

# General Email Questions

## What are IgLou's email server settings?

The settings for IgLou's mail servers depend on whether or not you are using an @iglou.com email address, or if you have your own registered domain name.

### If you are using an @iglou.com email address:

Incoming protocol: **IMAP**

Incoming server: **mail.iglou.com**

Incoming port: **993** (SSL encryption, accept all certificates)

Authentication? **Yes, use full email address as username**

SPA Authentication? **No, leave SPA authentication unchecked**

Outgoing server: **mail.iglou.com**

Outgoing port: **465** (SSL encryption) or **587** (STARTTLS encryption)

Authentication? **Yes, use full email address as username**

### If you are using your own domain name in your email address:

The settings are all the same as above, but **instead of using mail.iglou.com for the server names, you will use mail.YOURDOMAIN.COM**. For example, if your domain name is abccompany.com, you would use a mail server of mail.abccompany.com.

In certain configurations you may need to use a different server name. If you are unsure, please reference the original configuration guide that was emailed to you when you registered your account, or [contact us online](#) and we would be happy to give you that information.

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