Business email setup

Set up in classic Outlook (Windows)

Outlook 2016–2021 · Microsoft 365 · POP3 · 8 steps · about 5 minutes

Add your business email to your phone and computer in a few minutes. Pick your device and follow the illustrated steps in order.

Have your details ready

1. **Your email address**
   The full address, e.g. info@yourdomain.com. This is also your username.
2. **Your password**
   The password you received when the account was created. If you don’t have it, you can view or reset it under My Emails in the client portal.
3. **Server names**
   Incoming and outgoing server: mail.yourdomain.com. Webmail: webmail.yourdomain.com.

Server settings

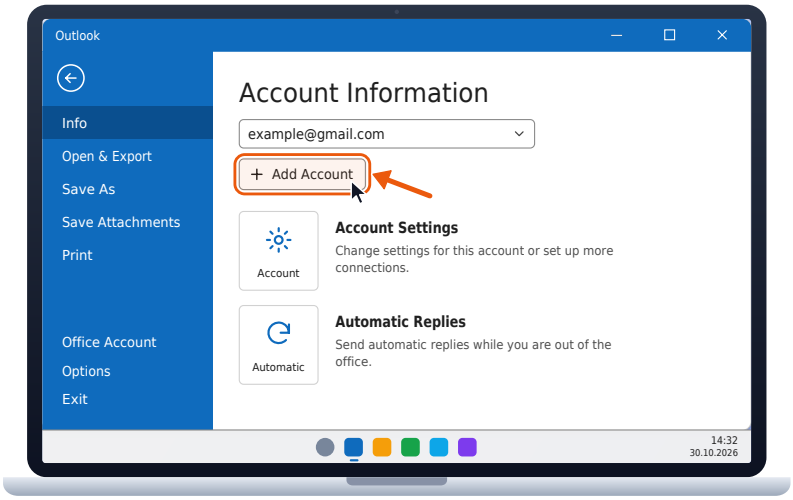
If your email app can’t detect the settings automatically, enter the values below. Replace “yourdomain.com” with your own domain.

CONNECTION	SERVER	PORT	SECURITY
Incoming mail — POP3 (recommended)	**mail.yourdomain.com**	995	SSL/TLS
Incoming mail — IMAP	**mail.yourdomain.com**	993	SSL/TLS
Outgoing mail — SMTP	**mail.yourdomain.com**	465	SSL/TLS
Outgoing mail — SMTP (alternative)	**mail.yourdomain.com**	587	STARTTLS

Username: Your full email address (info@yourdomain.com)
Password: Your email account password
SMTP authentication: On — same username and password as incoming mail
Webmail: https://webmail.yourdomain.com

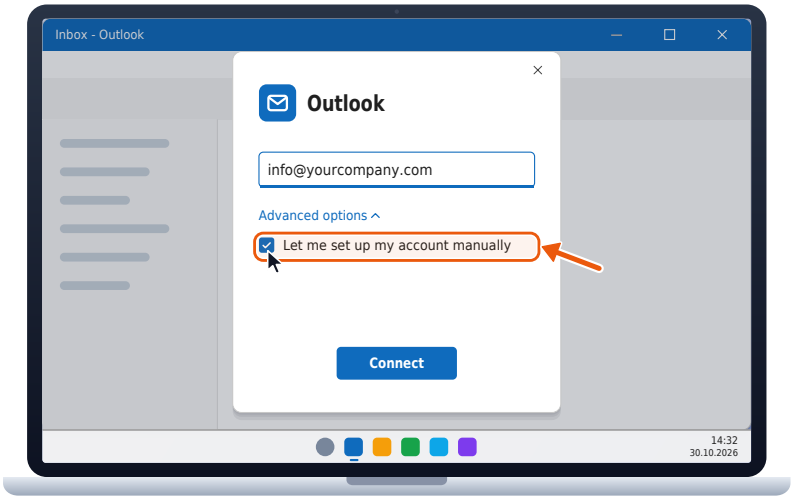
POP3 (recommended): messages are downloaded to your device, so your mailbox on the server doesn’t fill up. If you use a phone and a computer together, keep “Leave a copy on the server” on in your computer’s email app with a short period such as 14 days, and set your phone to “Delete from server: never”. Both devices receive your mail and the server clears itself.

Step by step — Outlook (classic)



1 In Outlook, choose File › Add Account

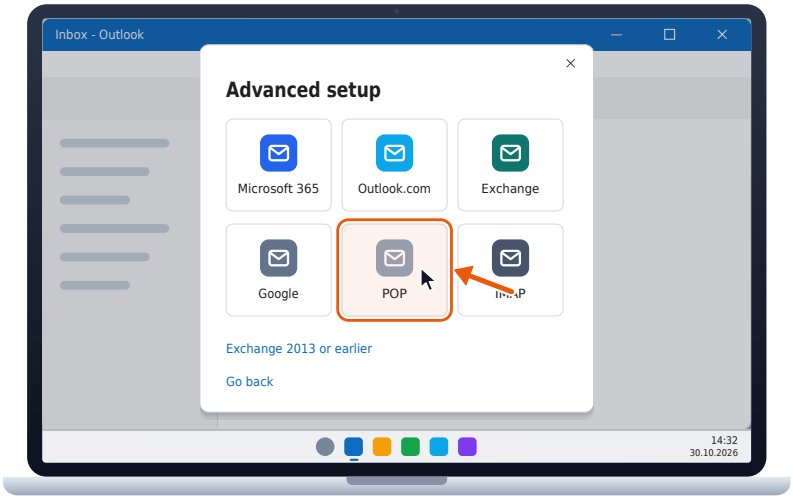
Open Outlook, click “File” in the top left and choose “+ Add Account” on the Account Information screen.



2 Choose manual setup

Type your email address, open “Advanced options”, tick “Let me set up my account manually” and click “Connect”.

Username / email:
info@yourdomain.com

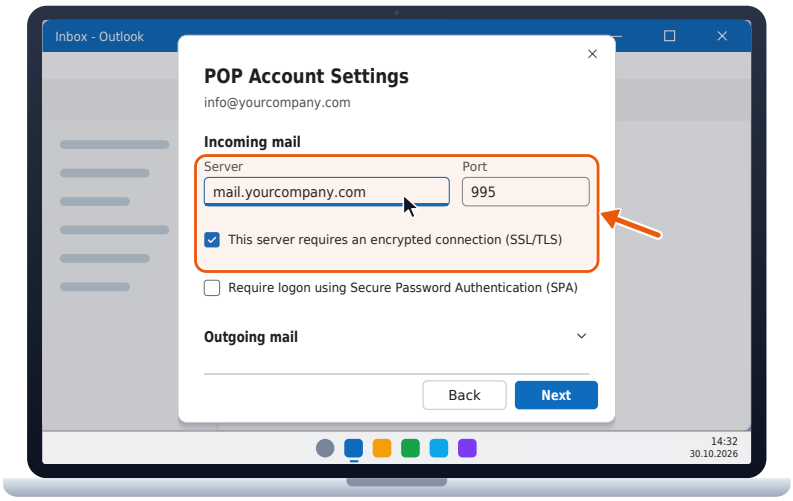


3 Pick POP in Advanced setup

Click the “POP” tile among the account types.

Account type: POP3

Trouble with this step? Read or sent mail doesn’t show on my other devices

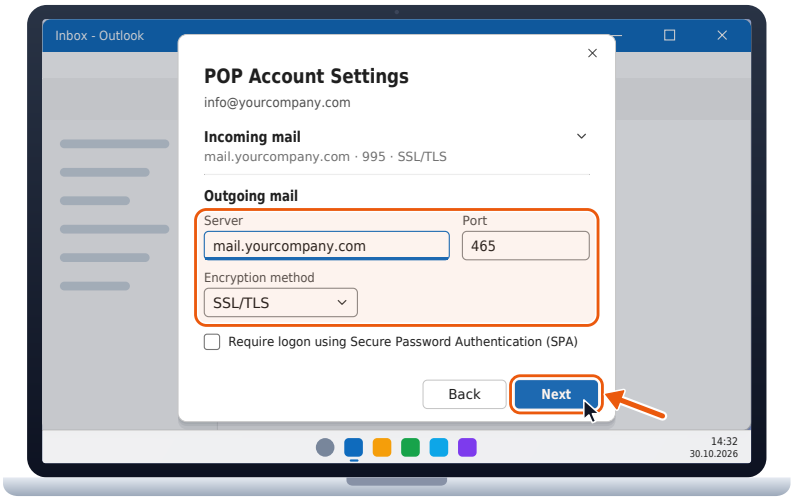


4 Enter the incoming mail settings

Server: mail.yourdomain.com, Port: 995; tick “This server requires an encrypted connection (SSL/TLS)”. Leave “Secure Password Authentication (SPA)” unticked.

Incoming server (POP3):
mail.yourdomain.com
POP3 port: 995
Security / encryption:
SSL/TLS

Trouble with this step? Can’t connect to the server · I see a certificate (security) warning

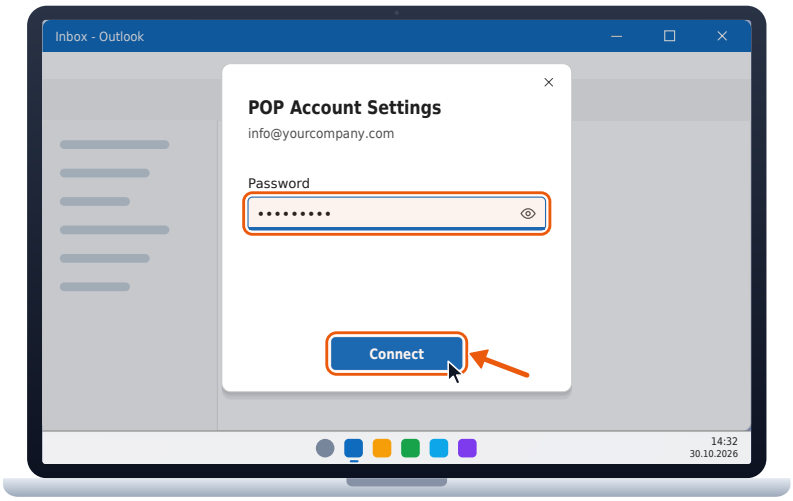


5 Enter the outgoing mail settings

Server: mail.yourdomain.com, Port: 465, Encryption method: SSL/TLS (if 465 doesn’t work, use 587 with STARTTLS). Click “Next”.

Outgoing server (SMTP):
mail.yourdomain.com
SMTP port: 465
Security / encryption:
SSL/TLS
If 465 doesn’t work:
587 · STARTTLS

Trouble with this step? I can receive but can’t send

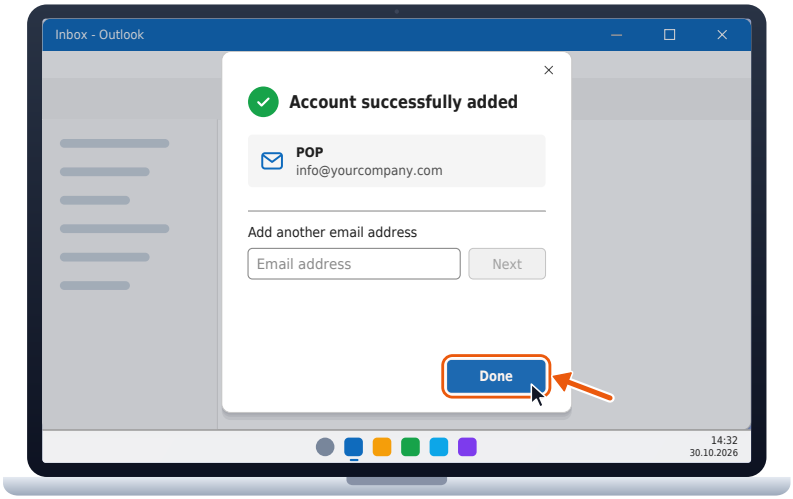


6 Enter your password

Type your email password and click “Connect”.

Password:
Your email account password

Trouble with this step? I get a password error

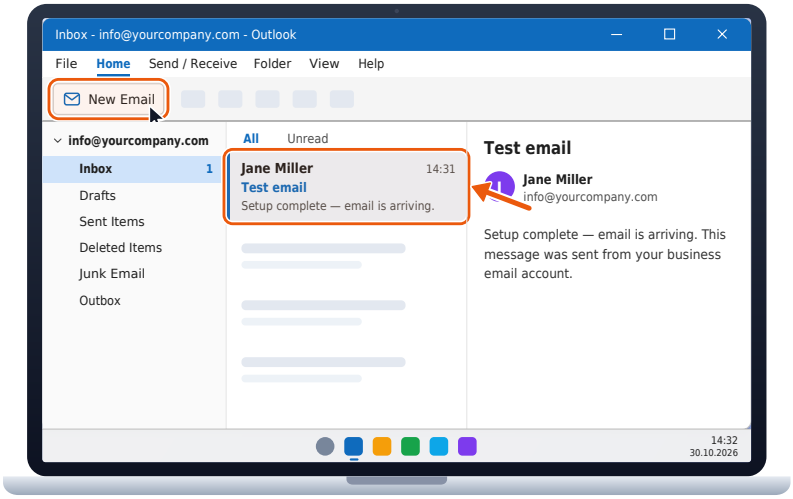


7 Finish setup

When you see “Account successfully added”, click “Done”. If you use the same account on your phone too, make sure “Leave a copy of messages on the server” and “Remove from server after 14 days” are ticked under File › Account Settings › your account › Change › More Settings › Advanced.

Leave a copy on the server:
On · remove from server after 1–2 week

Trouble with this step? Read or sent mail doesn’t show on my other devices · My mailbox is full



8 Send a test email

Your account’s Inbox now appears in the left pane. Use “New Email” to send yourself a message and check that it arrives.

Trouble with this step? My emails land in spam

Note: The steps are the same in Outlook 2016, 2019, 2021 and the Microsoft 365 desktop app. If the “New Outlook” toggle in the top right is on, follow the “New Outlook” tab. The old Windows Mail app was retired at the end of 2024.

Common situations

I get a password error

- The username is the full email address (info@yourdomain.com), not just “info”.
- Passwords are case-sensitive; watch out for leading or trailing spaces when pasting.
- Try the password at webmail.yourdomain.com first; if that fails too, set a new one under My Emails in the client portal.

Can’t connect to the server

- Enter the server name exactly as mail.yourdomain.com — no http:// or www.
- Use port 995 (POP3) or 993 (IMAP) for incoming and 465 for outgoing, with SSL/TLS.
- A company network, VPN or firewall may block these ports — try over mobile data.

I see a certificate (security) warning

- Check that the server name uses your own domain (mail.yourdomain.com).
- Don’t permanently trust a certificate you don’t recognise — send us a screenshot of the warning.

I can receive but can’t send

- Turn on authentication for the outgoing (SMTP) server; username and password are the same as incoming.
- If 465 (SSL/TLS) fails, try 587 with STARTTLS; don’t use port 25.

Read or sent mail doesn’t show on my other devices

- With POP3 each device downloads messages separately, so read status and folders don’t sync. If you want them to match everywhere, switch the guide to “IMAP” and set the account up as IMAP.
- With POP3, if one device deletes messages right away the other never gets them: keep “Leave a copy on the server” on (e.g. 14 days) on the computer and “Delete from server: never” on the phone.
- With IMAP, choose the server’s “Sent” folder as your sent folder, and check that battery saver isn’t restricting the app.

My emails land in spam

- Ask the recipient to mark your message as “Not spam” once.
- Bulk sending, link- or image-only messages and very large attachments raise the spam score.
- Let us check your SPF, DKIM and DMARC records together — write to us.

My mailbox is full

- POP3: shorten the “Leave a copy on the server” period in your email app (e.g. 14 days) or turn it off — downloaded messages are removed from the server and the mailbox empties.
- IMAP: delete old messages with large attachments and empty the Trash (deletions apply to all devices).
- You can see how full your mailbox is under My Emails in the client portal; write to us to increase the quota.

Still stuck?

We’re happy to help by phone and WhatsApp on weekdays, 09:00–18:00 (Turkey time).

WhatsApp / +90 534 724 72 72 · info@mkzyazilim.com · Pzt - Cuma: 09:00 - 18:00