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## **IMAP FAQ** (Internet Message Access Protocol)

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## **1 What is IMAP?**

Internet Message Access Protocol (IMAP) enables you to read e-mails without removing them from the server. This is useful if you work on a laptop or mobile phone while on the move or at home. When you access your e-mail account, IMAP displays a list with the headers and senders of incoming e-mails. You can then pre-sort your e-mails and delete them immediately, without storing them locally on your computer. Each message can be marked as read, deleted or replied to using so-called flags. By double clicking, you can download the e-mails you want to read. Downloaded e-mails remain on the mail server and can be downloaded again from another device. E-mails that you have finished with can be permanently deleted from any computer.

## **2 Why switch from POP3 to IMAP?**

With the POP3 protocol, downloaded e-mails are deleted from the server, which means they cannot be downloaded again (e.g. from a laptop or via webmail). Accessing e-mails via POP3 in Outlook includes the possibility of leaving copies of your messages on the server. However, the different server parameters often result in messaging interface problems. Furthermore, this system does not show when messages have been processed, read or replied to.

## **3 How do I set up IMAP in my e-mail program?**

In order to set up the IMAP account in your e-mail program (e.g. in Outlook), you need to delete the existing POP3 account and then set up an IMAP account. It is not possible to change the settings of the existing POP3 account on IMAP. However, this is not a problem for you, since the e-mails are stored on the server.



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### **3.1 Deleting a POP3 account with Outlook 2007**

1. Launch Outlook.
2. In the **Extras** menu, click on **Account settings**.
3. Select the POP3 e-mail account you want to delete in the **E-mail** section.
4. Click **Remove**.

### **3.2 Adding an IMAP account with Outlook 2007**

1. Launch Outlook.
2. In the **Extras** menu, click on **Account settings**.
3. Click **new**.
4. Click **Microsoft Exchange, POP3, IMAP or HTTP** and then click **Next**.
5. In the dialogue field, click **Set up account automatically**, check the box **Manually configure server settings or additional server types** and then click **Next**.
6. Click **Internet E-mail**, and then click **Next**.
7. Under **Server information**, choose IMAP account type.
8. In the **Your Name** box, enter your name exactly as you want it to appear on outgoing e-mails.
9. In the **E-mail address** box, enter your e-mail address.
10. In the **User Name** box, type myemail@mydomain.ch.
11. In the **Password** box, type your password.
12. In the **Incoming server (IMAP)** box, type mydomain.ch.



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13. In the **Outgoing server (SMTP)** box, type mydomain.ch.

**NB:** IMAP4 is an access protocol. You must be able to send SMTP messages.

14. Click **More settings, Advanced** tab.

15. In the **Incoming server (IMAP)** box, type 143.

16. Click **OK**.

17. Click **Next** when you have finished, and then **Finish**.

To set up IMAP on older versions of Outlook, you will find instructions by clicking the following link <http://support.microsoft.com/kb/286197/en>

The incoming and outgoing server details are the same as above.

### **3.3 Adding an IMAP account with Mozilla Thunderbird 3.1**

1. Launch Mozilla Thunderbird.
2. In the **File/New** menu, click **E-Mail account**.
3. In the **Your name** box, enter your name exactly as you want it to appear on outgoing e-mails.
4. In the **E-Mail address** box, enter your e-mail address.
5. In the **Password** box, enter your password.
6. Click **Continue**.
7. Check the **IMAP** box.
8. Check whether the settings are correct:

#### **User name**

myemail@mydomain.ch



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**Incoming server (IMAP)**

mydomain.ch                      IMAP (Type)                      143 (Port)                      SSL/TLS (deactivate)

**Outgoing server (SMTP)**

smtp.mydomain.ch                SMTP (Type)                      587 (Port)                      SSL/TLS (deactivate)

9. If the details are correct, click **Add**.
10. If the details are wrong, click **Edit**.
11. Enter the server settings mentioned above.
12. Click **Add**.

To set up IMAP on older versions of Mozilla Thunderbird, you will find instructions by clicking the following link:

[http://www.thunderbird-mail.de/wiki/E-Mail-Konto \(IMAP\) einrichten](http://www.thunderbird-mail.de/wiki/E-Mail-Konto_(IMAP)_einrichten) (in german)

The incoming and outgoing server details are the same as above. If you have any questions, our technical support is available by telephoning freephone number 0800 888 500 or e-mailing [webhosting.support@swisscom.com](mailto:webhosting.support@swisscom.com).