



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

## Check existing account settings

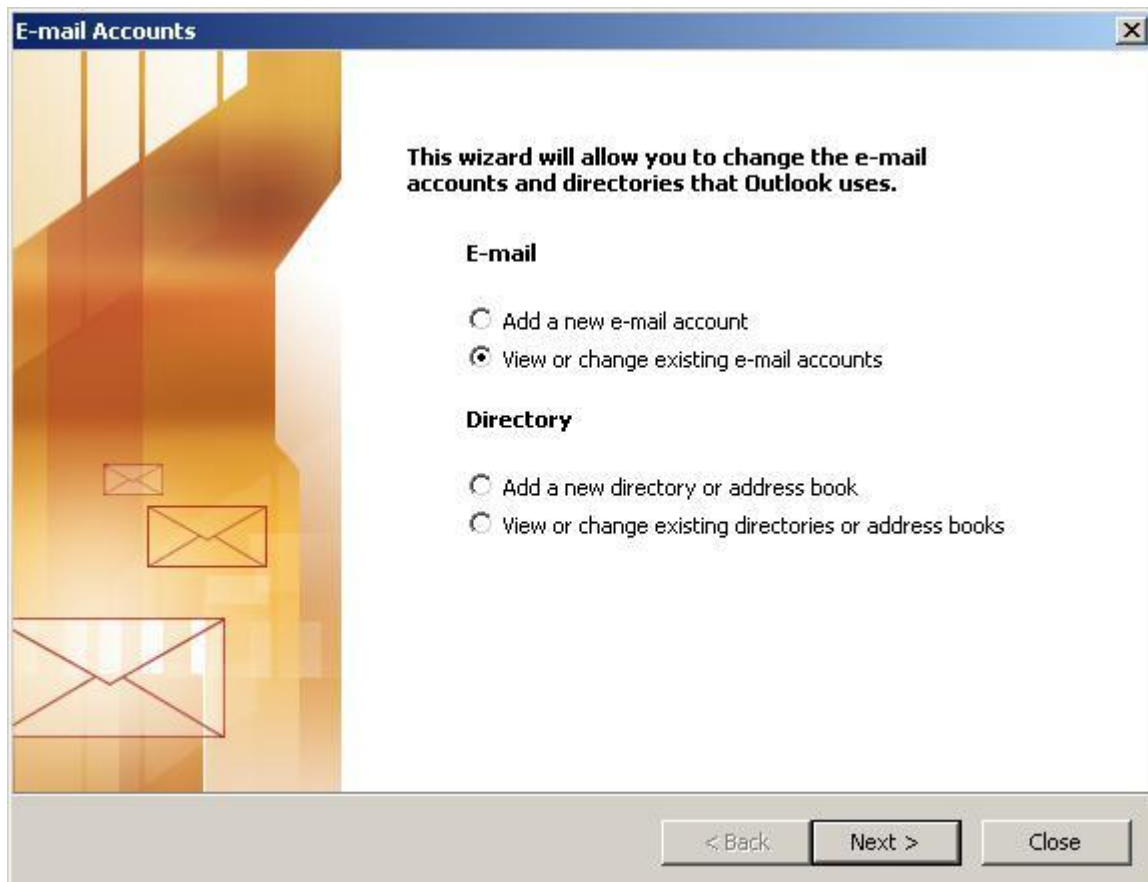
1. Launch Outlook 2002/2003

2. Select **Tools** from the top menu bar and then **E-mail Accounts**



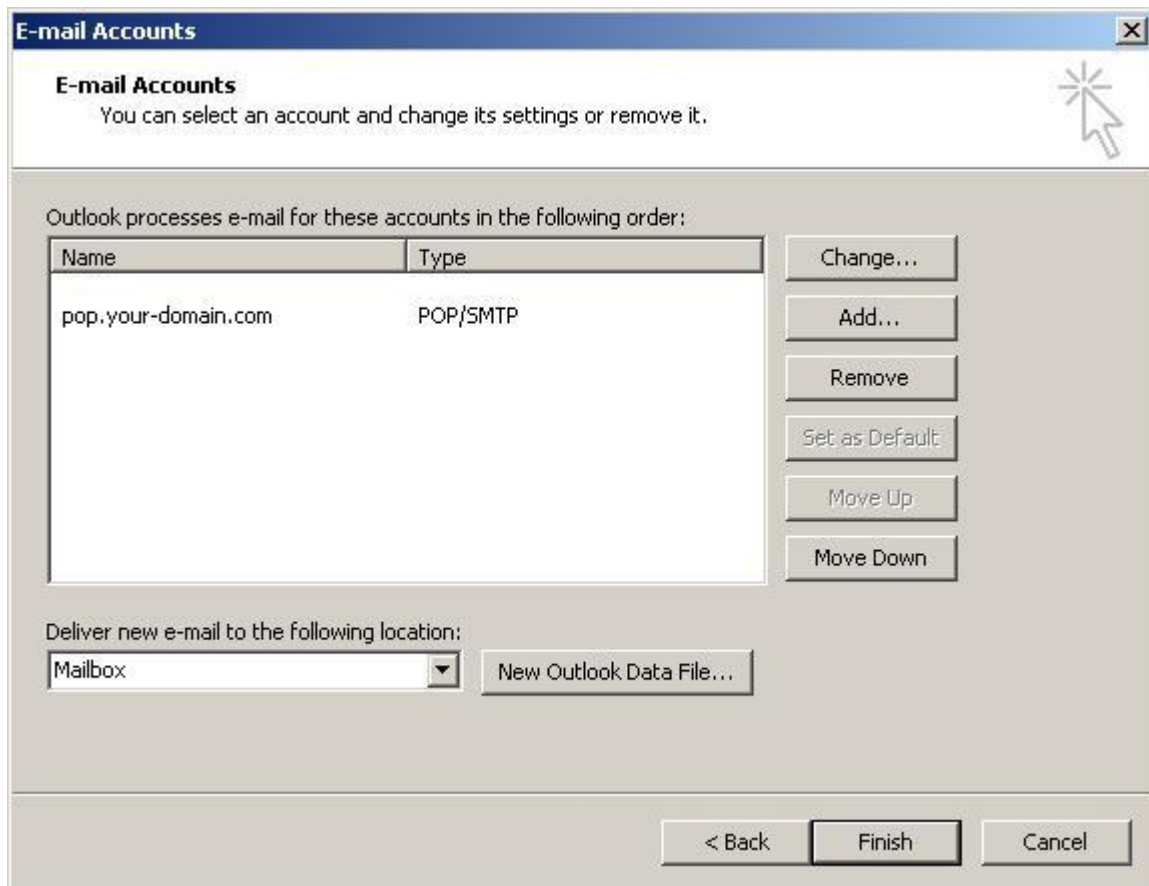
## View or change existing account settings

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**



## 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...**

**E-mail Accounts** [X]

**Internet E-mail Settings (POP3)**  
Each of these settings are required to get your e-mail account working.

**User Information**

Your Name:

E-mail Address:

**Server Information**

Incoming mail server (POP3):

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

Remember password

Log on using Secure Password Authentication (SPA)

**Test Settings**

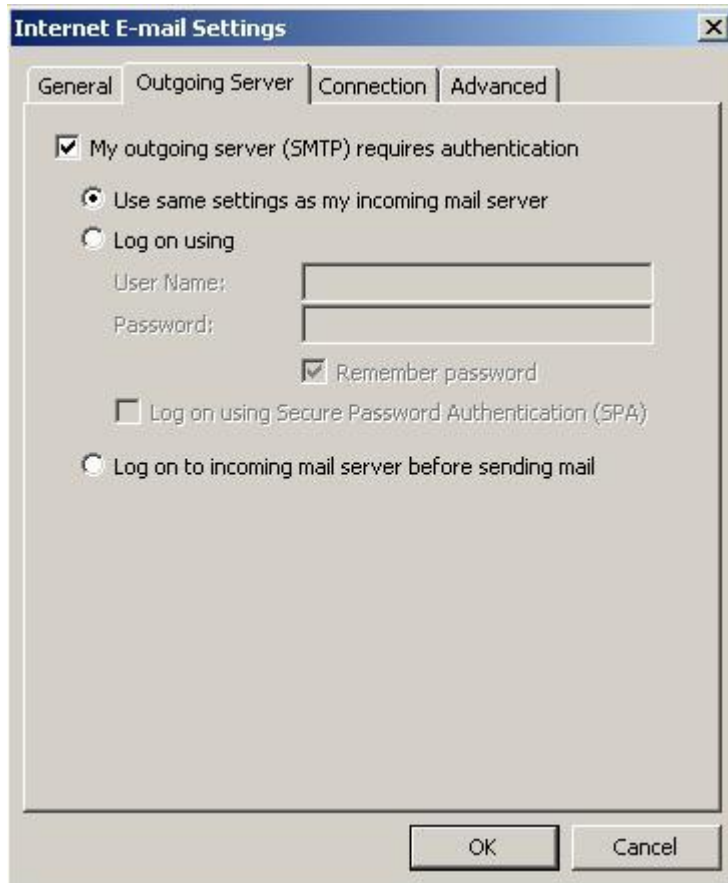
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

## 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**.



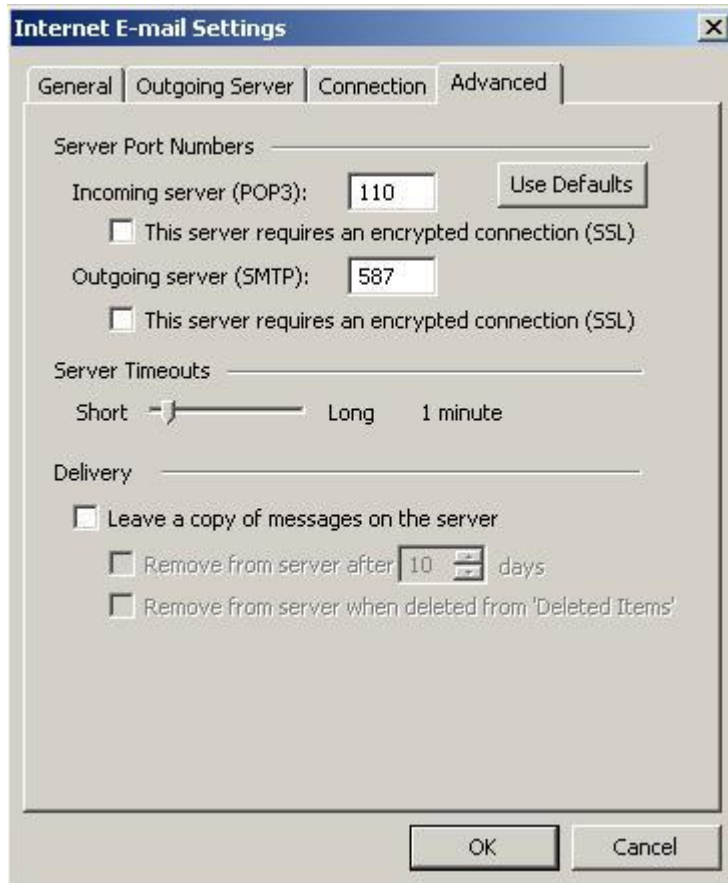
## Advanced settings

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.



*Your email account should now be set up correctly.*