# Microsoft Office 365 and Outlook (2016) Email Setup

While PES Energize is not responsible for the setup of e-mail on your personal mobile devices, our support staff will be happy to assist you as much as possible. Depending on your specific device there may be some differences in email account steps and screen views. This document simply serves as a guide to assist you in accessing your email on these devices.
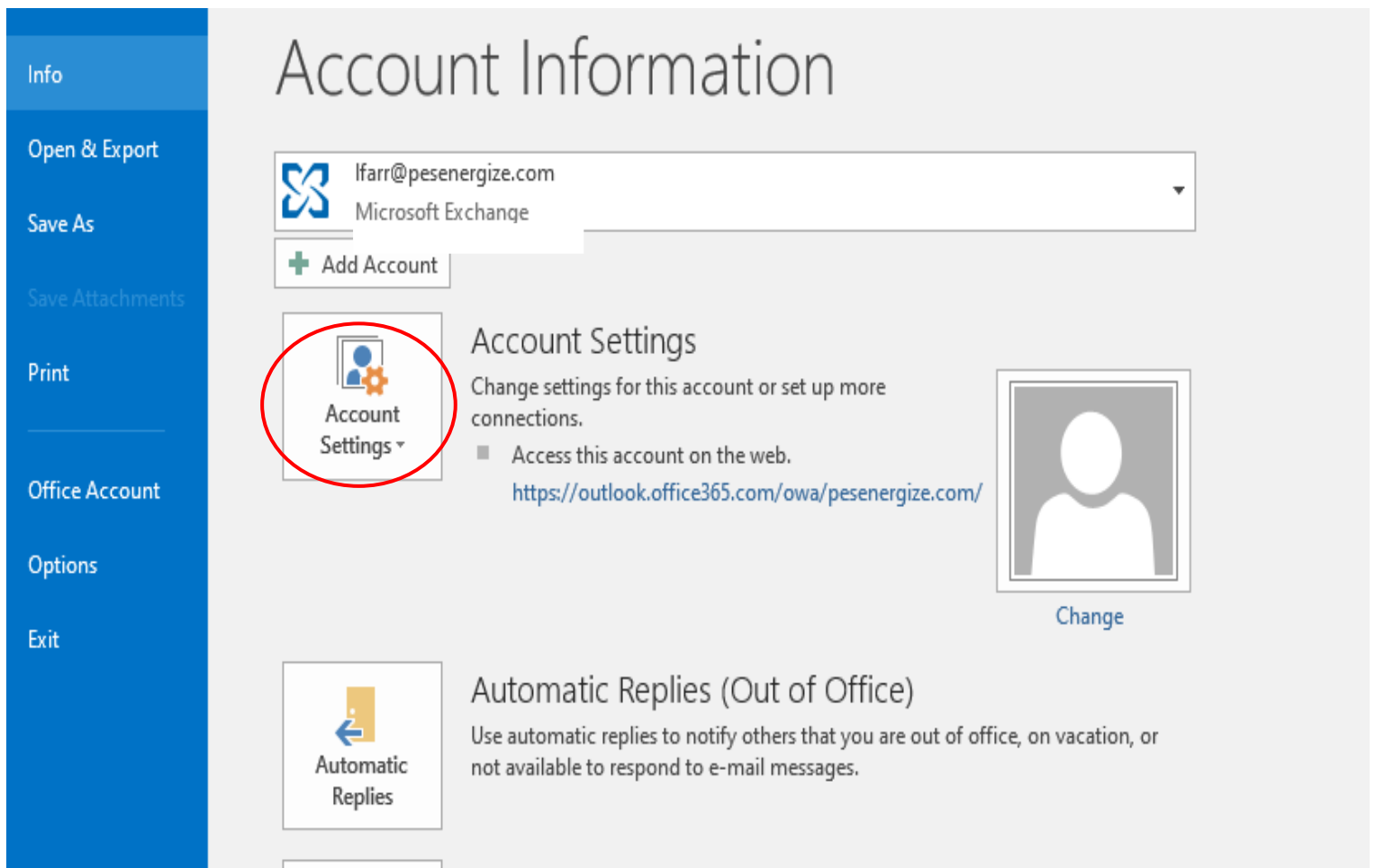
1. **Begin locating Microsoft Outlook by opening the Windows "Start" menu**
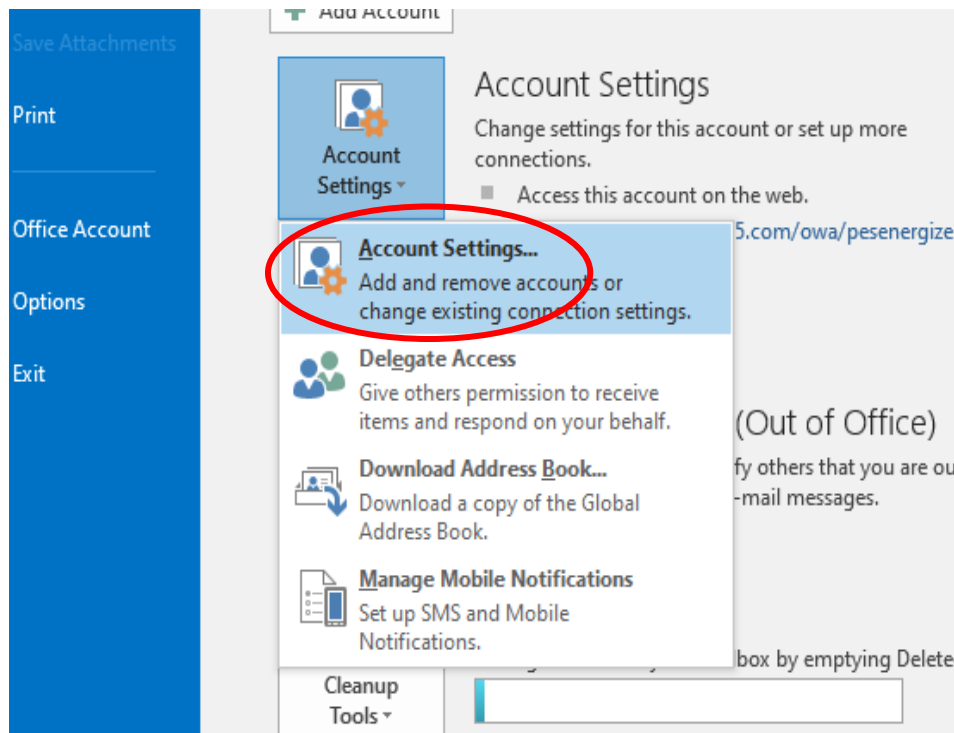2. **Select the "Outlook" icon from the grid.**
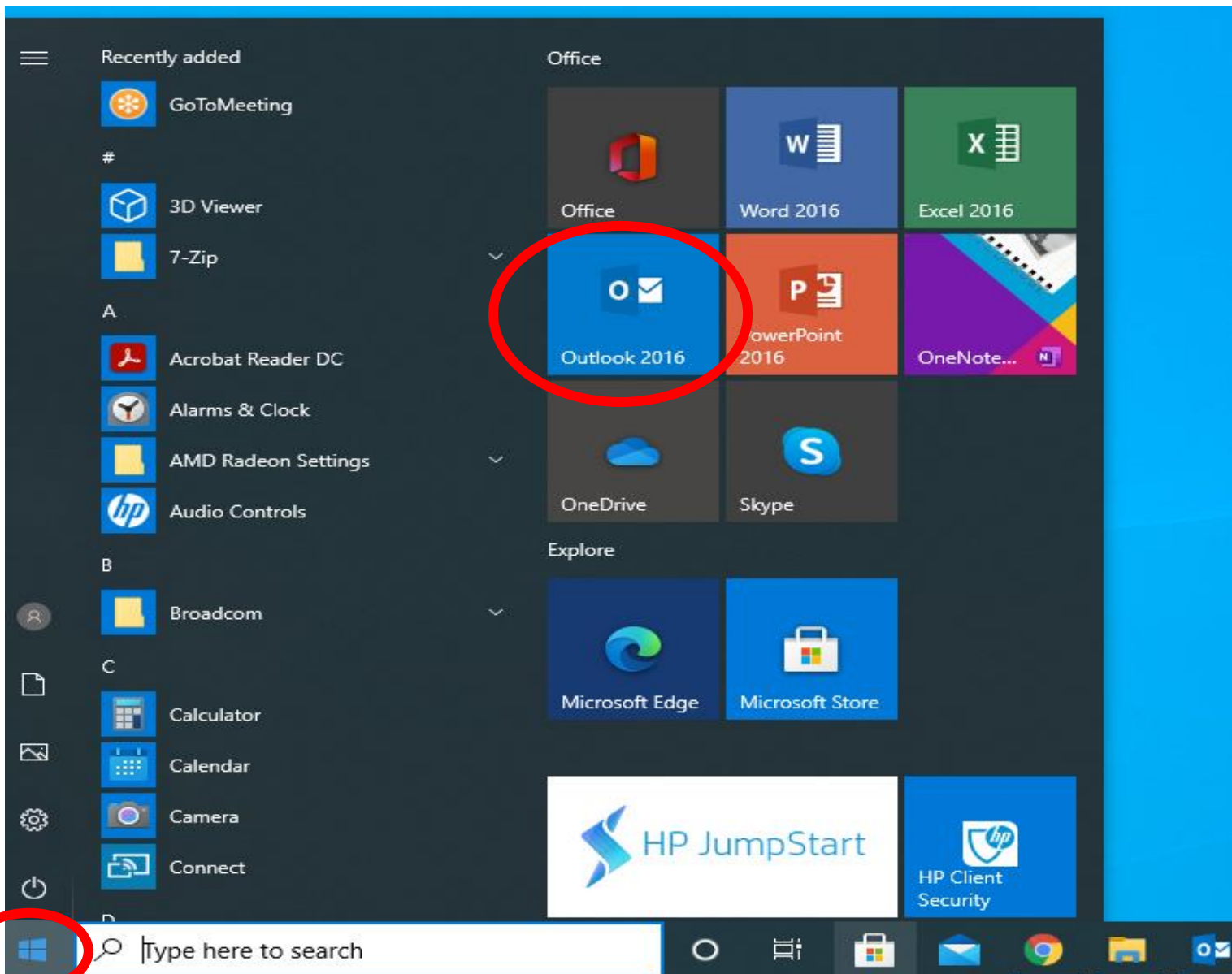
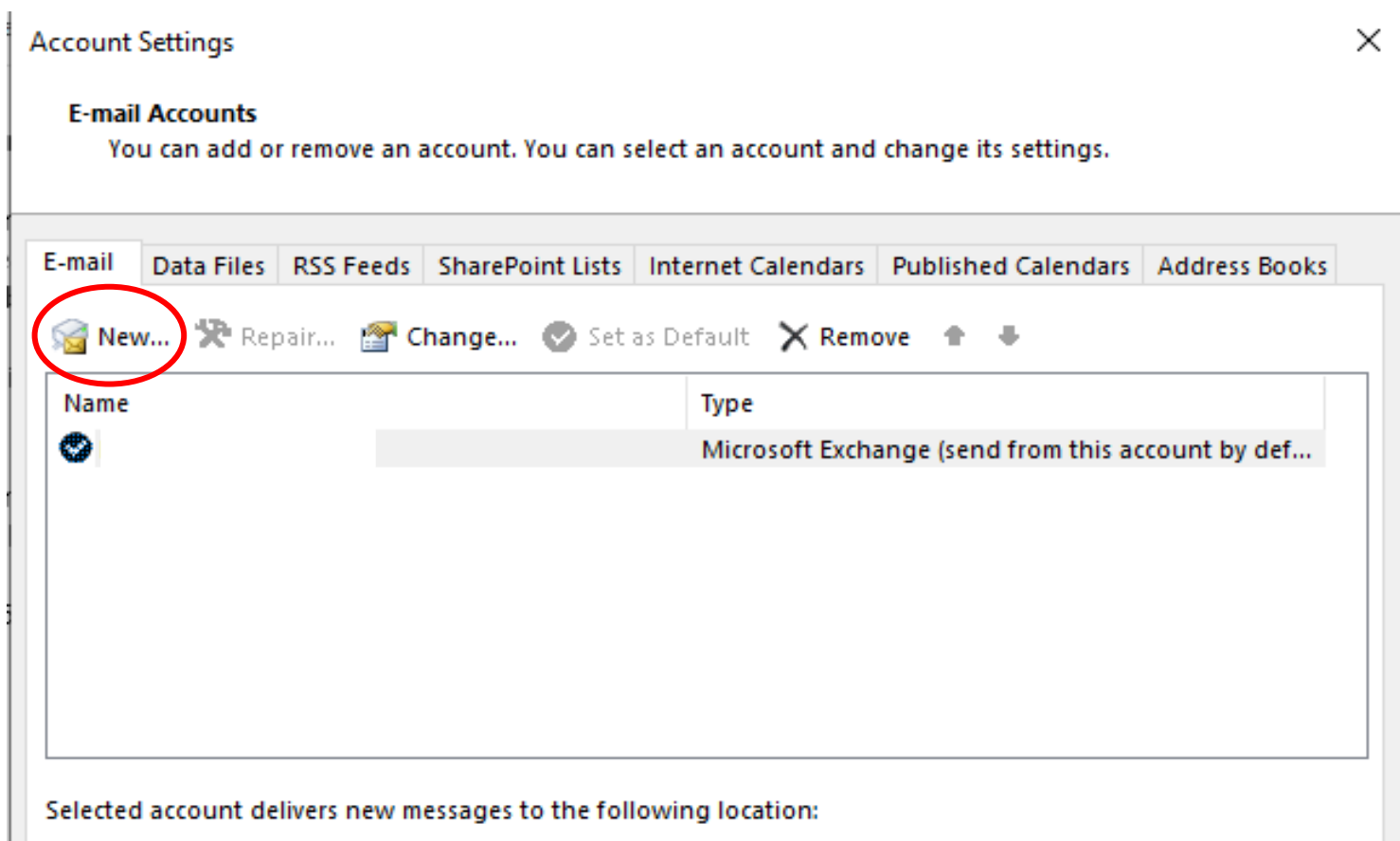**3. Once Outlook is open, choose the "File" tab at the top left of the screen.**
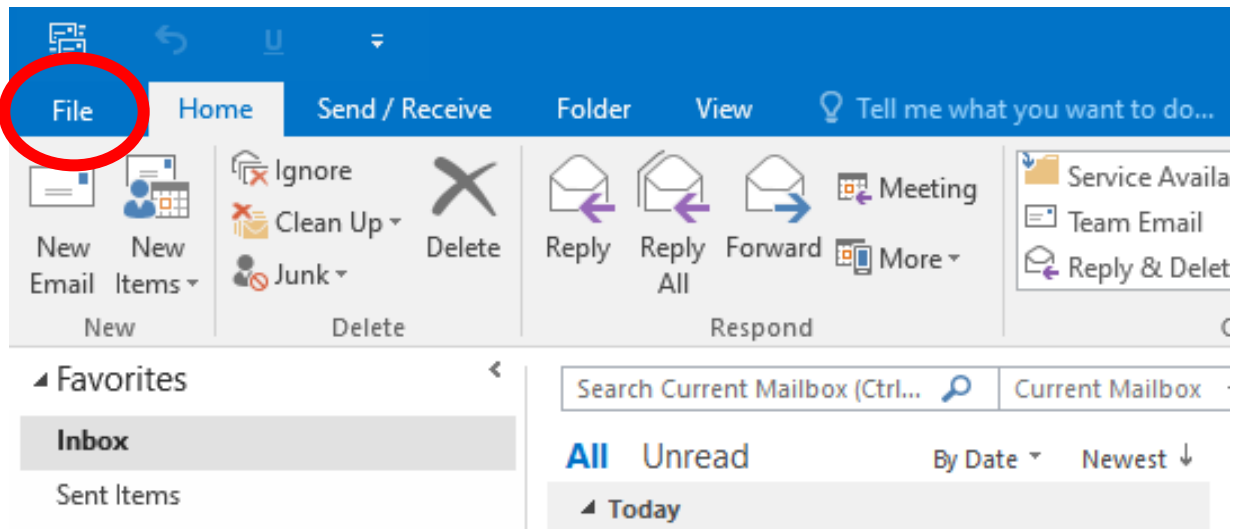
4. You will now see the Account Information screen. From this screen, choose the "Account Settings" panel.

5. From the dropdown that appears, select "Account Settings".

6. In the Account Settings screen, you can Add or Remove accounts and make any changes to existing accounts. If you have any email accounts from a previous provider, now is a good time to remove them if they are no longer valid. In the event your old provider deactivates your email account with them, the possible resulting errors could prevent you from being able to Send/Receive emails with your new Energize email. To remove an account, select it in the list and click the "Remove" button. When you are ready to continue with setting up your Energize email, select the "New" button.

7. You will see the Choose Service screen. Select "POP or IMAP", then click "Next".

Add Account

Choose Service

○ 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
Connect to a POP or IMAP email account

< Back   Next >   Cancel
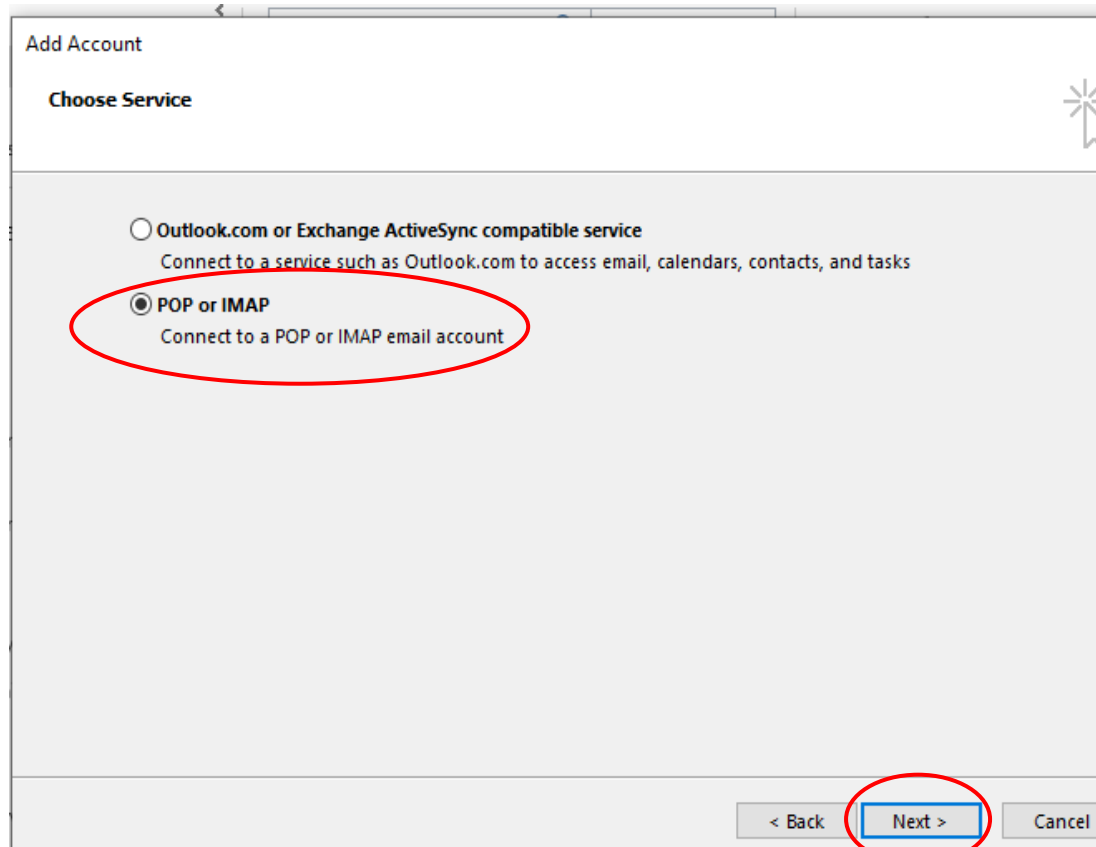
8. You will see a screen offering Auto or Manual Account setup. Please leave all fields blank and select "Manual setup or additional server types". Then click "Next".

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

< Back   Next >   Cancel

FW: [atmail help] Re: PES Energ...   9/16/2020
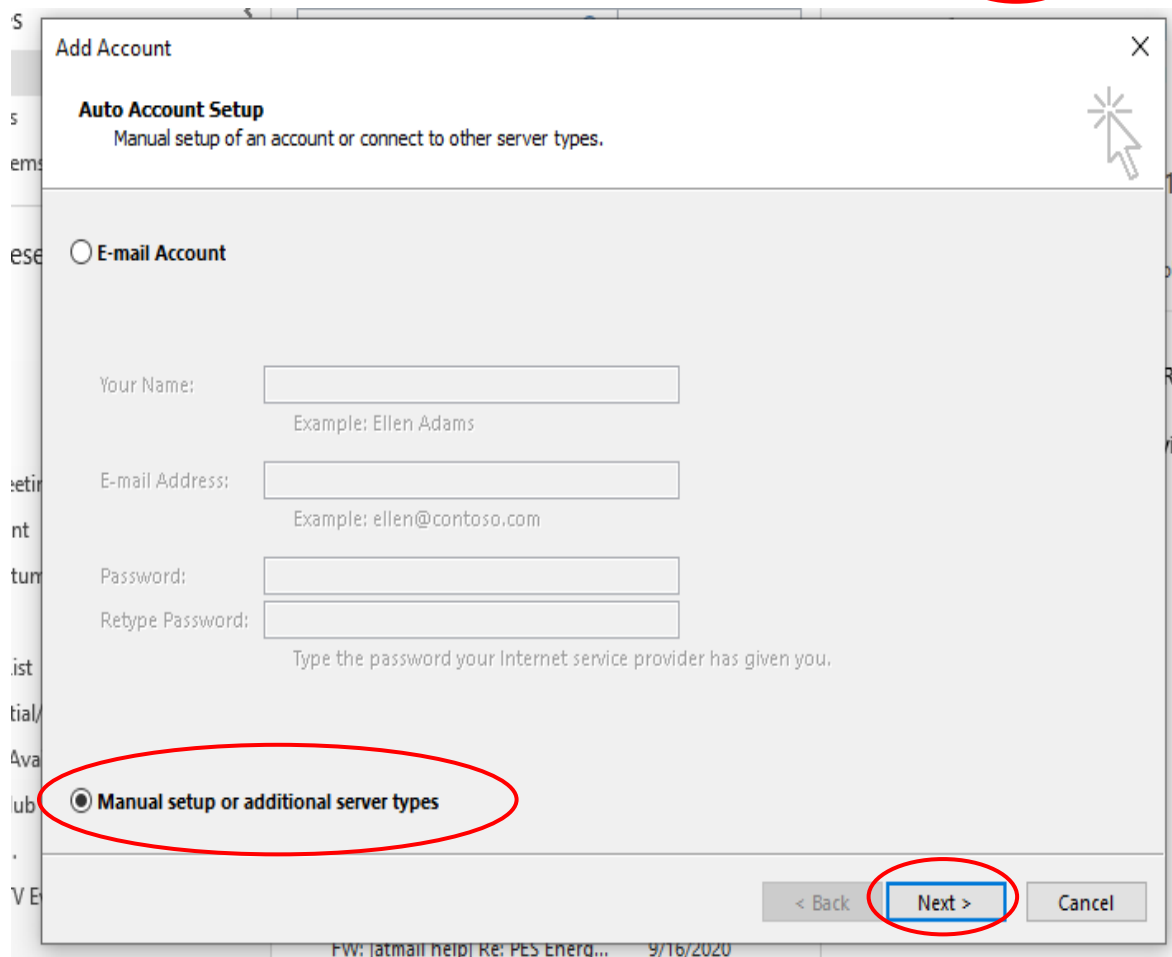
9. Begin filling in the mail server settings for your Energize email account.

Your Name: i.e. Tech Support

Email Address: Your **full** email address: i.e. test@energize.net

In the drop down for "**Account Type**" select: **IMAP**

Incoming mail server: imap.us-east.atmailcloud.com

Outgoing mail server (SMTP): smtp.us-east.atmailcloud.com

User name: your **full** email address, i.e. test@energize.net
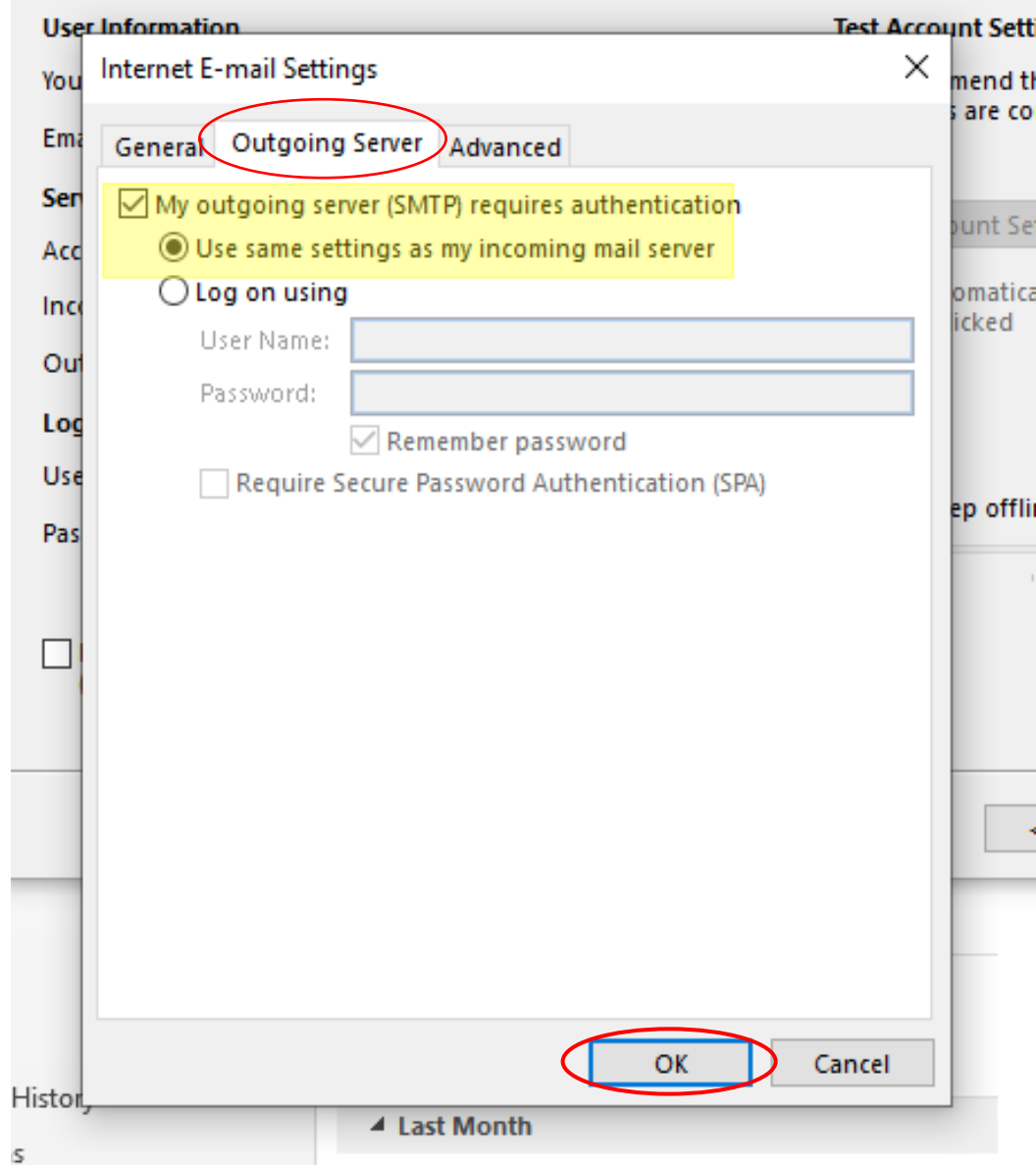
Password: your email password
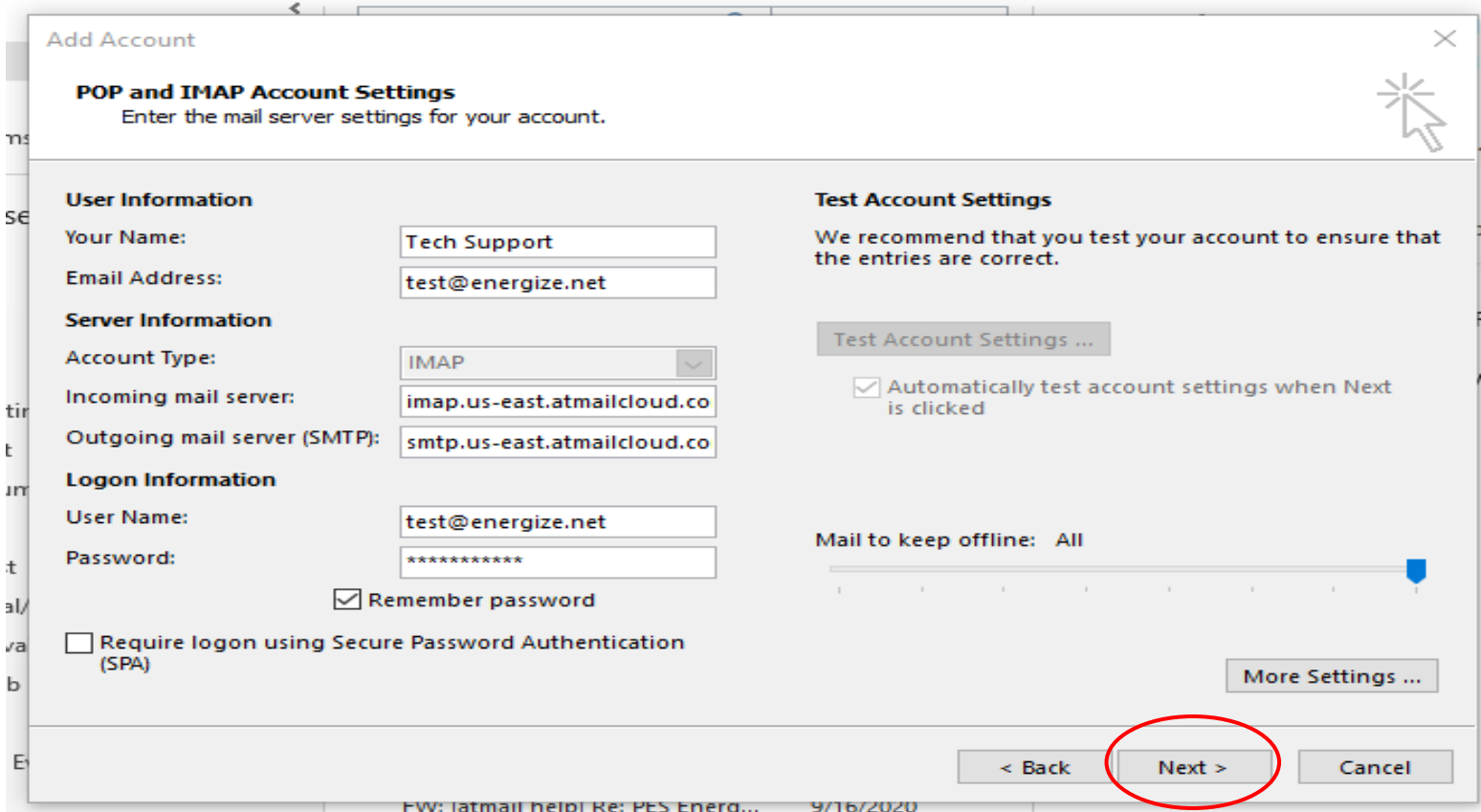
When finished, click "**More Settings…**" to continue.

9. **On this screen, select the "Outgoing Server" tab. Then check the box that reads "My outgoing server SMTP requires authentication". Also be sure to select "Use same settings as my incoming mail server".**

Click "OK" to continue.

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]

10. **You will be taken back to the server settings screen.**

Click "Next" to continue.

Add Account ✕

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

User Information

Your Name: [Tech Support]
Email Address: [test@energize.net]

Server Information

Account Type: [IMAP ▾]
Incoming mail server: [imap.us-east.atmailcloud.co]
Outgoing mail server (SMTP): [smtp.us-east.atmailcloud.co]

Logon Information

User Name: [test@energize.net]
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]

FW: [atmail help] Re: PES Energ...   9/16/2020

11. After you have clicked "Next" Outlook will automatically test your account settings and send you a test email.

Select "Close" to continue.

Add Account

Test Account Settings

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

Stop

Close

| Tasks | Errors |

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

Logon Information
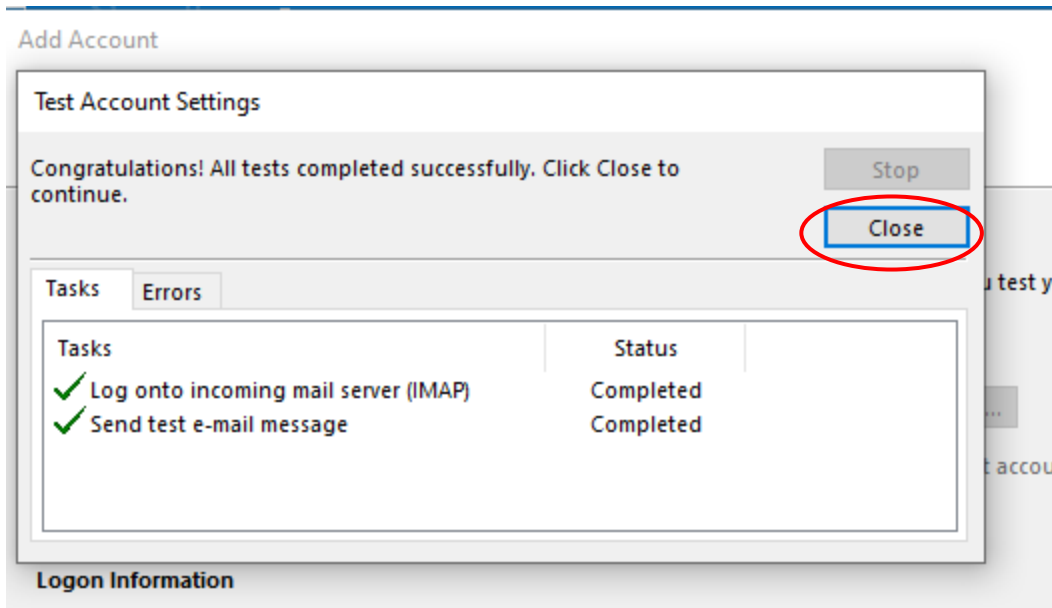
12. You will now see the final screen of set up. Select "Finish" at the bottom and you now have Energize email in Outlook!

Add Account   ✕

You're all set!

We have all the information we need to set up your account.

Add another account...

< Back   Finish