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The new Outlook and your IMAP mailbox: why a copy goes through the Microsoft cloud

Outlook, Phones & Apps

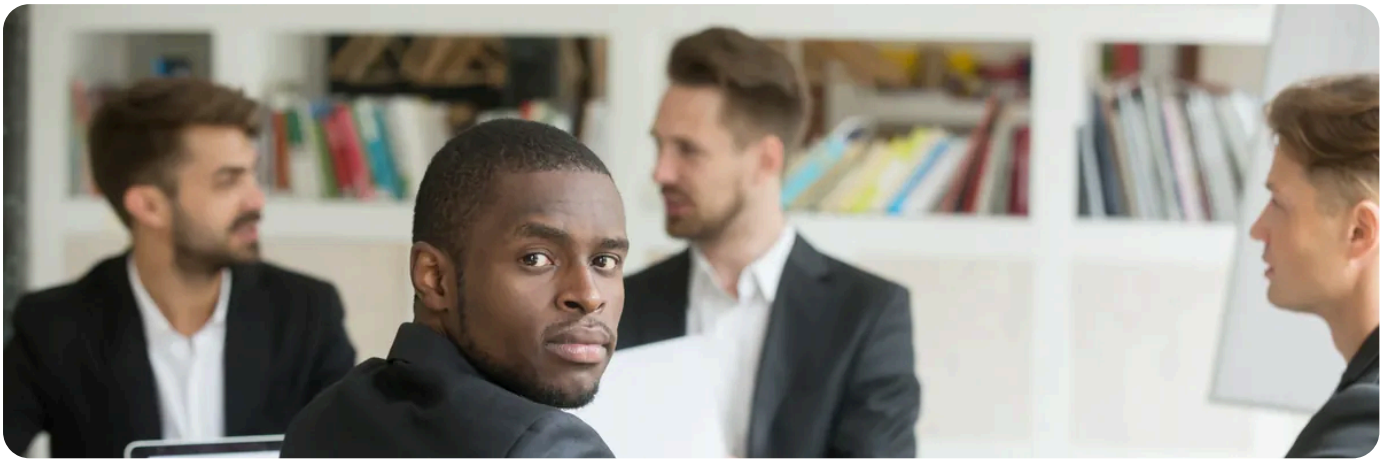
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The new Outlook and your IMAP mailbox: why a copy goes through the Microsoft cloud

Outlook, Phones & Apps Created on **October 16, 2026** 2 min read



The short answer: when you add an IMAP account from another provider (like ours) to the new Outlook for Windows, Microsoft explains that the mail, calendar and contacts of that account are **synced through the Microsoft cloud**. In practice, Microsoft's service connects to our server and the new Outlook shows what that service brought. Classic Outlook, by contrast, connects to our server directly.

What this changes

Topic	What changes
Who connects to the server	Microsoft's service, not your computer. Logins may show as coming from Microsoft addresses.
The password	The service stores it to fetch the mail. If you change it in cPanel, you must change it in the new Outlook too.
A copy outside our server	A copy of the mail passes through Microsoft's service. For some companies that is a matter of internal policy.
Delays	Mail may take a little longer to appear than in classic or webmail, because it goes through one more service.
Connection problems	If Microsoft's service cannot connect to our server, the error shows in the new Outlook even when your computer is fine.

What to do about it

1. **If going through Microsoft is fine,** use the new Outlook as normal, with IMAP and our settings.

2 **If your company does not want mail outside our server,** use classic Outlook or **webmail**, which connect directly.

3 **After changing the mailbox password,** update it under Settings > Accounts in the new Outlook, or sync stops.

4 **To remove Microsoft's copy,** remove the account from the new Outlook. The mailbox on our server is not affected.

This is not a fault in your account or our server:
It is how the new Outlook was designed for other providers' accounts. Whether to use it is your decision.

Want to know more before deciding?
Compare the two in **classic Outlook or the new Outlook**.

NEED A HAND?

Questions about where your mail is kept? Ask us.

Open a support ticket →

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