

Setting up your ITC Email

Select your method of email: **IMAP** or **POP3**

IMAP

Popular setting—majority of users utilize this method.

This method will allow you to quickly view emails anywhere and everywhere. IMAP lets you sync folders between your home computer clients, your phone, and on Webmail, so that you see the same folders and messages wherever and however you access your email.

Default email storage is 4GB. Please consult ITC email storage policies.

POP3

This method will download your inbox on your computer and not any other folders. When an email is downloaded using POP3, it is then deleted from the server and only accessible on that computer's client.

Incoming Mail Server Settings

Server name

imap.itctel.com

or

pop3.itctel.com

Server encryption

SSL

Server port

IMAP: 993

or

POP3: 995

Authentication required

Username (*full email address*) and password

Outgoing Mail Server Settings

Server name

smtp.itctel.com

Server encryption

SSL

Server port

465

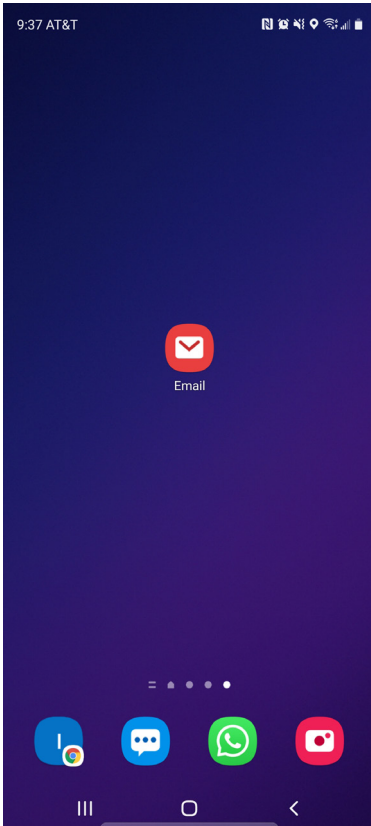
Authentication required

Username (*full email address*) and password

All instructions below are for setting up email with IMAP.

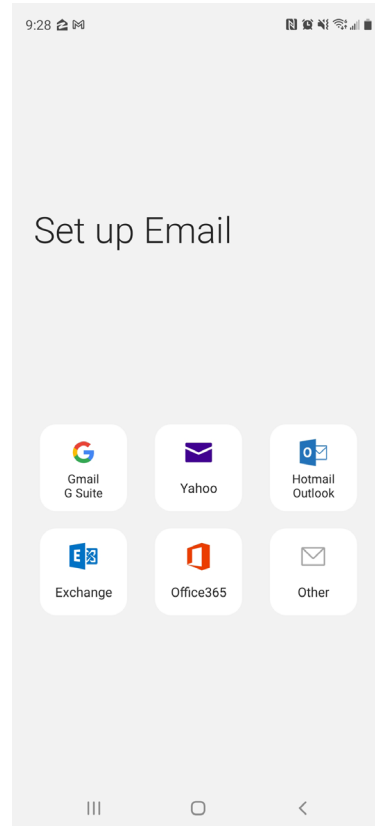
Android

1



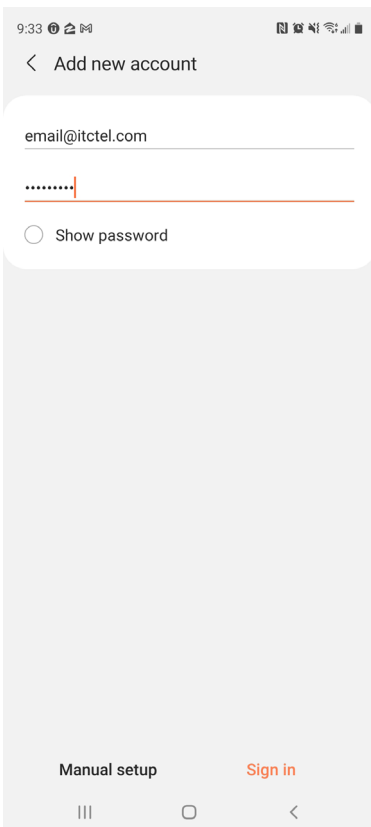
On your phone, touch the email button. This will open up the Set Up Email screen.

2



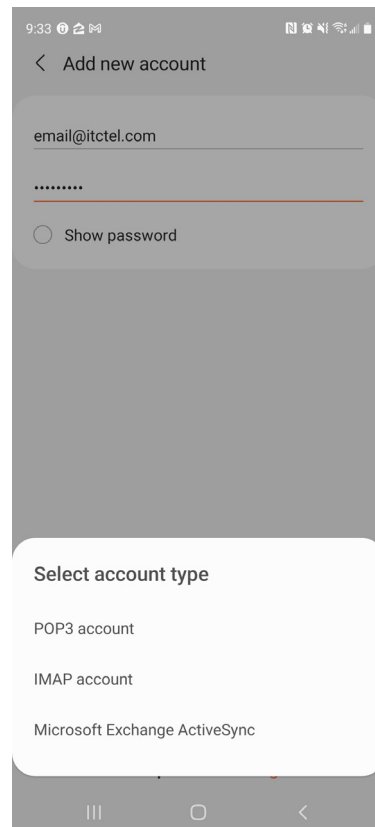
On the Set Up Email screen, touch the Other button.

3



On this screen enter your email address and password. Touch Sign In.

4



On the Add New Account page touch the IMAP button. POP3 is not recommended on mobile devices.

Android

5

9:33

< Server settings

Account

Email address
email@itctel.com

User name
email@itctel.com

Password
.....

☐ Show password

Incoming server

IMAP server
imap.itctel.com

Security type
SSL

Port
993

IMAP path prefix
Optional

Next

On the Server settings screen touch Next. (See both 5 & 6 for Server Settings.)

6

9:34

< Server settings

Security type
SSL

Port
993

IMAP path prefix
Optional

Outgoing server

SMTP server
smtp.itctel.com

Security type
SSL

Port
465

Require authentication to send emails ☒

email@itctel.com

.....

☐ Show password

Next

7

9:34

< Manual setup

Email sync period
2 weeks

Email sync schedule
Every 15 minutes

Done

On the Manual setup screen make changes to fit your preferences. The popular settings are shown in the image.

8

9:34

Edit names

Your account has been set up. You can now change your account name and your name for outgoing email.

Account name (optional)
email@itctel.com

Your name (for outgoing email)
John Doe

Done

Finally, enter your name and touch Done.

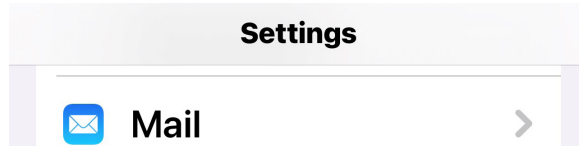
iPhone

1



On your phone touch the Gear icon. This will open the settings app.

2



Under settings touch the Mail button.

3



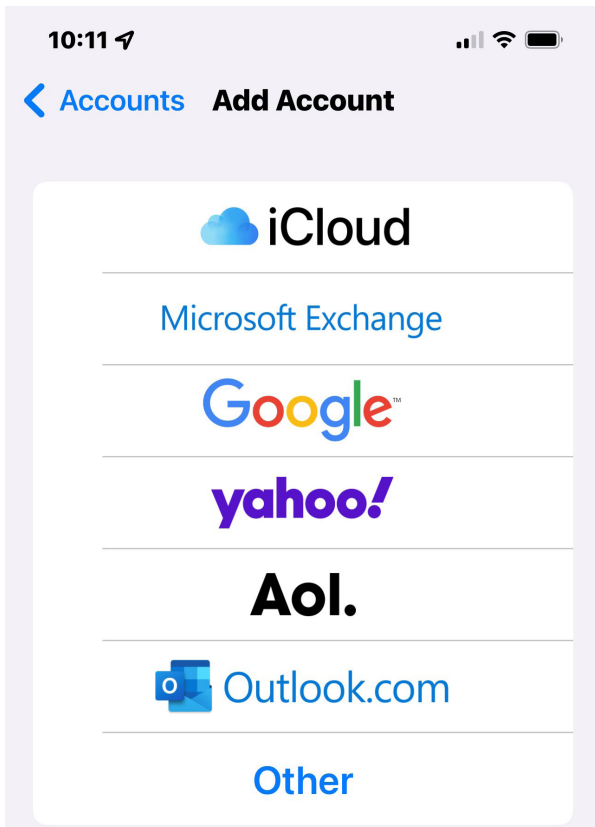
Touch the Accounts button.

4



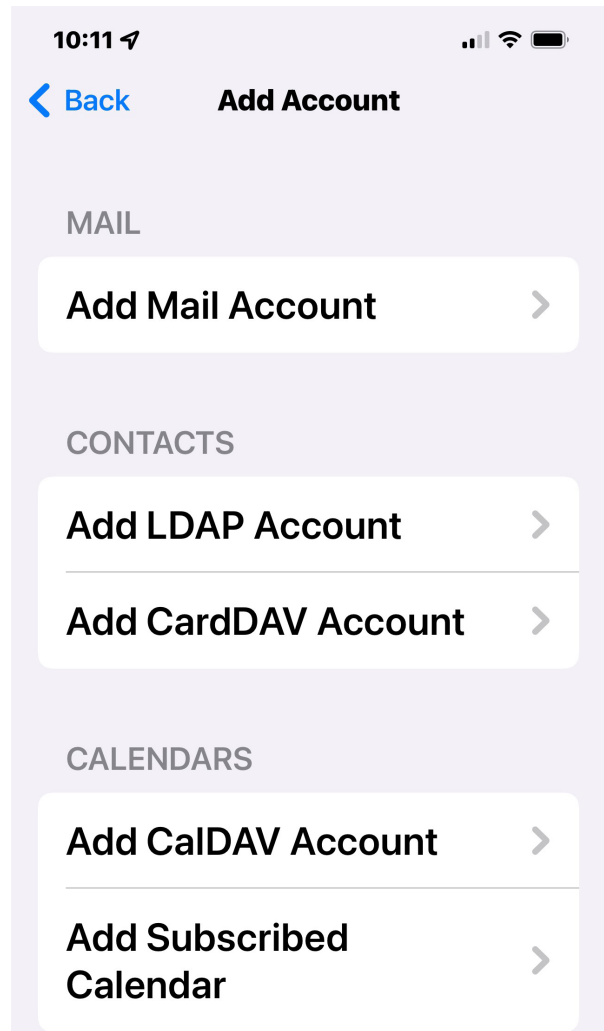
Touch the Add Account button.

5



This will open the Add Account screen.
Touch the button named Other.
This opens the Account screen.

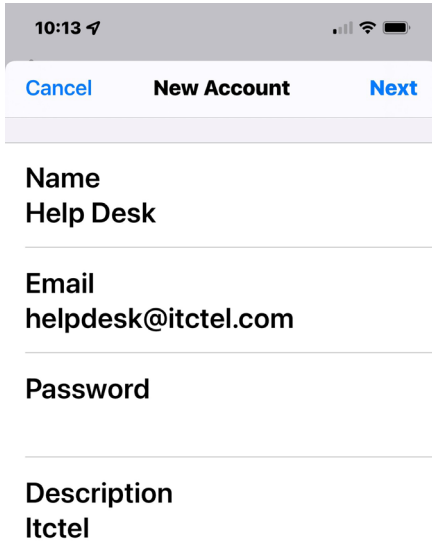
6



Touch the Add Mail Account button.

iPhone

7



10:13

Cancel New Account Next

Name
Help Desk

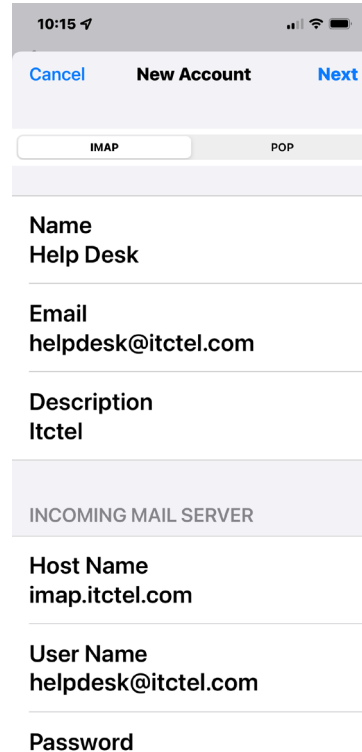
Email
helpdesk@itctel.com

Password

Description
Itctel

This will open the New Account screen. Enter the name, email address, password, and description.

8



10:15

Cancel New Account Next

IMAP POP

Name
Help Desk

Email
helpdesk@itctel.com

Description
Itctel

INCOMING MAIL SERVER

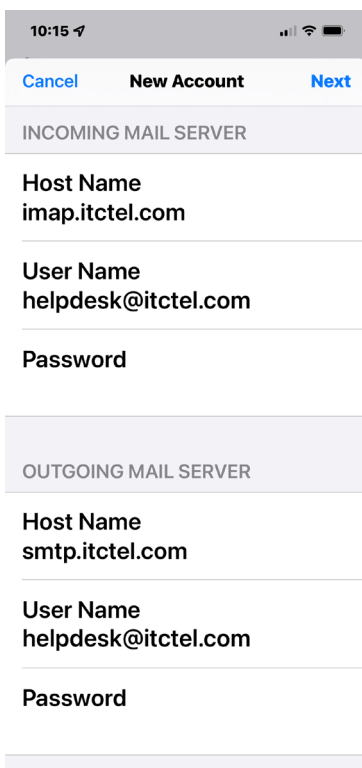
Host Name
imap.itctel.com

User Name
helpdesk@itctel.com

Password

Select the IMAP button. POP3 is not recommended on mobile devices.

9



10:15

Cancel New Account Next

INCOMING MAIL SERVER

Host Name
imap.itctel.com

User Name
helpdesk@itctel.com

Password

OUTGOING MAIL SERVER

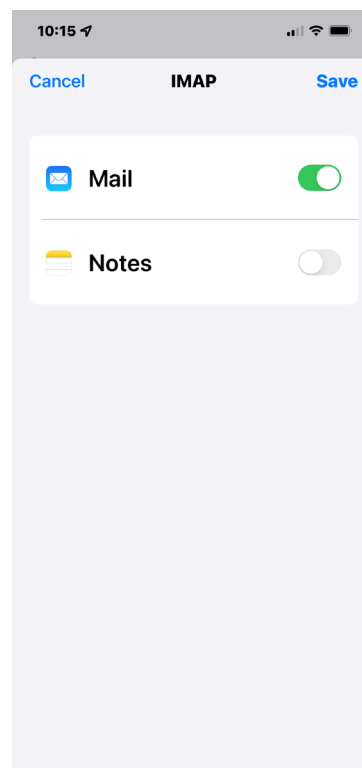
Host Name
smtp.itctel.com

User Name
helpdesk@itctel.com

Password

Fill out the Incoming and Outgoing mail server entries. Your username is your full email address.

10



10:15

Cancel IMAP Save

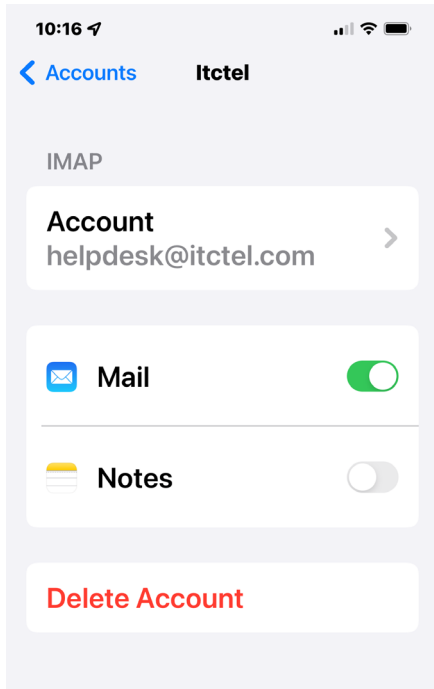
Mail

Notes

Click the Save button.

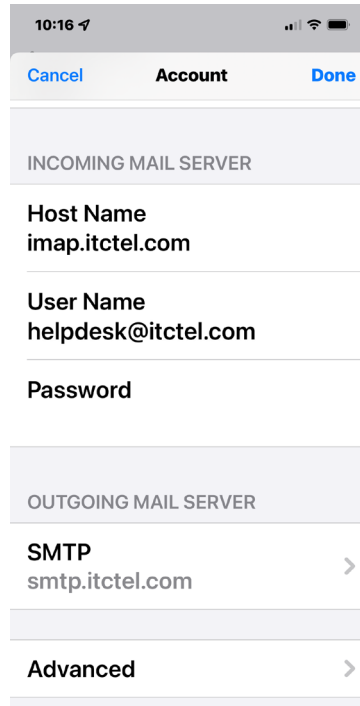
iPhone

11



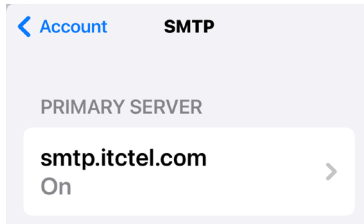
You need to verify a couple of settings. Go back to the new account you just added and open it by touching the button. In this example I would touch helpdesk@itctel.com.

12



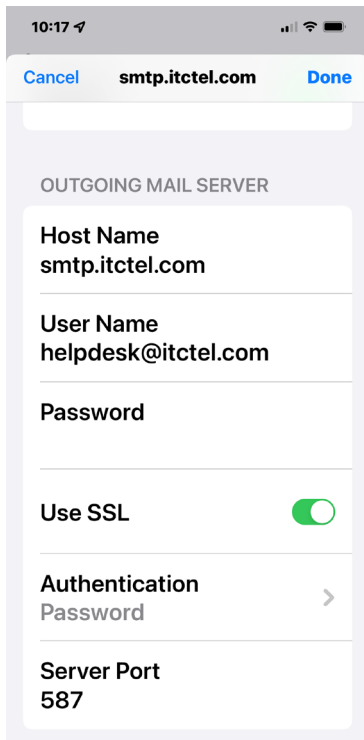
Touch the Outgoing Mail Server SMTP button, smtp.itctel.com.

13



If you are prompted to choose an SMTP server, select smtp.itctel.com.

14

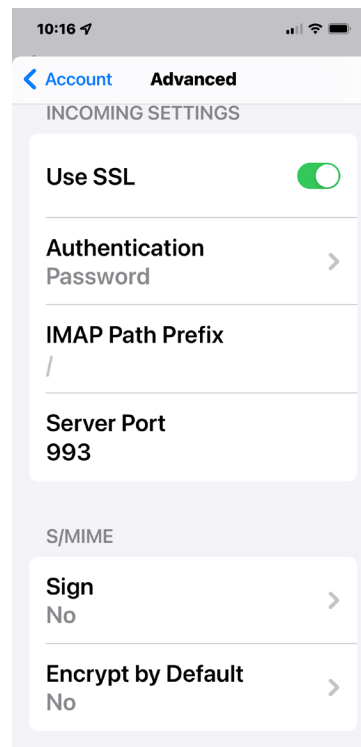


Your Outgoing Mail Server settings should be filled out like the image.

The Server Port might also say 465, which will work the same as 587.

Make sure that the Authentication button says Password. If it does not say Password, then touch the Authentication button and select Password from the list.

15



From your main account settings you can also verify the Advanced settings.

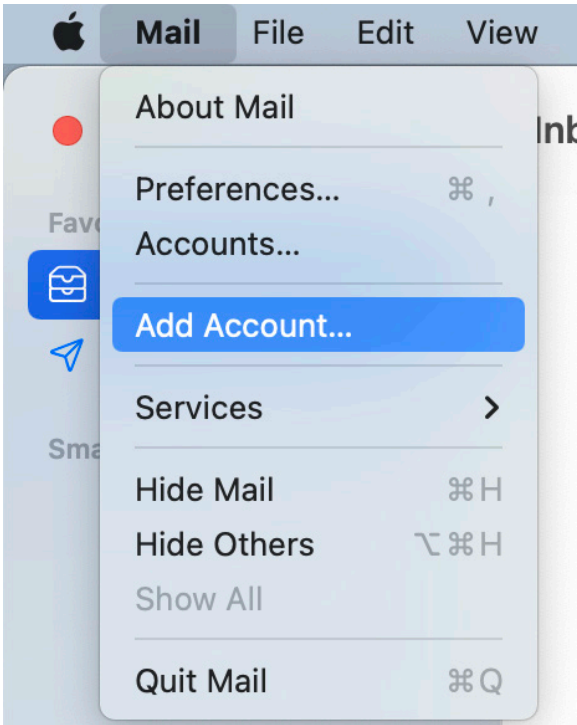
MacOS

1



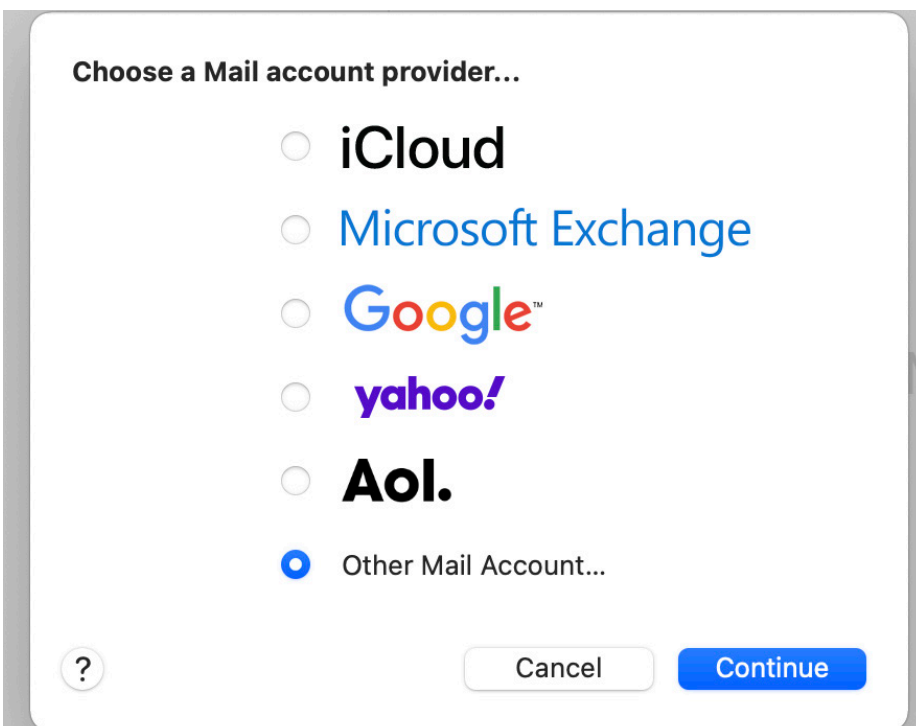
On your Mac click the Mail icon. This will open the Mail app.

2



In the top left corner, click Mail. In the dropdown menu click Add Account.

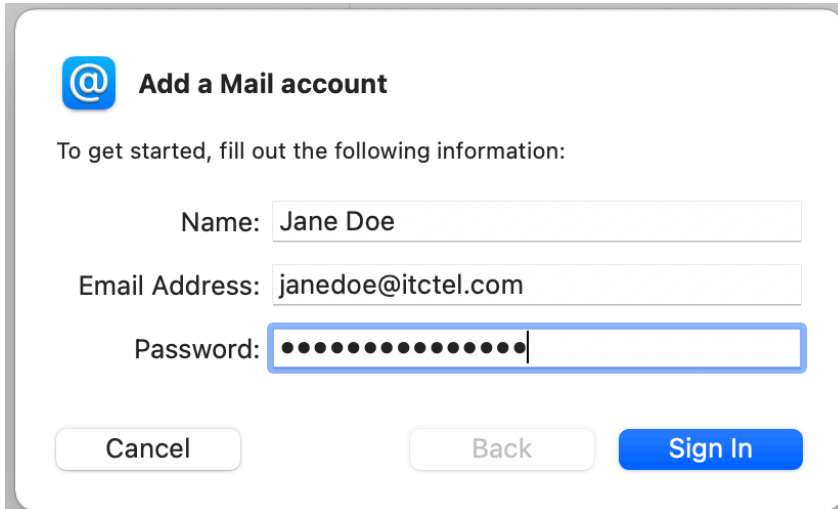
3



This will open the Add Account screen. Click Other Mail Account, then click Continue.

MacOS

4



@ Add a Mail account

To get started, fill out the following information:

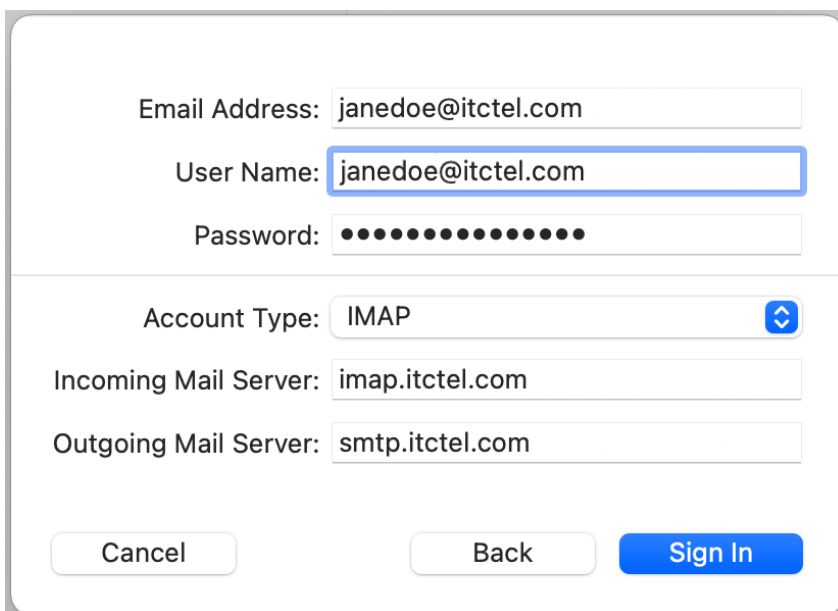
Name:

Email Address:

Password:

Type in your name, email address, and password, then click Sign In.

5



Email Address:

User Name:

Password:

Account Type: 

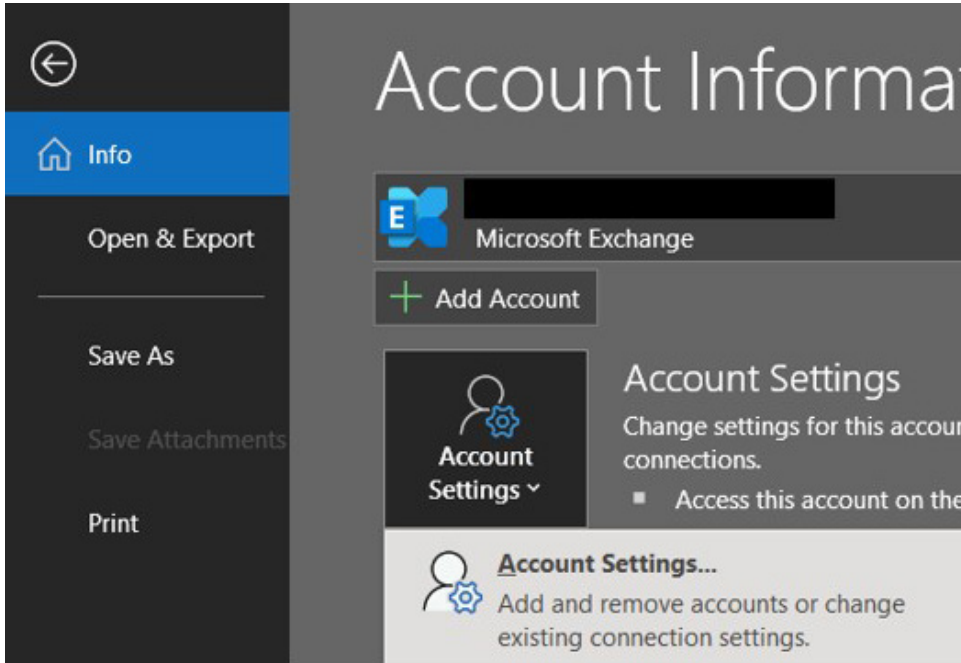
Incoming Mail Server:

Outgoing Mail Server:

Type in your username (your full email address). Make sure the Account Type is IMAP. (POP is also supported, but not recommended for most users. These instructions demonstrate IMAP; however, the procedure is identical for the POP connection. You will need to use the alternative POP values.) Fill out the Incoming Mail Server and Outgoing Mail Server information. Click Sign In.

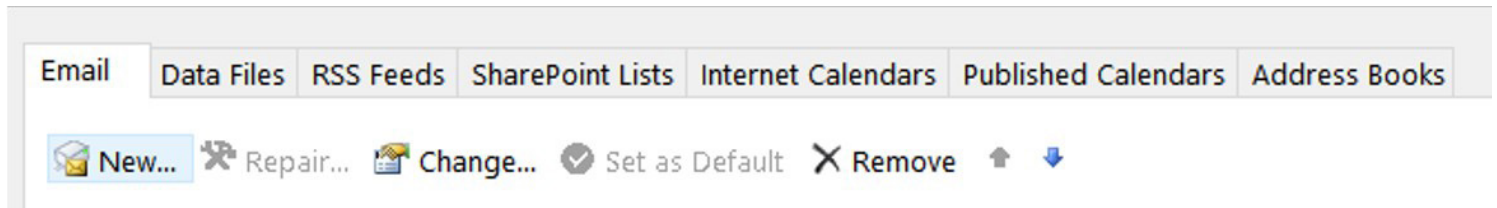
Outlook

1



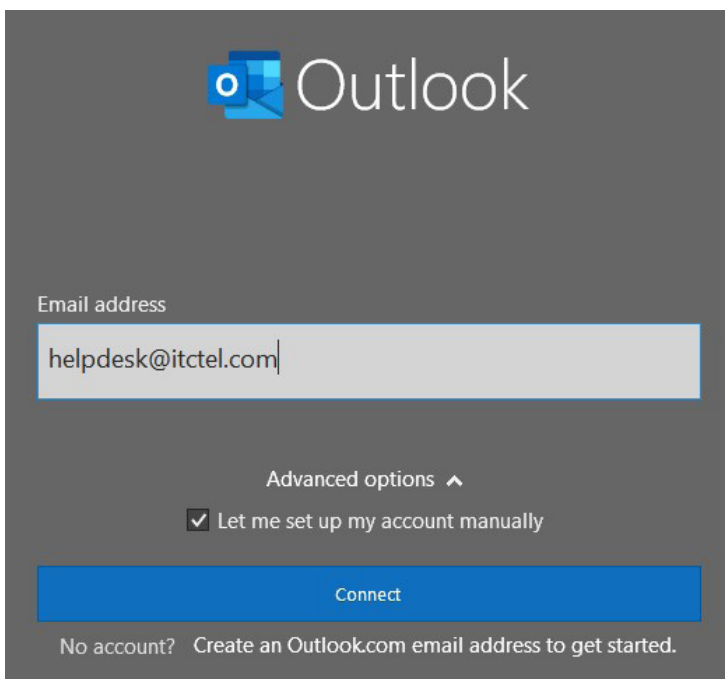
Open Outlook. Click File → Account Settings → Account Settings.

2



Select New.

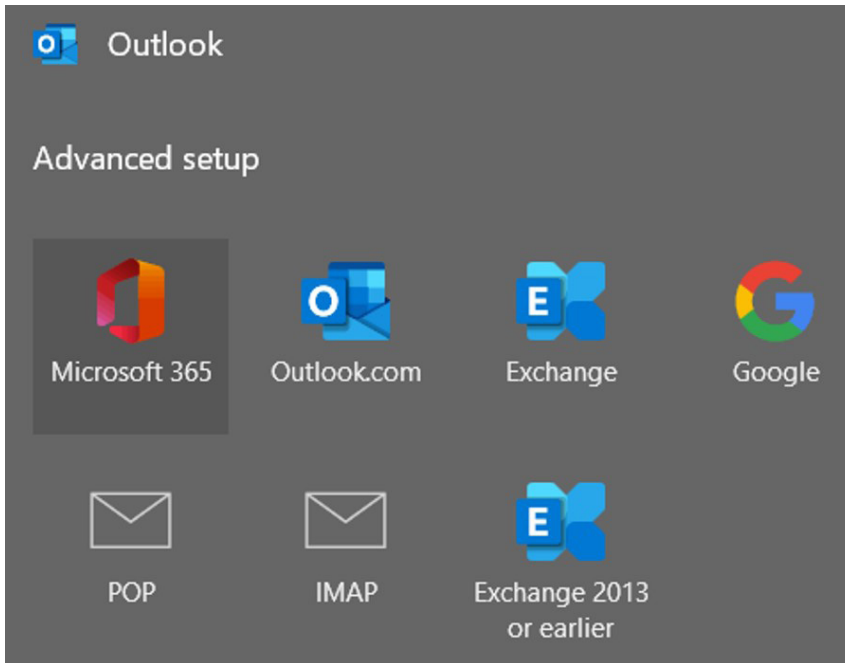
3



Enter your email address and click the Advanced Options button. Click the “Let me set up my account manually” checkbox. Click the Connect button.

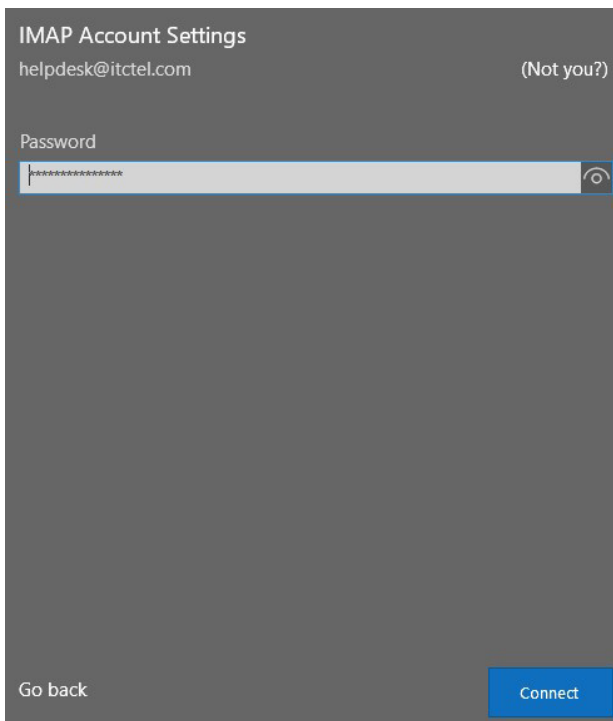
Outlook

4



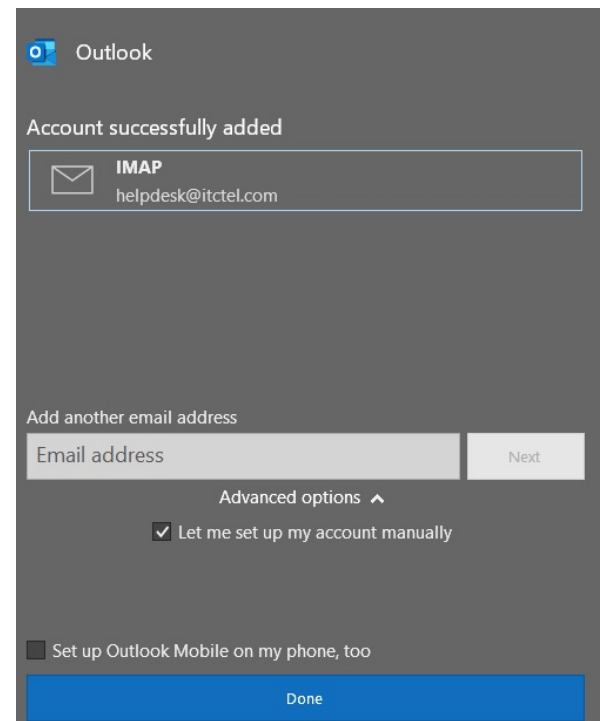
On the next screen click the IMAP button. POP is also supported, but not recommended for most users. These instructions will demonstrate IMAP; however, the procedure is identical for the POP connection. You will need to use the alternative POP values.

5



Enter your password for your email account and click the Connect button. If prompted for any values, please consult the IMAP chart.

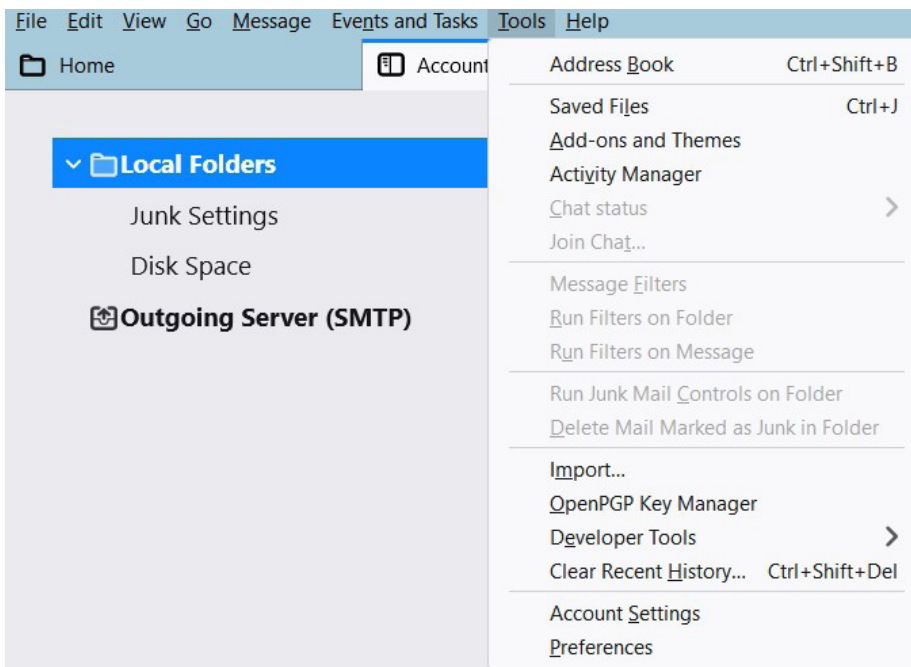
6



Your email should be successfully set up. Click the Done button.

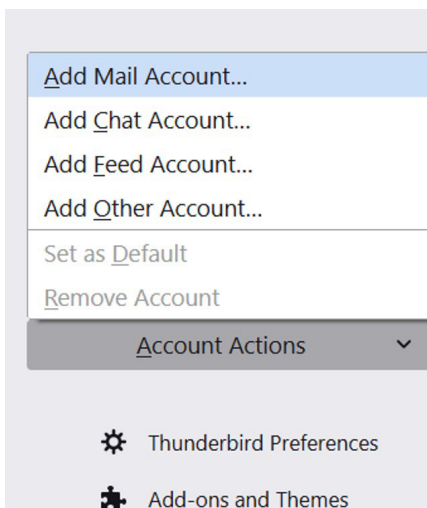
Thunderbird

1



If you are using Thunderbird for your email, first press the Alt button on your keyboard. This will reveal the toolbar at the top of the screen. Click Tools and then Account Settings.

2



Under Account Actions, click Add Mail Account. This will open the Set Up Your Existing Email Address screen.

3

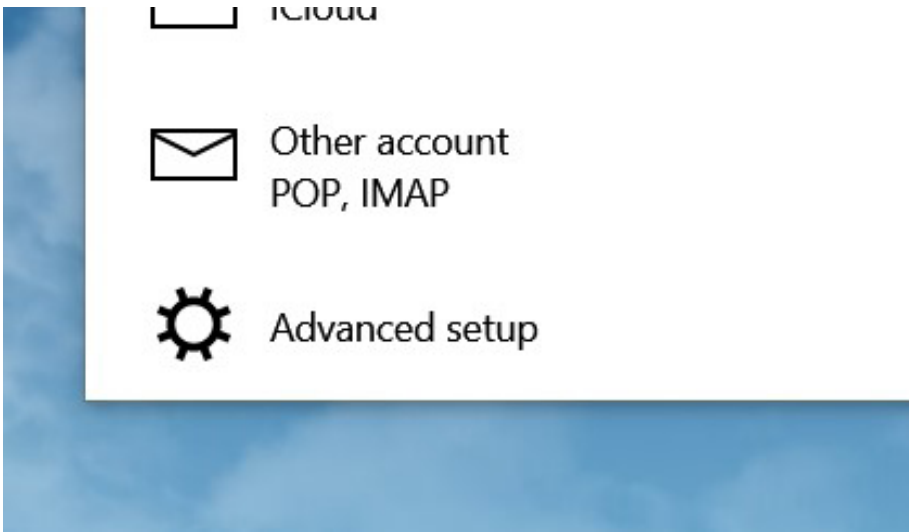
4

Click Done and click Finish.

Fill in the screen and click the Re-Test button. You can choose to use IMAP (recommended) or POP.

Windows Mail

1



Open Windows Mail and click on "Other account POP, IMAP".

2

A screenshot of the 'Add an account' dialog box in Windows Mail, specifically for the 'Other account' section. The dialog has a blue header bar with the title 'Add an account' and a close button (X). The main title is 'Other account'. Below it, a message states: 'Some accounts require additional steps to sign in.' followed by a blue link 'Learn more'. There are three input fields: 'Email address' containing 'helpdesk@itctel.com', 'Send your messages using this name' containing 'Help Desk', and 'Password' which is masked with dots. At the bottom, there is a message: 'We'll save this information, so you don't have to sign in every time.' and two buttons: 'Sign in' with a checkmark icon and 'Cancel' with an X icon.

Enter your email address, name, and password. Click the Sign In button.

Windows Mail should be automatically configured; you are ready to start using it.