

This guide will help you fix errors in the setup of an email account in Outlook 2002 or 2003.

Check existing account settings

- 1. Launch Outlook 2002/2003
- 2. Select **Tools** from the top menu bar and then **E-mail Accounts**



View or change existing account settings

3. Select View or change existing e-mail accounts and then click Next



Select the relevant account

4. Select the relevant account and then click Change

Add	
Remove	
Set as Default	
Move Up	
Move Down	
	Remove Set as Default Move Up Move Down

Check your settings

5. Check that:

- E-mail Address is correct
- Incoming mail server starts with mail. followed by your domain name
- Outgoing mail server (SMTP) starts with smtp. followed by your domain name
- User Name displays your full email address
- Password is correct

6. Once your settings look like the settings shown in this screenshot, click **More Settings**...

Jser Informat	ion	Server Information	
Your Name:	Name Sumame	Incoming mail server (POP3):	mail.your-domain.com
E-mail Address:	you@your-domain.com	Outgoing mail server (SMTP):	smtp.your-domain.com
.ogon Informa	ation	Test Settings	
Jser Name:	you@your-domain.com	After filling out the information	n on this screen, we
Password:	****	button below. (Requires netwo	ount by clicking the ork connection)
	Remember password	Test Account Settings	
Log on using Authenticatio	Secure Password on (SPA)		More Settings

Outgoing Server settings

7. Select the Outgoing Server tab

8. Ensure that the My outgoing server (SMTP) requires

authentication checkbox is ticked

9. Ensure that you have selected **Use same settings as my incoming mail server**.

Internet E-mail Settings	×
General Outgoing Server Connection Advanced	
✓ My outgoing server (SMTP) requires authentication	
Use same settings as my incoming mail server	
C Log on using	
User Name:	
Password:	
Remember password	
🗖 Log on using Secure Password Authentication (S	iPA)
C Log on to incoming mail server before sending mail	
ОК	Cancel

Advanced settings

10. Select the Advanced tab

11. Ensure that your settings look like the settings shown in this screenshot. In particular, check that

- The Incoming server port is 110 for POP or 143 for IMAP
- The outgoing server (SMTP) port is set to 587
- Not ticked: This server requires an encrypted connection (SSL)

12. Click OK, then Next and Finish.

nternet E-mail Settings	
General Outgoing Server Connection Advanced	
Server Port Numbers Incoming server (POP3): 110 Use Defaults This server requires an encrypted connection (SSL) Outgoing server (SMTP): 587	
Short - Long 1 minute	
Delivery Leave a copy of messages on the server Remove from server after 10 🚔 days	
Remove from server when deleted from 'Deleted Iten	าร'
OK Can	cel

Your email account should now be set up correctly.