

Microsoft Outlook

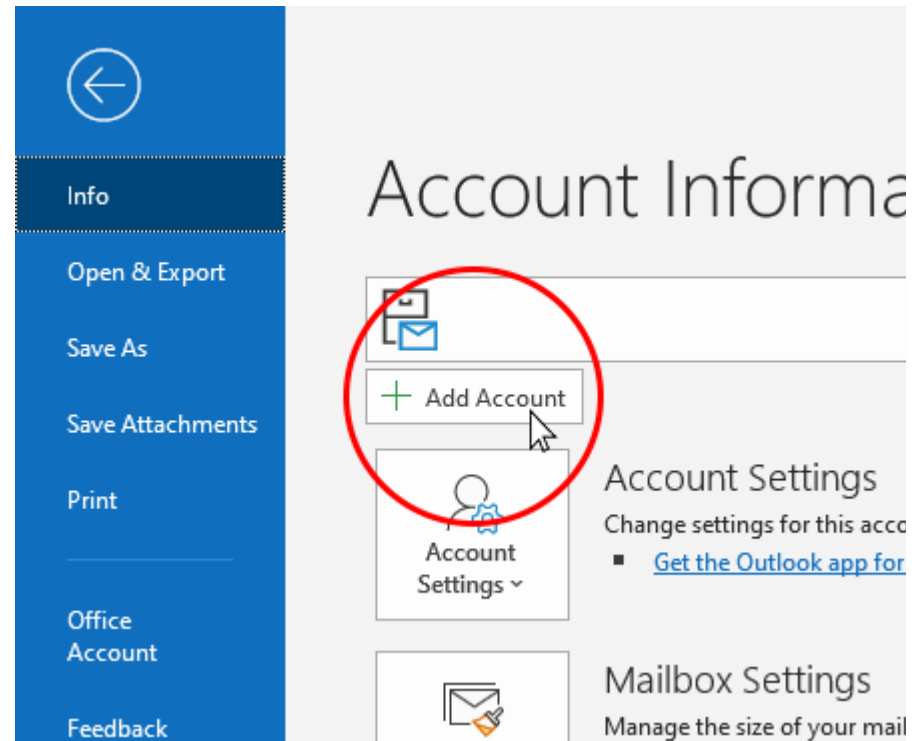
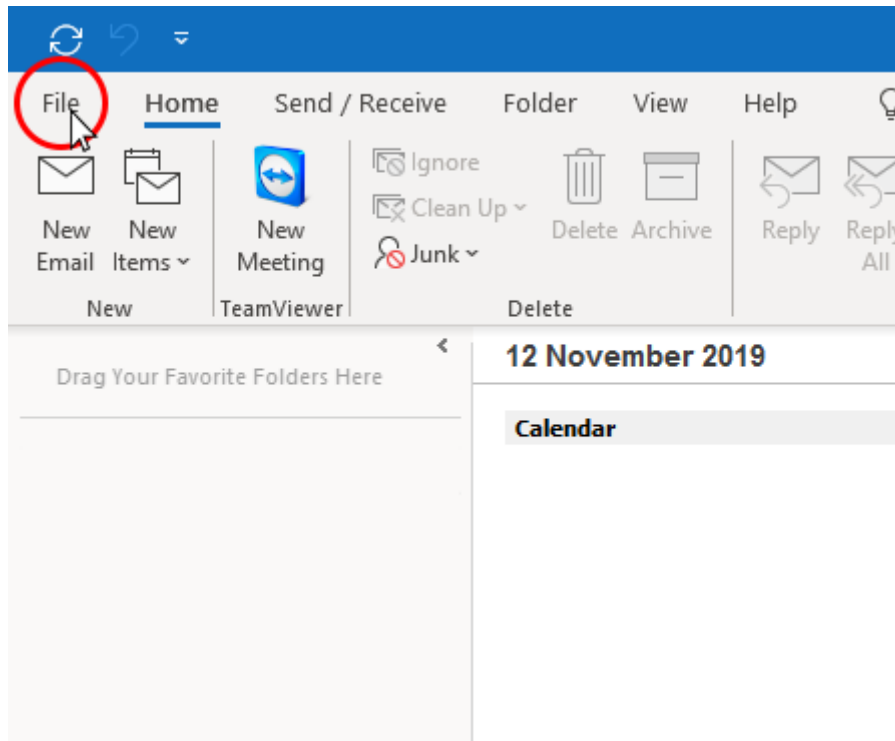
Email setup



1) Connect to your local Wifi and open Microsoft Outlook.

2) Click File > Add Account.

2.



3) In the box on screen, fill in your new email address you're setting up. Click Advanced Options underneath and tick the tickbox labelled "Let me set up my account manually". Click Connect.

4) In the list of options, click IMAP.

NB. Your new email login details can be found in the Order Completion email. So when prompted to enter an email/password please refer to our email to find them.

3.



Email address

info@example.co.uk

Advanced options ^

Let me set up my account manually

Connect

4.



Advanced setup



Office 365



Outlook.com



Exchange



Google



POP



IMAP



Exchange 2013
or earlier

[Go back](#)

5) From here, one of two things may happen:

A) Outlook will add the account (a message will pop up just to confirm this)

OR

B) You'll receive an error message saying "Something went wrong".

Either way, we need to update the server settings for the new account. Please find the letter below which corresponds to your findings and follow the guide to proceed:



A

Outlook added the account

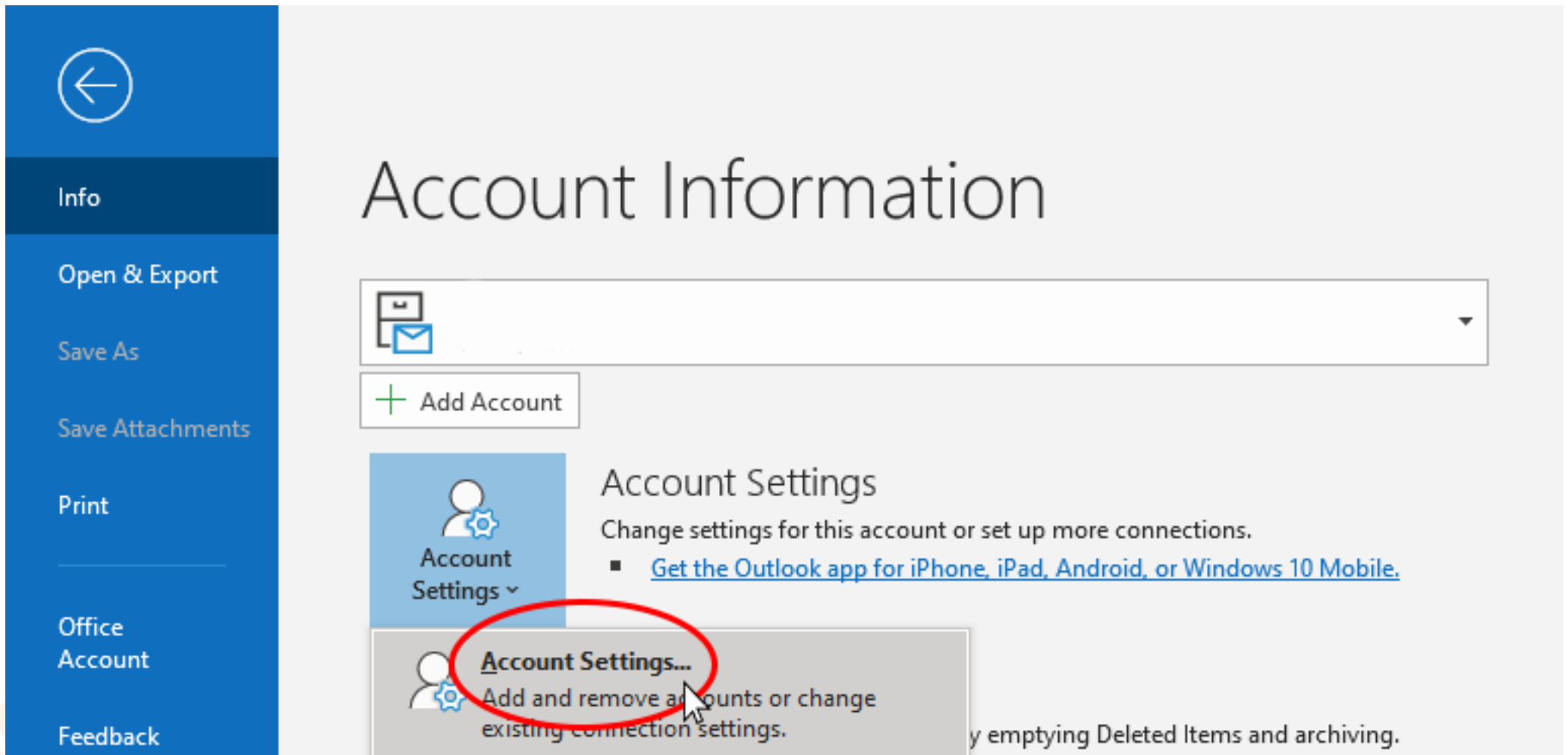


B

"Something went wrong" error message



1) Click File > Account Settings then click Account Settings again in the dropdown menu (the first option).



The screenshot shows the Outlook 'Account Information' page. On the left is a blue navigation pane with options: Info, Open & Export, Save As, Save Attachments, Print, Office Account, and Feedback. The main area is titled 'Account Information' and features a dropdown menu with an envelope icon. Below this is a '+ Add Account' button. The 'Account Settings' section includes a gear icon and a dropdown menu. A red circle highlights the 'Account Settings...' option in the dropdown, which has a mouse cursor over it. The text below the dropdown reads: 'Add and remove accounts or change existing connection settings.' A link is provided: 'Get the Outlook app for iPhone, iPad, Android, or Windows 10 Mobile.' At the bottom right, there is a partially visible sentence: 'by emptying Deleted Items and archiving.'


2) In the Account Settings, on the Email tab, click the email you're trying to add and then click Repair.

Account Settings ×

Email Accounts
You can add or remove an account. You can select an account and change its settings.

Email | Data Files | RSS Feeds | SharePoint Lists | Internet Calendars | Published Calendars | Address Books

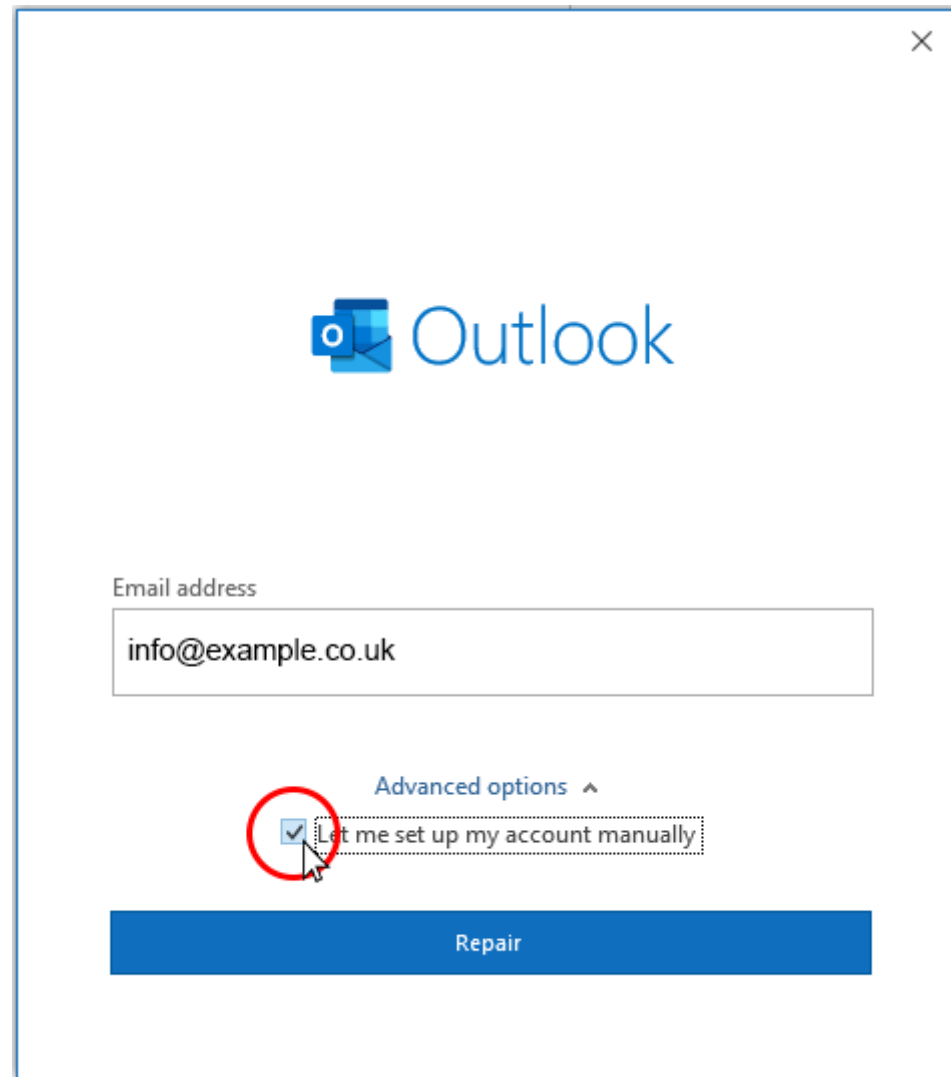
New... **Repair...** Change... Set as Default Remove

Name	Type
 info@example.co.uk	IMAP/SMTP (send from this account by default)

Selected account delivers new messages to the following location:

ben@promoteukltd.com\Inbox
in data file C:\Users\Benjamin Mitchell\...\Outlook\ben@promoteukltd.com.ost

3) Fill in your email once again > click Advanced Options > tick the tickbox. Click Repair.



Outlook

Email address

info@example.co.uk

Advanced options ^

Let me set up my account manually

Repair

4) Please fill in the Incoming Mail and Outgoing Mail sections using the following:

Incoming Mail

- User name: [enter your email address]
- Server: server.promoteukltd.com
- Port: **993**
- Encryption Method: SSL/TLS

IMAP Account Settings

ben@promoteukltd.com

Incoming mail ^

User name

Server Port

Encryption method

Require logon using Secure Password Authentication (SPA)

Outgoing mail v

[Go back](#)

[Next](#)

Outgoing Mail

- Server: server.promoteukltd.com
- Port: **465**
- Encryption Method: SSL/TLS

IMAP Account Settings

ben@promoteukltd.com

Incoming mail v

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

[Go back](#)

[Next](#)

5) Click Next and you're all done!

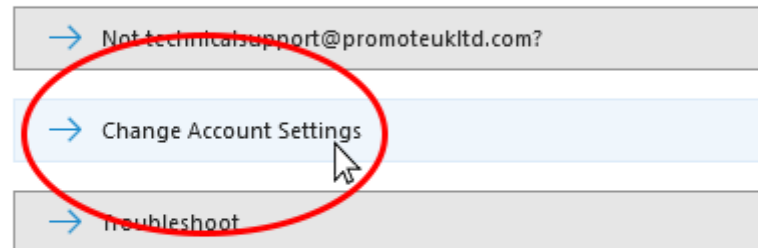


1) Click Change Account Settings.

 Outlook

Something went wrong

Account setup was canceled.



[Retry](#)

2) Please fill in the Incoming Mail and Outgoing Mail sections using the following:

Incoming Mail

- Server: server.promoteukltd.com
- Port: **993**
- Encryption Method: SSL/TLS

Outgoing Mail

- Server: server.promoteukltd.com
- Port: **465**
- Encryption Method: SSL/TLS

IMAP Account Settings

technicalsupport@promoteukltd.com

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

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](#)

[Connect](#)

3) Click Connect and you're all done!

