

How to add your Garden Connect email account to Outlook

Read how you can add your Garden Connect email address to Outlook below.

Are you unable to set up your email address in the way you prefer? Then we advise you to ask a system administrator to help you out since we're unable to provide support on this.

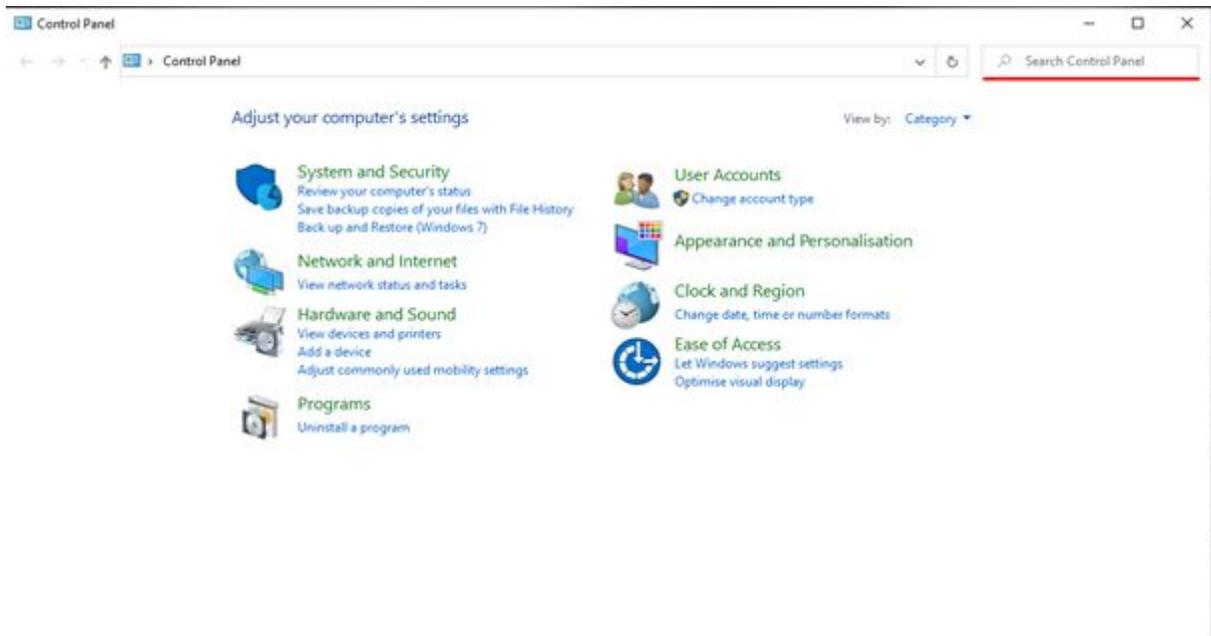
Requirements

There are a few things you will need for setting up your email:

1. Your username (email address) and password. You should have received those from us. In case you have forgotten or never received your password you can send an email to support@gardenconnect.com. We never store passwords but will reset your password (after your approval) and then send you your new password.
2. The server information for your email account. You have received this data together with your username and password. In case you no longer have this information you can send us an email on help@gardenconnect.com.

Setting up your email

In order to set up your email you should first go to your control panel. You can find this by using the search function in Windows.



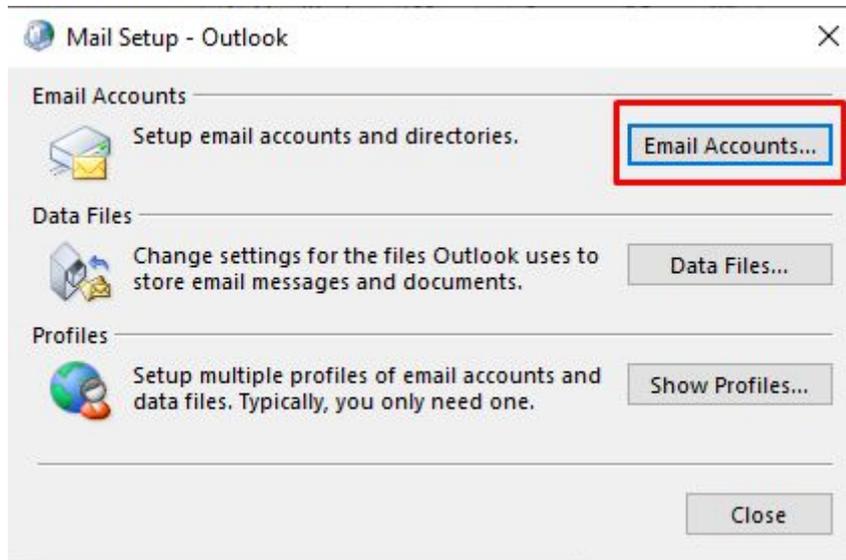
You will find a search bar in the upper right corner of the control panel. Fill in "email" to make the email settings appear.

When the email option does not appear it could be because Outlook has never been opened before. In this case you should boot up Outlook first and carry out the required steps to set up your email before shutting Outlook down again. Now you should be able to find your email settings by using the search function in the control panel.

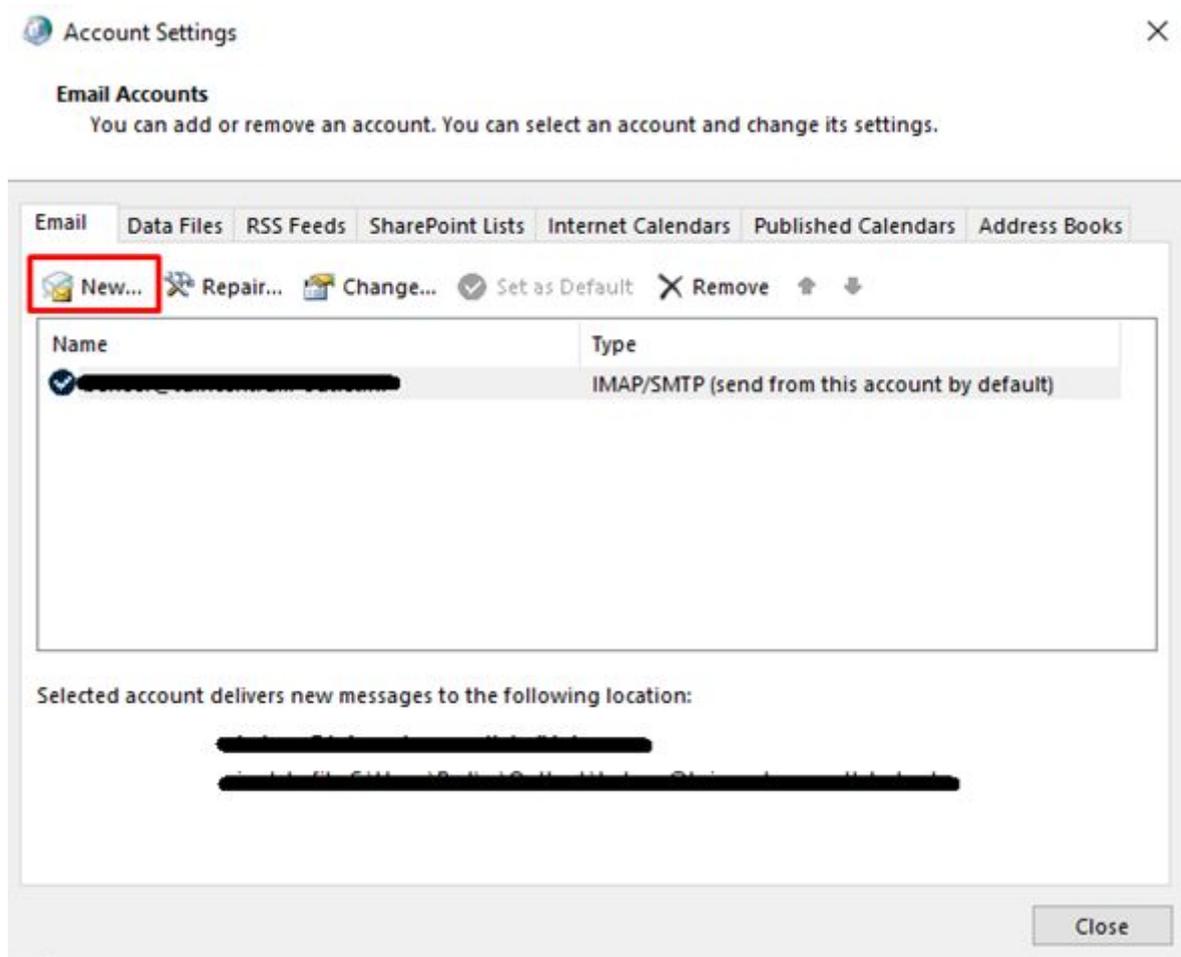


The name of the settings can vary per programme. In this case, we're using *Microsoft Outlook 2016*. Now click on "Email" to open the settings.

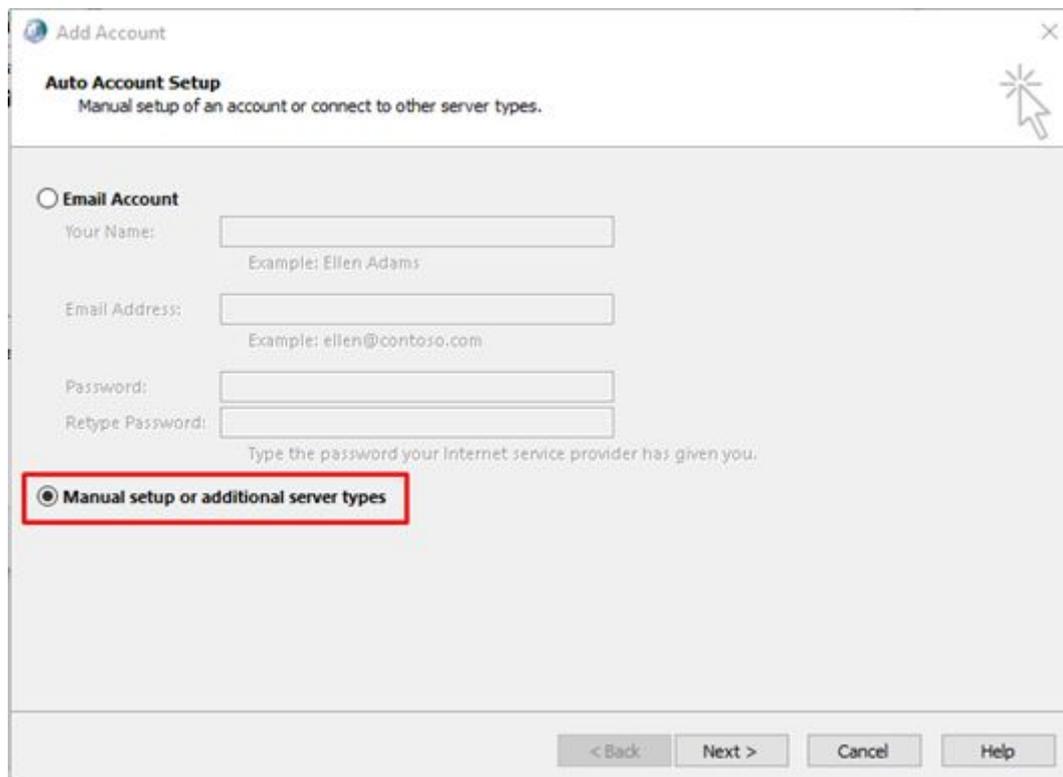
In the following screen choose "Email Accounts..."



Now you will see a screen with all previously installed email accounts. If you already have an account you would like to modify click "Change...". If you want to add a new account (this will be the case on most occasions) choose "New...".



On the following screen, you will be asked how you want to add your account. You will do this by using the manual settings. Choose “Manual setup or additional server types” and click “next”.



Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

Email Account

Your Name:
Example: Ellen Adams

Email Address:
Example: ellen@contoso.com

Password:

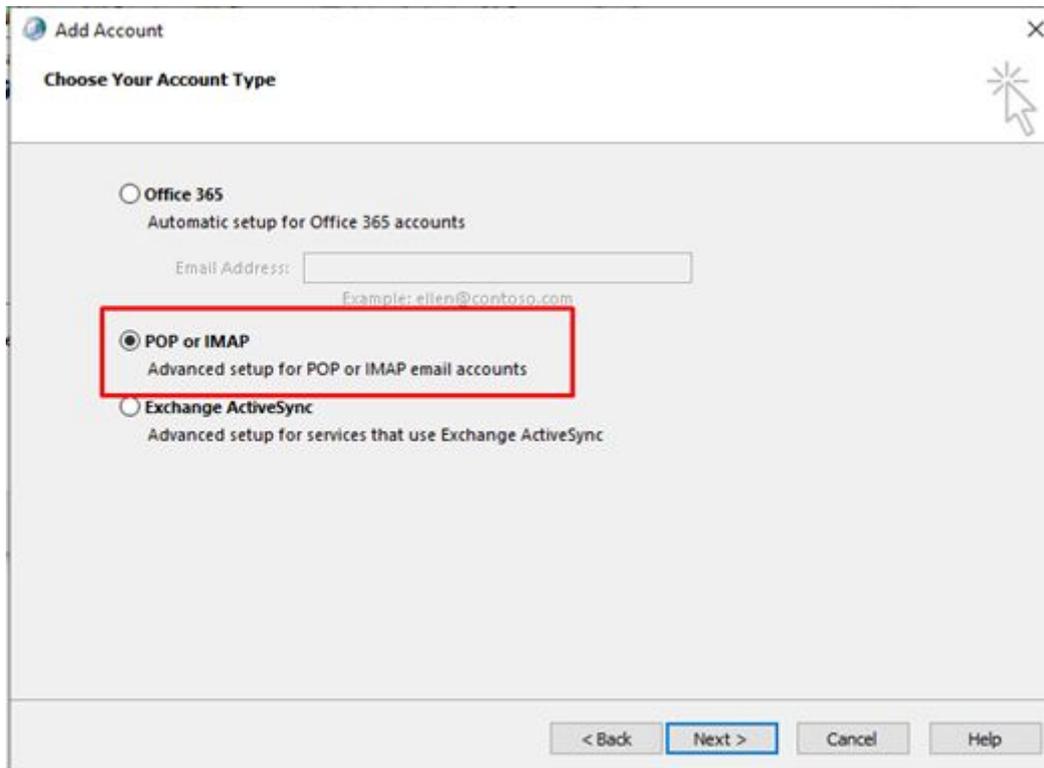
Retype Password:

Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back Next > Cancel Help

Now you will be asked which account type you want to use. Choose "POP or IMAP" and click "next".

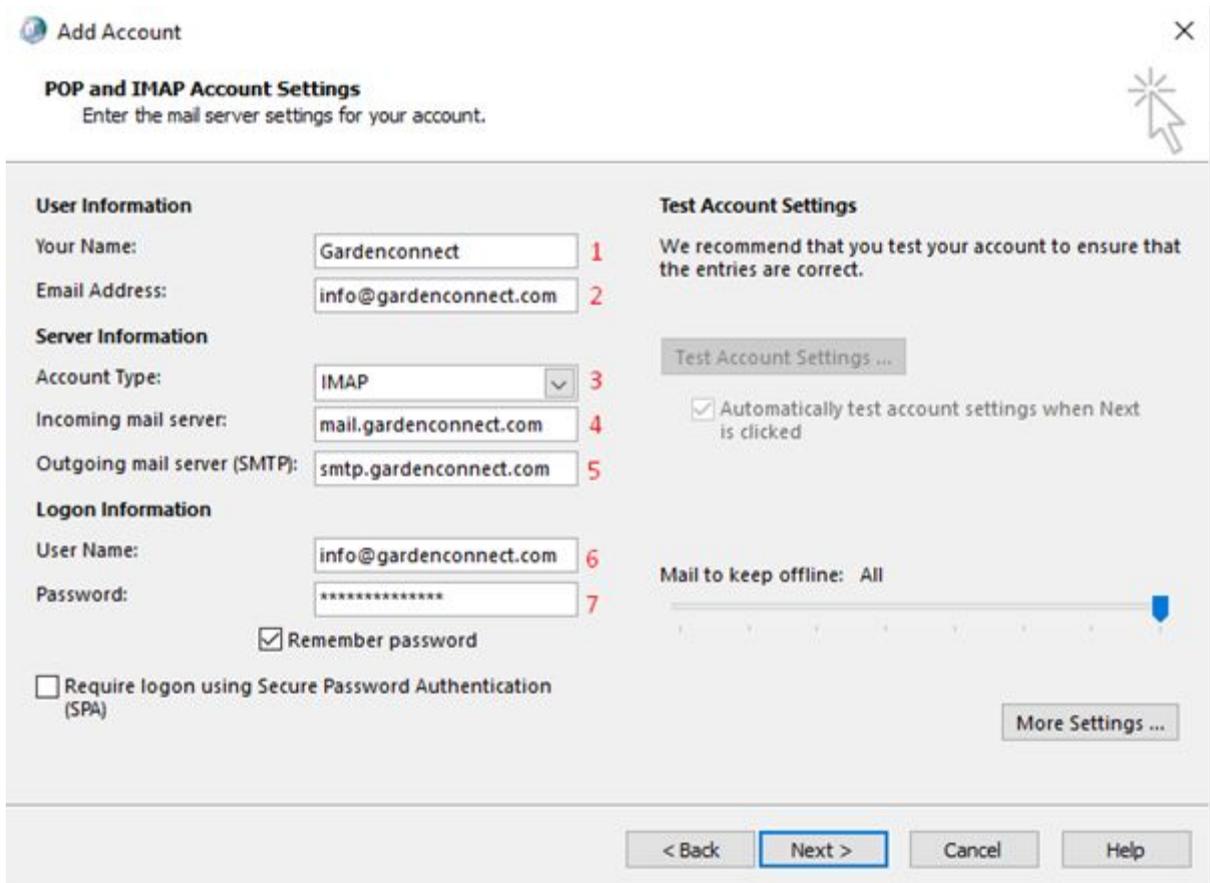


Now you will see a screen with a number of fields that need to be filled in. Fill in the fields in the following manner:

1. Name – This is the name that you want to give your email box. For example “John Doe”.
2. Email address
Fill in the email address you want to set up.
3. Account type
Choose the type of account you want to use, POP or IMAP (POP is standard)
4. Server for incoming email
Fill in the server for your email here. This will be mail.yourdomainname.xx in most cases.
5. Server for outgoing email (SMTP)
This is: “smtp.gardenconnect.com” without the “ - symbol
6. Username
Your username is the same as your email address.

7. Password

Fill in the password you have received from us.



Add Account [Close]

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name: 1

Email Address: 2

Server Information

Account Type: 3

Incoming mail server: 4

Outgoing mail server (SMTP): 5

Logon Information

User Name: 6

Password: 7

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

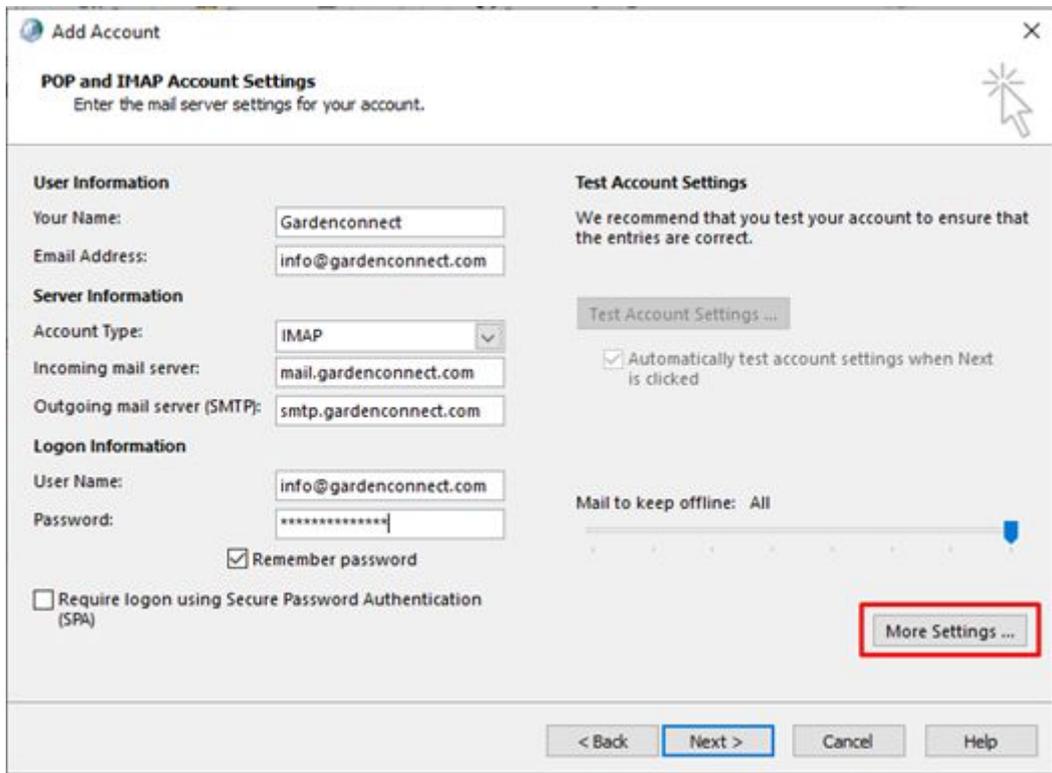
We recommend that you test your account to ensure that the entries are correct.

Automatically test account settings when Next is clicked

Mail to keep offline: All

< Back **Next >** Cancel Help

Once you have filled in all the fields click on "More Settings..." to continue:



Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name: Gardenconnect
Email Address: info@gardenconnect.com

Server Information
Account Type: IMAP
Incoming mail server: mail.gardenconnect.com
Outgoing mail server (SMTP): smtp.gardenconnect.com

Logon Information
User Name: info@gardenconnect.com
Password: [masked]
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
We recommend that you test your account to ensure that the entries are correct.
Test Account Settings ...
 Automatically test account settings when Next is clicked

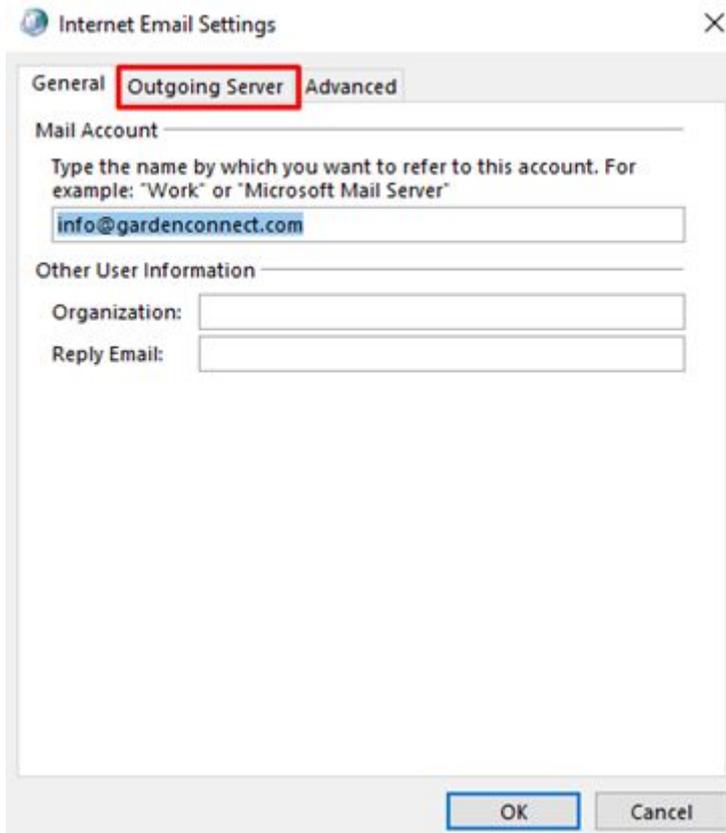
Mail to keep offline: All

More Settings ...

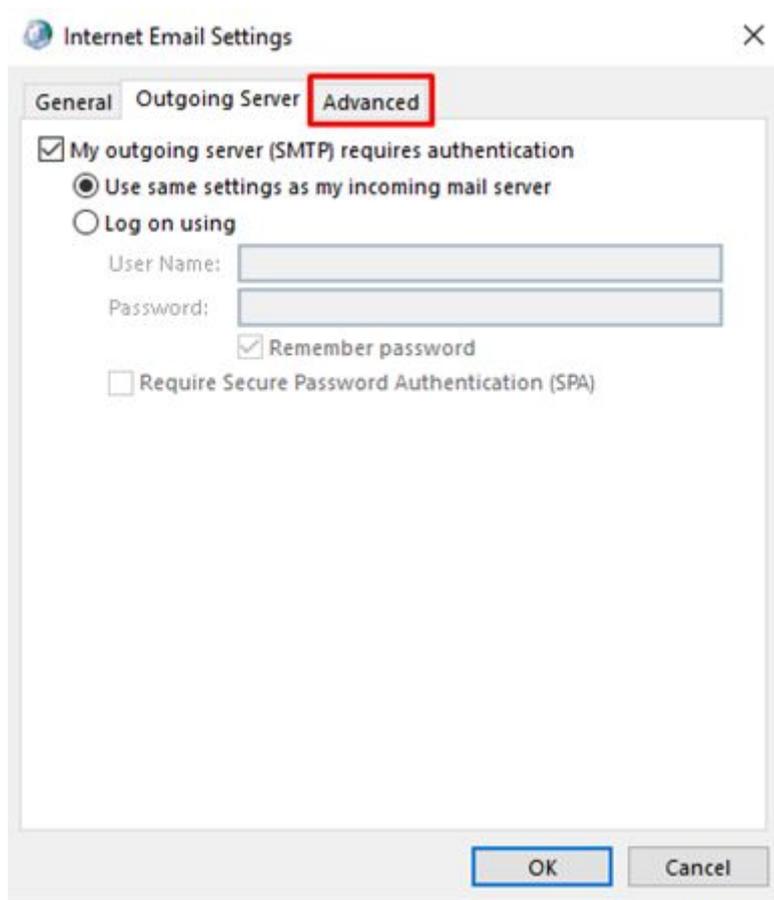
< Back Next > Cancel Help

On the following screen you will find 3 tabs: General, Outgoing Server and Advanced.

First of all, select "Outgoing Server".



Make sure the "My outgoing server (SMTP) requires authentication" box is ticked. Now select the tab "Advanced".



Fill in the settings as indicated below:

In case you use POP:

Incoming server (POP): 110

SSL (secure connection): none

In case you use IMAP:

Incoming server (IMAP): 143

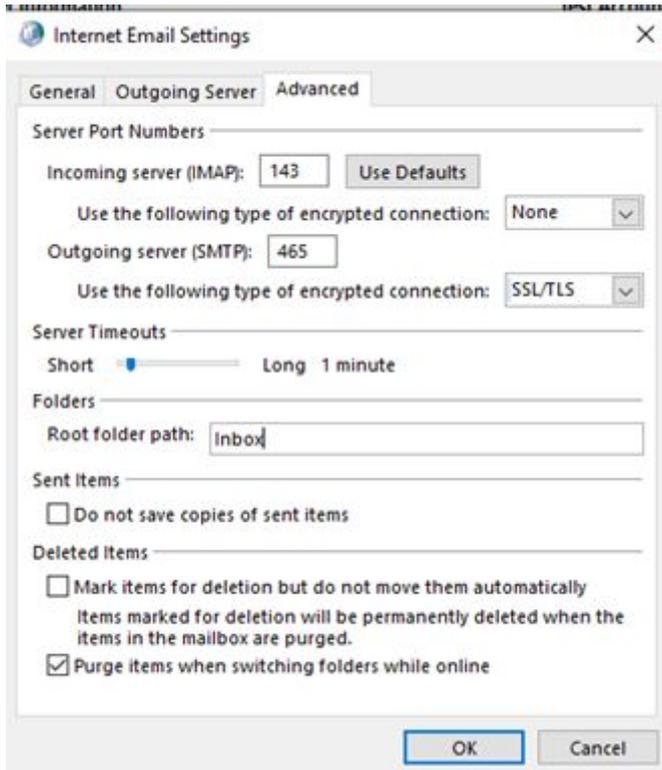
Use the following type of encrypted connections: None

For the outgoing server you use the following settings:

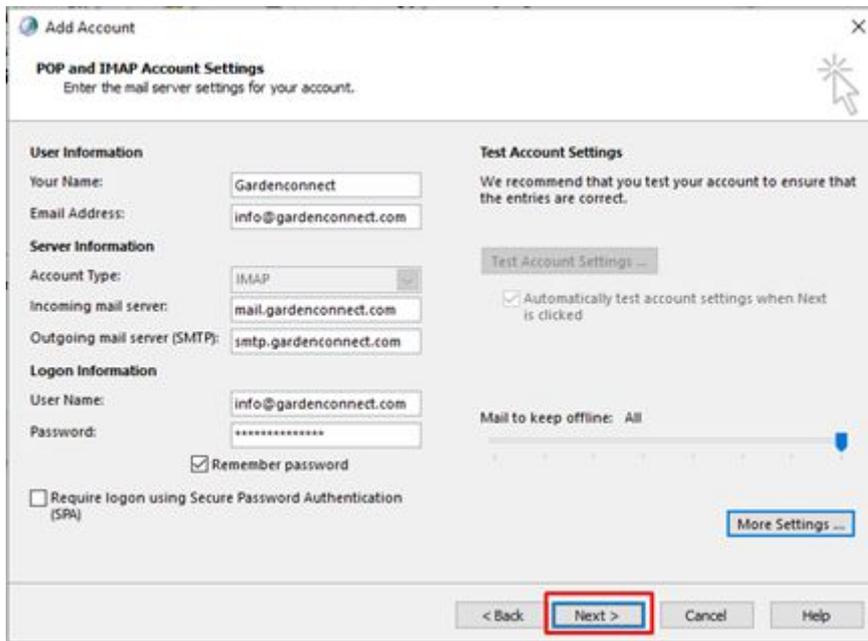
Outgoing server (SMTP): 465

Use the following type of encrypted connections: SSL/TLS

For the Root folder path fill in "Inbox".



When you have filled in all settings click on "OK" to save them. Then click "Next" to finish the setup of your email account in Outlook.



The screenshot shows the 'Add Account' dialog box in Outlook, specifically the 'POP and IMAP Account Settings' section. The dialog is titled 'Add Account' and has a close button (X) in the top right corner. Below the title bar, it says 'POP and IMAP Account Settings' and 'Enter the mail server settings for your account.' The dialog is divided into several sections: 'User Information' with fields for 'Your Name' (Gardenconnect) and 'Email Address' (info@gardenconnect.com); 'Server Information' with fields for 'Account Type' (IMAP), 'Incoming mail server' (mail.gardenconnect.com), and 'Outgoing mail server (SMTP)' (smtp.gardenconnect.com); 'Logon Information' with fields for 'User Name' (info@gardenconnect.com) and 'Password' (masked with asterisks), and a checked 'Remember password' checkbox; and 'Test Account Settings' with a 'Test Account Settings...' button and a checked 'Automatically test account settings when Next is clicked' checkbox. At the bottom right, there is a 'More Settings...' button. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. The 'Next >' button is highlighted with a red rectangular box.

Now you can open Outlook and send and receive email. We recommend testing whether you can send and receive emails first, for example by sending an email from another email address to the address you have just installed. Reply to this email to find out whether you can send emails as well.

Problems

Are you unable to set up your email address in the way you prefer? Then we advise you to ask a system administrator to help you out. You can also use webmail to read your emails. Contact us at help@gardenconnect.com to activate webmail. We do advise you, however, to use webmail only in emergencies.