

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
E-mail Accounts 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	
	—		
	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