

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.
- This guide defaults to [IMAP](#) with No SSL.
- Replace *example.com* with your domain name.

Auto Account Setup (recommended)

New email account setup with Outlook is quick and easy using the **Auto Account Setup** option. However, reasons to rather use **Manual Setup** are:

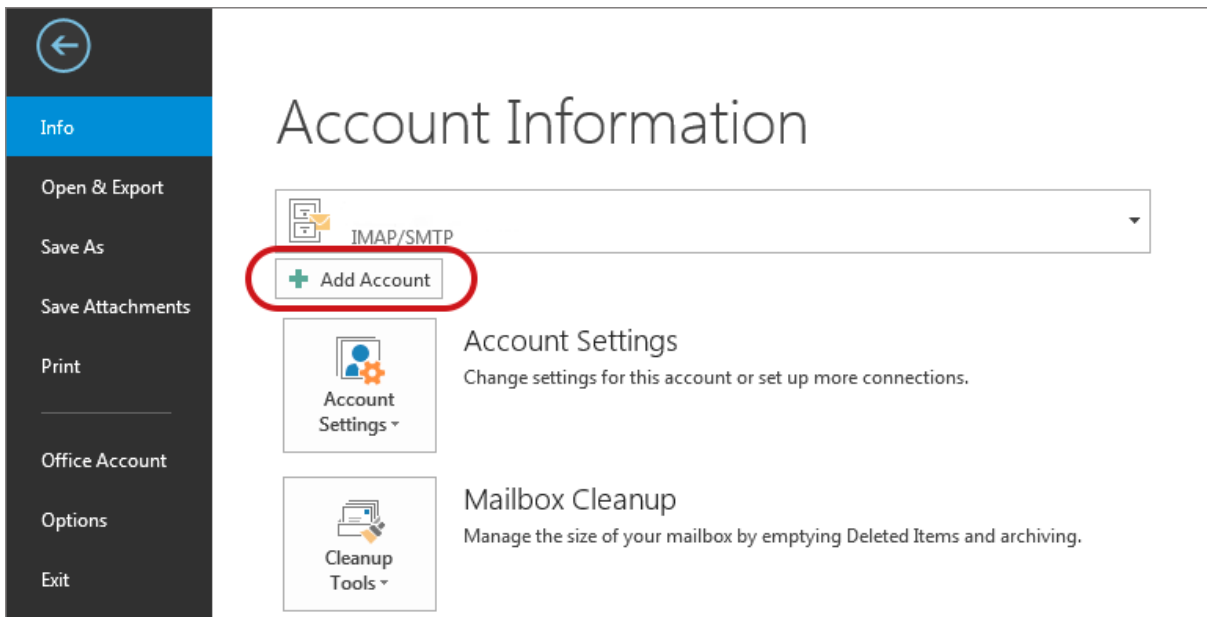
- if you prefer **POP**, as this automatic configuration defaults to [IMAP](#)
- if this is a new hosting account and domain propagation has not completed

1. Launch **Outlook**

2. Select **File** on the top left menu bar

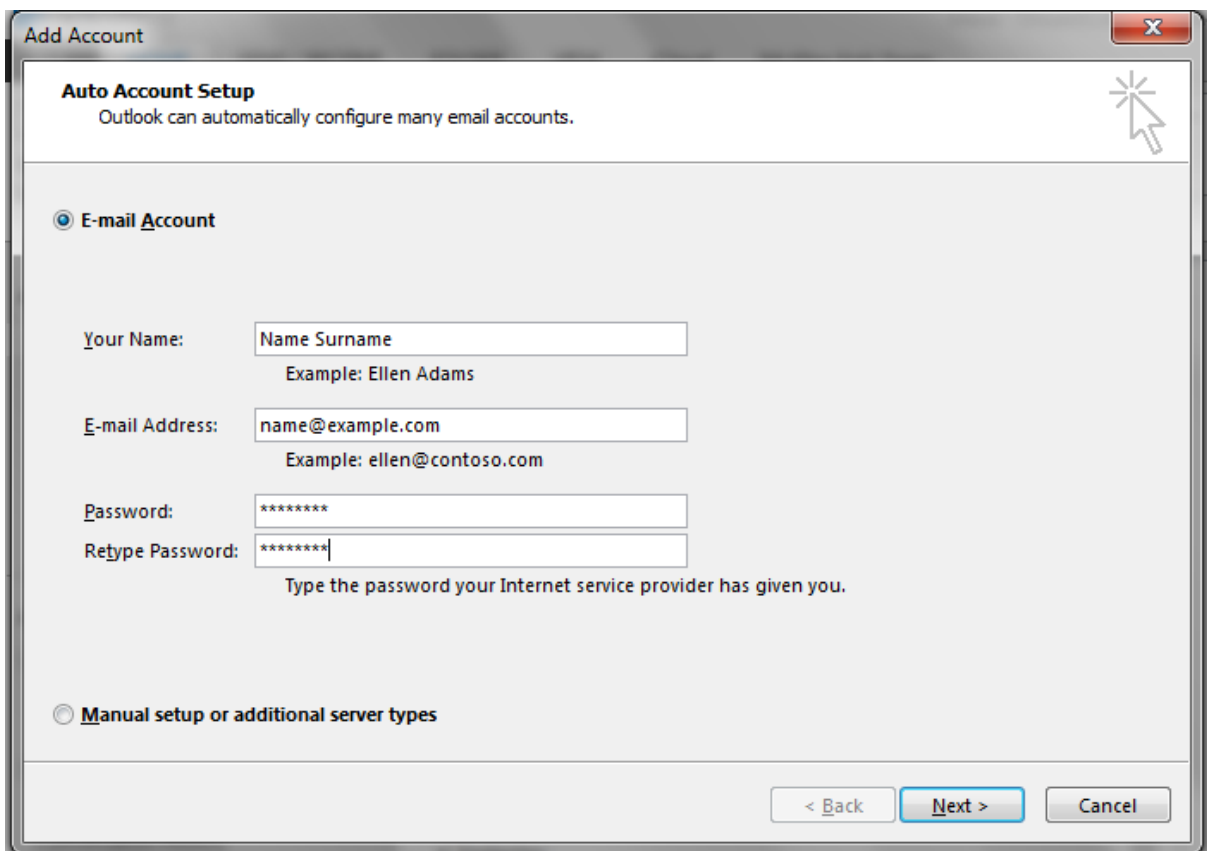


3. Select the **Add Account** button in the middle of the screen

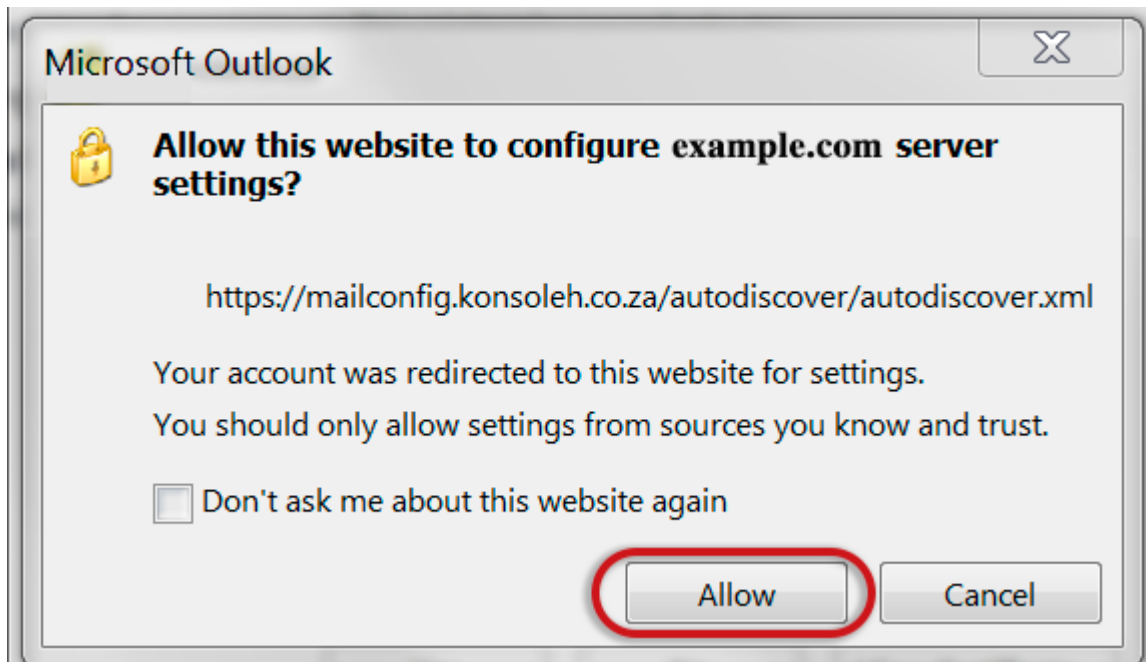


4. Enter your details on the **Auto Account Set-up** screen > **Next**

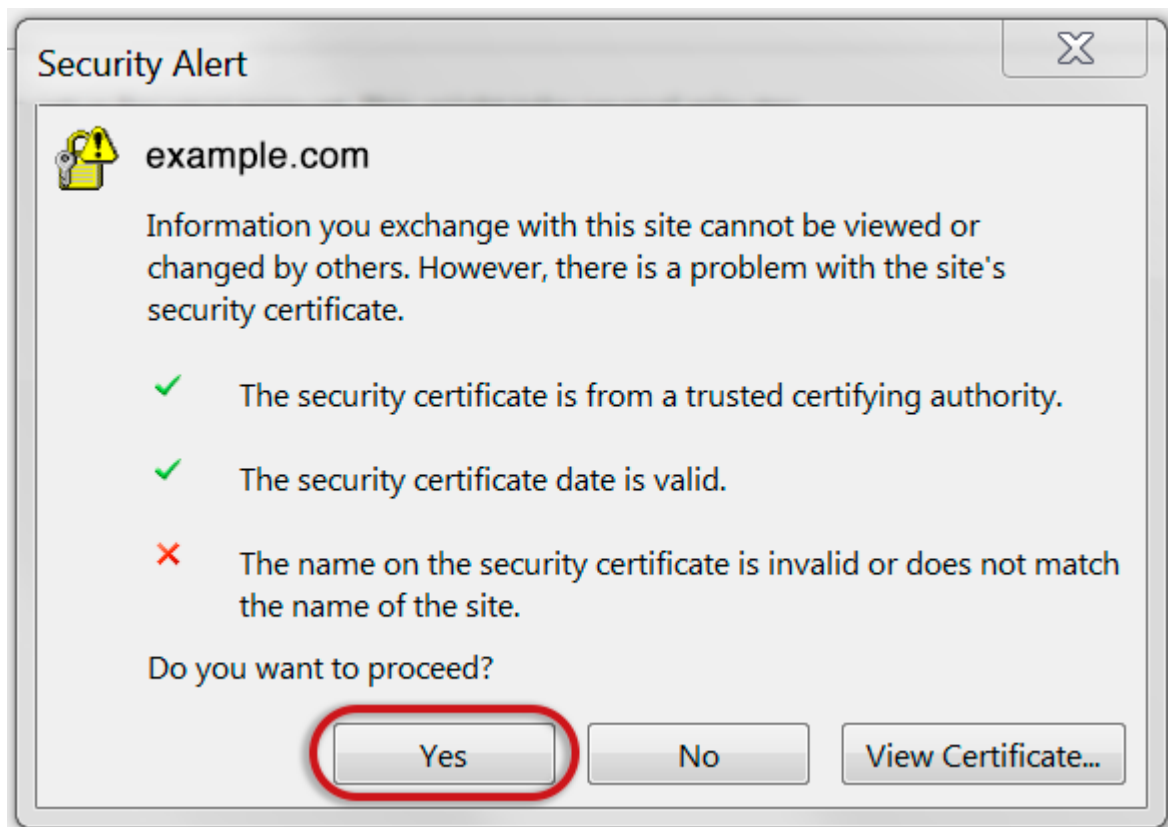
- *If you've lost your password – [please contact Easy2Access and one of our support team will gladly assist you.](#)*



5. The following warning messages may appear > **Allow**



6. Choose > **Yes**



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

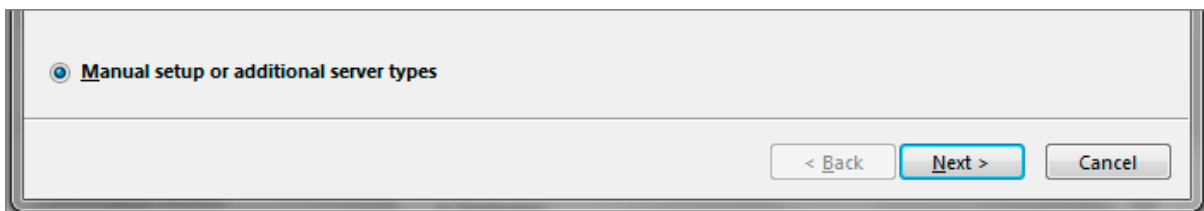
That's it!

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

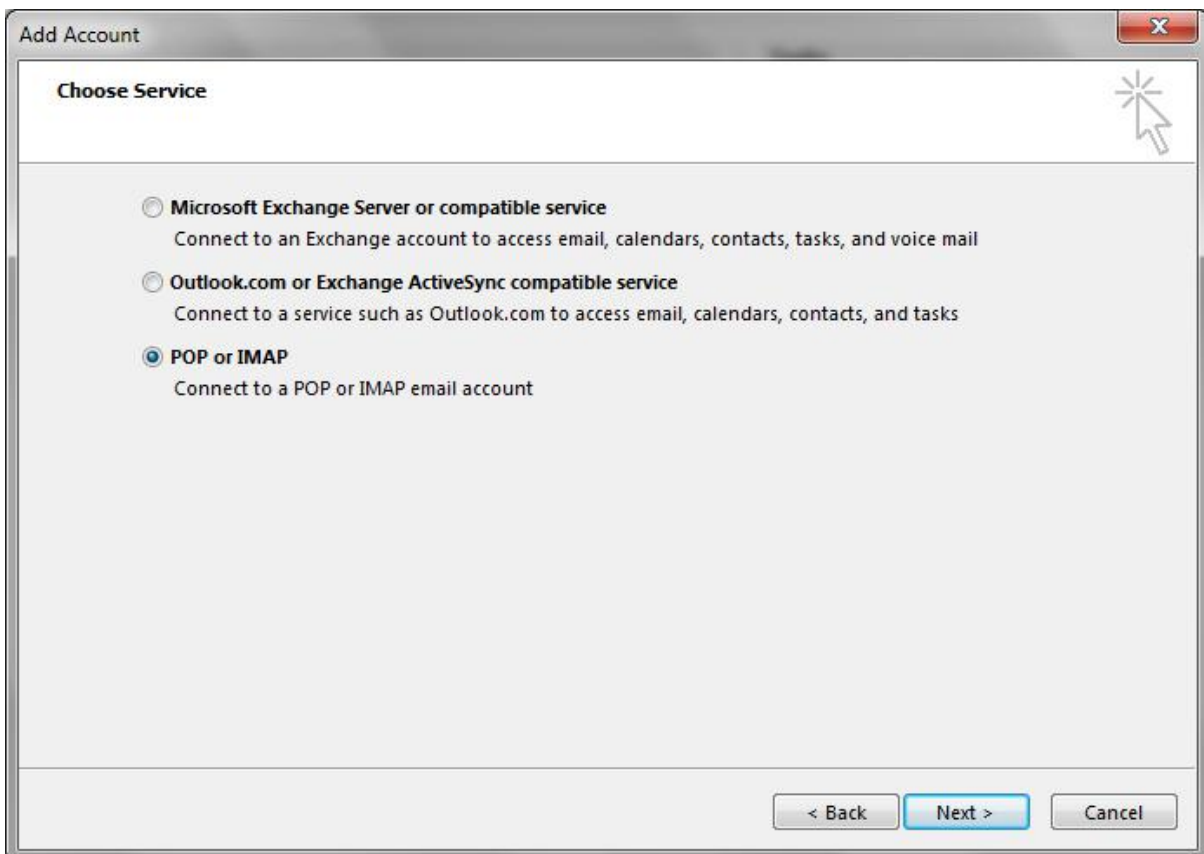
Manual Account Setup

If you prefer to use [POP](#), or your domain has not propagated yet, you will need to set up the account manually:

1. Launch **Outlook**, choose **File > Account Settings > Add Account** (*as above*)
2. Choose **Manual Setup or additional server types > Next**



3. Select **POP or IMAP > Next**



Account settings

4. Enter all the relevant details ([POP or IMAP](#)) and then select the **More Settings...** button.

- Outlook will **auto-fill your User Name** – please ensure you fill in your **entire email address** as the username

Add Account

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

User Information
 Your Name: Name Surname
 Email Address: name@example.com

Server Information
 Account Type: POP3
 Incoming mail server: mail.example.com
 Outgoing mail server (SMTP): smtp.example.com

Logon Information
 User Name: name@example.com
 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.
 Test Account Settings ...
 Automatically test account settings when Next is clicked

Deliver new messages to:
 New Outlook Data File
 Existing Outlook Data File
 Browse

More Settings ...

< Back Next > Cancel

Check Outgoing Server settings

5. Select the **Outgoing Server** tab

- Ensure that the **My outgoing server (SMTP) requires authentication** checkbox is ticked
- Ensure that you have selected **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

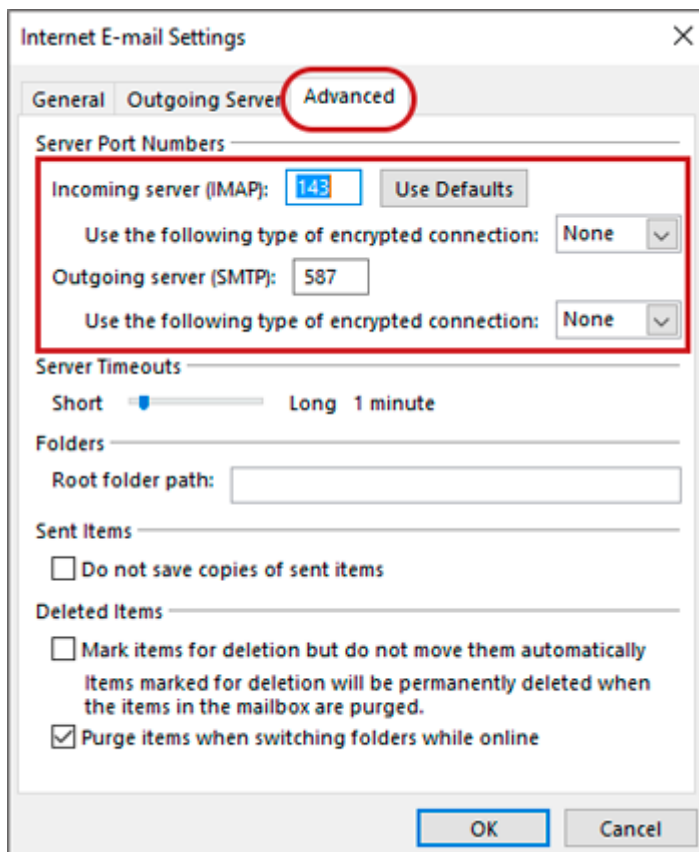
Require Secure Password Authentication (SPA)

Check Advanced SMTP settings

6. Select the **Advanced** tab and ensure that your settings are as below for either IMAP or POP:

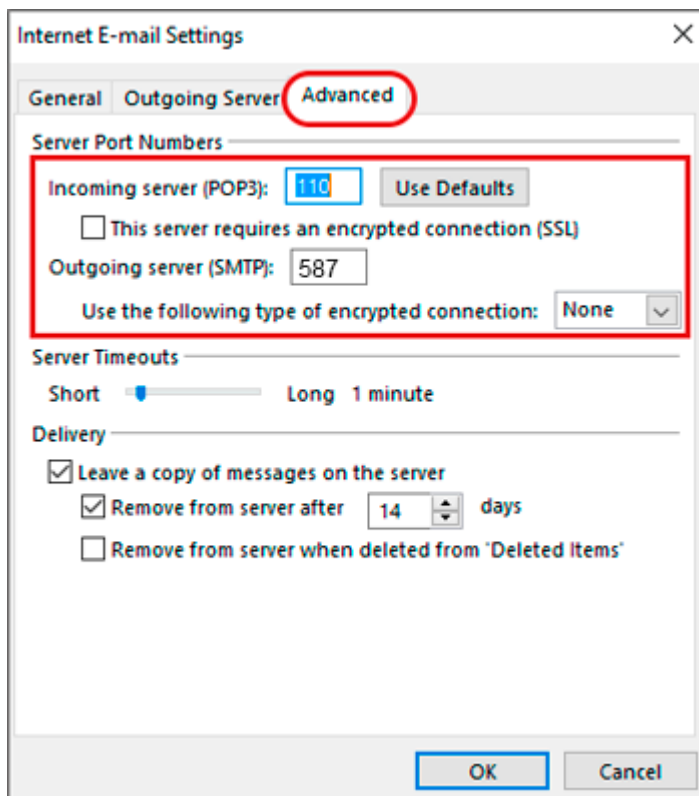
IMAP port settings

- Incoming **143**, outgoing **587**
- **Not ticked:** This server requires an encrypted connection (SSL)
- **Use the following type of encrypted connection** is None



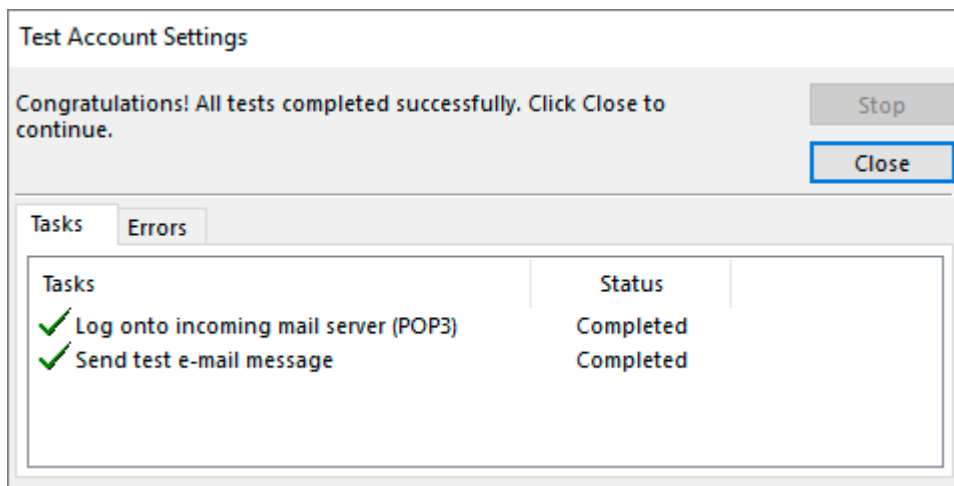
POP port settings

- Incoming **110**, outgoing **587**
- **Not ticked:** This server requires an encrypted connection (SSL)
- **Use the following type of encrypted connection** is None



7. Click **OK** and then **Next**.

8. Let the test complete and then click **Close**



You're all set! > **Finish**