



Does WOW! offer IMAP email access?

Yes. Please see the instructions below for the e-mail client you wish to set up:

Please note that if you will be using your IMAP account while using a mobile phone or off the WOW! network, you will need to select "My server requires authentication" in the outgoing mail server settings. Incoming Mail Port for IMAP is 143. The Outgoing Mail Port for IMAP is 587.

For Windows 8, Windows Mail (Vista), Outlook Express, or Outlook 2000:

1. Click Tools
2. Click Accounts
3. Click Add
4. Click Mail
5. Enter your Display Name
6. Click Next
7. Enter your Email Address
8. Click Next
9. For the server type, make sure IMAP is selected (normally POP is the default)
10. Enter the server names:
11. For the incoming server: `imap.mail.wowway.com`
12. For the outgoing server: `smtp.mail.wowway.com`
13. Click Next
14. Enter your username and password
15. Click Next
16. Click Finish
17. Click Close

For Outlook 2003 or Outlook XP:

1. Click Tools
2. Click Email Accounts
3. Select Add a New Email Account
4. Click Next
5. Select IMAP
6. Click Next
7. Enter your Username Information and Logon Information
8. Enter the following for Server Information:
 - Incoming Mail Server: `imap.mail.wowway.com`
 - Outgoing Mail Server: `smtp.mail.wowway.com`
9. Click Next
10. Click Finish

For Outlook 2007:

1. Click Tools
2. Click Account Settings
3. Click the Email tab
4. Click New
5. Select Microsoft Exchange, POP3, IMAP or HTTP
6. Click Next
7. Put a check next to Manually Configure Server Settings
8. Click Next
9. Select Internet Email
10. Click Next
11. Enter Your User Information and Logon Information
12. Enter the following for Server Information:
 - Account Type: IMAP
 - Incoming Mail Server: imap.mail.wowway.com
 - Outgoing Mail Server: smtp.mail.wowway.com
13. Click Next
14. Click Finish
15. Click Close

For Outlook Express 5.0 for Mac

1. Open Outlook Express then click on the "Tools" menu and click on "Accounts"
2. Click the "Mail" tab, highlight the e-mail account you want to change in the Accounts window, and then click the "Edit" button
3. In the "E-mail address" line type your e-mail address
4. In the "Incoming mail (IMAP)" type imap.mail.wowway.com
5. In the "Outgoing mail (SMTP)" type smtp.mail.wowway.com and click on the "OK" when finished

Entourage for Mac

1. Open Microsoft Entourage and click Tools at the top and then Accounts. Now click the Mail tab and click the New button in the upper left hand corner of the window. Now click the Mail pull down.
2. The next window that appears is the Account Setup Assistant. This wizard will guide you through the setup process. In the Your name: field type the name you want your email recipient to see. Click the arrow button in the lower left hand corner of the window.
3. In the field that says I already have an e-mail address I'd like to use type your email (i.e. username@wowway.com) Click the arrow button in the lower left hand corner of the window.
4. In the Incoming mail server is a (n) pull down select IMAP In the Incoming mail server mail server: type imap.mail.wowway.com In the Outgoing (SMTP) mail server: type smtp.mail.wowway.com Click the arrow button in the lower left hand corner of the window.
5. In the Account ID: field type your username. In the Password field enter your wowway password. Click the arrow button in the lower left hand corner of the window. Enter a name that will identify this account for your purposes. Click Finish.

Setting up IMAP in Apple Mail

Within Mail.app:

1. Go to Preferences (Mail → Preferences)
2. On the Accounts tab, click the [+] at the bottom left to start the account setup process
3. Change the Account Type to IMAP and fill in your details
4. Set the Incoming Mail Server and Outgoing Mail Server details
 - Incoming: imap.mail.wowway.com
 - Outgoing: smtp.mail.wowway.com

Creating IMAP Folders

To create a new folder:

1. Control-click (or right-click if you have a multi-button mouse) on the Inbox for your account (if you have multiple accounts within Mail.app, you'll see sub-Inboxes in the left sidebar that have the names you've assigned each account), and select "NewMailbox..."
2. In the resulting dialog, make sure that the correct account is selected in the drop-down menu, and enter a name for the mailbox (e.g. "Sent" if you're onMediaTemple).

The mailbox is created on the server, and Mail.app updates its folder list for that account. Do this as many times as you want, whenever you need a new folder to help organize your messages.

Setting Mail.app

Once folders exist, in order for Mail.app to save your drafts or copies of your sent messages it needs to know where to put them, so this final step is the most important:

1. Click the folder name that matches the function you want to assign (e.g. "Sent") so it is highlighted in the list
2. Go to Mailbox → Use This Mailbox For → [function name] (e.g. "Sent" again)

Your folder will disappear from the list, and reappear as a sub-folder beneath the function you specified, with the same name as the account it's connected to. So, if your account name is "My IMAP Account", the "Sent" folder will now be located under "Sent → My IMAP Account" in the Mail.app sidebar.