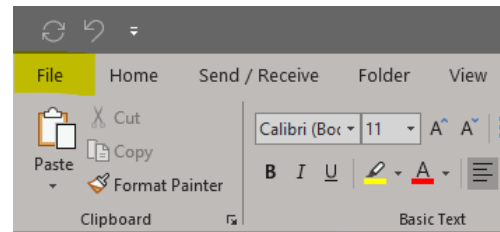


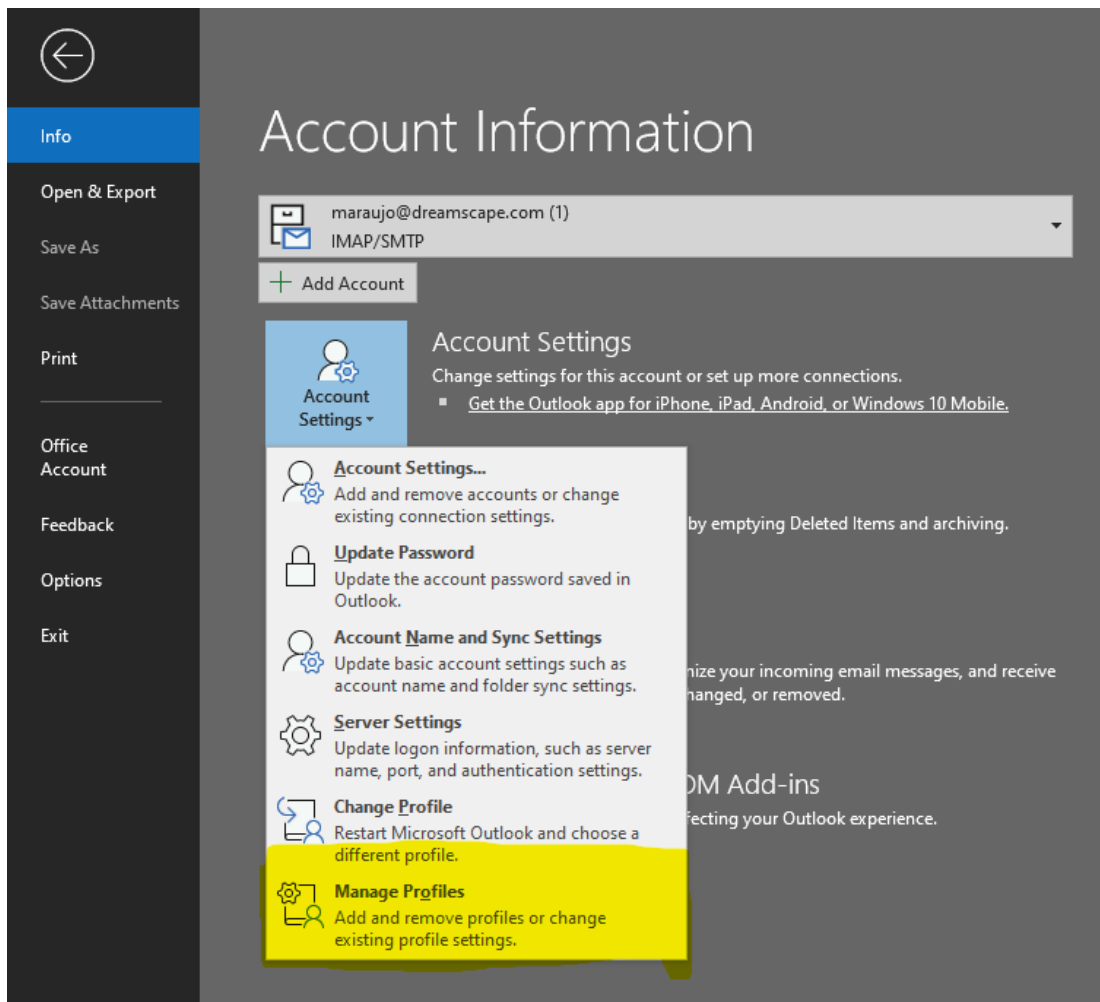
Dreamscape – IMAP Issue – Outlook 2016

This is to be used if there is an issue with IMAP not showing the Inbox properly within Outlook. What is displayed if there is an issue is the Inbox with an > beside it. Like this: >Inbox like a folder drop down. Which it does drop down and show other folder but doesn't show the Inbox messages. These steps will fix that issue.

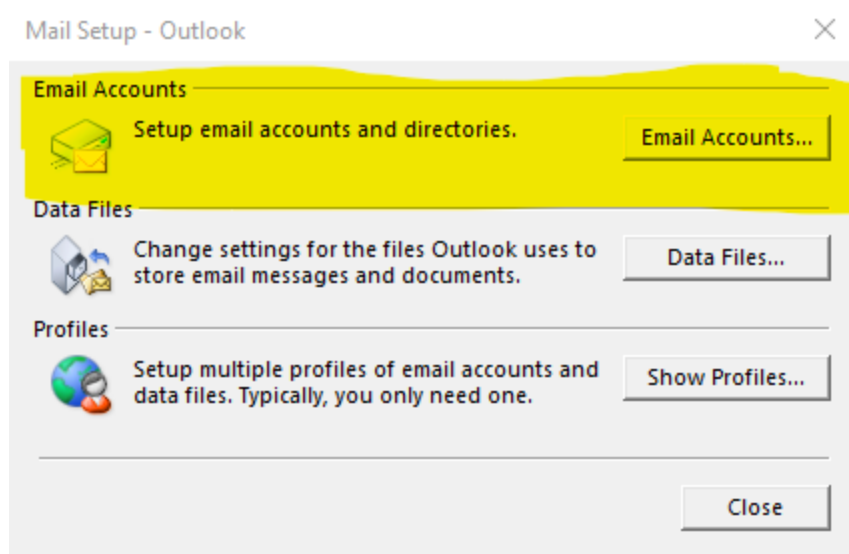
Select **File** in the upper Left Menu



Then choose the **Account Settings** -> **Manage Profiles** as shown below.



Then select the **Email Accounts...** button that appears in the top of the Window that opens.

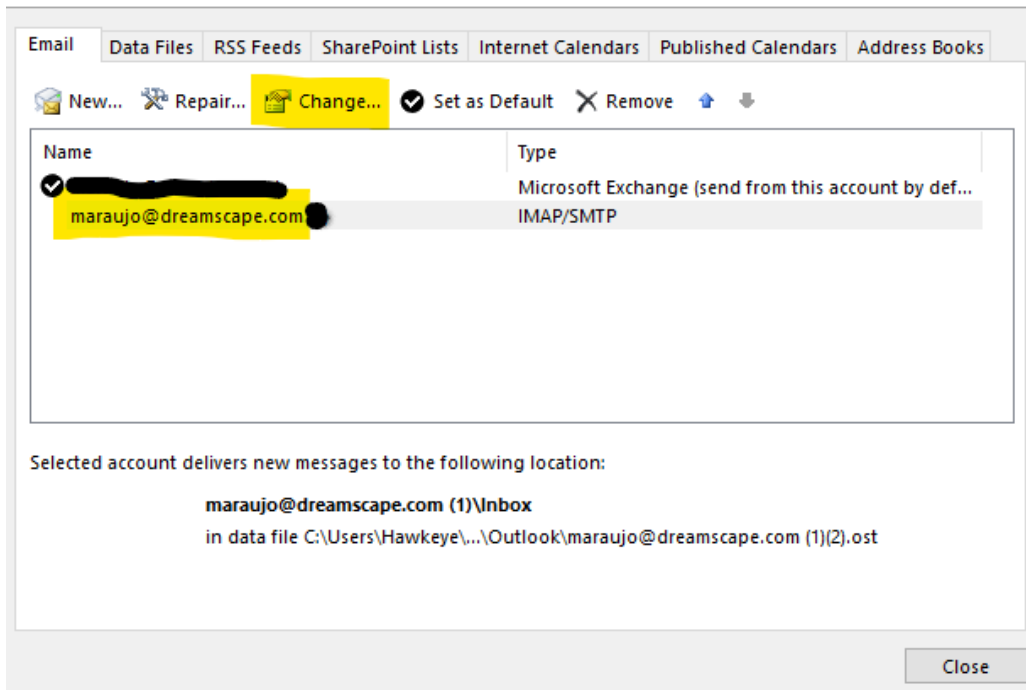


Account Settings

Email Accounts

You can add or remove an account. You can select an account and change its settings.

✗ Select the account and then click on the **Change** option.



Select the **More Settings...** button in the next window that displays.

Change Account

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

User Information
Your Name: marajujo@dreamscape.com
Email Address: marajujo@dreamscape.com

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

Logon Information
User Name: marajujo@dreamscape.com
Password: *****
 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

Then in the next windows select the **Advanced** Tab and in the **Folders** section as shown type in **Inbox**. As shown below.

Internet Email Settings

General Outgoing Server **Advanced**

Server Port Numbers
Incoming server (IMAP): 143 Use Defaults
Use the following type of encrypted connection: STARTTLS
Outgoing server (SMTP): 465
Use the following type of encrypted connection: SSL/TLS

Server Timeouts
Short Long 1 minute

Folders
Root folder path: Inbox

Sent Items
 Do not save copies of sent items

Deleted Items
 Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.
 Purge items when switching folders while online

OK Cancel

Then click on **OK**, then Click **Next** on the other window, then click on **Close** on the next Window, **Finish** on the window following, then **Close** and **Close**. This concludes the steps needed to fix the Inbox and not displaying properly when using IMAP on Outlook to view SPAM folder.