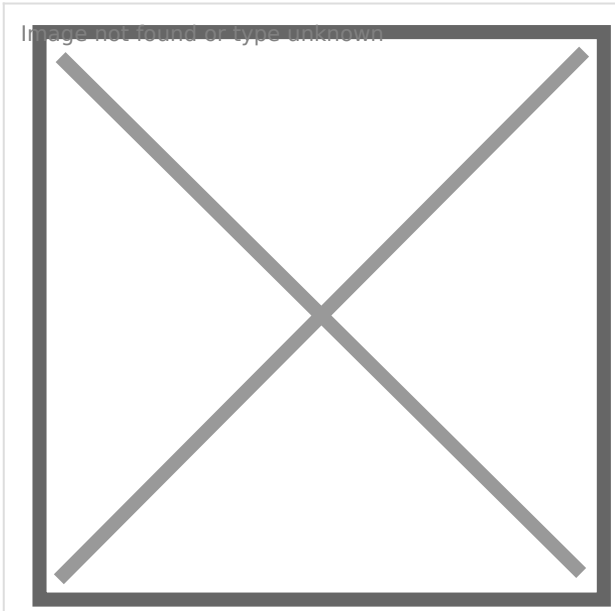
# 65.030 How to configure SmarterMail on Outlook using IMAP




**Docs**

## Document Control

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|---|---|---|---|
| **Document Name** | 65.030 How to configure SmarterMail on Outlook using IMAP | | |
| **Version** | v1.0 Current | | |
| **Author** | Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com | | |
| **Approval** | Safeharbour Support | | |
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| **Absract** | SmarterMail users can sync their email to the iPhone or iPad's Mail app by configuring an IMAP account. With an IMAP account, you will create a two-way sync between SmarterMail and the device, where all emails folders are synced. This means that when you log into the SmarterMail Web interface, actions you performed within the Mail app on your iPhone or iPad will automatically appear in the Web interface, and vice versa. | | |
| **Scope** | This document applies to all clients of Safeharbour Support Ltd | | |
| **Inputs** | None | | |
| **Outputs** | None | | |

**Change Control**

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

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SmarterMail users can sync their email to the iPhone or iPad's Mail app by configuring an IMAP account. With an IMAP account, you will create a two-way sync between SmarterMail and the device, where all emails folders are synced. This means that when you log into the SmarterMail Web interface, actions you performed within the Mail app on your iPhone or iPad will automatically appear in the Web interface, and vice versa.

**Follow these steps to configure a SmarterMail IMAP connection on your Outlook program**

Note:  We will have sent you your email hostname, username and password in a welcome email. Please have that to hand before starting this procedure.  If you don't have it please contact Hello Comtec and we will re-send it to you.

1. In Outlook, go to File, Click the Info tab
2. Click **Add Account**
3. Click **Manually configure server settings or additional server types** radio button.
4. Click **Next**.
5. Click the **Internet Email** radio button.
6. Click **Next**
7. **Enter the following information:**
    1. Your Name: <Display Name you want to use, i.e., Joe Smith>
    2. Email address: <Full email address, i.e., username@domainname.com>
    3. Incoming Server: <your email server>
    4. Outgoing Mail server: <your email server>
    5. User name: <Full email address, i.e., username@domainname.com>
    6. Password: <Your email account password>
8. **Configure Authentication**
    1. Configure SSL Port - Click on **More Settings.**
    2. Navigate to **Outgoing Server** Tab
    3. Check "My Outgoing Server requires SMTP Authentication".
    4. Click **OK**.
    5. Click on **More Settings**

6. Click on **Advanced**
7. Check "This server requires an encrypted connection (SSL)" and the Port should change to 993. If not, set it to 993.
8. For SMTP, where is says "Use the following type of encrypted connection", select SSL
9. Change the Outgoing SMTP server Port to 465
10. Click **OK**.

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You can call us on 01752 373000, 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

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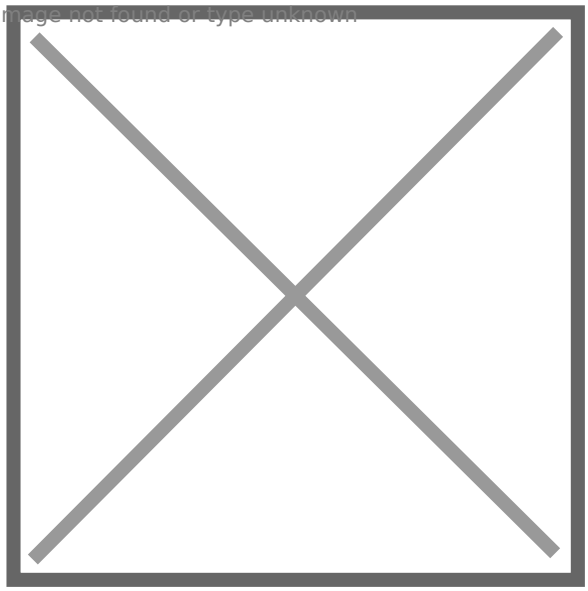

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