

**William Carey University**  
Information Technology

Using Outlook with SaderApps

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## Enabling IMAP

You can retrieve your Gmail messages with a client or device that supports IMAP, like Microsoft Outlook or Apple Mail.

To enable IMAP in Gmail:

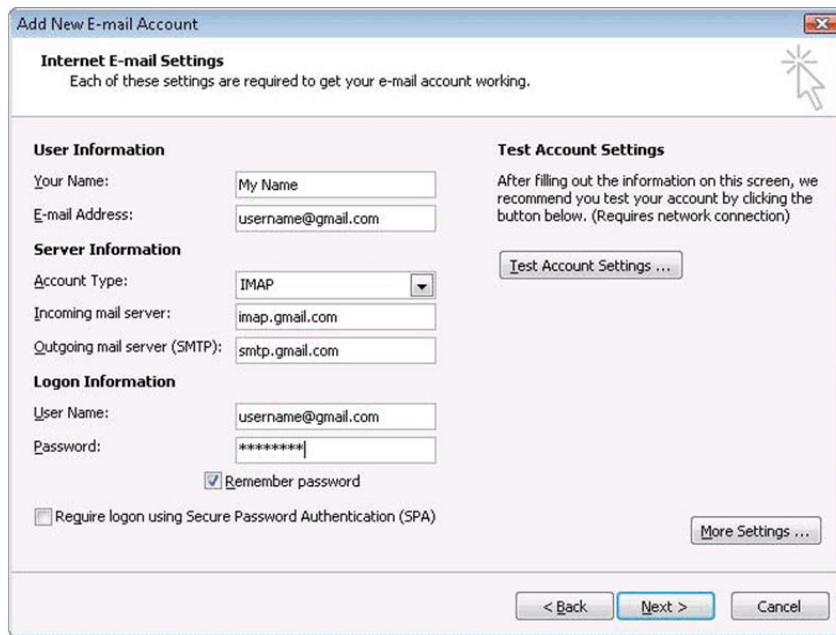
1. Sign in to Gmail.
2. Click **Settings** at the top of any Gmail page.
3. Click **Forwarding and POP/IMAP**.
4. Select **Enable IMAP**.
5. Click **Save Changes**.

## Configuring IMAP in Outlook 2007 (First Account)

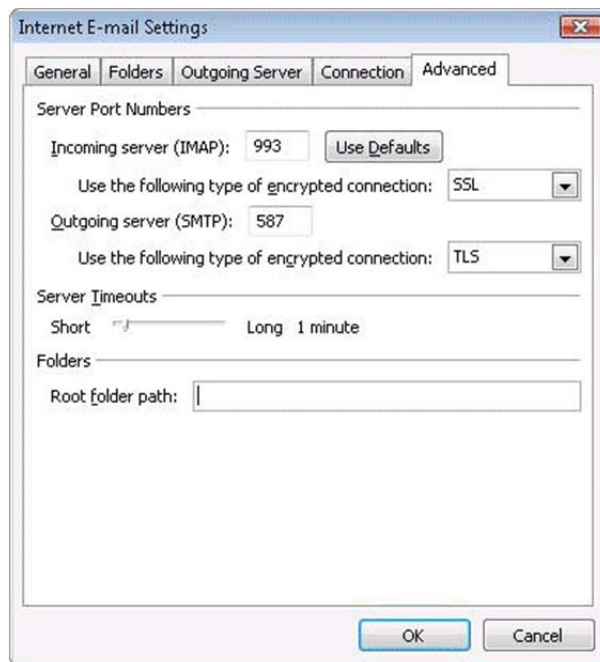
If you have never setup Outlook on your computer, follow the instructions below.

To set up your Outlook 2007 client to work with Gmail:

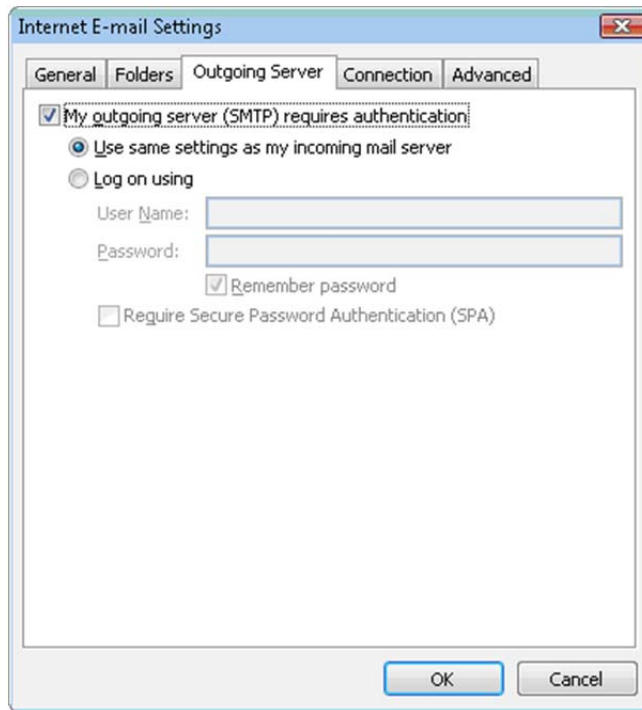
1. [Enable IMAP](#) in Gmail. Don't forget to click **Save Changes** when you're done.
2. Open Outlook.
3. For new setups, select **Do not upgrade**.
4. Click **Yes**.
5. Enter your display name, email address (including '@gmail.com'), and password. Google Apps users, enter your full email address, e.g. 'username@your\_domain.com.'
6. Select the 'Manually configure server settings or additional server types' checkbox.
7. Select **Internet E-mail**.
8. Settings: name, full email address (including '@student.wmcarey.edu')
  - o In the **Account Type** dropdown menu, select **IMAP**; enter the incoming and outgoing server names shown below.
  - o In the 'User Name' field, give your full Gmail address, including '@student.wmcarey.edu'.
  - o In the incoming server field, type `imap.googlemail.com` instead of `imap.gmail.com`
  - o In the outgoing mail server (SMTP) field, type `smtp.googlemail.com` instead of `smtp.gmail.com`
  - o After creating these settings, clicking **Next** takes you to the end of the setup.



9. In the **Tools** menu, select **Options** then **Mail Setup**. Under 'Email Accounts,' click **E-mail Accounts**.
10. Select an account, and click **Change** above the list of accounts. Click **More Settings**, then the **Advanced** tab.
  - o Incoming server must be 993, and must use SSL encryption.
  - o Outgoing server can use 587, TLS encryption.



11. Click the **Outgoing Server** tab. Make sure that 'My outgoing server (SMTP) requires authentication' is selected. The radio button 'Use same settings as my incoming mail server' should also be selected.



12. Click **OK** > **Next** > **Finish** > **Close** > **OK**.

## Configuring IMAP in Outlook 2007 (Adding Account)

If you have already setup Outlook for another account on your computer, follow the instructions below.

To set up your Outlook 2007 client to work with Gmail:

1. [Enable IMAP](#) in Gmail. Don't forget to click **Save Changes** when you're done.
2. Open Outlook.
3. Open Account Settings
4. Click New on the Email Tab
5. Enter your display name, email address (including '@gmail.com'), and password. Google Apps users, enter your full email address, e.g. 'username@your\_domain.com.'
6. Select the 'Manually configure server settings or additional server types' checkbox.
7. Select **Internet E-mail**.

8. Settings: name, full email address (including '@student.wmcarey.edu')
  - o In the **Account Type** dropdown menu, select **IMAP**; enter the incoming and outgoing server names shown below.
  - o In the 'User Name' field, give your full Gmail address, including '@student.wmcarey.edu'.
  - o In the incoming server field, type imap.googlemail.com instead of imap.gmail.com
  - o In the outgoing mail server (SMTP) field, type smtp.googlemail.com instead of smtp.gmail.com
  - o After creating these settings, clicking **Next** takes you to the end of the setup.

The screenshot shows a Windows Mail dialog box titled "Add New E-mail Account". The main heading is "Internet E-mail Settings" with a sub-note: "Each of these settings are required to get your e-mail account working." The dialog is divided into several sections:

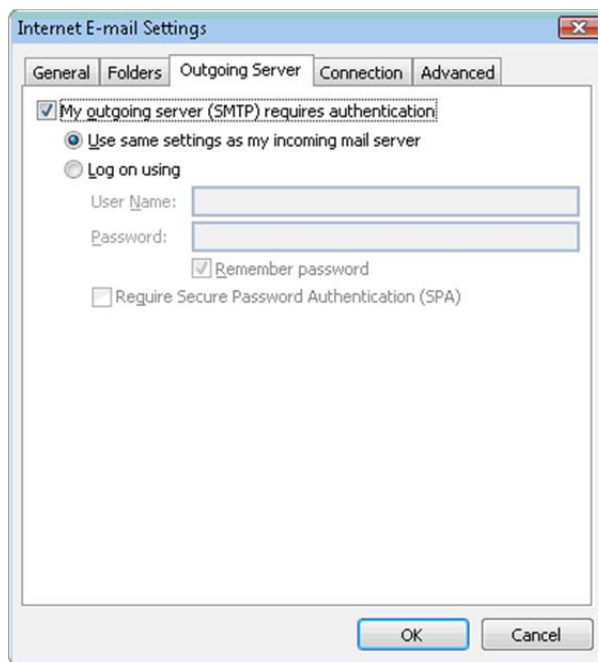
- User Information:** "Your Name" (text field: "My Name"), "E-mail Address" (text field: "username@gmail.com").
- Server Information:** "Account Type" (dropdown menu: "IMAP"), "Incoming mail server" (text field: "imap.gmail.com"), "Outgoing mail server (SMTP)" (text field: "smtp.gmail.com").
- Logon Information:** "User Name" (text field: "username@gmail.com"), "Password" (text field: "\*\*\*\*\*"), a checked checkbox for "Remember password", and an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)".
- Test Account Settings:** A text box explaining the purpose of the test button and a "Test Account Settings ..." button.

At the bottom, there are navigation buttons: "< Back", "Next >" (highlighted in blue), and "Cancel". A "More Settings ..." button is also present in the bottom right.

9. In the **Tools** menu, select **Options** then **Mail Setup**. Under 'Email Accounts,' click **E-mail Accounts**.
10. Select an account, and click **Change** above the list of accounts. Click **More Settings**, then the **Advanced** tab.
  - o Incoming server must be 993, and must use SSL encryption.
  - o Outgoing server can use 587, TLS encryption.



11. Click the **Outgoing Server** tab. Make sure that 'My outgoing server (SMTP) requires authentication' is selected. The radio button 'Use same settings as my incoming mail server' should also be selected.



12. Click **OK** > **Next** > **Finish** > **Close** > **OK**.

## Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you need support from the Information Technology Department, please follow the instructions below to get the best response possible.

### ***First step to troubleshooting!***

1. If you receive an error when attempting to setup Outlook to connect to your SaderApps account, please complete the following steps before proceeding to ask for assistance from the Information Technology Office.
  - a. Login to the Indigo Portal
  - b. Click Change Password
  - c. Type your current WCU password in ALL three boxes
  - d. Click Submit
2. Allow at least 1 hour for your password to be synchronized to Google.
3. After 1 hour, attempt to setup your account in Outlook again.
4. If it still fails, please continue with the remaining instructions in the guide for submitting a trouble ticket to the Information Technology office.

### ***Do you need to submit an online support ticket?***

1. Navigate to <https://indigo.wmcarey.edu/help> in your web browser.
2. Fully complete the form provided.
3. Click Submit.

### ***Want to change your WCU account password?***

*You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.*

1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

### ***Did you forget your WCU account password?***

*If you have forgotten your password, please go to <https://indigo.wmcarey.edu/student> and click on the Forgot your Password? link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.*