

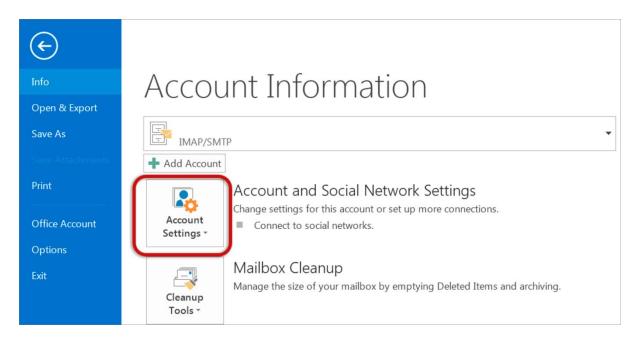
This guide will help you fix errors in the setup of an email account in Outlook 2013 or 2016

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

Account Settings		X
E-mail Accounts You can add or remove an account. You can select a	an account and change its settings.	
E-mail Data Files RSS Feeds SharePoint Lists Interne	et Calendars Published Calendars Address Books	
Name		
Name name@example.com	Type IMAP/SMTP (send from this account by default)	
Selected account delivers new messages to the following	location:	
name@example.com\Inbox		
in data file C:\Users\User\AppData\.	\Microsoft\Outlook\.	
		Close

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

pair Account			X
POP and IMAP Account Set Enter the mail server setting			光
User Information			
Your Name:	Name Surname]	
Email Address:	name@example.com	Mail to keep offline: All	
Server Information			-
Account Type:	IMAP		
Incoming mail server:	mail.example.com]	
Outgoing mail server (SMTP):	smtp.example.com]	
Logon Information			
User Name:	name@example.com]	
Password:	*****		
V F	lemember password		
Require logon using Secure	Password Authentication (SPA	More Settings	
		< Back Next > Cancel	

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

Internet E-mail Settings	X
General Outgoing Server Advanced	
My outgoing server (SMTP) requires authentication	
Ose same settings as my incoming mail server	
Cog on using	
User Name:	
Password:	
Remember password	
Require Secure Password Authentication (SPA)	
ОК Са	ancel

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

Internet E-mail Settings
General Outgoing Server Advanced
Server Port Numbers
Incoming server (IMAP): 143 Use Defaults
Use the following type of encrypted connection: None
Outgoing server (SMTP): 587
Use the following type of encrypted connection: None
Server Timeouts
Short Long 1 minute
Folders
Root folder path:
Sent Items
Do not save copies of sent items
Deleted Items
Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.
Purge items when switching folders while online
OK Cancel

POP port settings

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

Internet E-mail Settings
General Outgoing Server Advanced
Server Port Numbers
Incoming server (POP3): 110 Use Defaults
This server requires an encrypted connection (SSL)
Outgoing server (SMTP): 587
Use the following type of encrypted connection: None
Server Timeouts Long 1 minute
Delivery
Leave a copy of messages on the server
Remove from server after 14 days
Remove from server when deleted from 'Deleted Items'
OK Cancel

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

Test Account Settings

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

ongratulations! All tests completed successfully. Cli	Stop	
		Close
asks Errors		
Tasks	Status	
 Log onto incoming mail server (IMAP) 	Completed	
🗸 Send test e-mail message	Completed	

Complete Setup

Your account is now setup correctly, click Finish.