

# GDSI — email setup: Outlook (classic) — Windows

Moving GDSI email to the new server on Monday 2 November — what you need to do in your mail program.

## WHAT IS HAPPENING

On **Monday 2 November** GDSI email moves to a new, larger server. Your email address **does not change**. Your password **stays the same** (unless we have sent you a new one). Your existing messages are kept.

You only need to update the server settings in your mail program, once. The change itself takes about 5 minutes; with IMAP, refreshing a large mailbox can take longer — just leave the program open.

## WHEN TO DO IT

1. Please **wait for our email on Monday morning** saying the new server is ready.
2. Then follow the steps for your mail program below.
3. Do **not** change anything before Monday — until then the old settings must stay as they are.

## THREE SIMPLE RULES

1. **Edit, do not delete.** In most mail programs you simply update the settings of the account you already have. **New Outlook for Windows is the only exception** — follow its own steps below. Anywhere else, if you think you need to remove the account, write to us first.
2. **Never accept a certificate warning.** If you see a message about an untrusted or invalid certificate, click **Cancel**, check the server name ( `mail.your-server.de` ) and contact us.
3. **Another mail program?** If yours is not listed here, write to us and we will send you the steps.

## POP OR IMAP?

Your account is set up in one of two ways. The steps below say where to see which one you have.

- **POP** messages are downloaded and stored on your computer. They stay there exactly as before; new messages will come from the new server.
- **IMAP** messages are kept on the server. We have **copied** your mailbox to the new server, so all folders will appear again once you connect.

## NEW SERVER SETTINGS

| SETTING         | VALUE                                                   |
|-----------------|---------------------------------------------------------|
| User name       | your full email address, e.g. <code>name@gdsi.ie</code> |
| Password        | your current password (unchanged)                       |
| Incoming server | <code>mail.your-server.de</code>                        |
| IMAP            | port <code>993</code> , encryption <b>SSL/TLS</b>       |
| POP3            | port <code>995</code> , encryption <b>SSL/TLS</b>       |

Outgoing server (SMTP) `mail.your-server.de`

SMTP port `587`, encryption **STARTTLS**, authentication **on** (same user name and password)

## Outlook (classic) — Windows

Outlook 2016 / 2019 / 2021 / Microsoft 365 with the **File** menu

### FOR BOTH POP AND IMAP — EDIT THE EXISTING ACCOUNT

1. Open Outlook and click **File** → **Account Settings** → **Account Settings...**
2. On the **Email** tab, select your `@gdsi.ie` account. The **Type** column shows **POP/SMTP** or **IMAP/SMTP** — note which one you have.
3. Click **Change...**
4. Set **Incoming mail server** and **Outgoing mail server (SMTP)** to `mail.your-server.de`.
5. Set **User Name** to your full email address. Leave the password as it is. Tick **Remember password**.
6. Click **More Settings...** → **Outgoing Server** tab → tick **My outgoing server (SMTP) requires authentication** → choose **Use same settings as my incoming mail server**.
7. Open the **Advanced** tab:
  - **POP** Incoming server (POP3): `995`, tick **This server requires an encrypted connection (SSL/TLS)**. Do not change the "Leave a copy of messages on the server" options.
  - **IMAP** Incoming server (IMAP): `993`, encrypted connection: **SSL/TLS**.
  - Outgoing server (SMTP): `587`, encrypted connection: **STARTTLS** (in older versions it is called **TLS**).
8. Click **OK** → **Next**. If Outlook runs a test, both lines should complete without errors. Click **Close** → **Finish**.
9. If Outlook asks for your password, enter your current password and tick **Remember my credentials**.

**Different window?** Newer Microsoft 365 versions may open a window called **POP Account Settings** or **IMAP Account Settings** instead. Fill in the same values under **Incoming mail** and **Outgoing mail** (server, port, encryption method), make sure **Require logon using Secure Password Authentication (SPA)** is **not** ticked, then click **Next** → **Done**. You can also close Outlook and use **Control Panel** → **Mail (Microsoft Outlook)** → **Email Accounts** → **Change...**, which opens the classic window described above.

**POP** your folders and old messages stay on your computer exactly as before. **IMAP** Outlook will refresh your folders from the new server; with a large mailbox this can take a while — leave Outlook open.

### CHECK THAT IT WORKS

1. Send a short test message to yourself — it should arrive in your Inbox and appear in **Sent**.

2. Send a test message to an outside address (for example a personal Gmail) and reply to it, so you know both directions work.
3. **IMAP** Open **Sent, Drafts** and a couple of your own folders and check that your messages are there.
4. If you read GDSI email on more than one device (e.g. a computer and a phone), update **each** of them.

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**Need help?** Email [support@activemedia.ua](mailto:support@activemedia.ua) with your email address, the name of your mail program and the exact error message (a photo or screenshot of the error is fine). **Never send your password by email.**