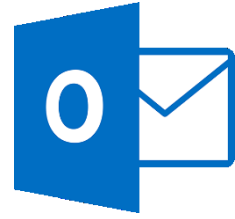


Email Set-up – Microsoft Outlook

Updated 21/11/2019 at 11:52

Introduction

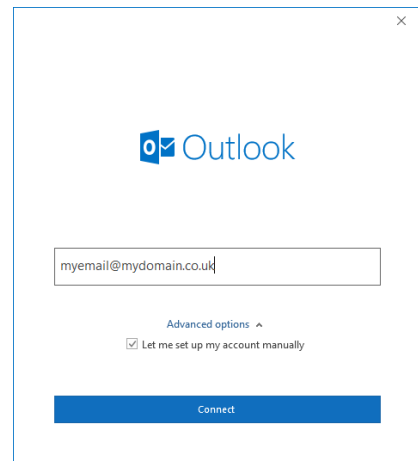
This guide outlines the procedure for setting up emails on Microsoft Outlook on an Office 365 subscription or an Office 2016 or 2019 standalone installation.



Set-up Instructions

To initially set-up your email account, follow the below process:

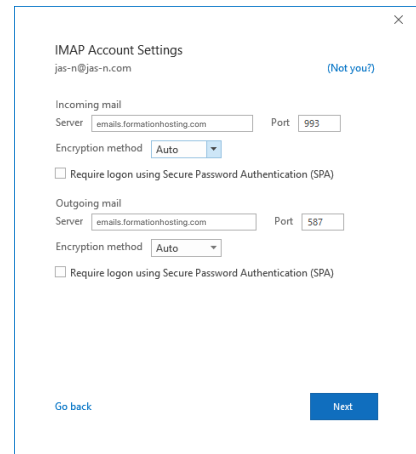
1. Start **Microsoft Outlook**
2. If you already use Outlook for another account:
 - a. Click on **File** on the top menu
 - b. Click on **Add Account** on the **Account Information** screen
3. You should now see a pop-up.
4. Enter your email address
5. Click on **Advanced options**
6. Check **Let me set up my account manually**
7. Click **Connect**
8. Click on the **IMAP** from the next screen.
9. Enter your **Password** on the screen after.
10. Click **Connect**
11. Here you might see different screens, follow one of the below to continue:
 - a. A pop-up asking whether to trust a certificate:
 - i. Click **No**
 - ii. Follow step **11b**
 - b. **Something went wrong:**
 - i. Click **Change Account Settings**
 - ii. Follow step **12**
 - c. **IMAP Account Settings**
 - i. Follow step **12**



Step 3 - 7

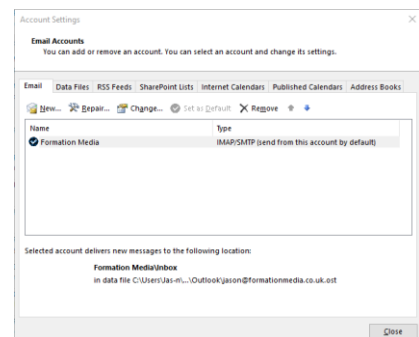
12. On the IMAP Account Setting page, make sure the following details are set:

- a. Incoming mail
 - i. Server should be **emails.formationhosting.com**
 - ii. Port should be **993**
 - iii. Encryption method should be **SSL/TLS**
- b. Outgoing mail
 - i. Server should be **emails.formationhosting.com**
 - ii. Port should be **465**
 - iii. Encryption method should be **SSL/TLS**



Step 12 - 13

13. Click **Next**
14. Re-enter your **Password** on the next screen if the field is blank
15. Click **Connect**
16. Once the next screen has finished loading, you should see the **Account Successfully Added** screen.
17. Uncheck **Set Outlook Mobile on my phone, too**.
18. Click **Done**.
19. Click on **File** on the top menu
20. Click on **Account Settings > Account Settings...** on the **Account Information** screen
21. Click on the newly created email from the **Email** list.
22. Click on the **Change...** icon from the toolbar at the top of the tab.
23. This will open the **IMAP Account Settings** (different view from the screen during the set-up)
24. Change the following settings under the **General settings** section
- a. **Your Name**: This should be changed to what you want your recipients to see as the sender when they receive your emails.
 - b. **Account Name**: This should be how you want your account to display within Outlook. This won't be seen by anyone else apart from you.
25. Click **Next**
26. Click **Done** on the **Account successfully updated** screen.
27. Click **Close** on the **Email** list window (from step 21).

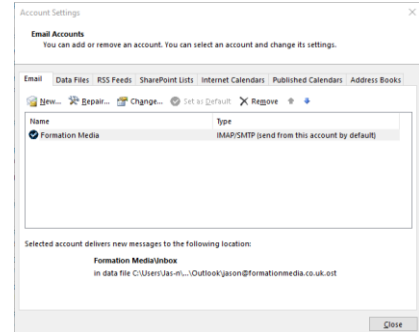


Step 21 - 22

Updating Instructions

If your password or any other details have changed, follow the below process:

1. Start **Microsoft Outlook**
2. Click on **File** on the top menu
3. Click on **Account Settings > Account Settings** on the **Account Information** screen.
4. Select your email account from the list
5. Click on **Repair...** on the actions above the account list.
6. Ensure the email matches the account you're updating.
7. Click **Advanced options** under the email field
8. Check **Let me set up my account manually**
9. Click **Repair**
10. Follow **step 11c** from the **Set-up Instructions** section, above.



Step 4

Troubleshooting

Could not connect to server

If you get a message saying something like "could not connect to server" it could be that you've entered your details incorrectly too many times which has blocked your IP on our server (which is done automatically for security reasons).

This block only lasts 10 minutes, so wait 15 minutes to try again.

Something Went Wrong

If you see the **Something went wrong** screen after getting to step 13, ensure that the details are entered correctly as per step 12 of the **Set-up Instructions** section.

If you still get the same screen your password may need resetting. Contact Formation on **01926 298 777**.

Other Issues

If you have any other issues, please contact your IT department/company, supplying them with this guide.