Outlook Email Setup Guide

Oct 27, 2026 · @SETH

Before you start

Your company email is **not** a Microsoft 365 account. If Outlook sends you to a Microsoft sign-in page or shows "Troubleshooting details", go back and add the account as **IMAP** using the settings below.

You need your full email address and your email password. Use these settings in both versions of Outlook:

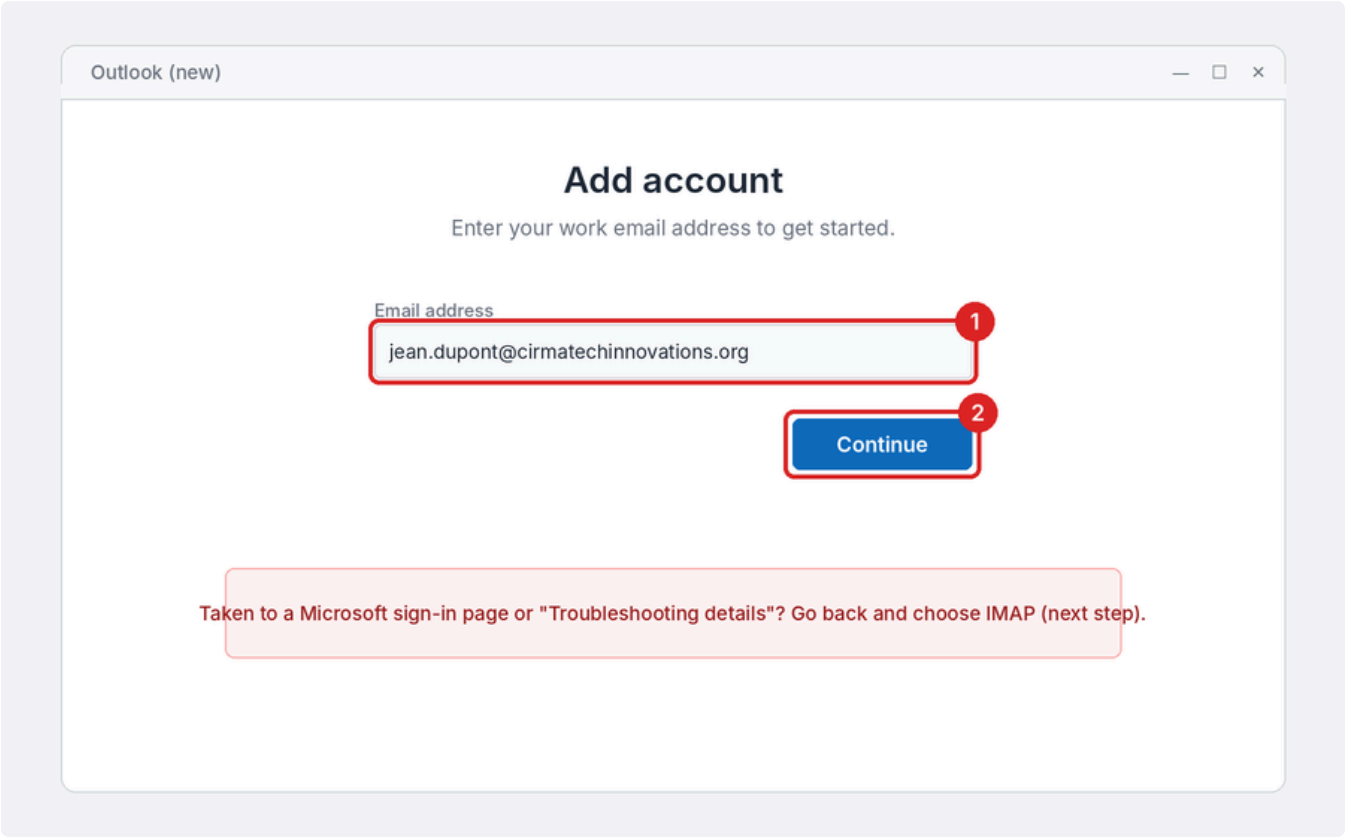
Setting	Value
Account type	IMAP
Incoming server (IMAP)	mail.cirmatechinnovations.org
Incoming port	993
Incoming encryption	SSL/TLS
Outgoing server (SMTP)	mail.cirmatechinnovations.org
Outgoing port	465
Outgoing encryption	SSL/TLS
Username	Your full email address (e.g. jean.dupont@cirmatechinnovations.org)
Password	Your email password

Which Outlook do I have? Look at the top-left of the window. If you see a **File** menu with a ribbon of large buttons, you have classic Outlook. If you see a toggle labelled **New Outlook** at the top right, or no File menu, you have the new Outlook.

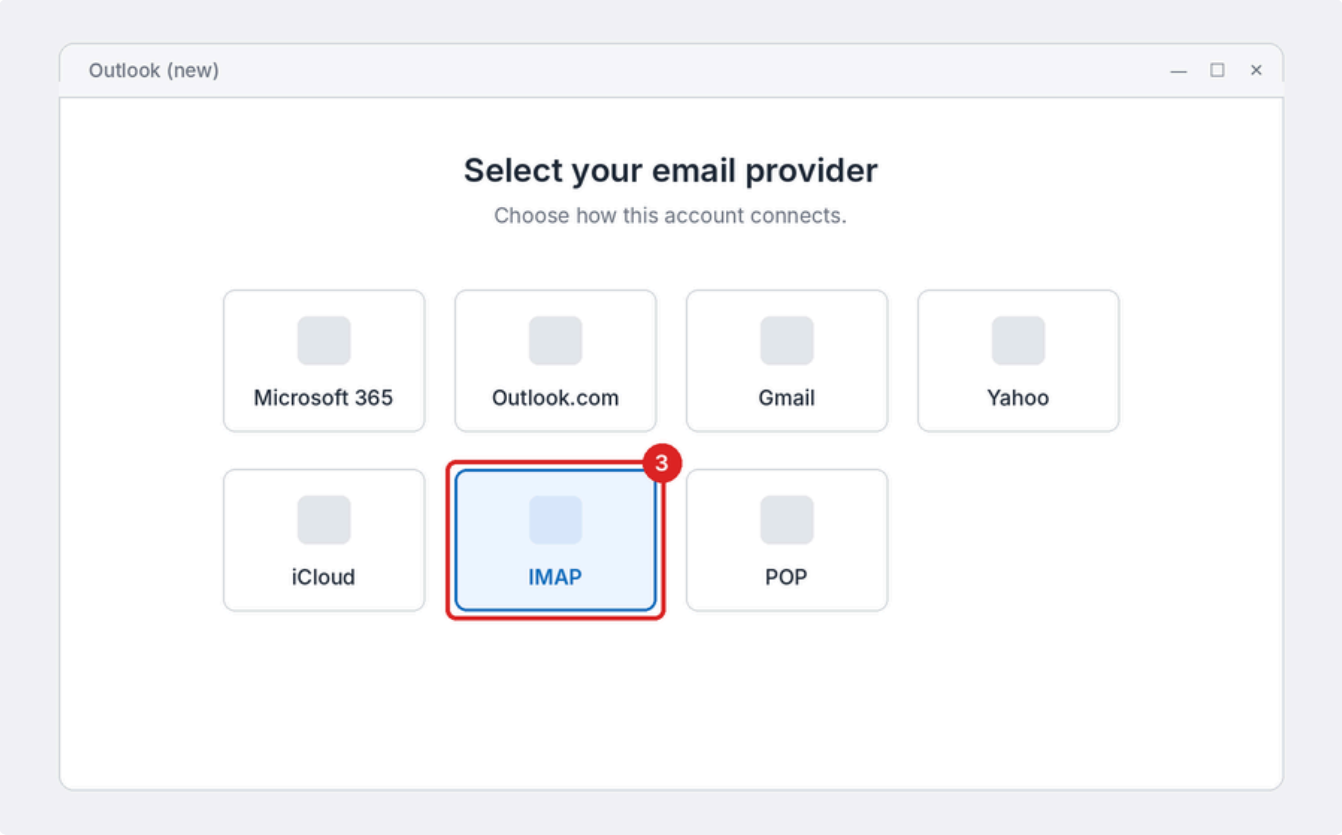
New Outlook

The new Outlook tries Microsoft sign-in first, which causes the error. Choosing **IMAP** in step 3 avoids it.

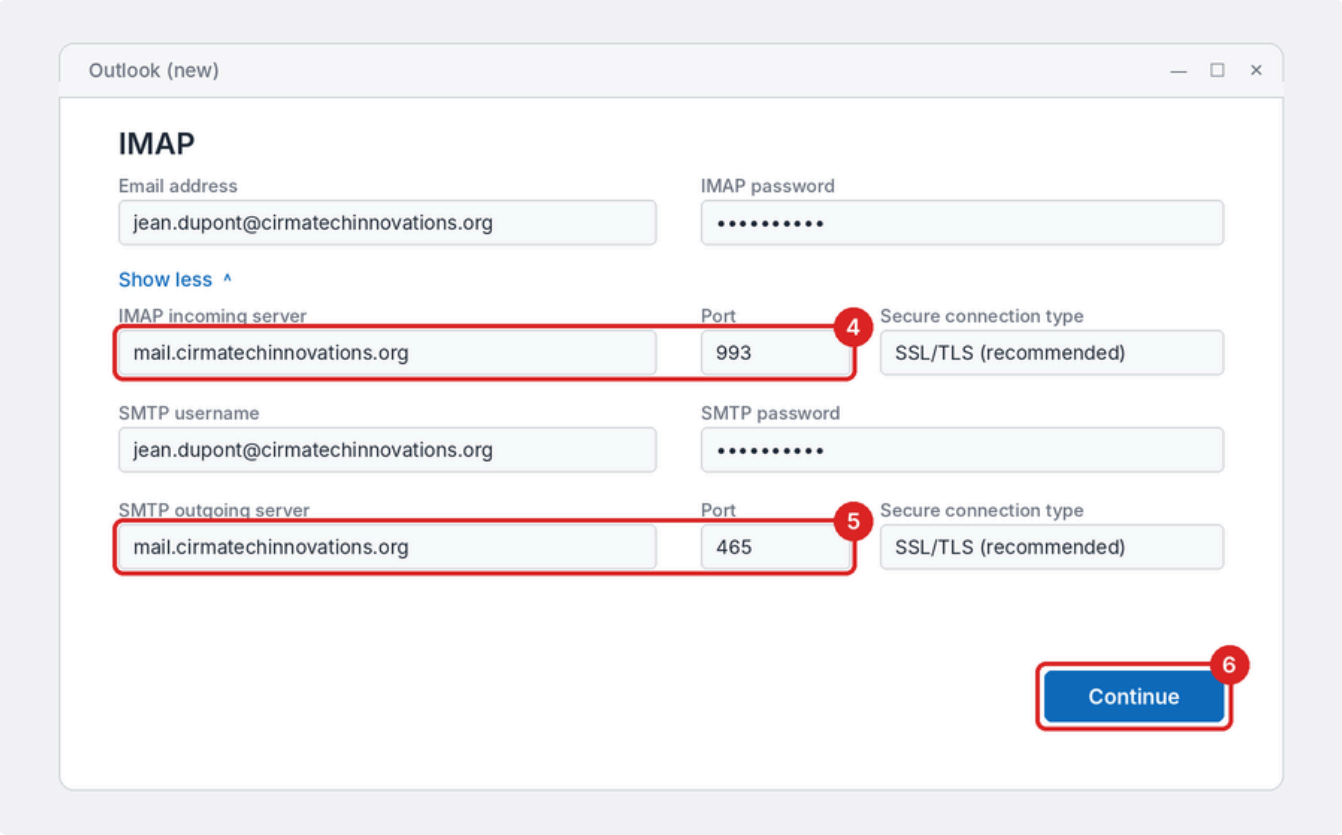
1. Open Outlook. If it is your first time, the **Add account** window opens. Otherwise click the **gear icon** (Settings) at the top right, then **Accounts > Email accounts > Add account**.
2. Type your full email address and click **Continue**. If a Microsoft sign-in page or "Troubleshooting details" appears, click **Back** and look for **Select provider** or **Choose a different provider**.



3. On **Select your email provider**, click **IMAP**. Do not choose Microsoft 365 or Outlook.com.



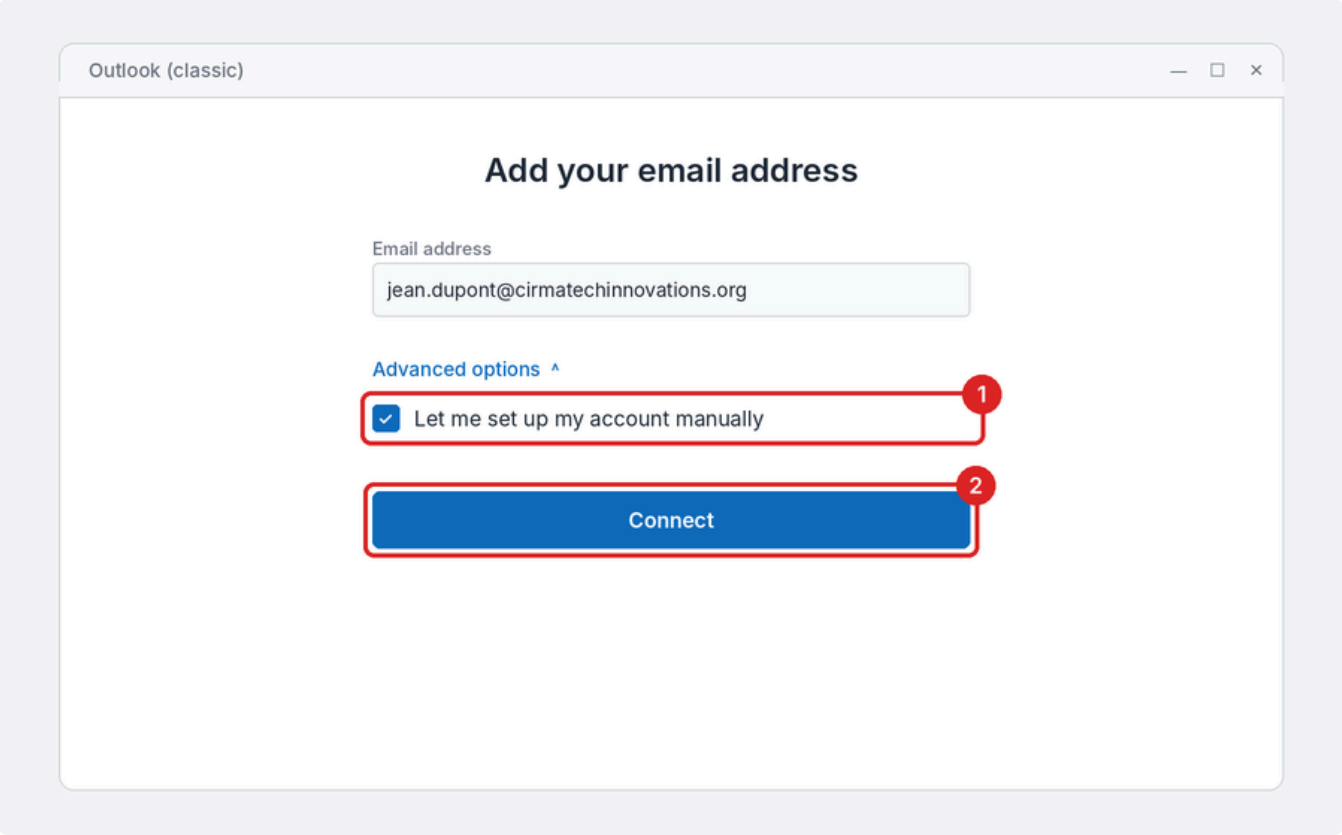
4. Enter your password, then click **Show more** and fill in the incoming server: **mail.cirmatechinnovations.org**, port **993**, **SSL/TLS**.
5. Fill in the outgoing server: **mail.cirmatechinnovations.org**, port **465**, **SSL/TLS**. The SMTP username is your full email address and the SMTP password is your email password.
6. Click **Continue**. When Outlook asks to sync the account with the Microsoft cloud, click **Continue** again. Your inbox appears after a few minutes.



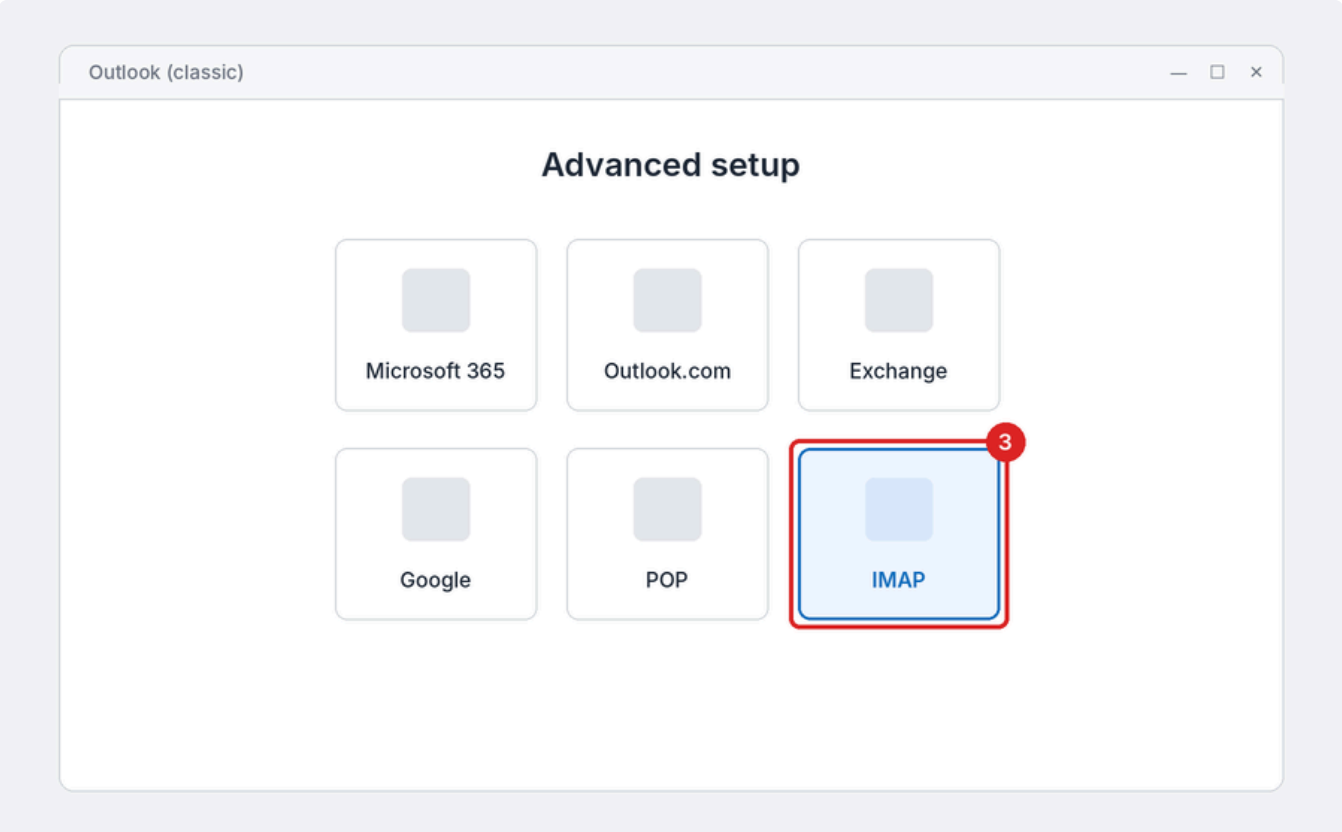
Classic Outlook

Classic Outlook is the most reliable option for company email. To open it, search the Windows Start menu for **Outlook (classic)**, or turn off the **New Outlook** toggle at the top right of the new Outlook.

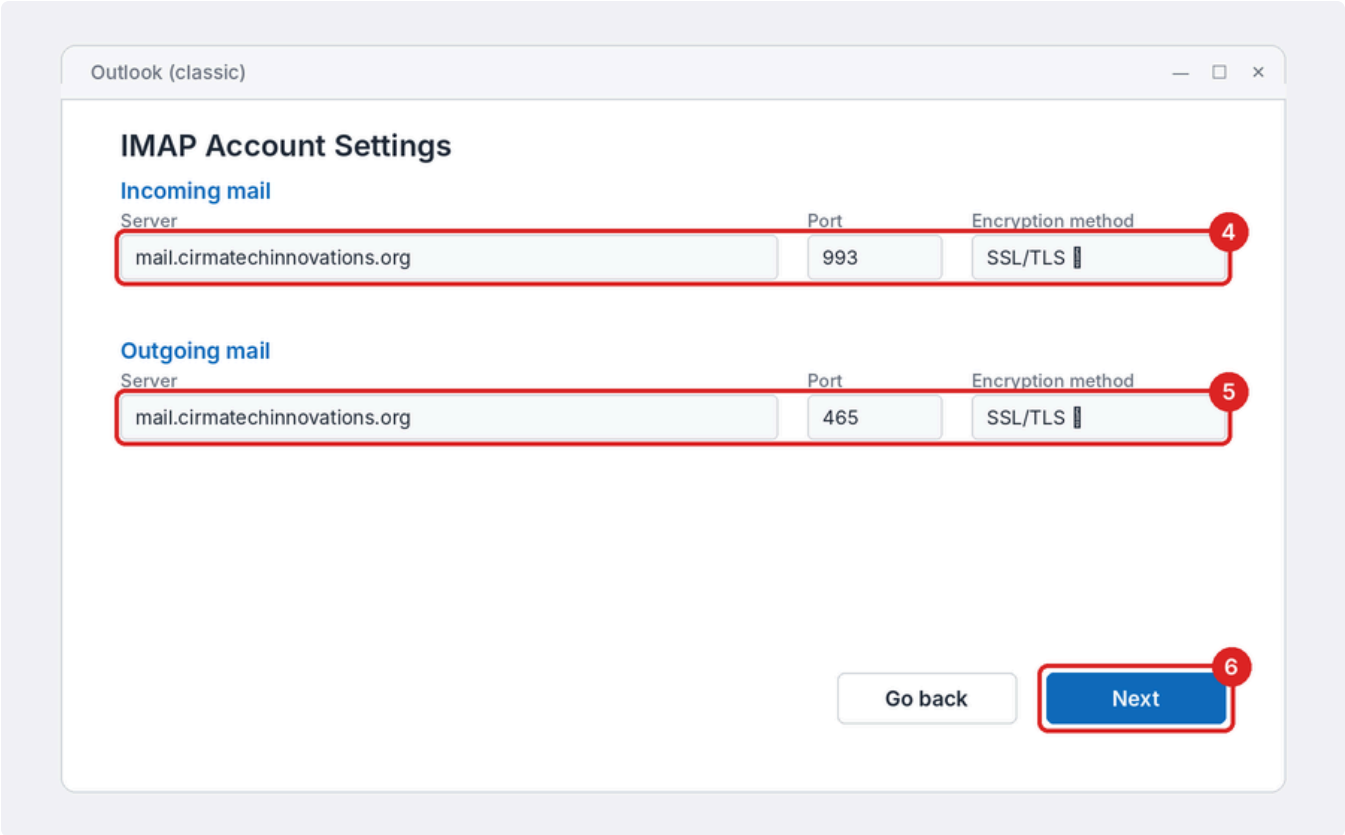
1. Click **File > Add Account** and type your full email address. Click **Advanced options** and tick **Let me set up my account manually**.
2. Click **Connect**.



3. On **Advanced setup**, click **IMAP**.



4. Under **Incoming mail**, enter **mail.cirmatechinnovations.org**, port **993**, encryption **SSL/TLS**.
5. Under **Outgoing mail**, enter **mail.cirmatechinnovations.org**, port **465**, encryption **SSL/TLS**.
6. Click **Next**, enter your email password, click **Connect**, then **Done**.



If it still doesn't work

Problem	What to do
Microsoft sign-in page or "Troubleshooting details" keeps appearing	You chose a Microsoft account type. Remove the account and add it again, choosing **IMAP**.
Outlook asks for the password again and again	Check the password by signing in to webmail (below). Make sure the username is the **full** email address.
Can receive but not send	Check the outgoing server is **mail.cirmatechinnovations.org**, port **465**, **SSL/TLS**.

Problem	What to do
Certificate or security warning	Check the server name is spelled exactly **mail.cirmatechinnovations.org**.
New Outlook won't offer IMAP	Use classic Outlook instead.

Need your email right away? Open **https://cirmatechinnovations.org/webmail** in any browser and sign in with your full email address and password. Still stuck? Send IT a screenshot of the error.