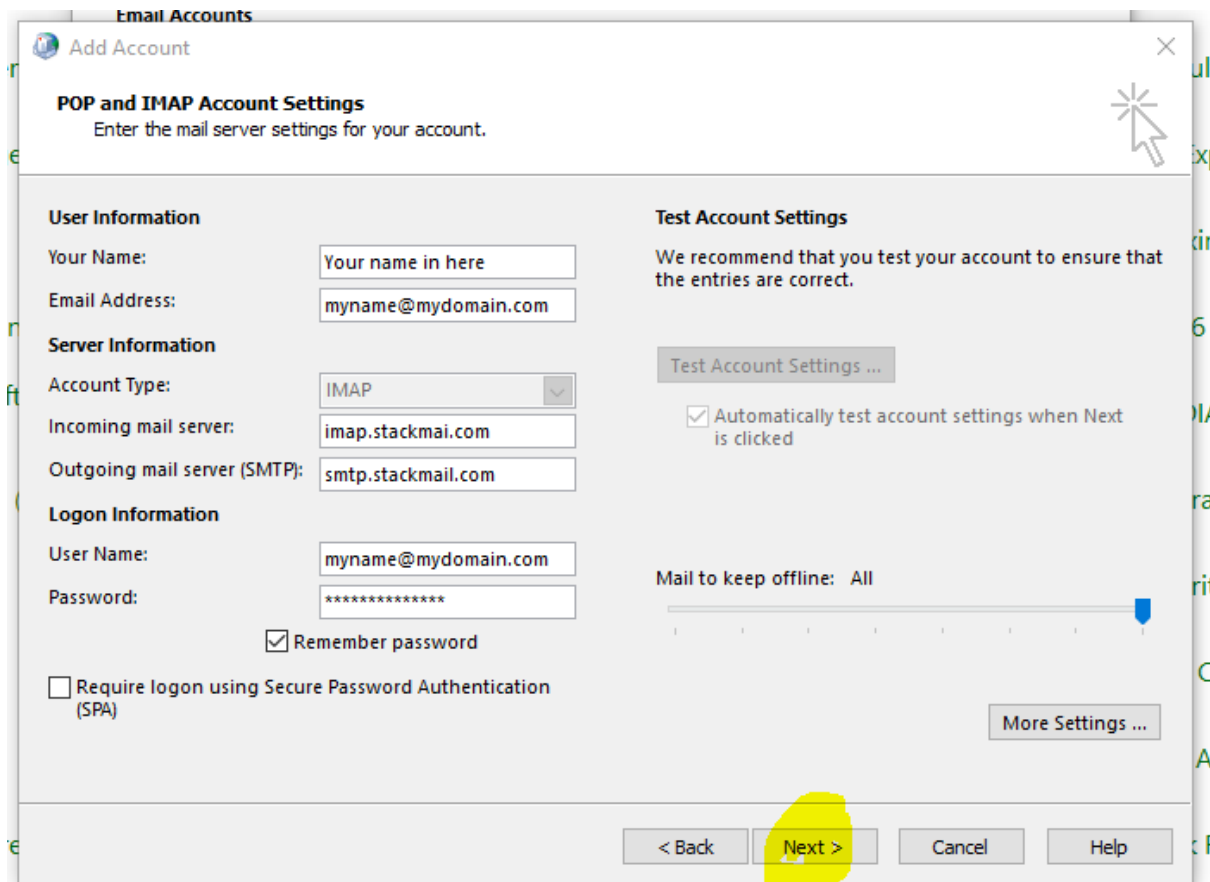
Outgoing Server (SMTP) first choose SSL/TLS in the pull down options

Then enter 465 in the Outgoing server SMTP box.

Lastly click on OK.

This will return you to the former table screen.

Click on NEXT



Email Accounts
Add Account

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

User Information
Your Name:
Email Address:

Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):

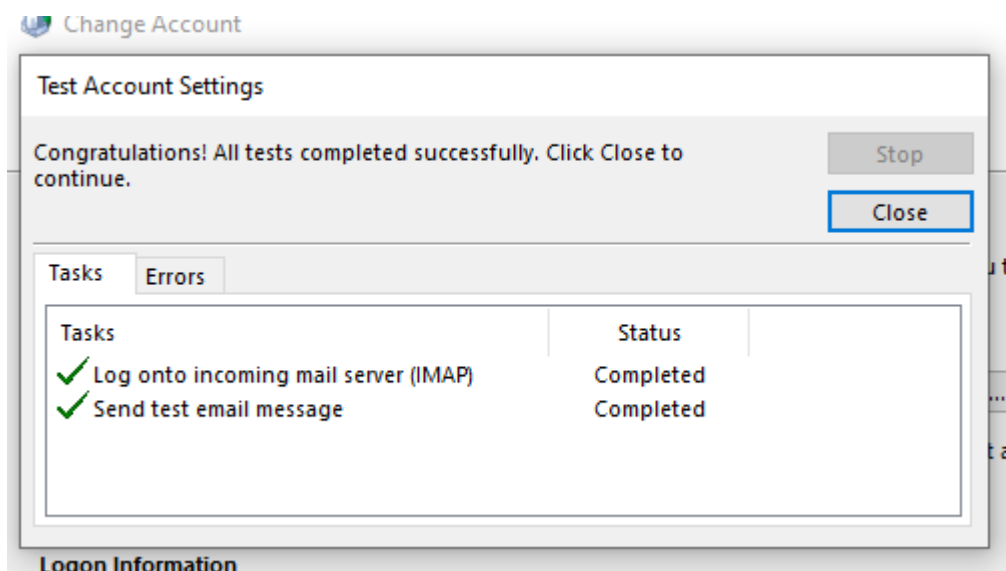
Logon Information
User Name:
Password:
☒ Remember password
☐ Require logon using Secure Password Authentication (SPA)

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

☒ Automatically test account settings when Next is clicked
Mail to keep offline: All

< Back **Next >** Cancel Help

The system will now try to connect to the mail box and send and receive a message.



Change Account

Test Account Settings
Congratulations! All tests completed successfully. Click Close to continue.

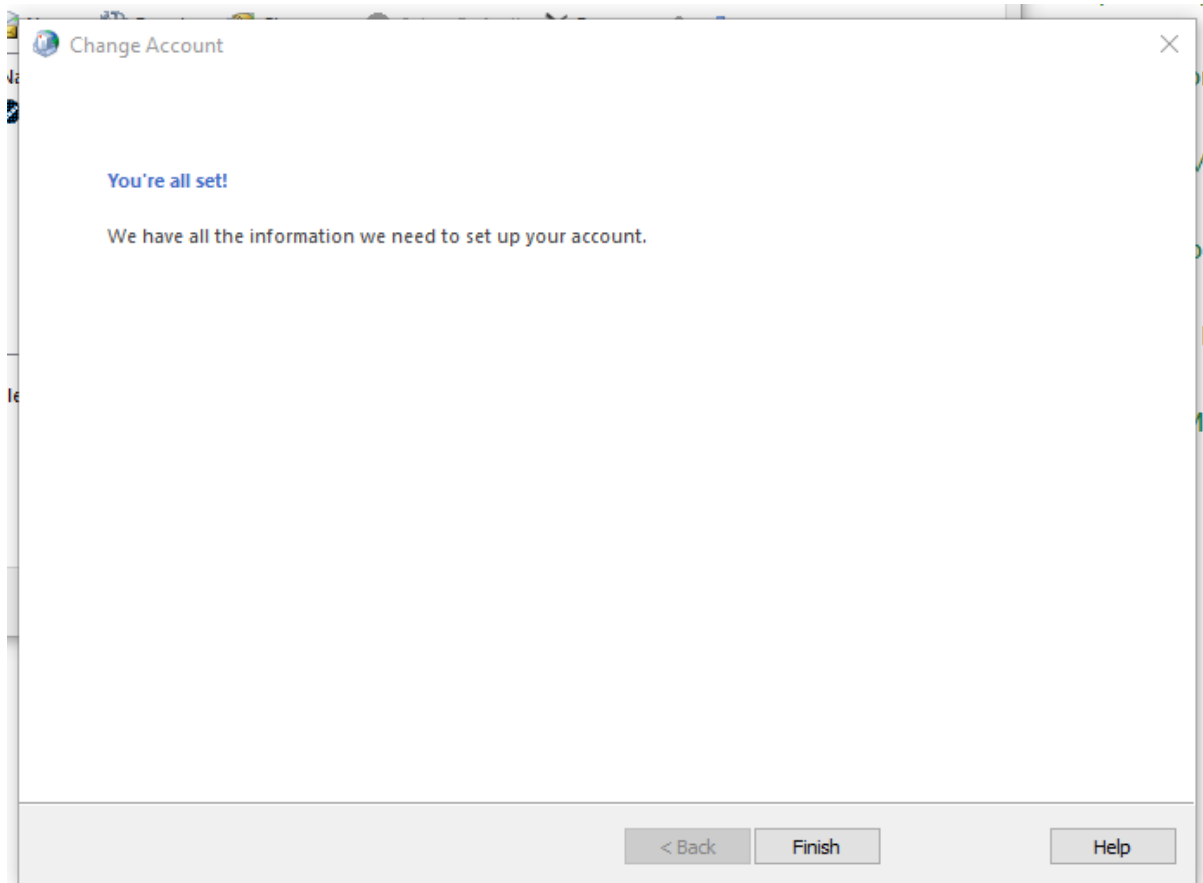
Tasks | Errors

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test email message	Completed

Logon Information

If you get Completed returned the process is complete. You have set up Outlook.

Click on Close



Then click on Finish.

Close any remaining windows, then go to Outlook and check that you can see an email account in there corresponding to the one you set up.

IMAP works on the basis that ALL email is held on the server, and each mail client takes a copy of what is on the server including folders.

It may take a few minutes for Outlook to download everything from the server locally to your computer.

Any problems please contact: mark@wingrove-media.com

01494 863136

07511 336046