

## 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/](http://www.aprompt.co.uk/guides/) to select the correct guide for your email software and version.

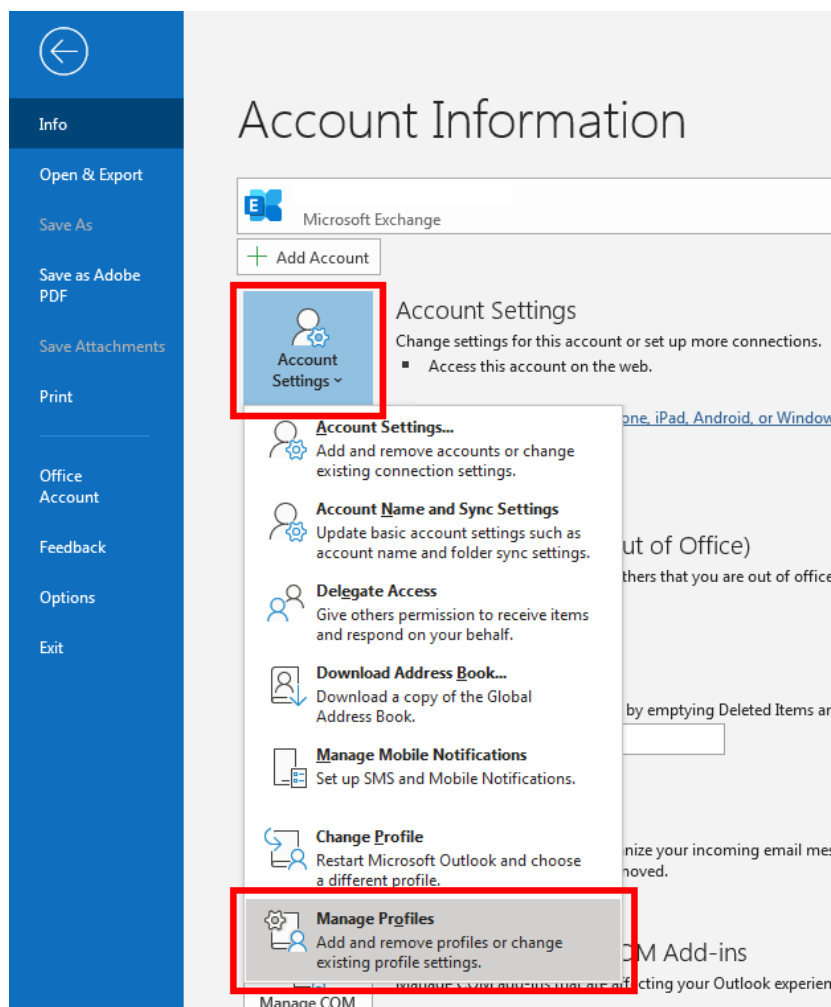
Before continuing make sure you have the following information to hand:

- 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.

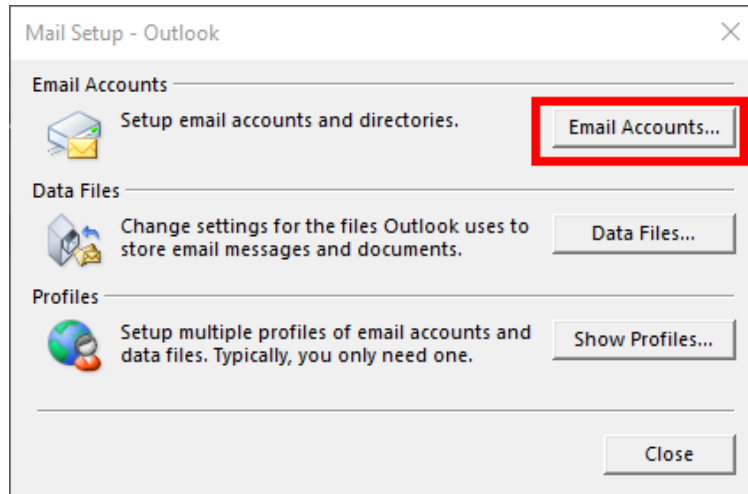
Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

**Step 1:** Open Microsoft Office 365 Outlook. Click **File**, then **Account Settings** and then **Manage Profiles**.

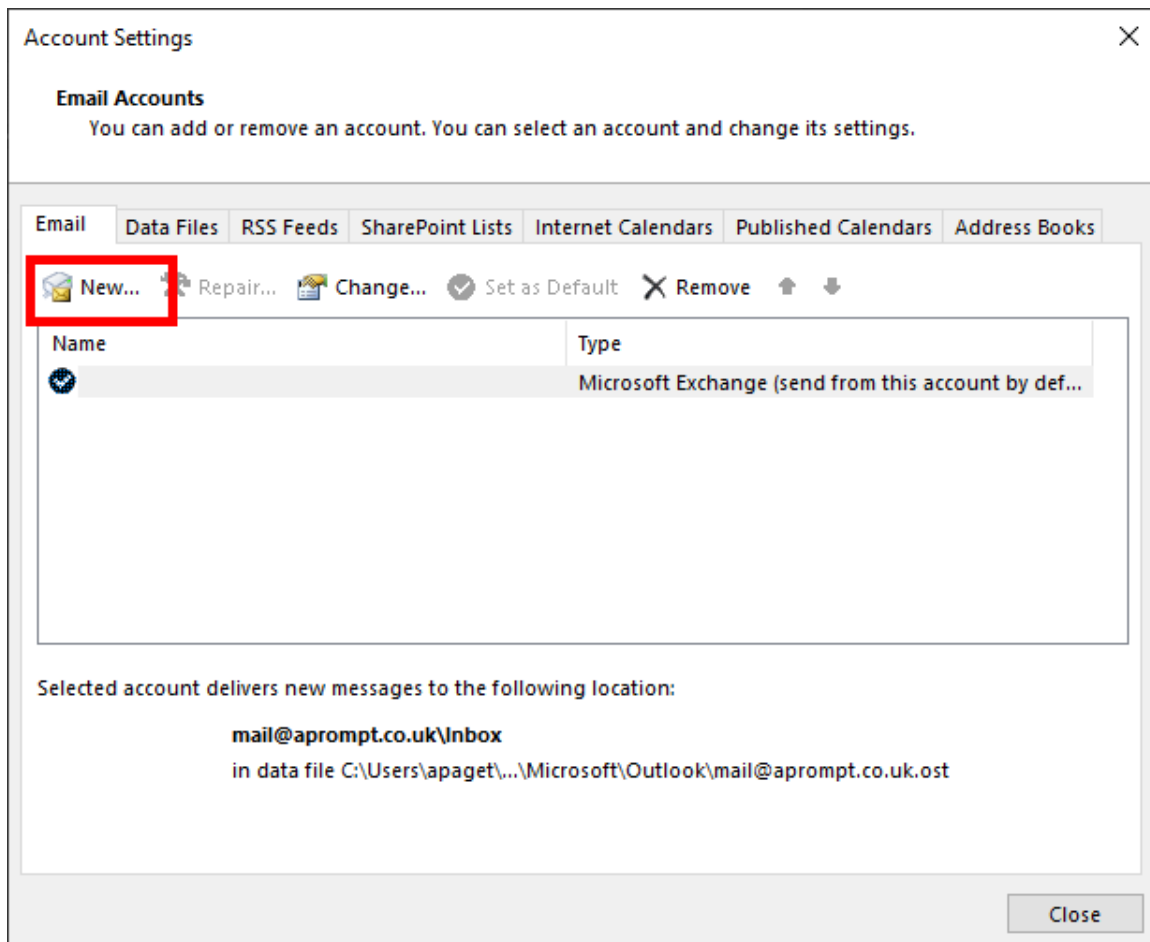


You may be asked to allow this app to make changes to your device, if this appears click YES.

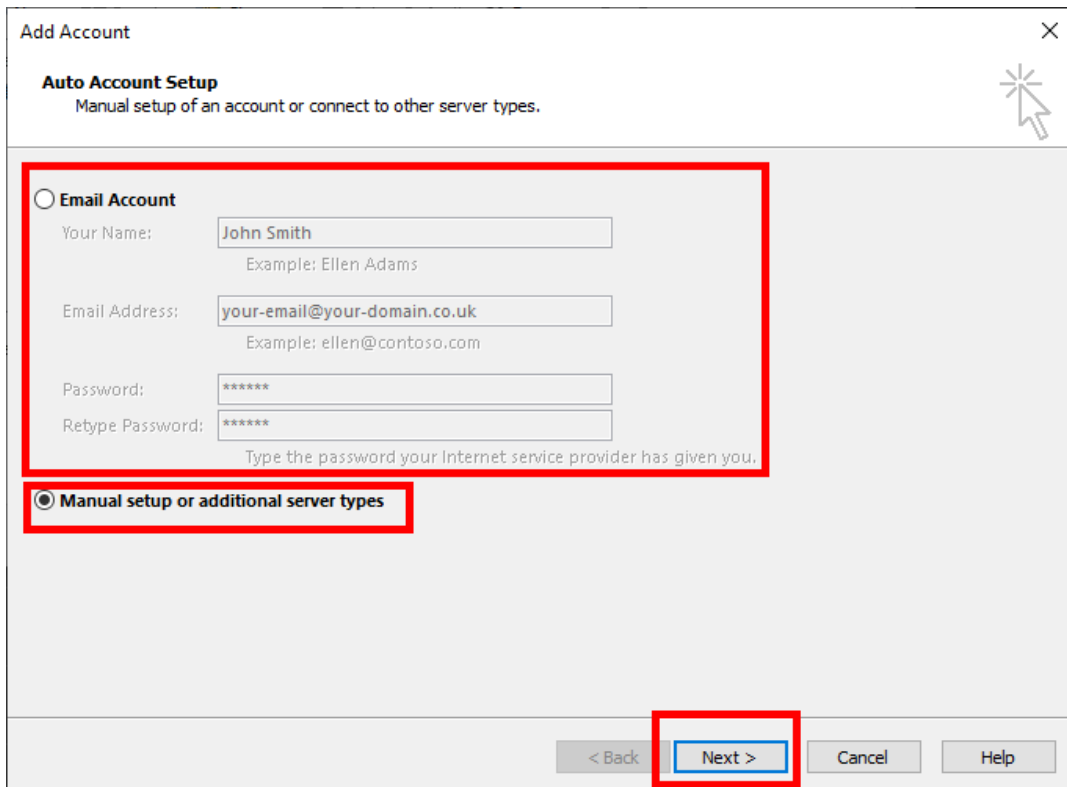
Step 2: Select **Email Accounts** from the Mail Setup window:



Step 3: Click **New...**



**Step 4:** Enter **your name, email address** and **password** then select the option **“Manual setup or additional server types”** then click **Next**.



**Add Account**

**Auto Account Setup**  
Manual setup of an account or connect to other server types.

**Email Account**

Your Name:   
Example: Ellen Adams

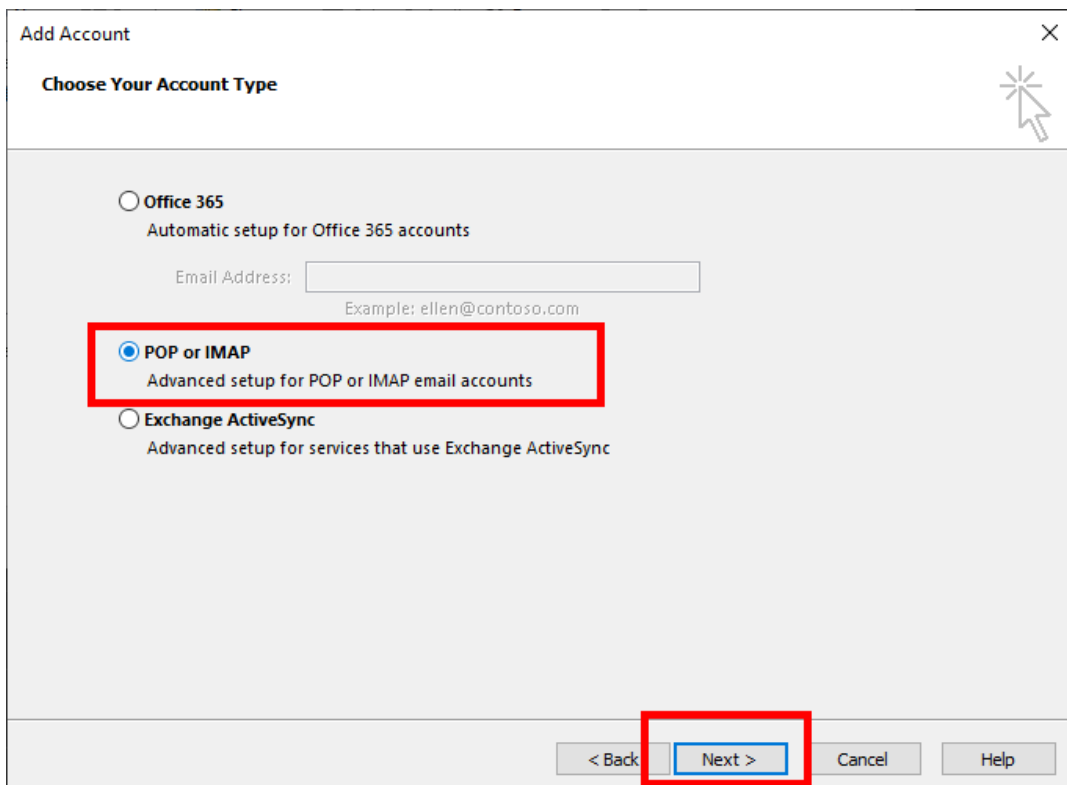
Email Address:   
Example: ellen@contoso.com

Password:   
Retype Password:   
Type the password your Internet service provider has given you.

**Manual setup or additional server types**

< Back **Next >** Cancel Help

**Step 5:** Choose **POP or IMAP** as the account type and click **Next**.



**Add Account**

**Choose Your Account Type**

**Office 365**  
Automatic setup for Office 365 accounts  
Email Address:   
Example: ellen@contoso.com

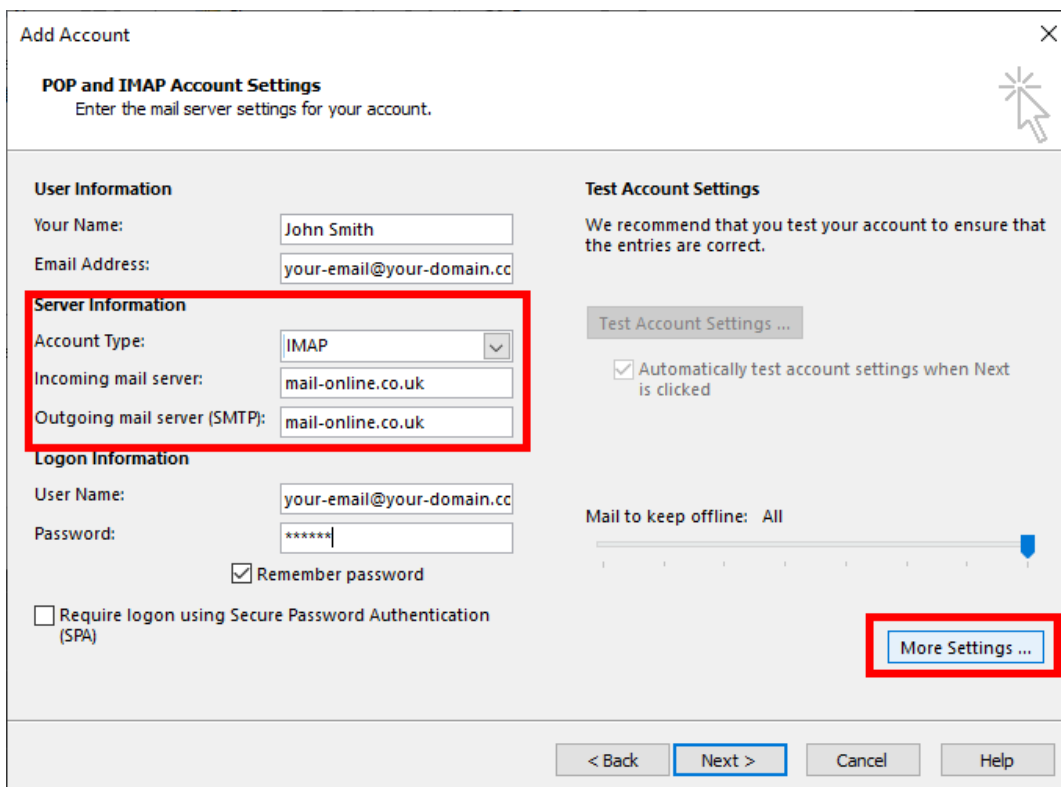
**POP or IMAP**  
Advanced setup for POP or IMAP email accounts

**Exchange ActiveSync**  
Advanced setup for services that use Exchange ActiveSync

< Back **Next >** Cancel Help

**Step 6:** Check and/or enter the following information.

- o Enter your name
- o Enter your email address. For example, yourname@yourdomain.com
- o Select **IMAP** for the Account Type
- o Enter **the server address we provided** as your **Incoming Mail Server**
- o Enter **the server address we provided** as your **Outgoing Mail Server**
- o For User Name, enter your email address. For example: yourname@yourdomain.com
- o Enter your email password



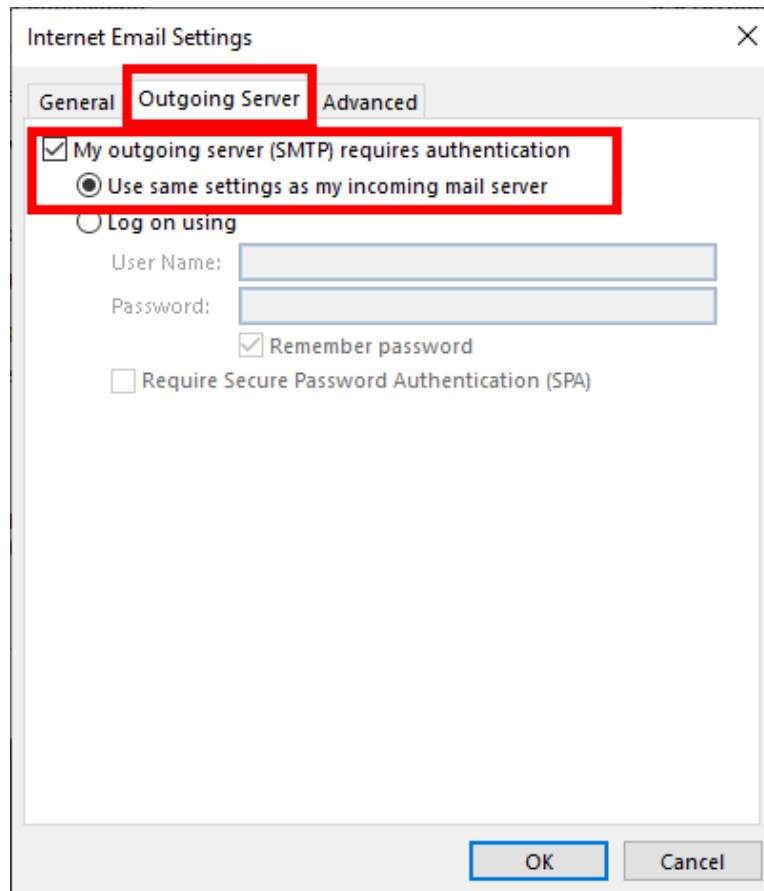
The screenshot shows a dialog box titled "Add Account" with a close button (X) in the top right corner. Below the title is a section for "POP and IMAP Account Settings" with the instruction "Enter the mail server settings for your account." and a mouse cursor icon. The dialog is divided into several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

- User Information:** Includes fields for "Your Name" (John Smith) and "Email Address" (your-email@your-domain.cc).
- Server Information:** This section is highlighted with a red box. It contains a dropdown for "Account Type" (set to IMAP), and text boxes for "Incoming mail server" (mail-online.co.uk) and "Outgoing mail server (SMTP)" (mail-online.co.uk).
- Logon Information:** Includes fields for "User Name" (your-email@your-domain.cc) and "Password" (masked with asterisks). There is a checked checkbox for "Remember password" and an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)".
- Test Account Settings:** Includes a "Test Account Settings ..." button and a checked checkbox for "Automatically test account settings when Next is clicked".
- Mail to keep offline:** A slider set to "All".
- More Settings ...:** A button highlighted with a red box, located at the bottom right of the main settings area.

At the bottom of the dialog are four buttons: "< Back", "Next >" (highlighted with a blue border), "Cancel", and "Help".

Click **More Settings**.

**Step 7:** Click the **Outgoing Server** tab and then tick **My outgoing server (SMTP) requires authentication**.



The screenshot shows the 'Internet Email Settings' dialog box with the 'Outgoing Server' tab selected. A red box highlights the 'My outgoing server (SMTP) requires authentication' checkbox, which is checked. Below it, the radio button for 'Use same settings as my incoming mail server' is selected. Other options include 'Log on using' with fields for 'User Name' and 'Password', a checked 'Remember password' checkbox, and an unchecked 'Require Secure Password Authentication (SPA)' checkbox. 'OK' and 'Cancel' buttons are at the bottom right.

Internet Email Settings

General **Outgoing Server** Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name:

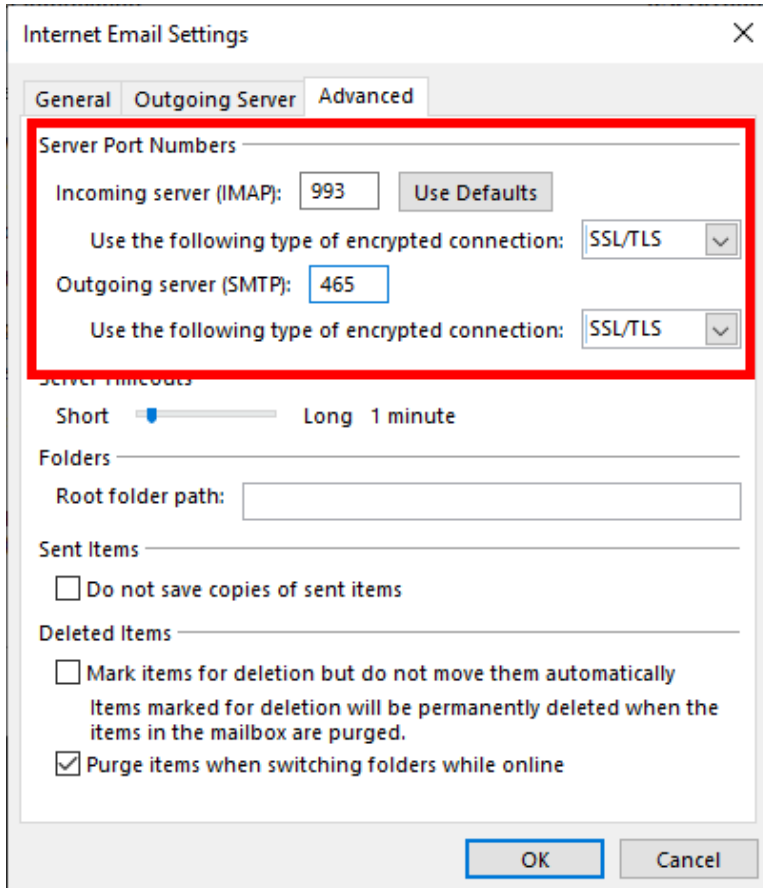
Password:

Remember password

Require Secure Password Authentication (SPA)

OK Cancel

**Step 8:** Click the **Advanced** tab and then:  
set the "Incoming server (IMAP) port to **993**  
choose **SSL/TLS** for "Use the following type of encrypted connection."  
set the "Outgoing server (SMTP) port to **465**  
choose **SSL/TLS** for "Use the following type of encrypted connection."

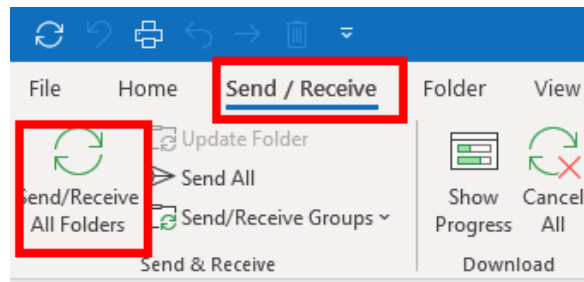


Click **OK**.

**Step 9:** Click **Next**. Click **Close**, untick "Set up Outlook Mobile on my phone too" then **Finished**.

**Step 10:** Click **Close** to close the Account Settings window, then **Close** again to close the Mail Profiles window.

**Step 11:** Your IMAP email account now appears on the left-side of Outlook 365. From Outlook 365's menu bar select **Send/Receive** then click **Send/Receive All Folders**. Outlook 365 will now connect to your email account and show you any emails in your inbox.



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](mailto: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:

<http://webmail.yourdomain.com> (where yourdomain.com is your domain name without the www.)

(note the address is your usual web address but the www has been replaced with webmail)

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.