



Instructions for Configuring Outlook for Codeframe Email

Introduction

There are 6 key steps to configuring your email software to work with our service. Each step is outlined here with picture examples of how your own screen should look.

These instructions have been created on a Windows PC running Outlook. Other systems (Mac and Linux) as well as other email programs (Thunderbird) should all be fairly similar.

NOTE: Before you can start, you will need to know the email address and password that has been allocated specifically to your mailbox.

Step 1

Launch the email program you intend to use. Generally, you can do this by:

- Pressing the Windows key on your keyboard and typing **Outlook** or **Mail**

Select the **Manual Configuration** option and click **Next**.

A screenshot of the Outlook 'Add Account' dialog box. The window title is 'Add Account' with a close button (X) in the top right corner. Below the title bar, there is a section for 'Auto Account Setup' with the subtitle 'Manual setup of an account or connect to other server types.' and a mouse cursor icon. The main area contains two radio button options: 'E-mail Account' (which is unselected) and 'Manual setup or additional server types' (which is selected and circled in red). Below the 'E-mail Account' option, there are four input fields: 'Your Name:' with an example 'Ellen Adams', 'E-mail Address:' with an example 'ellen@contoso.com', 'Password:', and 'Retype Password:' with a note 'Type the password your Internet service provider has given you.' At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.



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Step 2

On the next screen choose the **POP or IMAP** setting. (We'll be specifying **IMAP** in the next step)

Add Account



Choose Service



- Microsoft Exchange Server or compatible service**
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail
- Outlook.com or Exchange ActiveSync compatible service**
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks
- POP or IMAP**
Connect to a POP or IMAP email account

< Back

Next >

Cancel



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Step 3

Add Account ✕

POP and IMAP Account Settings
Enter the mail server settings for your account. ✖

User Information

Your Name:

Email Address:

Server Information

Account Type: ▼

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

Automatically test account settings when Next is clicked

Mail to keep offline: All

Enter the details as outlined here.

- Your Name as you would like it to appear
- Your **email address**.
- Select **IMAP**
- For Incoming Server: **hosting.codeframe.co.uk**
- For Outgoing Server: **hosting.codeframe.co.uk**
- Username is your **email address**
- Enter your password
- Select **More Settings** to continue to see the other required options.



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Step 4

A screenshot of the 'Internet E-mail Settings' dialog box. The 'Outgoing Server' tab is selected and circled in red. Below it, the 'Mail Account' section has a text box containing 'Your Email Address' which is also circled in red. The 'Other User Information' section has two text boxes: 'Organization' with 'Your Name or Company Name' and 'Reply E-mail:' with 'Your Email|', both of which are circled in red. At the bottom are 'OK' and 'Cancel' buttons.

Internet E-mail Settings

General **Outgoing Server** Advanced

Mail Account

Type the name by which you want to refer to this account. For example: "Work" or "Microsoft Mail Server"

Your Email Address

Other User Information

Organization: Your Name or Company Name

Reply E-mail: Your Email|

OK Cancel

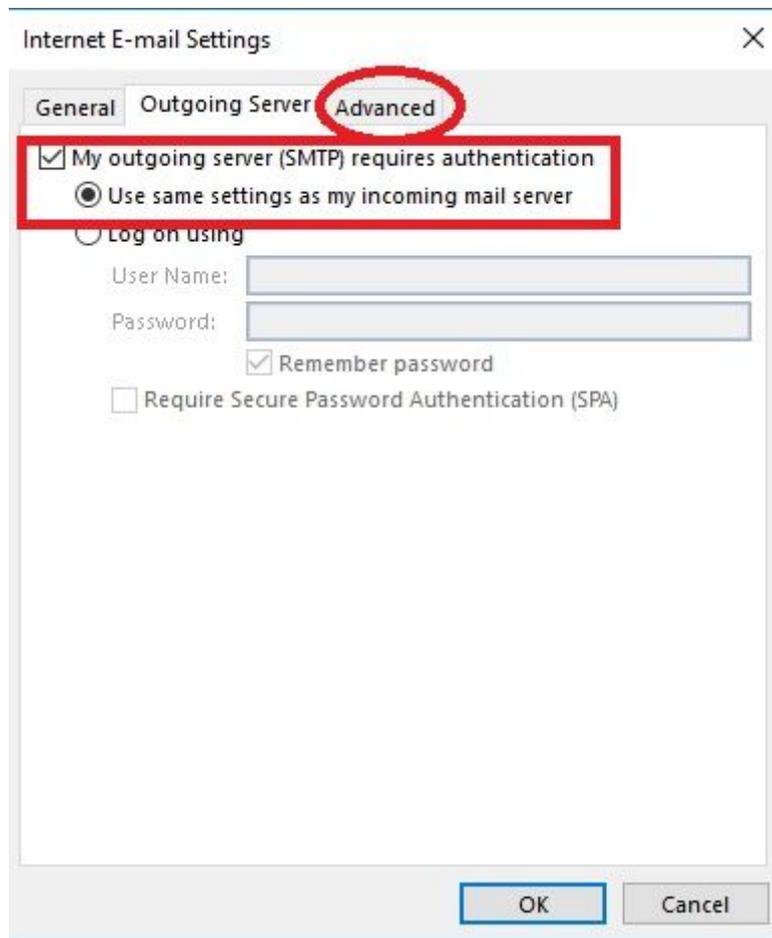
Enter the information as outlined above.

- Name to refer to this account: We suggest you type your **email address**.
- Then enter your **name** or **company name** (as you would like it to appear).
- Finally, enter your **email address** again.
- Then select the **Outgoing Server** tab



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Step 5



Ensure that the tick box marked **My Outgoing Server (SMTP) requires authentication** is selected.

Select **Use the same settings as my incoming mail server**.

NB: Users of other software/systems may find they must manually enter the username and password for the outgoing/SMTP server - use the same **email address** and **password** you used as part of **Step 3**.

Then, select the **Advanced** tab.



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Step 6 (Last Step)

A screenshot of the 'Internet E-mail Settings' dialog box, specifically the 'Advanced' tab. The 'Server Port Numbers' section is highlighted with a red rectangle. It shows 'Incoming server (IMAP): 993' with a 'Use Defaults' button and 'Outgoing server (SMTP): 587'. Below these are two dropdown menus for encrypted connections: 'Use the following type of encrypted connection: SSL' and 'Use the following type of encrypted connection: TLS'. The 'Server Timeouts' section shows a slider between 'Short' and 'Long 1 minute'. The 'Folders' section has a 'Root folder path' field. The 'Sent Items' section has a checkbox for 'Do not save copies of sent items'. The 'Deleted Items' section has two checkboxes: 'Mark items for deletion but do not move them automatically' (unchecked) and 'Purge items when switching folders while online' (checked). The 'OK' button at the bottom is circled in red.

Ensure your settings look the same as above. Choose **SSL** and **TLS** for the dropdown boxes first and then enter **993** and **587** if needed. (If you enter the numbers first and then select the dropdown box, your numbers will be replaced).

And, that's it - click **OK**, **Next** and **Finish** as needed. Your email program will likely test these settings and confirm to you that the connection has worked.