Outlook Express Secure IMAP Configuration Settings for Windows-based PC For HMS Local and Remote Usage

Overview
Harvard Medical School (HMS) recently made some adjustments to allow students the ability of accessing their HMS student email remotely with a desktop email client. Students may now use a secure protocol from outside of the HMS network. HMS assumes that students will have an Internet Service Provider to access the World Wide Web. This document is provided as a resource. Technical support is available only for the web-based email client, Outlook Web Access (OWA).

- Pre-doctoral students entering medical school as of Fall 2004 will use the following official student email address: firstname_lastname@hms.harvard.edu for HMS/DMS/HST and firstname_lastname@hsdm.harvard.edu for HSDM. All other pre-doctoral students will follow the format of firstname_lastname@student.hms.harvard.edu.

Step-by-Step Configuration Instructions

- IMPORTANT: If you have an anti-virus application such as Symantec’s Norton Anti-Virus, disable the outbound email scanning option. If you have Symantec Anti-Virus Corporate Edition, disable the Internet E-mail Auto-Protect option under Configure. If you have Norton Internet Security, disable Security, disable the outbound email scanning option under AntiVirus, and disable the training engine under AntiSpam.
- Download/install any updates for Outlook Express. (This document has been tested using Outlook Express v6.)

Step 1: Launch MS Outlook Express. Choose the Tools menu and highlight Accounts to begin configuring your e-mail.
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Step 2: Click on the **Mail** tab and then select the button, **Add** and then **Mail**...

Step 3: Enter your full name in the **Internet Connection Wizard**. Click the button, **Next**.
Step 4: Enter your official student email address*. Click the button, Next, to continue.

Step 5: Enter the following to configure the HMS IT e-mail servers:

My incoming mail server is a _____ server: IMAP
Incoming mail server: email.med.harvard.edu
Outgoing mail (SMTP) server: email.med.harvard.edu (NOTE: RCN requires their SMTP settings)

Click the button, Next, to continue.
Step 6: Enter the following to configure the HMS IT e-mail servers:

**Account name:** your eCommons username (if necessary, use med\eCommons username)
**Password:** your eCommons case-sensitive password

Click the button, **Next**, to continue.
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Step 7: Click the button, Finish, after having finished the Internet Connection Wizard.

Step 8: Modify the configuration of the account you just created. Select the Mail tab. Highlight the account labeled email.med.harvard.edu and click the button, Properties.
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Step 9: Click the **Servers** tab. Select the checkbox next to **My server requires authentication** under the heading **Outgoing Mail Server**. Click the **Settings…** button.

Step 10: Select the radio button, **Use same setting as my incoming mail server** in the **Outgoing Mail Server** dialog box. Click **OK**.
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Step 11: Click the Advanced tab in the email.med.harvard.edu Properties dialog box.

Select the checkbox, ✓ This server requires a secure connection (SSL) under the headings, Server Port Numbers and Outgoing mail (IMAP):.
Outgoing mail (SMTP): 25 (NOTE: RCN requires their SMTP server settings.)
Select the checkbox, ✓ This server requires a secure connection (SSL) under the headings, Server Port Numbers: and Incoming mail (IMAP):.
Incoming Mail (IMAP): 993

Click the button, OK. Click Close to exit the Accounts dialog box.

Step 12: Click Yes to download folders from the server that you added.
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Step 13: Click Ok on the Show/Hide IMAP Folders dialogue box.

Step 14: Double-click on the email.med.harvard.edu on the left-hand side of the Folders column.
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Click on the Synchronize Account button to view all emails in subfolders of your Inbox on the HMS Exchange server. (Re-enter your eCommons case-sensitive password, if the connection was not made. Recheck all of your settings for typographical errors if the password is correct.)

Step 14: Congratulations! You have completed the MS Outlook Express Secure IMAP configuration process for a Windows-based PC. As always there are a number of optional configuration settings that you may choose to utilize or not, at your discretion. The information presented here represents the minimal configuration requirements to successful engage in the HMS Secure IMAP environment.