

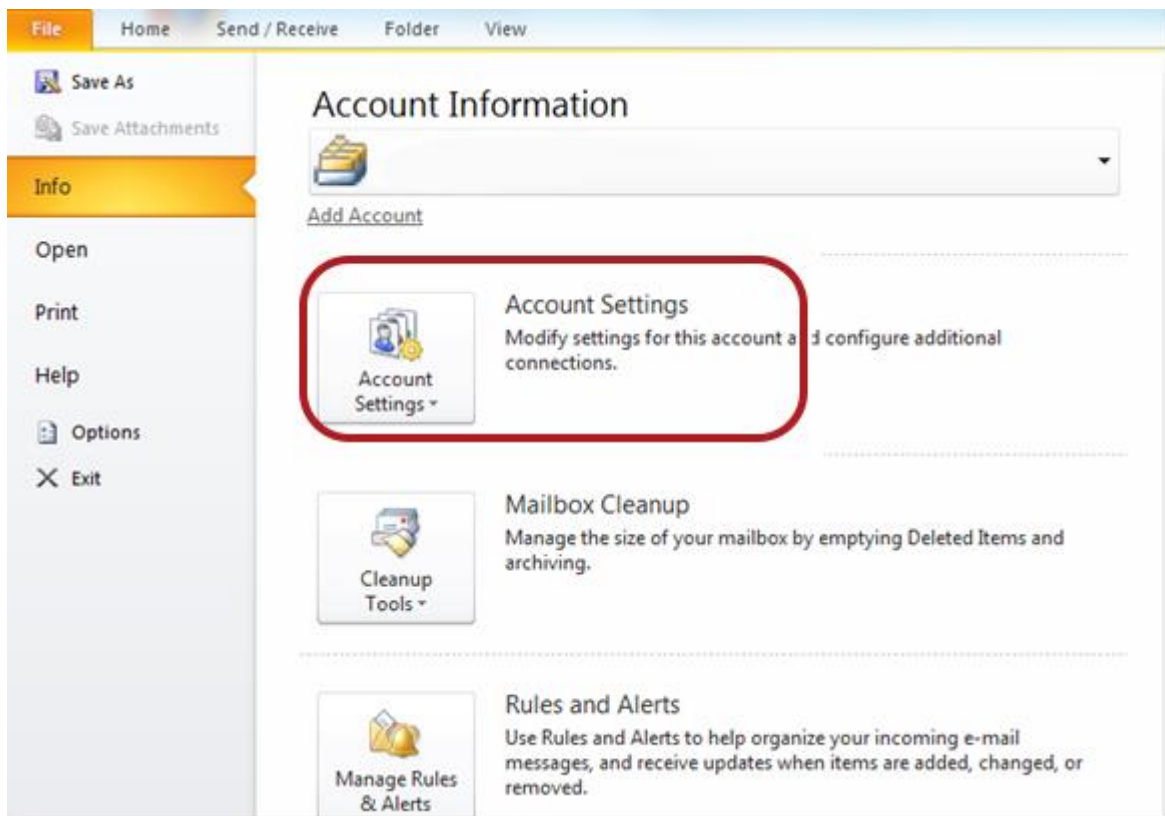


*This guide will help you fix errors in the setup of an email account in Outlook 2010*

## Check existing account settings

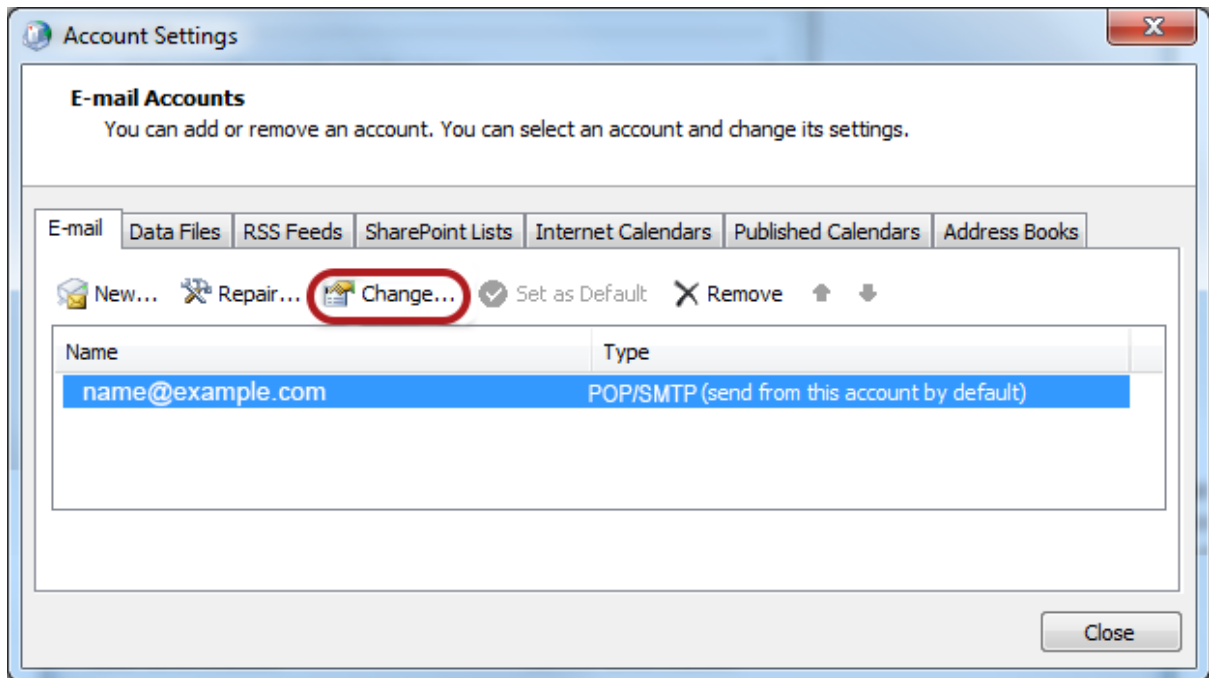
1. Launch Outlook 2010 and select **File** from the top menu bar

2. Select **Info** and **Account Settings**



## Select the relevant account

3. Select the relevant account and click the **Change** button within the **Email** 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

**Add New 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)  
  
 Test Account Settings by clicking the Next button

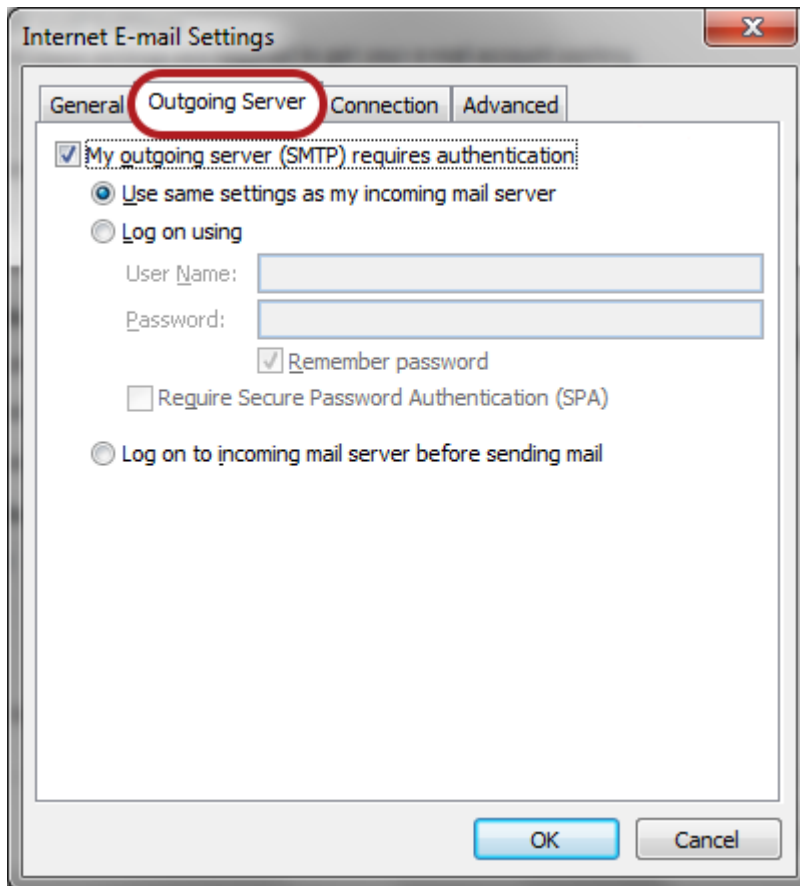
5. Click **More Settings**

## 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**



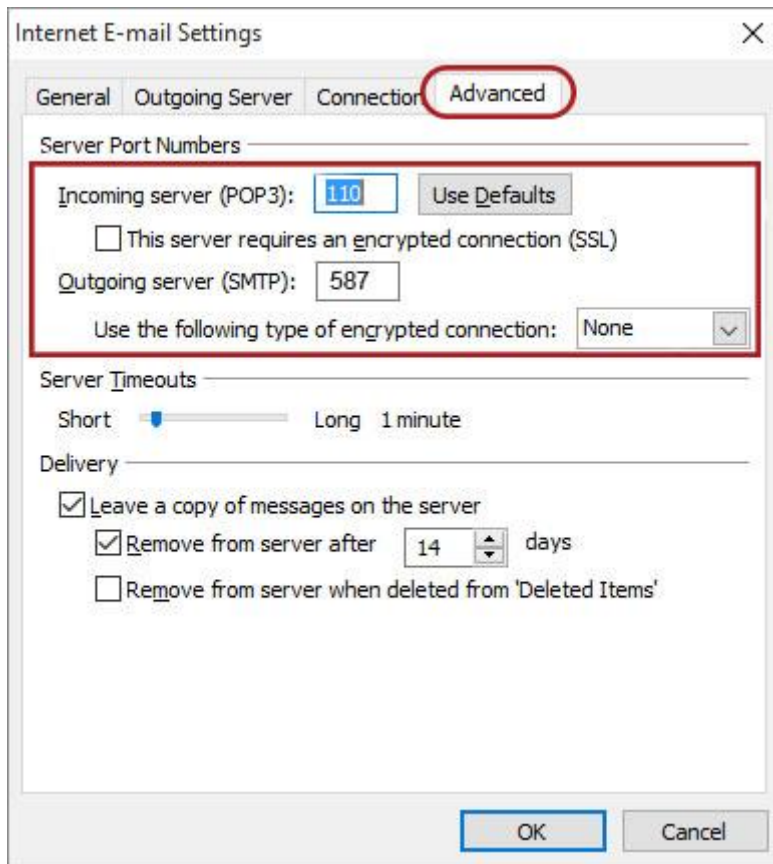
## Advanced settings

9. Select the **Advanced** tab

10. Ensure that your settings are as below for either POP or IMAP:

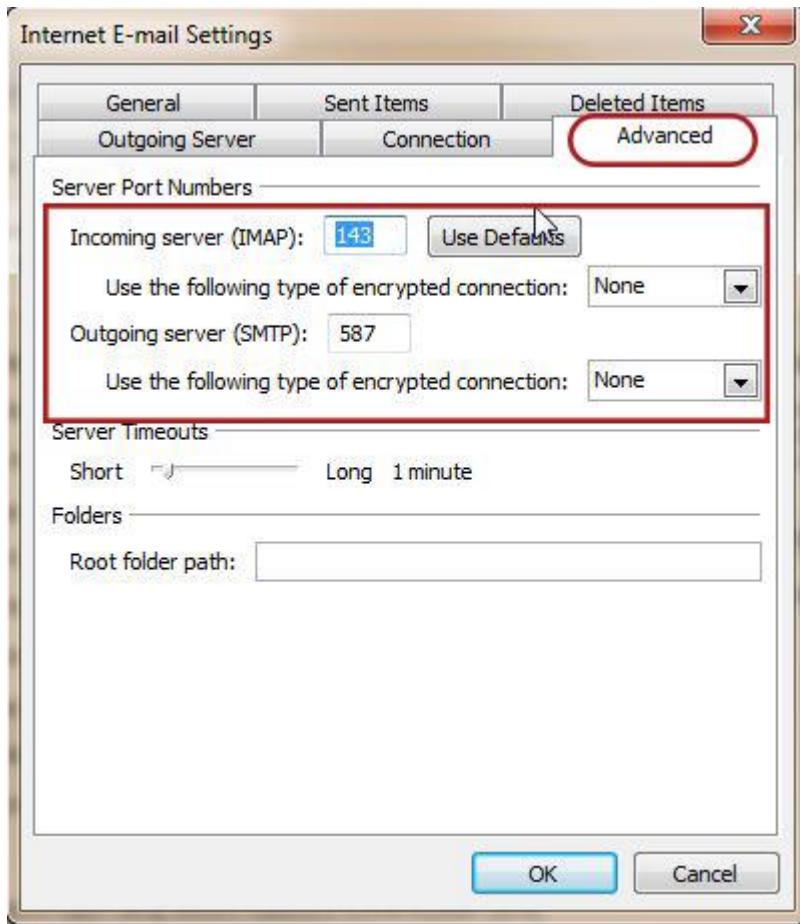
### POP port settings

- *Default setup: incoming **110**, outgoing **587***
- *If SSL is required: incoming 995, Outgoing 465*



## IMAP port settings

- *Default setup: incoming **143**, outgoing **587***
- *If SSL is required: incoming 993, outgoing 465*



11. Click **OK**, then **Next** and **Finish**.

12. Click **Close** on the **Internet Accounts** window.