

E-Mail Setup in external mail clients on PCs and Smartphones

Guide for students of Rhine-Waal University of Applied Sciences



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General information

You can set up your E-Mail account with pretty much all modern E-Mail programs using SMTP in combination with IMAP or POP3.

You will find general configuration information below:

SMTP:

E-Mail address: Firstname.Lastname@hsrw.org

User name: Your matriculation number followed by "@students.hsrw" (e.g. 99999@students.hsrw)

Server Kleve: mail-kle.hsrw.org

Server Kamp-Lintfort: mail-kam.hsrw.org

Port: 587

Encryption: TLS

IMAP4:

E-Mail address: Firstname.Lastname@hsrw.org

User name: Your matriculation number followed by "@students.hsrw" (e.g. 99999@students.hsrw)

Server Kleve: mail-kle.hsrw.org

Server Kamp-Lintfort: mail-kam.hsrw.org

Port: 993

Encryption: SSL

POP3:

E-Mail address: Firstname.Lastname@hsrw.org

User name: Your matriculation number followed by "@students.hsrw" (e.g. 99999@students.hsrw)

Server Kleve: mail-kle.hsrw.org

Server Kamp-Lintfort: mail-kam.hsrw.org

Port: 995

Encryption: SSL

In the following, we will guide you through the configuration in a few common mail clients.

Mozilla Thunderbird (Windows, Linux, MacOS)

Setup instructions

These instructions were written in reference to Thunderbird 91.0. Some steps may slightly differ in newer versions.

Thunderbird is a free and open source E-Mail client available for Windows, most desktop Linux distributions as well as MacOS. You can easily set up your E-Mail account in Thunderbird as follows:

1. Download Thunderbird from the official website at <https://www.thunderbird.net/> and install it.
2. Upon first launch, you will be asked to enter your name, E-Mail address and password. Remember: Your E-Mail address is in the format of Firstname.Lastname@hsrw.org

Click “Configure manually” after entering those details.

3. Enter the server settings as listed below and click “Done”.

Incoming Server:

Protocol: IMAP

Hostname for Kleve: mail-kle.hsrw.org

Hostname for Kamp-Lintfort: mail-kam.hsrw.org

Port: 993

Encryption: SSL/TLS

Authentication Method: Normal password

User name: Your matriculation number followed by “@students.hsrw” (e.g. 99999@students.hsrw)

Outgoing Server:

Hostname for Kleve: mail-kle.hsrw.org

Hostname for Kamp-Lintfort: mail-kam.hsrw.org

Port: 587

Encryption: STARTTLS

Authentication Method: Normal password

User name: Your matriculation number followed by "@students.hsrw" (e.g. 99999@students.hsrw)

Server settings

INCOMING SERVER

Protocol: IMAP

Hostname: mail-kle.hsrw.org

Port: 993

Connection security: SSL/TLS

Authentication method: Normal password

Username: 99999@students.hsrw

OUTGOING SERVER

Hostname: mail-kle.hsrw.org

Port: 587

Connection security: STARTTLS

Authentication method: Normal password

Username: 99999@students.hsrw

[Advanced config](#)

Re-test Cancel Done

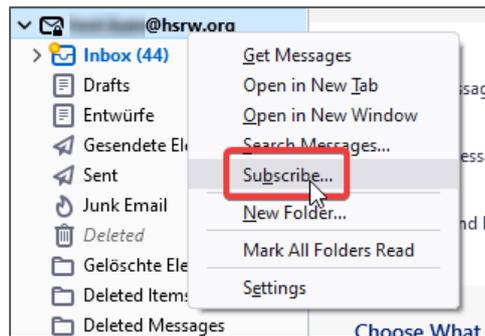
4. Confirm that you entered the settings correctly. Then click "Done". Your account is now set up!

Common issues

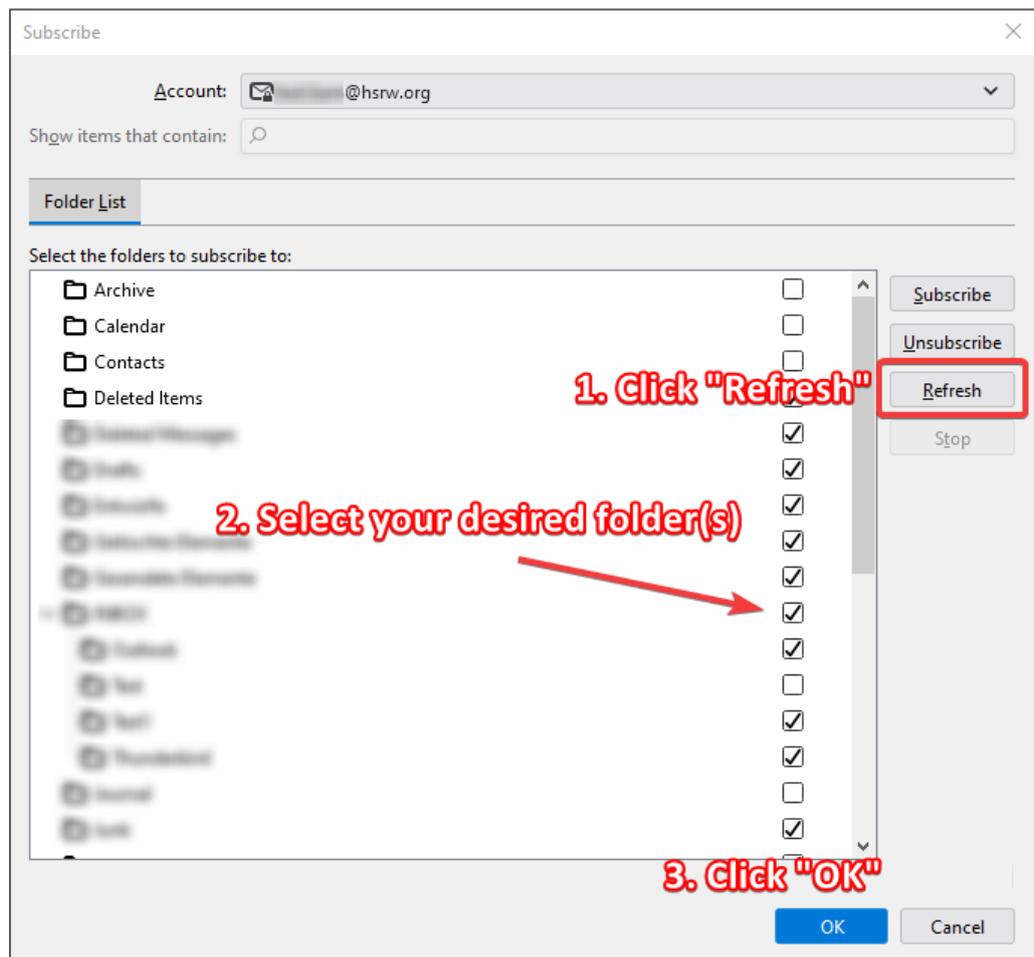
1. *Folders that were created previously using the OWA web interface or another mail client are missing.*

When adding an E-Mail account via IMAP, sometimes it does not automatically synchronise all folders. You can easily add missing folders as follows:

1. Right click on the root folder (the one named after your E-Mail address) and select "Subscribe..."



2. Subscribe to the desired folders as outlined below. After clicking apply, Outlook may need a moment to synchronize the newly subscribed folder.



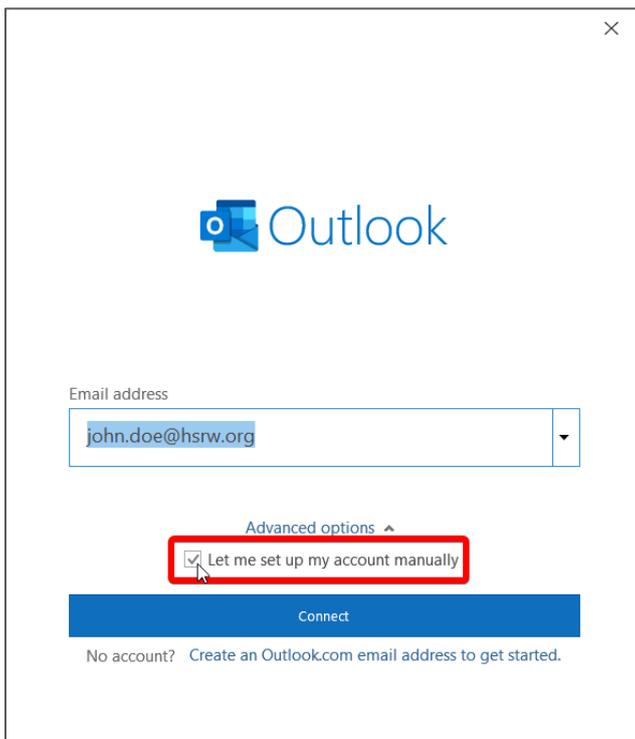
Outlook (Windows, MacOS)

Setup Instructions

These instructions were written in reference to Outlook 365 18.2016 (2021). Some steps may slightly differ in newer versions.

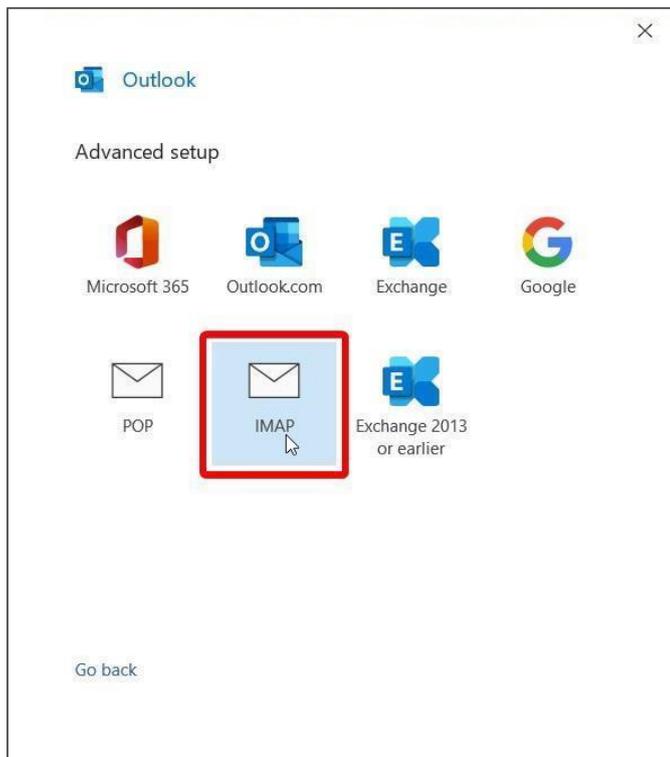
Outlook is a paid, closed source mail client for Windows or MacOS. If you do not own a version of Outlook, you may [use the free software Thunderbird instead](#) or buy [Office 365](#) at a reduced price for students. You can set up your mail account in Outlook as follows:

1. Download and install Microsoft Outlook.
2. Upon first launch, you will be asked to enter your E-Mail address.
Remember: Your E-Mail address is in the format of Firstname.Lastname@hsrw.org
3. Click on "Advanced options" and check "Let me set up my account manually".
4. Click "Connect".



The screenshot shows the Outlook setup window. At the top, the Outlook logo is displayed. Below it, there is an "Email address" field containing "john.doe@hsrw.org". Underneath the email field, there is a section for "Advanced options" with a dropdown arrow. A red box highlights the checkbox labeled "Let me set up my account manually", which is checked. Below this, there is a blue "Connect" button. At the bottom, there is a link that says "No account? Create an Outlook.com email address to get started."

5. Select "IMAP"



6. Enter the server configuration as detailed below and click "Next":

Incoming mail:

Server for Kleve: mail-kle.hsrw.org

Server for Kamp-Lintfort: mail-kam.hsrw.org

Port: 993

Encryption: SSL/TLS

Outgoing Server:

Hostname for Kleve: mail-kle.hsrw.org

Hostname for Kamp-Lintfort: mail-kam.hsrw.org

Port: 587

Encryption: STARTTLS

IMAP Account Settings
test.kle@hsrw.org (Not you?)

Incoming mail
Server: mail-kam.hsrw.org Port: 993
Encryption method: SSL/TLS
 Require logon using Secure Password Authentication (SPA)

Outgoing mail
Server: mail-kam@hsrw.org Port: 587
Encryption method: STARTTLS
 Require logon using Secure Password Authentication (SPA)

Go back Next

7. Enter your password, then click "Connect".

IMAP Account Settings
test.kle@hsrw.org (Not you?)

Password
|*****|

Go back Connect

8. As user name type "Students\" followed by your matriculation number. Also enter your normal password again. Do **not** enter your e-mail address as the user name! Then click "Ok".



The image shows a dialog box titled "Internet Email - test.kle@hsrw.org". It contains the following fields and options:

- Server: mail-kam.hsrw.org
- User Name: students\99999
- Password: *****
- Save this password in your password list
- Buttons: OK and Cancel

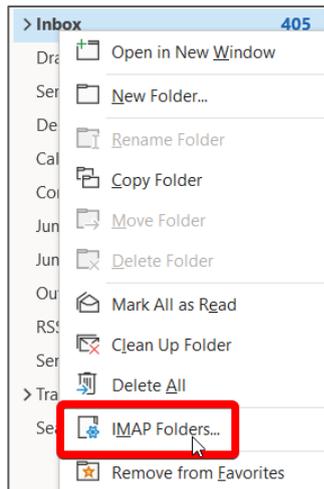
9. Outlook is now set up.

Common issues

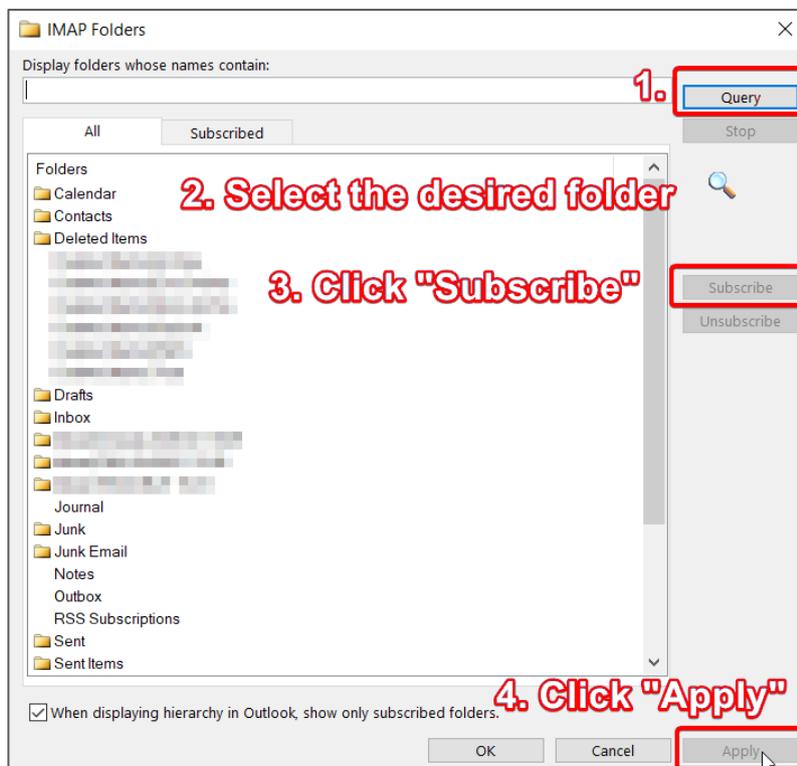
1. *Folders that were created previously using the OWA web interface or another mail client are missing.*

When adding an E-Mail account via IMAP, sometimes it does not automatically synchronise all folders. You can easily fix this as follows:

1. Right click on an arbitrary folder and click "IMAP Folders..."



2. Subscribe to the desired folders as outlined below. After clicking apply, Outlook may need a moment to synchronize the newly subscribed folder.

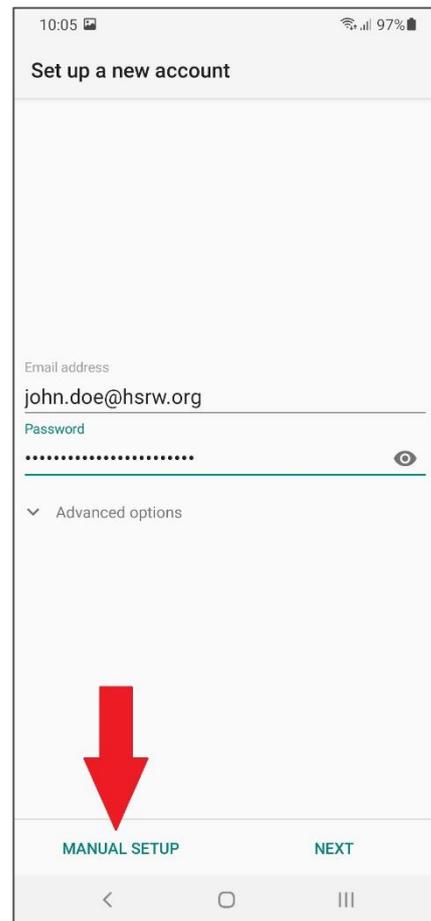
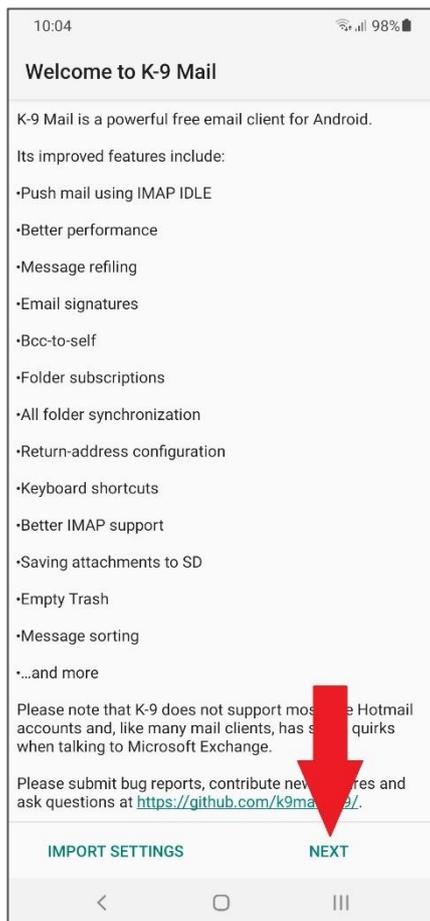


K-9 Mail (Android)

These instructions were written in reference to K-9 Mail 5.803. Some steps may slightly differ in newer versions.

K-9 Mail is a free and open source mail client for Android. You can set up your mail account in K-9 Mail as follows:

1. Download the K-9 Mail from the [Google Play Store](#) or the [F-Droid Store](#) and open the app.
2. Upon starting the app, you will see a welcome screen. Select “Next”.
3. Enter your E-Mail address and your password.
Remember: Your E-Mail address is in the format of Firstname.Lastname@hsrw.org
4. Select “Manual setup”.



5. Choose IMAP as the account type.
6. Configure the Incoming and Outgoing server as listed below.

Incoming Server:

IMAP server for Kleve: mail-kle.hsrw.org

IMAP server for Kamp-Lintfort: mail-kam.hsrw.org

Security: SSL/TLS

Port: 993

User name: Your matriculation number followed by “@students.hsrw” (e.g. 99999@students.hsrw)

Authentication Method: Normal password

Outgoing Server:

SMTP server for Kleve: mail-kle.hsrw.org

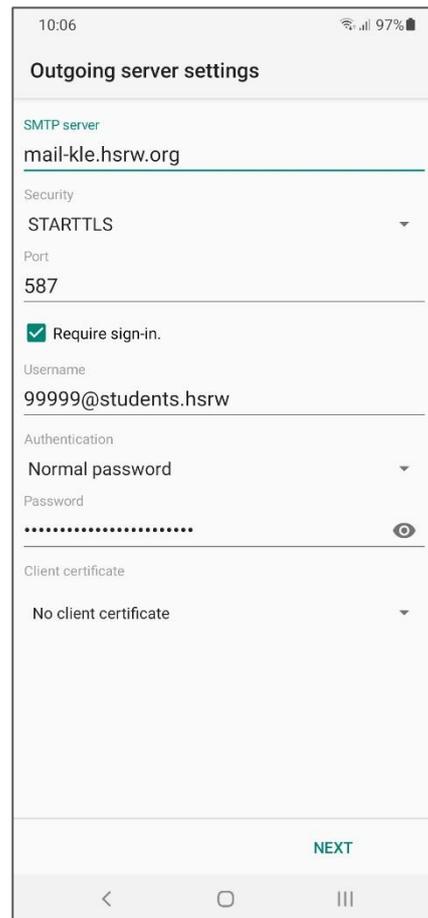
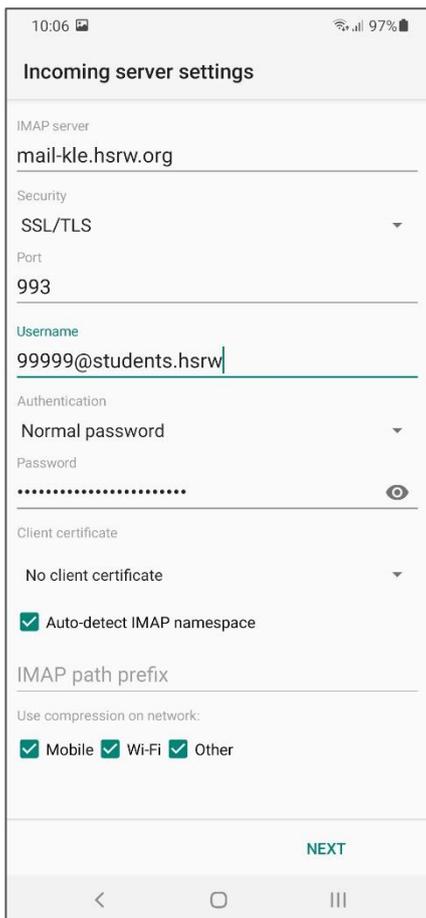
SMTP server for Kamp-Lintfort: mail-kam.hsrw.org

Security: STARTTLS

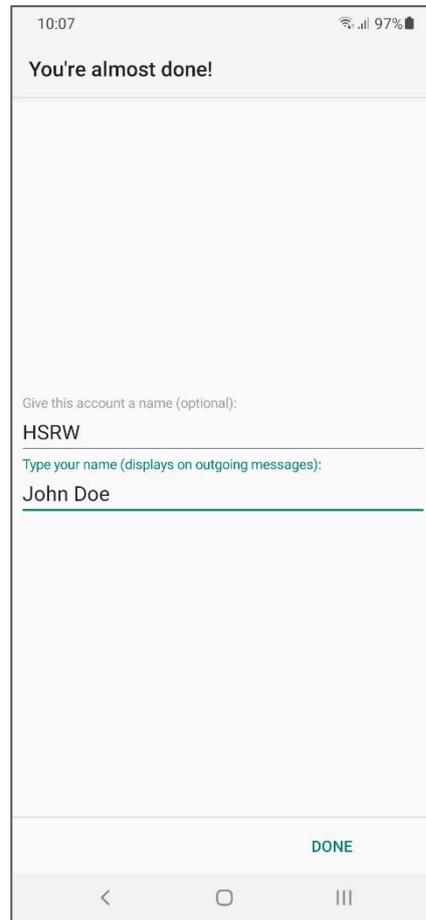
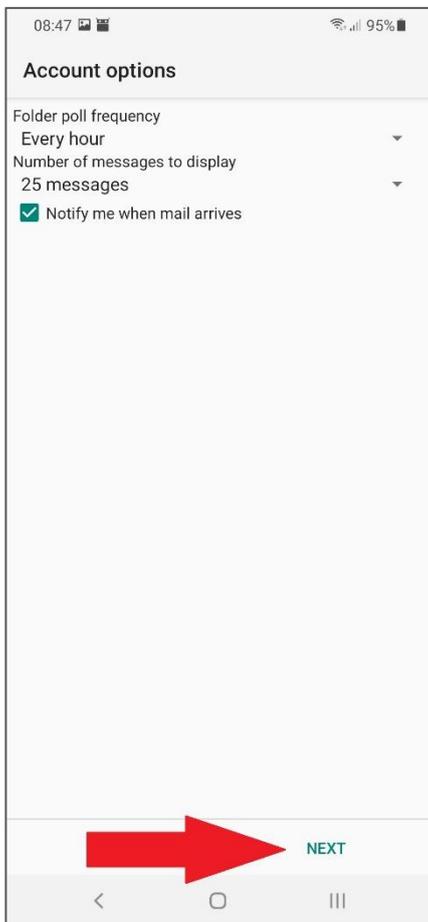
Port: 587

User name: Your matriculation number followed by “@students.hsrw” (e.g. 99999@students.hsrw)

Authentication Method: Normal password



7. You can leave the values on the “Account options” screen on the default settings.
8. Finally, you can enter a name for the account and your name. Your name will be shown on outgoing messages. Select done. The app is now configured properly.

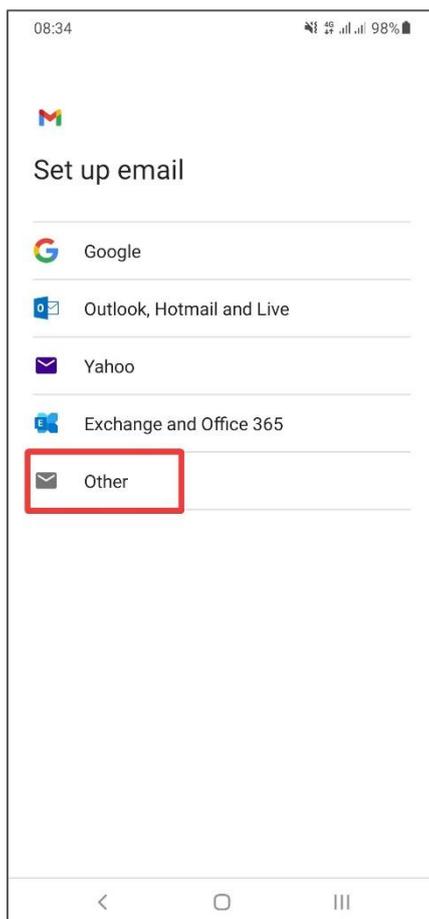


Gmail (Android, iOS)

These instructions were written in reference to Gmail 2021.10.17 (Android). Some steps may slightly differ in newer versions.

Gmail is a free, closed source mail client for Android and iOS. You can set up your mail account in Gmail as follows:

1. Download the Gmail App from the Google Play Store or the Apple App Store depending on your device and open the app. On some Android phones Gmail may already be preinstalled.
2. Set up a new account. You will be asked about the account type. Select "Other".
3. Enter your e-mail address and select "Manual setup".



4. Select "IMAP" as your account type.
5. Enter your password.
6. Configure the incoming and outgoing server as listed below:

Incoming Server:

User name: Your matriculation number followed by "@students.hsrw" (e.g. 99999@students.hsrw). Do **not** enter your e-mail address as the user name!

Server Kleve: mail-kle.hsrw.org

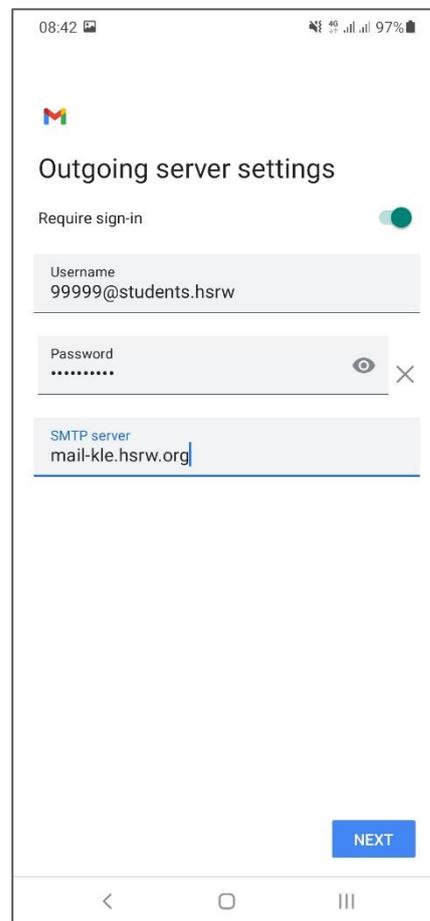
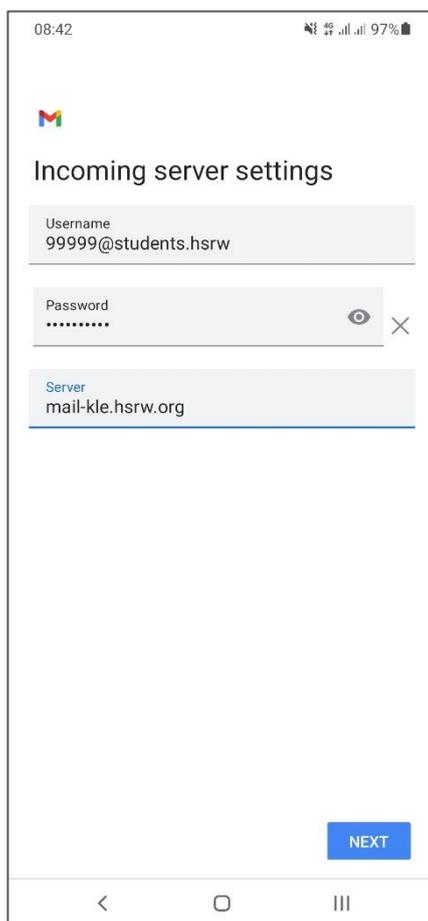
Server Kamp-Lintfort: mail-kam.hsrw.org

Outgoing Server:

User name: Your matriculation number followed by "@students.hsrw" (e.g. 99999@students.hsrw) Do **not** enter your e-mail address as the user name!

Server Kleve: mail-kle.hsrw.org

Server Kamp-Lintfort: mail-kam.hsrw.org



7. The options on the "Account options" screen can be left at the default settings.
8. Your account is now set up properly.