globalRELAY

Zimbra for Outlook 2011 (Mac) – IMAP

Configuration Guide

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Contents

Using this Configuration Guide

This Guide is for administrators at companies using Global Relay services who are responsible for user management, as well as the day-to-day management of Global Relay Archive.

This Guide provides you with step-by-step instructions for configuring a Zimbra account in Outlook 2011 for Mac using an IMAP connection.

NOTE: We recommend you configure your account with an IMAP connection.

An IMAP connection syncs email data between devices, because all data is kept on the Zimbra server. When you read or delete an email, information is synced across all devices where you access your email account.

A POP connection downloads messages off the server, and multiple connections are not synced. When you read or delete an email, this action might not be reflected across other devices.
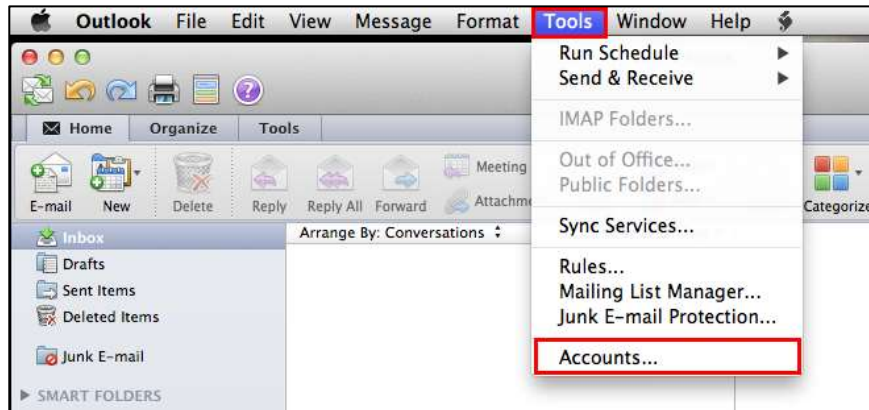
For example, if all devices are set up to "leave a copy of messages on the server," multiple devices download and store the same data independently. So deleting a message on one device (e.g. phone) will not be reflected on other devices (e.g. computer).

Configuring a Zimbra Account with IMAP

1. From the Dock, click the **Outlook 2011 for Mac** icon.
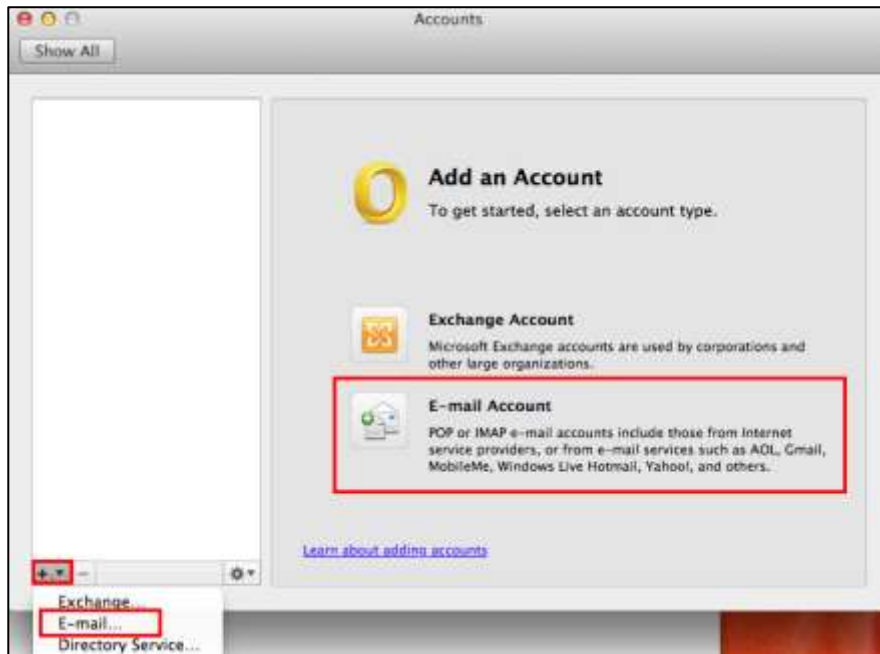

2. From the Tools menu, select **Accounts**.

3. If there are no existing accounts, in the Add an Account section that displays, click **E-mail Account**.

    OR

    If there are other accounts, in the bottom left corner, click the **+** symbol and select **E-mail**.
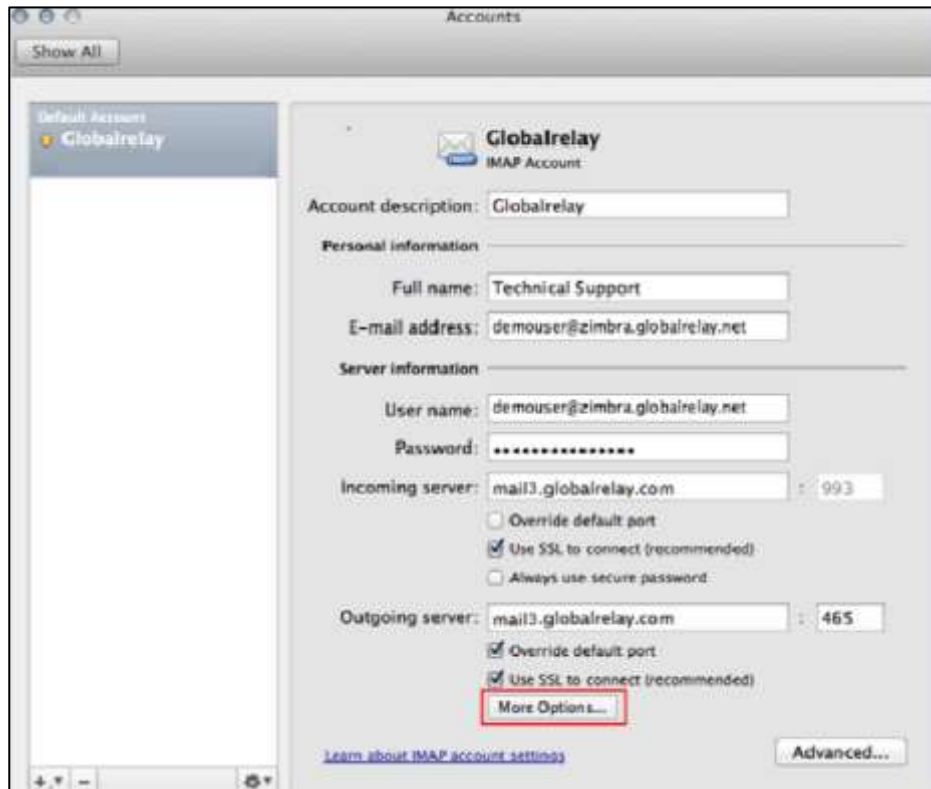

4. Set up the following information and then click **Add Account**:

- **E-mail address**: Your full email address.

- **Password**: Your Zimbra mailbox password.

- **Username**: Your full email address.

- **Type**: Select **IMAP** from the drop-down menu.

- **Incoming Server**: Enter **mail3.globalrelay.com**

  o **Port**: Enter **993**.

  o **Override default port**: Select the checkbox.

  o **Use SSL to connect**: Select the checkbox.

- **Outgoing Server**: Enter **mail3.globalrelay.com**

  o **Port**: Enter **465**.

  o **Override default port**: Select the checkbox.

  o **Use SSL to connect**: Select the checkbox.

5. If you are prompted to store your "InternetAccounts Access Group" in your Keychain, click **Always Allow**.
   The Account Summary screen displays.

6. Review your settings to ensure accuracy, especially Account Description and Full Name, and click **More Options**.

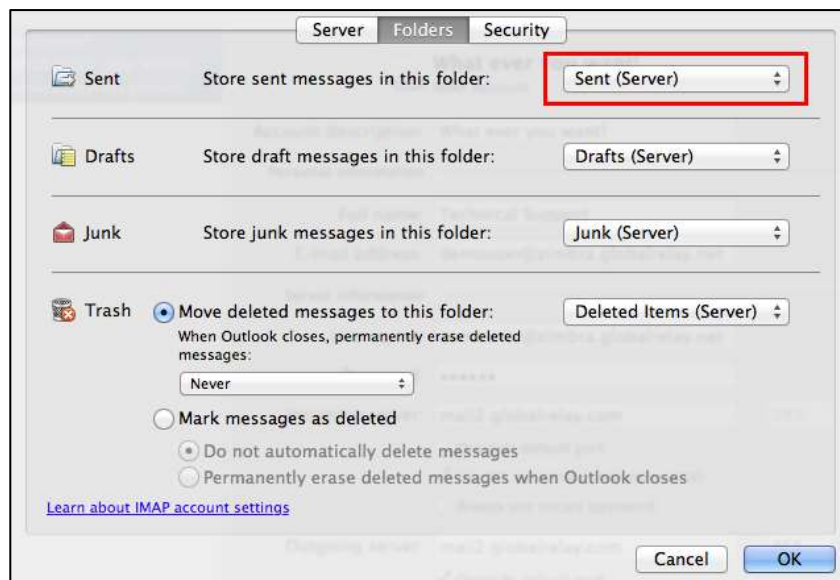7. From the Authentication menu, select **Use Incoming Server Info**.

8. If prompted, enter your email address and password, then select the **Remember this password in my keychain** checkbox and click **OK**.

9. To set this account as the default, which enables Outlook to use these settings when sending messages, click the Settings icon (gear shaped) and select **Set as default**.

10. To save sent items on the server – recommended by Global Relay – complete the procedures in the following section.

Saving Sent Items on the Server (Recommended Setting)

1. On the Account Summary screen, click **Advanced**.

2. In the Sent section, ensure Sent items are being stored on Global Relay servers.

3. Click **OK**.
   The Account Settings screen displays.

4. In the top left corner of the screen, click the Close button (red dot).

5. If prompted, save changes.

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