



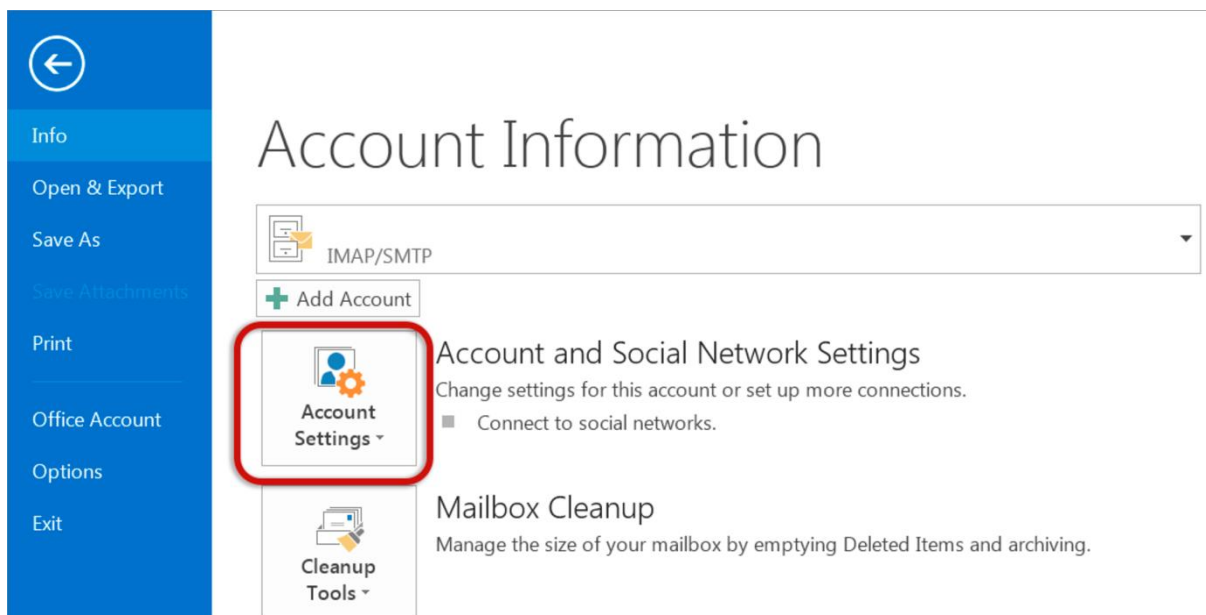
This guide will help you fix errors in the setup of an email account in Outlook 2013 or 2016

Check existing account settings

*1. Launch **Outlook** and select **File** on the top left menu bar*

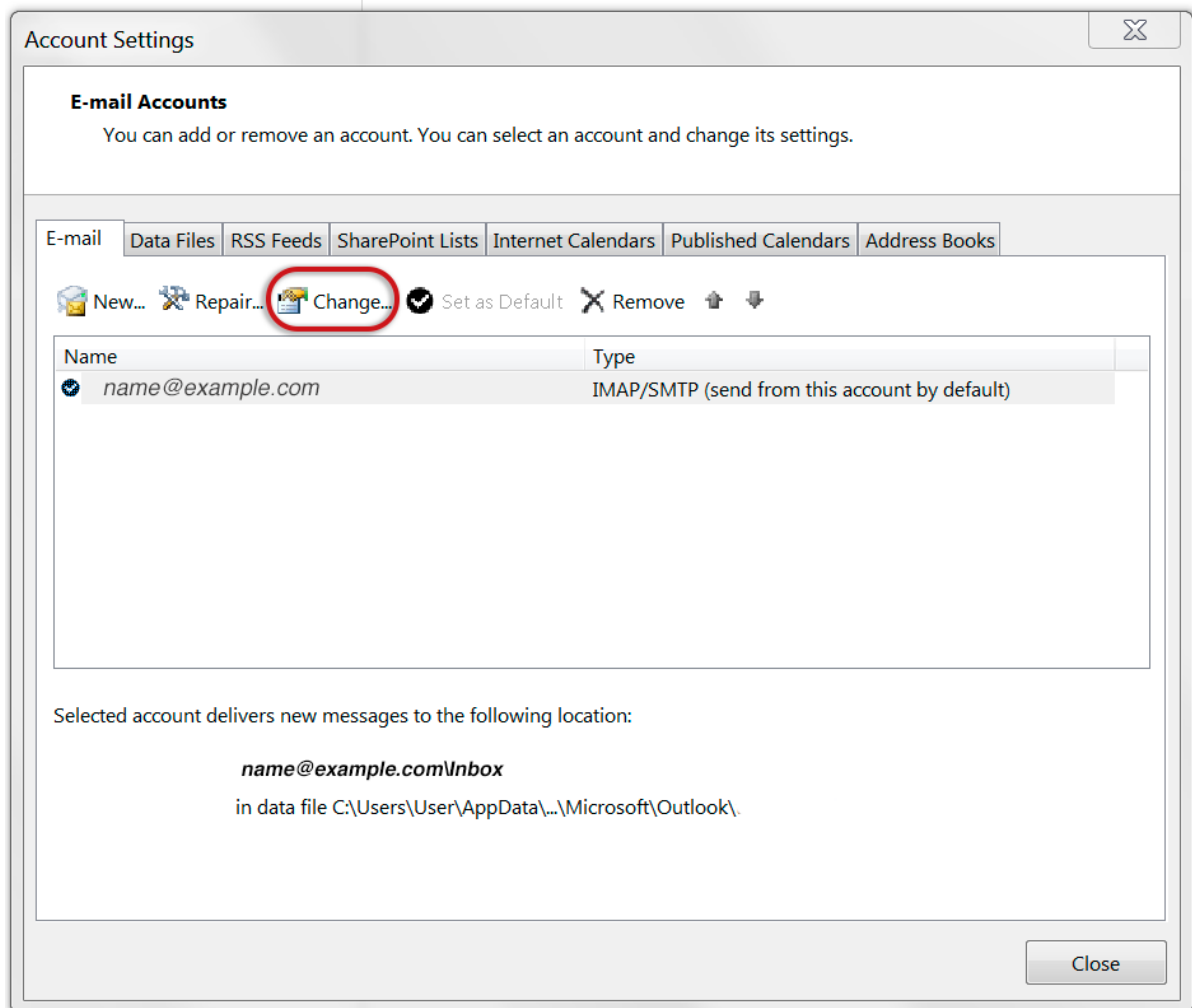
Account Settings

*2. Select **Info** then **Account Settings** and then click on **Account Settings...***



Select your email account

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



Check your account settings

4. Ensure that the information is correct as below – replacing with your own name and domain

- **Account Type** can be POP or IMAP
- **Incoming mail server** starts with **mail.** followed by the domain name
- **Outgoing mail server** starts with **smtp.** followed by the domain name
- **User Name** is the full email address
- **Password** is correct
- **Require logon using SPA** is not ticked

5. Click **More Settings**

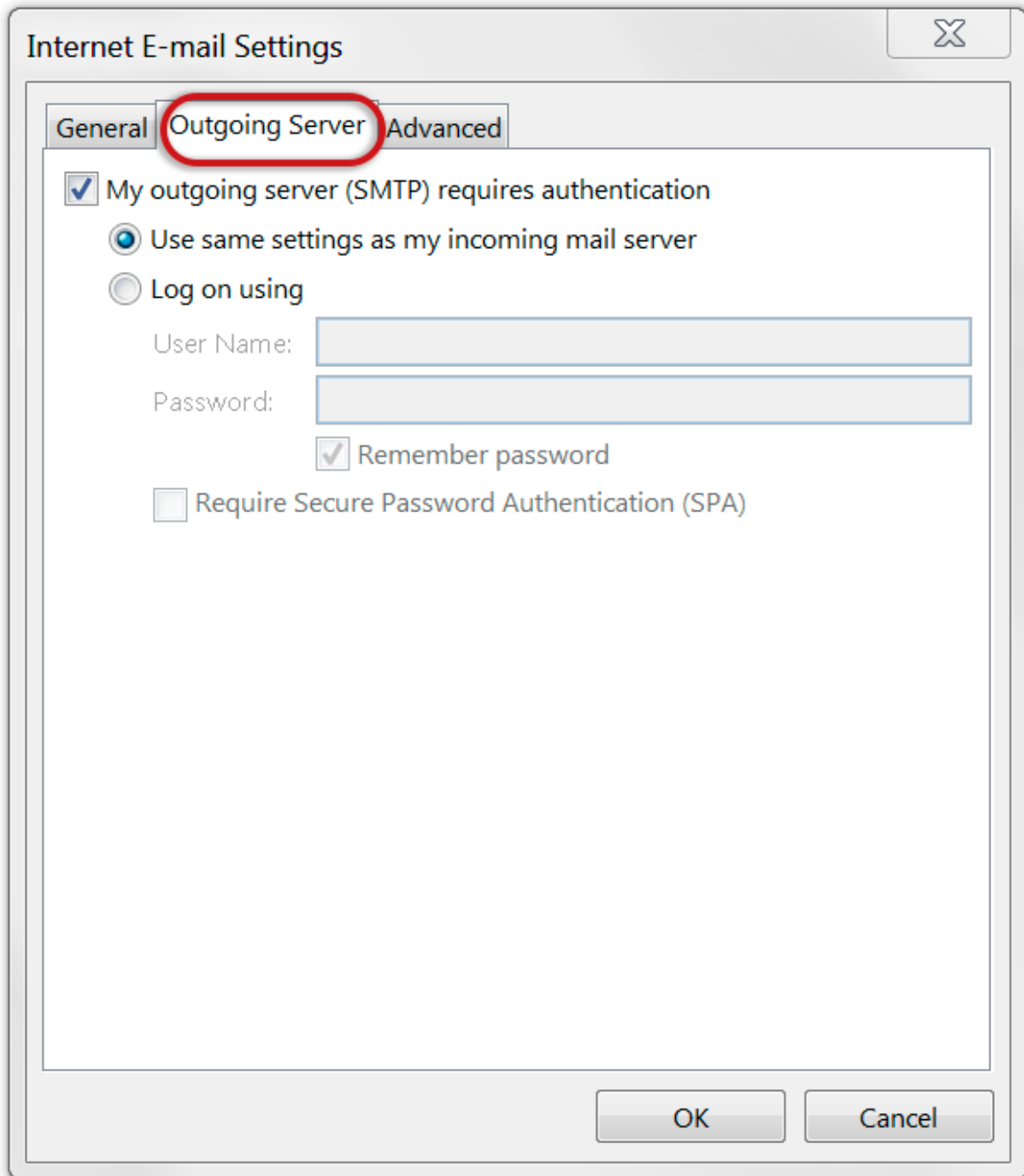
The screenshot shows a 'Repair Account' dialog box with the following sections and fields:

- POP and IMAP Account Settings**: Enter the mail server settings for your account.
- User Information**:
 - Your Name: Name Surname
 - Email Address: name@example.com
- Server Information**:
 - Account Type: IMAP (dropdown menu)
 - Incoming mail server: mail.example.com
 - Outgoing mail server (SMTP): smtp.example.com
- Logon Information**:
 - User Name: name@example.com
 - Password: *****
 - Remember password
 - Require logon using Secure Password Authentication (SPA)
- Mail to keep offline**: All (slider control)
- More Settings ...**: A button highlighted with a red circle.
- Navigation**: < Back, Next >, Cancel buttons.

Check outgoing Server settings

6. Select the **Outgoing Server** tab.

- Ensure that the **My outgoing server (SMTP) requires authentication** checkbox is ticked
- Use same settings as my incoming mail server is selected



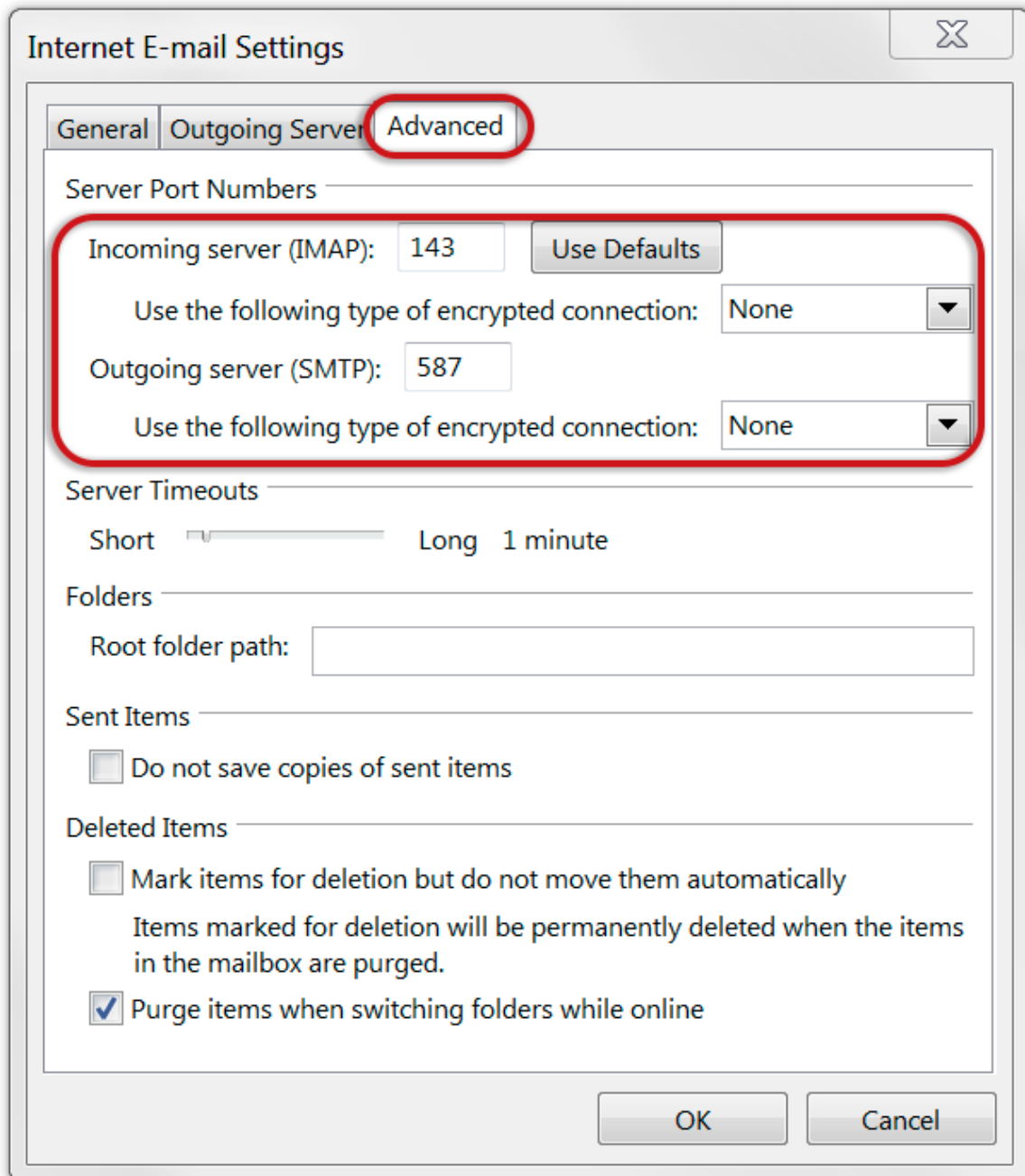
Check Advanced settings

7. Select the **Advanced** tab and ensure that your settings are as below for either IMAP or POP:

IMAP port settings

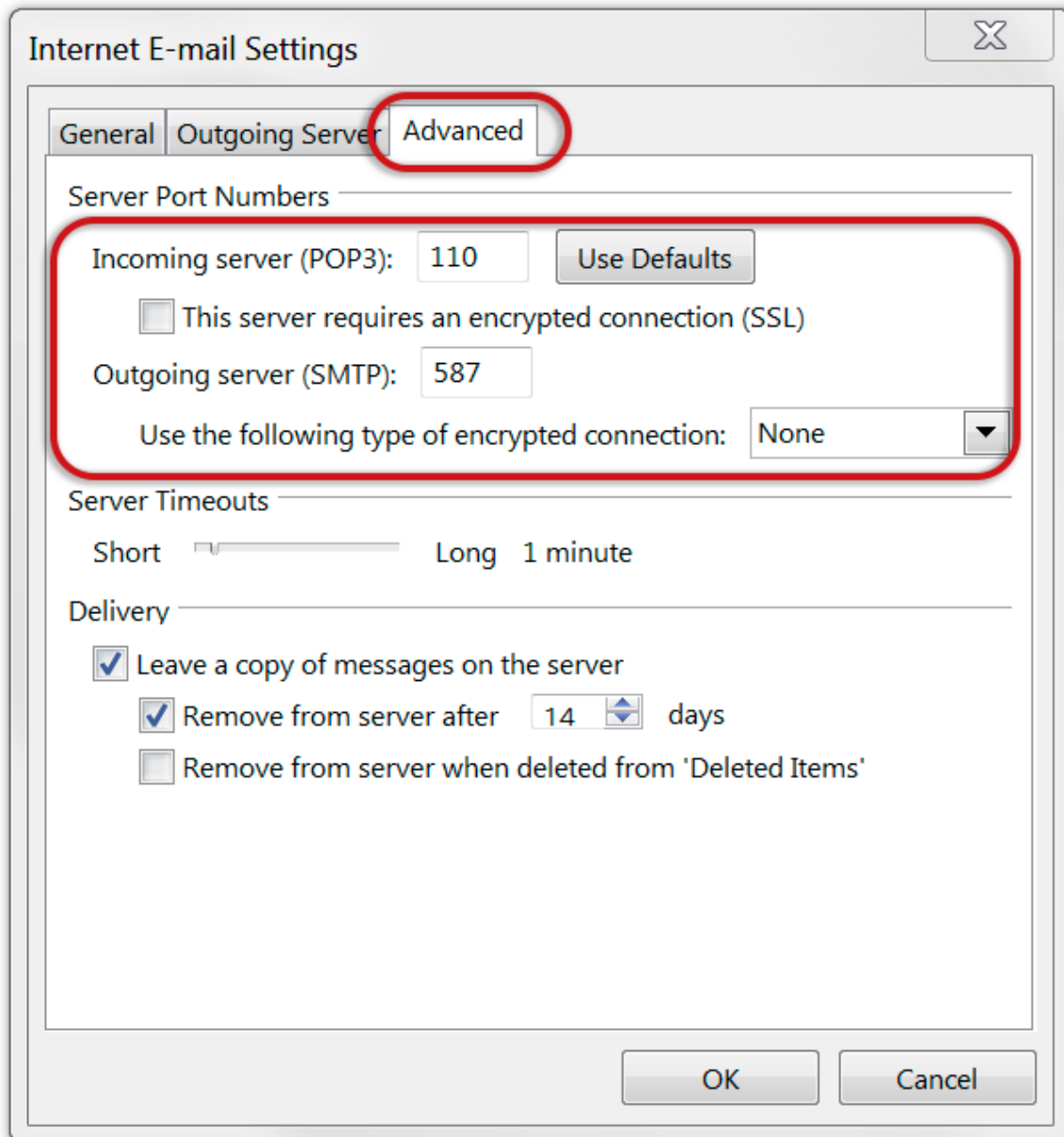
- Incoming server is **143**, outgoing server is **587**

- **Encrypted connection** *is none*



POP port settings

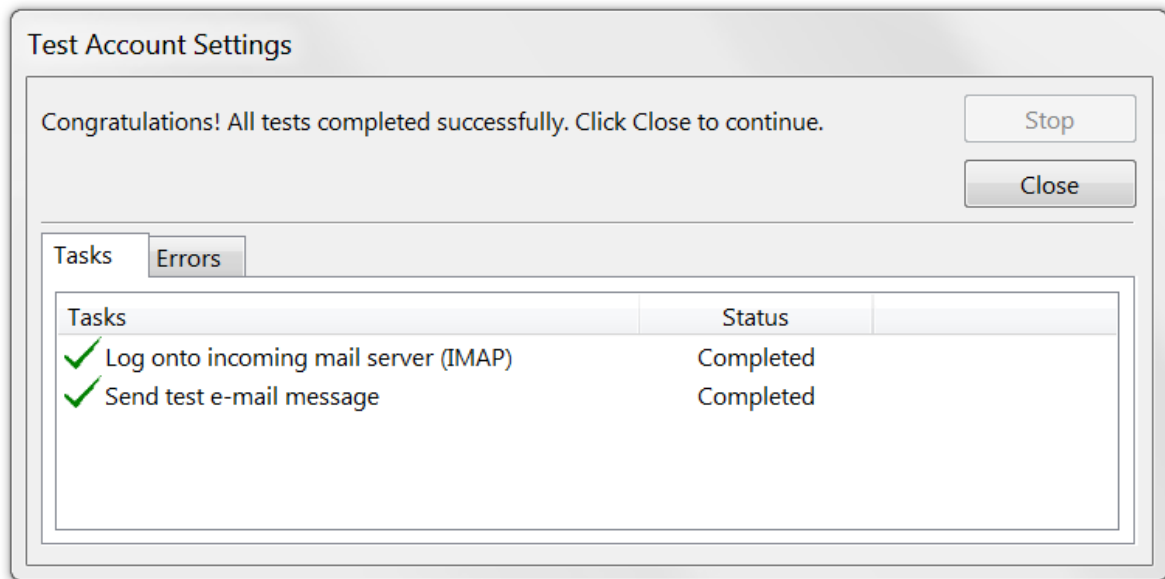
- *Incoming server is 110, outgoing server is 587*
- **Encrypted connection** *is none*



8. Click **OK** and then **Next**.

Test Account Settings

9. Let the test complete and then click **Close**.



Complete Setup

*Your account is now setup correctly, click **Finish**.*