

[Email Settings - pg 1](#) | [Setup up Outlook 2019 & 365 - pg 2](#) | [Updating Outlook 2019 & 365 - pg 3](#) |  
[Setup in Outlook 2016 - pg 4](#) | [Updating Outlook 2016 - pg 5](#) | [Setup on Windows - pg 6](#) |  
[Setup on iPad/iPhone - pg 7](#) | [Setup on MAC - pg 8](#) | [Setup in Gmail - pg 9](#)

## Plateau Hosted Email Settings

### Webmail Settings

To access Webmail, simply enter the URL in your browser's address bar. In the provided example, replace "yourdomain" with your own domain name: <https://webmail.yourdomain>.

### Account Set Up

**Username**

Enter your FULL e-mail address

**Password**

your e-mail password

**POP & POP over SSL**

mail.yourdomain - Port 995

**IMAP4 & IMAP4 over SSL**

mail.yourdomain - Port 993

**SMTP & SMTP w/ TLS**

mail.yourdomain - Port 465



\* Starting from October 2023, Outlook 2019 will reach their end-of-life, and as a result, Microsoft and Plateau will no longer provide support for these versions of Outlook.

To set up your Plateau email in Outlook, please follow the steps below:

1. Open Outlook and click on the “File” menu in the top-left corner.
2. Click on “Add Account” in the Info tab.
3. Enter your plateau email address and click “Advanced options” then select “Let me set up my account manually.”
4. Choose “POP or IMAP” and click “Next.”
5. Enter your plateau email password and click “Connect.”
6. Outlook will automatically try to configure the email services. If it is successful, great! Click “Done”. If it is unsuccessful then click on “Change Account Settings”
7. Under the Account Settings check that the setup is correct. You will more than likely need to change the outgoing mail port and encryption method.

<b>Mail Direction</b>	<b>Server</b>	<b>Port</b>	<b>Encryption Method</b>
<i>Incoming Mail (POP)</i>	mail.yourdomain	995	SSL/TLS
<i>Incoming Mail (IMAP)</i>	mail.yourdomain	993	SSL/TLS
<i>Outgoing Mail</i>	mail.yourdomain	587	STARTTLS

8. Once updated click “Connect”, wait for the success message, and then click “Done”.

# Updating a Plateau email in Outlook 2019 and Microsoft 365



\* Starting from October 2023, Outlook 2019 will reach their end-of-life, and as a result, Microsoft and Plateau will no longer provide support for these versions of Outlook.

If you have existing account and just want to update the settings, please follow these steps:

1. Open Outlook and click on the “File” menu in the top-left corner.
2. Click on “Account Settings” and then select “Server Settings” from the dropdown menu.
3. Update the settings you want to change, such as the incoming and outgoing mail server information, the port numbers, and the encryption method.

<b>Mail Direction</b>	<b>Server</b>	<b>Port</b>	<b>Encryption Method</b>
<i>Incoming Mail (POP)</i>	mail.yourdomain	995	SSL/TLS
<i>Incoming Mail (IMAP)</i>	mail.yourdomain	993	SSL/TLS
<i>Outgoing Mail</i>	mail.yourdomain	587	STARTTLS

4. Click “Next” the next screen will tell you if your account was successfully updated and then click “Done”.

Your Plateau email should now be set up in Outlook and ready to use.



\* Starting from October 2023, Outlook 2016 will reach their end-of-life, and as a result, Microsoft and Plateau will no longer provide support for these versions of Outlook.

To setup your Plateau email in Outlook 2016, you can follow these steps:

1. Open any Microsoft Office 2016 application.
2. Click on the “File” tab in the upper-left corner of the window.
3. Click on “Add Account” from the menu.
4. Check “Manual setup or additional server types” at the bottom and click “Next”.
5. Choose the type of account you want to add, “POP or IMAP” and click “Next”.
6. Enter your information.  
Your Name: your name  
Email Address: your given email address  
Account Type: either POP3 or IMAP (recommendation is IMAP)  
Incoming mail server: mail.yourdomain  
Outgoing mail server (SMTP): mail.yourdomain  
User Name: enter your full email address  
Password: enter your email password
7. While still on the same window click on “More Settings”.
8. Then click on the tab “Outgoing Server”.
9. Make sure “My outgoing server (SMTP) requires authentication is checked. Then click on “Log on using” and enter your full email address for the username and your email password for the password.
10. Then click the “Advanced” tab change the “Incoming server (IMAP): to 993 and for “Use the following type of encrypted connection” select SSL.  
“Outgoing server (SMTP): change to 587 and for “Use the following type of encrypted connections: to STARTTLS  
Then click “OK”.
11. Then click “Next”.
12. Once everything passes the checks then click “Finish”.
13. Once the account is added, it should appear under the “Account” section in the File menu.

That’s it! You should now be able to use your added account across all Microsoft Office 2016 applications.

# Updating a Plateau email in Outlook 2016



\* Starting from October 2023, Outlook 2016 will reach their end-of-life, and as a result, Microsoft and Plateau will no longer provide support for these versions of Outlook.

To update your Plateau email in Outlook 2016, you can follow these steps:

1. Open any Microsoft Office 2016 application.
2. Click on the “File” tab in the upper-left corner of the window.
3. Click on “Account Settings” then “Account Settings” again in the drop-down menu.
4. Highlight the email account you want to update and click “Change”.
5. On this screen you can update any information to match the fields in the table.

Mail Direction	Server	Port	Encryption Method
<i>Incoming Mail (POP)</i>	mail.yourdomain	995	SSL/TLS
<i>Incoming Mail (IMAP)</i>	mail.yourdomain	993	SSL/TLS
<i>Outgoing Mail</i>	mail.yourdomain	587	STARTTLS

6. While still on the same window click on “More Settings”.
7. Then click on the tab “Outgoing Server”.
8. Make sure “My outgoing server (SMTP) requires authentication is checked. Then click on “Log on using” and enter your full email address for the username and your email password for the password.
9. Then click the “Advanced” tab change the “Incoming server (IMAP): to 993 and for “Use the following type of encrypted connection” select SSL.  
“Outgoing server (SMTP): change to 587 and for “Use the following type of encrypted connections: to STARTTLS  
Then click “Ok”.
10. Then click “Next”.
11. Once everything passes the checks then click “Finish”.

Now your Outlook 2016 account is updated!

# Setting up Plateau email on Windows



To set up your Plateau email on Windows 10 & 11, you can follow these steps:

1. Go to the Start menu and select the Mail app.
2. Click on the Settings icon (gear icon) in the bottom left corner, then select “Manage accounts” and then click on “Add account.”
3. Select “Advanced setup” and then choose “Internet email.”
4. Enter your Plateau email address, password, and other required information such as your name, user-name, and incoming/outgoing server details.

Mail Direction	Server	Port	Encryption Method
<i>Incoming Mail (POP)</i>	mail.yourdomain	995	SSL/TLS
<i>Incoming Mail (IMAP)</i>	mail.yourdomain	993	SSL/TLS
<i>Outgoing Mail</i>	mail.yourdomain	587	STARTTLS

5. Choose your synchronization settings for email, contacts, and calendar.
6. Click “Done” to complete the setup process.

Your Plateau email account should now be set up on Windows 10 & 11, and you can start using the Mail app to access your emails.

# Setting up Plateau email on an iPad/iPhone



To set up your Plateau email on an iPad/iPhone, you can follow these steps:

1. Access the “Settings” app on your iPad or iPhone, which can be easily located on your home screen.
2. Inside the “Settings” menu, locate and tap on the “Mail” app to manage your email settings. You will have to scroll down.
3. In the “Mail” settings, select the “Accounts” section.
4. We recommend deleting your existing Plateau account setup and adding it as new.
5. From there, choose the “Add Account” option to initiate adding a new email account.
6. As you proceed, select “Other” to set up your Plateau email account manually.
7. Next, click on “Add Mail Account.”
8. Provide your details, including your name, Plateau email address, password, and an account description. Click on next to continue.
9. On the next screen, you will see IMAP or POP. Please stay on the IMAP section.
10. You must populate every field on this screen, even the fields that say optional. The chart below briefly describes what needs to be entered in each section. Your domain is the portion following the @ sign in your email address. For example, the domain in [newemail@plateautel.net](mailto:newemail@plateautel.net) is plateautel.net. Click next to continue.

Incoming Mail Server	Outgoing mail server
Hostname: mail.yourdomain (mail.plateautel.net)	Hostname: mail.yourdomain (mail.plateautel.net)
Username: your Plateau email address	Username: your Plateau email address
Password: your email password	Password: your email password

11. It will take a brief amount of time to verify. Once complete, ensure Mail is toggled on and Notes is optional. Click on Save.

That’s it! Your Plateau email account is now successfully set up on your iPad or iPhone, allowing you to conveniently access and manage your emails through the Mail app. Should you encounter any difficulties throughout the setup process, please don’t hesitate to reach out to Plateau’s customer support team, who will be more than happy to assist you.

# Setting up Plateau email on a MAC



To set up Plateau email on a MAC, follow these steps:

1. Open the Mail app on your MAC.
2. Choose “Other Mail Account” and click “Continue.”
3. Enter your Plateau email address and password and click “Sign In.”
4. Select the type of account you want to use for Plateau email. If you’re unsure, select “IMAP.”
5. Fill in the incoming and outgoing server information for your Plateau email account.

<b>Mail Direction</b>	<b>Server</b>	<b>Port</b>	<b>Encryption Method</b>
<i>Incoming Mail (POP)</i>	mail.yourdomain	995	SSL/TLS
<i>Incoming Mail (IMAP)</i>	mail.yourdomain	993	SSL/TLS
<i>Outgoing Mail</i>	mail.yourdomain	587	STARTTLS

6. Click “Sign In” and wait for the Mail app to verify your account information.
7. Once your account is verified, you can customize your settings, such as how often Mail checks for new messages and what folders it displays.

That’s it! You should now be able to send and receive emails through your Plateau email account on your MAC.



To set up your Plateau email account in Gmail, you can follow these steps:

1. First, log in to your Gmail account.
2. Click on the gear icon in the top right corner of the screen and select “Settings” from the dropdown menu.
3. Click on the “Accounts and Import” tab in the top menu.
4. In the “Check mail from other accounts” section, click on “Add a mail account.”
5. Enter your full Plateau email address in the box and click on “Next.”
6. Enter your Plateau email address, username, and password. For the POP server, enter “mail.yourdomain” and set the port to “995.” Check the box next to “Always use a secure connection (SSL) when retrieving mail.” For the SMTP server, enter “mail.yourdomain” and set the port to “465.” Check the box next to “Use TLS” and “Secured connection using TLS.”
7. Choose how often you want Gmail to check for new messages and whether you want to be able to send messages using your Plateau email address.
8. Click on “Add Account” to complete the setup process.

That’s it! You’ve now set up your Plateau email account on Gmail. You should start receiving your Plateau emails in your Gmail inbox. If you have any trouble during the setup process or encounter any issues with your account, feel free to contact Plateau’s customer support team for assistance.