Migrate Outlook accounts to new email server

Outlook setup

- If you don't know how to change, please download Rustdesk or Anydesk, I can remotely help you.

> ⚠️ *** IMPORTANT!!! ***
> If existing account is IMAP type. DO NOT simply change the server name and password, you will lost all existing emails.
> You must export existing emails, change the IMAP account, and then import the emails again.

- If existing accuont is IMAP type, please read: Migrate Outlook IMAP accounts to new email server
- If existing account is POP3 type, you just need to change the server name, password and connection method. All your existing emails will remains there.

h12 email server connection methods

- H12 is our main mail server, this server support the following connection method.

WebMail

- Open https://sxl.net/app > click on WebMail, login with your email address and password

Incoming Mail Server

- Read this first » What are POP3 and IMAP, Which one should I use

POP

- server name: h12.hksx.com
- port: 995 SSL/TLS « **Try this first**
- port: 110 No-SSL

IMAP

- server name: h12.hksx.com
- port: 993 SSL/TLS
- port: 143 No-SSL

Outgoing mail server

SMTP

- server name: h12.hksx.com
- port 465 SSL/TLS « **Try this first**
- port 587 STARTLS or No-SSL « second choice
- port 25 STARTTLS or No-SSL
- port 2525 STARTTLS or No-SSL

Common Problems

- Before setup, please try to login WebMail once, to make sure your email address and password are correct!

- If connection failed, but it ask for password, it means your password is wrong.
- If connection failed, but it does not ask for password, it means it is a connection problem, please try other connection methods (SSL/STARTTLS/No-SSL, etc)

Why are there so many connection methods? Which one should I use?

- Most people should try the SSL/TLS connection first. This method should work for 99% of modern devices.
- Some country/state/company firewall blocked one or the other ports. Some software/device/versions has bug in one or the other connection methods. That's why people invented different workaround methods. Please try other methods if SSL does not work for you.

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