**Company K Email Configuration**

**1. Purpose**

This document provides a step-by-step guide to configuring Company K email accounts on various devices and platforms, including Microsoft Outlook, Gmail, and mobile devices. The aim is to ensure all employees can access their work email securely and efficiently.

**2. Scope**

This guide applies to all Company K employees who need to configure their company email on their desktop computers, laptops, or mobile devices. The instructions cover setting up email using both IMAP and Exchange protocols.

### **General Email Configuration Information**

To set up your Company K email on any device, you will need the following details:

* **Email Address:** yourname@companyk.com
* **Username:** yourname@companyk.com
* **Password:** Your company-provided email password
* **Incoming Mail Server:**
  + **IMAP:** mail.companyk.com
  + **Exchange:** exchange.companyk.com
* **Outgoing Mail Server (SMTP):** smtp.companyk.com
* **Port Settings:**
  + **IMAP Port:** 993 (SSL)
  + **SMTP Port:** 587 (TLS)

### **1. Configuring Company K Email on Microsoft Outlook (Desktop)**

##### **Step 1: Open Microsoft Outlook**

* Open Outlook and navigate to "File" → "Add Account."

##### **Step 2: Enter Email Address**

* Type your Company K email address (e.g., yourname@companyk.com) and click "Connect."

##### **Step 3: Choose Account Type**

* Select either **IMAP** or **Exchange**:
  + **IMAP:** Choose this if you want to sync your email only (not calendar or contacts).
  + **Exchange:** Choose this for full email, calendar, and contact syncing.

##### **Step 4: Enter Server Information**

* If using **IMAP**:
  + Incoming Server: mail.companyk.com (Port 993)
  + Outgoing Server: smtp.companyk.com (Port 587)
* If using **Exchange**, Outlook will automatically detect the server settings.

##### **Step 5: Enter Password**

* Enter your Company K email password and click "Next."

##### **Step 6: Complete Setup**

* Once the account is added, Outlook will sync your emails. Click "Finish" to complete the setup.

### **2. Configuring Company K Email on Gmail (Web and Mobile)**

##### **Step 1: Open Gmail Settings**

* On the web: Click the gear icon in the upper-right corner of Gmail and select "See all settings."
* On mobile: Tap the menu icon, scroll down, and tap "Settings."

##### **Step 2: Add an Email Account**

* Navigate to the "Accounts and Import" tab (web) or "Add Account" (mobile) and select "Add another email address."

##### **Step 3: Enter Company K Email Address**

* Enter yourname@companyk.com as the email address.

##### **Step 4: Choose IMAP Setup**

* Gmail will ask how you’d like to configure the account. Select **IMAP**.

##### **Step 5: Enter Server Details**

* Incoming Mail Server (IMAP): mail.companyk.com (Port 993)
* Outgoing Mail Server (SMTP): smtp.companyk.com (Port 587)

##### **Step 6: Enter Username and Password**

* Username: yourname@companyk.com
* Password: Your company-provided email password.

##### **Step 7: Complete Setup**

* Gmail will verify your settings and add the email account. Your emails will now sync with Gmail.

### **3. Configuring Company K Email on Mobile Devices (iOS and Android)**

#### **For iOS (iPhone/iPad)**

##### **Step 1: Open Settings**

* Go to "Settings" → "Mail" → "Accounts" → "Add Account."

##### **Step 2: Select Email Provider**

* Choose **Microsoft Exchange** or **Other** (for IMAP/POP3 setup).

##### **Step 3: Enter Email Address**

* Enter your Company K email address (yourname@companyk.com) and tap "Next."

##### **Step 4: Enter Server Information**

* If using **IMAP**, enter the following:
  + Incoming Mail Server: mail.companyk.com (Port 993)
  + Outgoing Mail Server: smtp.companyk.com (Port 587)
* If using **Exchange**, iOS will automatically detect the settings.

##### **Step 5: Enter Password**

* Enter your email password and tap "Next."

##### **Step 6: Enable Mail, Contacts, Calendars**

* Select which items (Mail, Contacts, Calendars) you’d like to sync and tap "Save."

#### **For Android**

##### **Step 1: Open Email App**

* Open the default "Email" app or download Microsoft Outlook from the Play Store.

##### **Step 2: Add Account**

* Go to "Settings" → "Add Account" → "Exchange" or "IMAP."

##### **Step 3: Enter Email Address**

* Enter your Company K email address (yourname@companyk.com) and tap "Next."

##### **Step 4: Enter Server Information**

* For **IMAP**:
  + Incoming Mail Server: mail.companyk.com (Port 993)
  + Outgoing Mail Server: smtp.companyk.com (Port 587)
* For **Exchange**, the app will auto-detect the server settings.

##### **Step 5: Complete Setup**

* Enter your email password, select sync options, and save the settings.

### **4. Troubleshooting Email Configuration Issues**

#### **1. Incorrect Username or Password Error**

* Double-check your email address (yourname@companyk.com) and ensure the password is entered correctly.
* If you’ve forgotten your password, use the password reset feature (refer to Company K's **Password Management and Reset** document).

#### **2. Unable to Connect to Server**

* Verify the incoming/outgoing server details are correct (mail.companyk.com, smtp.companyk.com).
* Ensure your internet connection is stable.
* If you continue to experience issues, contact the IT department.

#### **3. Emails Not Syncing**

* Make sure your email app is configured to sync regularly.
* Check if the app has been granted the necessary permissions (e.g., background data usage, notifications).
* Restart your email application or mobile device.

### **Contact IT for Further Assistance**

If you experience issues that cannot be resolved through the above steps, please contact Company K’s IT department at [IT Support Contact Information]. Be sure to provide details about the platform you are using and any error messages you encountered.