

This guide will help you fix errors in the setup of an email account in Outlook 2016 for Mac.

# Check existing account settings

### 1. Launch Outlook

2. Select the **Tools** tab on the top menu bar and then **Accounts...** 



- 3. Select the relevant account
- 4. The screen will reflect either IMAP or POP Check these details:

# **Server Information**

- 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.

## Incoming server

• Add mail. before your domain name e.g. mail.example.co.za

## **Outgoing Server**

- Add smtp. before your domain name e.g. smtp.example.co.za
- Select Override default port.

#### **IMAP port settings**

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

#### **POP port settings**

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

	INBO	X • name@example.co.za	C	C Search	
	Show All	Ac	counts		
de	Default Account • name@example.co.		name@example.co.za		
lic		Account description:	name@example.co.za		
his		Personal information			ti
		Full name:	John Smith		
		E-mail address:	name@example.co.za		
		Server information			
		User name:	name@example.co.za		
		Password:	•••••		
		Incoming server:	mail.example.co.za	: 143	
			Override default port	<b>`</b>	
		Outgoing server:	smtp.example.co.za	, 587	
		$\rightarrow$	Override default port		
l		(	Use SSL to connect (recommended	)	
	+~ - *~			Advanced	

# **Further Outgoing server settings**

#### 5. Click More Options...

- Authentication: ensure that User Name and Password is selected from the dropdown options
- Ensure that the **User name** is the full email address

Authentication:	User Name and Password		
User name:	name@example.co.za		
Password:	•••••		
nqualified domain:	example.com		

• Click **OK** 

Your account is now set up correctly.