

This guide will help you fix errors in the setup of an email account in Outlook 2010

# **Check existing account settings**

- 1. Launch Outlook 2007
- 2. Select Tools from the top menu bar, then Accounts Settings

# Select the relevant account

3.On the Account Settings screen, click Change on the E-mail tab

Account Settings	X
<b>E-mail Accounts</b> You can add or remove an account. You can select an account and change its settings.	
E-mail Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books	
Name Type	
name@example.com POP/SMTP (send from this account by default)	
Selected e-mail account delivers new e-mail messages to the following location: Change Folder Mailbox	
	ie i

# **Check your settings**

4. Ensure that your settings are correct as below – replacing with your own name and domain.

- Choose POP or IMAP under Account Type.
- Ensure that the **User Name** is the **full email address**.
- Password is correct

Internet E-mail Settings Each of these settings ar	e required to get your e-mail accour	nt working.
Jser Information		Test Account Settings
/our Name:	Name Surname	After filling out the information on this screen, we
E-mail Address:	name@example.com	recommend you test your account by clicking the button below. (Requires network connection)
Server Information		
Account Type:	POP or IMAP	Test Account Settings
(ncoming mail server:	mail.example.com	
Outgoing mail server (SMTP):	smtp.example.com	
ogon Information	L	
Jser Name:	name@example.com	
Password:	****	
R	lemember password	
Require logon using Secure	Password Authentication (SPA)	More Settings

### 5. Click More Settings

## **Outgoing Server settings**

6. Select the Outgoing Server tab

#### 7. Ensure that the My outgoing server (SMTP) requires

authentication checkbox is ticked

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

eneral	Outgoing Server	Connection	Advanced	
		1		
	utgoing server (SM			
	lse same settings a	is my incoming	mail server	
	og on using			
l	Jser Name:			
F	Password:			
	Re	emember passv	vord	
Í	Require Secure	Password Auth	nentication (SPA)	
01	oa op to incomina r	nail cerver hef	ore cending mail	
OL	og on to incoming r	nail server bef	ore sending mail	

## **Advanced Settings**

9. Select the Advanced tab

Ensure that your settings are as below for your choice of either POP or IMAP:

### **POP port settings**

- Incoming 110, outgoing 587
- Not ticked: This server requires an encrypted connection (SSL)

### • Use the following type of encrypted connection is None

	Internet 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
	Use the following type of encrypted connection: None
DPsettings	

#### **IMAP** port settings

- Incoming 143, outgoing 587
- **Not ticked:** This server requires an encrypted connection (SSL)
- Use the following type of encrypted connection is None

	neral Outgoing Server	Connection Advanced	
1000			
Se	rver Port Numbers		
	i voi i orchambors	······································	
J	incoming server (IMAP)	143 Use Defaults	
	<b>—</b>		
	I his server require	es an encrypted connection (SSL)	
(	Outgoing server (SMTP):	587	
	Use the following type	e of encrypted connection: None	~

- 10. Click **OK** to save these settings
- 11. Click Next and Finish