Information Services – Technical Support

Help Sheet: How to Configure Outlook 2007 for IMAP Email

Introduction

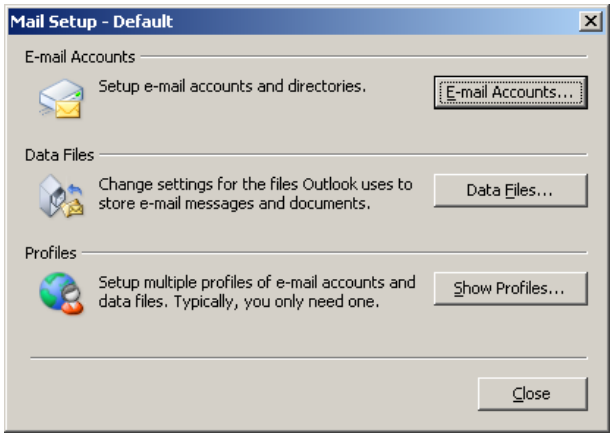
This will guide you through the steps of creating an IMAP account to view your University of Portland E-mail.

Steps

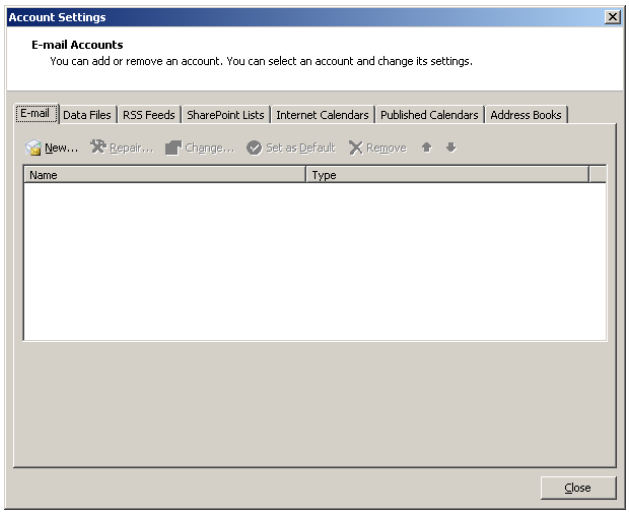
1. Go to the **Control Panel** under the **Start** menu.

2. You should have a "**Mail**" icon under the Control Panel. You need to have opened Outlook 2007 before for this to appear, so if it's not there, try opening Outlook first. The **Mail** icon should appear under the Control Panel the next time you open it, though it may not appear listed in alphabetical order.

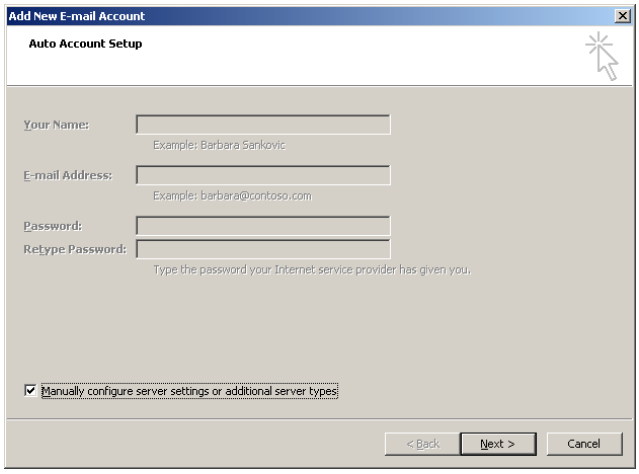
3. Open up the "**Mail**" section and click on "**E-mail Accounts**."



4. When the **Account Settings** screen appears, under the **Email** tab, click the **New** button.



5. Check the option to **Manually configure server settings or additional server types** and then click **Next**.



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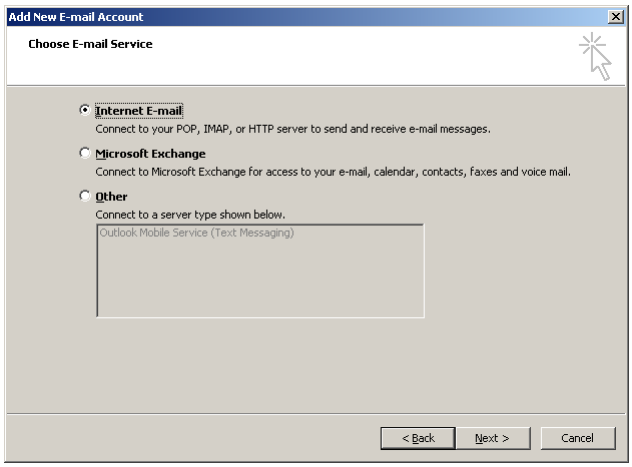
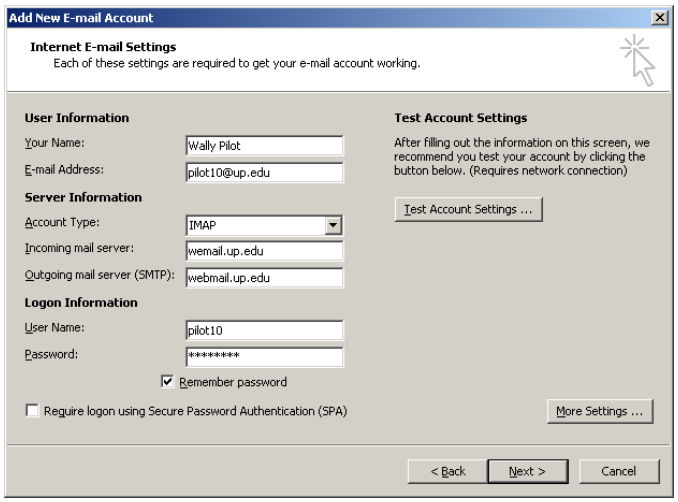
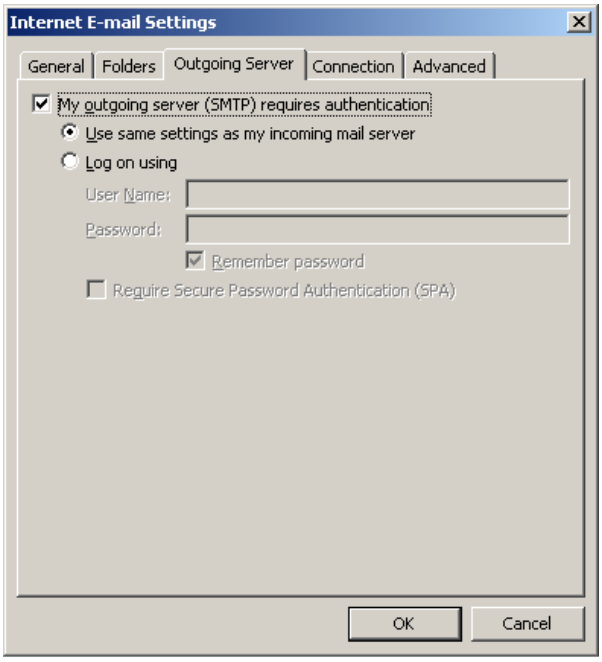
6. When the Add New Email Account screen comes up, choose the option for **Internet Email** then click **Next.**



7. On the **Internet E-Mail Settings** screen, enter in the following information
   - User Information
     - Your Name: Your Name (ex. John Pilot)
     - Email address: Your UP email (ex. pilot10@up.edu)
   - Server Information
     - Account type: **IMAP**
     - Incoming mail server: **webmail.up.edu**
     - Outgoing mail server:
       1. On-Campus: **webmail.up.edu**
       2. Off-Campus: Each Internet Service Provider has a different outgoing mail server, you will need to use whichever one the service you subscribe to has. For example, if you use Comcast, your Outgoing mail server will be **smtp.comcast.net**. Normally you can find this information by going to your ISP's website.
   - Logon Information
     - User Name: Your UP username (ex. pilot10)
     - Password: Your UP network password, the one you log-in to PilotsUP with.
     - If you would like the system to remember your password, check the box next to **Remember Password**.



8. Click the **More Settings button.**
9. Under the **Outgoing Server** tab, check the box next to **My outgoing server (SMTP) requires authentication** and make sure the option **Use same settings as my incoming mail server** underneath that is selected as well.



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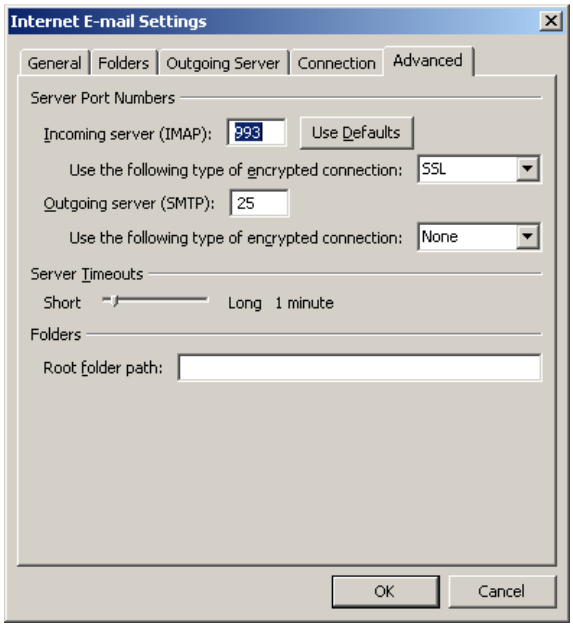
10. Under the **Advanced** tab in the **Server Port Numbers** section use the following settings:
    - Incoming server (IMAP): Change the option next to **Use the following type of encrypted connection** to **SSL** using the drop down menu. The default server port for this option should be **993**.
    - Outgoing Server (SMTP): You should not have to change anything here, as you should be able to use the default settings. The server port will be **25** and **None** should be the option selected next to **Use the following type of encrypted connection**.



11. Click **OK** to return to the **Internet Email Settings** screen.

12. There click **Next**. On the next screen click **Finish**.

13. To view your mail, open Outlook 2007.

Note: It may take a while for your folders to sync up, so don't panic if all your email doesn't show up right away.

End Help Sheet

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