How To Setup Email With Your Outlook 365 Account

This article was created for clients with email accounts setup on our email services through dashboard or CHI. If you are a Reseller, VPS or Dedicated Server client, please take note that some of the instructions below may not apply to your account.

If you'd like to automatically forward your emails from your Chimail account (the email associated with your Midphase domain name) to your Outlook 365 account, please follow these steps:

1. Log in to your Outlook account as you would when checking email.
2. Click the settings tab in the top right corner (it looks like a gear).
3. Click on Connected accounts.
4. Under where it says 'Add a connected account', click on Other email accounts.
5. Enter your Midphase chimail address. Your password is the one you use to log in to chimail. You can choose where the imported email will be stored. Then, click OK.

Connect your email account

Email address *

test@midphasesupport.com

Password *

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You can choose where the imported email will be stored.

◉ Create a new folder for imported email, with subfolders like in the account you connect

◯ Import into existings folders, such as Inbox, Sent Items, and Drafts, and create new folders for others

OK Cancel

1. If you enter your email address and it says 'Success', then your task is complete! Your account will now be connected. However, if a message pops up saying "We couldn't connect to the server for your other account…", proceed with the following steps:
2. Select 'POP connection settings'. Click OK.
3. Enter in the following information:

Display name: The name you want to appear when sending email

Email address: Your chimail address

User name: Your chimail address

Password: The password you use to login to your chimail account.

Incoming (POP) server: chimail.midphase.com

Incoming server port: 995

Outgoing (SMTP) server: chimail.midphase.com

Outgoing server port: 587

Authentication: Basic

Encryption: SSL

Refer to this screenshot for an example:

New POP account connection

Enter account and server information for your connected account.

Account information

Display name
Midphase Support

Email address *
test@midphasesupport.com

User name
test@midphasesupport.com

Password *
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You can choose where the imported email will be stored.

◉ Import into existings folders, such as Inbox, Sent Items, and Drafts, and create new folders for others

○ Create a new folder for imported email, with subfolders like in the account you connect

☑ Leave a copy of messages on the server

Server information

Incoming (POP) server *
mail.hostedemail.com

Incoming server port *
995

Outgoing (SMTP) server *
mail.hostedemail.com

Outgoing server port *
587

Authentication
Basic

Encryption
SSL

Back   OK   Cancel

1. Click OK.
2. Microsoft will update your account and make the changes. Note: this may take several minutes.

If you have any questions about this process, please feel free to contact our support staff via chat or by submitting a ticket from within your Midphase CHI account.

Related articles

- How To Add My Email Account To Entourage
- Does My CHI Password Expire
- What Happens After I Submit A Support Ticket
- How To Merge CHI Accounts
- How To Recover Your Control Panel - Billing Management Login