



This guide takes you step-by-step through the process of setting up a new email account in Outlook 2016 for Mac.

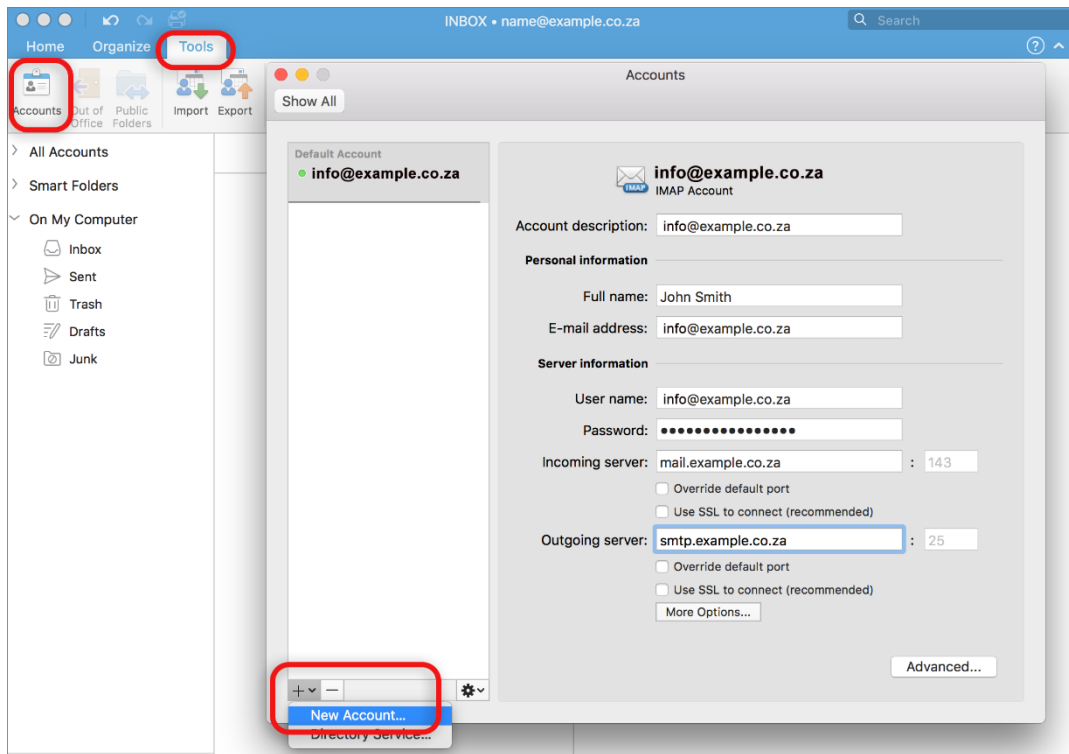
Check your password

- *First, check your password by browsing to [Webmail](#) and trying to log in. If you aren't able to log in, then you have the incorrect password. Forgotten passwords can be reset – you will need to get your domain or web administrator to update it for you.*

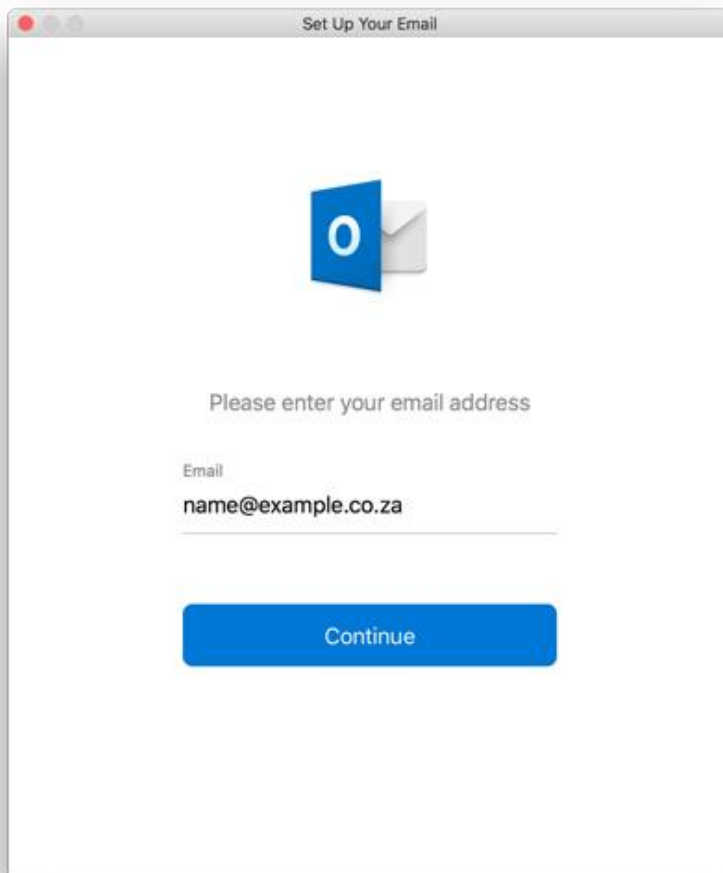
Add your mail account

1.

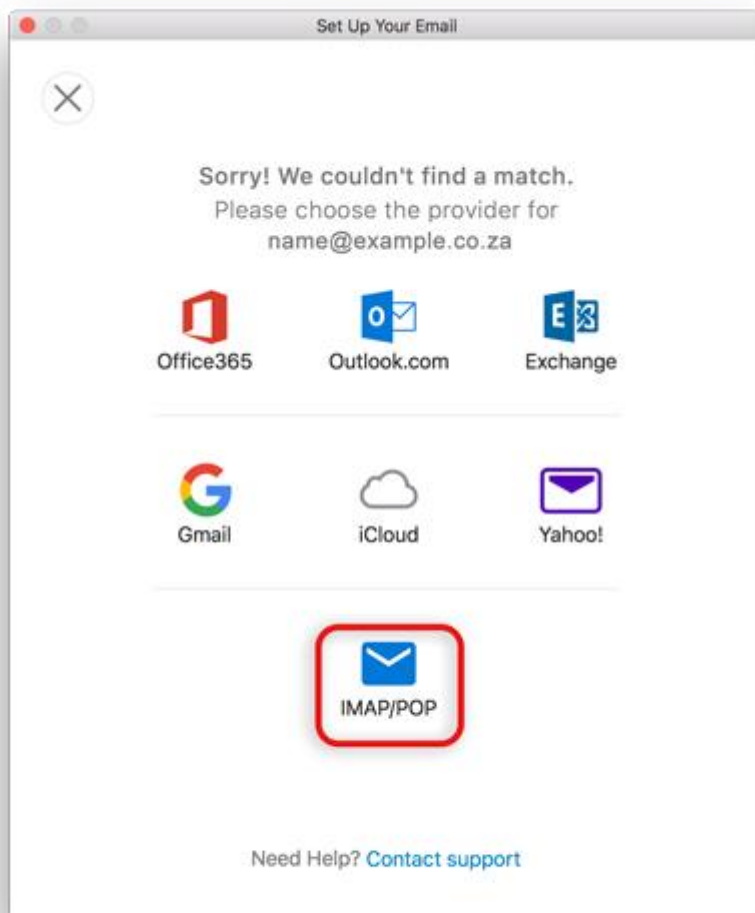
1. **Launch** Outlook for Mac
2. Select the **Tools** tab and then **Accounts**
3. A new window will open which will list any other accounts already set up
4. At the bottom left, Click the '+' button and then **New Account...**



5. Add your email address and click **Continue**



6. The programme will unsuccessfully search for the provider. Select **IMAP/POP**



Enter your account information

- Choose **IMAP** or **POP** according to your preference.
- Ensure that the **User Name** is the **full email address** in lower case.

If you don't know your **password**, you will need to get your domain or web administrator to reset it for you.

7. Incoming server

- add **mail.** before your domain name
- **Untick** Use SSL to connect

8. Outgoing server

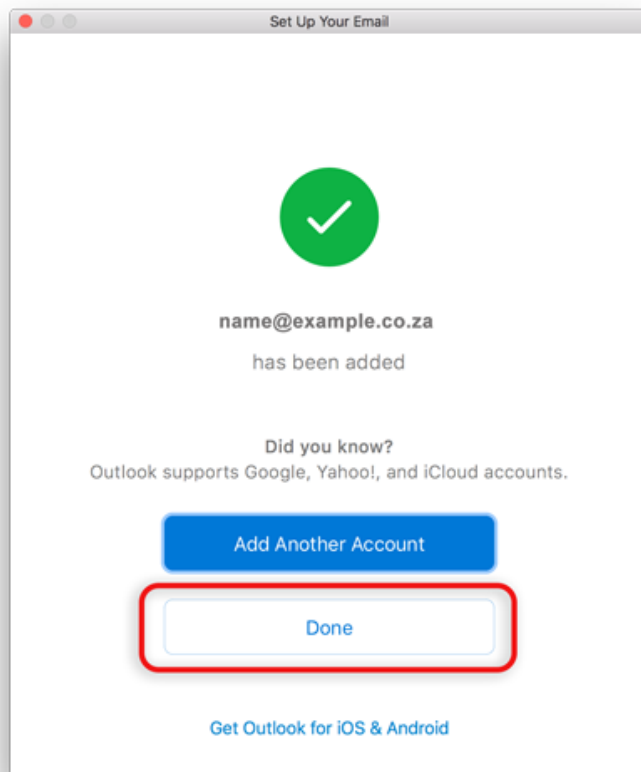
- add **smtp.** before your domain name

- **Untick** *Use SSL to connect*
 - *Change the port number from 25 to* **587**
9. **Click Add Account**

The screenshot shows a window titled "Set Up Your Email" with a back arrow in the top left and a link "Not IMAP/POP?" in the top right. The main content is for configuring an IMAP/POP account. It includes fields for "Type" (set to IMAP), "Email Address" (name@example.co.za), "Username" (name@example.co.za), and "Password" (masked with dots). There are two checkboxes for "Use SSL to connect (recommended)", both of which are unchecked and pointed to by red arrows. The "Incoming Server" is mail.example.co.za with port 143. The "Outgoing Server" is smtp.example.co.za with port 587, where the port number is circled in red. A blue "Add Account" button is at the bottom, and a link "Need Help? Contact support" is at the very bottom.

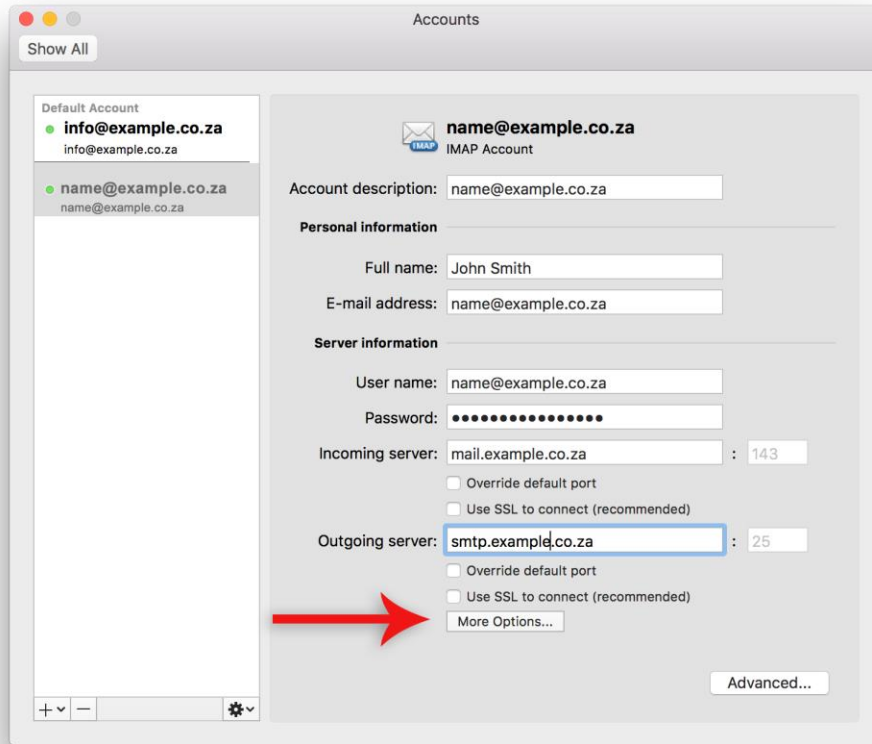
Field	Value
Type	IMAP
Email Address	name@example.co.za
Username	name@example.co.za
Password
Incoming Server	mail.example.co.za
Port	143
Outgoing Server	smtp.example.co.za
Port	587

10. **Click Done**



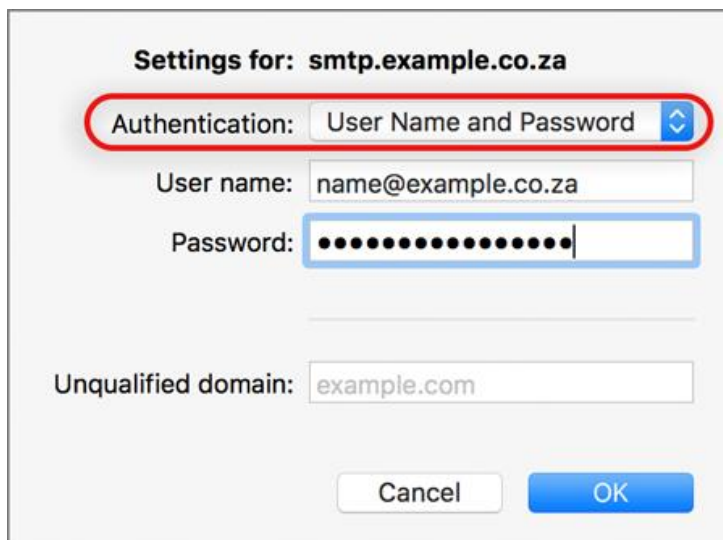
11. You're not quite done yet:

- *All settings should be correct on this screen – now choose **More Options***



Further Outgoing server settings

- **Authentication:** Use the dropdown arrow to select **User Name and Password**
- Enter in your **User name** (full email address) and **Password**
- Ignore **Unqualified domain**
- Click **OK**



You have completed your account setup.