



Support Database

How do I set up Outlook 2011 to work with standard and premium mailboxes?

Setting up Outlook 2011 to work with Heart Internet s standard and premium mailboxes

Setting up a Heart Internet mailbox, standard or premium, is just a case of adding the right details to Outlook 2011.

The details that Outlook uses are the same as any other mail client, but you might need to look in different places to find them.

This guide will show you the settings you need to use, along with the places you need to add them.

First of all, regardless of what type of mailbox you re setting up, you ll need to open Outlook s account settings.

To do this, just click the Outlook in the OS X menu bar, and select preferences.

This will open the general preferences in a box. Select Accounts from this box.

If you ve not yet set up any accounts on Outlook at all, you ll see the following screen:

Just select the mailbox type you're setting up. For standard and premium mailboxes, click **E-mail Account**.

If you've already set up another e-mail account in Outlook, the above screen won't appear, and you'll instead see one like that pictured below.

The same options are available to create a new mailbox by clicking **+** button and selecting the mailbox type -- **E-mail**:

Standard and Premium Mailboxes

As you're setting up a standard or premium mailbox, you'll need to have clicked **E-mail**, rather than **Exchange**.

You should now see the following:

Add your e-mail address and password to this page and then untick the **Configure automatically** box.

This will open up some additional options:

The **username** field should be set to your full e-mail address.

The **Type** field refers to the protocol used to retrieve (not send) your mail.

Our standard and premium mailboxes are as-is, and can be connected to using either the POP or IMAP protocols.

Essentially, using POP downloads mail to your computer from the server, meaning you have a local copy that is separate to the copy on the server (which is preserved by default in Outlook 2011, but removed in some other clients).

Conversely, IMAP leaves the messages on the server, and allows you to view and manage them remotely. If you choose IMAP, any changes you make in Outlook will affect the mail in the mailbox on our server.

Both the incoming and outgoing server fields should be set as follows (providing you re using Heart Internet s nameservers and haven t made any changes from the default DNS records):

mail.yourdomainname.com

For the outgoing server, click **Override default port** and set the port number to 587. Port 25 can be used, but is not recommended, as some ISPs now block this port.

Both **Use SSL to connect** boxes should not be ticked.

Once you ve added this information, just click **Add Account** .

Having done this, you ll now see the account has been created, and the account settings will be displayed. You still need to make one additional change to ensure you can send mail.

On the screen you now see, click the **More Options** box beneath the **Outgoing Server** heading:

This will load a set of options from which you can select `Use Incoming Server Info` from the `Authentication` box.

Once you've selected this, click `OK` and close the preferences.

You're all done!

Settings summary for standard and premium mailboxes

- E-mail address: mailbox@yourdomain.com
- Password: [Mailbox password]
- Username: mailbox@yourdomain.com
- Incoming server: mail.yourdomain.com
- Type: POP or IMAP (Your choice!)
- SSL: Disabled
- Incoming port: Default
- Outgoing port: 587
- Outgoing server authentication: On, same as incoming server.