



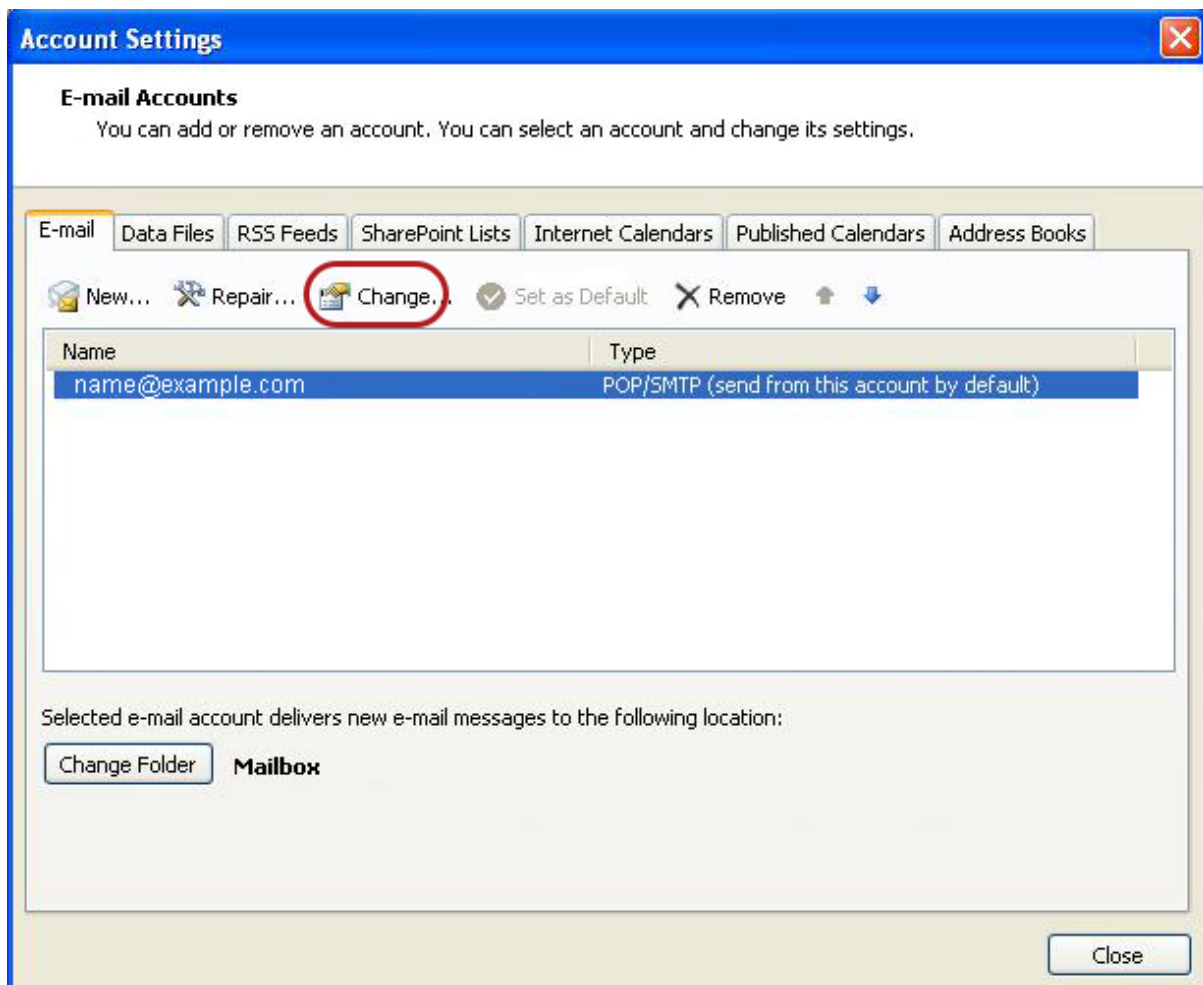
This guide will help you fix errors in the setup of an email account in Outlook 2010

## 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



## 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

**Change E-mail Account**

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

**User Information**

Your Name:

E-mail Address:

**Server Information**

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

**Test Account Settings**

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

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**



## 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*

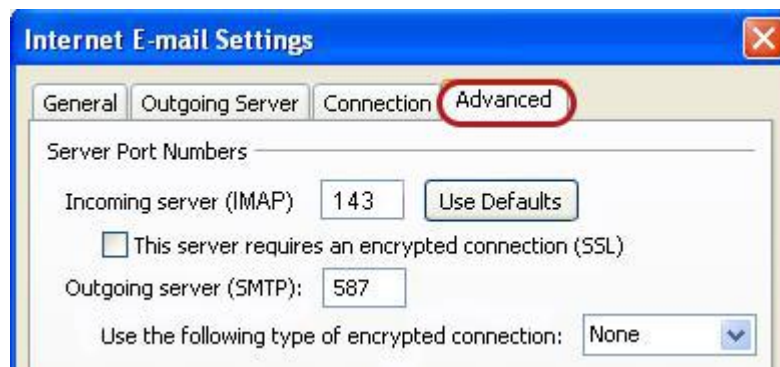
*POP settings*



### 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*

*IMAP settings*



10. Click **OK** to save these settings

11. Click **Next** and **Finish**