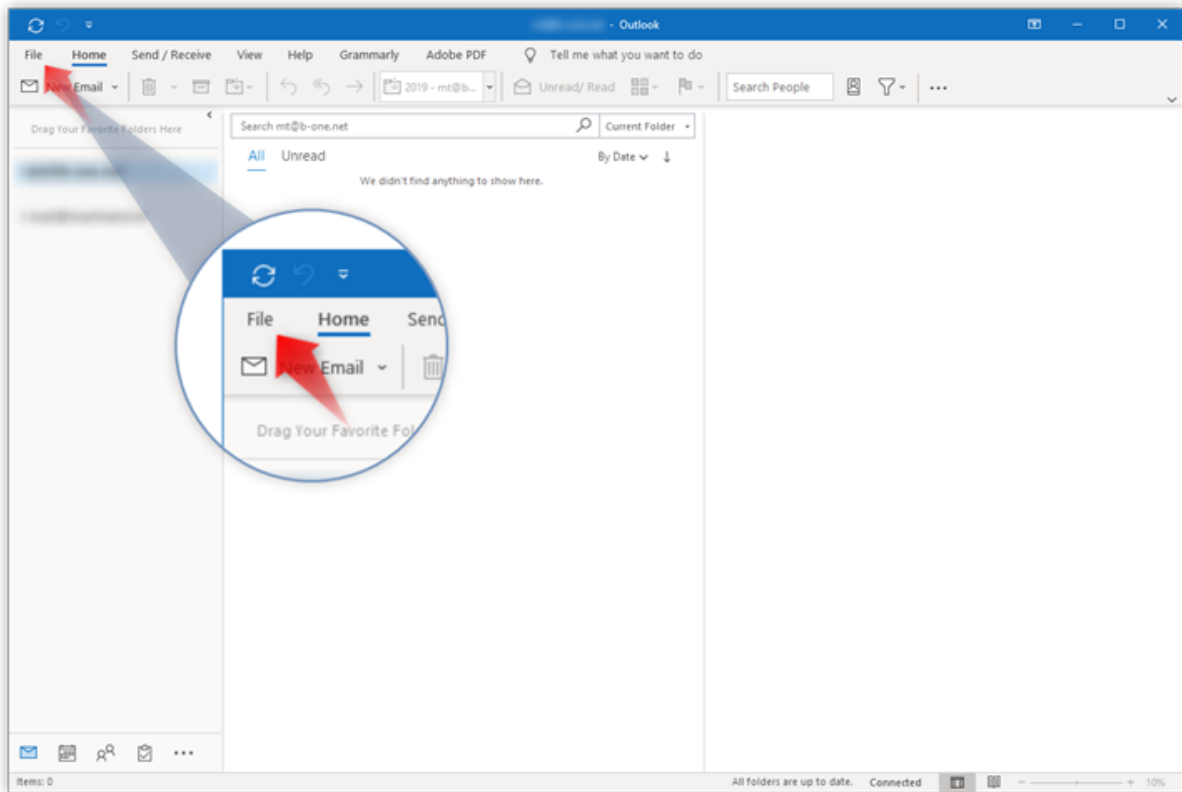


# SETTING BOWLAND IMAP EMAIL UP WITH OUTLOOK 2016 - 2019

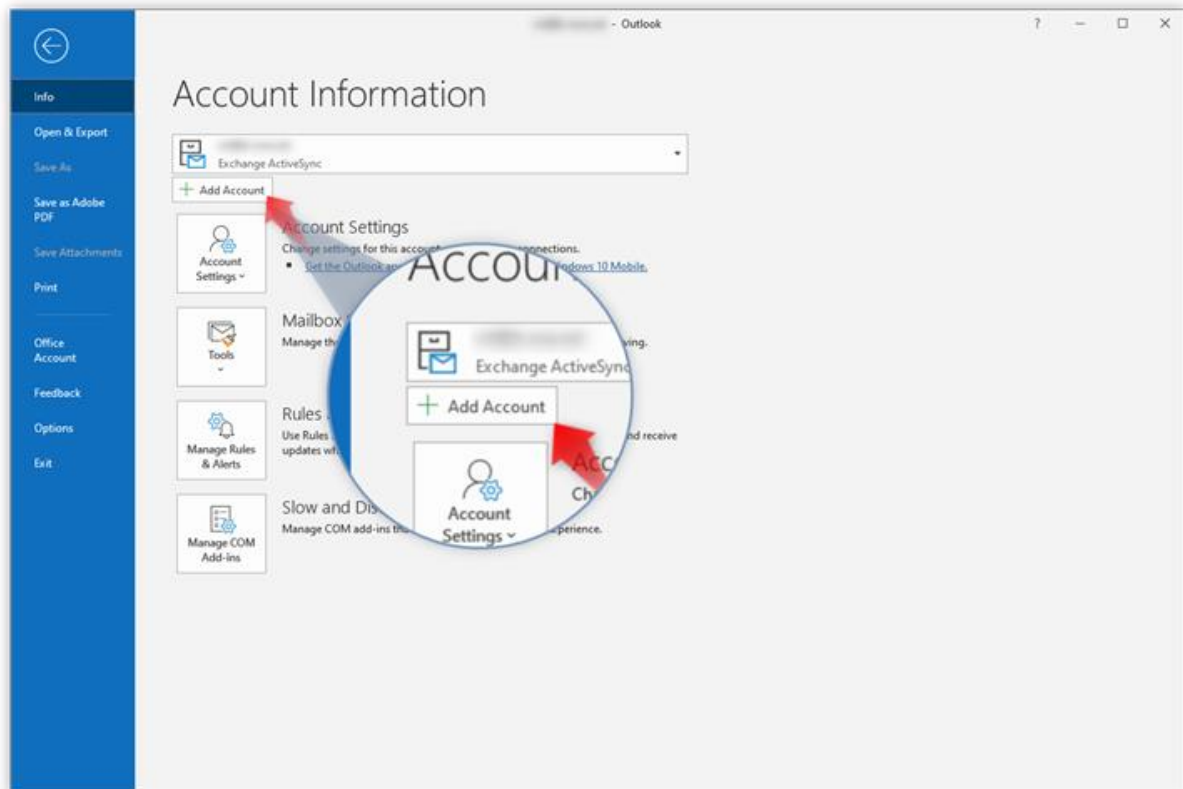
## Step 1 - Open Outlook and click File

Open Outlook on your computer and click **File** in the top left corner.



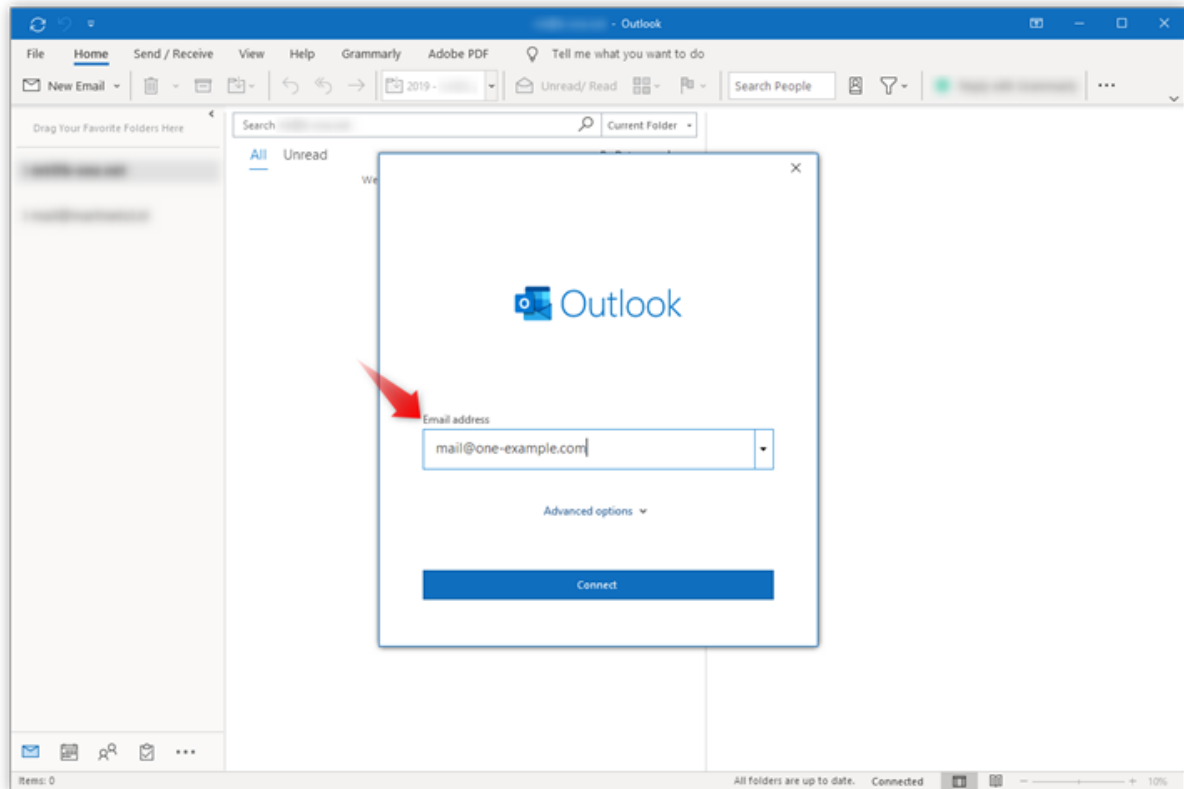
## Step 2 - Click Add account

Click **Add Account** to start setup.



## Step 3 - Type in your email address

Type in the email address you want to add and click **Connect**.

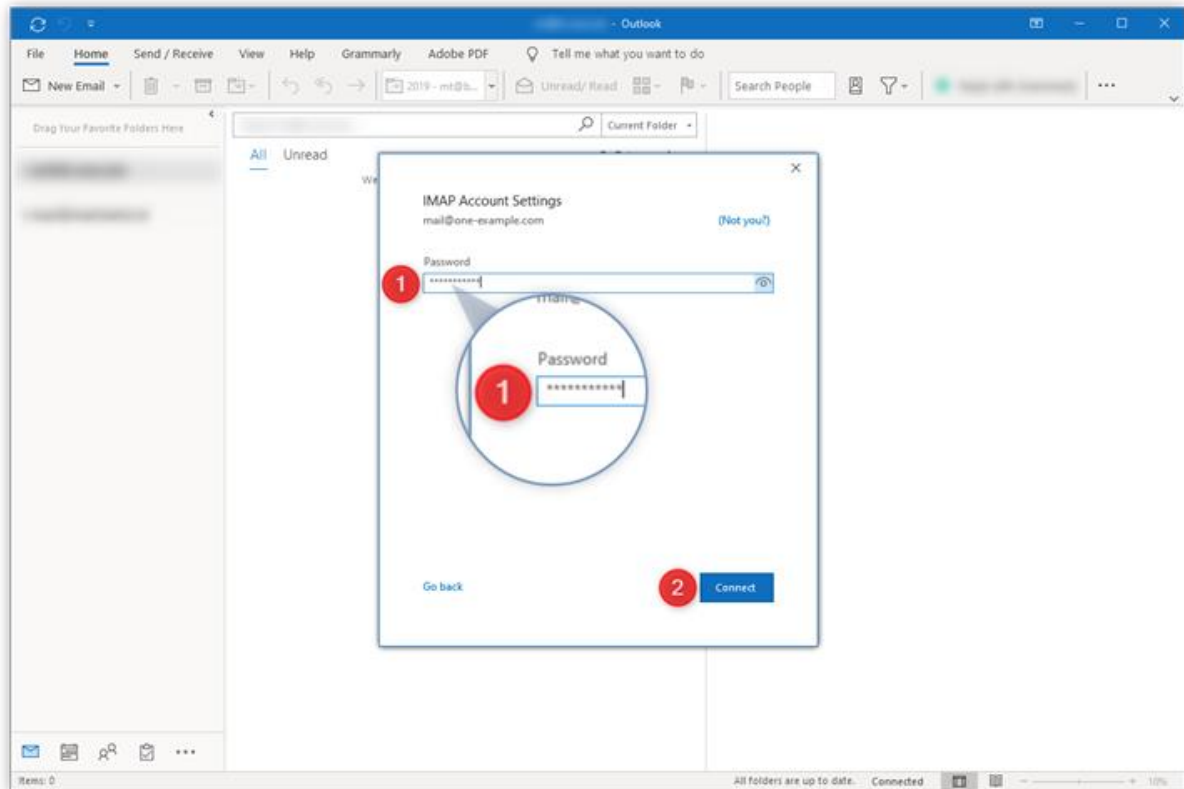


## Step 4 - Enter your password

1. Type in your password, it is the password that you also use to log in to Webmail.
2. Click **Connect** to continue.

**Note:** If Outlook cannot detect your settings automatically, please select **IMAP** and then enter the settings below, or [check our troubleshoot guide](#) for alternative settings.

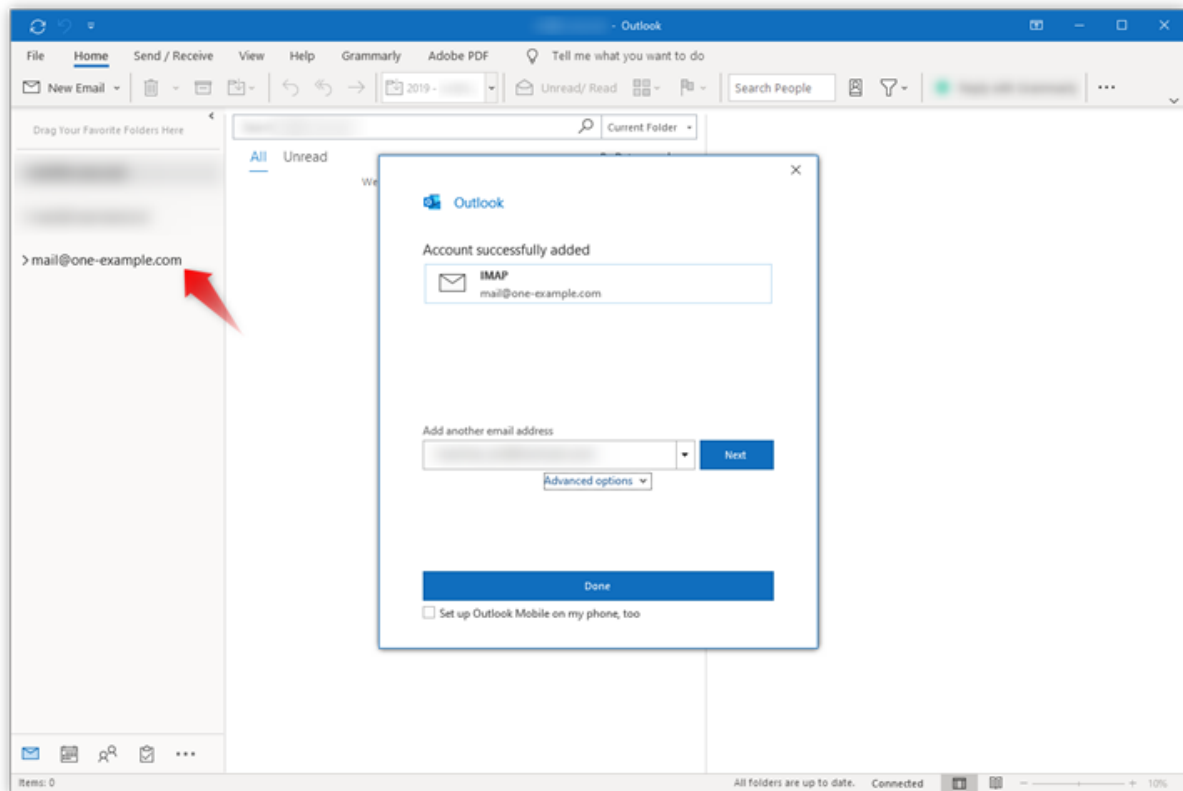
- **Incoming mail:** imap.one.com - 993 - SSL/TLS
- **Outgoing mail:** send.one.com - 465 - SSL/TLS



## Step 5 - Close automatic setup

Click **Done** to complete setup.

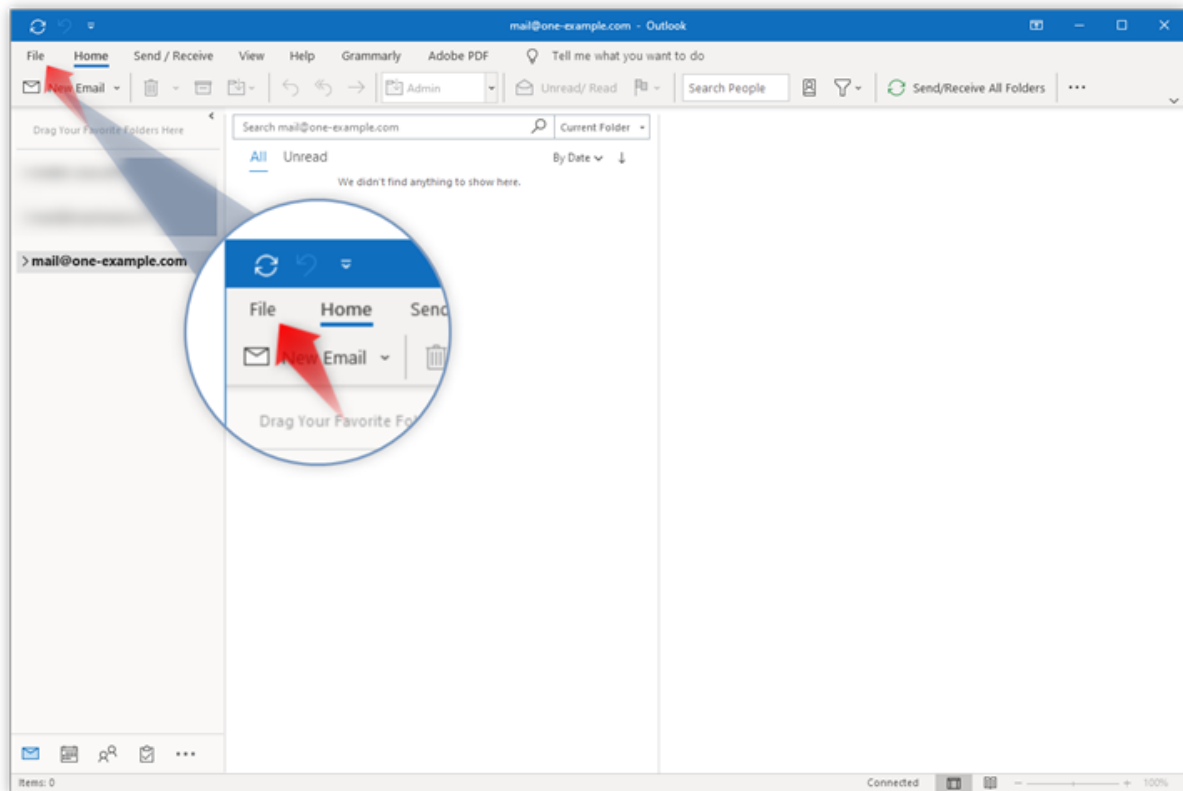
Please continue on the rest of steps 6-9 since these are important for correctly synchronising the folders in your mailbox.



## Step 6 - Go to File again

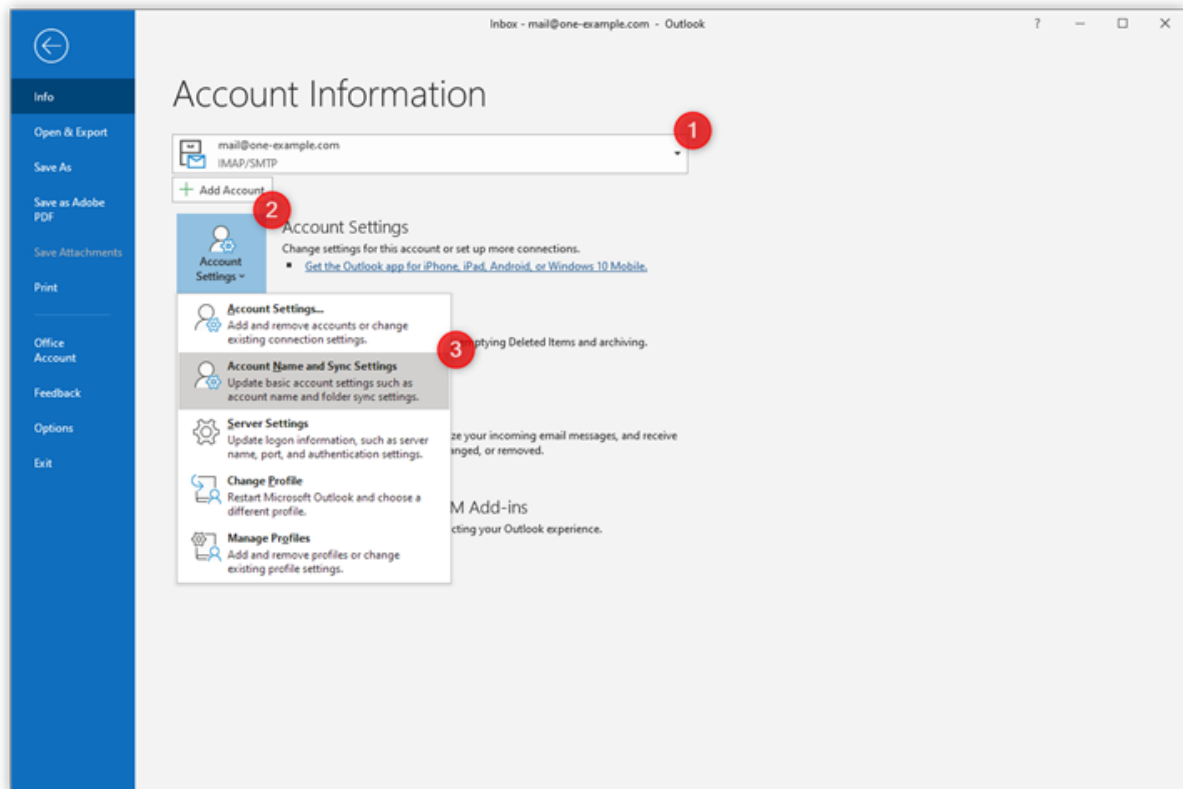
Your email account is now set up, but you need to add an additional setting to make sure all emails are delivered to the correct folders.

Go to **File** again.



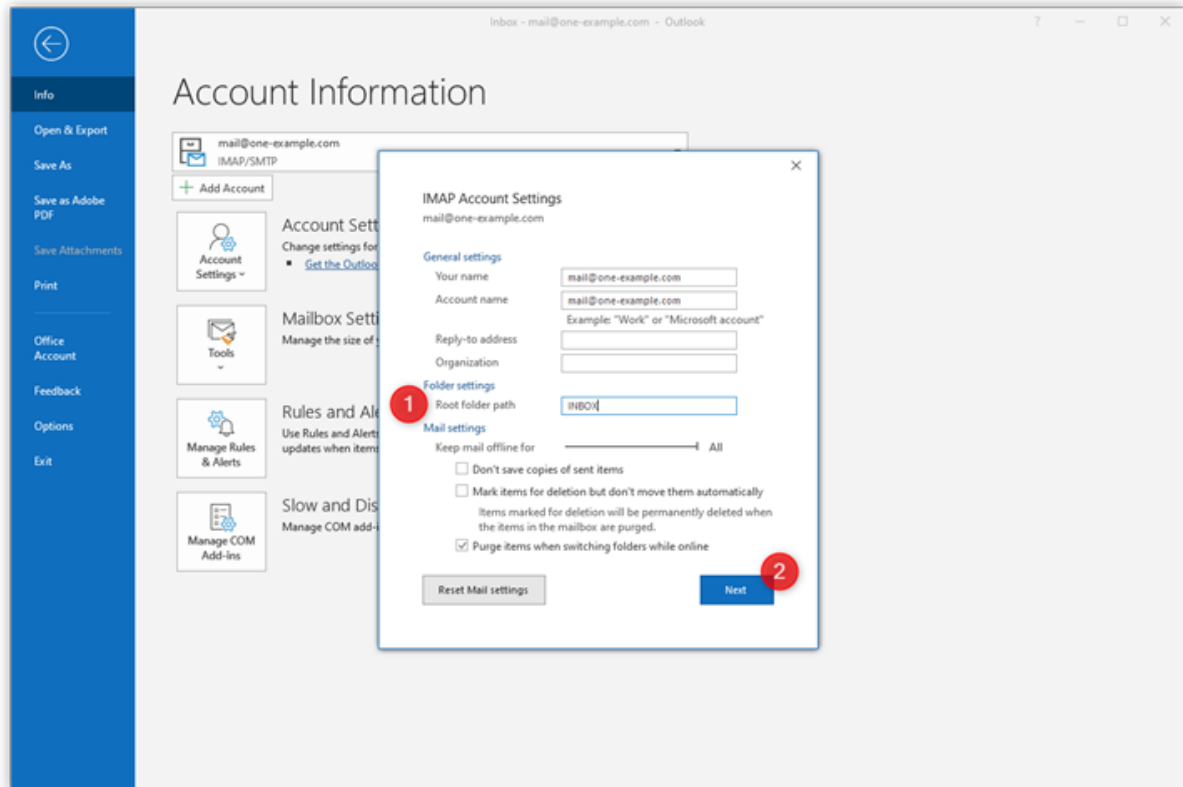
## Step 7 - Go to Account Name and Sync Settings

1. Select the email you want to check the settings for in the drop-down bar at the top of the screen.
2. Click **Account Settings**.
3. Select **Account Name and Sync Settings** in the drop-down menu that appears.



## Step 8 - Set the Root folder path

1. Under **Folder settings**, type in **INBOX** as the **Root folder path**, all in capitals.
2. Click **Next** to save your settings.



## Step 9 - You are done!

Click **Done** and go to your inbox. Here you can see that all folders are on the same level as your inbox.



