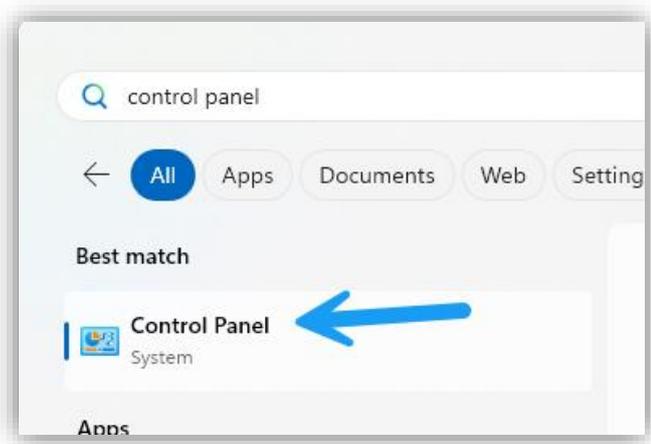


Outlook For Windows

IMAP Setup Instructions

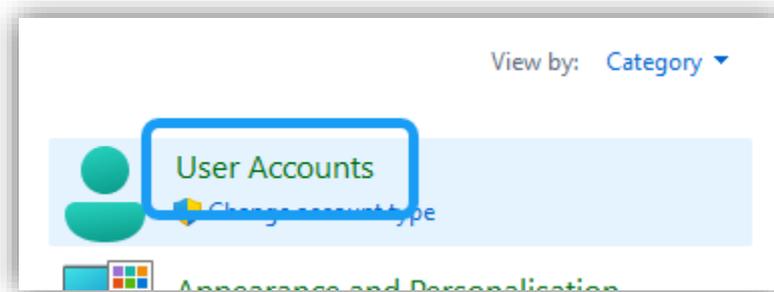
Please follow the steps below to configure your Pureweb mailbox in the Microsoft Outlook app, on your Windows 10 or Windows 11 computer.

1. **Close Outlook**, if you already have it open.
2. **Open Control Panel:**
 - Press the **Windows key** on your keyboard, type "**Control Panel**," and press **Enter**. This opens the Control Panel. The appearance of your Windows menu may differ depending on your Windows version and theme.

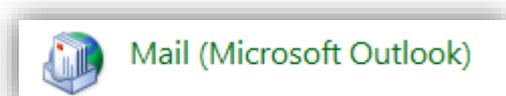


3. **Access Mail Settings:**

- In the Control Panel you will be looking for a "**Mail (Microsoft Outlook)**" option. If the Control Panel is in **Category** view, click on the "**User Accounts**" link to reveal the Mail option. Alternatively, you can search for "**Mail**" in the search box at the top of the control panel.

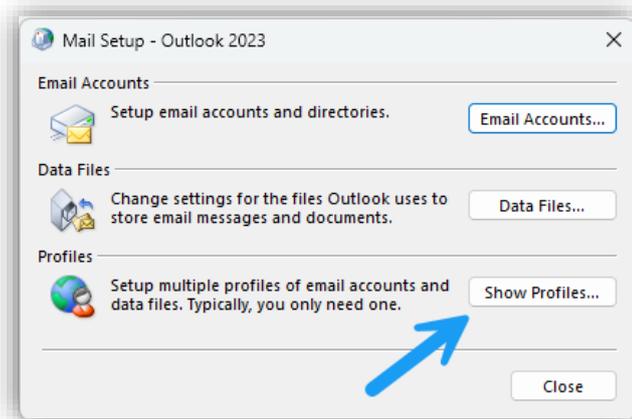


- Click the "**Mail (Microsoft Outlook)**" option to open your mail settings. Note that the text between the brackets might differ on your computer, e.g. include an Outlook version number.

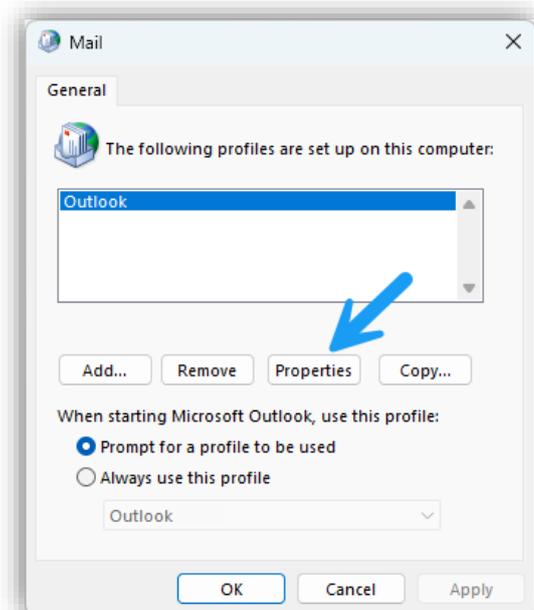


4. Create or Select a Profile:

- Click on the Show Profiles button

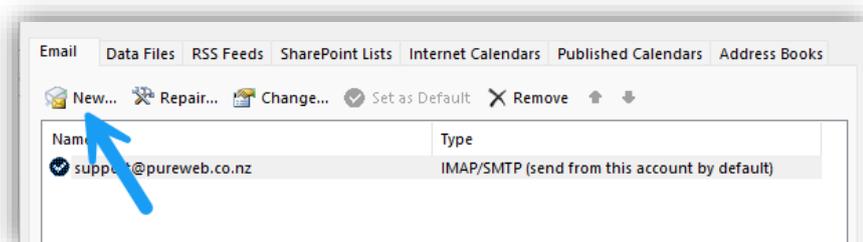


- **If you already have an Outlook profile** set up on your computer then you can select it from this list and click the “**Properties**” button. **If you do not have any profiles listed** then click the “**Add...**” button to add a profile first. You might also choose to create a new profile if you want to start afresh, without your existing Outlook accounts and data. If you have more than one profile, then Outlook’s default behaviour is to prompt you to choose a profile when you start Outlook.

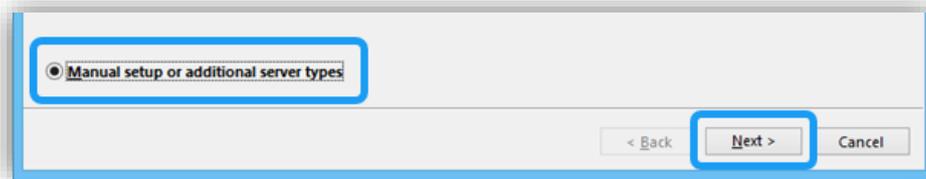


5. Add Email Account:

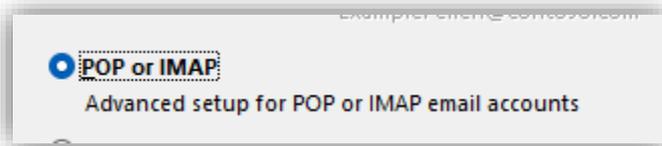
- In the Mail Setup dialog box that opens, click on “**Email Accounts**” This will open the “**Account Settings**” window, showing all the email accounts (if any) set up in your selected Outlook profile.
- Click the “**New...**” button in the tool bar.



- Select “**Manual setup or additional server types**”, then click “**Next**”.



- Select “**POP or IMAP**”, then click “**Next**”



- In the “**Add New Account**” window, input the information below. Do not proceed to the next step, as there are more settings to be configured in this section.

Your Name: *The personal or business name you'd like your email recipients to see.*

Email Address: *Your email address*

Account Type: IMAP

Incoming Mail Server: secure.emailsrvr.com

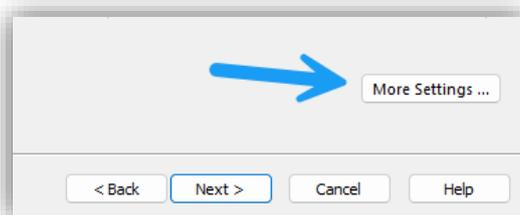
Outgoing Mail Server: secure.emailsrvr.com

User Name: *Your email address*

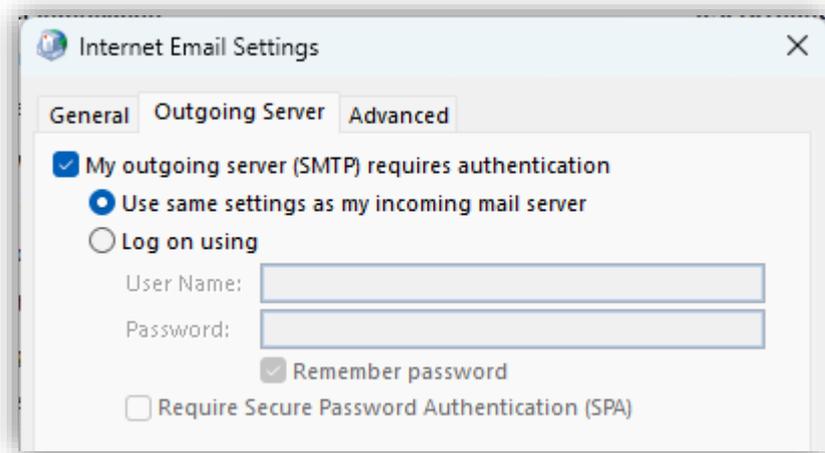
Password: *Your mailbox password*

A screenshot of a form titled "Add New Account". It is divided into three sections: "User Information", "Server Information", and "Logon Information".
- **User Information:** "Your Name:" (Jane Doe), "Email Address:" (example@example.co.nz).
- **Server Information:** "Account Type:" (IMAP), "Incoming mail server:" (secure.emailsrvr.com), "Outgoing mail server (SMTP):" (secure.emailsrvr.com).
- **Logon Information:** "User Name:" (example@example.co.nz), "Password:" (*****), "Remember password" (checked), "Require logon using Secure Password Authentication (SPA)" (unchecked).

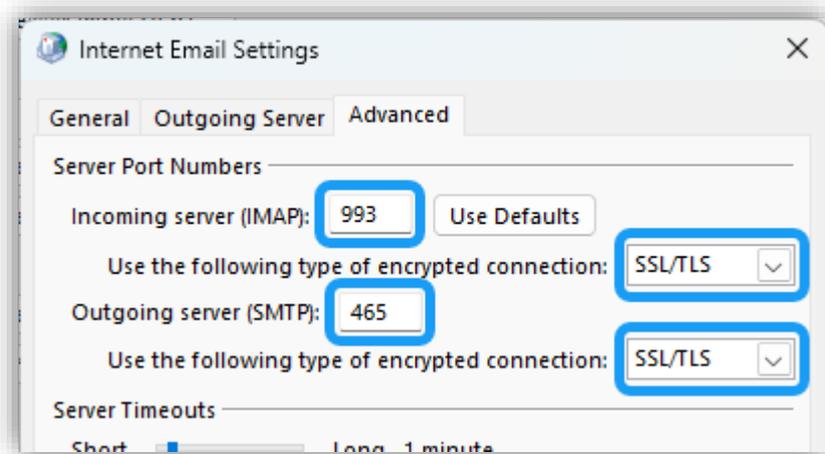
- Click on the “**More Settings**” button.



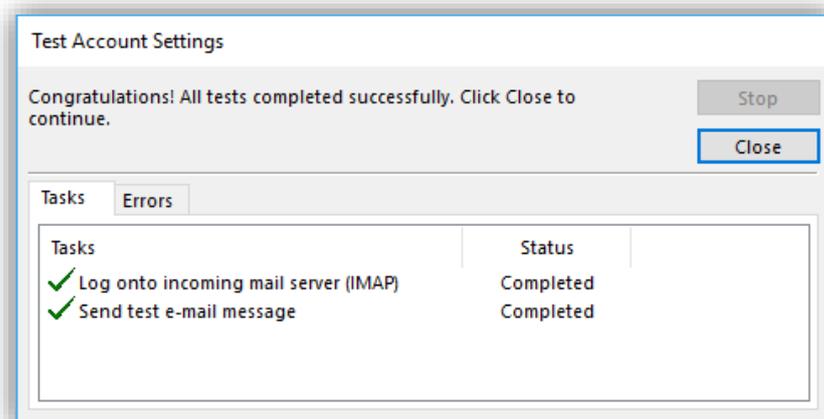
- Click the “**Outgoing Server**” tab.
- Tick the box for “**My outgoing server (SMTP) requires authentication**”.
- Tick the button for “**Use same settings as my incoming mail server**”.



- Click the “**Advanced**” tab.
 - **FIRST** change “**Use the following type of encrypted connection**” dropdowns to “**SSL/TLS**” for **both** the Incoming and Outgoing servers.
- Next, change the **port numbers** to match the image below.
- Incoming server (IMAP): **993**
- Outgoing server (SMTP): **465**



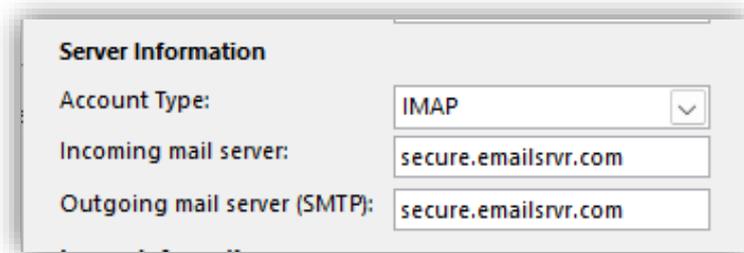
- Click “**OK**”.



- Click “**Next**”.

6. Test your new mailbox.

- Outlook will automatically attempt to connect to your mailbox and send a test message using the settings we have just put in. If everything was entered correctly, the message will be sent successfully and will be delivered to your inbox.
- **If the test is successful:** Congratulations, you have now configured your mailbox. You can close the popup windows and open Outlook, at which time your email will start to synchronise with our mail servers. If you have a large mailbox it may take a while for all of your folders and email to appear. You can safely use the mailbox in the meantime. If you have multiple accounts set up in Outlook then look for your new account in the account/folder list. By default, this will show on the left side of Outlook.
- **If the test failed:** Double check the following settings, where the majority of issues are found.
 1. **Password:** Try re-entering your password in case there was a typo. To verify that the password you are using is the correct one then try using it to log into webmail at the following link: <https://webmail.pureweb.co.nz>. If your email address and password do not work for logging in to webmail then try resetting your password through webmail (if you have a mobile phone configured) or contact us for assistance.
 2. **Server:** Double check that **IMAP** is the selected account type and both the server names are correctly spelt as **secure.emailsrvr.com**



3. **Port Numbers & SSL:** Click the “**More Settings**” button and go to the “**Advanced**” tab, to double check that the settings on that tab are correctly set as shown below. Note that the port numbers might automatically change when you set the SSL/TLS options, so it is best to set the SSL/TLS options first.



4. **SMTP Authentication:** If the failure was with sending the test email, click the “**More Settings**” button and go to the “**Outgoing Server**” tab to ensure that the “**My outgoing server (SMTP) requires authentication**” checkbox is ticked, and using the same settings as my incoming mail server.

