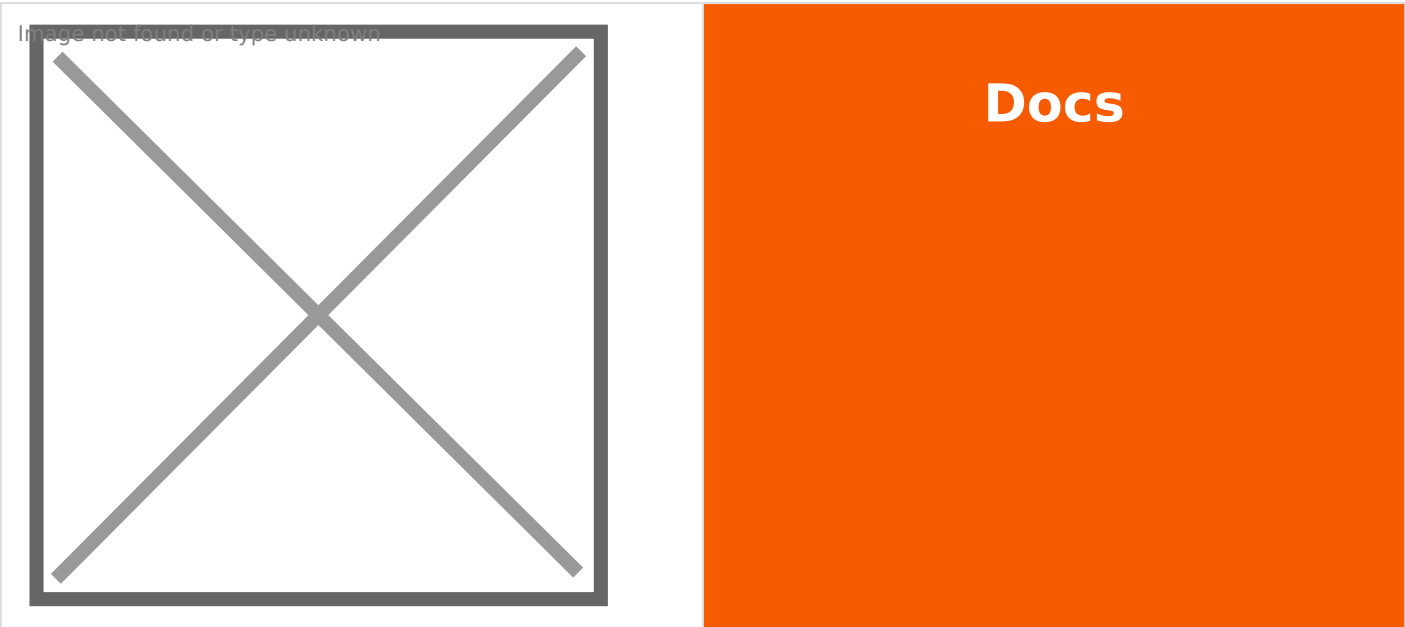


65.015 Setting up Microsoft Outlook via IMAP / SMTP



Document Control

Document Name	65.015 Setting up Microsoft Outlook via IMAP / SMTP		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	<p>Most people are familiar with Microsoft Outlook and how simple it is to connect to a Microsoft 365 email account. But what if you're not using Microsoft 365 (Also know as Office 365)?</p> <p>It's still possible to connect Outlook to non-Microsoft email accounts using some settings called IMAP and SMTP. This article will guide you through setting up Outlook 2016 with your email service.</p>		
Scope	This document applies to all clients of Safeharbour Support Ltd		

Inputs	None
Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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What you will need before you start

When your email account was set up, you will have been received your email account credentials:

Username: Your email username, which is also your email address.

Password: Your email account password.

IMAP Server: This is the email server that holds your incoming emails for you.

SMTP Server: This is the server Outlook uses to send emails.

In this example, we are going to use these credentials:

Username: test@geekcollective.co.uk

Password: hh812h24!&oaissrg

IMAP Server: imap.geekcollective.co.uk

SMTP Server: smtp.geekcollective.co.uk

Adding the account

In Outlook, click on the File menu, then Account Settings, then Account Settings again. This will present you with a list of email accounts currently connected to your Outlook. Click on [New....] and then wait while Outlook looks for new accounts. When it presents you with the Outlook dialogue box:

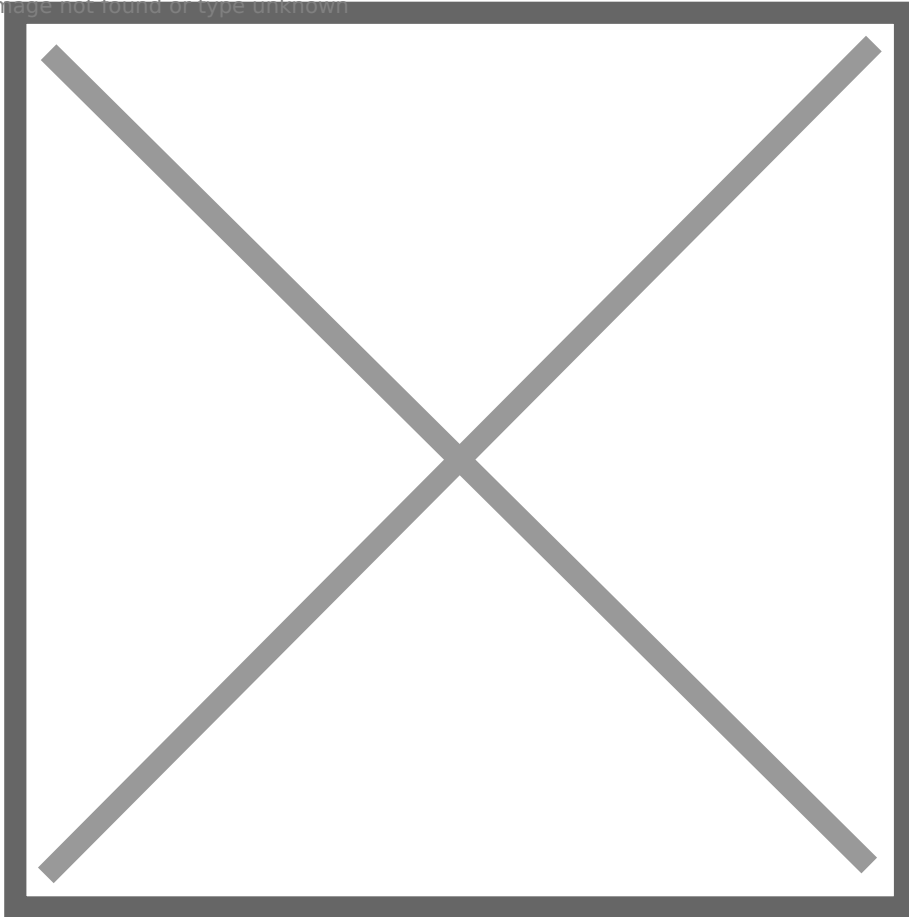
- Enter your email in the email address field
- Click on Advanced options
- Put a tick in "Let me set up my account manually"
- Click the [Connect] button

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In the Advanced setup box that follows, click on IMAP

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In the IMAP Account settings panel, enter your account details:

- Incoming mail:

- Server: enter your IMAP server name
- Port: enter 993
- Encryption method: Click on None and then choose SSL/TLS from the picklist

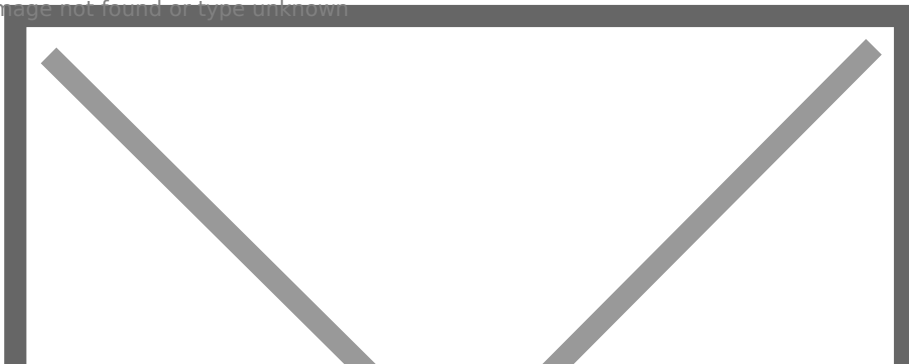
- Outgoing mail:

- Server: enter your SMTP server name
- Port: enter 465
- Encryption method: Click on None and then choose SSL/TLS from the picklist

Then click [Next]

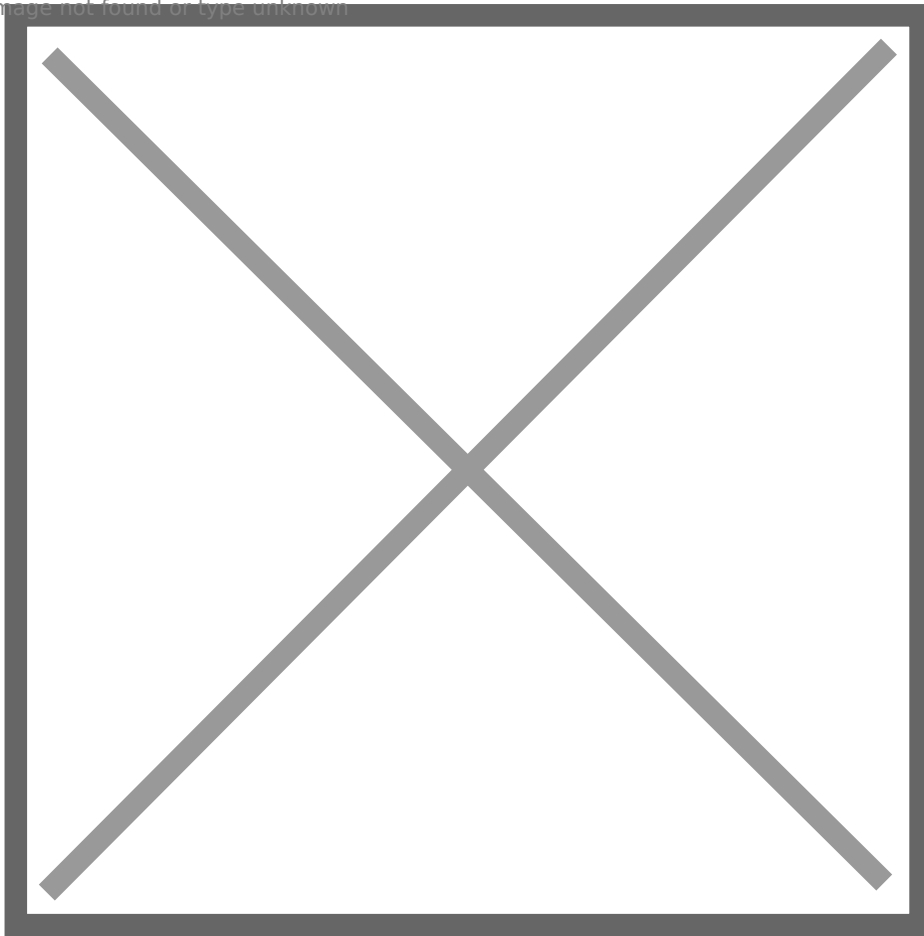
In the second IMAP account settings panel, enter your password and then click [Connect]

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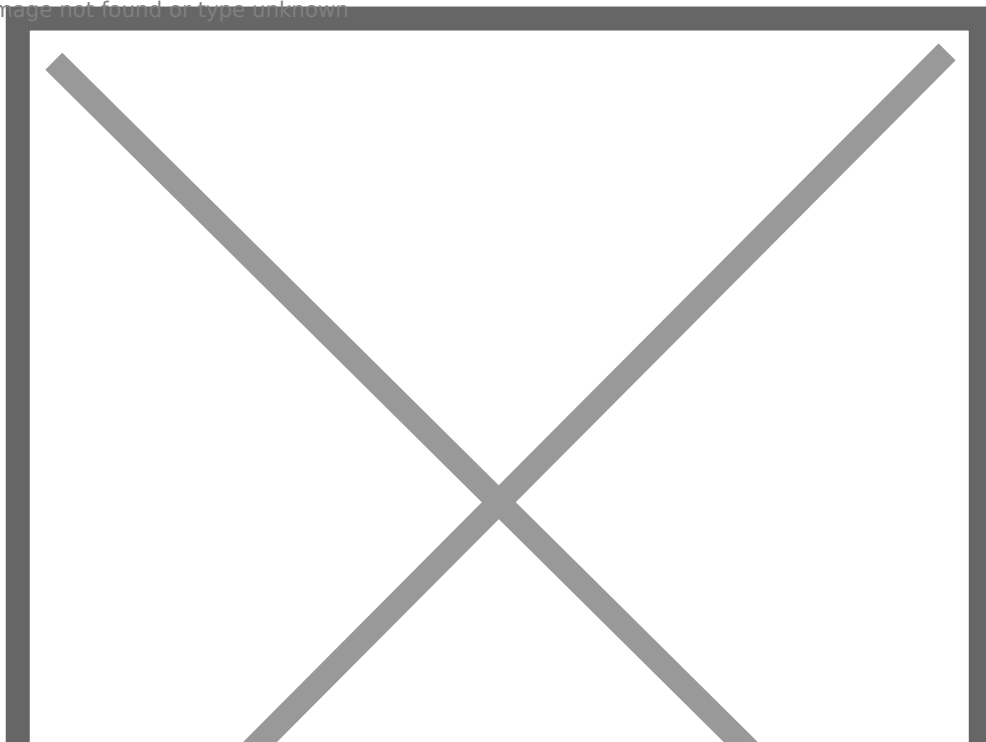
In the third IMAP account settings panel, enter the email password and click [Connect]

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Outlook will then connect to the email server and confirm a successful connection. Click on [Done] to complete the process.

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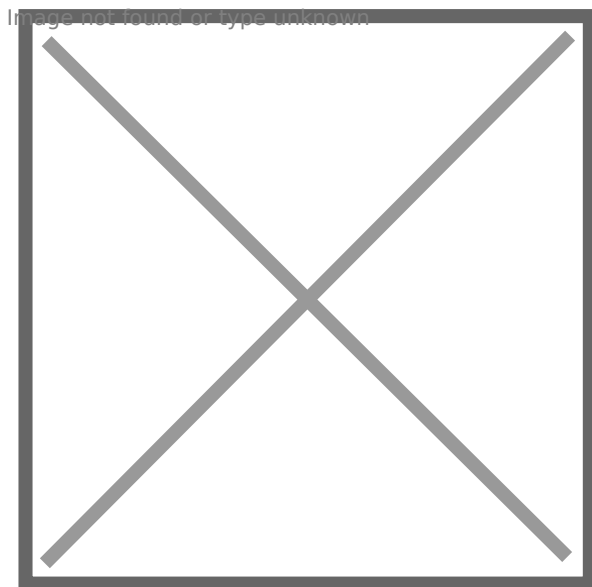
Need help? Get in touch!

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>



Revision #3

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