

## Setup guide for outlook:

This set up was tested on Outlook 365 Version 2308 for a 64 bit:

About Microsoft® Outlook® for Microsoft 365

**Microsoft® Outlook® for Microsoft 365 MSO (Version 2308 Build 16.0.16731.20496) 64-bit**  
License ID: EWW\_59104379-e6b4-48a5-9a9c-6a566110f607\_21a9ff962dc1f8e445  
Session ID: EEDCB820-F15F-4866-969A-D0DA31D94416

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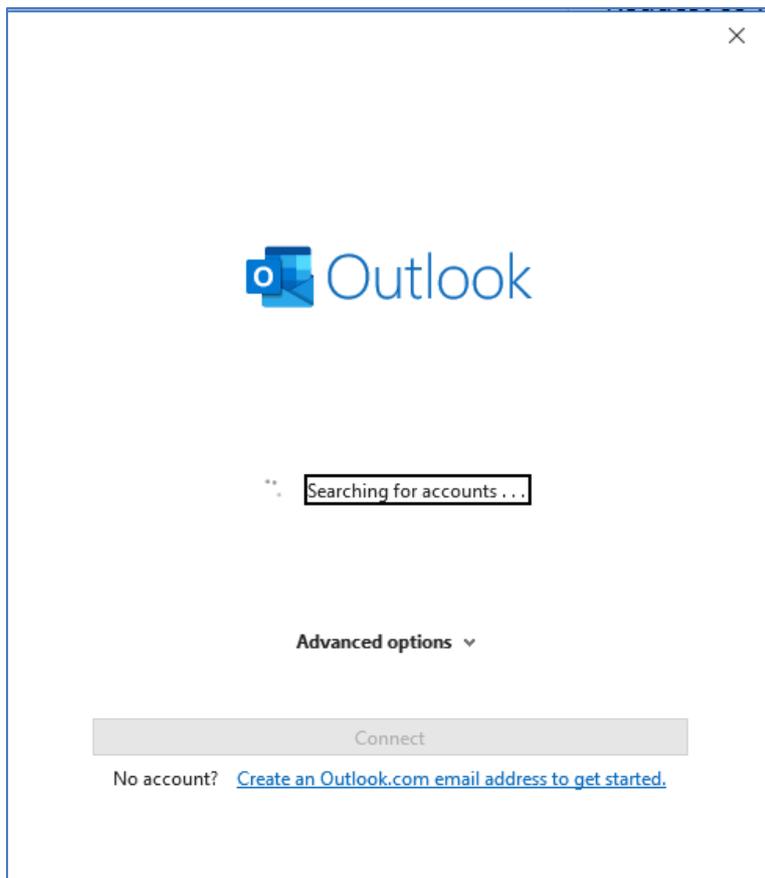
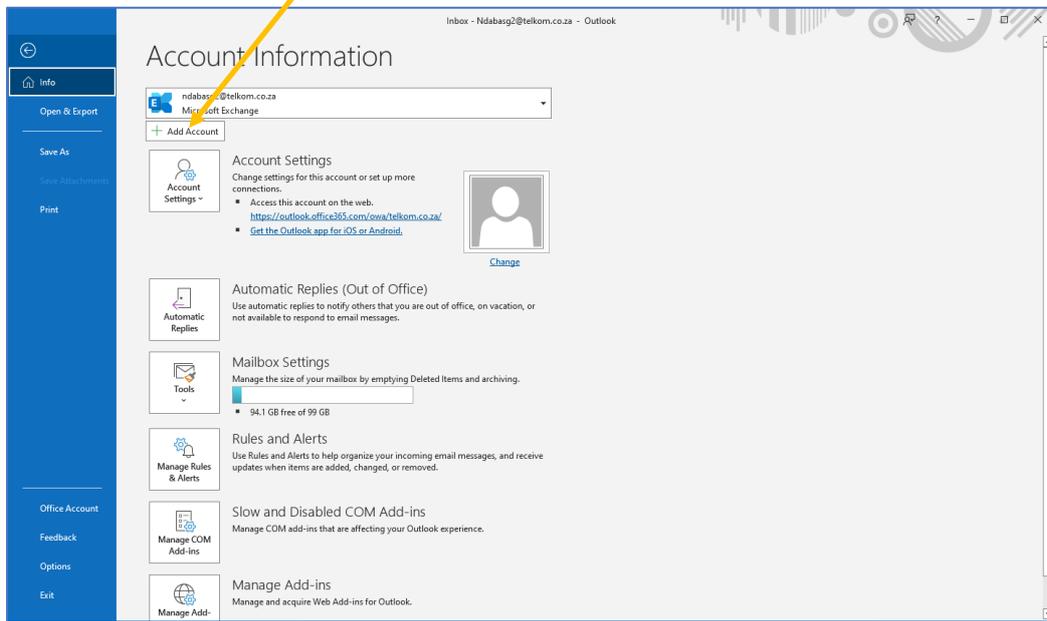
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OK

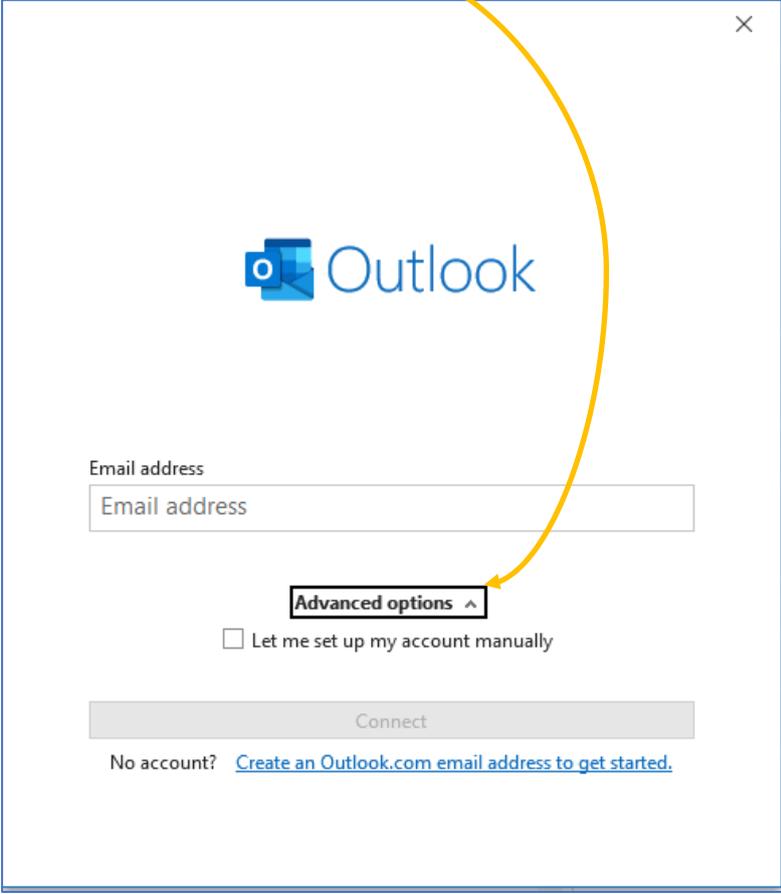
On outlook click on "FILE"

The screenshot shows the Microsoft Outlook 365 interface. The top ribbon is set to the 'FILE' tab, which is highlighted with a yellow arrow. The ribbon includes options like 'Home', 'Send / Receive', 'View', and 'Help'. Below the ribbon, the left sidebar shows the 'Navigation Pane' with folders like 'Inbox', 'Drafts', and 'Outlook'. The main pane displays a list of emails, with one selected. The right pane shows a 'Request 8942003 Initial : 4-Medium Low' with details such as 'Logged Date: 02/11/2024 14:27:06', 'Priority: 4-Medium Low', and a description of a Zimbra email access issue.

Under FILE, Click on "Add Account"

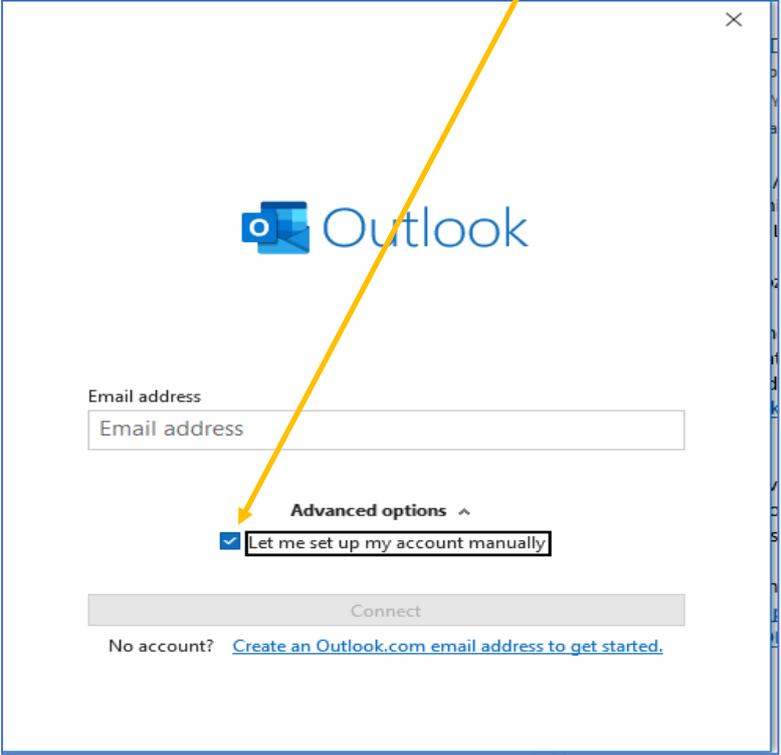


Click on "Advanced options"



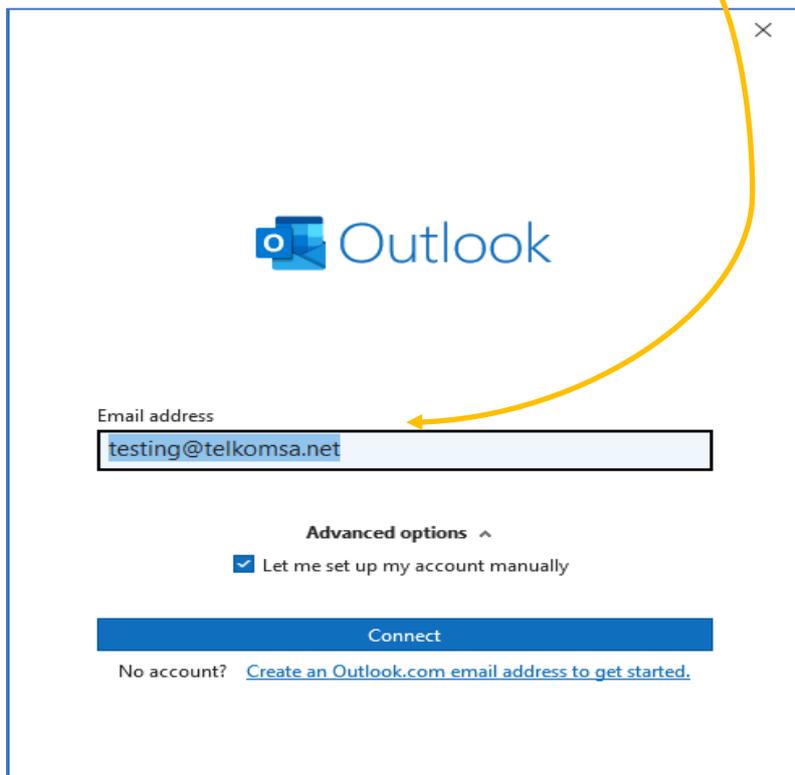
The screenshot shows the Outlook account setup interface. At the top center is the Outlook logo. Below it is an "Email address" input field. Underneath the input field is a button labeled "Advanced options" with a downward arrow. Below this button is a checkbox labeled "Let me set up my account manually", which is currently unchecked. At the bottom of the form is a "Connect" button. Below the "Connect" button is a link: "No account? [Create an Outlook.com email address to get started.](#)". A yellow arrow points from the text "Click on 'Advanced options'" to the "Advanced options" button.

Select check box "Let me set up account manually"



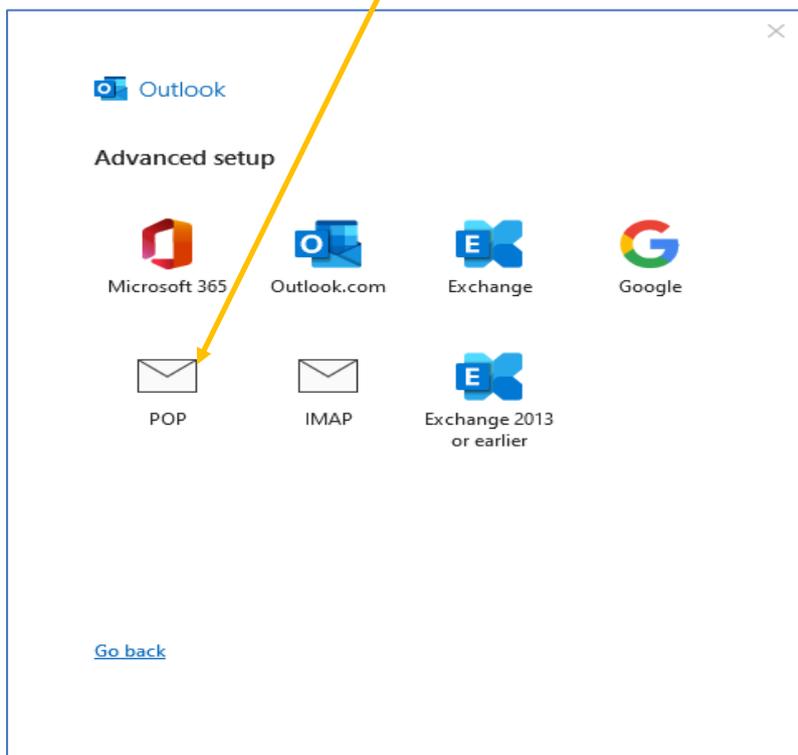
The screenshot shows the Outlook account setup interface, identical to the previous one, but with the "Let me set up my account manually" checkbox now checked. A yellow arrow points from the text "Select check box 'Let me set up account manually'" to the checked checkbox.

Type in the telkomsa.net address in "Email address" field



Click on "connect"

Under Advanced setup select "POP"

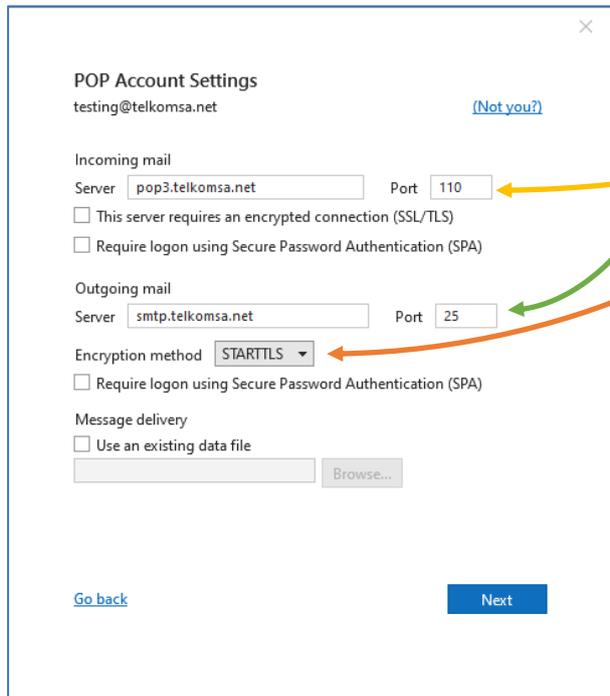


POP Account Settings make sure the following settings are correct:

Incoming mail: pop3.telkomsa.net port: 110

Outgoing mail: smtp.telkomsa.net port 25

Encryption method is by default set to "STARTTLS"



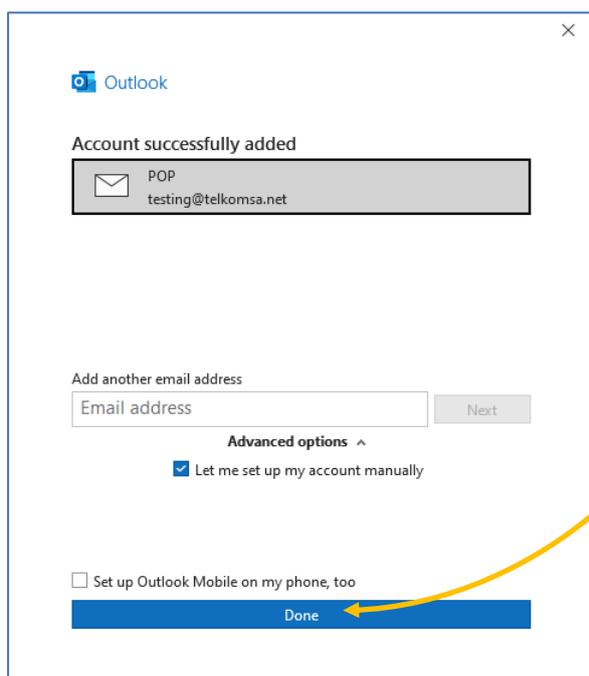
The screenshot shows the 'POP Account Settings' dialog box for the email address 'testing@telkomsa.net'. It contains the following fields and options:

- Incoming mail:** Server: 'pop3.telkomsa.net', Port: '110'. There are two checkboxes: 'This server requires an encrypted connection (SSL/TLS)' and 'Require logon using Secure Password Authentication (SPA)', both of which are unchecked.
- Outgoing mail:** Server: 'smtp.telkomsa.net', Port: '25'. There is one checkbox: 'Require logon using Secure Password Authentication (SPA)', which is unchecked.
- Encryption method:** A dropdown menu is set to 'STARTTLS'.
- Message delivery:** A checkbox 'Use an existing data file' is unchecked, with an empty text box and a 'Browse...' button next to it.

At the bottom, there are two buttons: 'Go back' and 'Next'. Colored arrows point from the text above to the corresponding fields in the dialog: a yellow arrow from 'pop3.telkomsa.net port: 110' to the incoming mail server and port fields; a green arrow from 'smtp.telkomsa.net port 25' to the outgoing mail server and port fields; and an orange arrow from 'Encryption method is by default set to "STARTTLS"' to the encryption method dropdown.

Click Next

Account successfully added and click "Done"



The screenshot shows the 'Outlook' dialog box with the message 'Account successfully added'. It displays the added account as 'POP testing@telkomsa.net'. Below this, there is an 'Add another email address' section with an 'Email address' input field and a 'Next' button. Underneath, there is an 'Advanced options' section with a checked checkbox 'Let me set up my account manually'. At the bottom, there is an unchecked checkbox 'Set up Outlook Mobile on my phone, too' and a 'Done' button. A yellow arrow points from the text 'Account successfully added and click "Done"' to the 'Done' button.

Profile added "testing@telkomsa.net"

