

User Details

Mailbox:
rstest@process.nz

Created:
Temporarily Unavailable

Usage:
Temporarily Unavailable

Service:
Hosted Email

Status Online

Locked No

Send/Receive Online

Password Valid

Inbound (Secure IMAP):
secure.emailsrvr.com
(Port 993)

Outbound (Secure SMTP):
secure.emailsrvr.com
(Ports 465 or 587)

Webmail:
webmail.emailsrvr.com

Postmaster:
postmaster.emailsrvr.com

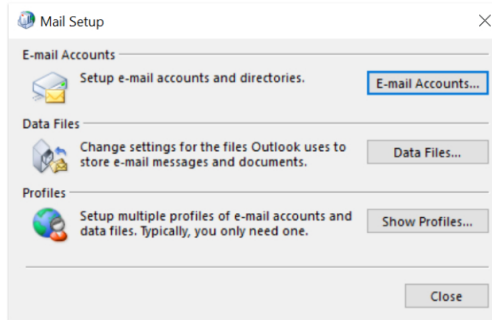
System Status Page:
status.emailsrvr.com

[Dashboard](#) / [Configure](#) / [Windows: Outlook \(IMAP\)](#)

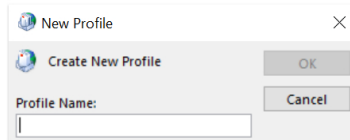
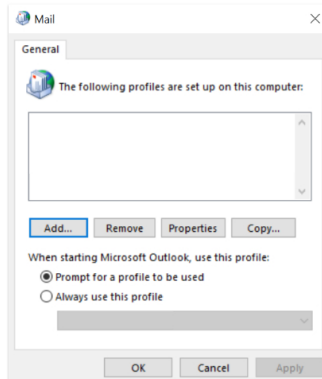
Windows: Outlook (IMAP)

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

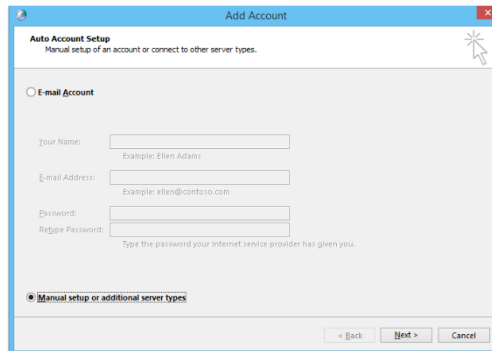
1. Click on the Start Menu (or press the Windows key) and then search for Control Panel
2. After opening Control Panel, in the upper right-hand corner change **View by:** to **Small Icons**
3. Click on **Mail**
4. When the Mail Control Panel opens, select **Show Profiles**



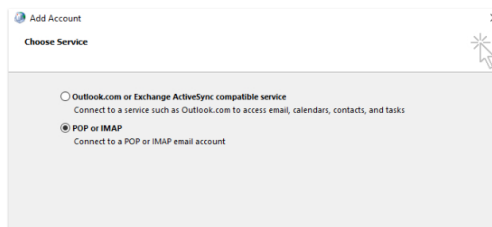
5. Select **Add** to add a new profile. Enter any name you wish and select **OK**



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



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



< Back Next > Cancel

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

Your Name: Your Name
Email Address: rstest@process.nz
Account Type: IMAP
Incoming Mail Server: secure.emailsrvr.com
Outgoing Mail Server: secure.emailsrvr.com

User Name: rstest@process.nz
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: rstest@process.nz
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: rstest@process.nz
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

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.

Test Account Settings

Congratulations! All tests completed successfully. Click Close to continue.

Stop Close

| Tasks | Status |
|--|-----------|
| ✓ Log onto incoming mail server (IMAP) | Completed |
| ✓ Send test e-mail message | Completed |



14. **Congratulations!** You have now setup Outlook to work with your Mailbox. Please wait 15 minutes before troubleshooting to allow for mail to download.

Don't forget about your other devices! [Click here](#) to set up a computer, tablet, or phone.

Was this article helpful?

☒ Yes ☐ No