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

**Show Me**

**Tell Me**

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**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.

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**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.

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<table>
<thead>
<tr>
<th><strong>Outlook 2013</strong></th>
<th><strong>Outlook 2016</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Enable IMAP on your Gmail account</strong></td>
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</tr>
<tr>
<td>2. <strong>Open Outlook 2013</strong></td>
<td>2. <strong>Open Outlook 2016</strong></td>
</tr>
<tr>
<td>3. <strong>Click the File menu</strong></td>
<td>3. <strong>Click Next</strong></td>
</tr>
<tr>
<td><img src="image1" alt="Outlook 2013 File Menu" /></td>
<td><img src="image2" alt="Outlook 2016 File Menu" /></td>
</tr>
<tr>
<td>4. <strong>Under the Info tab, click Add Account</strong></td>
<td>Welcome to Microsoft Outlook 2016</td>
</tr>
<tr>
<td><img src="image3" alt="Outlook 2013 Add Account" /></td>
<td>Let’s get started. In the next few steps, we’ll add your ema</td>
</tr>
<tr>
<td>5. <strong>Click on Manual setup or additional server types</strong></td>
<td>t account.</td>
</tr>
</tbody>
</table>
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**

4. When prompted to add an email account, select **Yes** and click **Next**

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

6. Select the **Change account settings** option and click **Next**
18. Choose **Use same settings as my incoming mail server**

19. Click on **Advanced**

20. **Incoming server (IMAP):** 993

21. **Outgoing Server (SMTP):** 465 or 587

22. Use the following type of encrypted connection: SSL

23. Use the following type of encrypted connection: SSL

24. Click on **OK**

25. Click on **More Settings**

26. Click on **Outgoing server**

27. Check **My outgoing server (SMTP) requires authentication**

28. Choose **Use same settings as my incoming mail server**

29. Click on **Advanced**

30. Enter **Your Name**

31. Enter **Email Address**

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

33. Enter **Incoming mail server:** imap.gmail.com

34. Enter **Outgoing mail server (SMTP):** smtp.gmail.com

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

36. Enter your NinerNET password

37. Click on **Finish**

38. Your folders and email will start populating. Depending on the size of the email box, this may take some time.
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 email confirmation

30. Click **Finish**
   - Your folders and email will start populating. Depending on this, this 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?