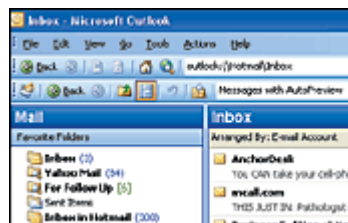## USING MS OUTLOOK

In this tutorial you will learn how to use Microsoft Outlook with your EmailHosting.com account. You will learn how to setup an IMAP account, and also how to move your emails and contacts to EmailHosting.com.

Microsoft Outlook

Microsoft Outlook is one of the most popular and by far the most mature email client. It offers a slew of options and features that will appeal to most EmailHosting.com users. Outlook also aptly serves as a personal information manager with calendar and address book features. You will find more information about Microsoft Outlook on its product page at the following link:

http://www.microsoft.com/outlook

For this tutorial, we will consider Outlook 2003, which is the latest version of Outlook. If you are using a different version of MS Outlook than this tutorial, it should closely resemble the same options and settings. In this tutorial we will learn how to:

- *Configure the Outlook Client for use with EmailHosting.com via IMAP*
- *Sending Emails*
- *Receiving Emails*
- *Deleting Emails*
- *Backing your Emails using Outlook*
- *Exporting your Emails to EmailHosting.com folders*
- *Exporting your Contacts to EmailHosting.com folders*
- *Importing your Contacts to Outlook*

Configuring Outlook for use with EmailHosting.com (IMAP)

WHAT IS IMAP?

IMAP is a protocol for retrieving email messages. It is similar to POP3 but supports additional features. IMAP allows a 2-way communication with your email client and the EmailHosting.com servers. Using IMAP, an email client program can not only retrieve email but can also manipulate messages stored on the server without having to actually retrieve the messages. And so, messages can be deleted, they can have their status changed, multiple mailboxes can be managed, etc.

CONFIGURING OUTLOOK

Before you start
You will require some details from when you set up your EmailHosting.com account.
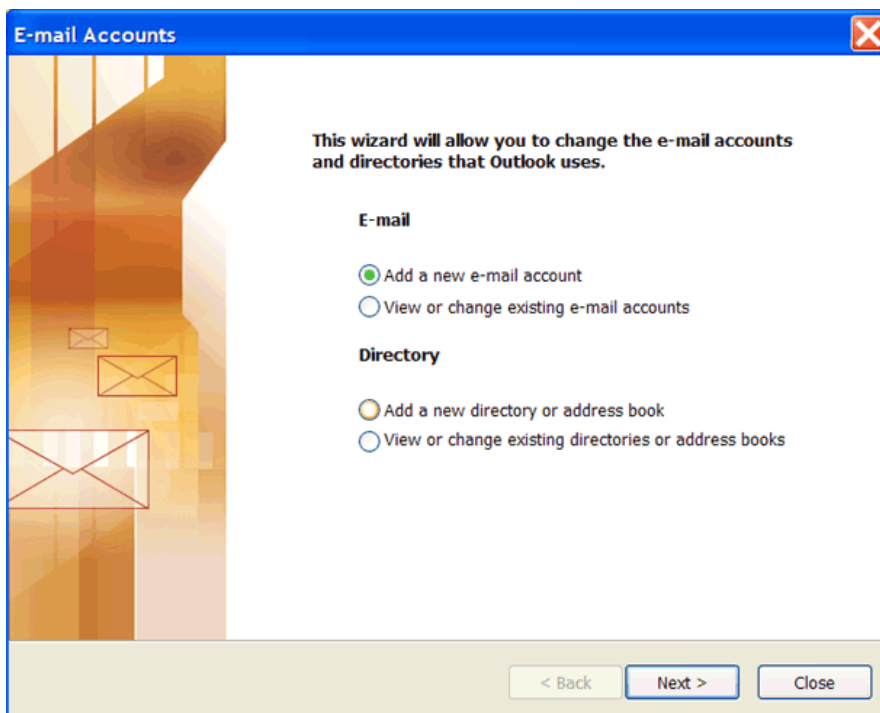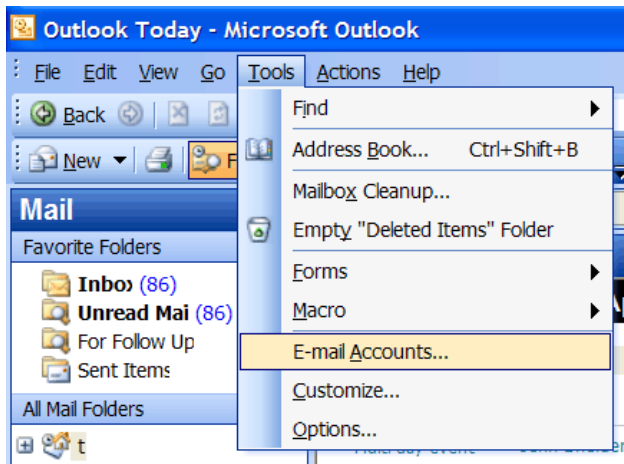
You will need the following information:

The IMAP Server Name - **imap.emailhosting.com**
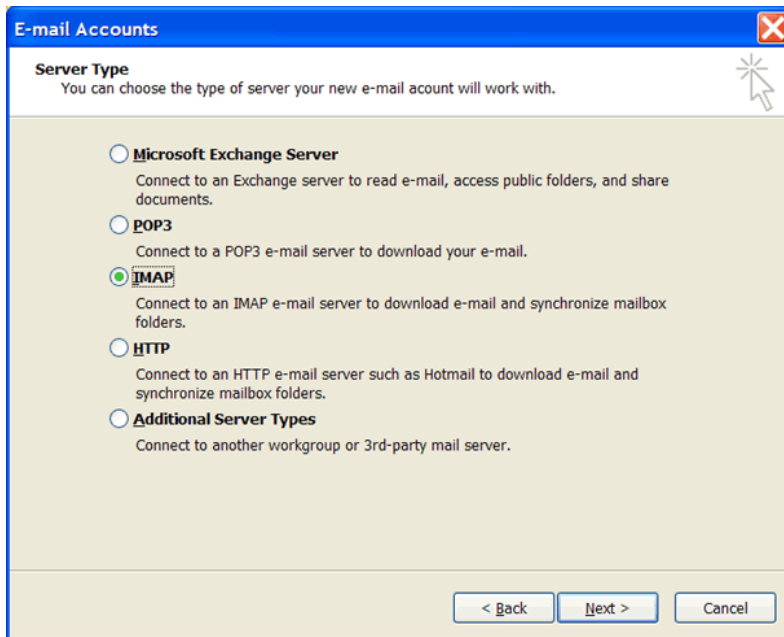The SMTP Server Name - **smtp.emailhosting.com**

Your EmailHosting.com Username - (for the purposes of this tutorial we will use **demo**)

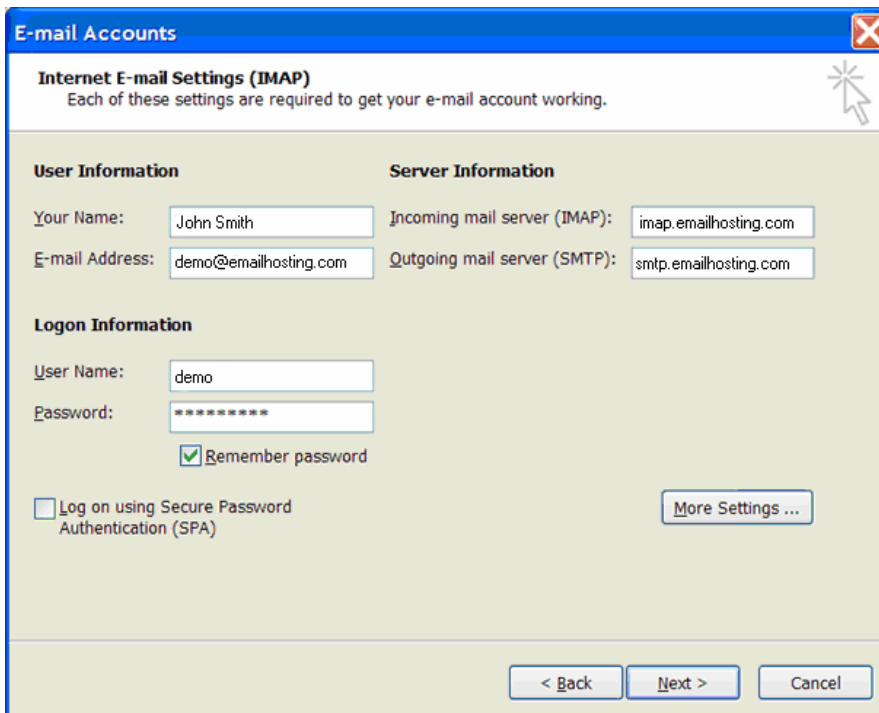Your EmailHosting.com Password - (for the purposes of this tutorial we will use **demo**)

1. Open **Outlook 2003** and from the top menu, select **Tools,** then **Email Accounts...**

2. Select **Add a new email account** and click **Next >**

E-mail Accounts

Server Type
You can choose the type of server your new e-mail account will work with.

○ **Microsoft Exchange Server**
Connect to an Exchange server to read e-mail, access public folders, and share documents.

○ **POP3**
Connect to a POP3 e-mail server to download your e-mail.

◉ **IMAP**
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.

○ **HTTP**
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.

○ **Additional Server Types**
Connect to another workgroup or 3rd-party mail server.

< Back   Next >   Cancel

3. Select **IMAP** and click **Next >**

E-mail Accounts

Internet E-mail Settings (IMAP)
Each of these settings are required to get your e-mail account working.

User Information

Your Name: `John Smith`

E-mail Address: `demo@emailhosting.com`

Server Information

Incoming mail server (IMAP): `imap.emailhosting.com`

Outgoing mail server (SMTP): `smtp.emailhosting.com`

Logon Information

User Name: `demo`

Password: `********`

☑ Remember password

☐ Log on using Secure Password Authentication (SPA)

More Settings ...

< Back   Next >   Cancel

Your Name: Type your name here - this will be the name emails appear to come from (in this tutorial we will use John Smith)

E-mail address: Type in your email address - this will be the address that emails appear to come from (in this tutorial we will use demo@emailhosting.com).

Incoming mail server (IMAP): this tells Outlook where your emails are stored. Type in **imap.emailhosting.com**

Incoming mail server (IMAP): this tells Outlook how to send your outgoing email. Type in **smtp.emailhosting.com**

User Name: type in your **user name** - the part before the @emailhosting. (in this tutorial we will use demo)

Password: type in your **password**.

4. Click on the **More Settings** button.
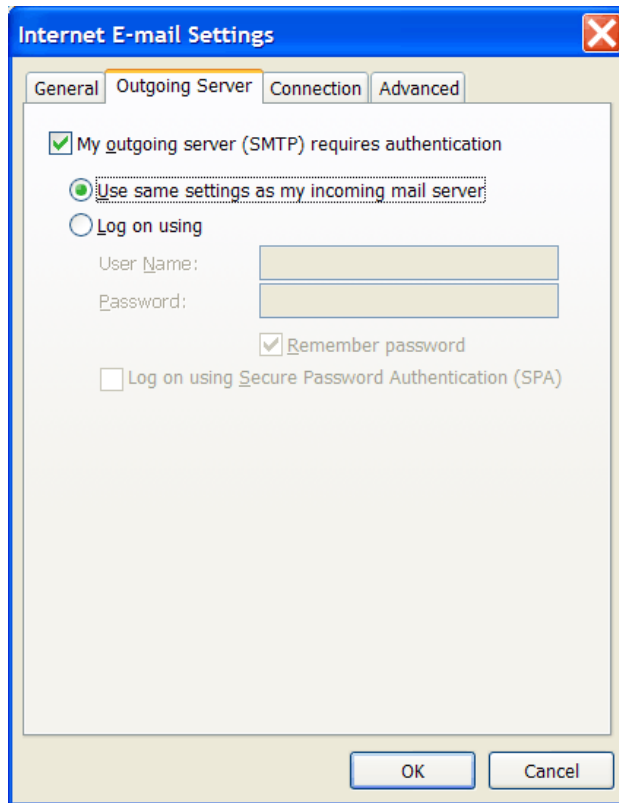
5. Click on the **Outgoing Server** tab.

6. Check the box **My outgoing server (SMTP) requires authentication**

7. Select **Use the same settings as my incoming server** - this allows EmailHosting.com servers to confirm your identity for sending mail.

8. Click **OK**

9. Click **Next >**
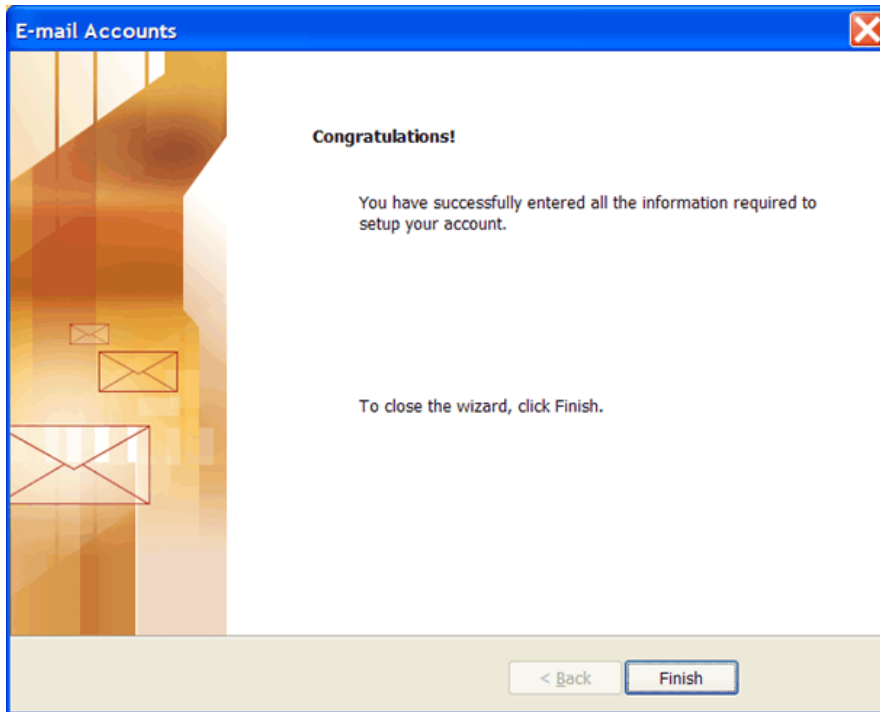
10. Click **Finish** to complete the wizard.

At this point, if you have entered everything correctly, Outlook should connect to EmailHosting.com and download any messages you have.

You will see a new folder within your folder view:
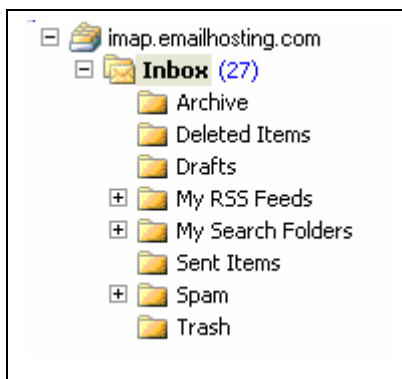
Sending Emails

To send new emails within Outlook:

1. Click on the New icon from the Toolbar or use the shortcut Ctrl + N.
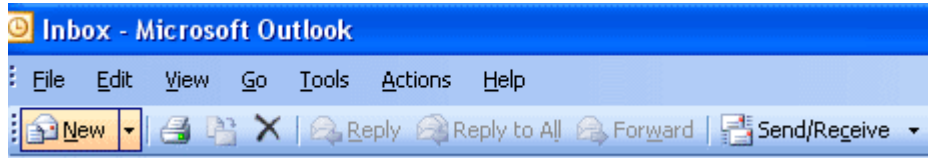
This will bring up the compose email window and after typing in your To: address, Subject and email message,

2. Click on the Account menu from the toolbar, and select your EmailHosting.com account.
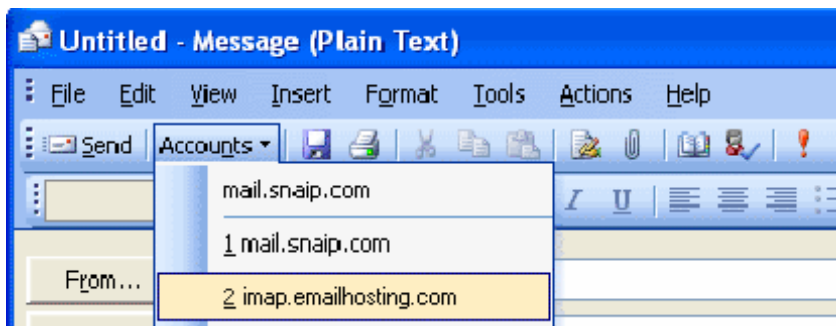
3. Finally, click on the Send button or Ctrl + Enter to send your email.

Sending with a From: address different from EmailHosting.com

If you have your domain name or other emails account setup with EmailHosting.com, you might want to send email with those From: email addresses. Unfortunately, Outlook doesn't support identities. One way to work around this is explained below:

1. When composing a new email, click on View -> From Field.
2. Enter your desired From: email address in that field.
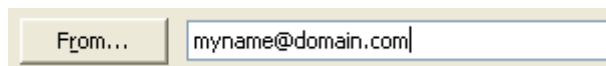
SAVING YOUR SENT-EMAILS TO YOUR ACCOUNT

By default, Outlook will save your sent-emails to its default Sent Items folder. If you want to have all your sent emails saved to your EmailHosting.com Sent Items folder instead, follow the steps below:
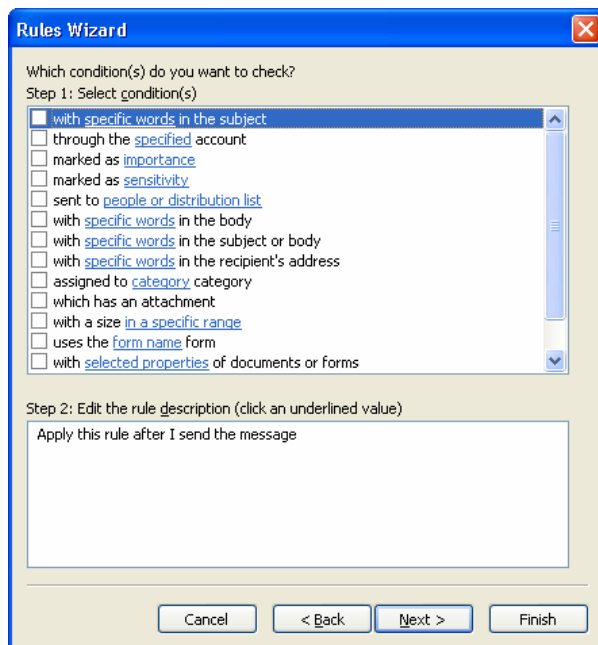
1. Open Outlook 2003
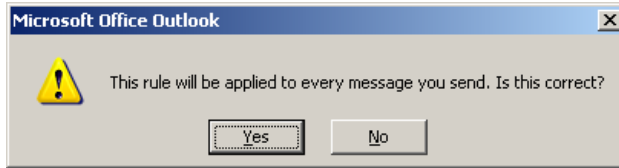2. Select **Tools | Rules and Alerts...** from the menu. This leads to:
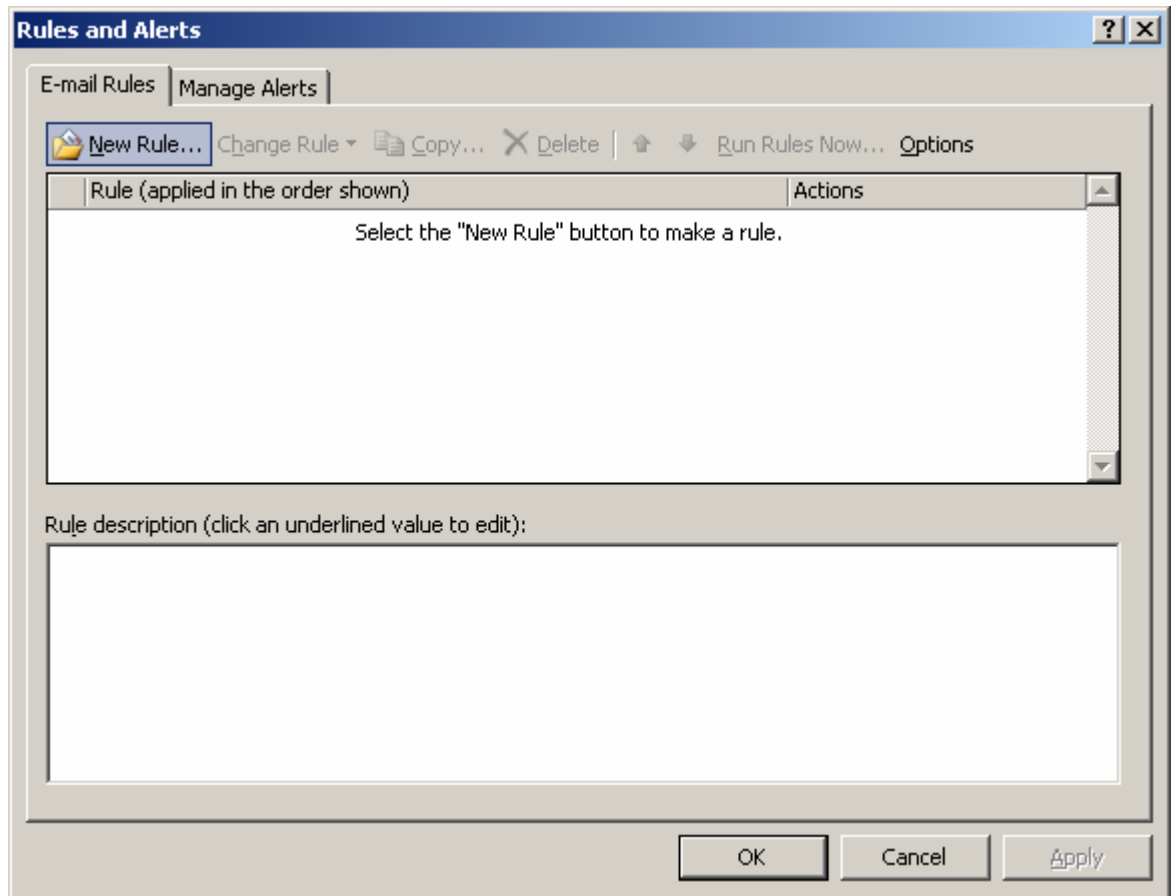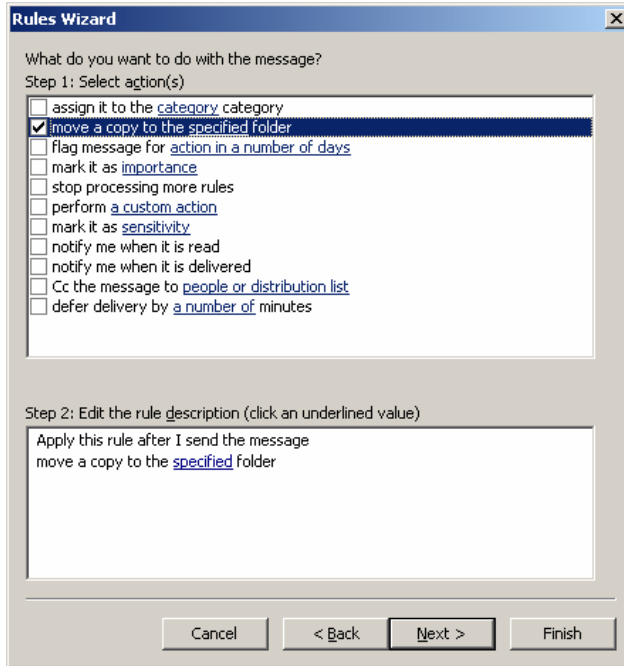
3. Click on **New Rule…**
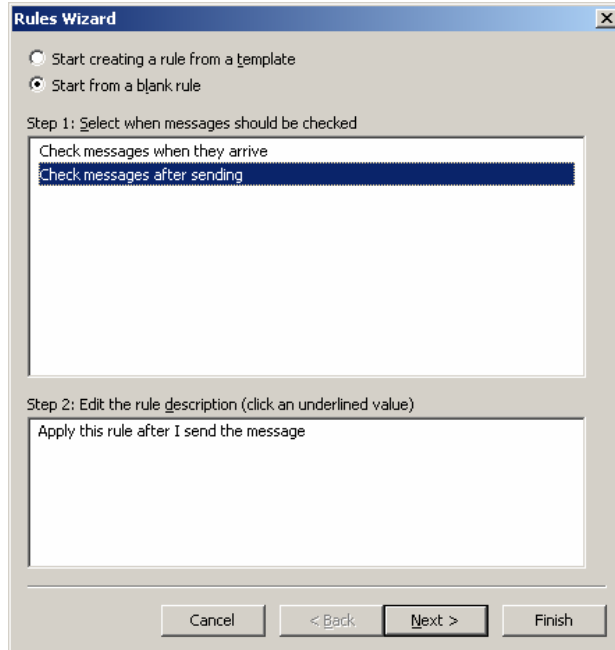
4. Select **Start from a blank rule**
5. Highlight **Check messages after sending**
6. **Next**

7. Click on **Next** and you should see this dialog
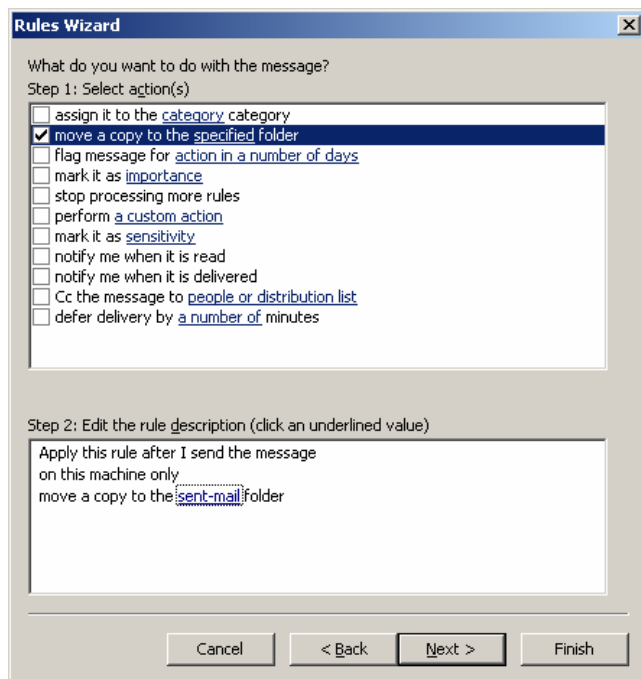

8. Click on **Yes**

9. Select **move a copy to the specified folder** in the Step1: pane
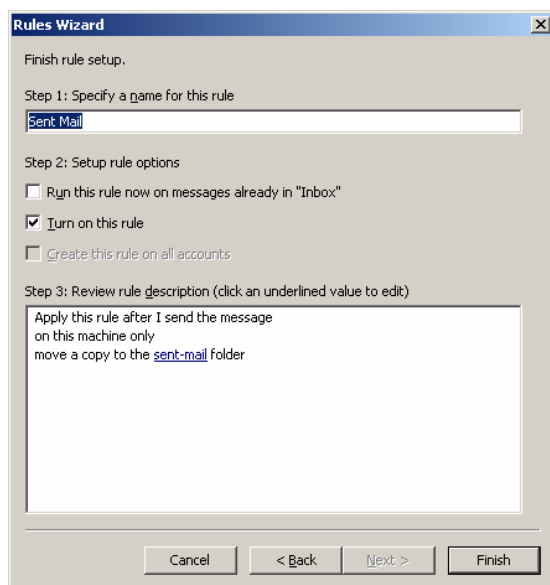10. In the Step2: pane click on the word **specified**
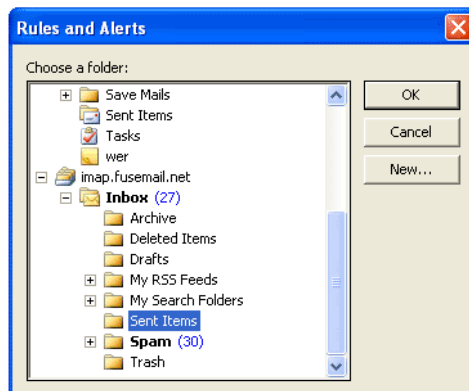
11. Scroll down, expand **imap.emailhosting.com** folder and select **sent-mail**
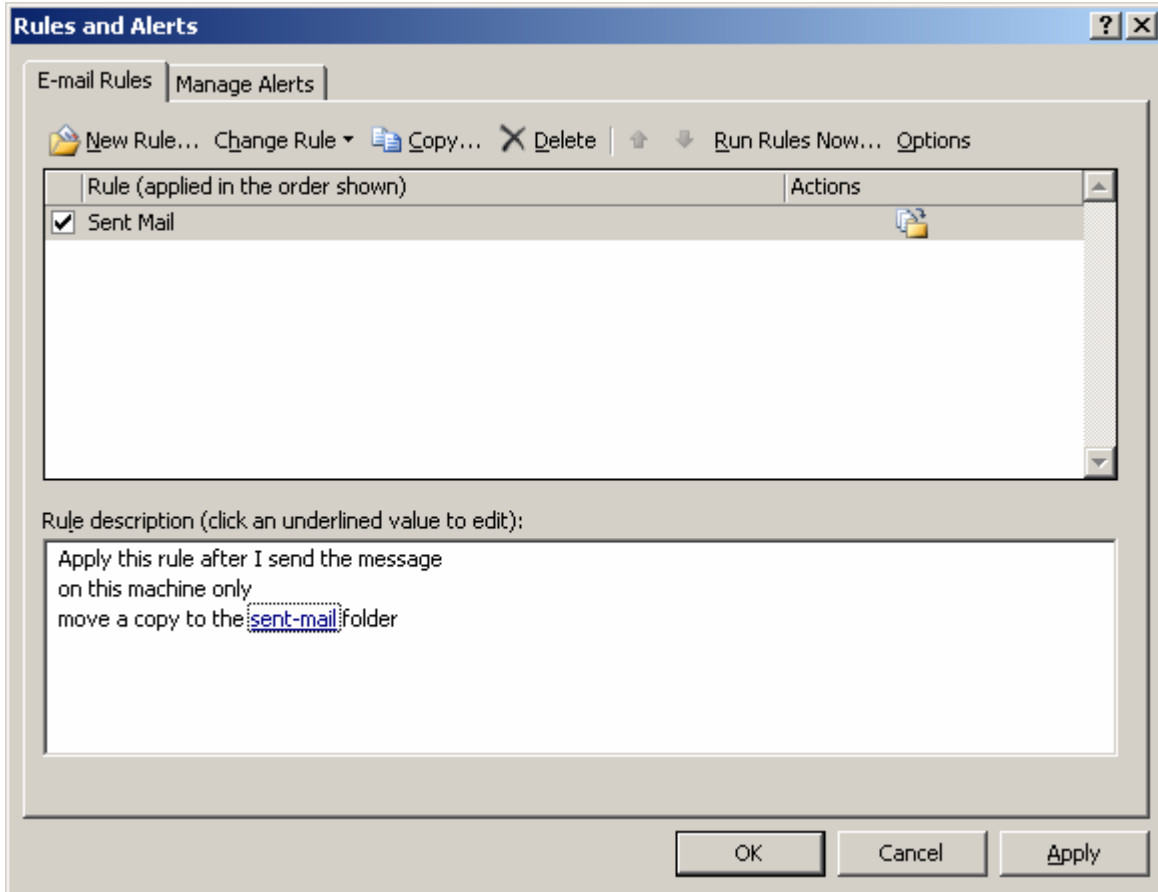
12. Click on **OK**

Rules Wizard

What do you want to do with the message?
Step 1: Select action(s)

- [ ] assign it to the category category
- [x] move a copy to the specified folder
- [ ] flag message for action in a number of days
- [ ] mark it as importance
- [ ] stop processing more rules
- [ ] perform a custom action
- [ ] mark it as sensitivity
- [ ] notify me when it is read
- [ ] notify me when it is delivered
- [ ] Cc the message to people or distribution list
- [ ] defer delivery by a number of minutes

Step 2: Edit the rule description (click an underlined value)

Apply this rule after I send the message
on this machine only
move a copy to the sent-mail folder

Cancel   < Back   Next >   Finish

13. Click on **Next**

Rules Wizard

Finish rule setup.

Step 1: Specify a name for this rule
Sent Mail

Step 2: Setup rule options
- [ ] Run this rule now on messages already in "Inbox"
- [x] Turn on this rule
- [ ] Create this rule on all accounts

Step 3: Review rule description (click an underlined value to edit)

Apply this rule after I send the message
on this machine only
move a copy to the sent-mail folder

Cancel   < Back   Next >   Finish

14. Step1: Specifiy a name for this rule. Name the rule "**Sent Mail**"

Click on **Finish**

15. Click on **OK**

Receiving Email

CHECKING EMAIL

To check your email, simply click on the 'Send/Receive' button from the toolbar. Outlook will check for new emails in your subscribed folders.


DOWNLOADING EMAIL HEADERS

By default, Outlook is set to download your email headers only. This involves downloading a list of subject lines of all emails in your IMAP account. To read an email, simply click on the subject line, and wait for a few seconds for Outlook to retrieve the email from the EmailHosting.com server.

DOWNLOADING SOME ITEMS IN A FOLDER

After you have downloaded the headers, you can mark items to be downloaded from the server. When you download messages, they are placed only on your computer. When you delete messages, they are removed from both your computer and the server.

1. In your Inbox, right-click the header, and then click Mark to Download Message(s) on the shortcut menu.
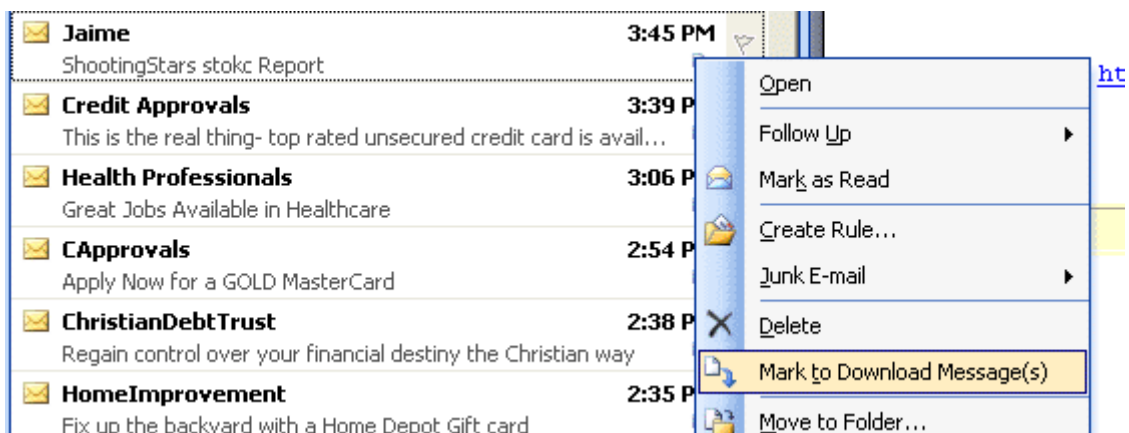
2. Click on the Send/Receive button to download the selected items.

DOWNLOADING ALL ITEMS IN A FOLDER

You can configure Outlook to download complete emails including their attachment from the EmailHosting.com server.

1. On the Tools menu, point to Send/Receive, point to Send/Receive Settings, and then click Define Send/Receive Groups.
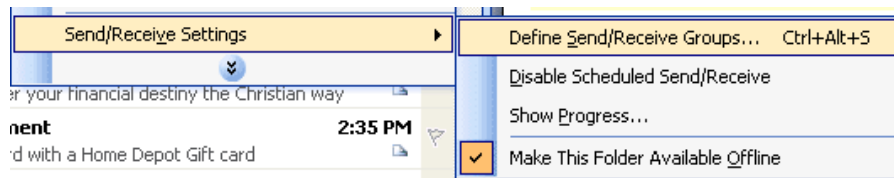
2. Click a group that contains your EmailHosting.com IMAP account, and then click Edit.
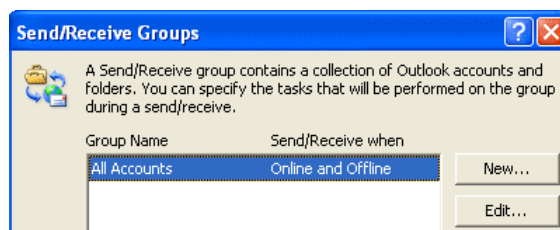

3. Under Accounts, click your IMAP account.
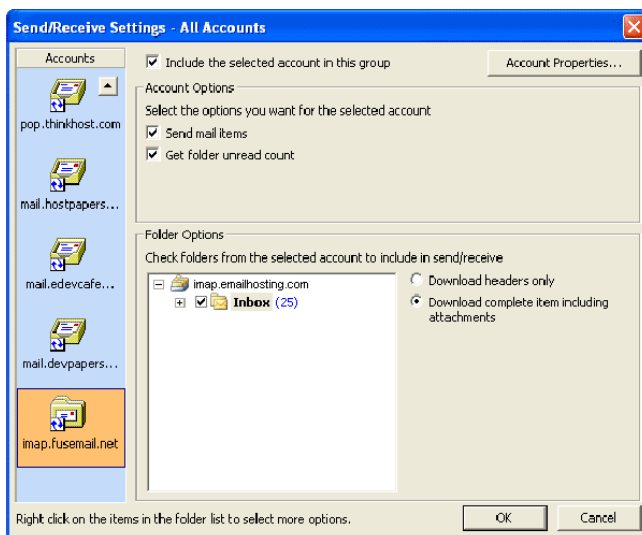
In the list, select the check box for each folder you want to include when checking email, and then select 'Download complete item including attachments'.

Have any questions? Email us at support@emailhosting.com   **15**

 Deleting Emails

When you delete an item in IMAP mode, the message is marked for deletion by Outlook. It indicates this by drawing a line through the message. Outlook will not actually delete the message from the server until you tell it to.
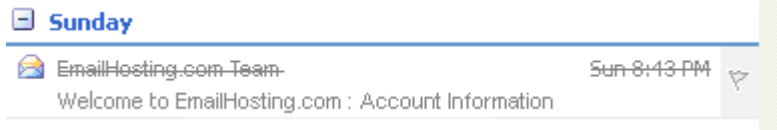
To remove deleted items from the server so that they will no longer appear or count towards your email quota, open the Edit menu and select Purge Deleted Messages.
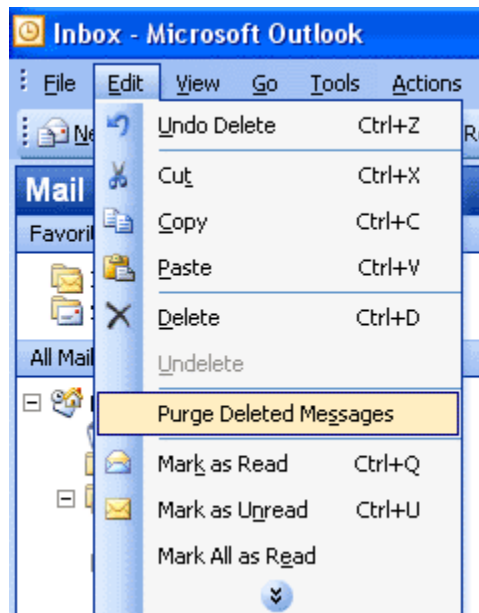
Backing up your Email

To backup your email on your local computer, you can one of many features of Outlook. Below are a few of the methods:

METHOD I: Drag-and-Drop

Select the message you want to backup. You can select multiple messages by pressing the CTRL key. Simply drag and drop the message(s) to the folder you want to backup the email(s). Make sure that the folder you have chosen is on a local mail folder.

METHOD II – Copy folder to…

If you want to backup a whole folder, you can simply select the folder, and right-click it. From the context menu, select *Copy 'FolderName'* (where FolderName is the name of the folder you have selected.)
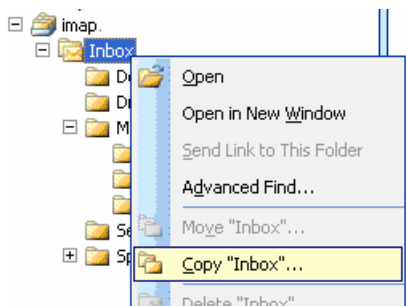
This will bring up a pop-window asking you the location where you want to paste that folder. Select your location by clicking on the destination folder, and finally clicking on the OK button.
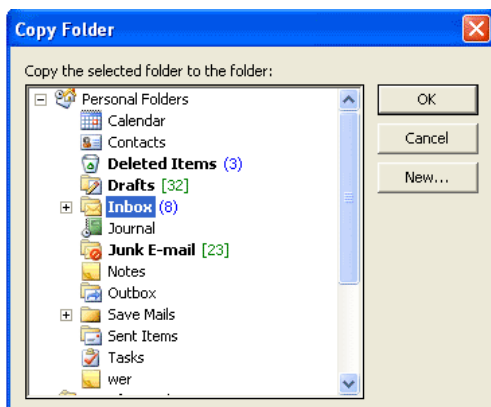
METHOD III: Using Mail Rule

While the above outlined methods are straightforward, they may become tedious after some time. Another way to do this would be to set up a mail rule that copies all messages to your local folders as well. You would use the Outlook Rule Wizard to do this. You would setup a mail rule for all messages, and the action would be to "move a copy" to a local folder.

If you're not familiar with how to do this, here are the steps that you should follow:

- Click on Tools/Rules Wizard.
- Make sure the correct mail account is selected in the "Apply changes to this folder" drop down menu.
- Click "New".
- Choose the "Start from a blank rule" radio button.
- "Check messages when they arrive" should be highlighted by default. If not, click on it.
- Click Next.
- On the "Which conditions.." page, do not click any conditions, just click Next.
- You may be prompted that "This rule will be applied to every message you receive". Click Yes.
- On the "What do you want to do with this message?" page, check "move a copy to the specified folder" (do not use "move it to the specified folder".
- In the rule description box below the list of possible actions, click on the blue text "specified" and choose a local folder. This is where copies of your mail will go.
- Click Next.
- Click Next on the exceptions page, unless you want some of your messages to not be copied. In that case, you can add conditions on this page.
- Type a name for the rule, "Backup Messages" perhaps.
- Check "Run this rule on messages already in "Inbox", and click Finish.

Backing up of your messages should now be setup.

Export your Contacts to EmailHosting.com

Step 1: Exporting Contacts from Outlook

To export/upload your existing email folders to your EmailHosting.com account, simply select the folder you wish to export, and drag and drop it to the EmailHosting.com IMAP folder tree as show in the example below:
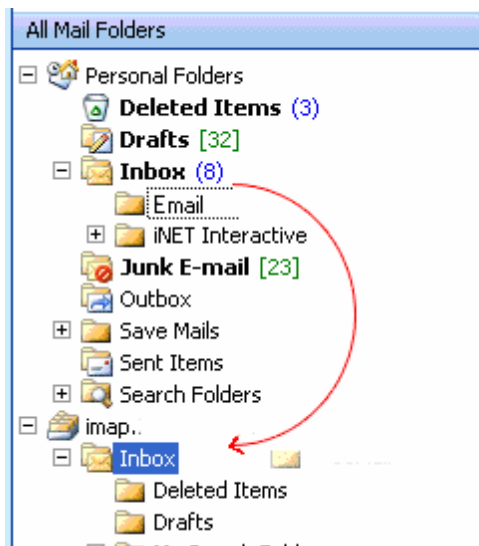
An upload progress window will popup and once upload is completed, it will disappear. Your folder will then be uploaded with all of its emails. It will also be accessible via your EmailHosting.com Webmail interface.
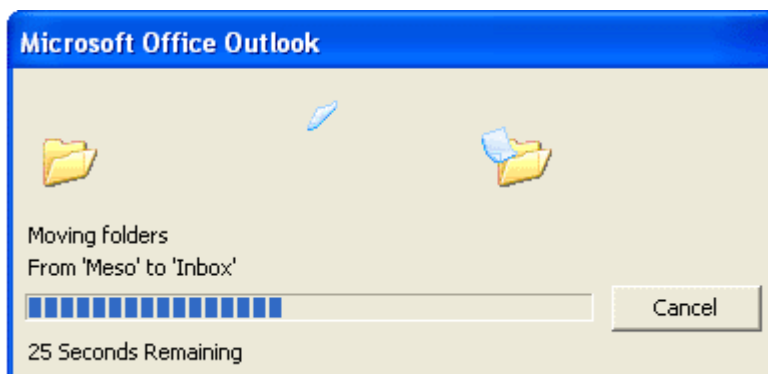
Export your Contacts to EmailHosting.com

You may now export your address book from your email client. EmailHosting.com accepts this data in CSV (Comma Delimited format). The following are step-by-step directions for exporting this CSV file from Outlook:

1. Click on **File**, go to **Import and Export**
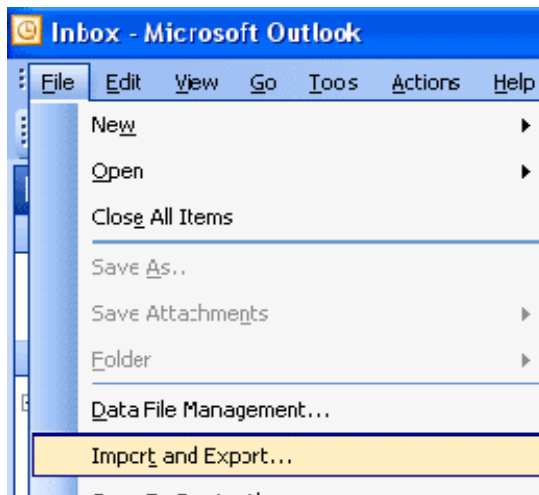
2. Select **Export to a file** and click **Next**
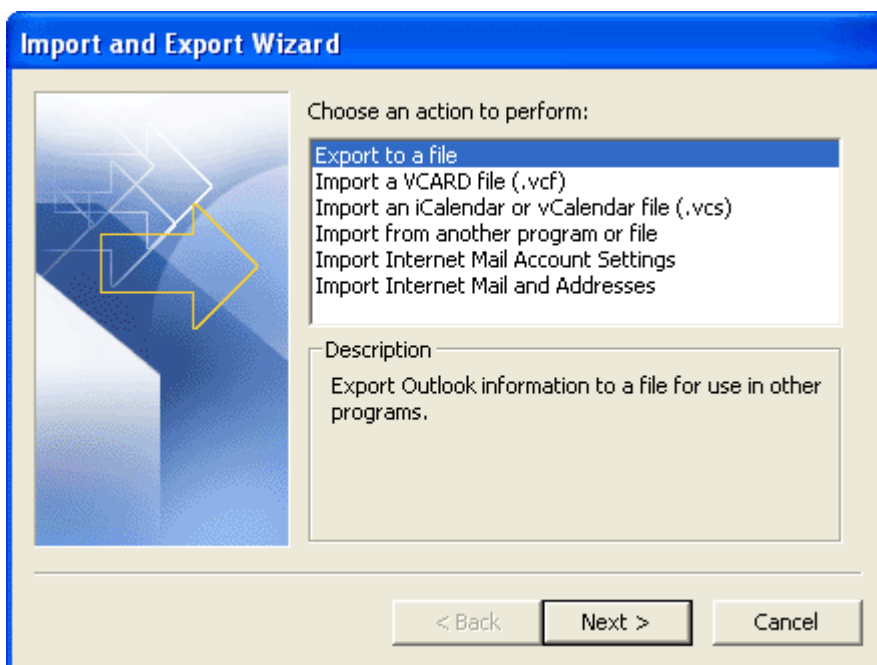
3. Select **Comma Separated Values (Windows)** and click **Next**
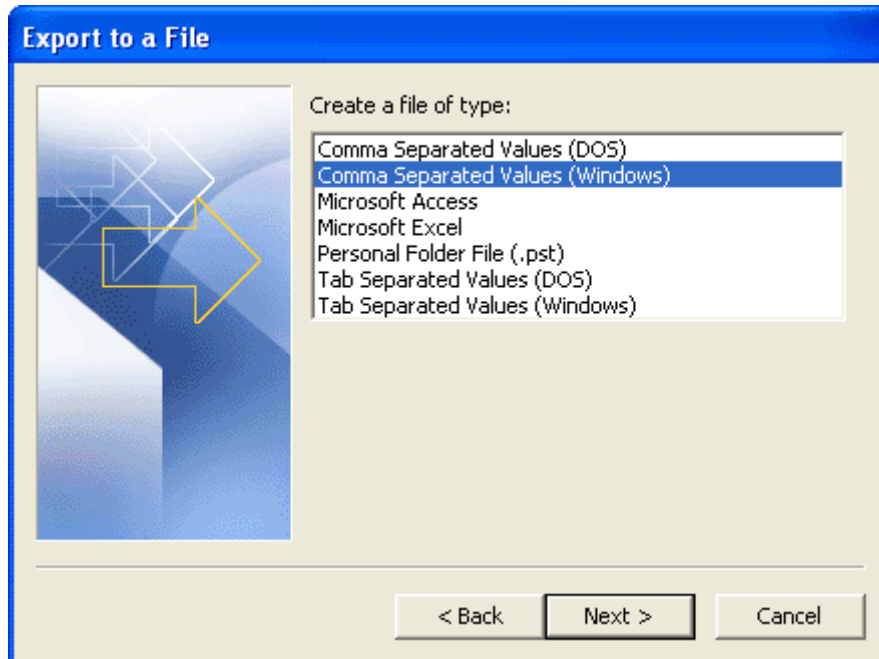
4. You should now select the Contacts type folder (Address Book Folder) to export and click **Next**
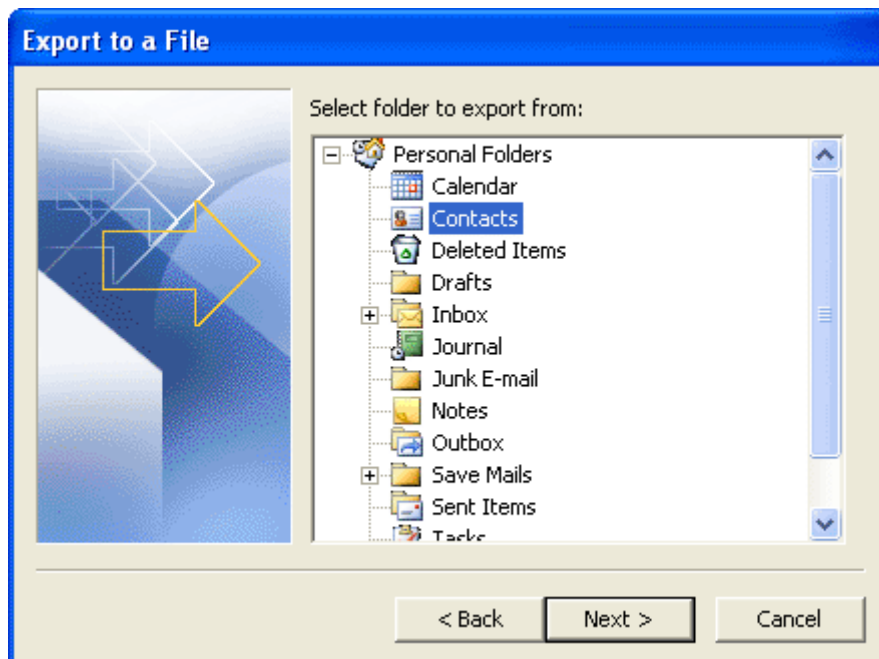
5. You will now want to click on **Browse** and select a location to save your CSV file on your PC.
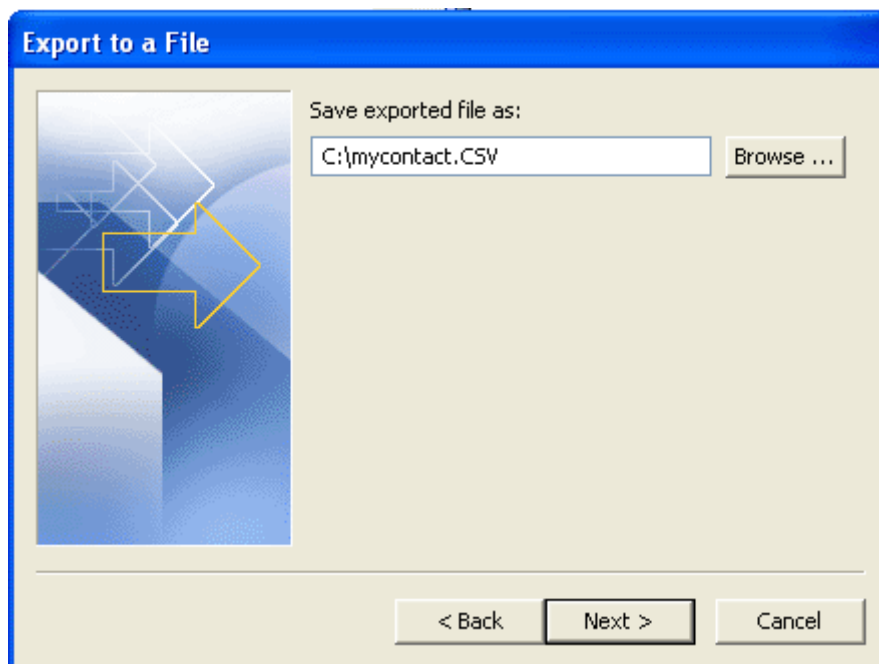
6. After clicking Next you will see a screen to confirm an Export of your Contacts folder, simply click on Finish.
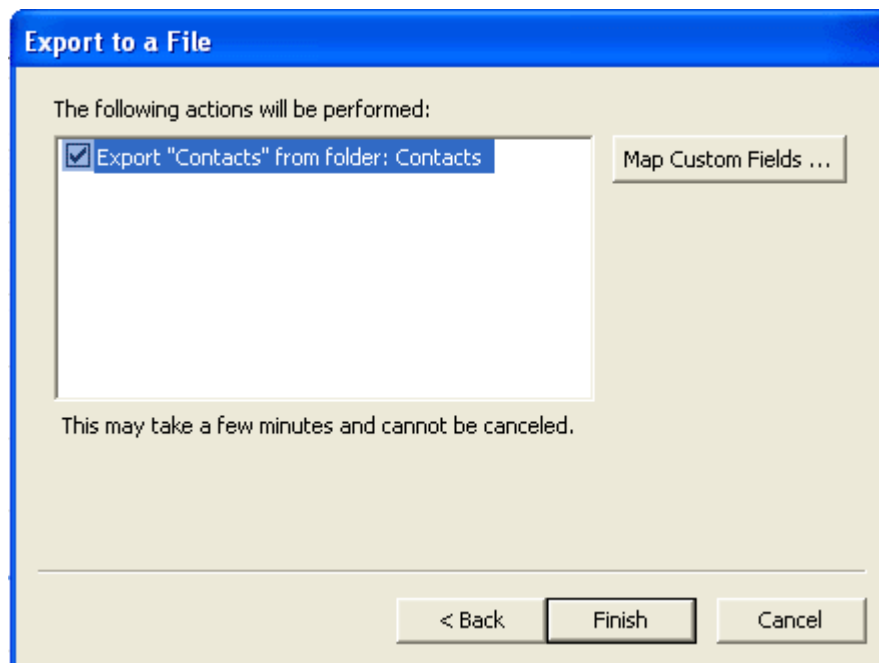
Step 2: Importing the Contacts to EmailHosting.com

We will now upload the contact file we just exported to EmailHosting.com. To do so, login to your EmailHosting.com account.

1. Using the **Navigation Bar**, Click on **Contacts**

2. To the right is a picture of the EmailHosting.com **Settings Bar** which lists the different pages of setting options you can change. On the **Settings Bar**, click **Import / Export Wizard**.

3. This will open up the first step page of the wizard as shown below:
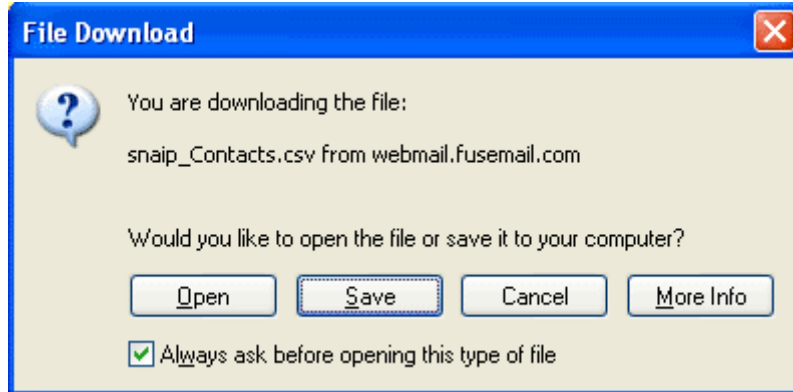

Select Import/Export: Select Import from email client.
Select Contact Folder: Choose the contact folder to which you want to have your contacts imported to.
Select email client: Choose Microsoft Outlook from the list.

4. Click on the **Go to Step 2** button to go to the next screen.

Step 2 :: Upload Export		
Upload File:	C:\mycontact.CSV	Browse...
	Go to Step 3	

5. Click on the **Browse…** button to locate the file where you stored the .CSV file you previously exported from Outlook. Click on the **Go to Step 3** button.

Step 4 :: Approve Import	
Import Results:	Number of contacts in import: **80** Number of contacts with same name: **5**
Action to perform if we find contacts in folder with same name:	● Overwrite record with exported version ○ Insert as new record
	Do Import Now

6. Choose the action to be performed. You can either select to have your contact items to be overwritten or inserted as new records. Click on the **Do Import Now** button when you are done. You should get a congratulations message as shown below:

Congratulations, your import has been completed!   Click here to view folder

Import your Contacts to Outlook

EmailHosting.com allows you to export your contacts to your email client. To import your EmailHosting.com contacts to Outlook, follow the steps below:

Step 1: Exporting the Contacts

1. Using the **Navigation Bar**, Click on **Contacts**

2. To the right is a picture of the EmailHosting.com **Settings Bar** which lists the different pages of setting options you can change. On the **Settings Bar**, click **Import / Export Wizard**.

3. This will open up the first step page of the wizard as shown below:

Select Import/Export: Select Export to email client

Select Contact Folder: Choose the contact folder you which to Export.

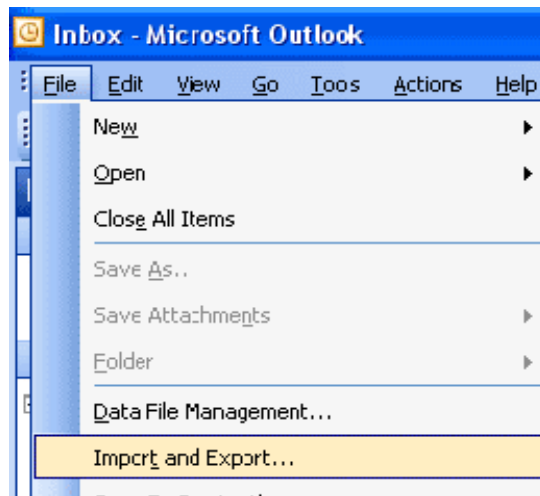**Select email client:** Choose Microsoft Outlook from the list.

4. Click on **Go to Step 2** when you are done. This will be followed by a prompt asking you to save the .CSV file of your contact folder.
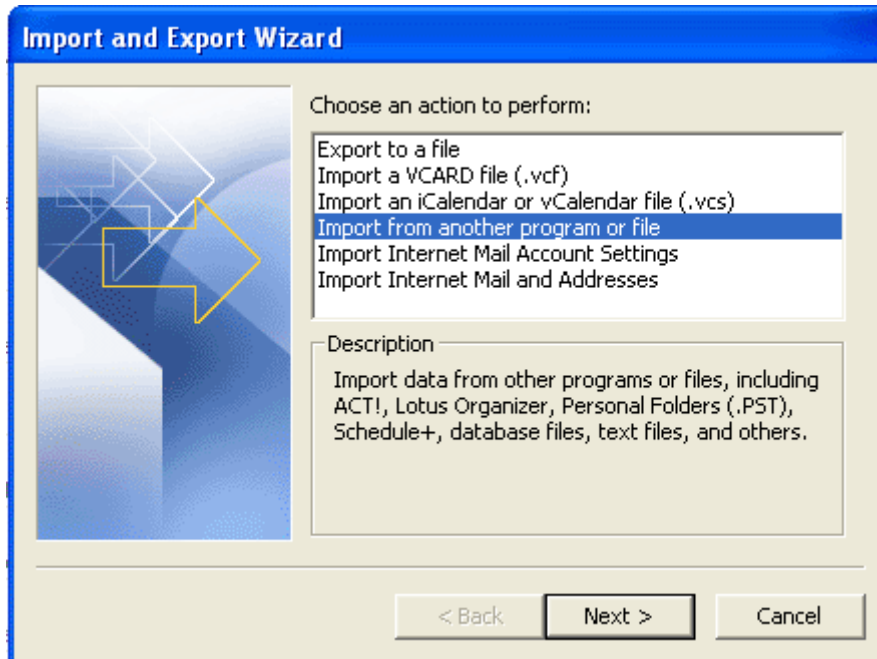

5. Click on the **Save** button to save the file.

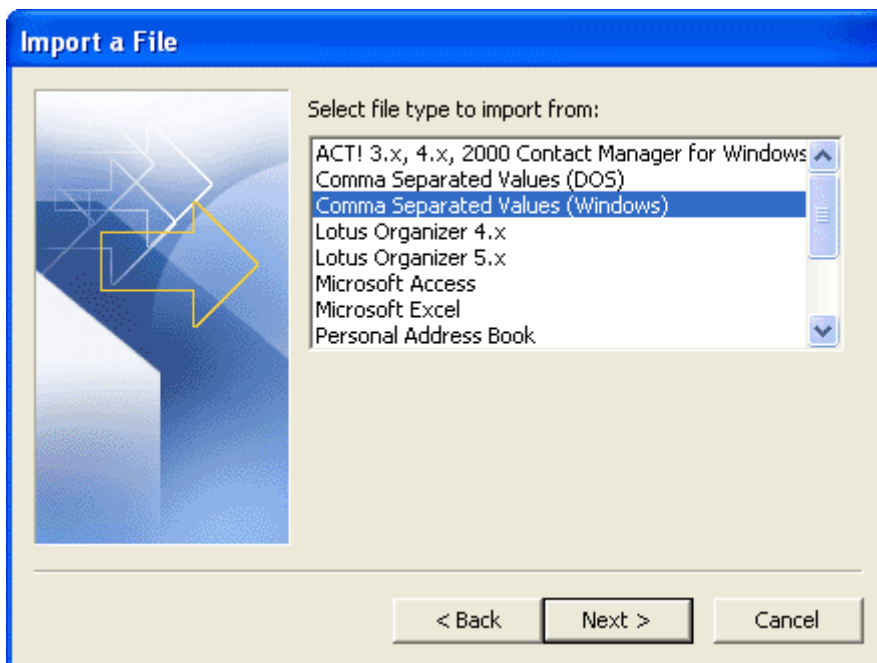**Step 2: Importing your Contacts to Outlook**

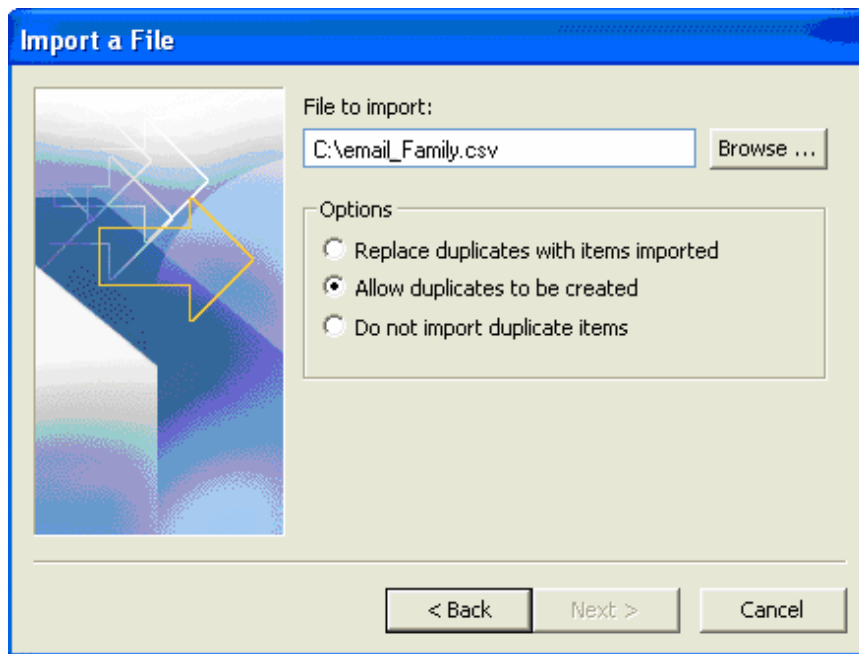1. Click on **File**, go to **Import and Export**

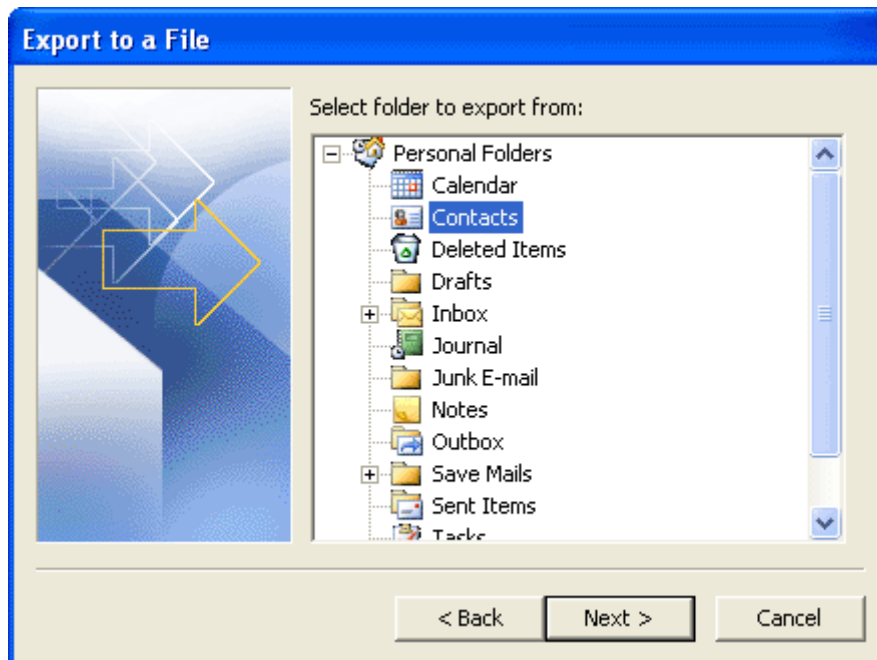2. Select **Import from another program or file** and click **Next**

3. Select **Comma Separated Values (Windows)** and click on **Next**.

4. Click on the **Browse...** button and select the file you saved from EmailHosting.com. Click on **Next.**

5. You should now select the Contacts type folder (Address Book Folder) to export and click **Next**

6. Click on the **Finish** button on the next screen to begin the import.