Setting Up Your Email (Outlook / Mail / Phone)

Every Tsop Tech hosting plan includes business email mailboxes on your own domain. This guide covers connecting a mailbox to a desktop client (Outlook, Apple Mail) or your phone (iOS Mail, Android).

Where to find your credentials

Mailboxes are created and managed from your Plesk control panel under 'Mail'. Your mailbox address is your full email (e.g. you@yourdomain.com) and the password is whichever you set when the mailbox was created - reset it any time from the same Plesk 'Mail' page.

Server settings

Incoming mail (IMAP - recommended): mail.yourdomain.com, port 993, SSL/TLS
Incoming mail (POP3 - not recommended, does not sync across devices): mail.yourdomain.com, port 995, SSL/TLS
Outgoing mail (SMTP): mail.yourdomain.com, port 465 (SSL/TLS) or 587 (STARTTLS)
Username: your full email address
Password: your mailbox password
Authentication: required for outgoing mail (SMTP AUTH) - same username/password as incoming

Outlook (desktop, manual setup)

1. File > Add Account > Advanced options > check 'Let me set up my account manually'.
2. Choose IMAP.
3. Enter the incoming and outgoing server settings above.
4. On the outgoing server tab, make sure 'My outgoing server requires authentication' is checked.

Apple Mail (Mac) / iOS Mail (iPhone/iPad)

1. Settings/Preferences > Mail > Accounts > Add Account > Other.
2. Add Mail Account, enter your name, email, and password.
3. Enter the incoming (IMAP) and outgoing (SMTP) settings above when prompted.

Android (Gmail app or stock Mail app)

1. Add account > Other / Personal (IMAP).
2. Enter your email address and password.
3. On the server settings screens, enter the incoming and outgoing settings above.

Troubleshooting

- Can't send mail but can receive: confirm SMTP authentication is enabled and you are using port 465 or 587, not 25.
- Certificate warning during setup: make sure you typed mail.yourdomain.com and not a shared server IP.
- Password rejected: reset the mailbox password from Plesk > Mail and update it in your mail client.

Need a hand? Open a support ticket from your Tsop Tech client area and our team will help you get connected.