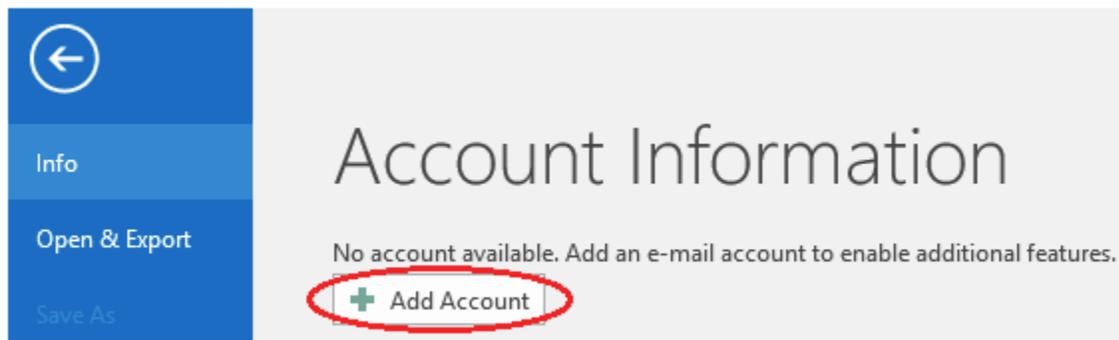


# Outlook 2016 Windows Manual Setup for IMAP

## 1. Start the Microsoft Outlook program

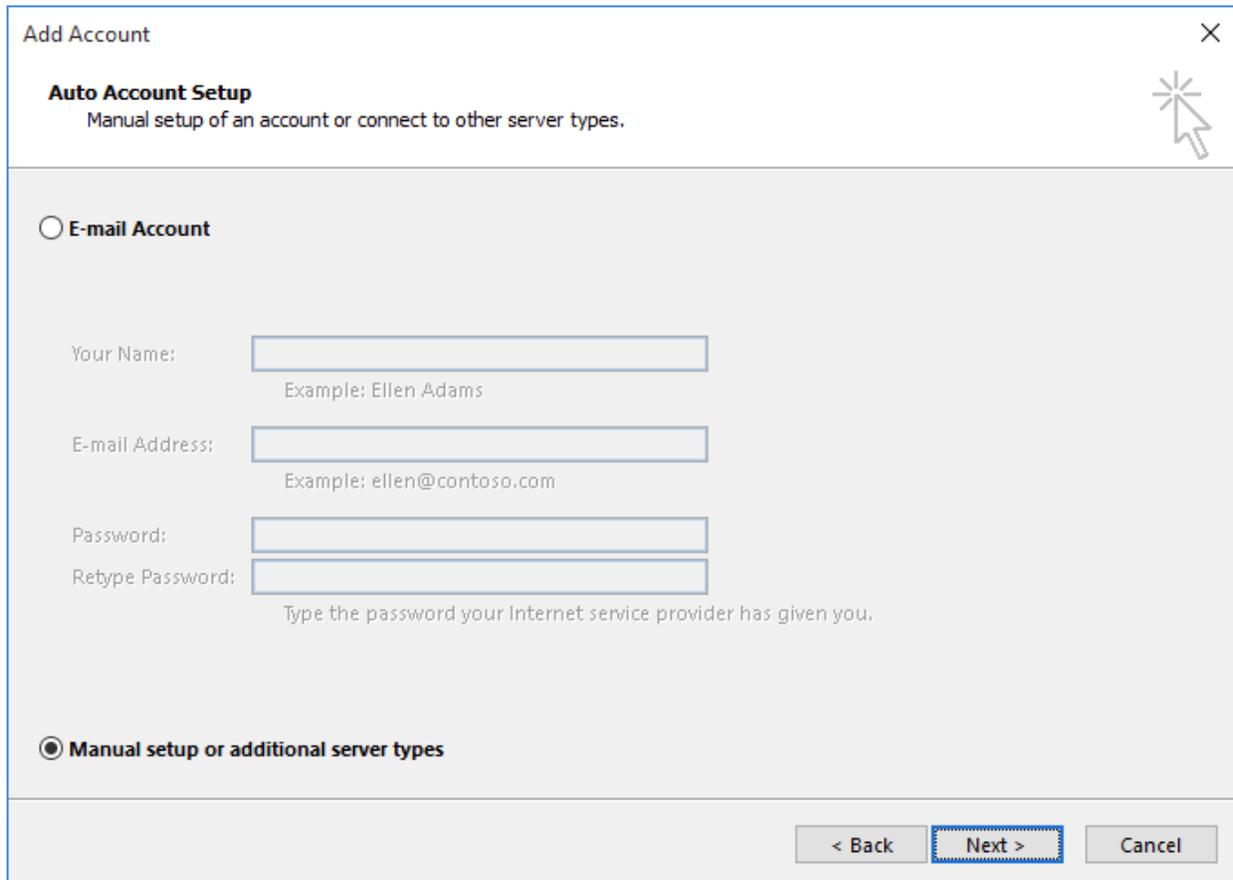
Use the Start menu to start Outlook 2016. If you've never used Outlook before, it will prompt you to create a new account. In that case, skip ahead to step 2.

If you've previously used Outlook and it doesn't prompt you, click the **File** tab, then the **Add Account** button:



## 2. The “Auto Account Setup” window appears.

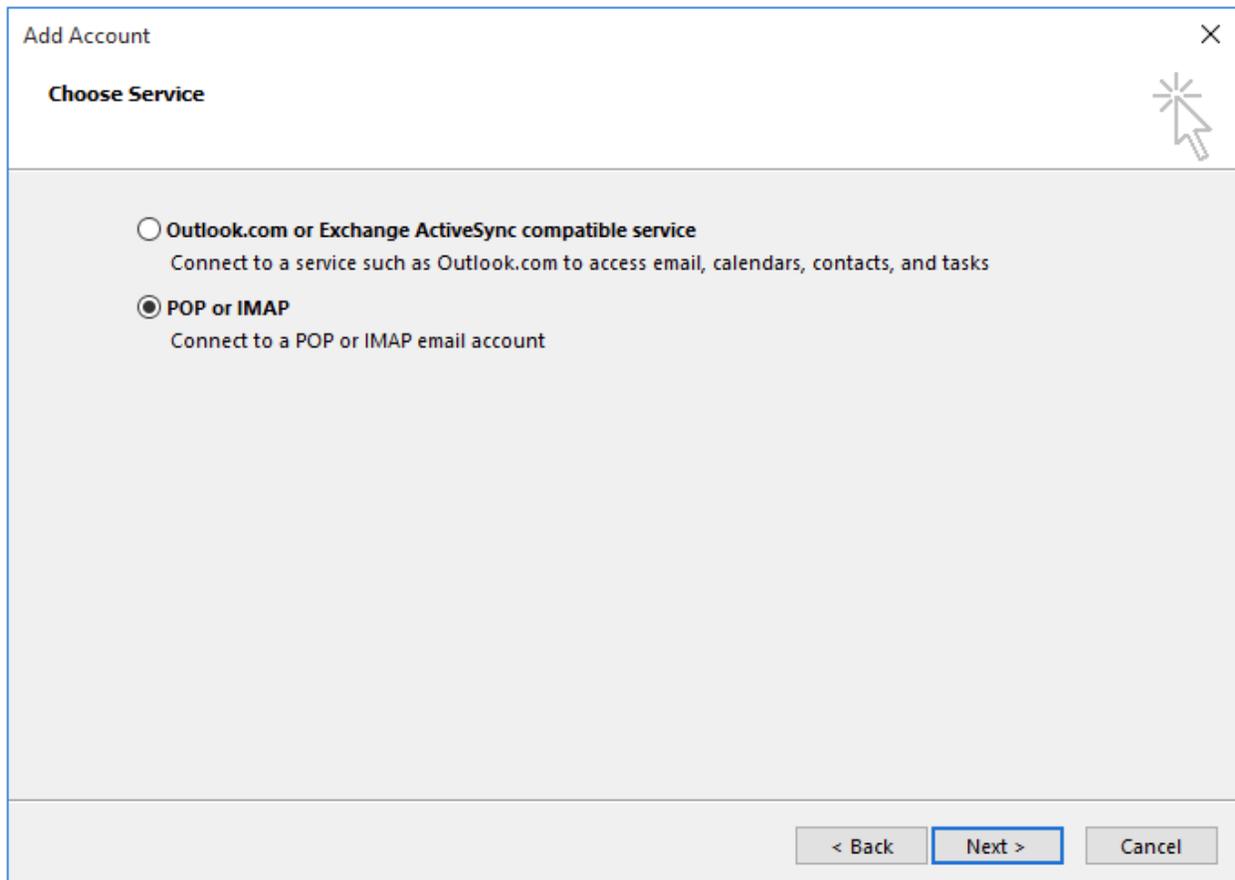
When this window appears, leave the spaces empty, choose the **Manual setup or additional server types** option, then click **Next**.



The screenshot shows a dialog box titled "Add Account" with a close button (X) in the top right corner. Below the title bar, the section "Auto Account Setup" is displayed, with the subtitle "Manual setup of an account or connect to other server types." A mouse cursor is pointing at a star icon in the top right of this section. Below this, there are two radio button options: "E-mail Account" (unselected) and "Manual setup or additional server types" (selected). Under "E-mail Account", there are four input fields: "Your Name:" (with example "Ellen Adams"), "E-mail Address:" (with example "ellen@contoso.com"), "Password:", and "Retype Password:" (with instruction "Type the password your Internet service provider has given you."). At the bottom right, there are three buttons: "< Back", "Next >" (highlighted with a dashed border), and "Cancel".

### 3. The “Choose Service” window appears.

Choose **POP or IMAP**, then click **Next**.



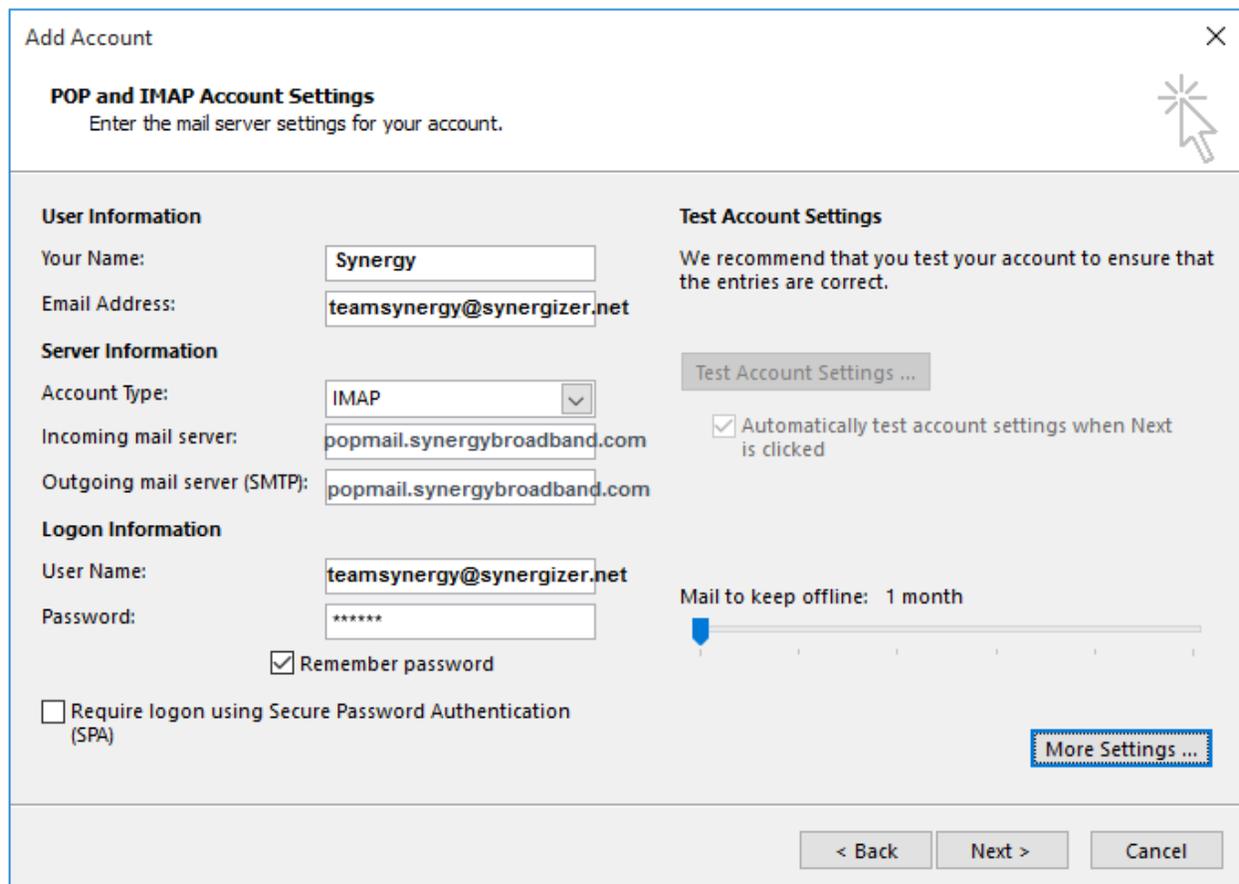
The screenshot shows a window titled "Add Account" with a close button (X) in the top right corner. Below the title bar, the text "Choose Service" is displayed. The main area contains two radio button options:

- Outlook.com or Exchange ActiveSync compatible service  
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks
- POP or IMAP  
Connect to a POP or IMAP email account

At the bottom right of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".

#### 4. The “POP and IMAP Account Settings” window appears.

This is the window where you’ll enter most of your account settings. You want the window to look like this:



The screenshot shows a window titled "Add Account" with a close button (X) in the top right corner. Below the title bar, the window is titled "POP and IMAP Account Settings" with a subtitle "Enter the mail server settings for your account." and a mouse cursor icon. The window is divided into several sections:

- User Information:** "Your Name:" (Synergy), "Email Address:" (teamsynergy@synergizer.net)
- Server Information:** "Account Type:" (IMAP), "Incoming mail server:" (popmail.synergybroadband.com), "Outgoing mail server (SMTP):" (popmail.synergybroadband.com)
- Logon Information:** "User Name:" (teamsynergy@synergizer.net), "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." A "Test Account Settings ..." button is present, along with  Automatically test account settings when Next is clicked.
- Mail to keep offline:** A slider set to "1 month".
- More Settings ...** button (highlighted with a red dashed box).

At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

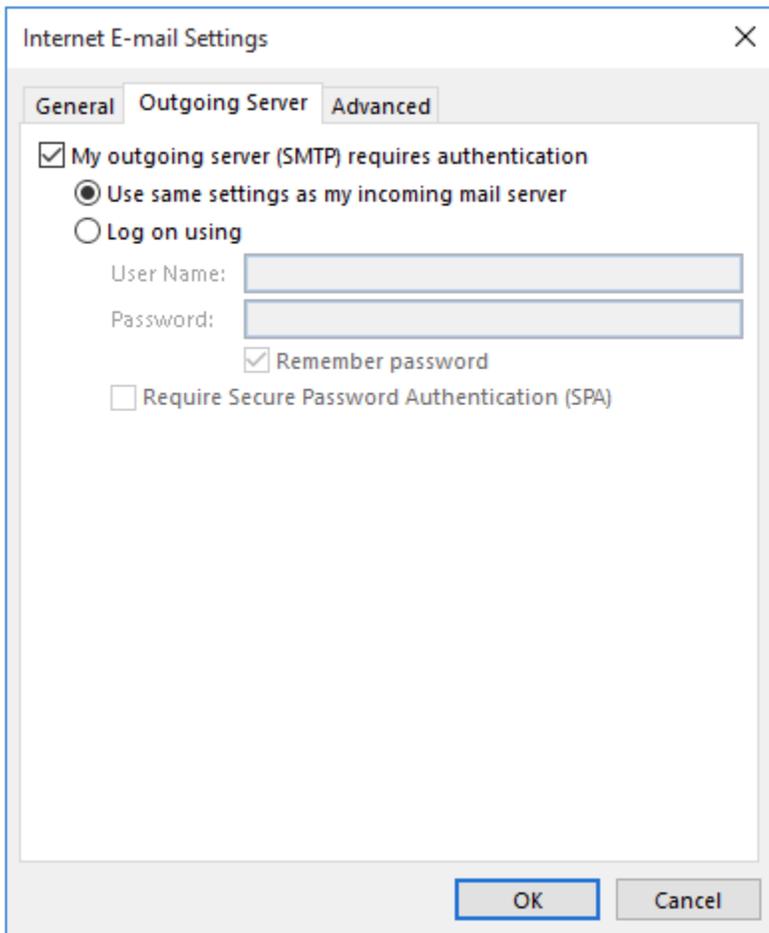
- “Your Name” is the name that other people will see when you send them e-mail. It should usually be your real name.
- Enter your “Email Address”. The address must be the e-mail address of the mailbox you created in your account management control panel.
- For “Account Type”, choose IMAP.
- Enter popmail.synergybroadband.com for both the “Incoming mail server” and “Outgoing mail server (SMTP)”.
- Enter your e-mail address again as the “User Name”. (The user name must be all lowercase).
- Type your e-mail password into the “Password” box. This is the password you chose for this e-mail address when you created the mailbox in your account management control panel. This password may be different from your master “My Account” password with our company.
- Make sure that “Require logon using Secure Password Authentication (SPA)” is not checked.
- Do not click “Test Account Settings” or “Next” yet; they will not work until you complete the next steps.

## **5. View “More Settings”**

Click the **More Settings** button. A new “Internet E-mail Settings” window appears.

## 6. Choose the “Outgoing Server” tab.

In the “Outgoing Server” tab, check My outgoing server (SMTP) requires authentication and make sure Use same settings as my incoming mail server is selected:



The screenshot shows the "Internet E-mail Settings" dialog box with the "Outgoing Server" tab selected. The "General" tab is also visible. The "Advanced" tab is not selected. The "Outgoing Server" tab contains the following options:

- 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)

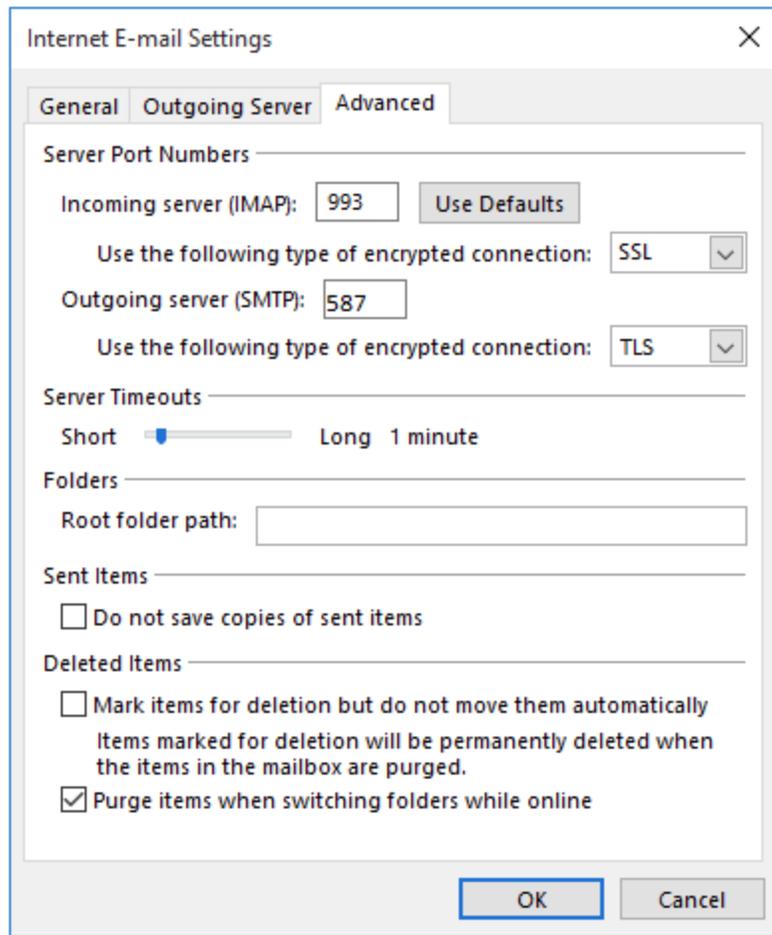
At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

## **7. Choose the “Advanced” tab.**

Click the “Advanced” tab, then:

Change “both the Incoming Mail Server Port: 993 Encryption method: SSL and Outgoing Mail Server Port: 587 Encryption method: TLS sections

Those parts of the window should look like this:

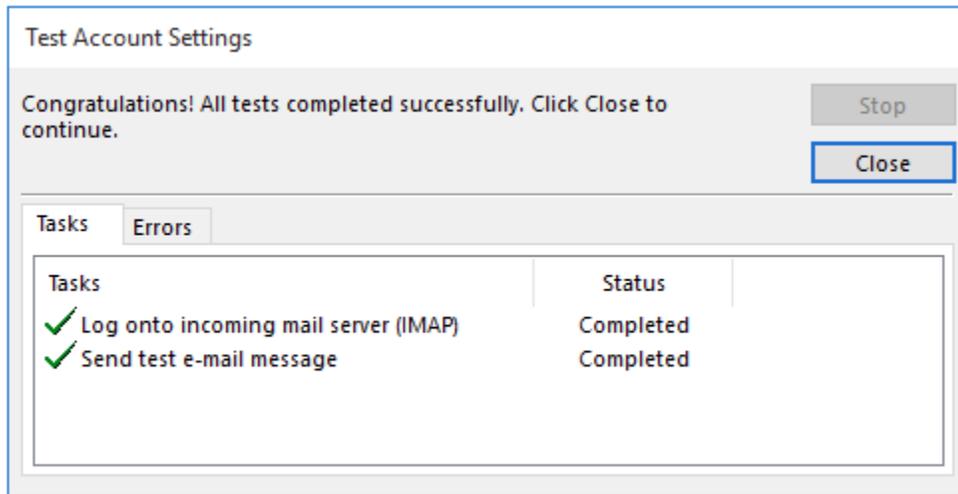


## 8. Close the “Internet E-mail Settings” window.

Click **OK** to close the “Internet E-mail Settings” window. The “Add New Account” window will still be visible.

## 9. Test the settings.

Click **Next**. Outlook should tell you that “all tests completed successfully”:



## 10. Finish the wizard.

If the “Test Account Settings” window is still open, click **Close** to continue.

Click **Finish** to finish the wizard.

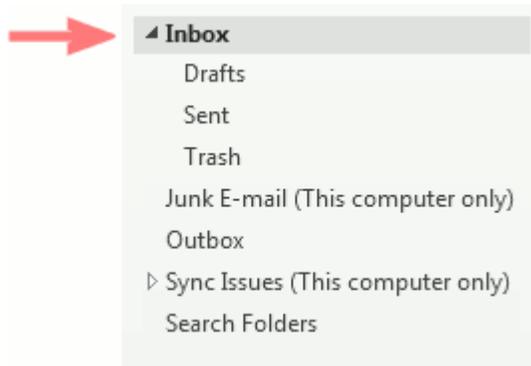
### Outlook setup is complete

You’re finished! Try sending yourself a test e-mail message to make sure it works.

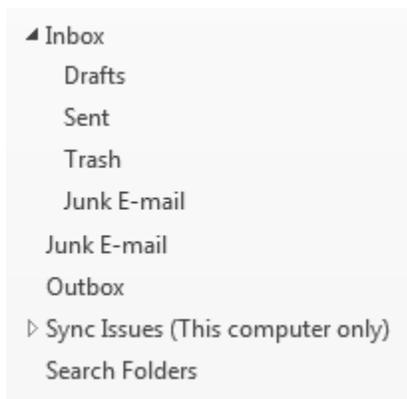
### Outlook 2016 and folders

When you use IMAP for an account, Outlook may display the account (and its folders) below the other accounts you have created. However, you can grab any account and drag it up or down in the list of folders.

You might need to click on the little triangle icon to see all the folders on the server, too:



We've seen some cases where Outlook will display both an indented server folder named "Drafts", "Deleted Items", "Junk E-mail", or "Sent Items" plus a separate local unindented local folder of the same name, as in this "Junk E-mail" example:



This is just a quirk of Outlook; there's no way we know of to remove the extra local folder.

Note that Outlook shows IMAP server folders indented beneath the e-mail address by default. You can cause Outlook to display the folders unindented so that they line up with the Inbox folder. To do so:

Click the **File** tab, then **Account Settings**

Choose your e-mail account, then click **Change**

Click **More Settings**

Click the **Advanced** tab

In the **Root folder path** type INBOX

Click **OK** and **Next** to save your changes

Also, please note that if you have multiple addresses, each address is separate: you can't (for example) combine the "Drafts" folders of two different addresses into one folder.