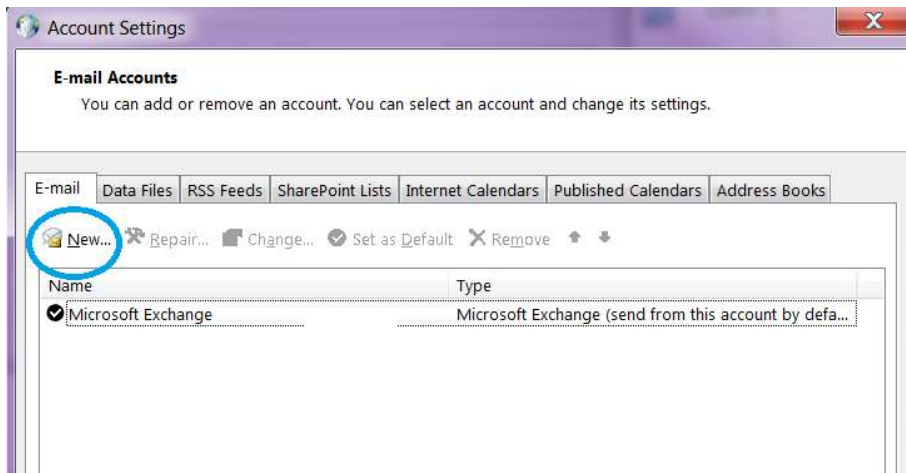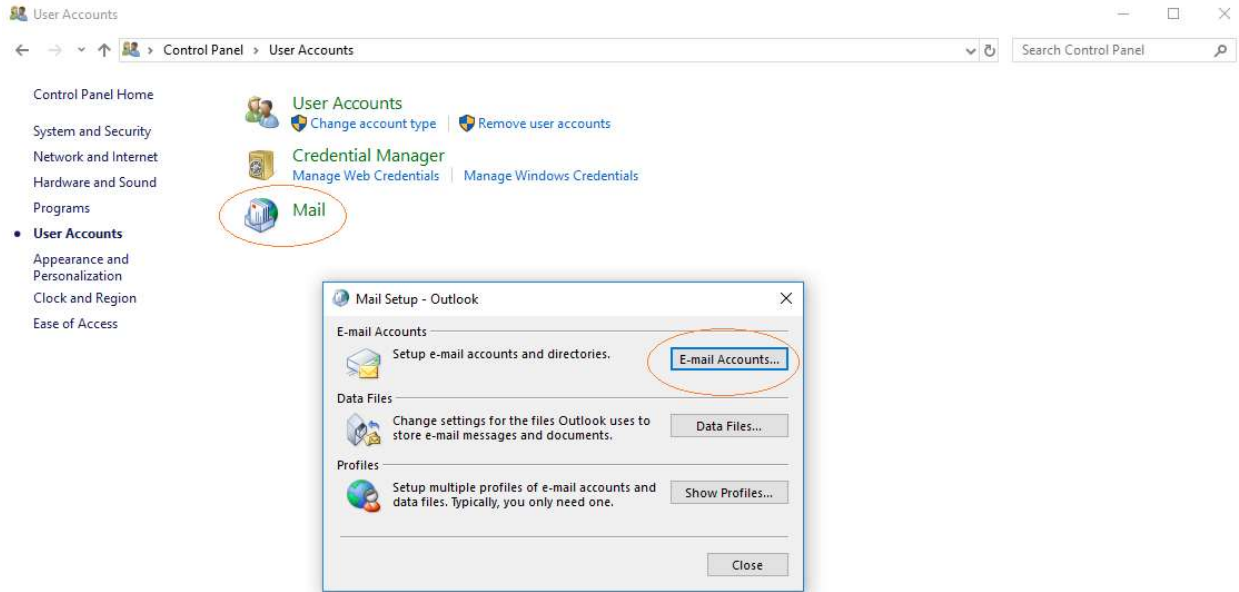# AVAYA Aura Messaging: IMAP Setting for Outlook 2016 & 2019

NOTE: A secure connection to the USC network is required to access the AAM Outlook account.
Outlook Web Access (OWA) will not support the creation of an AAM account

To add an account for your Avaya Aura Messaging (AAM) mailbox to your desktop Outlook 2016/2019 application begin by opening 'Control Panel'.   Click on 'Mail' and select 'E-mail Accounts' example shown below. **NOTE: If you do not see Mail in the Control Panel then type Mail in the *Search Control Panel* in the upper right corner.**
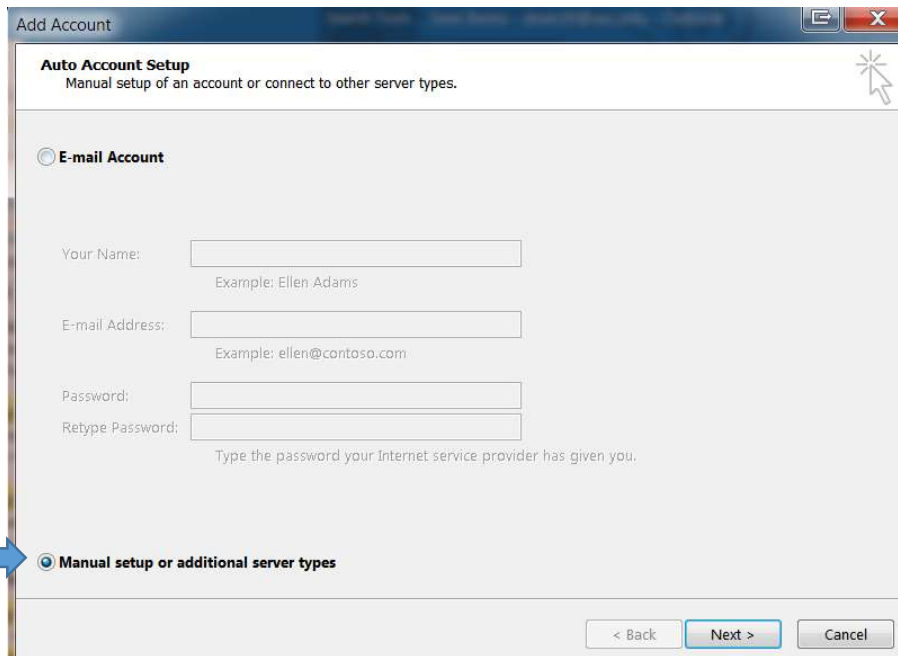
AVAYA Aura Messaging: IMAP Setting for Outlook 2016 & 2019
NOTE: A secure connection to the USC network is required to access the AAM Outlook account.
Outlook Web Access (OWA) will not support the creation of an AAM account

The "Add Account **Auto Account Setup**" window will load.
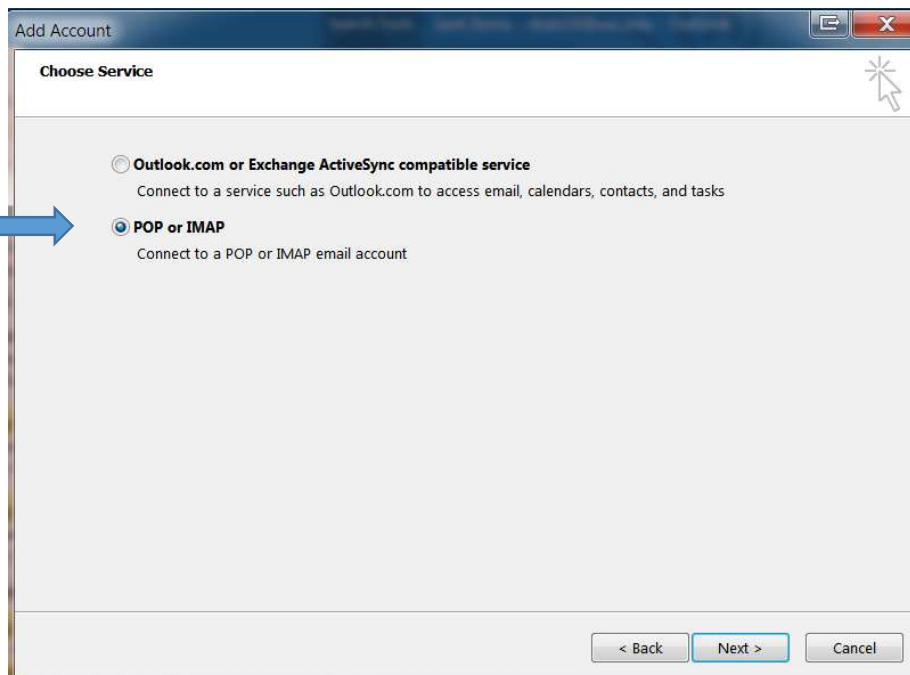
Click on the radio button labeled "**Manual setup or additional server types**" at the bottom. Then press **Next**.

Click on the radio button labeled "**POP or IMAP**", then press **Next**.

NOTE: A secure connection to the USC network is required to access the AAM Outlook account.
Outlook Web Access (OWA) will not support the creation of an AAM account

The **POP and IMAP Account Settings** window below will load.

(See the next diagram for an example of completing the POP and IMAP account setting using sample data.)

User Information
Your Name: [Something simple.]
*Email Address: **FirstName.LastName@aam.usc.edu**

*To verify your mailbox **name**
- From USC Secure network https://clv-aam-mss-msg.usc.edu:7443/user/login
- Login to the User Preferences
- Note the Name at the top of page (ignore the extension, if displayed)
- Ignore certificate error
- Use this name in the Email Address (substitute a period for any space)

Server Information
Account Type: **IMAP**
Incoming mail server: **clv-aam-mss-msg.usc.edu**
Outgoing mail server (SMTP): **email.usc.edu**

Logon Information
User Name: [Your **5 digit** USC telephone extension/mailbox number]
Password: [Your mailbox ***password**] ***NOTE: Password is not the USCNetID password**
Remember password: Leave **checked** [Since your email account is password protected there should be no security issue. If you uncheck the "Remember password" then you must enter your mailbox password it each time you start Outlook.]

Require logon using Secure Password Authentication (SPA): Leave **unchecked**
Then press **More Settings…..SAMPLE OF USER DATA**

AVAYA Aura Messaging: IMAP Setting for Outlook 2016 & 2019

NOTE: A secure connection to the USC network is required to access the AAM Outlook account.
Outlook Web Access (OWA) will not support the creation of an AAM account

Click on the **Advanced** tab and change the boxes circled to the values in the example below


Then press **OK.**

Press **Next**

Press **Yes**

AVAYA Aura Messaging: IMAP Setting for Outlook 2016 & 2019
NOTE: A secure connection to the USC network is required to access the AAM Outlook account.
Outlook Web Access (OWA) will not support the creation of an AAM account

The system will run a quick test and should result should match the sample below indicating everything is working fine. You should have a new "Inbox" in your Outlook interface.
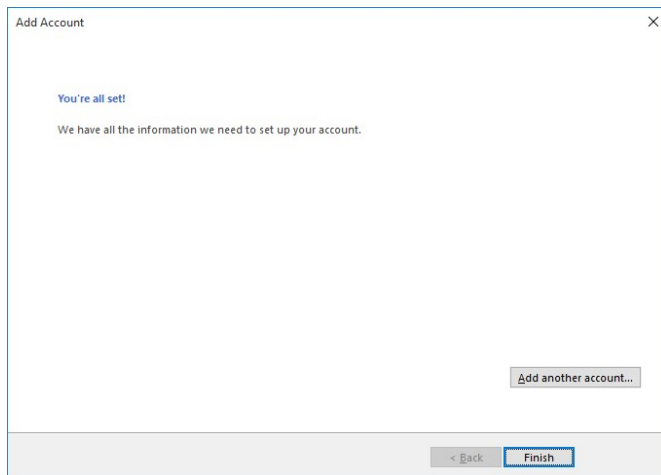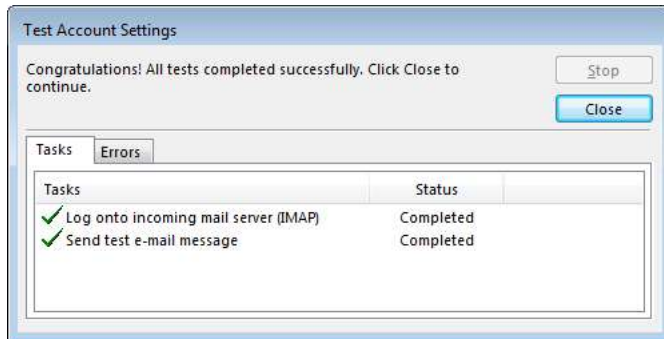
Press **Finish**

For additional support please contact the Help Desk:

On Campus: Extension 04357

Off Campus: (213) 740-4357

There are similar setup tasks to add an Avaya Aura Messaging (AAM) mailbox to your smart device(s).