

Outlook Email Settings Procedure

If you need to setup the email on an iPhone please go to [Email Configuration for APPLE IOS 7+ devices](#)

Imagatec Gromit hosting

All POS customers are to use POP3/POP3S not IMAP.

The only customers approved for IMAP/IMAPS are:

- BP Workshop Wellington Point
- Midwife At Home

Please note the Windows 10 mail app is not supported

Internet provided by Optus, Telstra, iiNet or Internode

- **Incoming Server**
 - POP3S: 15995
 - POP3: 15110
 - IMAPS: 15993
 - IMAP: 15143
 - requirements:
 - TLS
 - authentication
- **Outgoing Server**
 - SMTPS: 15465
 - SMTP: 15925
 - requirements:
 - TLS
 - authentication

Other Internet Providers

- **Incoming Server**
 - POP3S: 995
 - POP3: 110
 - IMAPS: 993
 - IMAP: 143
 - requirements:
 - TLS
 - authentication
- **Outgoing Server**
 - SMTPS: 465
 - SMTP: 25

- requirements:
 - TLS
 - authentication

Windows 10

Control Panel -> Search and Select Mail (Microsoft Outlook) -> Select [Show Profiles...] -> Select [Add..] -> Set Profile Name to Store Name -> Select o Manual setup or additional server types -> POP or IMAP -> Enter following:

USER INFORMATION:

Your Name: store_name

Email Address: store_email_address

SERVER INFORMATION:

Account Type: POP3

Incoming mail server: mail.pizzacapers.com

Outgoing mail server (SMTP): mail.pizzacapers.com

LOGON INFORMATION:

User Name: account_user(e.g. pc0232)

Password: account_password

Remember Password: true

Require logon using Secure Password Authentication: false

TEST ACCOUNT SETTINGS:

Select [Test Account Settings...] and ensure both return success

Automatically test account settings when Next is clicked:true

Deliver new messages to:

o New Outlook Data File:true

Select [More Settings...]

MORE SETTINGS:

Mail Account: Store Name

Select Advanced Tab

ADVANCED:

Incoming server (POP3) 15110 (110 if store ISP is NOT Optus, Telstra, iiNet or Internode)

This server requires an encrypted connection (SSL/TSL): false

Outgoing server (SMTP): 15925 (25 if store ISP is NOT Optus, Telstra, iiNet or Internode)

Using the following type of encrypted connection: None

DELIVERY:

Leave a copy of messages on the server: true

Remove from server after [_30_] days

Select [Next >]

Save this password in your password list: true

Select [OK]

Outlook Express

1. Open **Tools** drop-down menu
2. Select **Accounts...** from drop-down menu
3. Select **Mail** tab
4. Select your email account and click **Properties**
5. Open **Servers** tab
6. Make sure the **Log on using Secure Password Authentication** is NOT ticked
7. Make sure the **My server requires authentication** IS ticked (under Outgoing Mail Server)
8. Open **Settings...** (next to My server requires authentication)
9. Make sure **Use same settings as my incoming mail server** is selected
10. Click **OK** (to close Outgoing Mail Server settings)
11. Select **Advanced** tab
12. Make sure both the **This server requires an encrypted connection (SSL)** tick-boxes are NOT ticked
13. Click **OK** (it will apply the changes and close the Account Properties window)

Outlook 2007

1. Open **Tools** drop-down menu
2. Select **E-mail Accounts...** from drop-down menu
3. Select **View or change existing e-mail accounts** and click **Next >**
4. Select your email account and click **Change...**
5. Make sure the **Log on using Secure Password Authentication (SPA)** is NOT ticked
6. Open **More Settings ...**
7. Select **Outgoing Server** tab
8. Make sure the **My outgoing server (SMTP) requires authentication** IS ticked, and **Use same settings as my incoming mail server** is selected
9. Select **Advanced** tab
10. Make sure both the **This server requires an encrypted connection (SSL)** tick-boxes are NOT ticked
11. Click **OK** (to close More Settings ... window)
12. Click **Next >** and then click **Finish** (to close the E-mail Accounts window)

Outlook 2013

1. When you first open Outlook, it will provide a "Welcome to Outlook 2013" message, click the Next button.
 1. If Outlook has already been setup before do the below and then skip to step 5
 1. In the top left Click "File"
 2. On the left Click "Info"
 3. Click the "Account Settings" Drop Down
 4. Click "Account Settings..."
 5. Click "New" in the top left
 6. Click "Manual Setup or additional server types" then "Next"

7. Click "POP or IMAP" then "Next"
2. The next screen will ask "Do you want to set up Outlook to connect to an email account?" choose Yes and click the Next button.
3. On the Auto Account Setup menu, select the option for Manual setup or additional server types, then click Next.
4. On the Choose Service menu, click the POP or IMAP option then click the Next button.
5. You will then see the POP and IMAP Account Settings menu, fill in the fields.
6. Enter the following settings:
 1. Your Name: Name of store
 2. Email Address: Store email address
 3. Account Type: POP3
 4. Incoming mail server: as provided by Imagatec
 5. Outgoing mail server (SMTP): as provided by Imagatec
 6. User Name: as provided by Imagatec
 7. Password: as provided by Imagatec
 8. Remember password: Yes
 9. Require logon using Secure Password Authentication: No
7. Click the More Settings button.
8. Click the Outgoing Server tab.
 1. Select "My outgoing server (SMTP) requires authentication".
 2. Select "Use same settings as my incoming mail server".
9. Click the Advanced tab.
10. Enter the following settings:
 1. Incoming Server (POP3): 15110
 1. This server requires an encrypted connection (SSL): No
 2. Outgoing Server (SMTP): 15925
 1. Use the following type of encrypted connection: None
 3. Server Timeout: 3 minutes
 4. Delivery
 1. Select Leave a copy of message on the server
 2. Select options to remove from server and set this to 3 days
11. Click the OK button.
12. Click the Next button, Outlook will test the account settings.
13. You will see two tests:
14. When they are complete, click the Close button.
15. You will now see a message stating everything is set/complete/ready, click the Finish button.

ThunderBird

1. ENTER **USER INFORMATION:**

Your Name: store_name

Email Address: store_email_address

Password: Email_Password

2. Select **Configure Manually**

3. A) Set Protocol to **POP** instad of IMAP

If the Internet Service Provider **IS** Optus, Telstra, iiNet or Internode:

- Incoming Server (POP3) Port: 15110
- Outgoing Server (SMTP) Port: 15925

If the Internet Service Provider **IS NOT** Optus, Telstra, iiNet or Internode:

- Incoming Server (POP3) Port: 110
- Outgoing Server (SMTP) Port: 25

B) Set the **Hostname**: mail.pizzacapera.com, on both **incoming** and **outgoing** server

C) Connection security to be set to **None** on both **incoming** and **outgoing** server

D) Authentication method to be set to **Normal Password** on both **incoming** and **outgoing** server

E) Set the **User Name**: account_user(e.g. pc0232)

4. Once all above is set select **Advanced config** and then OK

Once done you should see the email begin to populate.

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