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Classic Outlook or the new Outlook: what changes, and which one to use

E-mail

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Classic Outlook or the new Outlook: what changes, and which one to use

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The short answer: there are two Outlooks for Windows today. The **classic** one is the long-standing program that comes with Office, keeps mail in a file on the computer and accepts add-ins. The **new Outlook** is simpler and looks like Outlook on the web, replaces the old Windows Mail app, and handles other providers' accounts (like ours) through the Microsoft cloud. Both work with your mailbox; the choice depends on what you need.

The differences you notice

Topic	Classic and new
Where the mail lives	Classic: in a file on the computer (OST or PST). New: synced through the Microsoft cloud, with little kept on the computer.
IMAP and POP accounts	Classic: connects directly to our server. New: connects through Microsoft's service, which fetches the mail for you. See **why a copy goes through the cloud**.
Add-ins	Classic: accepts the older (COM) add-ins, such as antivirus, CRM or PDF ones. New: only the modern add-ins; many older ones do not exist.
PST files	Classic: opens, creates and repairs PST. New: PST support is more limited and has been changing with updates.
Working without internet	Classic: works offline with everything in its file. New: has a more limited offline mode.
Look and speed	New: cleaner and quicker to open, with the same features as Outlook on the web.

Which one to choose

1. **Stay on classic** if you depend on older add-ins, on PST files (old mail from POP accounts), on working offline for long periods, or if you do not want your mail to pass through another service.

2. **Try the new one** if you use Outlook simply (mail, calendar, contacts), if you like Outlook on the web, or if you came from the Windows Mail app.

3. **You do not have to choose forever:** you can switch between them. See **switching between the new and the classic Outlook**.

4. **Whichever you use,** set the account up as IMAP with our settings: mail.yourdomain, IMAP 993 with SSL/TLS, SMTP 465 with SSL/TLS (or 587 with STARTTLS).

Before switching, check whether the account is POP.
With POP, old mail may exist only in the classic Outlook file, and the new Outlook does not bring it over by itself. Read **what comes with you and what does not** first.

Not sure which one you have open?
There is a quick way to tell: **which Outlook do I have**.

NEED A HAND?

Not sure whether to switch? Tell us how you use e-mail and we help you decide.

Open a support ticket →

SEE ALSO

- **Which Outlook do I have? Classic, new, Mac or the web version** →
- **Switching between the new and the classic Outlook, and going back** →
- **The new Outlook and your IMAP mailbox: why a copy goes through the Microsoft cloud** →
- **Moving from the classic Outlook to the new one: what comes with you and what does not** →

How to set up your e-mail in the new Outlook for Windows →

POP or IMAP: which to choose, and what you lose by picking wrong →

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