HGC SUPERHUB HOSTED EXCHANGE EMAIL

OUTLOOK 2010 – IMAP SETUP GUIDE

MICROSOFT HOSTED COMMUNICATION SERVICE V2013.5

Table of Contents

**The guide is to describe how to set up Outlook 2010 using <u>IMAP</u>.**

1. Get Started

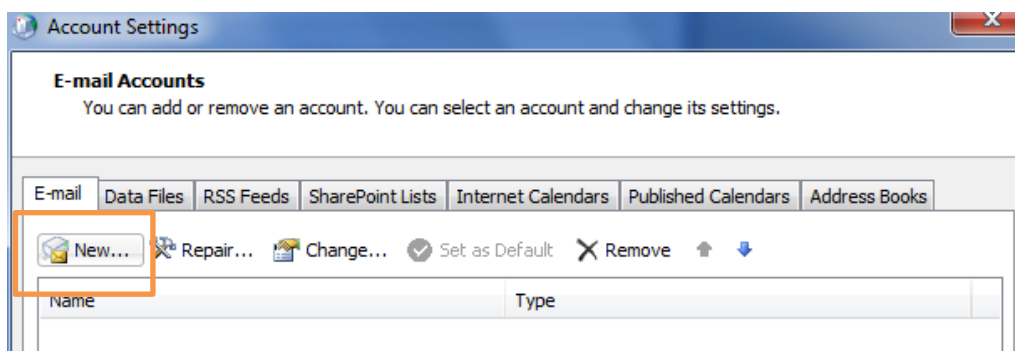## 1.1 Start from Setting up an <u>Email</u> account

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**.

Step 1:   Click **Start**, Click **Control Panel**, and open **Mail**
Then you will have the following screen.

In the Mail Setup dialog box, click **E-mail Accounts**.
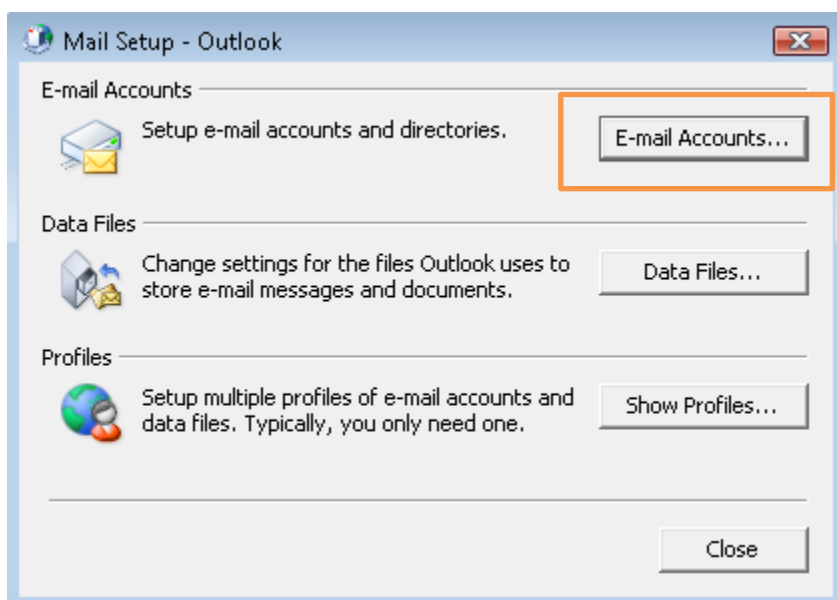
Step 2:   In the Account Settings windows, click **New**.

Step 3:   Please skip point 1.2 and go to point **2. Add New Account**.

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1 | P a g e

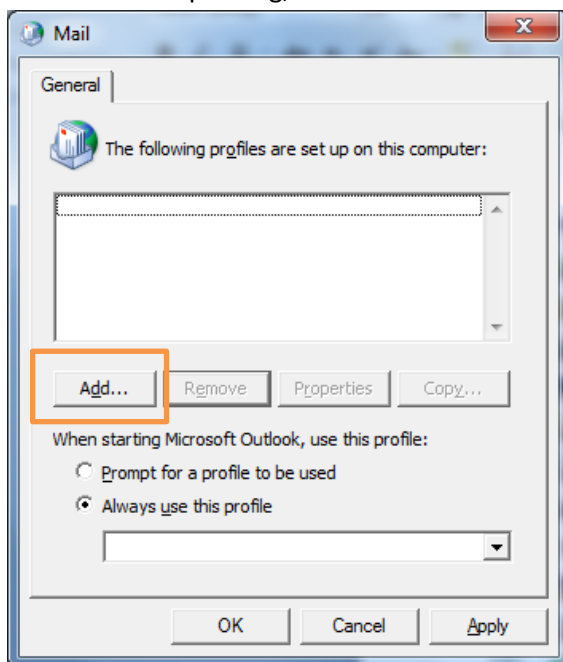## 1.2   Start from Setting up Multiple Profiles of Email accounts

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.

Step 1:   Click **Start**, Click **Control Panel** ,and open **Mail**
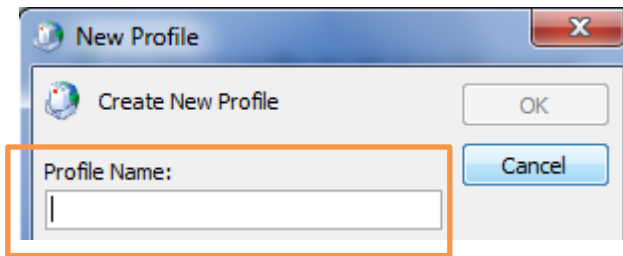Then you will have the following screen.

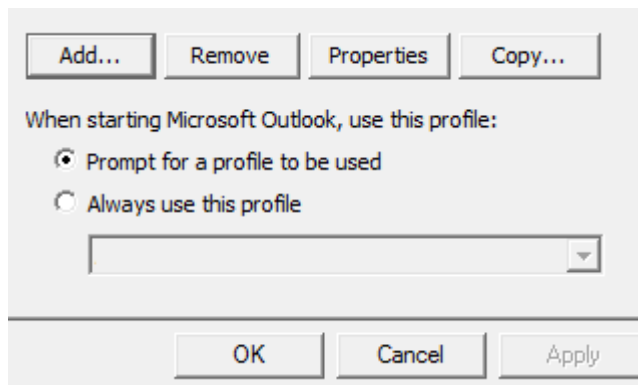In the Mail Setup dialog box, click **Show Profiles**.
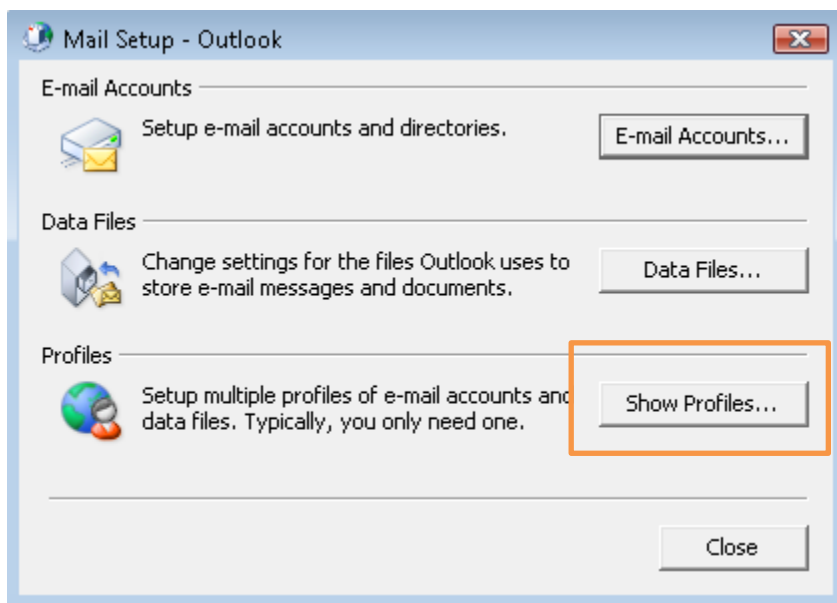
Step 2:   In the Mail Setup dialog, click **Add.**

Step 3:   Give it a New **Profile Name**, and then click **OK**.

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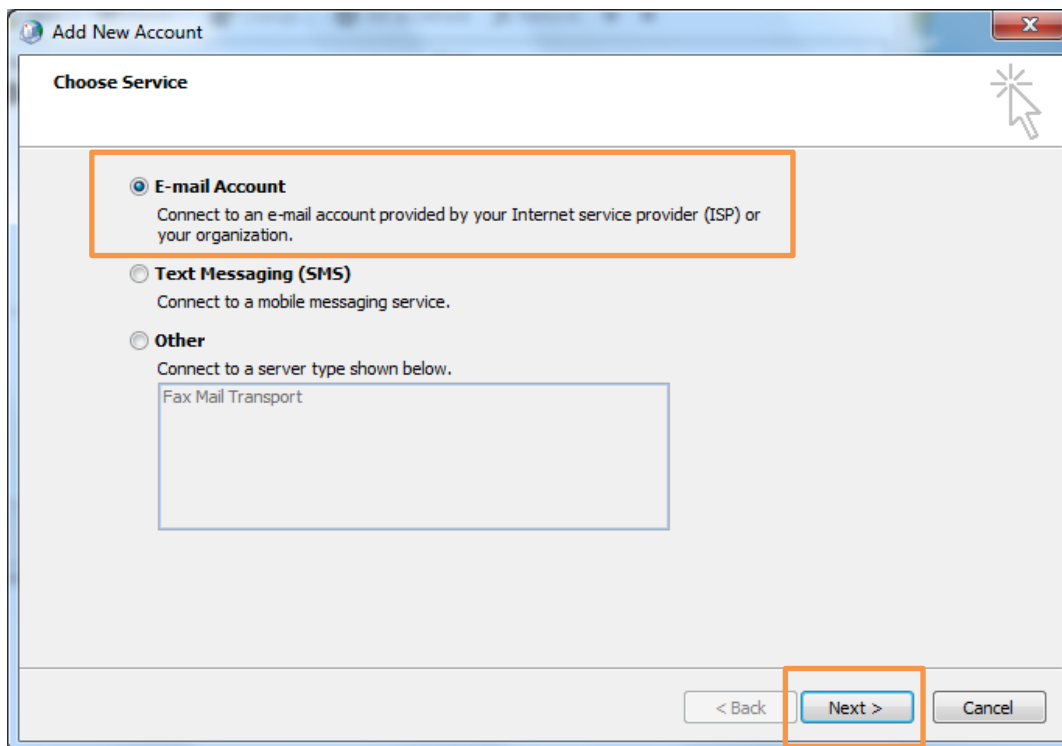@ 2015 HGC. All right reserved.

2 | P a g e

*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.

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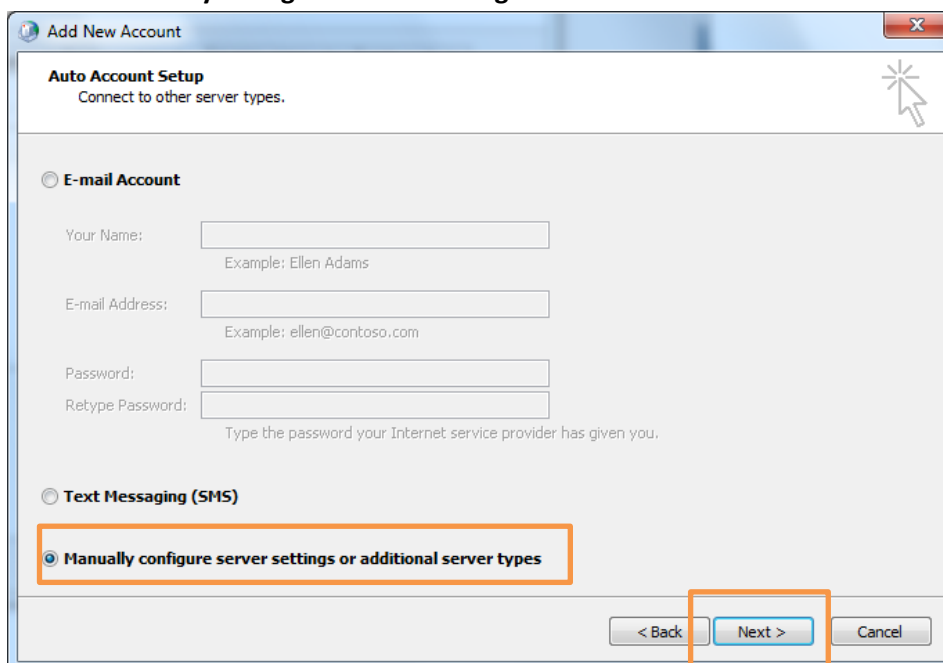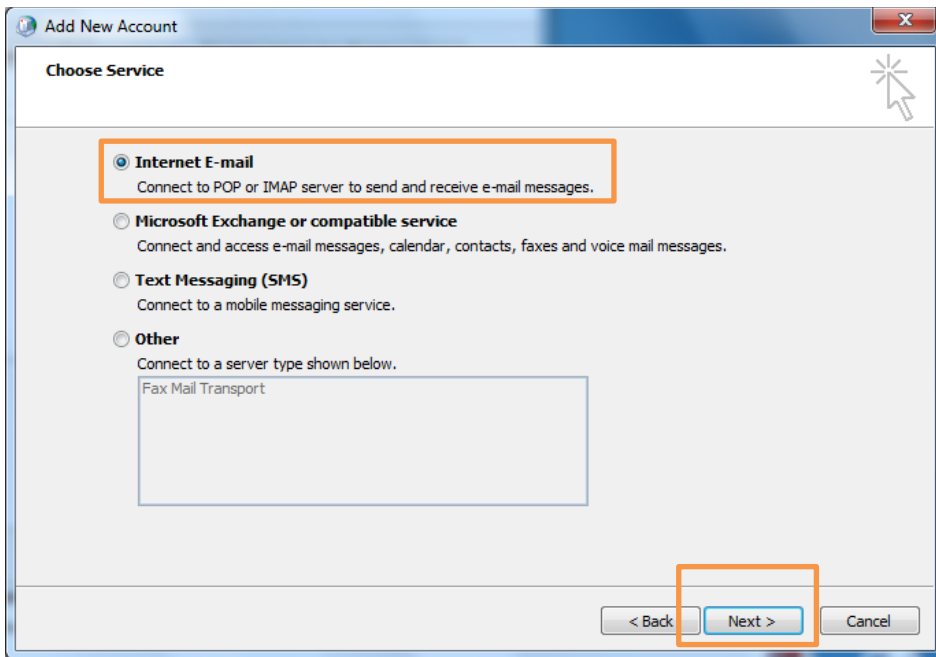
3 | P a g e

2. Add New Account

Step 1:   Choose **Email Account**. Then click **Next**.

Step 2:   Choose **Manually configure server settings**. Then click **Next**.

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4 | P a g e

Step 3:   Choose **Internet E-mail**. Then click **Next**.

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5 | P a g e

Step 4:   An **Add New Account** window prompted up. Then fill in the following items:

Your Name: User's Name

E-mail Address: User's email address

Account Type: IMAP

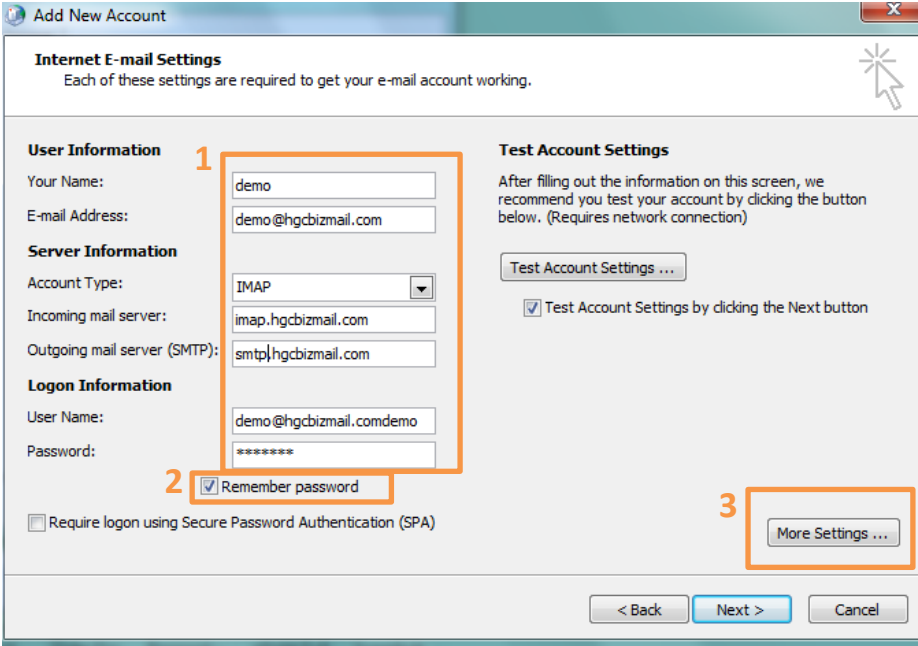**Incoming mail server:** imap.hgcbizmail.com

Outgoing mail server (SMTP): smtp.hgcbizmail.com

User Name: User's email address

Password: User email login password

TCP port 587 with SMTP Auth

Then check the **Remember password** box. Then click **More Settings**.

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6 | P a g e

Step 5:   Click **Outgoing Server** tab. Check **My outgoing server (SMTP) requires authentication** box and choose **Use same settings as my incoming mail server**.
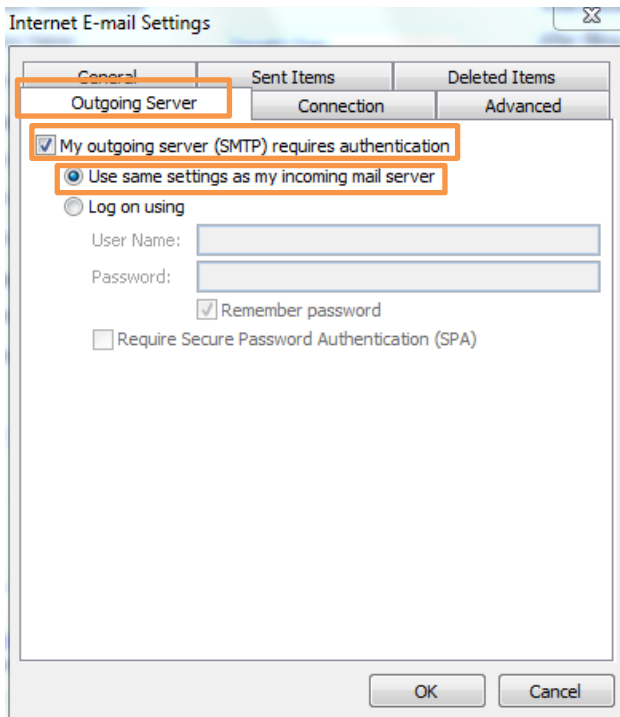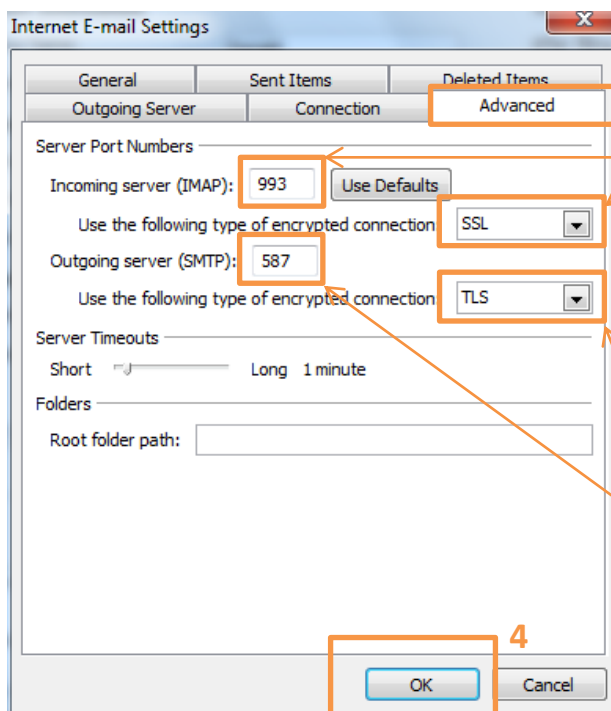

Step 6:   Click **Advanced** tab.

1

2 With encryption > fill in the Incoming server (IMAP) as **993** and choose the encrypted connection as **SSL**.
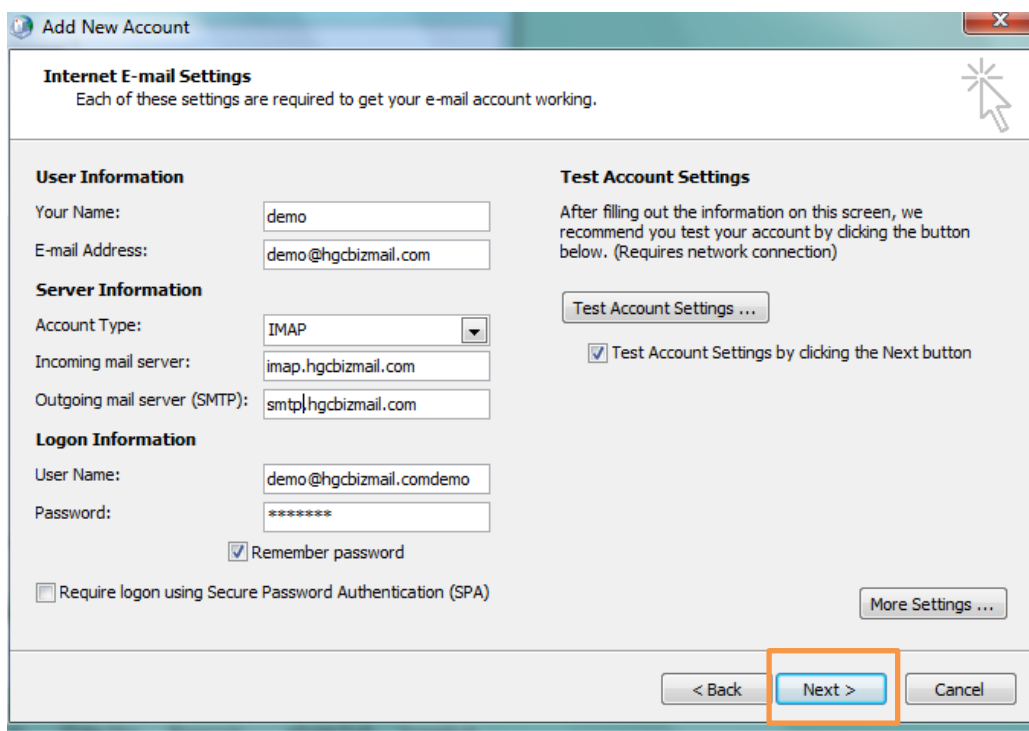
OR

No need encryption > fill in the Incoming server (IMAP) as **143** and choose the encrypted connection as **None**.
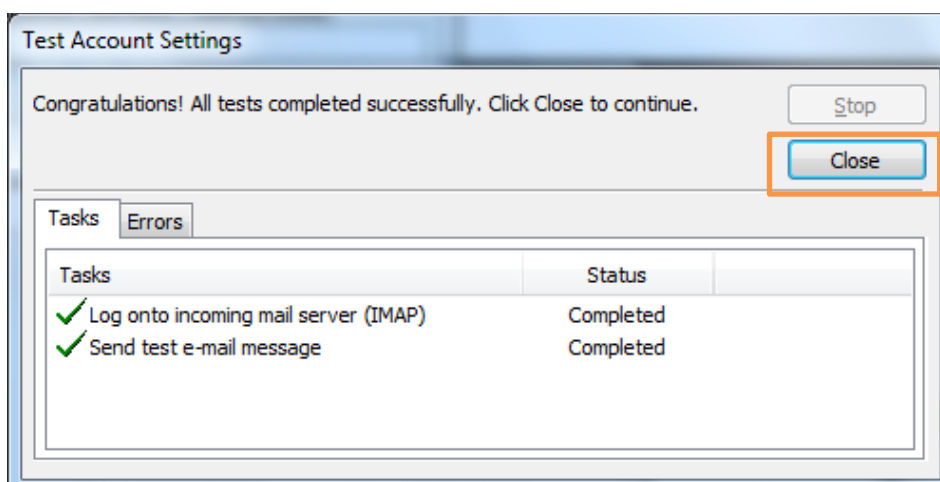
3 Fill in the Outgoing server as **587**. And choose the encrypted connection as **TLS**.

4

Then click **OK**.

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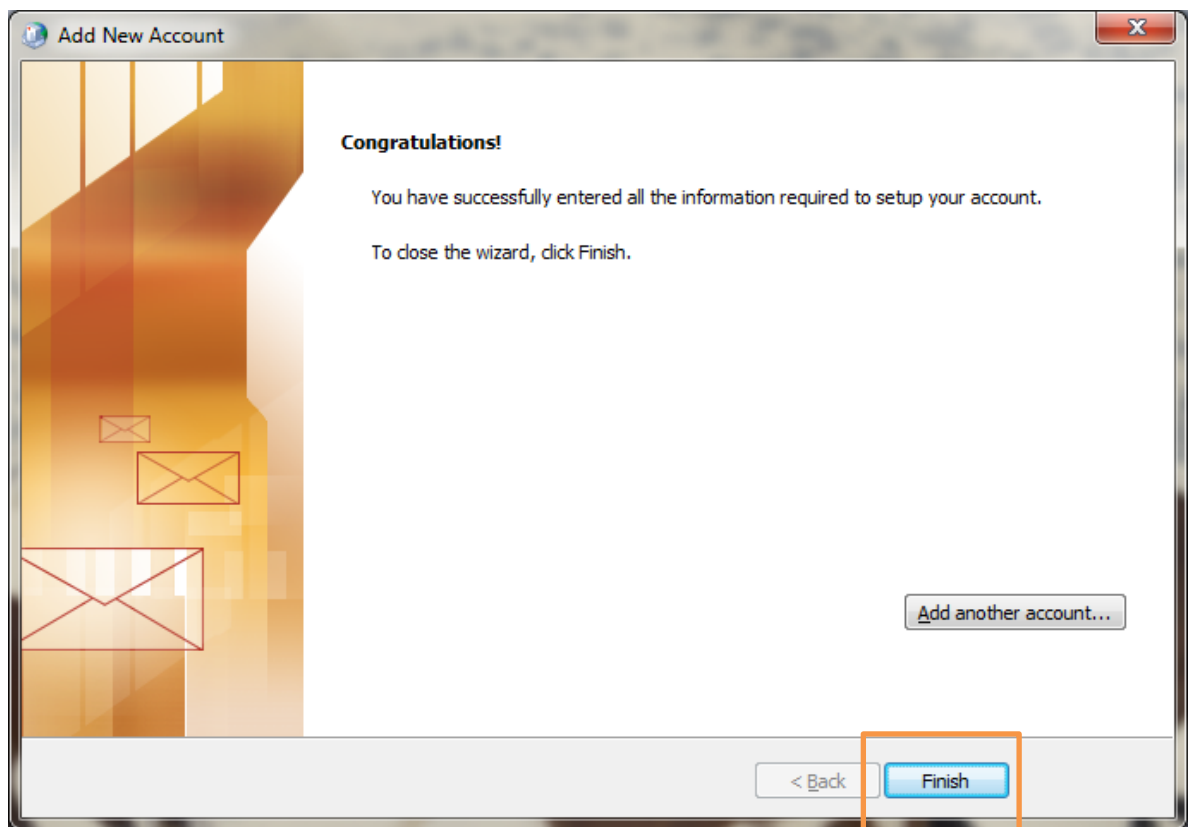
Step 7:   Click Next.

Step 8:   A testing account setting window will be prompted. Wait for a moment until the Test is completed.
             Then click **Close**.

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8 | P a g e

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Hosted Exchange Email Service

Step 9:   Click **Finish**. Congratulation you have finished setup an IMAP account

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 phone at 3160 3160.

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9 | P a g e