

Your mailbox is also available online via [Webmail](#).



- *If the mail account is already set up in Outlook but giving errors – then rather try our [Outlook Troubleshooting](#) guide.*
- *Replace [example.com](#) with your domain name.*

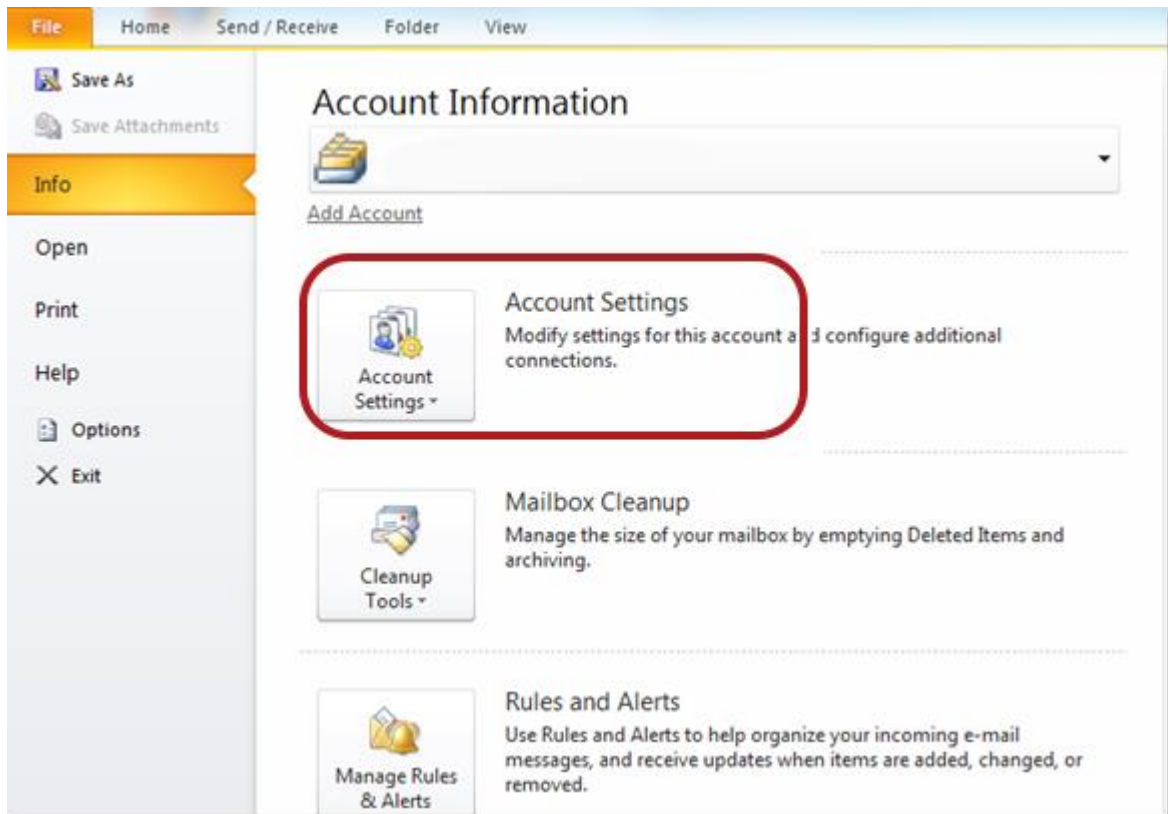
Auto Account Setup (recommended)

Setting up a new email address in Outlook is quick and easy using the **Auto Account Setup** option. However, reasons to rather use **Manual Setup** are:

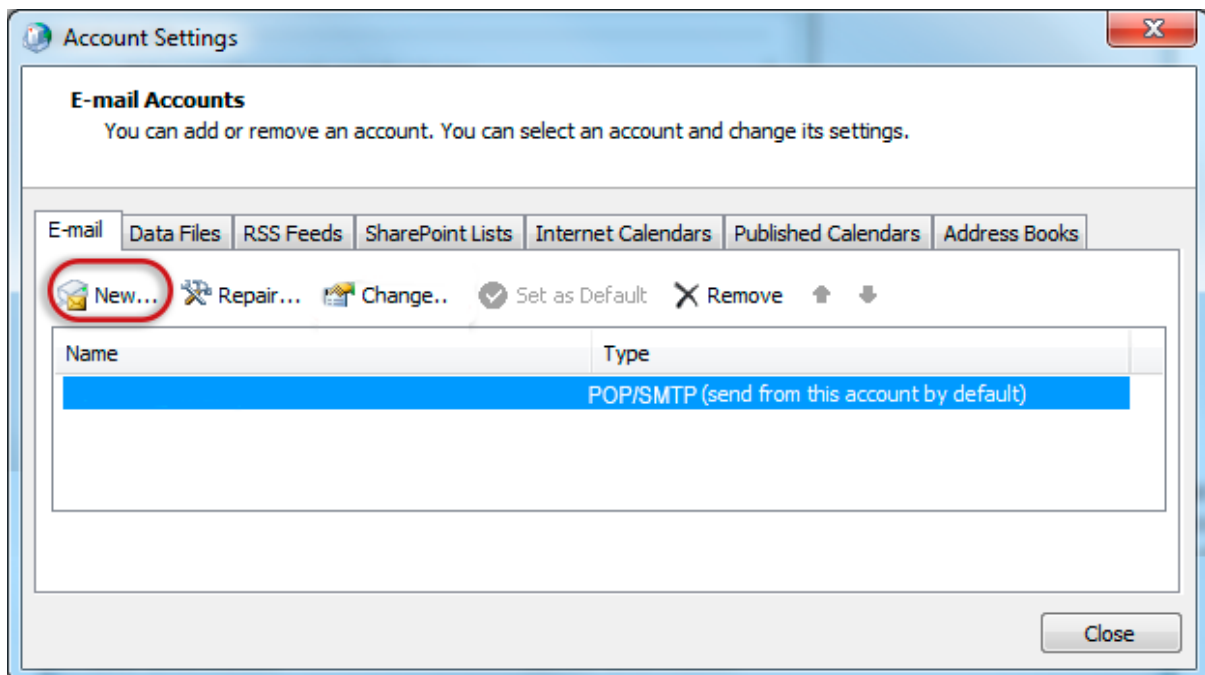
- *if you prefer **POP**, as this automatic configuration defaults to [IMAP](#)*
- *if this is a new hosting account and domain [propagation](#) has not completed*

1. **Launch** Outlook 2010

2. Select **File** from the top menu bar and then **Info** and **Account Settings**



3. On the **Email** tab, click **New**



4. Click to select the **Internet E-mail** or **Email account** option > **Next**

5. In the **Add Account** box

Enter your details under **E-mail Account**

- You can safely ignore any warning messages
- If you've lost your password – [please contact Easy2Access and one of our support team will gladly assist you.](#)
- > Next

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Your Name
E-mail Address: info@example.com

Server Information
Account Type: IMAP
Incoming mail server: mail.example.com
Outgoing mail server (SMTP): mail.example.com

Logon Information
User Name: info@example.com
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

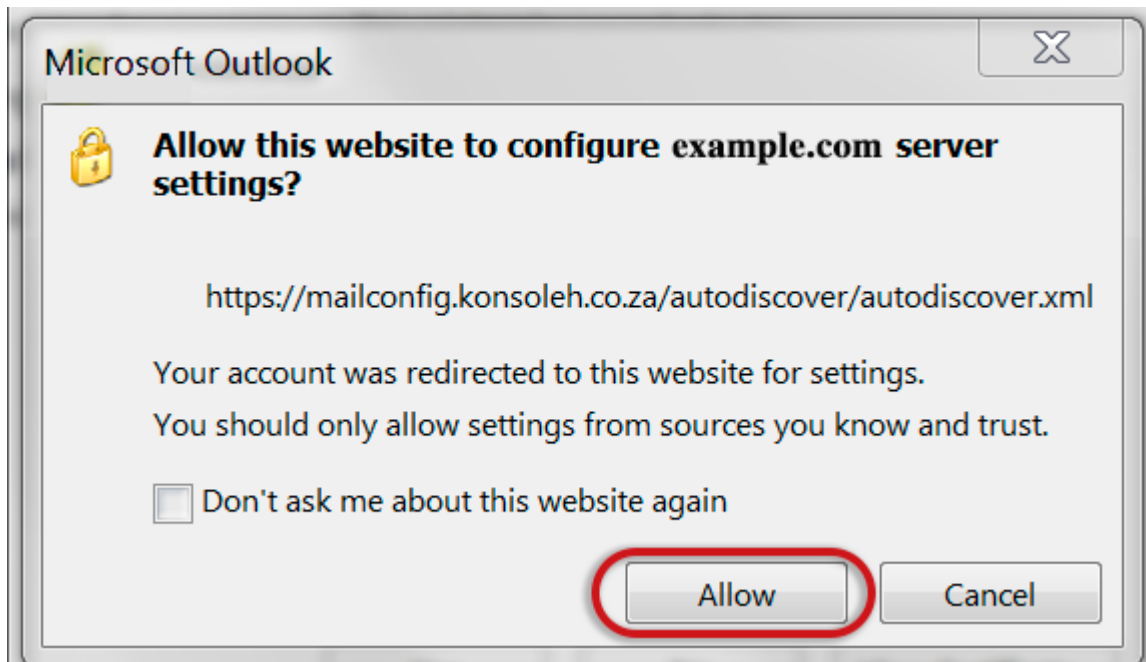
< Back Next > Cancel

6. Outlook will now **automatically configure** your account as an IMAP account with **all the correct settings**.

7. **Finish > Close**

That's it!

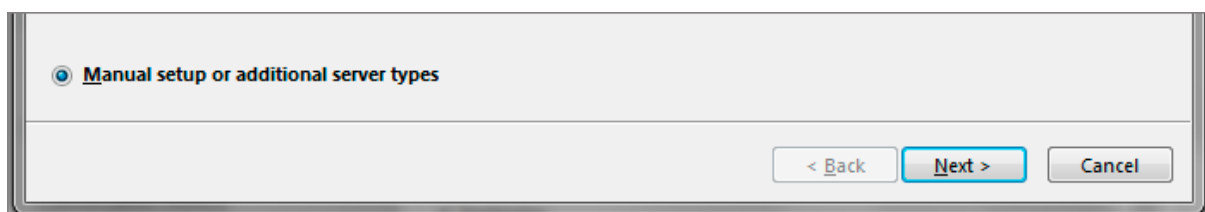
If this option fails for some reason, try the Manual Account Setup below or refer to our [Outlook troubleshooting guide](#).



Manual Account Setup

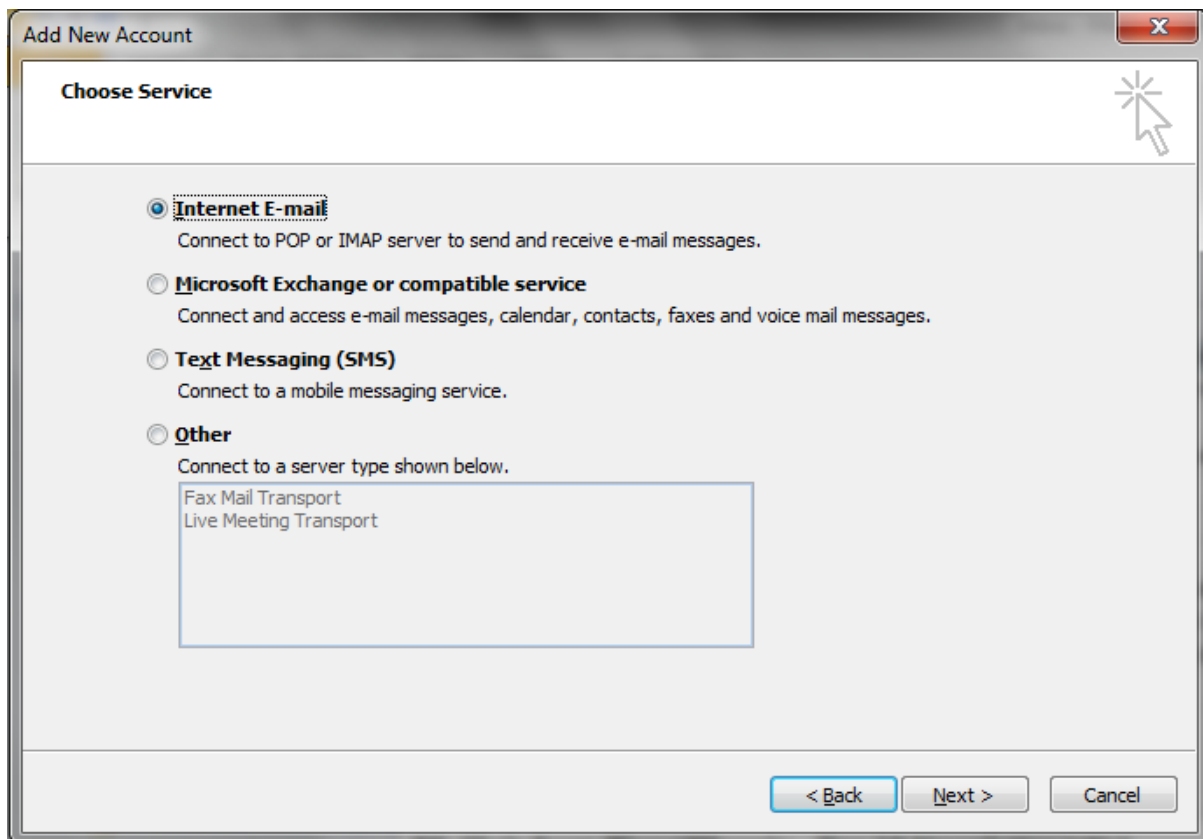
If you prefer to use [POP](#) you will need to set up the account manually:

1. **Launch** Outlook 2010
2. Select **File** from the top menu bar and then **Info** and **Account Settings**
3. On the Auto Account Set-up screen, click **Manual setup or additional server types**. > **Next**



Choose email service

4. Select **Internet E-mail** and click **Next**



Email settings

5. Enter all the relevant details (Select [POP or IMAP](#) according to your preference) and then click **More Settings**

- *Outlook will auto-fill your **user name**, please ensure you fill in your **entire email address** as the username)*

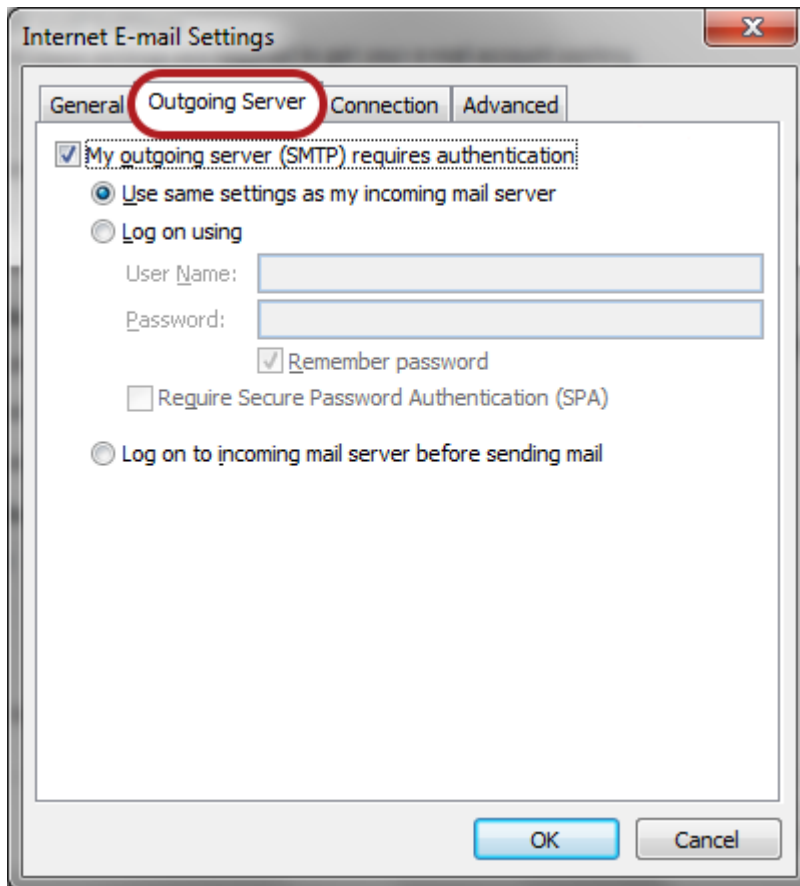
Add New Account ✕

Internet E-mail Settings
Each of these settings are required to get your e-mail account working. ✖

User Information		Test Account Settings
Your Name:	<input type="text" value="Your Name"/>	After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
E-mail Address:	<input type="text" value="info@example.com"/>	<input type="button" value="Test Account Settings ..."/>
Server Information		<input checked="" type="checkbox"/> Test Account Settings by clicking the Next button
Account Type:	<input type="text" value="IMAP"/> ▼	
Incoming mail server:	<input type="text" value="mail.example.com"/>	
Outgoing mail server (SMTP):	<input type="text" value="mail.example.com"/>	
Logon Information		
User Name:	<input type="text" value="info@example.com"/>	
Password:	<input type="password" value="*****"/>	
	<input checked="" type="checkbox"/> Remember password	
	<input type="checkbox"/> Require logon using Secure Password Authentication (SPA)	<input type="button" value="More Settings ..."/>

Outgoing Server Settings

6. Click on the **Outgoing Server** tab and ensure that the **My outgoing server (SMTP) requires authentication** checkbox is selected, as well as **Use same settings as my incoming mail server**.

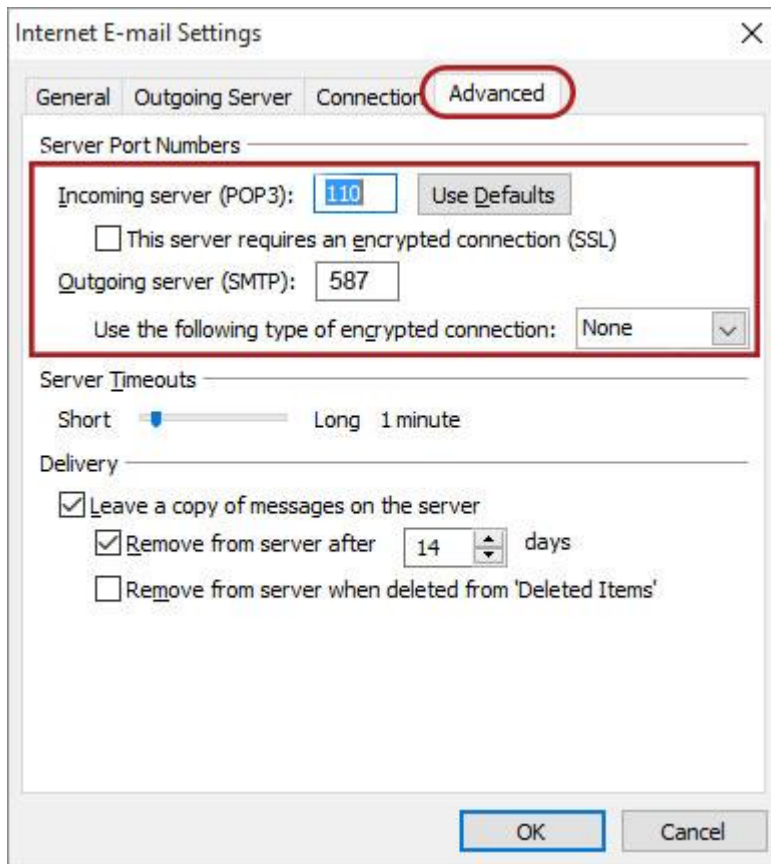


Advanced Settings

7. Select the **Advanced tab**

8. Check these settings:

- The Incoming server port for **POP is 110** or for **IMAP is 143**
- **Not ticked:** This server requires an encrypted connection (SSL)
- The Outgoing server (**SMTP**) port is set to **587**
- **Use the following type of encrypted connection** is None



9. Click OK, then **Next** and **Finish**.

10. Your Outlook mail program should now be set up to send and receive mail.