Help Sheet: Configuring IMAP Connection to E-mail

Introduction

This will guide you through the steps of making an IMAP connection to your UP Exchange e-mail from on or off-campus.

Steps

Note: Due to the wide variety of operating systems and mail applications, this help sheet only covers the basic information you will need to make an IMAP connection and is not application specific. Please refer to your mail application's help section for assistance with software specific questions.

1. Go to the account configuration section of your mail application.
2. Select the option for creating a new account.
3. For the incoming server enter the following information, as needed:
    a. Account name- refers to the nickname you'd like to give this connection (e.g. UP E-mail)
    b. Incoming mail server- webmail.up.edu
    c. Username- Your UP username (e.g. help09)
    d. Password- Your UP e-mail password
    e. E-mail address- Your UP e-mail address (e.g. help09@up.edu)
    f. Select the option that requires an encrypted SSL connection for the *incoming* mail server.
4. For the outgoing server, please refer to the following information:
    a. For **on-campus** connections-
        i. Server- webmail.up.edu
    b. For **off-campus** connections you must use the outgoing mail server provided to you by your Internet Service Provider-
        i. Server- Your ISPs outgoing mail server (e.g. outgoing.verizon.net)
5. Complete the account setup process and check for a connection to your UP e-mail account

Note: An IMAP connection to the Exchange server will allow you to download your mail messages and will not give you access to your Exchange contacts, calendar or tasks Please use the PilotsUP portal to check those items. For more information on setting up a connection to your e-mail, contacts and calendar, please contact the Help Desk.

End Help Sheet

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