



Email Setup Guide – June 2016

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Please do not hesitate to contact us should you have any queries or require us to reset your account's password.

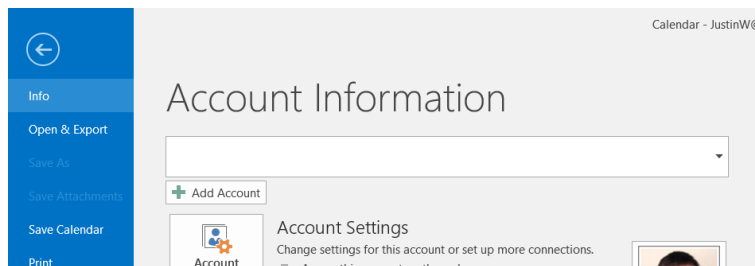
Kind Regards
Loop Creative

Contact Information

Location: Johannesburg, GP, RSA
Phone: (081) 3131 922
eMail: info@looponline.co.za
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Office 2013

1. Open Microsoft Office
2. Click "Home" in the top left hand side of the ribbon in the menu bar
3. You will be presented with a display like below, click "Add Account"



4. You will then be presented with the "Auto Account Setup" page which will allow you to manually or automatically setup your email account. Please fill in the following details

- Name: Full Name
- Email Address: Provided by Loop Creative
- Password: Provided by Loop Creative or Self Setup
- Enable Manual Setup or Additional Server Types

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5. After clicking manual setup, you will be directed to the POP and IMAP account settings page. This page will be the final setup in the configuration of your email account onto your computer. Please note that the section labelled “**yourdomainname.co.za**” will be the name followed after the “@” sign on your email address. If your email is **Justin@loopcreative.co.za** you will make use of **mail.loopcreative.co.za** in the spaces for the server name.

6. If all account details are filled in correctly, you will receive the following confirmation message from outlook.

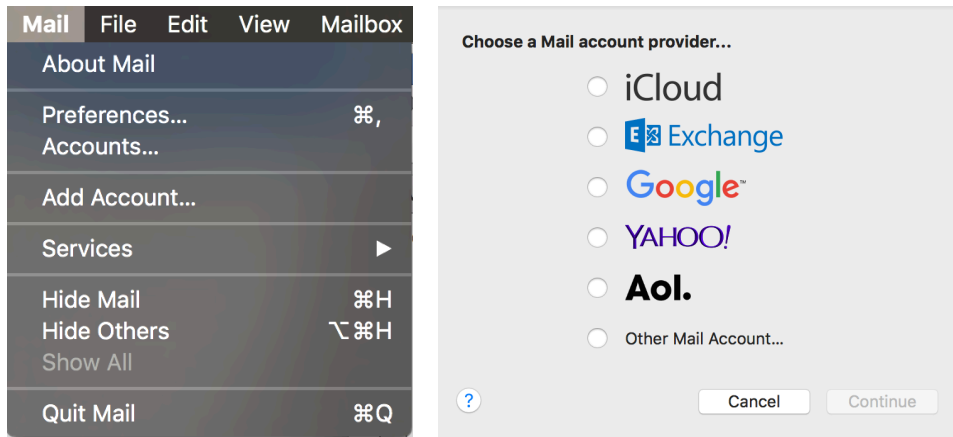
Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

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Mac OS x – Mail (Manual Setup)

1. Open Mac OS Mail
2. In the top menu bar, select “Add account”
3. Select “Other Mail Account”



1. Please fill in the following details

- Name: Full Name
- Email Address: Provided by Loop Creative
- Password: Provided by Loop Creative or Self Setup

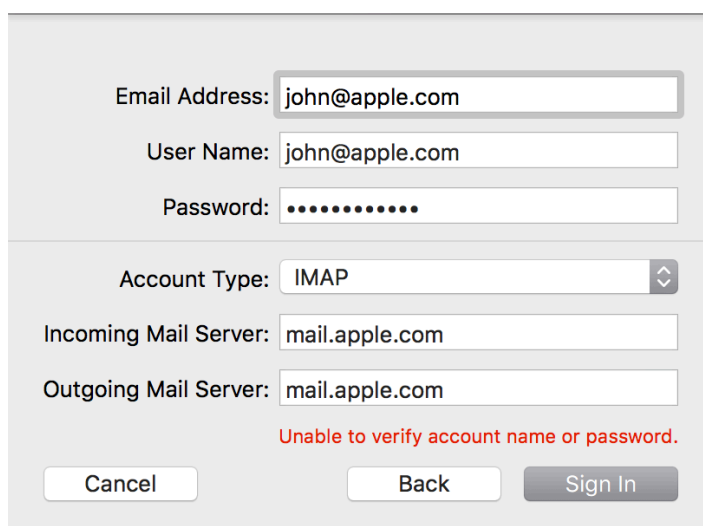
The image shows the 'Add a Mail account' form. It has a title bar with an '@' icon and the text 'Add a Mail account'. Below the title bar, it says 'To get started, fill out the following information:'. There are three input fields: 'Name' with the value 'John Appleseed', 'Email Address' with the value 'john@apple.com', and 'Password' with masked characters '.....'. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Sign In'.

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2. Please fill in the following details

- Email Address: Provided by Loop Creative
- Username: Your email address is your username
- Password: Provided by Loop Creative
- Account Type: IMAP
- Incoming Mail Server: “**mail.yourdomain.com**”
 - Example – if your website address is **www.loopcreative.co.za** then your incoming mail server will be **mail.loopcreative.co.za**
- Outgoing Mail Server: “**mail.yourdomain.com**”
 - Example – if your website address is **www.loopcreative.co.za** then your outgoing mail server will be **mail.loopcreative.co.za**



Email Address: john@apple.com

User Name: john@apple.com

Password:

Account Type: IMAP

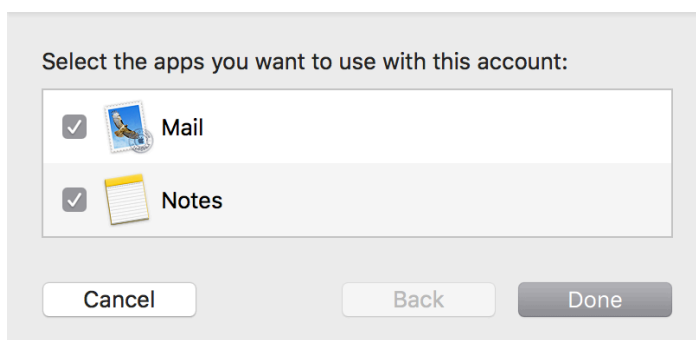
Incoming Mail Server: mail.apple.com

Outgoing Mail Server: mail.apple.com

Unable to verify account name or password.

Cancel Back Sign In

3. Lastly, click “done” & your account will have been successfully setup.



Select the apps you want to use with this account:

☒ Mail

☒ Notes

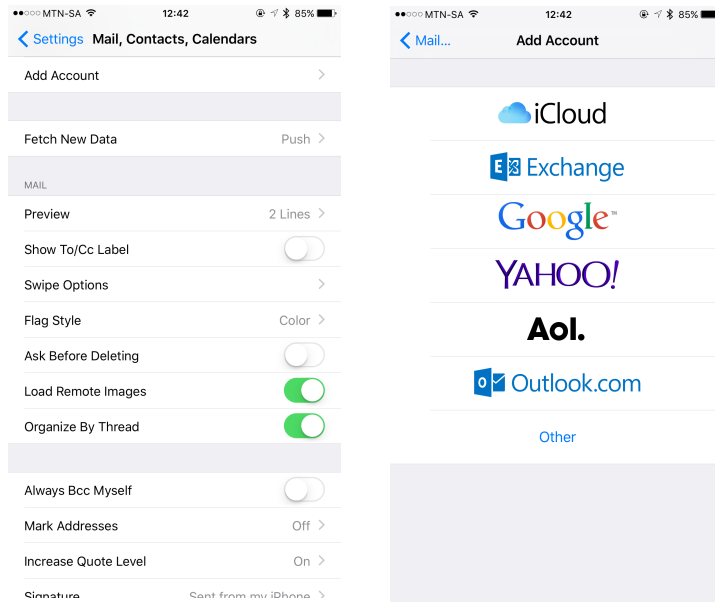
Cancel Back Done

Contact Information

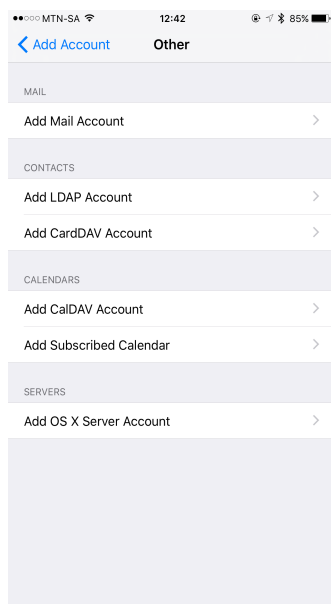
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iPhone/iPad/iPod

1. Open the iPhone “Settings” application and navigate to the “Mail, Contacts and Calendars” account section and “Add New Account”



2. When prompted to do so select the “Other” account type, selecting this option will allow you to select what type of other account you would like to add. Click “Add Mail Account”.



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3. Enter the following details into the “New Account” details screen

Name: Full Name

Email Address: Provided by Loop Creative

Password: Provided by Loop Creative or Self Setup

Description: e.g. Work Email

MTN-SA 12:42 85%

Cancel New Account Next

Name Justin

Email justin@loopcreative.co.za

Password ••••••••

Description loopcreative.co.za

1 2 3 4 5 6 7 8 9 0

- / : ; () \$ & @ "

+= . , ? ! ' <

ABC space return

4. After clicking “next” on the first screen you will be presented with a more detailed version of the account settings, the following pages requires all fields to be setup and configured. The details are all the same as previously entered however “Incoming Mail Server” and “Outgoing Mail Server” host names will be your domain details, so if your email address is **bob@upthehill.co.za** your host name will be represented as “**mail.upthehill.co.za**”.

MTN-SA 12:43 85%

Cancel New Account Next

IMAP POP

Name Justin

Email justin@loopcreative.co.za

Description loopcreative.co.za

INCOMING MAIL SERVER

Host Name mail.loopcreative.co.za

User Name justin@loopcreative.co.za

Password ••••••••

OUTGOING MAIL SERVER

Host Name mail.loopcreative.co.za

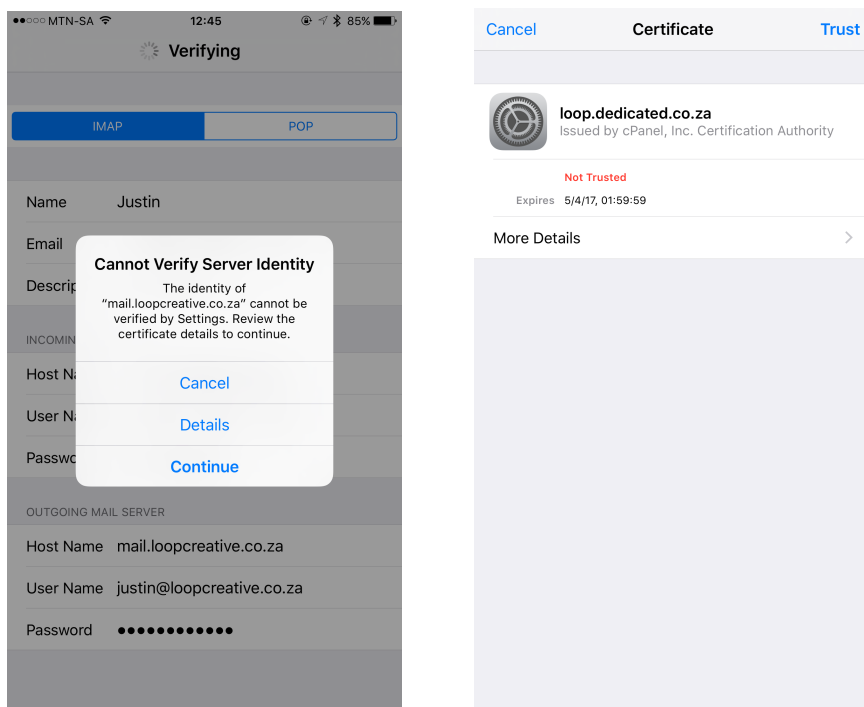
User Name justin@loopcreative.co.za

Password ••••••••

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- You may receive a certificate error as indicated in the following screenshot. Continue by selecting “Details” and “trust” on the top right of the Certificate page will avoid any future errors.



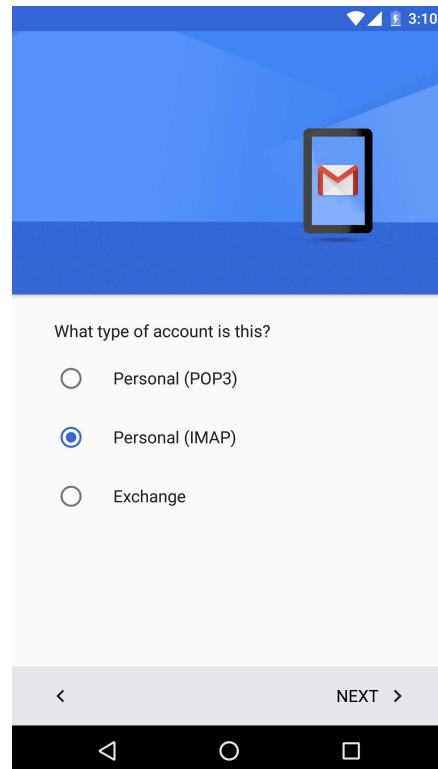
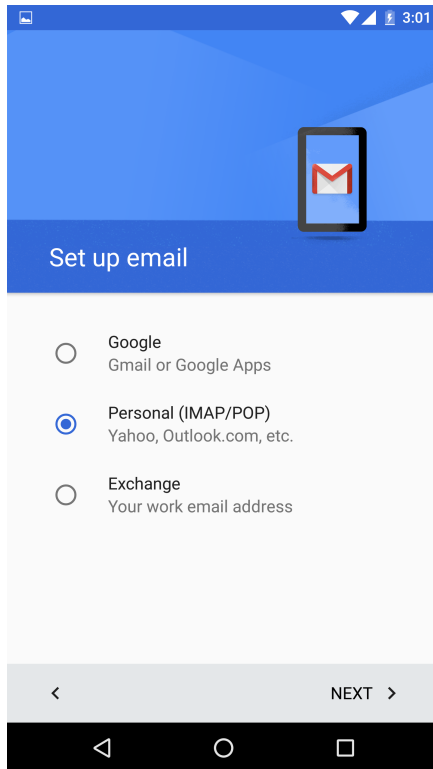
- Once all settings are completed and the server has successfully been linked a menu will popup asking if you would like to enable mail. This is enabled by default, clicking next will complete the process and your new email account will be active in your email application.

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Android / Gmail

1. Open the Android Mail/Gmail. Open the menu and click "Settings". Select "Add account".
2. Select "Personal (IMAP/POP) Password"
- 2.1. Enter your **Email Address** & then select "Personal (IMAP)"



See Next Page

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3. Enter your password & proceed to the 'incoming server settings' page
 1. Enter your username (Your email address)
 2. Enter your password (Provided by Loop Creative or Self Setup)
 3. Server: "mail.yourdomain.com"
Example – if your website address is **www.example.com** then your incoming mail server will be **mail.example.com**
 4. Port – Do not change
 5. Security Type – Select None

4. Enter your password & proceed to the 'outgoing server settings' page
 1. SMTP Server: "mail.yourdomain.com"
Example – if your website address is **www.example.com** then your outgoing mail server will be **mail.example.com**
 2. Port – Do not change
 3. Security Type – Select None
 4. Enter your username (Your email address)
 5. Enter your password (Provided by Loop Creative or Self Setup)

Your setup is now complete!

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