

OUTLOOK MAIL CONFIGURATION

When you add your email account to Outlook 2007, 2010 & 2013, 2016 & 2019 on the first screen make sure you select “Manual setup or additional server types”. On the next screen, choose “POP or IMAP” and enter the following settings in the Server Information fields:

Account type: POP3 or IMAP

Incoming mail server: mail.nconnect.co.bw

Outgoing mail server (SMTP): mail.nconnect.co.bw

Logon Information:

User Name: your email address info@example.co.bw }

Password: your email account password xxxxxxxxxxxx}

Mail Server Settings

Then click on the “More Settings” button:

Outgoing Server tab: mark the box “My outgoing server (SMTP) requires authentication” and select “use same settings as my incoming mail server”.

Advanced tab – Server Port Numbers:

Incoming server (POP3): port 995 (IMAP) Port 993– you must also mark the box this server requires an encrypted connection (SSL)

Outgoing server (SMTP): port 587 – you must also choose TLS for the option “Use the following types of encrypted connection”.

The Outlook.com mail server settings are valid for every email client application that supports the POP3, IMAP or Active Sync protocols, no matter the platform (Windows, Mac, iOS, Android, etc). For web interface use the following link on your

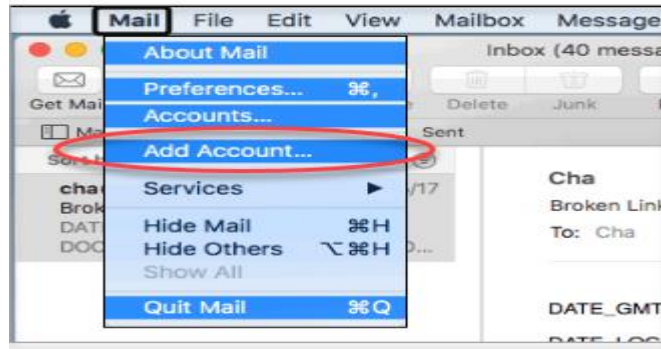
URL <https://mail.nconnect.co.bw:7443/surgeweb>

NB: You advised to configure your outlook on POP3 instead of IMAP. With POP3 emails are automatically downloaded to your machine while with IMAP your emails are sitting on the server. POP3 and IMAP are two different protocols (methods) used to access email. Of the two, IMAP is the better option - when you need to check your emails from multiple devices, such as a work laptop, a home computer, or a tablet, smartphone, or other mobile device.

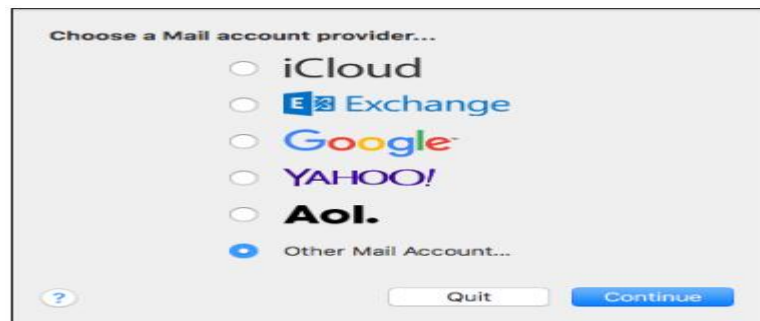
MAC DEVICES

When you add an email account on Mac devices you will need our incoming mail server, outgoing mail server, full email address, and your email password. Following are the steps on how to configure Mac Devices.

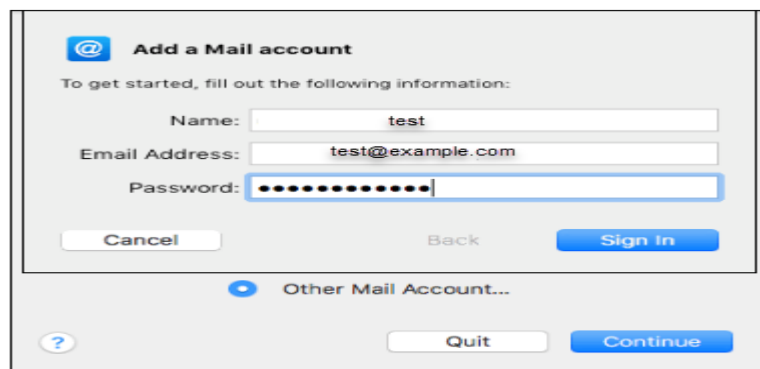
1. Open **Mac OS Mail**.
2. Click **Mail**.
3. Click on **Add Account**.



4. Select **Other Mail Account** and click **Continue**.



5. Fill in the following information:
 - **Name:** How you want your name to appear in emails (in this example: Test)
 - **Email Address:** Your full email address (in this example: test@example.com)
 - **Password:** Your email password



6. Click **Sign In**.
7. Decide if you want to use **POP** or **IMAP**. IMAP synchronizes the email on your computer with the contents of your account on the server, while POP simply downloads the inbox.
8. Fill in the following information:
 - **Account Type: POP**
Username – Your full mailbox address (in this example: test@example.com)

Incoming Mail Server – mail.nconnect.co.bw [Port 995]

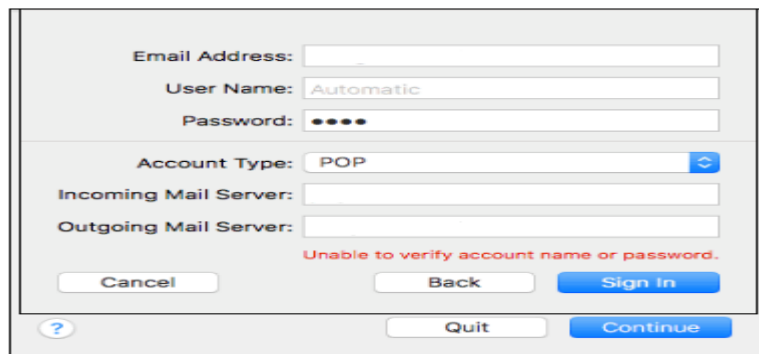
Outgoing Mail Server – mail.nconnect.co.bw [Port 587]

- **Account Type: IMAP**

Username – Your full mailbox address (in this example: test@example.com)

Incoming Mail Server – mail.nconnect.co.bw [Port 993]

Outgoing Mail Server – mail.nconnect.co.bw [Port 587]



The screenshot shows a Mac OS mail account setup window. It has a light gray background with a white border. The window contains several text input fields and buttons. At the top, there are three fields: 'Email Address:', 'User Name:', and 'Password:'. Below these is a section for 'Account Type:' with a dropdown menu set to 'POP'. Underneath are fields for 'Incoming Mail Server:' and 'Outgoing Mail Server:'. A red error message is displayed in the center: 'Unable to verify account name or password.' At the bottom, there are four buttons: 'Cancel', 'Back', 'Sign In', and 'Continue'. A small question mark icon is in the bottom left corner.

Email Address:	<input type="text"/>
User Name:	<input type="text" value="Automatic"/>
Password:	<input type="password" value="••••"/>
Account Type:	POP <input type="button" value="v"/>
Incoming Mail Server:	<input type="text"/>
Outgoing Mail Server:	<input type="text"/>
Unable to verify account name or password.	
<input type="button" value="Cancel"/>	<input type="button" value="Back"/>
<input type="button" value="Sign In"/>	<input type="button" value="Continue"/>

9. Click **Sign In**.

10. Choose the Mac apps you want to use with this email account.

11. Click **Done**.