

WIP Lounge

How to connect your mailbox - Gmail, Hotmail, Outlook, Thunderbird

WIP Lounge reads your mail and calendar (read-only) and tells you what needs attention. This guide explains which connection to choose, how to connect it, and what the common mail settings (IMAP) mean. Lounge never sends, deletes or changes anything in your mailbox.

1. First: the program is not the mailbox

Outlook (desktop), Thunderbird, the Mail app on your phone and a web browser are only programs that open a mailbox. The mailbox itself lives at a provider (Microsoft, Google, your company, your web host). Lounge connects to the provider, so the question is always: who hosts the mailbox?

What you see in your mail program	Who hosts the mailbox	What to choose in Lounge
@hotmail.com, @outlook.com, @live.com, @msn.com	Microsoft	Microsoft
Company or school address in Outlook with Microsoft 365 / Exchange	Microsoft 365 (your organization)	Microsoft (your IT department may need to approve, see 4.3)
@gmail.com, also Gmail opened inside Thunderbird or Outlook	Google	Gmail
Your own domain (name@yourcompany.com) from a web host	Your host or company server	Other mail (IMAP) - coming soon
@yahoo.com, @icloud.com and others	Yahoo, Apple, etc.	Other mail (IMAP) - coming soon

2. Connect a Microsoft mailbox (Outlook, Hotmail, Live, Microsoft 365)

1. Open WIP Lounge and press Add another mailbox (or Connect a mailbox the first time).
2. Choose Microsoft.
3. On the Microsoft page type the email address of the mailbox you want to connect, then your password. Use the address box - the hint "We found an account you can use here" is only a suggestion.
4. Read the permissions (read mail, read calendar) and press Accept.
5. Lounge opens with a new tab for this mailbox. Press Analyze now.

Desktop Outlook users: you do not connect Outlook itself. Look at the account shown in Outlook (File, Account Information). If it is a Hotmail/Outlook.com/Microsoft 365 address, the steps above are the right ones.

3. Connect a Gmail mailbox (also for Thunderbird users with Gmail)

6. In Lounge press Add another mailbox and choose Gmail.

7. Choose your Google account. During the early-access period Google may show "Google hasn't verified this app". This is expected: press Advanced, then Go to WAI (unsafe), and continue.
8. Allow the two read-only permissions: view your email messages and settings, and view your calendars.
9. Back in Lounge, a Gmail tab appears. Press Analyze now.

Early-access note: while Gmail access is in test mode, only accounts approved by WAI can connect, and Google may ask you to reconnect after about a week. Public availability requires Google's own security review.

Thunderbird users: if Thunderbird shows a Gmail account, connect that Gmail address here. You do not need any Thunderbird setting for Lounge.

4. Several mailboxes, and common problems

4.1 Several mailboxes

Each mailbox gets its own tab at the top of Lounge, with its own analysis. You can mix Microsoft and Gmail. Disconnect removes only the selected mailbox.

4.2 Writing replies

On items that need an answer press Write a reply, optionally type a few words about what the reply should do, and Lounge writes a draft. Read and edit it, then press Open in my mail app (your own mail program opens with the text filled in) or Copy. You press Send yourself. Lounge does not save drafts in, or send from, your mailbox.

4.3 Problems

- "Need admin approval" (work or school account): your IT administrator must allow the app once in Microsoft 365. Send them this guide and the Lounge data-use PDF.
- "Access blocked" or error 403 on Gmail: your Gmail address is not on the early-access list yet. Ask WAI to add it.
- Reconnect after about a week (Gmail test mode): press Add another mailbox, choose Gmail, choose the same account again. The existing tab is refreshed.
- Wrong account connected: Disconnect it in Lounge, then remove WAI in your account permissions (Microsoft: account.microsoft.com, Privacy, App permissions; Google: myaccount.google.com, Security, Third-party apps and services).
- "AI classification was not available": the counts and lists are still correct; press Analyze now again a little later.

5. Reference: IMAP and SMTP settings of common providers

You do not need these for the Microsoft and Gmail connections above, which use the provider's secure sign-in. They are listed because mail programs such as Thunderbird or Outlook ask for them, and because the upcoming Other mail (IMAP) option will use IMAP. Providers change settings from time to time; if a value fails, check the provider's own help page.

Provider	Incoming (IMAP) server	Port	Outgoing (SMTP) server	Security / sign-in
Gmail	imap.gmail.com	993	smtp.gmail.com (465 or 587)	SSL/TLS; Google sign-in (OAuth) or an app password with 2-step

Provider	Incoming (IMAP) server	Port	Outgoing (SMTP) server	Security / sign-in
				verification
Outlook.com / Hotmail / Live	outlook.office365.com	993	smtp-mail.outlook.com (587)	SSL/TLS, STARTTLS for SMTP; Microsoft modern sign-in (OAuth)
Microsoft 365 (work/school)	outlook.office365.com	993	smtp.office365.com (587)	SSL/TLS, STARTTLS for SMTP; modern sign-in; the organization may restrict IMAP
Yahoo Mail	imap.mail.yahoo.com	993	smtp.mail.yahoo.com (465 or 587)	SSL/TLS; app password
iCloud Mail	imap.mail.me.com	993	smtp.mail.me.com (587)	SSL/TLS, STARTTLS for SMTP; app-specific password
Own domain / web host	Ask your host (often mail.yourdomain.com)	993	Ask your host (often port 465 or 587)	SSL/TLS; your mailbox password

Tip: always choose port 993 with SSL/TLS for IMAP. Do not use unencrypted ports (143 without STARTTLS, 25, 110).

5.1 Set up Thunderbird with Gmail or Outlook.com (for reading your own mail)

10. Thunderbird: Account Settings, Account Actions, Add Mail Account.
11. Type your name, email address and (if requested) password, then press Continue.
12. Thunderbird finds the settings by itself for Gmail and Outlook.com and opens the provider's sign-in window. Confirm there.
13. If it asks, choose IMAP (mail stays on the server, which is also what Lounge needs).

This only sets up Thunderbird. To use the same mailbox in Lounge, connect it as described in sections 2 and 3.

6. What Lounge reads and what it does not

- Reads: message subject, sender/recipient, date, read status and a short preview of the last 30 days of Inbox and Sent, and calendar events for the next 7 days.
- Reply drafts: only when you press Write a reply, the text of that one message is sent to the AI to write the draft.
- Never: sends, replies, forwards, deletes, moves, labels or edits any mail; creates or changes calendar events; reads attachments or files; sees your password.

Full details, business terms and the notice for employees are in the document "WAI Lounge Data Use Notice, Business Terms and User Guide" (PDF, linked on the Lounge screen). This guide is general information and not legal advice.