

Set up email in Microsoft Outlook

Add an EdelNet-hosted mailbox to current desktop versions of Microsoft Outlook.

Settings required

Before publishing these email guides, EdelNet must confirm the incoming server, outgoing server, ports, encryption type and whether customer mailboxes should use IMAP or POP. Do not guess these values.

Details you need

- Email address: your complete mailbox address
- Username: normally your complete email address
- Password: the password assigned to the mailbox
- Incoming server: [EDELNET TO CONFIRM]
- Outgoing SMTP server: [EDELNET TO CONFIRM]
- Incoming port and encryption: [EDELNET TO CONFIRM]
- Outgoing port and encryption: [EDELNET TO CONFIRM]
- Outgoing authentication: enabled; use the same username and password unless EdelNet confirms otherwise

Add the account

1. Open Outlook and select File, then Add Account. In the new Outlook interface, open Settings, Accounts, then Email accounts.
2. Enter the complete email address.
3. If automatic setup fails, choose Advanced options or Manual setup, then select IMAP or POP as confirmed by EdelNet.
4. Enter the confirmed incoming and outgoing server names, ports and encryption settings.
5. Enable outgoing-server authentication and use the full email address as the username.
6. Complete the setup and send a test message to an address you can check.

Troubleshooting

- Re-enter the password carefully.
- Confirm that the username is the full email address.
- Check that SSL/TLS and port numbers match the confirmed EdelNet settings.
- If receiving works but sending fails, review SMTP authentication.