How do I configure Outlook email client in IMAP mode to work with Gmail in Windows?

**Show Me**

**Tell Me**

### IT Support
The University’s ITS Department provides limited technical support for those electing to use an IMAP client to retrieve Gmail. Support includes best effort IT phone support (no ticket escalation) and the FAQs shown. Individual colleges/departments may provide additional support. The College of Liberal Arts & Sciences (CLAS) IT does not support IMAP email clients.

### Tip
A change in email can be difficult, especially at first. Please explore and use the features of Gmail exclusively for at least 30 days before considering going back to a desktop email client. Thunderbird, Outlook and Apple Mail do not offer the full search, integration and ease of use found by using a supported web browser with Google Gmail.

<table>
<thead>
<tr>
<th>Outlook 2013</th>
<th>Outlook 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Enable IMAP</strong> on your Gmail account</td>
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</tr>
<tr>
<td>3. Click the <strong>File</strong> menu</td>
<td>3. <strong>Click Next</strong></td>
</tr>
<tr>
<td>4. Under the <strong>Info</strong> tab, click <strong>Add Account</strong></td>
<td>Welcome to Microsoft Outlook 2016</td>
</tr>
<tr>
<td></td>
<td>Let's get started. In the next few steps, we'll add your em</td>
</tr>
<tr>
<td>5. Click on <strong>Manual setup or additional server types</strong></td>
<td></td>
</tr>
</tbody>
</table>
4. When prompted to add an email account, select Yes and click Next.

5. Your name and email address will appear. Select Manual setup and enter your name and email address.

6. Select the Change account settings option and click Next.

6. Click Next

7. Click IMAP

8. Click Next

9. Enter Your Name

10. Enter Email Address

11. Under Server Information, Account Type click on the drop down arrow and choose IMAP

12. Incoming mail server: imap.gmail.com

13. Outgoing mail server (SMTP): smtp.gmail.com

14. Enter your full email address (user@uncc.edu)

15. Enter your NinerNET password

16. Click on More Settings

17. Click on Outgoing server
18. Check **My outgoing server (SMTP) requires authentication**

![Image of Internet & Email Settings with advanced options]

19. Choose **Use same settings as my incoming mail server**
20. Click on **Advanced**
21. **Incoming server (IMAP)**: 993
22. **Use the following type of encrypted connection**: SSL
23. **Outgoing Server (SMTP)**: 465 or 587
24. **Use the following type of encrypted connection**: SSL

![Image of Internet & Email Settings with advanced options]

25. Click **OK**
26. Click **Next**
27. Click **Finish**

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8. **Select IMAP and click Next**

![Image of Add Account screen]

9. **Enter Your Name**
10. **Enter Email Address**
11. Under **Server Information, Account Type** click on the drop down arrow and choose **IMAP**
12. **Incoming mail server**: imap.gmail.com
13. **Outgoing mail server (SMTP)**: smtp.gmail.com
14. Enter your full email address (user@uncc.edu)
15. Enter your NinerNET password

![Image of POP and IMAP Account Settings]

15. Click on **More Settings**
16. Click on **Outgoing server**
17. **Check My outgoing server (SMTP) requires authentication**

![Image of Internet & Email Settings with advanced options]

18. **Choose Use same settings as my incoming mail server**
19. Click on **Advanced**
20. Incoming server (IMAP): 993
21. Use the following type of encrypted connection: SSL
22. Outgoing Server (SMTP): 465 or 587
23. Use the following type of encrypted connection: SSL

24. Click OK
25. Click Next
26. You may get an error message. Check your email and click the link in the message from Google to allow access to less secure apps

27. Click Turn on and return to Outlook and click OK on the error message

28. Enter your full email address and NinerNET password and click OK
29. Click Close when shown test e-mail confirmation
   
   Congratulations! All tests completed successfully. Click Close to continue.

<table>
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<th>Tasks</th>
<th>Errors</th>
</tr>
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<tbody>
<tr>
<td>Log onto incoming mail server (IMAP)</td>
<td>Complete</td>
</tr>
<tr>
<td>Send test e-mail message</td>
<td>Complete</td>
</tr>
</tbody>
</table>

30. Click Finish
   - Your folders and e-mail will start populating. Depending on this, it may take some time.

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Related FAQs

- How do I setup my Gmail to use POP since my device doesn't support IMAP?
- How do I enable IMAP in Gmail so I can use Thunderbird, Outlook or Apple Mail email client?
- How do I configure Thunderbird email client in IMAP mode to work with Gmail on Windows?
- How do I configure Outlook email client in IMAP mode to work with Gmail in Windows?
- How do I use G Suite Sync for viewing Gmail in Outlook?