



Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Silver Cloud Platform

SUPERHUB OFFICE 365 OUTLOOK IMAP SETUP GUIDE

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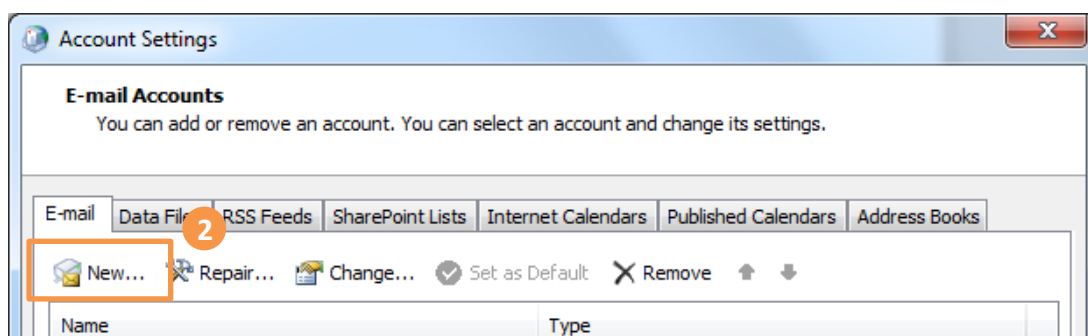
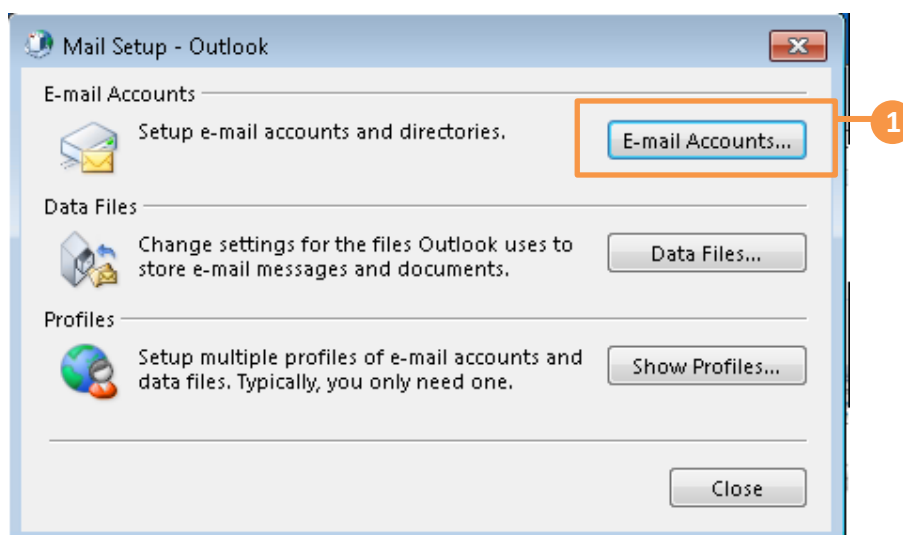
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1. Get Started

1.1 Start from Setting Up an Email Account

If you start from setting up an Email account, please go through the following steps. If you start from setting up a **Profile** of email accounts, please go to **1.2**.

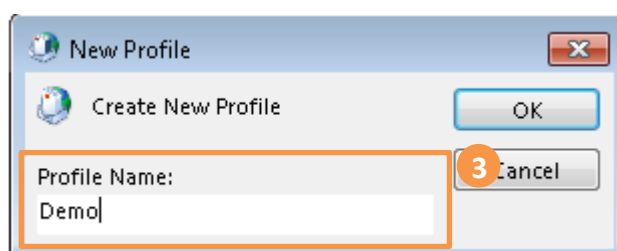
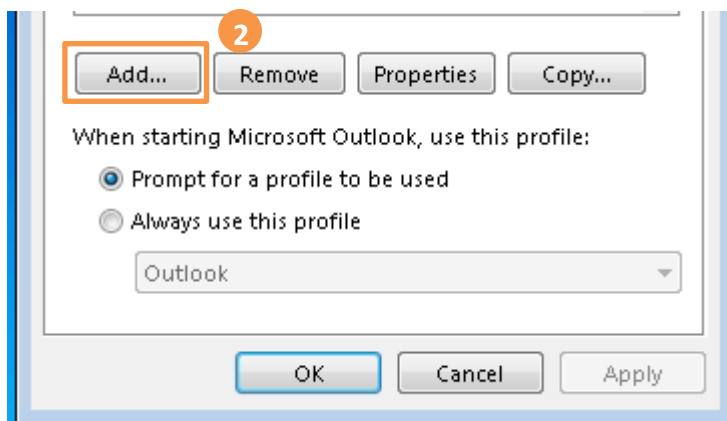
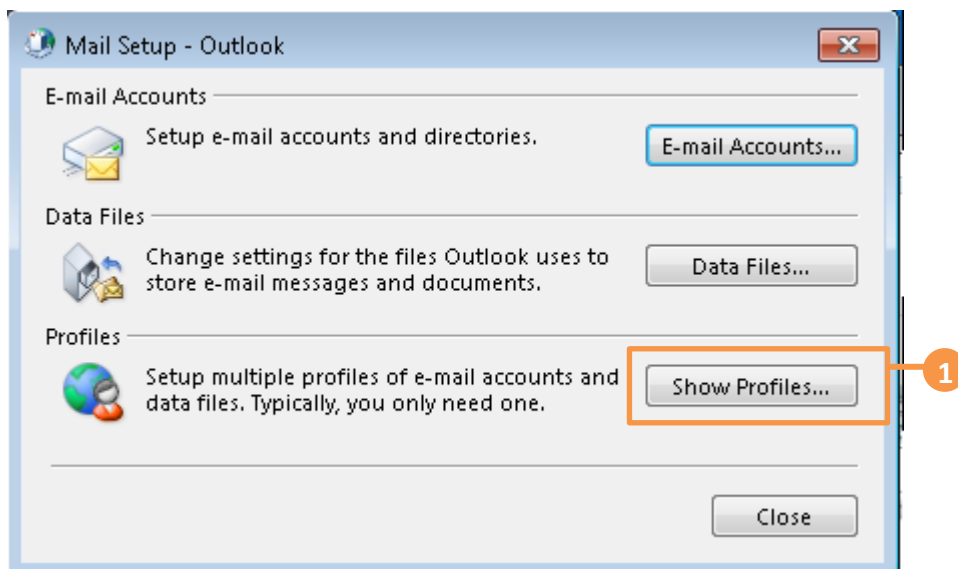
1. Click **Start**, click **Control Panel**, and click **Mail**. In the Mail Setup dialog box, click **E-mail Accounts**.
2. In Account Settings window, click **New**.
3. Skip point 1.2 and go to point **2. Add New Account**.



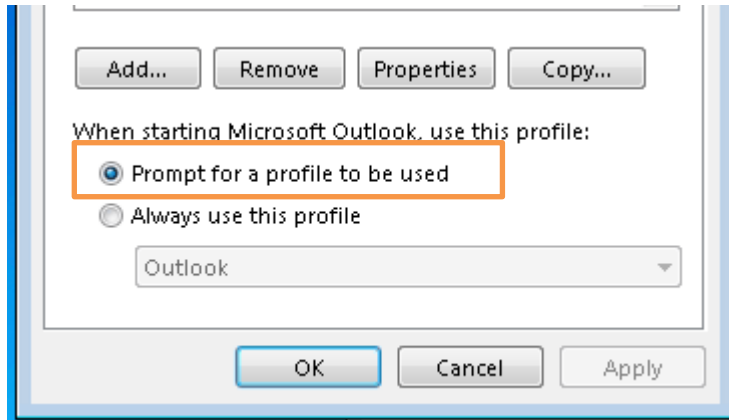
1.2 Start from Setting Up Multiple Profiles of Email Accounts

If you start from setting up an **Email account**, please go to **1.1**. If you start from setting up a **Profile** of email accounts, please go through the following steps.

1. Click **Start**, click **Control Panel**, and click **Mail**. In the Mail Setup dialog box, click **Show Profiles**.
2. In the Mail Setup dialog, click **Add**.
3. Enter a new **Profile Name**, and then click **OK**.



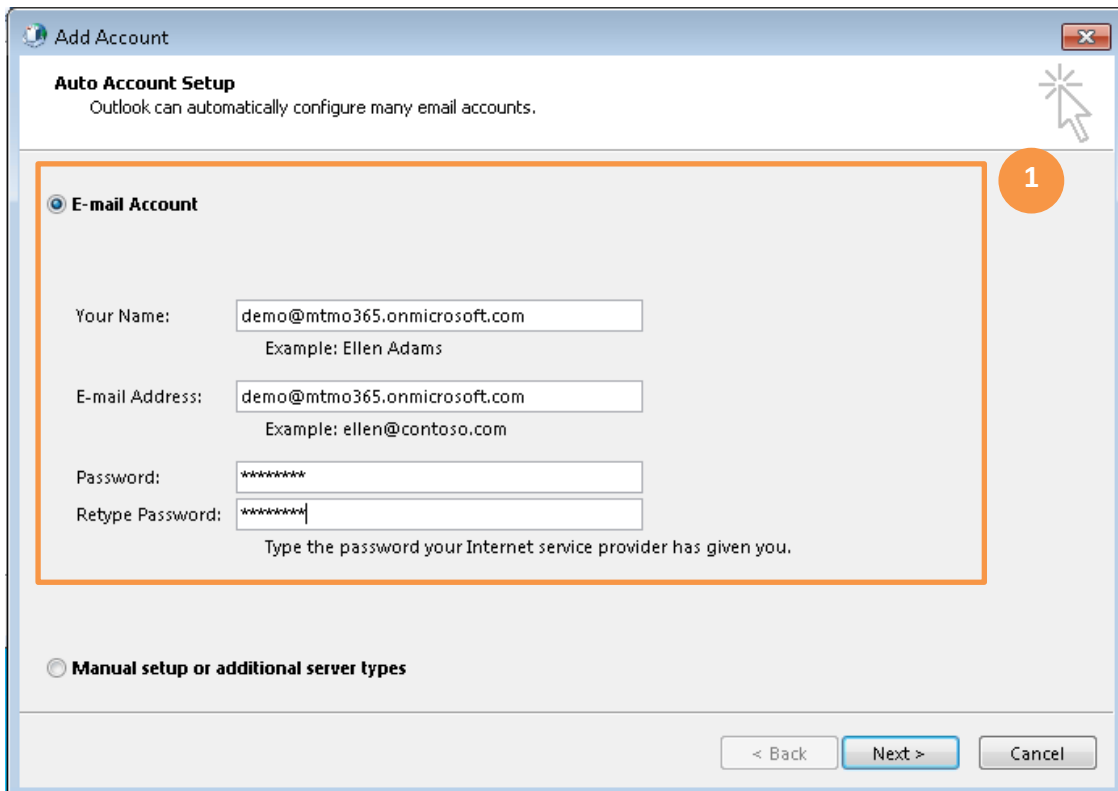
* Remark: you may add more than one Profile and check **Prompt for a profile to be used** such that whenever a user starts Outlook, a prompt of Profile Selection will be provided.



2. Add New Account

1. Choose **E-mail Account** and click **Next**.
2. Choose **Manual setup or additional server types** and click **Next**.
3. Choose **POP or IMAP** and click **Next**.
4. In the **Add New Account** window, enter the following information in the respective fields:

Your Name:	User's Name
E-mail Address:	User's email address
Account Type:	IMAP
Incoming mail server:	Outlook.office365.com
Outgoing mail server (SMTP):	Smtplib.office365.com
User Name:	User's email address
Password:	User email login password
5. Check the **Remember password check** box.
6. Click **More Settings**.
7. In the **Internet E-mail Settings** window, select **Outgoing Server** tab, check **My outgoing server (SMTP) requires authentication** checkbox and choose **Use same settings as my incoming mail server**.
8. Click **Advanced** tab, enter **993** in the **Incoming server (IMAP)** field.
9. Enter **587** in the **Outgoing server (SMTP)** field and click **OK**.
10. In the **Add New Account** window, click **Next**.
11. A testing account setting window will be prompted. Wait for a moment until the test is completed. Click **Close**.
12. Click **Finish**.



Add Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

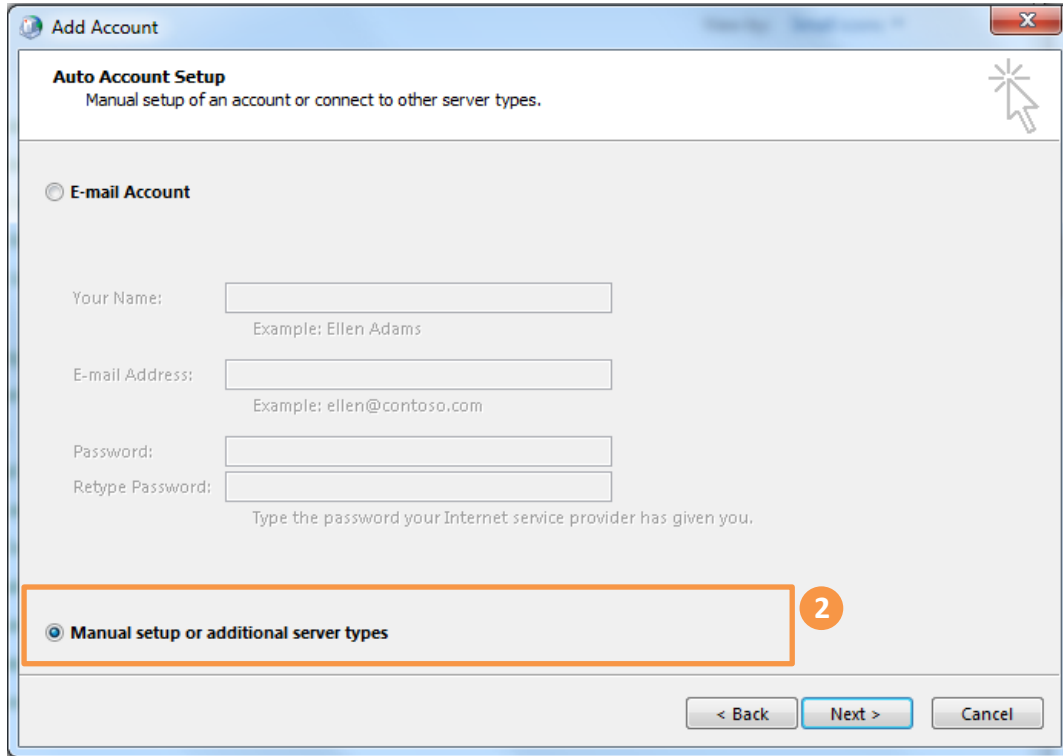
Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back Next > Cancel



Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

E-mail Account

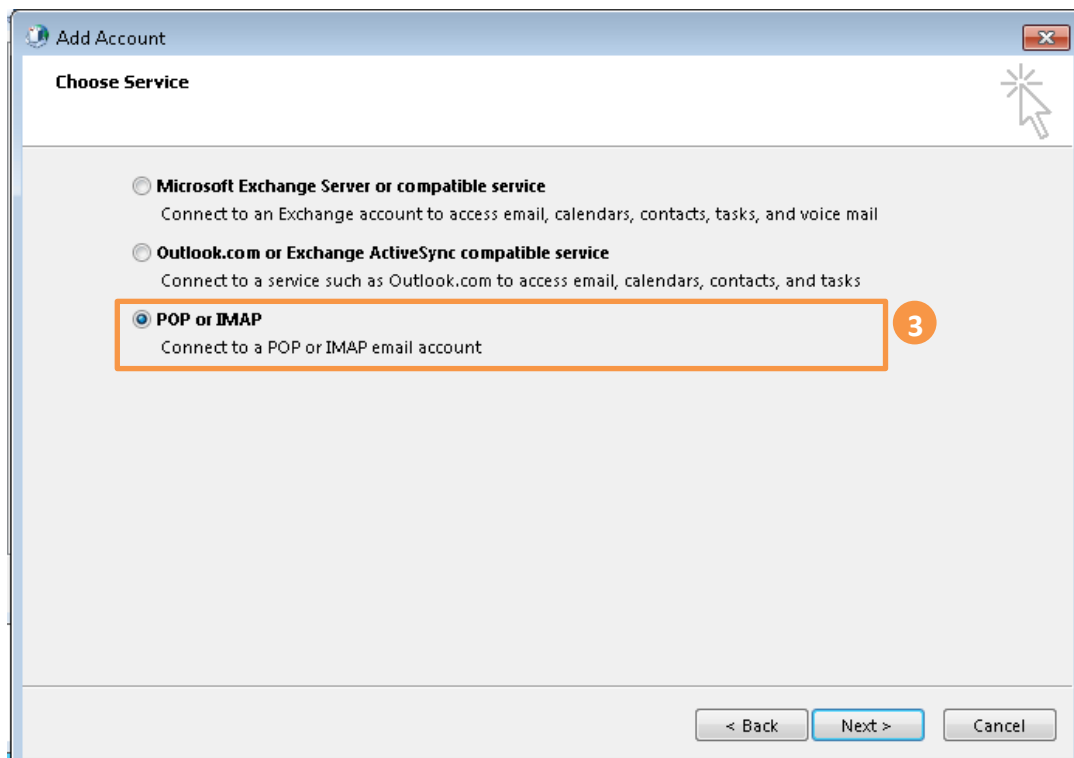
Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types **2**

< Back Next > Cancel



Add Account

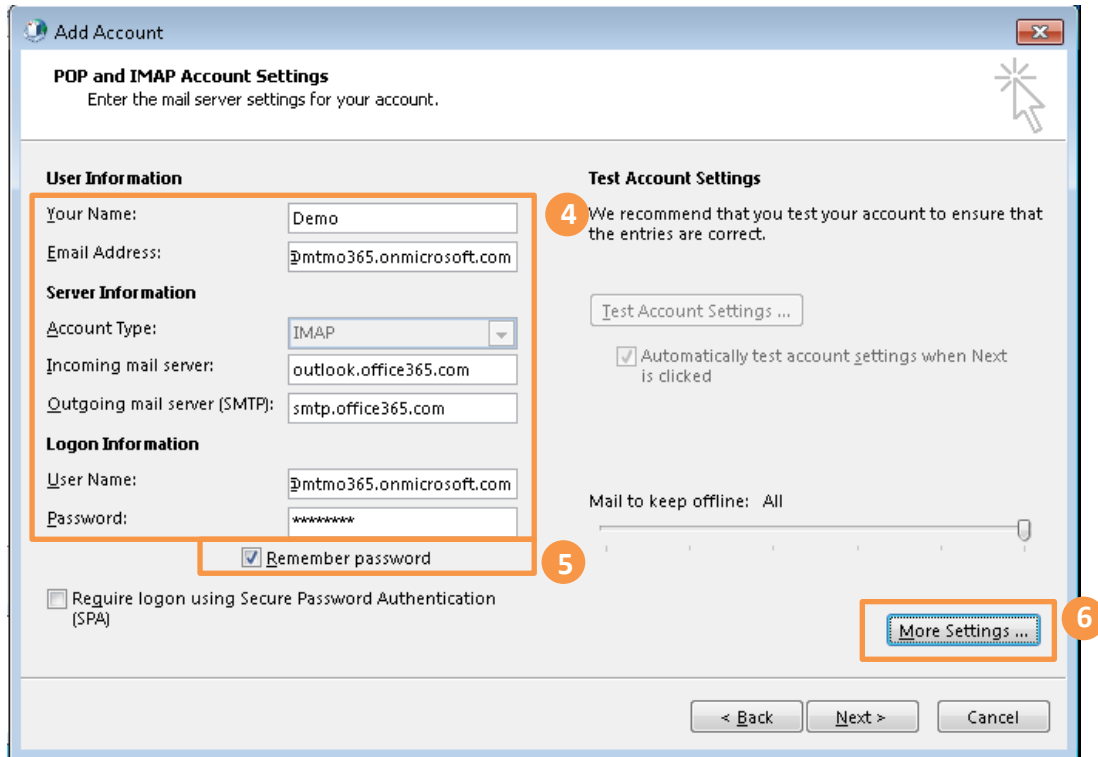
Choose Service

Microsoft Exchange Server or compatible service
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail

Outlook.com or Exchange ActiveSync compatible service
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

POP or IMAP **3**
Connect to a POP or IMAP email account

< Back Next > Cancel



POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name: Demo
Email Address: @mtmo365.onmicrosoft.com

Server Information
Account Type: IMAP
Incoming mail server: outlook.office365.com
Outgoing mail server (SMTP): smtp.office365.com

Logon Information
User Name: @mtmo365.onmicrosoft.com
Password: *****
 Remember password

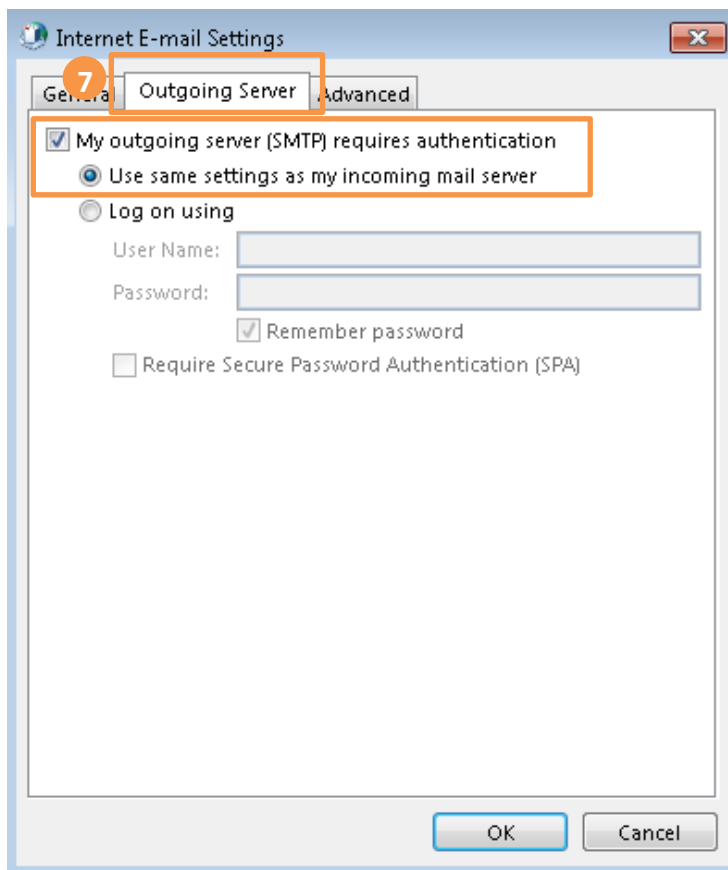
Require logon using Secure Password Authentication (SPA)

Test Account Settings
We recommend that you test your account to ensure that the entries are correct.
Test Account Settings ...
 Automatically test account settings when Next is clicked

Mail to keep offline: All

More Settings ...

< Back Next > Cancel

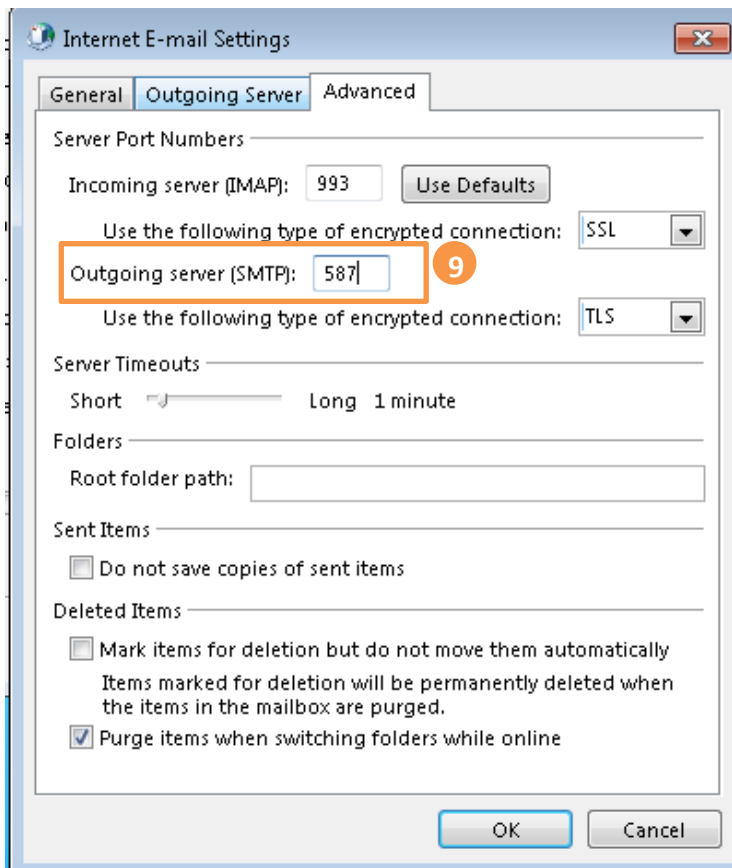
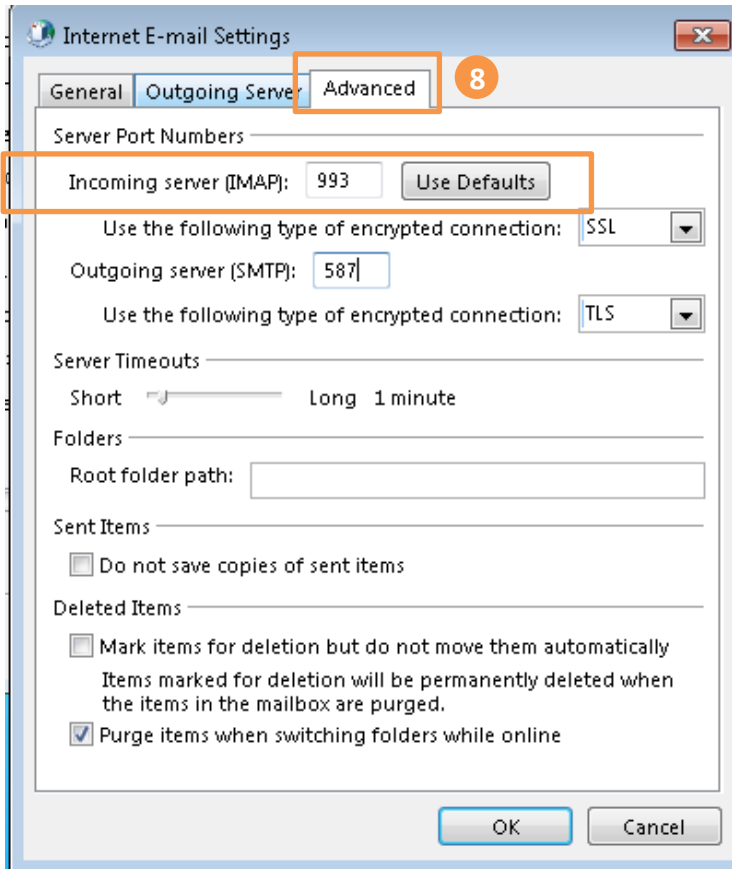


Internet E-mail Settings

General **Outgoing Server** Advanced

My outgoing server (SMTP) requires authentication
 Use same settings as my incoming mail server
 Log on using
 User Name:
 Password:
 Remember password
 Require Secure Password Authentication (SPA)

OK Cancel



Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name: john doe
Email Address: john@superhub.com.hk

Server Information
Account Type: IMAP
Incoming mail server: Mail.hostedexchange.asia
Outgoing mail server (SMTP): Mail.hostedexchange.asia

Logon Information
User Name: john.doe@superhub.com.hk
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
We recommend that you test your account to ensure that the entries are correct.
Test Account Settings ...
 Automatically test account settings when Next is clicked

Mail to keep offline: All

More Settings ...

< Back **Next >** 10 Cancel

Test Account Settings

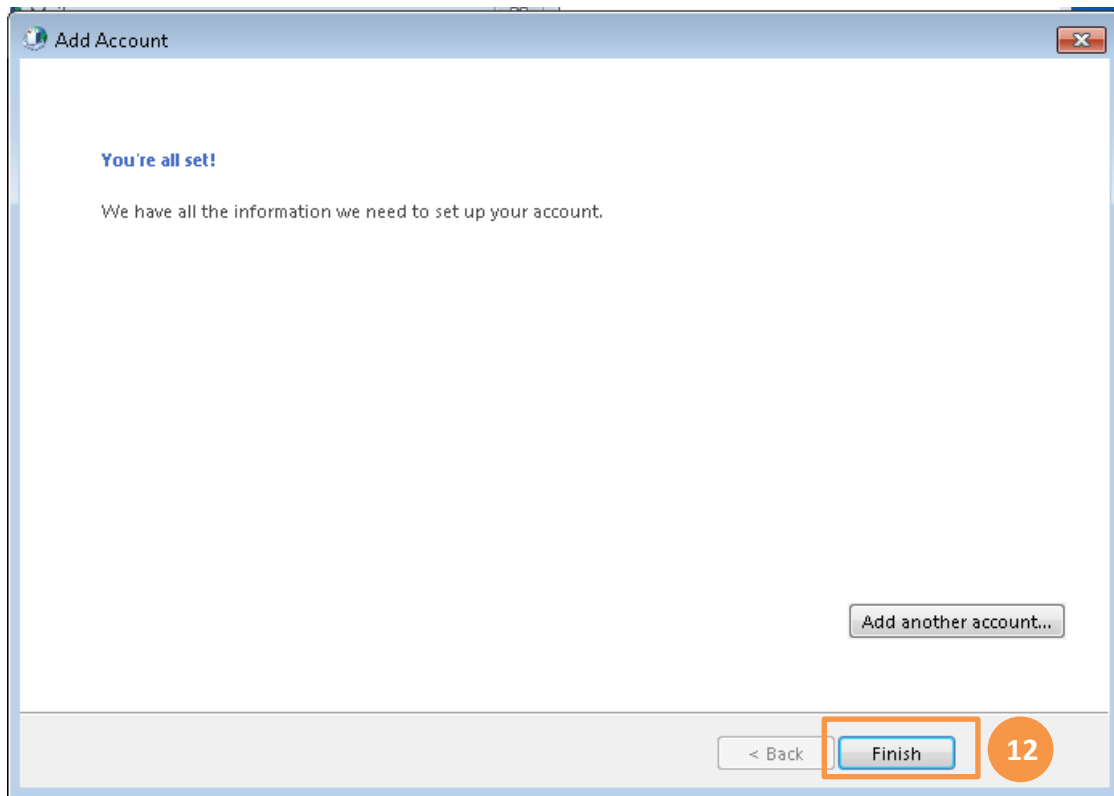
Congratulations! All tests completed successfully. Click Close to continue.

Stop

Close 11

Tasks Errors

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed



3. Get Help and Support

We are glad to assist you with any enquiry or issue on the setup and use of service. Please contact our Support team via email support@superhub.com.hk or via phone at +852 2353-1445.