Help Document Series: Connecting to your Exchange mailbox via IMAP or POP

This document will provide you with the necessary settings to create an IMAP or POP3 connection using an e-mail program, such as Outlook Express. The remainder of this document will walk you through the specific steps in setting up Outlook Express.

General settings to access your Exchange mailbox independent of the software used.

Incoming Server (IMAP): “exchange.clarku.edu”

Outgoing Server (SMTP): “exchange.clarku.edu”

Incoming and outgoing servers require password authentication (your Clark Account password) and an encrypted connection (TLS or SSL).

To set up Outlook Express, follow the instructions below.

Step 1
With Outlook Express open, Click the “Tools” menu to expand a dropdown menu, and click on the option “Accounts…”. This will open a new window named “Internet Accounts”.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.

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Step 2
Click the “Add” button to open a new menu, and select “Mail…” by clicking on it. This will open a new window, “Internet Connection Wizard”.

Step 3
In the “Display name:” text field, type in your name for your email account as you wish it to be displayed. Click the “Next” button when you are ready to continue.

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Step 4
In the “E-mail address:” text field, type in “username@clarku.edu”, substituting your Clark Account username and click the “Next” button.

Step 5
Click on the blue arrow to open a dropdown menu, and select “IMAP” by clicking on it. Next, type “exchange.clarku.edu” into the “Incoming mail (POP3, IMAP, or HTTP) server:” and “Outgoing mail (SMTP) server:” text fields. Then click the “Next” button.

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Step 6
In the “Account name:” text field, type in “CLARKU\username”, substituting your Clark Account username. Then type your Clark Account password into the “Password:” text filed. Now, check the box next to “Log on using Secure Password Authentication (SPA)”.

If the computer you are using is not shared with multiple people, you may want to check the box next to “Remember password”.

Click the “Next” button to continue.

Step 7
Now click the “Finish” button; this will close this window and return you to the “Internet Accounts” window.

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Step 8
Select the “exchange.clarku.edu” account by clicking on it once. Then click the “Properties” button. This will open a new window: “exchange.clarku.edu Properties”.

Step 9
Change to the “Servers” tab by clicking on it. Next, click on the “My server requires authentication” box to check it off.

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Step 10
In the same window click on the “Advanced” tab and then check off both boxes next to “This server requires a secure connection (SSL)”. Then, click the “OK” button to close this window and click the “Close” button in the “Internet Accounts” window.

Step 11
You will next be prompted with an “Outlook Express” window asking “Would you like to download the folders from the mail server you added?”. Click the “Yes” button and a new window called “Show/Hide IMAP Folders” will open. Now, click the “OK” button to close this window.

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Step 12
Select the “exchange.clarku.edu” mailbox by clicking on it once. Next, click the “Send/Recv” button in the top toolbar, and Outlook Express should automatically start retrieving all of your e-mail that is on the Clark Exchange server. A copy of each email will remain on the server until you decide to move or delete it from the server.