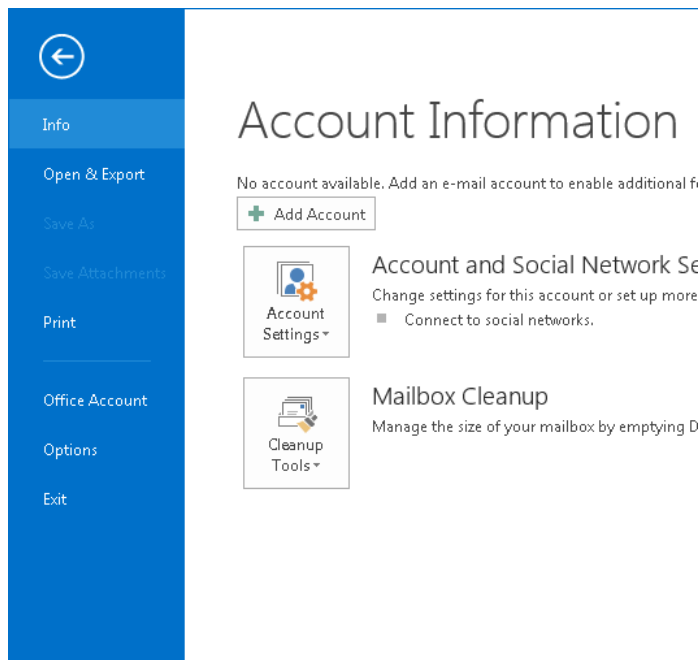


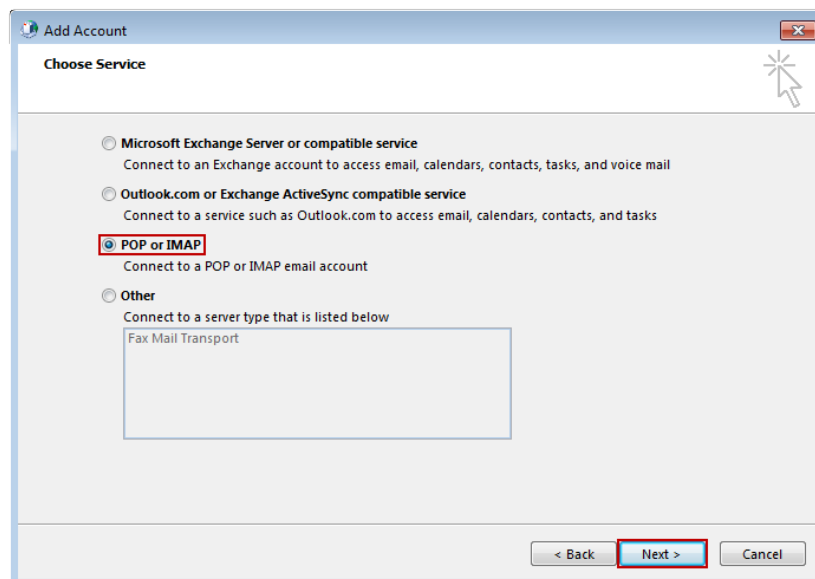
# Windows: Outlook 2013 (IMAP)

This article will assist you with setting up Outlook 2013 with your Hosted Mailbox.

1. Open Outlook.
2. Select the "File" tab. Then "Add Account".



3. Select "**Manual setup or additional server types**". Click "**Next**". Select "**POP or IMAP**" and click "**Next**".



4. In the "Add New Account" window, input the following information:
  - a. **"Your Name"**: The name email recipients will see in the "From" field.
  - b. **"Email Address"**: example@1791.com
  - c. **"Account Type"**: IMAP
    - i. **"Incoming mail server"**: (We recommend secure.emailsrvr.com)

Server	SSL	Port
secure.emailsrvr.com	Yes	993
imap.emailsrvr.com	No	143

- ii. **"Outgoing mail server (SMTP)"**: (We recommend secure.emailsrvr.com)

Server	SSL	Port
secure.emailsrvr.com	Yes	465
smtp.emailsrvr.com	No	25, 2525, 587, 8025

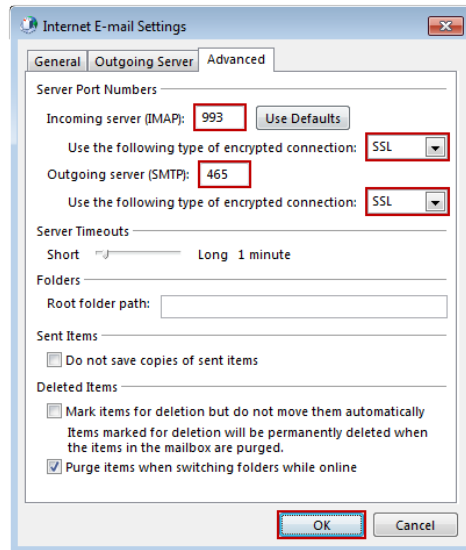
- d. **"Logon Information"**:
  - i. **"Username"**: example@1791.com
  - ii. **"Password"**: Your mailbox password

The screenshot shows the 'Add Account' dialog box with the 'POP and IMAP Account Settings' tab selected. The dialog contains several sections: 'User Information' with fields for 'Your Name' (Test Email) and 'Email Address' (mailto@emailcompany.org); 'Server Information' with a dropdown for 'Account Type' (IMAP), and text boxes for 'Incoming mail server' and 'Outgoing mail server (SMTP)' (both secure.emailsvr.com); and 'Logon Information' with fields for 'User Name' (mailto@emailcompany.org) and 'Password' (masked with asterisks). There are also checkboxes for 'Remember password' (checked) and 'Require logon using Secure Password Authentication (SPA)' (unchecked). A 'Mail to keep offline' slider is set to 1 month. A 'More Settings ...' button is highlighted with a red box. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

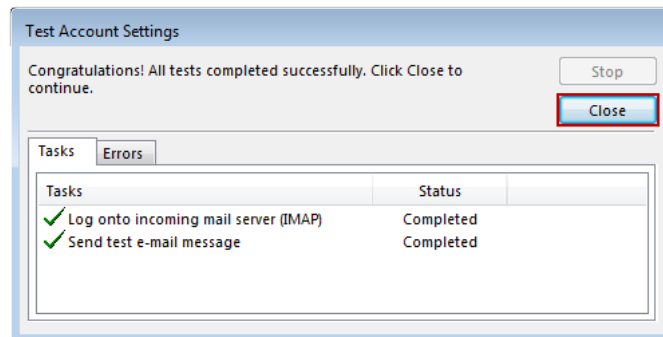
5. Click on **"More Settings"** then click the **"Outgoing Server"** Tab
  - a. Check the box for **"My outgoing server (SMTP) requires authentication"**.
  - b. Check the button for **"Use same settings as my incoming mail server"**.

The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The 'General' tab is also visible. The 'Outgoing Server' section has a checkbox for 'My outgoing server (SMTP) requires authentication' which is checked and highlighted with a red box. Below it is a radio button for 'Use same settings as my incoming mail server' which is also selected and highlighted with a red box. The 'Log on using' section has radio buttons for 'Log on using' (selected), 'User Name' (empty), and 'Password' (empty). There is a checked checkbox for 'Remember password' and an unchecked checkbox for 'Require Secure Password Authentication (SPA)'. At the bottom are 'OK' and 'Cancel' buttons.

6. If using "secure.emailsrvr.com": Click on the "Advanced" Tab
  - a. Change "Use the following type of encrypted connection" to "SSL".
  - b. Change the port numbers to match the chart on step 4.c. Click "OK".



7. 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.



8. Congratulations! You have now setup Outlook to work with your Mailbox!

---

Didn't work? Check out these common issues...

Authentication failed, Username/Password incorrect

Send test e-mail message: Failed

Log onto incoming mail server: Failed