IONOS / Email Outlook settings.

Our standard POP/IMAP and SMTP email settings

Unless otherwise specified, the following settings are used to send and receive email. There are options for secure sending and receiving.
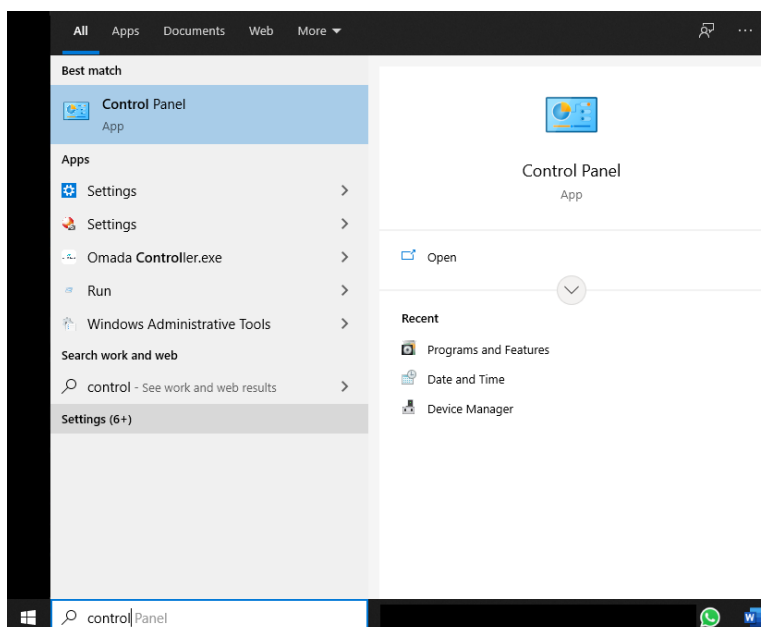
Automatically set up your email within Outlook.

Load Outlook and go to file, Account settings, Account settings, Email, New. Enter your email address and select Connect. Then enter your password. Follow the prompts and all should be OK.
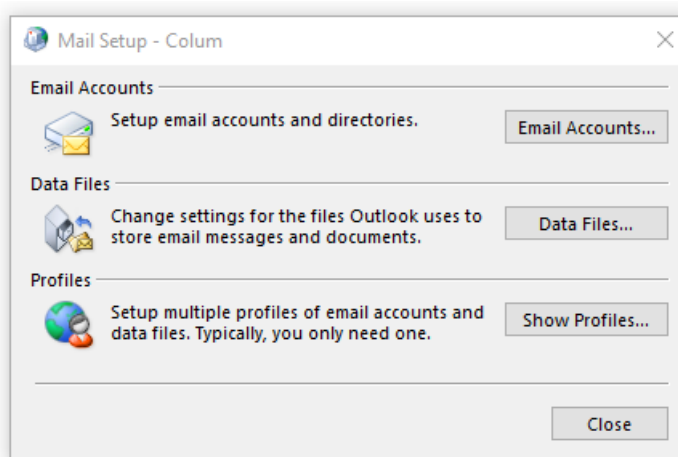
If not, you will need to set up your Outlook manually.

Exit Outlook. Load up the control panel by typing 'Control' into the search window beside the start button.

Select the Mail option. It may appear as 'Mail (Microsoft Outlook)' or 'Mail (32)'

Select 'Email Accounts'

Select @Email', Select 'New', Select 'Manual setup or additional server types' then select POP or IMAP

Do not tick 'Require logon using Secure Password Authentication (SPA).
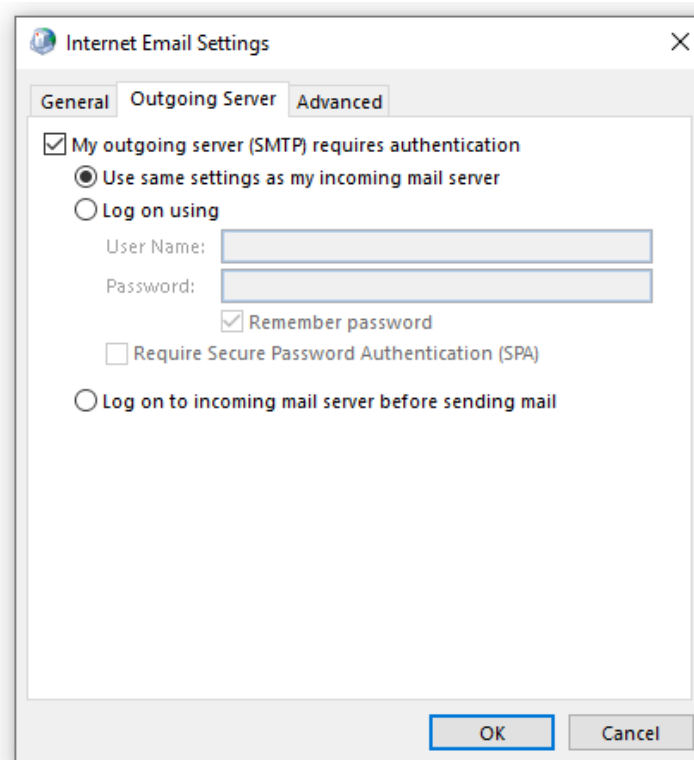
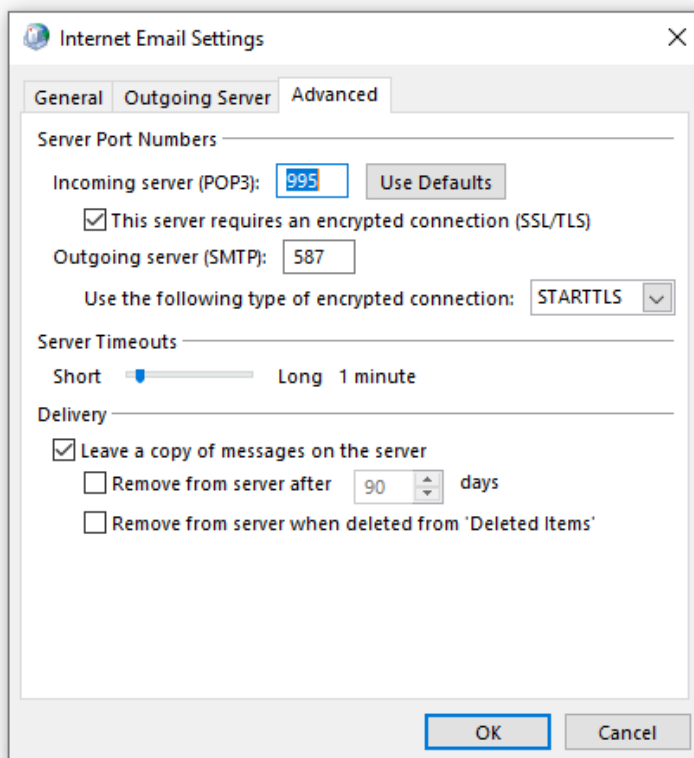Select more settings. Here you can enter the name of your account. This is what appears at your recipients end.

Put a tick in 'My outgoing server (SMTP) requires authentication.

Use the settings on the right to finish of setting up your email address for POP mail.

We recommend that you do not remove email from the server at all as you will have a live online backup of all your email.

To summarize, the settings are as follows.

	Outgoing Mail Server (SMTP)	Account settings for POP email	Or if you wish to use IMAP for your email
Server	smtp.ionos.co.uk	pop.ionos.co.uk	imap.ionos.co.uk
Port (for SSL)	993	995	993
Port (TLS/STARTTLS)	143	110	143

Webmail

You can access your email l using any web enabled device. Simply type into the address bar of your browser (not the search engine) email.1and1.co.uk then enter your full email address and password. Our mail service is compatible with everything from all versions of Outlook and just about any other mail client in existence. Email may be downloaded using either POP or IMAP and is uploaded using SMTP. All have secure settings. If you are using a closed or tight broadband provider, you may need to use their SMTP settings and in a worst-case scenario, you may need to contact them to register your domain on their safe senders list. This requirement is rare.

Difference between POP and IMAP

POP and IMAP are two different ways to download email. When someone sends you an email, it goes from the sender's device to our server. There it stays until it is deleted. If you use POP to access your email, you may set your device to delete the email of our server straight away - or levee it there for a predetermined time. If you use IMAP to read your email - they stay on our server. This is best used with mobile devises such as Ipad's and mobile phones.

Limitations

IONOS has a default limit of 2GB per email address. If you use it all up, We can extend this to 50 GB for a small monthly fee. Alternately, you can delete redundant emails directly from the server using the webmail service. In many cases, Outlook may fill up as older OS's have a 2GB file size limit. If this happens, you need to delete unnecessary emails, compact your .pst and / or archive redundant emails. Remember to empty the deleted items folder and 'Compact' when you have finished. If you are stuck - just Google the name of the program you are using, the version number and the word compact. For example, if you use Outlook 2010 you would Google 'Outlook 2010 compact'. Other search engines are available. You can use your IONOS / 1 and 1 email address with any email program. Simply enter your email credentials and IONOS email server settings in the program of your choice.

Please note: Many modern email programs automatically detect your email server details and complete the setup without having to enter the data manually. It is suggested not to manually enter the server settings or adjust them manually unless you have problems sending and receiving emails.

Choice of account type

When setting up the account in your email program, you can set up the account using either IMAP or POP. We recommend using POP as data can more easily be recovered if there is a problem.