



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

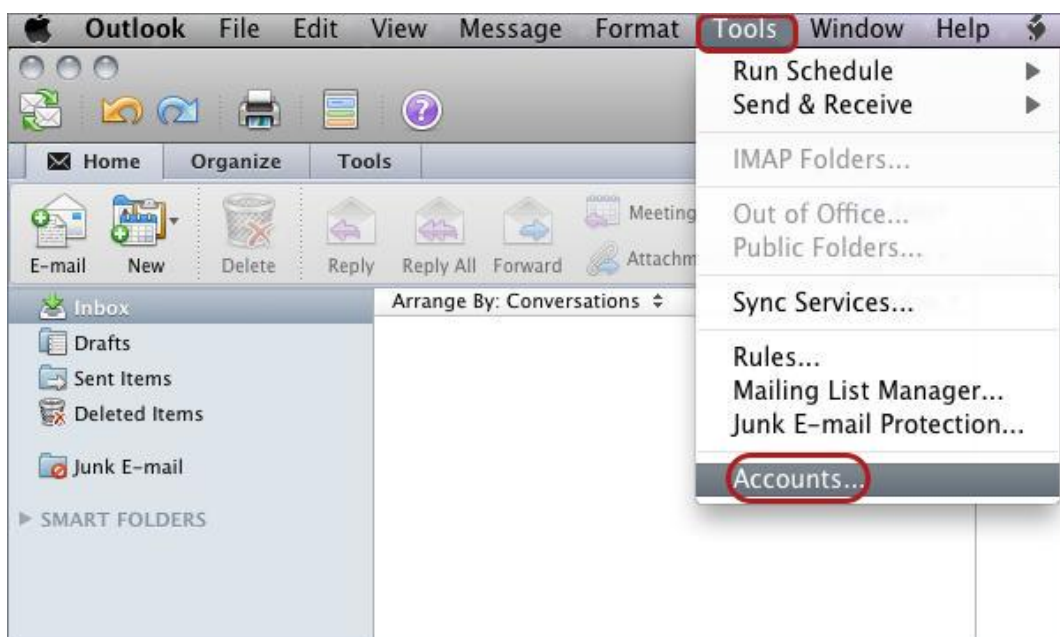
## Check your password

- *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

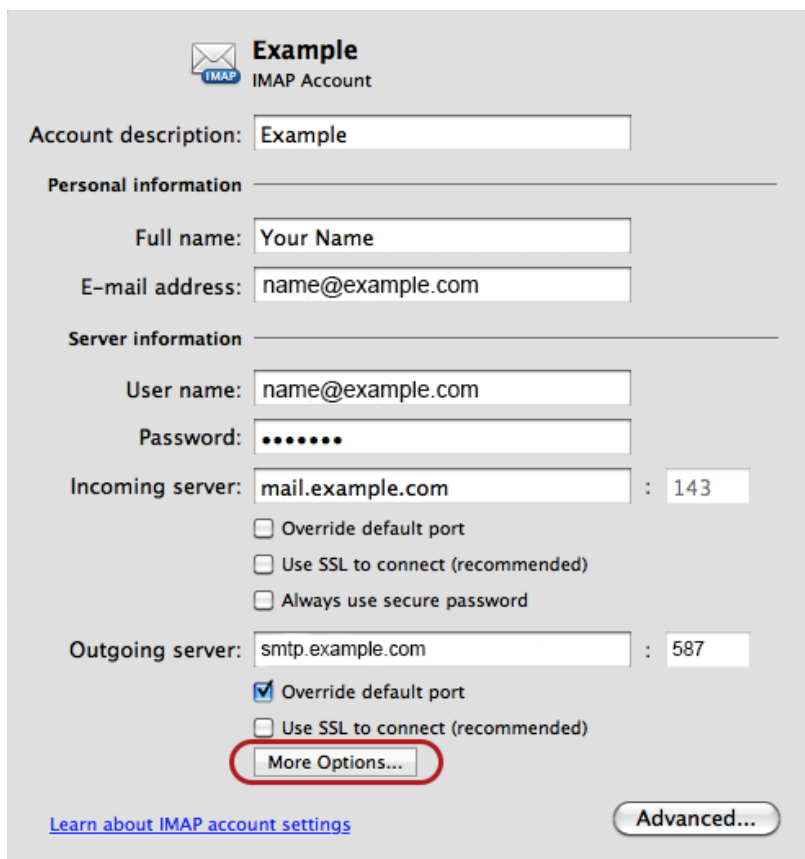
4. The screen will reflect either IMAP or POP – Check the details:


- 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:



 **Example**  
IMAP Account

Account description:

**Personal information**

Full name:

E-mail address:

**Server information**

User name:

Password:

Incoming server:  :

Override default port

Use SSL to connect (recommended)

Always use secure password

Outgoing server:  :

Override default port

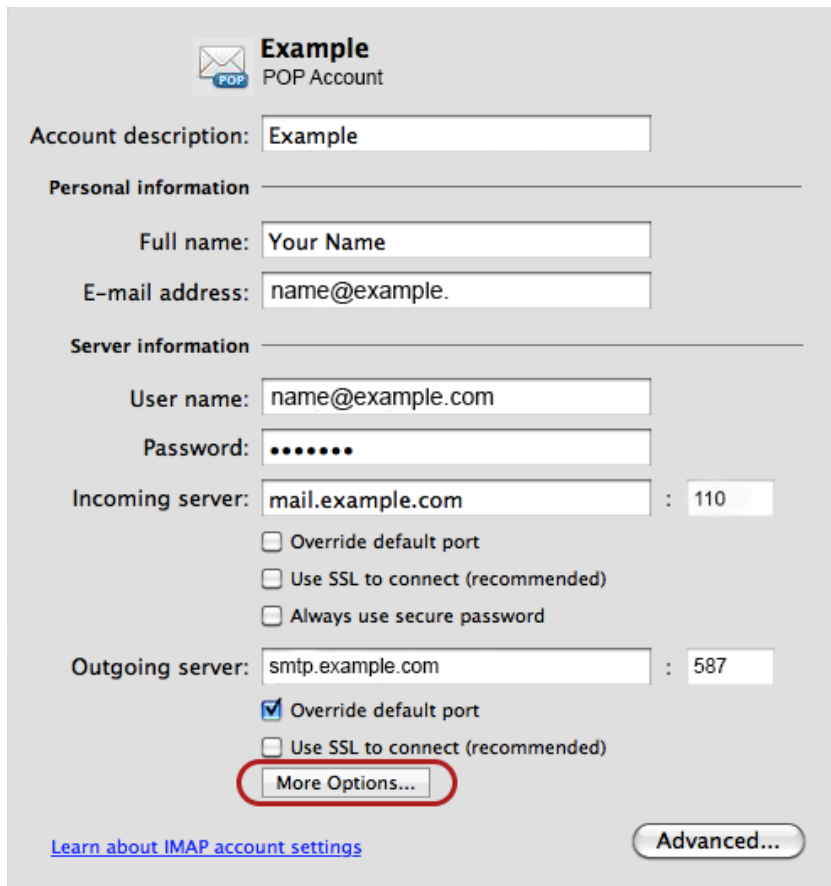
Use SSL to connect (recommended)

[Learn about IMAP account settings](#)

## POP port settings

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

## POP settings:



The screenshot shows a web-based configuration interface for a POP account. At the top left is an envelope icon with 'POP' written below it, followed by the title 'Example POP Account'. The form is organized into sections: 'Account description' with a text field containing 'Example'; 'Personal information' with fields for 'Full name' (containing 'Your Name') and 'E-mail address' (containing 'name@example.'). Below this is 'Server information' with 'User name' (containing 'name@example.com') and 'Password' (masked with dots). The 'Incoming server' section shows 'mail.example.com' with a port field set to '110', and three unchecked checkboxes: 'Override default port', 'Use SSL to connect (recommended)', and 'Always use secure password'. The 'Outgoing server' section shows 'smtp.example.com' with a port field set to '587', and two checkboxes: 'Override default port' (checked) and 'Use SSL to connect (recommended)'. A 'More Options...' button is circled in red. At the bottom left is a link 'Learn about IMAP account settings' and at the bottom right is an 'Advanced...' button.

## 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

**Settings for: example.com**

Authentication:

User name:

Password:

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Unqualified domain:

[Learn about IMAP settings](#)

7. Click **OK**

*Your account is now set up correctly.*