

KNOWLEDGE BASE · PUBLIC DOCUMENT

Adding your mailbox to the new Outlook fails: the messages and what to do

E-mail

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The short answer: when the new Outlook cannot add your mailbox, it is nearly always one of these: the **password** is not the mailbox one, the **manual settings** (IMAP) are missing, **security** is not SSL/TLS, or Microsoft's service cannot reach our server. **First, the webmail test:** if you can sign in to **webmail** with the same address and password, the account is fine.

The messages and what they mean

Message	Most likely cause
"Something went wrong" or "We couldn't sign you in"	Wrong password, or the user name is not the full address.
Keeps asking for the password	You are using the cPanel or account area password, not the mailbox one.
Keeps looking for settings and does not move on	Automatic setup did not find the account: choose IMAP and fill it in by hand.
Refuses to finish the setup	The new Outlook requires an encrypted connection: SSL/TLS incoming and outgoing.
Adds it, but shows a sync error	Microsoft's service cannot connect to the server. See why a copy goes through the cloud .

Adding it by hand

1

Under Settings > Accounts > Add account, type the full address and, when offered, choose **IMAP**.

2

Incoming: mail.yourdomain, port 993, SSL/TLS. **Outgoing:** mail.yourdomain, port 465 with SSL/TLS, or 587 with STARTTLS if the network blocks 465.

3

User name: the full address. **Password:** the mailbox password, set in cPanel (not the cPanel or account area one).

4

Check in webmail that this password works. If it does not, change it in cPanel and try again.

5

If it still fails, use classic Outlook or webmail while we check the account on our side.

Do not use the cPanel or account area password. Each mailbox has its own password. It is the most common mix-up.

After changing the mailbox password, the new Outlook keeps the old one until you update it under Settings > Accounts.

Mailbox still will not add to the new Outlook? Tell us the address and the message that appears.

[Open a support ticket](#)

SEE ALSO

[How to set up your e-mail in the new Outlook for Windows](#)

[The new Outlook and your IMAP mailbox: why a copy goes through the Microsoft cloud](#)

[Common Outlook errors: 0x800CCC0E, password prompts and more](#)

[The security certificate warning in Outlook: what it means and how to stop it](#)

[How to access your webmail](#)

[Autodiscover and autoconfig: how Outlook and your phone find the mailbox settings](#)



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