

Please refer to the last page of this PDF if you are running Windows 10!

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Setting up EmailPro in Outlook 2013

By Freeola Support on 22nd March, 2013 | [1 comment](#)

Welcome to the Freeola Internet customer support pages. This guide is designed to help with setting up an EmailPro email address on Microsoft Outlook 2013. For more internet help topics please visit our [main Support Page](#).

If you do not already have Outlook 2013 installed, you should be able to install it from your Microsoft Office 2013 installation disk. Alternatively, if you would prefer to use another e-mail client, you may be able to find a relevant guide on the [Freeola E-mail Support Guides](#) page.

Before you start, you should make a note of the E-mail Address that you would like to set-up, as well as the associated password. This information can be obtained by logging in to your MyFreeola account and selecting View/Edit E-mail Addresses from the left hand navigation. You will then be shown a list of e-mail addresses and their login details.

1. Load **Microsoft Office Outlook 2013** from the **Windows Start Menu**.
2. If this is the first time that you have launched Microsoft Office Outlook you should automatically be shown a form similar to the one pictured below. *If this shows, please proceed to [step 4](#).*

3. If this form does not show, you will need to select **File, Info** and then **Account Settings** from the menu bar at the top of the screen. You should then press the **New** button and select **E-mail Account**.
4. You will then need to select the "**Manually configure server settings or additional server types**" option and press **Next** to continue.

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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:
Reuse Password:

Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back Next > Cancel

5. You will then be asked to specify the service type. Select **POP** or **IMAP** from the options provided.

Add Account

Choose Service

Microsoft Exchange Server or compatible service
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail

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

6. In the next window you will be asked to enter Freeola's e-mail settings. For **Your Name**, enter the name that you would like to appear on outgoing mail. Your email address will need to be entered into the **Email Address** field.

For the incoming account type select **IMAP** or **POP3** depending on the setting in your MyFreeola account (default is POP3), the server address will take the form of **yourdomainname.freeolamail.net** where yourdomainname is your domain name **with any dots (.) replaced with hyphens (-)**.

Your **User name** will be your **E-mail Address** and your **Password** should have already been obtained at the start of the guide. If you do not already have this information, it can be obtained from within your MyFreeola Account.

The **outgoing mail server** should be set to use **smtp.freeolamail.net**. You should ensure that "**My outgoing server requires authentication**" is ticked. This setting can be found by pressing **More Settings** then navigating to the **Outgoing Server** tab. Some ISPs may also prevent you from sending mail over port 25, in order to avoid this you may also wish to change your **outgoing mail**

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port to 2025 on the **Advanced** tab.

The screenshot shows the 'Add Account' wizard in Outlook 2013, specifically the 'POP and IMAP Account Settings' screen. The window title is 'Add Account'. The main heading is 'POP and IMAP Account Settings' with the instruction 'Enter the mail server settings for your account.' The form is divided into several sections:

- User Information:** Fields for 'Your Name:' and 'Email Address:'.
- Server Information:** 'Account Type:' dropdown menu (set to POP3), 'Incoming mail server:', and 'Outgoing mail server (SMTP):'.
- Logon Information:** 'User Name:' and 'Password:' fields, with a checked 'Remember password' checkbox and an unchecked 'Require logon using Secure Password Authentication (SPA)' checkbox.
- Test Account Settings:** A message: 'We recommend that you test your account to ensure that the entries are correct.' Below it is a 'Test Account Settings ...' button and a checked checkbox 'Automatically test account settings when Next is clicked.'
- Deliver new messages to:** Radio buttons for 'New Outlook Data File' (selected) and 'Existing Outlook Data File', followed by a 'Browse...' button.

At the bottom right, there is a 'More Settings ...' button. At the bottom center, there are three buttons: '< Back', 'Next >', and 'Cancel'.

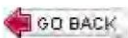
7. If you then press **Next**, then **Finish** to close the wizard, your settings should be saved and your e-mail client should now be configured and ready for use.

Using SSL with EmailPro

As a subscriber to Freeola EmailPro you are able to utilise an SSL connection for both sending and receiving of your e-mails.

In order to use this feature with your account, please ensure you have selected the 'SSL' option, for both incoming and outgoing servers, and also the following port numbers are set, where applicable:

SSL - POP3: 995
 SSL - IMAP: 993
 SSL - SMTP - 465



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Windows 10 has a known issue when running Outlook 2010 or 2013 when operating this emailPro system!

If you are unable to send or receive messages and yet have been able to send a Test Email from Outlook please follow the instructions below.

1) Close Outlook

2) Right Click the Start Button in Windows and Choose: Command Prompt(Admin) if you don't see that option, instead choose: Windows PowerShell(Admin) Command Prompt.

3) In the Command Prompt window type: sfc /scannow (note the space after sfc!)
Press the Enter key.

4) Wait until the process completes. (May take up to 20 minutes relative to the amount of data in your hard disk). *When the process completes there can also be a slight delay before the Final system report is shown!* Close the Command Promp window.

5) Restart your computer and then Outlook.