This guide will help you troubleshoot the setup of your email account in Outlook 2011 for Mac.
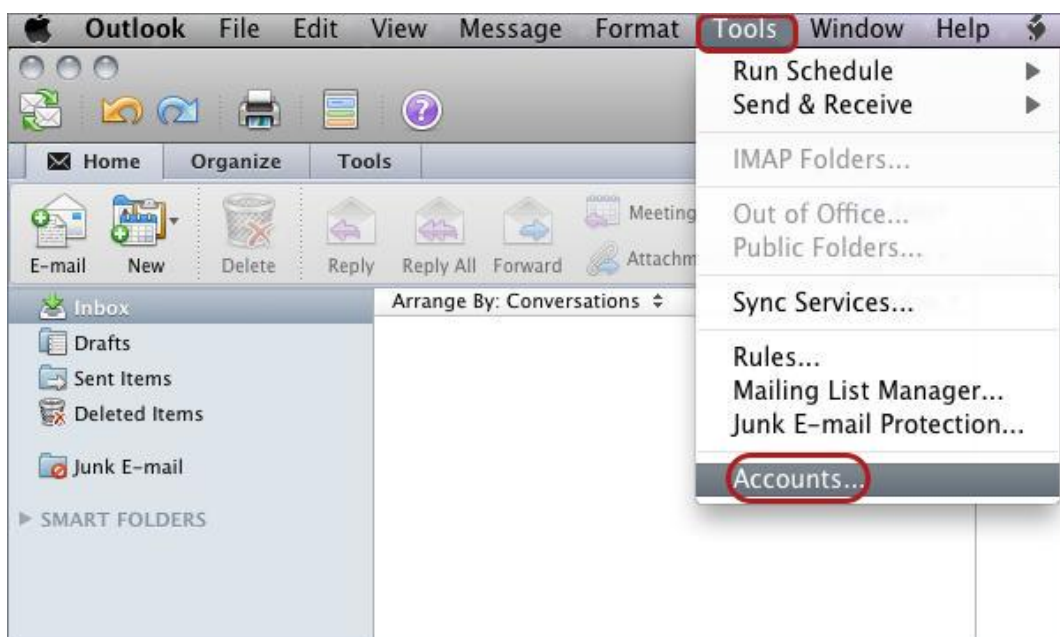
Check your password

- *First, check your password by browsing to Webmail and trying to log in. If you aren't able to log in, then you have the incorrect password. Forgotten passwords can be reset – you will need to get your domain or web administrator to update it for you.*

- *Do you use a Mac Keychain? Make sure that the password saved in your keychain is correct.*

Check existing account settings

1. Launch Outlook

*2. Select **Tools** from the top menu bar and then **Accounts…***

Select the relevant account and check your account settings

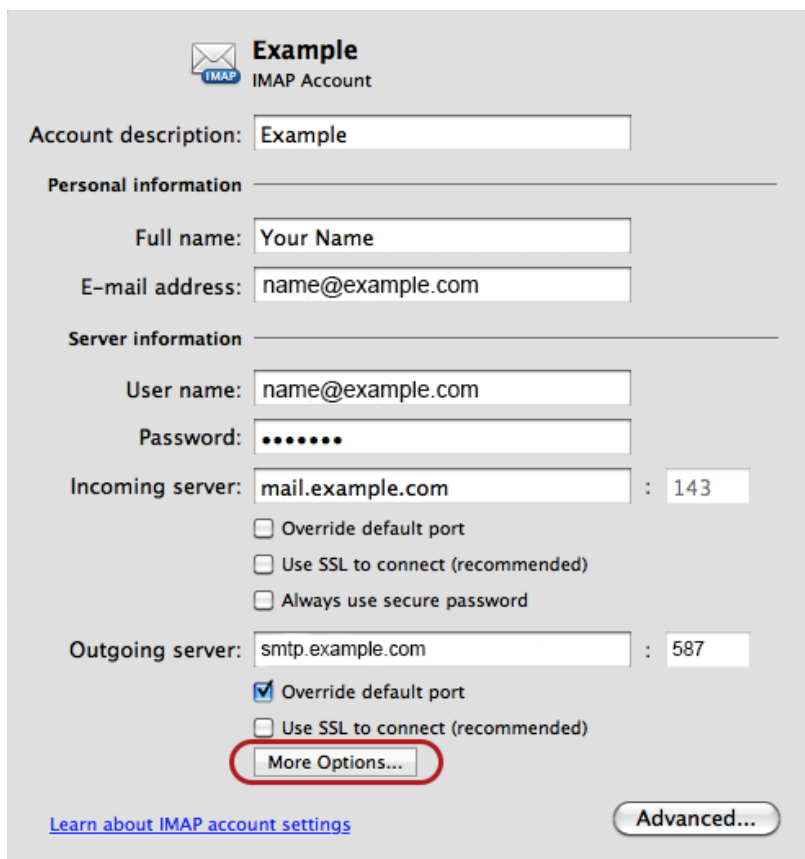*3. Select the relevant account*

4. The screen will reflect either IMAP or POP – Check the details:

- *Ensure that the **User Name** is the **full email address**.*

- If you don't know your password, *you will need to get your domain or web administrator to reset it for you.*

- *Outgoing Server: Select **Override default port.***

IMAP port settings

- *Default setup: incoming* **143,** *outgoing* **587**

- *If SSL is required: incoming 993, outgoing 465*
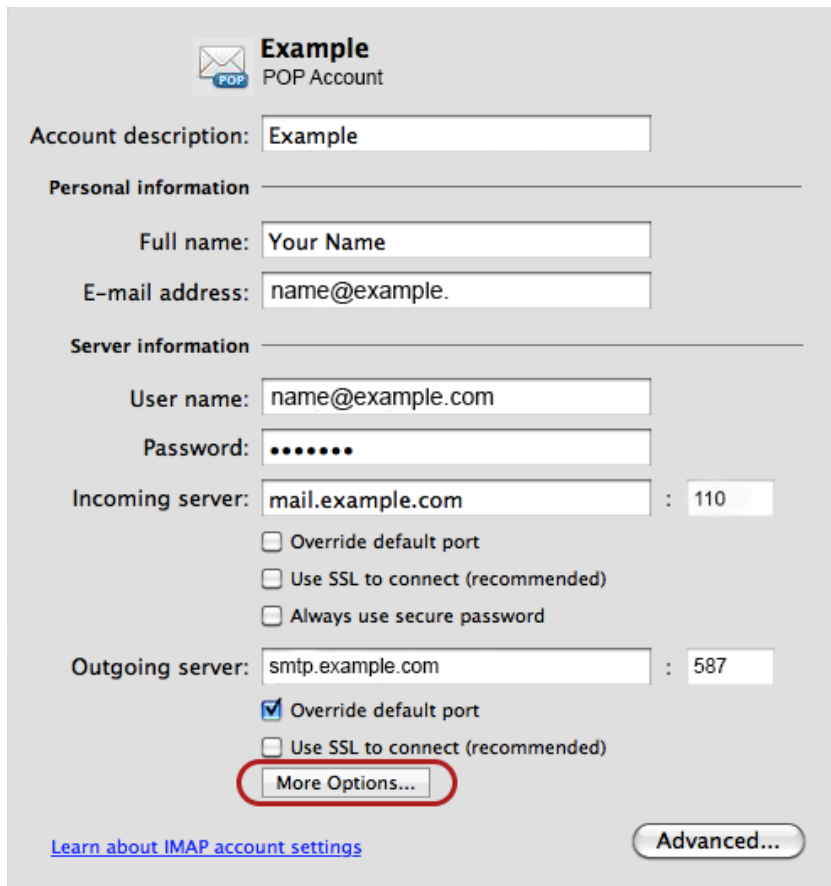
IMAP settings:

POP port settings

- *Default setup: incoming* **110,** *outgoing* **587**

- *If SSL is required: incoming 995, Outgoing 465*

POP settings:

Settings for SMTP server

5. Under the "**More Options…**" *button select* **User Name and Password** *for* **Authentication**

6. Ensure that the User name is the full email address

*7. Click **OK***

Your account is now set up correctly.