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.



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Step 3 - Type in your email address

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



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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 <u>check our troubleshoot</u> <u>guide</u> for alternative settings.

- Incoming mail: imap.one.com - 993 - SSL/TLS

- Outgoing mail: send.one.com - 465 - SSL/TLS



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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.



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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.



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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.



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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.



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