

# HGC SUPERHUB HOSTED EXCHANGE 2013 OUTLOOK 2013 IMAP SETUP GUIDE

V2014.1

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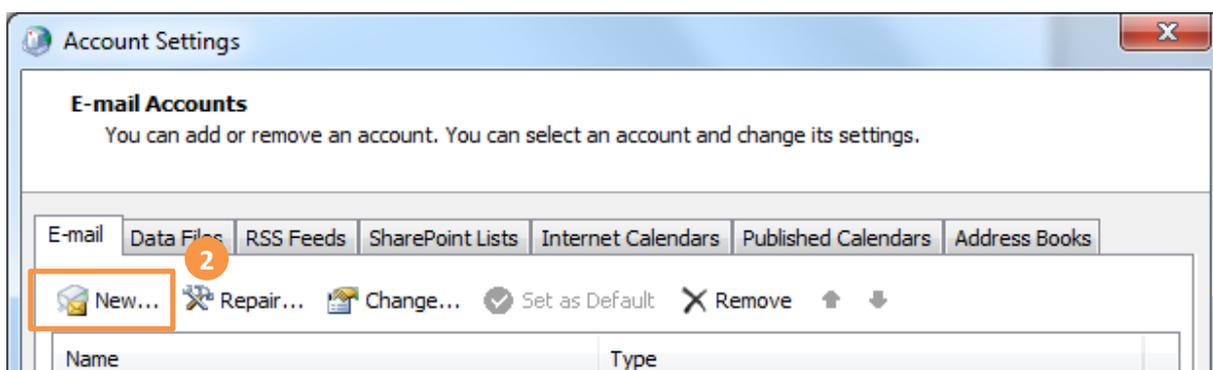
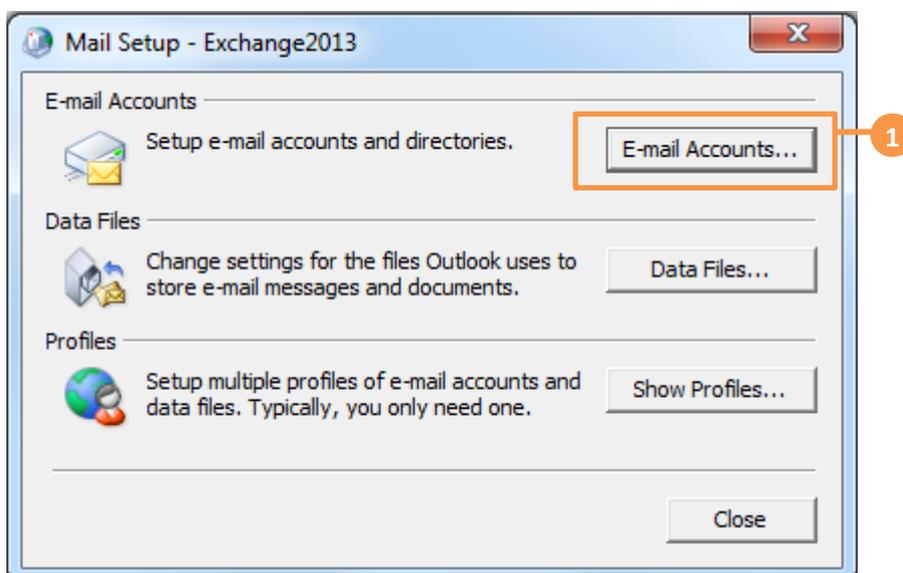
**The guide is to describe how to set up Outlook 2013 using IMAP.**

## 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**.

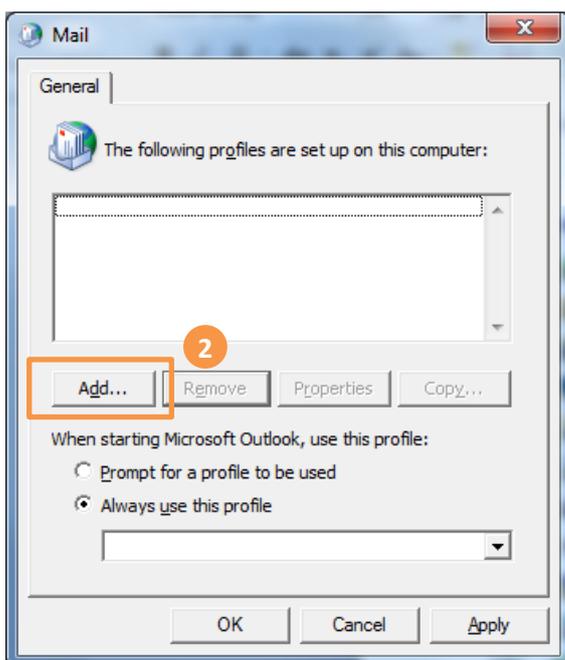
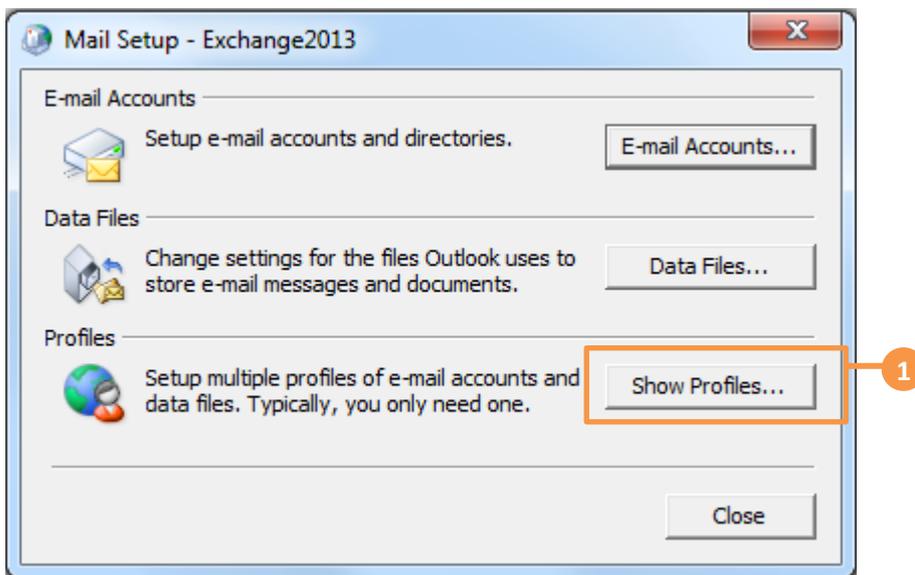
1. Click **Start**, click **Control Panel**, and click **Mail**. In the Mail Setup dialog box, click **E-mail Accounts**.
2. In Account Settings window, click **New**.
3. Skip point 1.2 and go to point **2. Add New Account**.

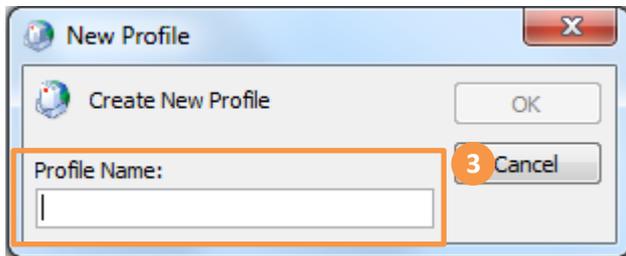


## 1.2 Start from Setting up Multiple Profiles of Email accounts

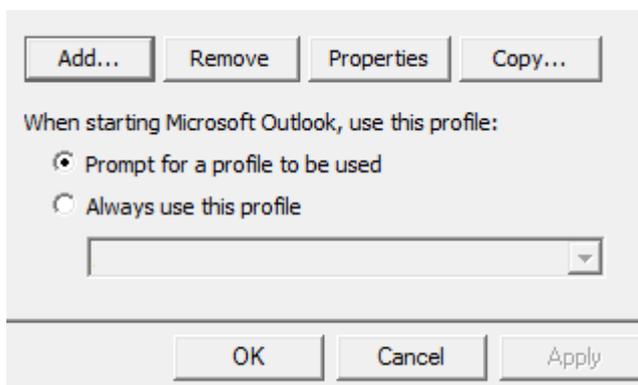
If you start from setting up an **Email account**, please go to **1.1**. If you start from setting up a **Profile** of email accounts, please go through the following steps.

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**.



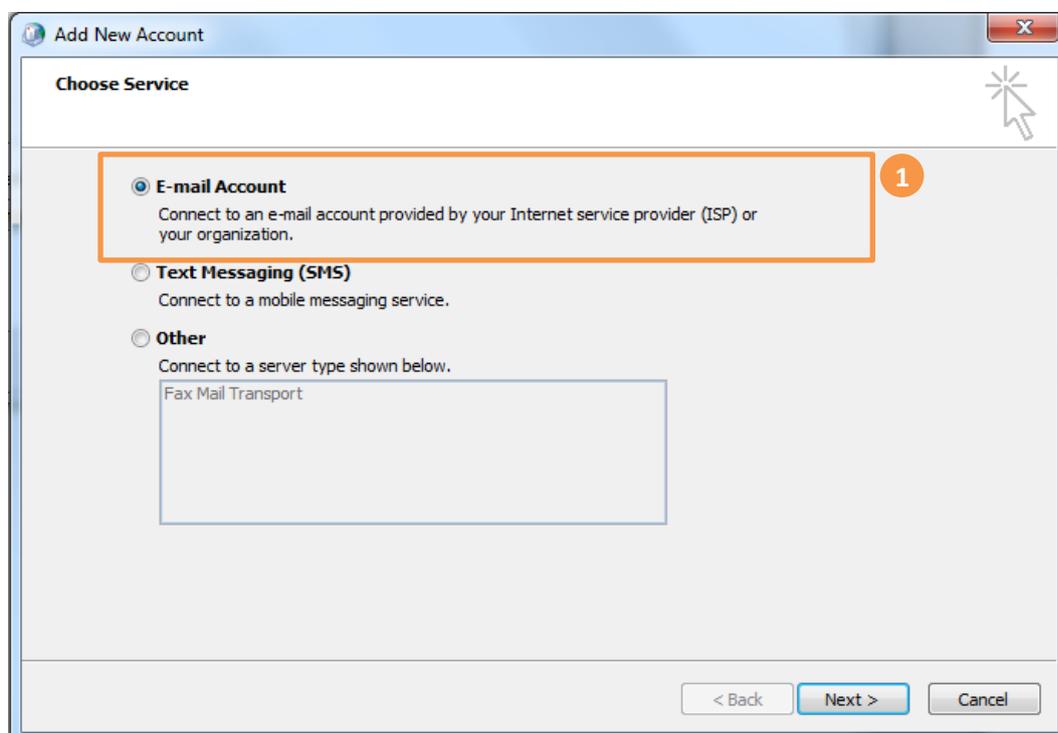


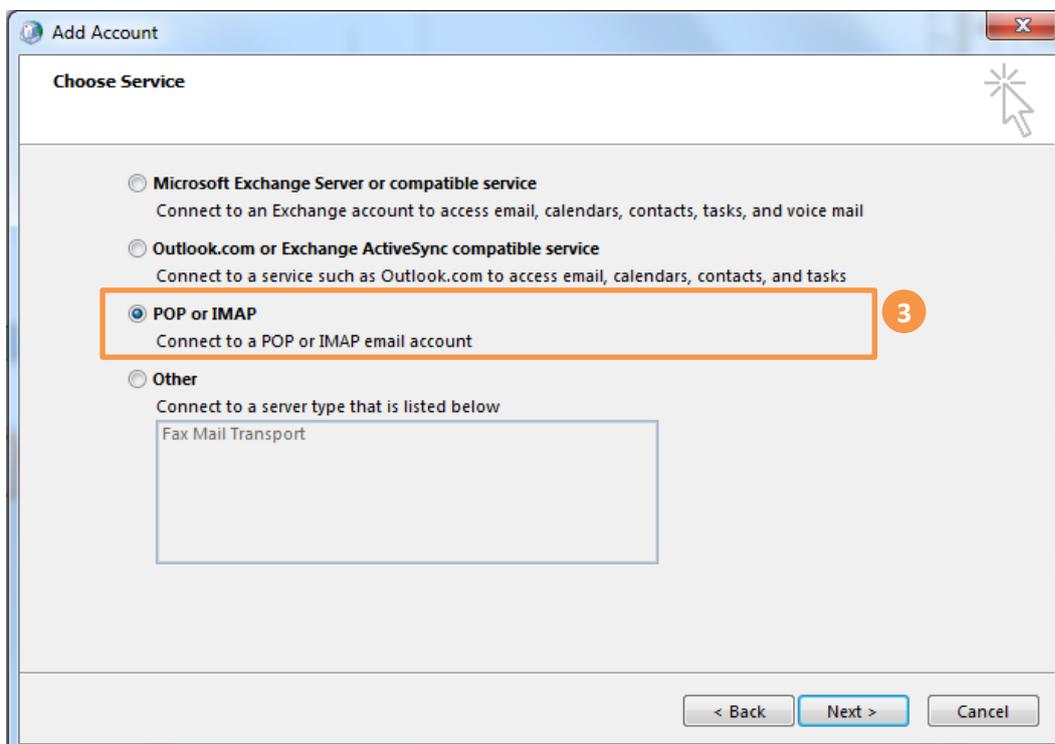
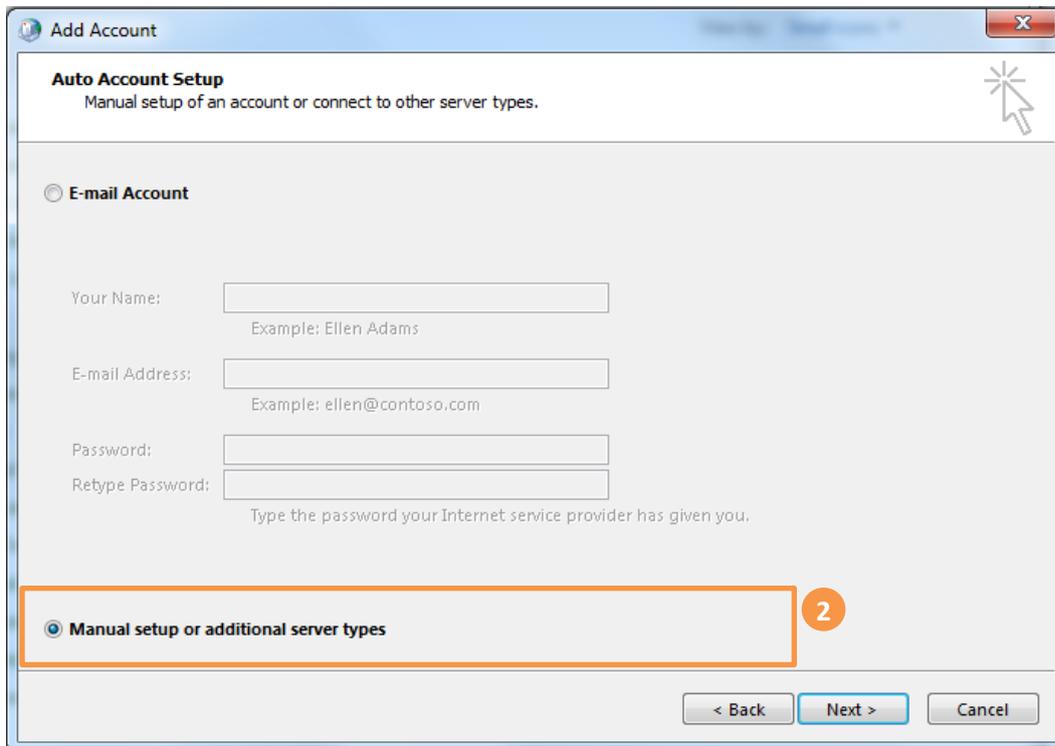
\* Remark: you may add more than one Profile and check **Prompt for a profile to be used** such that whenever a user starts Outlook, a prompt of Profile Selection will be provided.

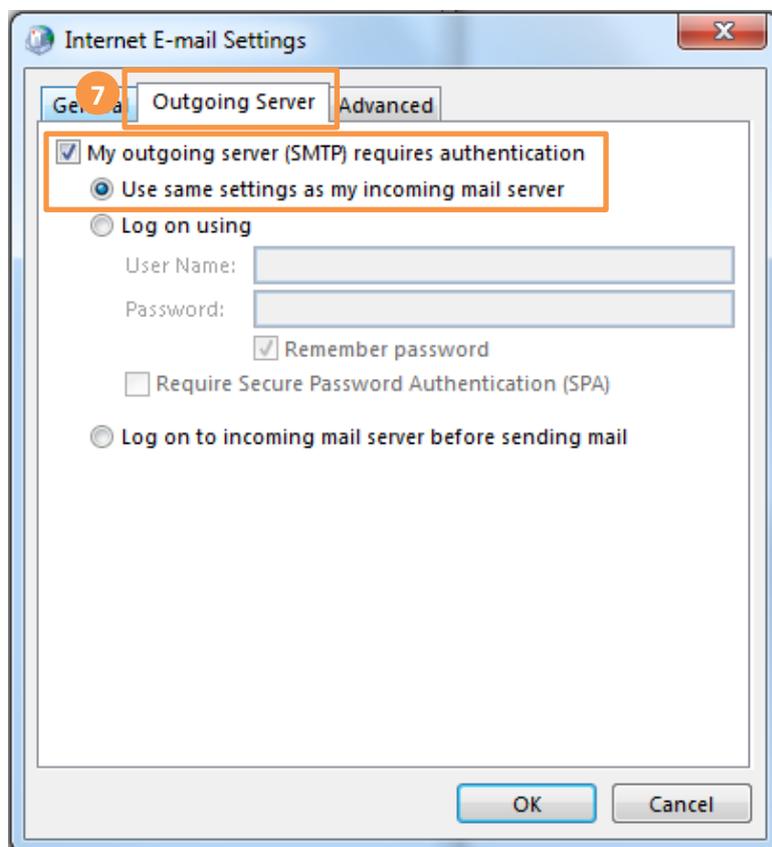
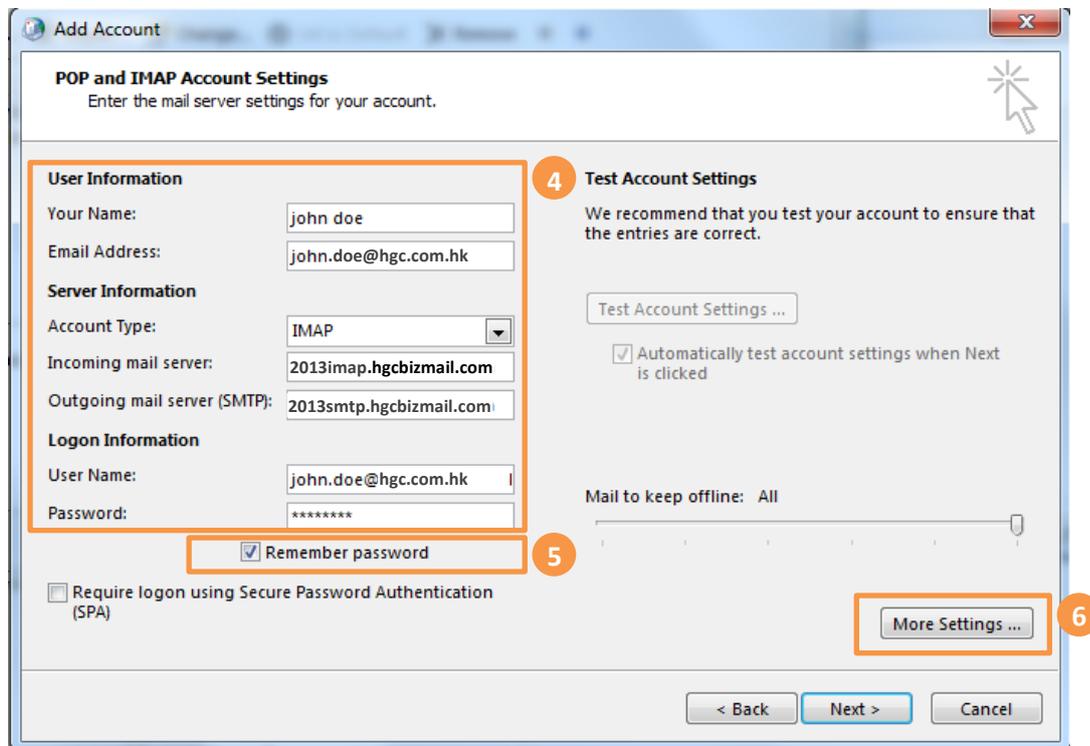


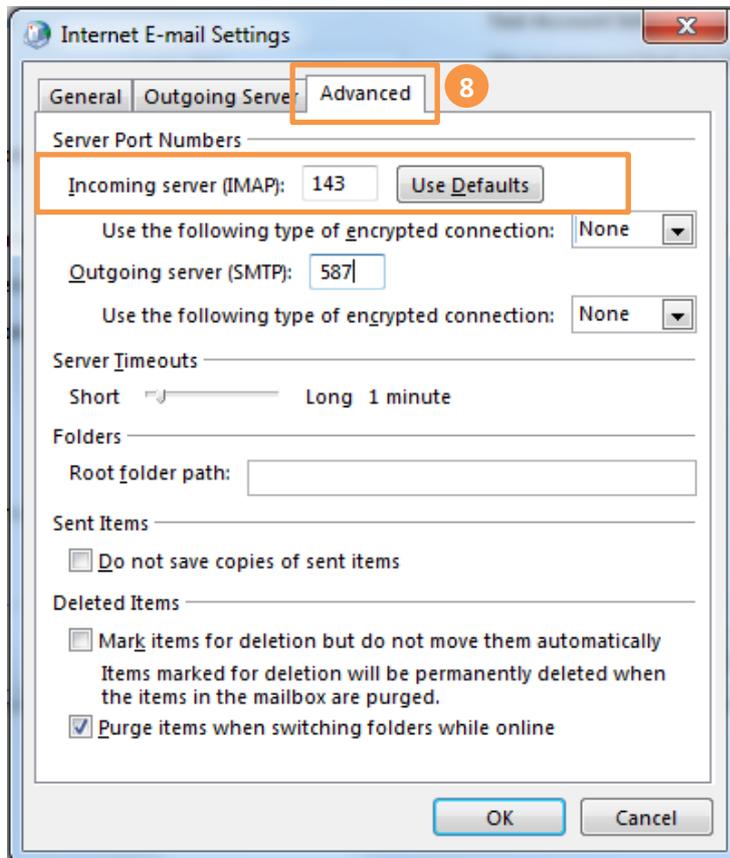
## 2. Add New Account

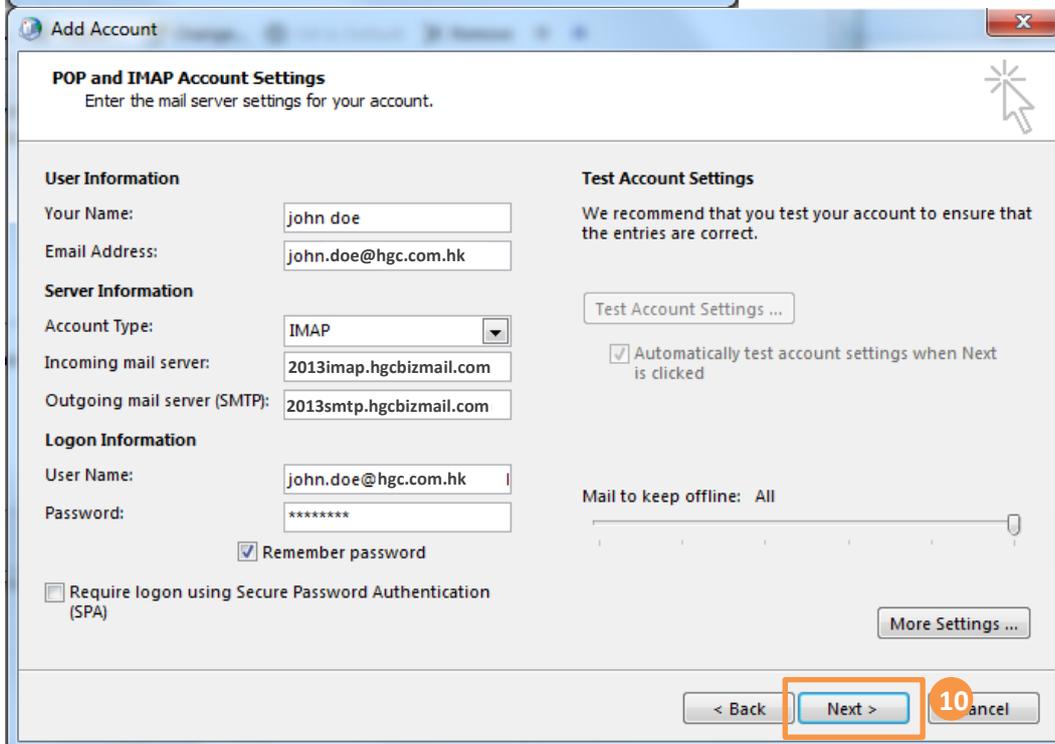
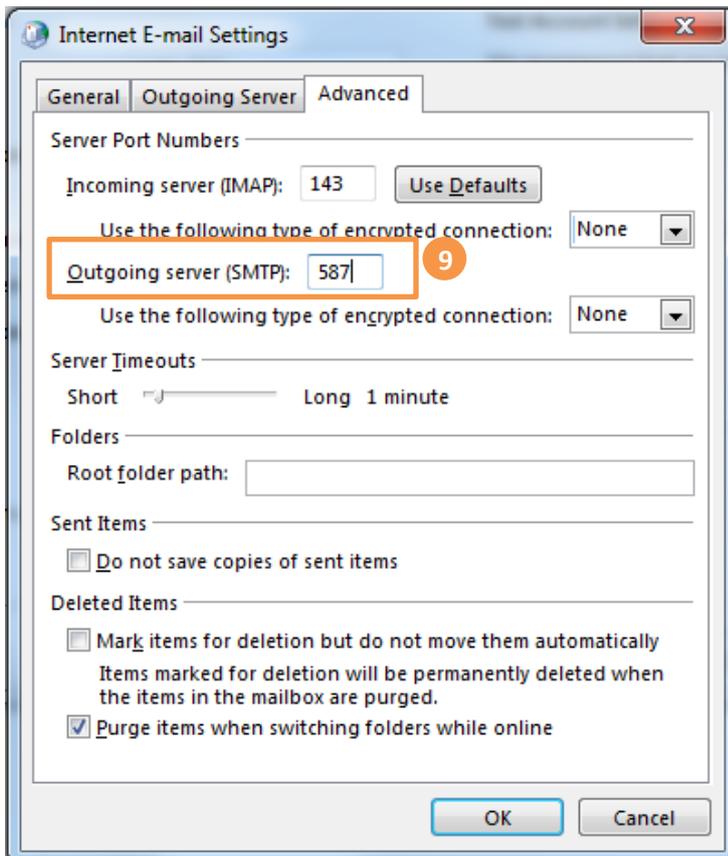
1. Choose **E-mail Account** and click **Next**.
2. Choose **Manual setup or additional server types** and click **Next**.
3. Choose **POP or IMAP** and click **Next**.
4. In the **Add New Account** window, enter the following information in the respective fields:  
**Your Name:** User's Name  
**E-mail Address:** User's email address  
**Account Type:** IMAP  
**Incoming mail server:** 2013imap.hgcbizmail.com  
**Outgoing mail server (SMTP):** 2013smtp.hgcbizmail.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 **143** 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**.

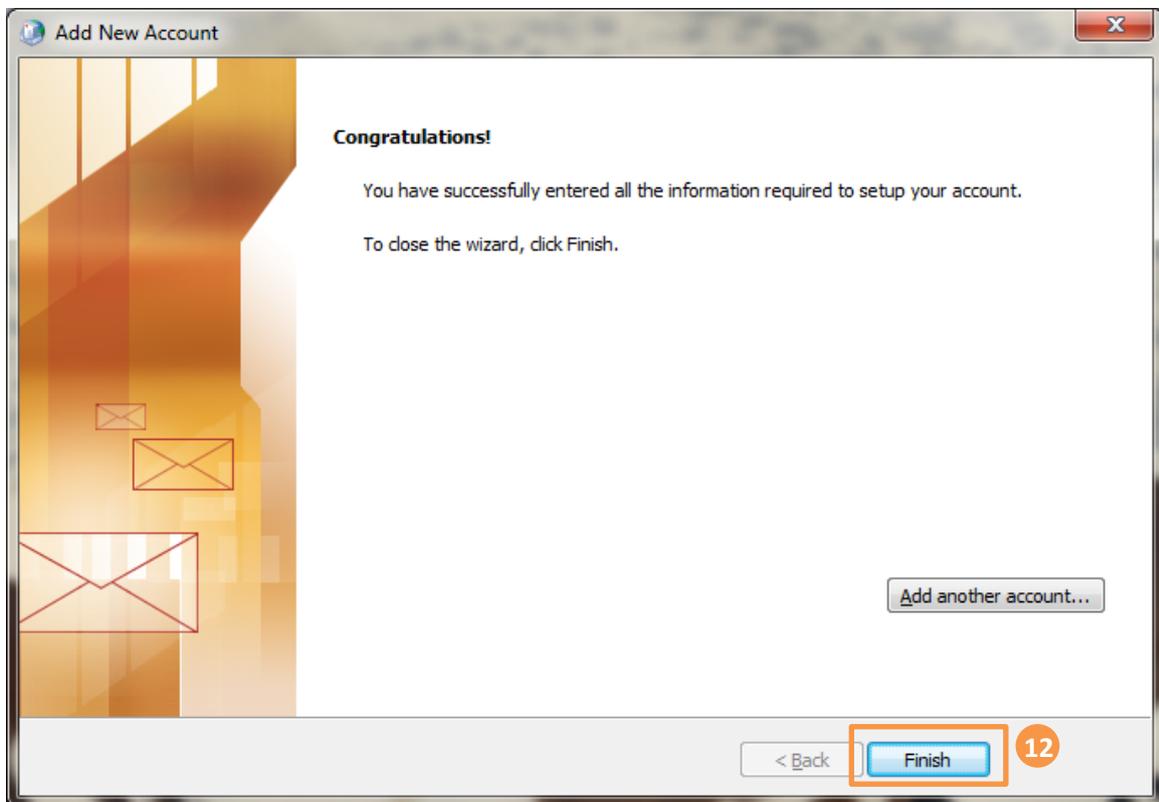
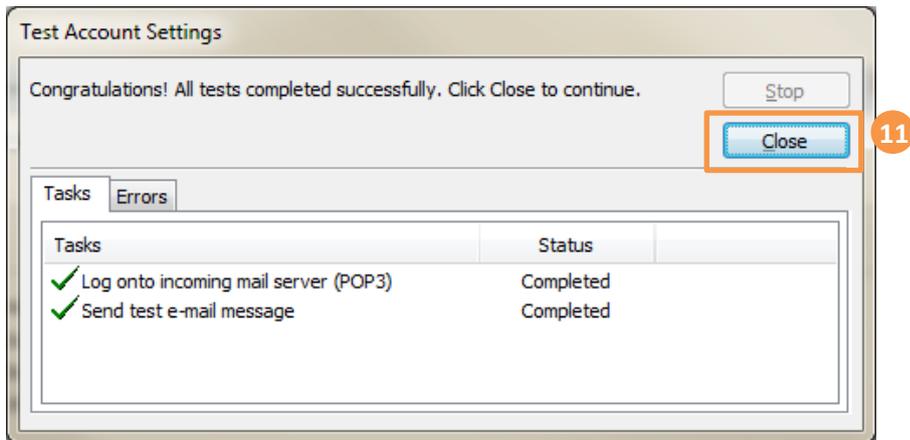












### **3. Get Help and Support**

We are glad to assist you with any enquiry or issue on the setup and use of service. Please contact our Support team phone at 3160 3160.