

Microsoft Outlook 365

Setting up an email account

In order to be able to send and receive emails from and to your new email account you will need to first set up the account in your Outlook software. This guide is for users of Outlook for Office 365. If you do not use this version of Outlook, please go to www.aprompt.co.uk/guides/ to select the correct guide for your email software and version.

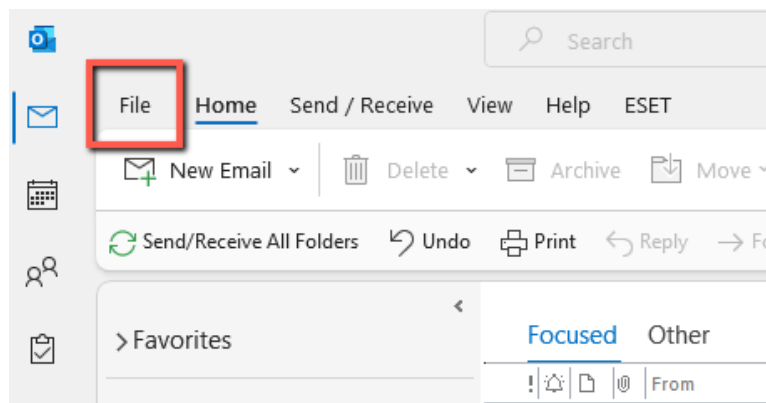
Before continuing make sure you have the following information to hand:

- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (IMAP)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

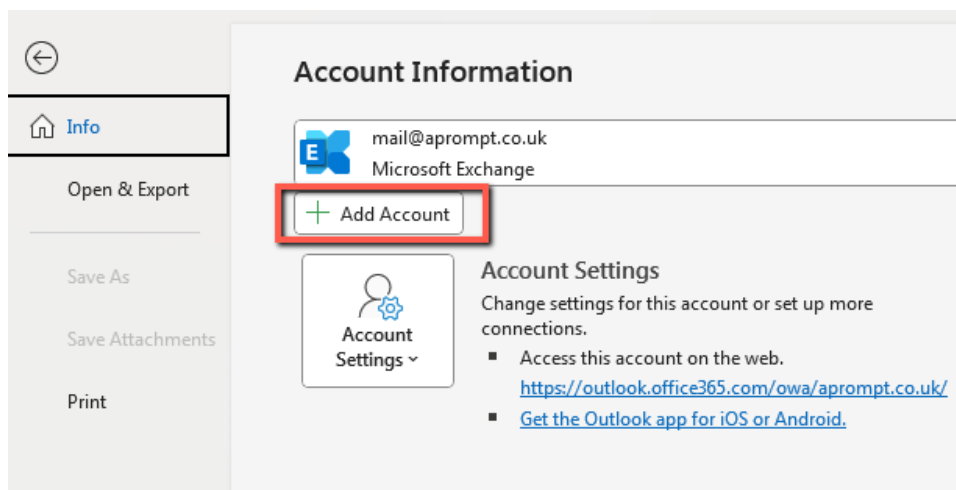
Your email address, password, incoming mail server (IMAP) and Outgoing mail server (SMTP) are all provided by aprompt.

Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

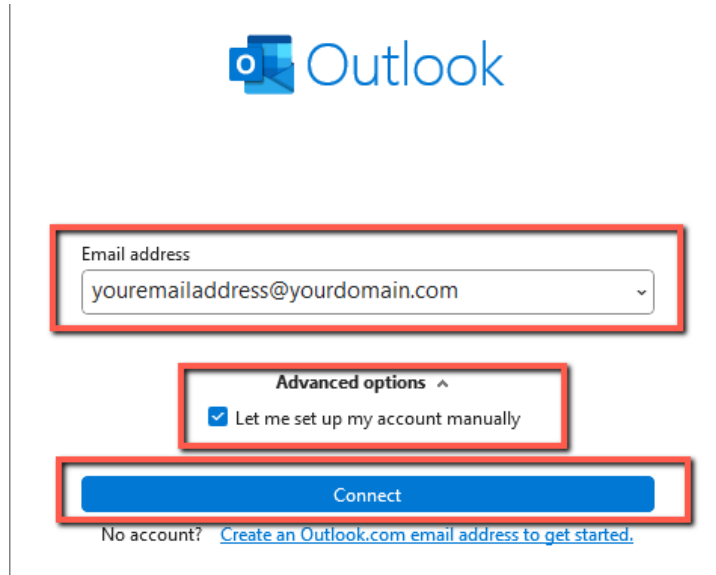
Step 1: Open Microsoft Office 365 Outlook. Click **File** in the top left corner.



Step 2: Click on “+ Add Account”:

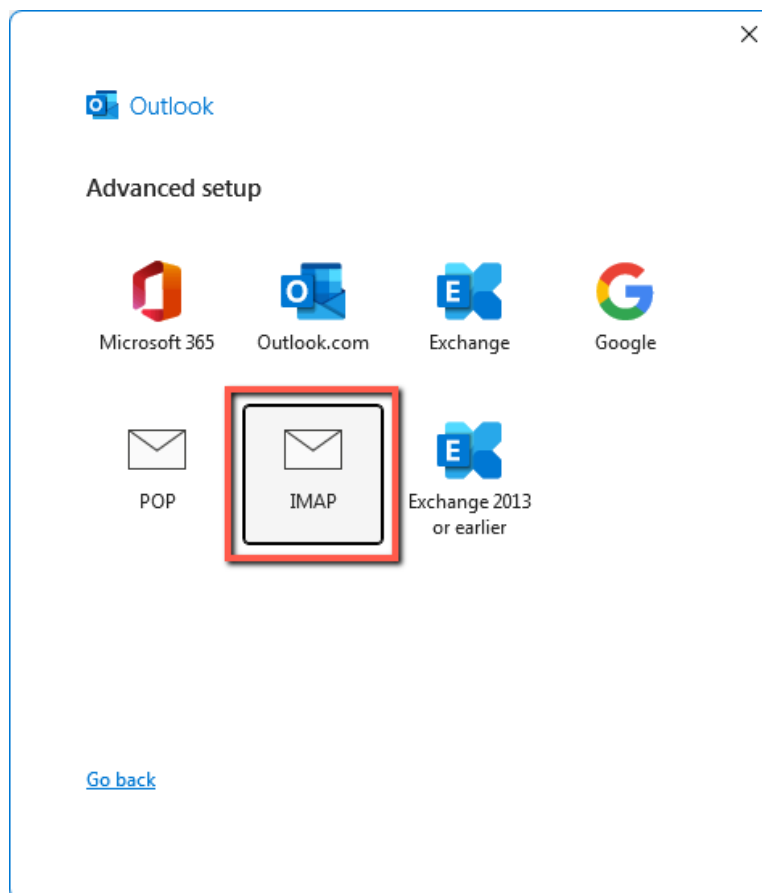


Step 3: Type your new email address in the "Email address" field, click "**Advanced options**" and tick the box "**Let me setup my account manually**"



The screenshot shows the Outlook account setup interface. At the top is the Outlook logo. Below it is a text input field labeled "Email address" containing the placeholder text "youremailaddress@yourdomain.com". Underneath the input field is an "Advanced options" section with a dropdown arrow and a checked checkbox labeled "Let me set up my account manually". Below this is a large blue "Connect" button. At the bottom, there is a link that says "No account? [Create an Outlook.com email address to get started.](#)".

Step 4: Click on IMAP:



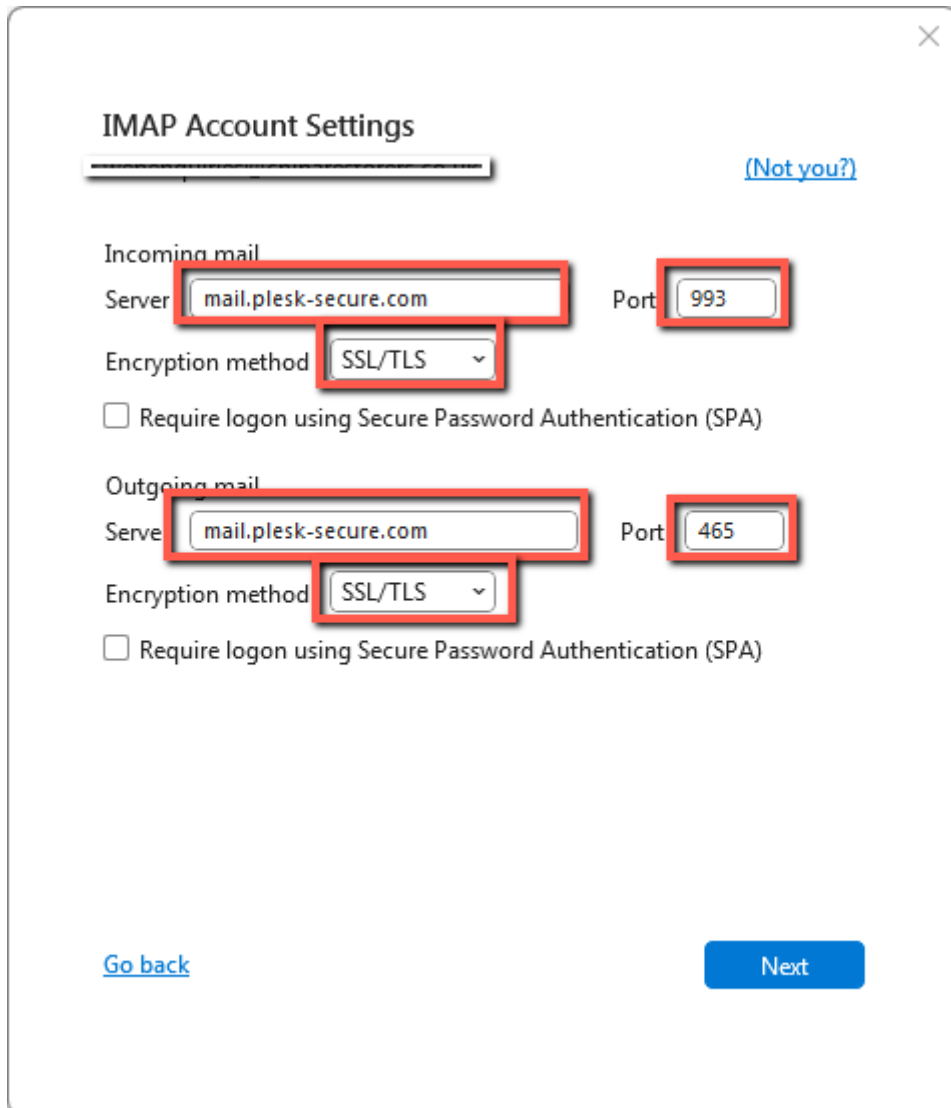
The screenshot shows the "Advanced setup" screen in Outlook. It features the Outlook logo at the top left. Below the logo, the text "Advanced setup" is displayed. There are four main options arranged in a grid: "Microsoft 365" (with a red cube icon), "Outlook.com" (with the Outlook logo icon), "Exchange" (with a blue 'E' icon), and "Google" (with the Google 'G' icon). Below these, there are two more options: "POP" (with an envelope icon) and "IMAP" (with an envelope icon). The "IMAP" option is highlighted with a red rectangular box. To the right of the "IMAP" option is another "Exchange" icon with the text "Exchange 2013 or earlier". At the bottom left of the screen is a "Go back" link.

Step 5: Enter the following **IMAP Account Settings**.

Incoming Mail Server: mail.plesk-secure.com
Incoming Port: 993
Incoming Encryption method: SSL/TLS

Outgoing Mail Server: mail.plesk-secure.com
Outgoing Port: 465
Outgoing Encryption method: SSL/TLS

Click **Next**



IMAP Account Settings [\(Not you?\)](#)

Incoming mail

Server: Port:

Encryption method:

Require logon using Secure Password Authentication (SPA)

Outgoing mail

Server: Port:

Encryption method:

Require logon using Secure Password Authentication (SPA)

[Go back](#)

Step 6: Enter your new **email password** and click **Connect**

✕

IMAP Account Settings

[\(Not you?\)](#)

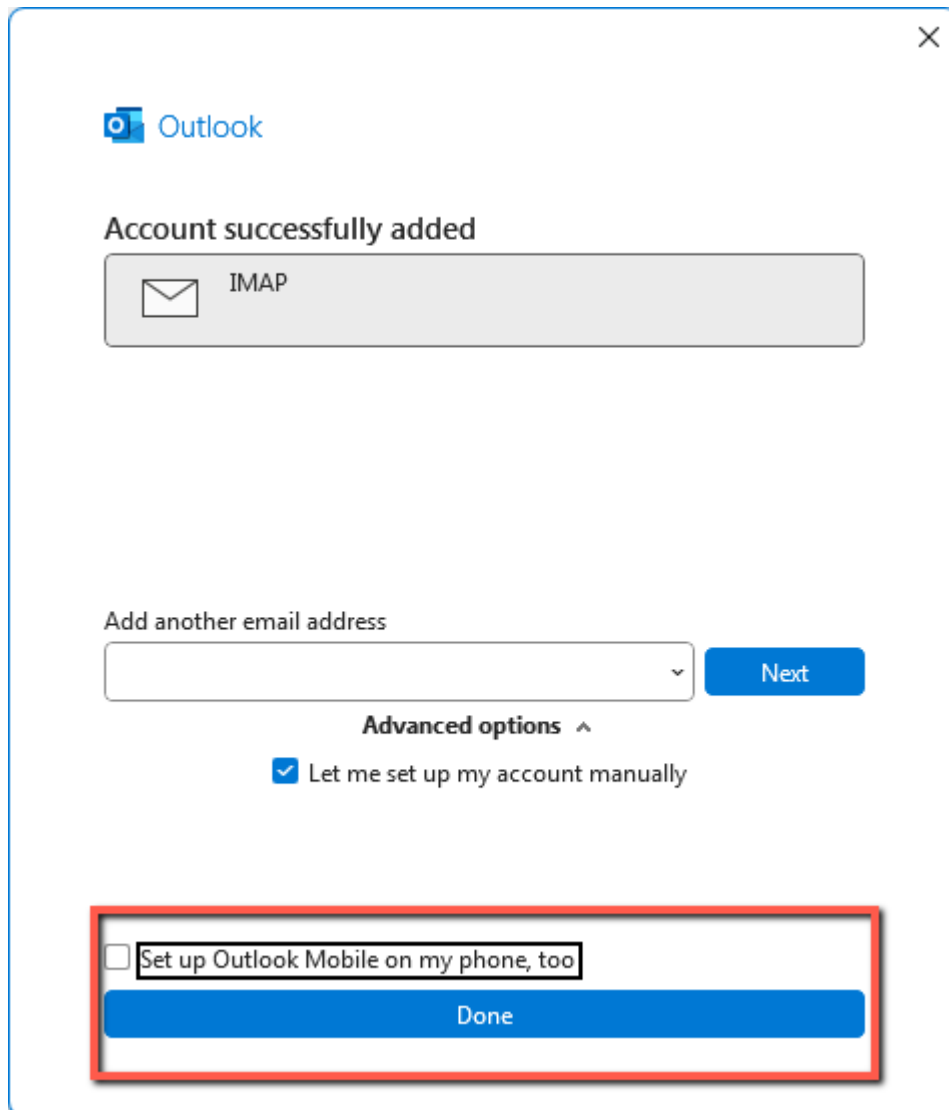
Password

👁

[Go back](#)

Connect

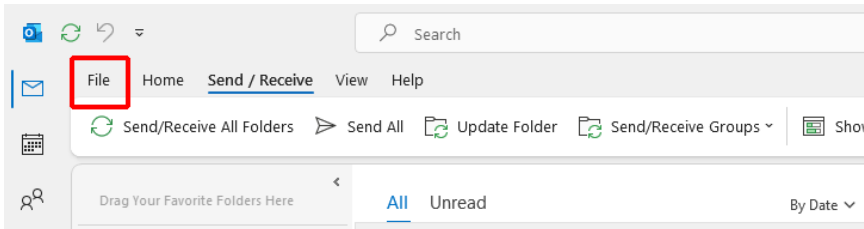
Step 7: Untick "Set up Outlook Mobile on my phone, too" and click **Done**.



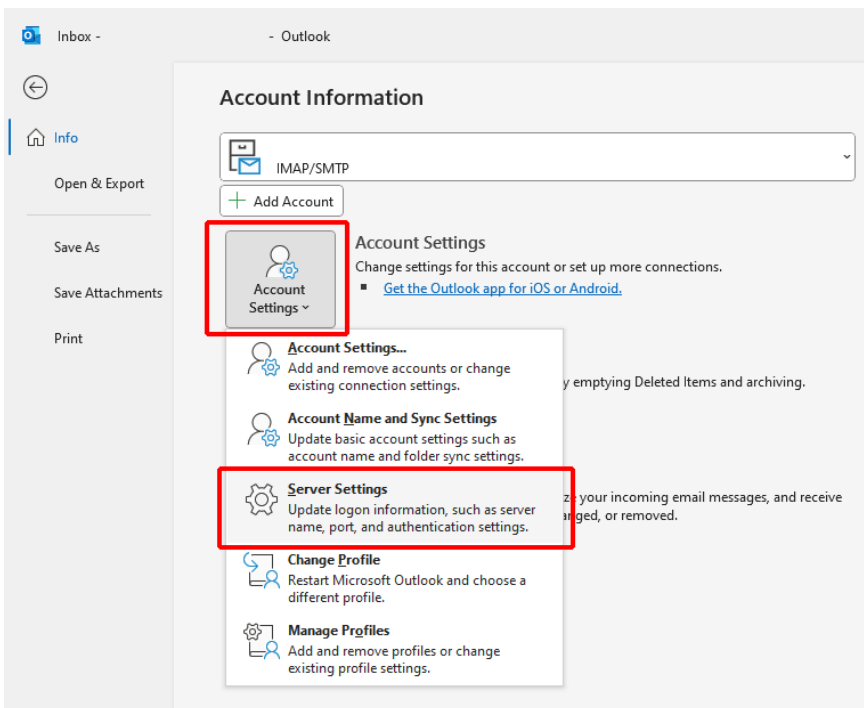
The screenshot shows an Outlook account setup dialog box. At the top, it says "Outlook" with the logo. Below that, it says "Account successfully added". There is a grey box containing an envelope icon and the text "IMAP". Underneath, there is a section titled "Add another email address" with a text input field and a "Next" button. Below this is a section titled "Advanced options" with a caret icon. Under "Advanced options", there is a checked checkbox for "Let me set up my account manually". At the bottom, there is a checkbox for "Set up Outlook Mobile on my phone, too" which is currently unchecked. Below this checkbox is a blue "Done" button. A red rectangular box highlights the "Set up Outlook Mobile on my phone, too" checkbox and the "Done" button.

The setup process should now be complete, however, Outlook sometimes tries to “help out” by guessing the incoming and outgoing mail server address, port numbers and encryption methods during the email setup. Therefore, it is worth checking that the email account is using the correct server information.

Step 8: Click **File** (top left corner)



Step 9: Select your new email account from the drop down list (if you have more than one email address setup) Click on **Account Settings** and then click on **Server Settings**:



Step 10: Check the Incoming mail "Server" is: **mail.plesk-secure.com** (if not, change it)
Check the Port is set to: **993**
Check the Encryption method is set to: **SSL/TLS**



IMAP Account Settings

Incoming mail ^

User name

Password

Remember password

Server Port

Encryption method

Require logon using Secure Password Authentication (SPA)

Once you have checked the information (shown above) click on "Outgoing Mail"

IMAP Account Settings

Incoming mail ^

User name

Password

Remember password

Server Port

Encryption method

Require logon using Secure Password Authentication (SPA)

Outgoing mail v

Step 11: Check the Outgoing mail "Server" is: **mail.plesk-secure.com** (if not, change it)

Check the Port is set to: **465**

Check the Encryption method is set to: **SSL/TLS**

Make sure "**My Outgoing (SMTP) server requires authentication**" is ticked/selected and "**Use same settings as my incoming mail server**" is selected.

Then click Next.



IMAP Account Settings

Incoming mail ▾

Outgoing mail

Server Port

Encryption method

Server timeouts

Require logon using Secure Password Authentication (SPA)

My outgoing (SMTP) server requires authentication
 Use same settings as my incoming mail server
 Log on using user name and password

Step 12: Outlook will take a moment to authenticate the servers (please wait for this to complete) and when you see the message "**Account successfully updated**" you can click **Done**.



Account successfully updated

Done

Congratulations. You've now configured Microsoft Outlook 365 to send and receive email using IMAP.

Your new email address has now been set up. It is a good idea to test your new email address by sending a test email. You can send a test email to aprompt at **support@aprompt.co.uk** and type EMAIL TEST in the subject line. We will then send you an email back. If you successfully send us an email and receive a reply your new email is fully working (if you have several email addresses in Outlook 365 make sure you use the correct email account to send the test message).

Trouble Shooting

I can't send or receive emails

If you have never been able to send or receive any emails on your new account it could be that your email account username (your email address), password, incoming mail server or outgoing mail server (SMTP) has been typed incorrectly. The most common error is not using the full email address in the user name field. Also please ensure that you have followed step 9 of this guide.

If you have been sending and receiving email but now cannot it may be one of two possible reasons. Firstly it might be your Internet connection, test your connection by opening your web browser and try and load a website (preferably one you haven't visited before), if the page fails to load then your Internet connection is down and you need to speak to your ISP (Internet Service Provider). If you can load a web page then it's possible our email servers are experiencing problems, this is a rare occurrence but if it does happen it is usually resolved within a few hours. Use our WebMail service to check whether your email account is working okay, see the WebMail section below. If the problem lasts longer than a few hours contact the aprompt support department on 0845 224 5806 (Mon – Fri 9.00am – 5.30pm) or by email to support@aprompt.co.uk (24 hours).

WebMail

All aprompt email accounts come with an online WebMail service. WebMail allows you to check, read and write emails from a special website and is useful for users who are not at their own PC (and therefore cannot access their Outlook) or who prefer not to setup their email account on their computer. As WebMail is Internet based you can access your emails from any computer, anywhere in the world which is connected to the Internet (please note – WebMail cannot display emails you have already received and downloaded into Outlook).

To access your WebMail service open your web browser and enter the following url:

<https://mail.plesk-secure.com>

Enter your full email address in the Mailbox field and your password in the Password field and click login. You can now read your emails or compose new messages.

If you are having problems receiving emails you can use your WebMail service to check your email account is functioning correctly. If you can logon to your WebMail account then your email account is functioning without any problems and the error is being caused by an incorrect setting in your Outlook.