

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 an select File from the top menu bar

File Home Send /	Account Information	
Info	Add Assount	
Open	Add Account	
Print	Account Settings Modify settings for this account a d configure additional	
Help	Account Settings *	
Doptions		
🗙 Exit	Mailbox Classus	
	Cleanup Tools *	
	Rules and Alerts Use Rules and Alerts to help organize your incoming e-mail Manage Rules & Alerts	

2. Select Info and Account Settings

Select the relevant account

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

Account S	ettings			x
E-mail Ad You ca	counts n add or remove an account. You can select an account and chan <u>c</u>	ge its settings.		
E-mail Dat	a Files RSS Feeds SharePoint Lists Internet Calendars Publi:	ished Calendars	Address Books	
Name name@	Type Dexample.com POP/SMTP (send from the send from	om this account b	oy default)	
				Close

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 ar	e required to get your e-mail acc	ount working.
User Information		Test Account Settings
Your Name:	Your Name	After filling out the information on this screen, we
E-mail Address:	info@example.com	below. (Requires network connection)
Server Information		Test Account Settings
Account Type:	IMAP 💌	
Incoming mail server:	mail.example.com	Test Account Settings by dicking the Next button
Outgoing mail server (SMTP):	smtp.example.com	
Logon Information		
User Name:	info@example.com	
Password:	******	
📝 R	emember password	
Require logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

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**

Internet E-mail	Settings
General Out	going Server Connection Advanced
My outgoin	g server (SMTP) requires authentication
O Use sar	me settings as my incoming mail server
© <u>L</u> og on	using
User <u>N</u>	ame:
Passwi	ord:
	Remember password
Reg	guire Secure Password Authentication (SPA)
🔘 Log on	to incoming mail server before sending mail
	OK Cancel

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

Internet E-	-mail Settings X
General	Outgoing Server Connection Advanced
Server P	Port Numbers
<u>I</u> ncomi Outgo Us	ing server (POP3): Use Defaults This server requires an encrypted connection (SSL) ing server (SMTP): 587 e the following type of engrypted connection: None
Server <u>I</u> Short Delivery <u>L</u> ea	Imeouts Long 1 minute Long 1 minute ave a copy of messages on the server Remove from server after 14 days Remove from server when deleted from 'Deleted Items'
	OK Cancel

IMAP port settings

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

General	Sent Items	Deleted Items
Outgoing Server	Connection	Advanced
Server Port Numbers		
Incoming server (IM	AP): 133 Use De	ะfatuts
Use the following	g type of encrypted conne	ection: None
Outgoing server (SM	(TTP): 587	
Use the following	type of encrypted conne	ection: None
Server Timeouts		3 1 - 10 - 11
Short	Long 1 minute	
olders	A STOLEN BOOK STOLEN	
Root folder path:		
Land and the second of the		

- 11. Click OK, then Next and Finish.
- 12. Click Close on the Internet Accounts window.