

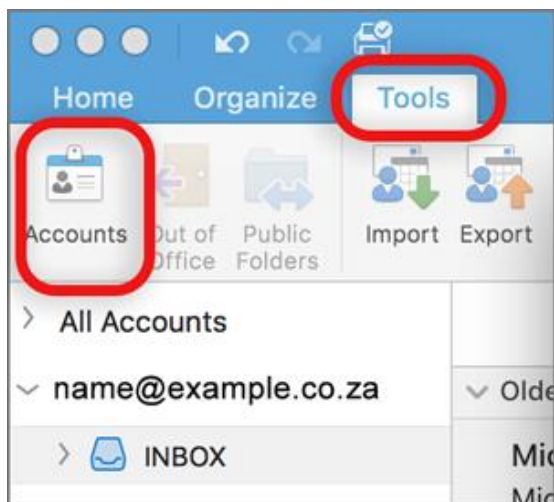


This guide will help you fix errors in the setup of an email account in Outlook 2016 for Mac.

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

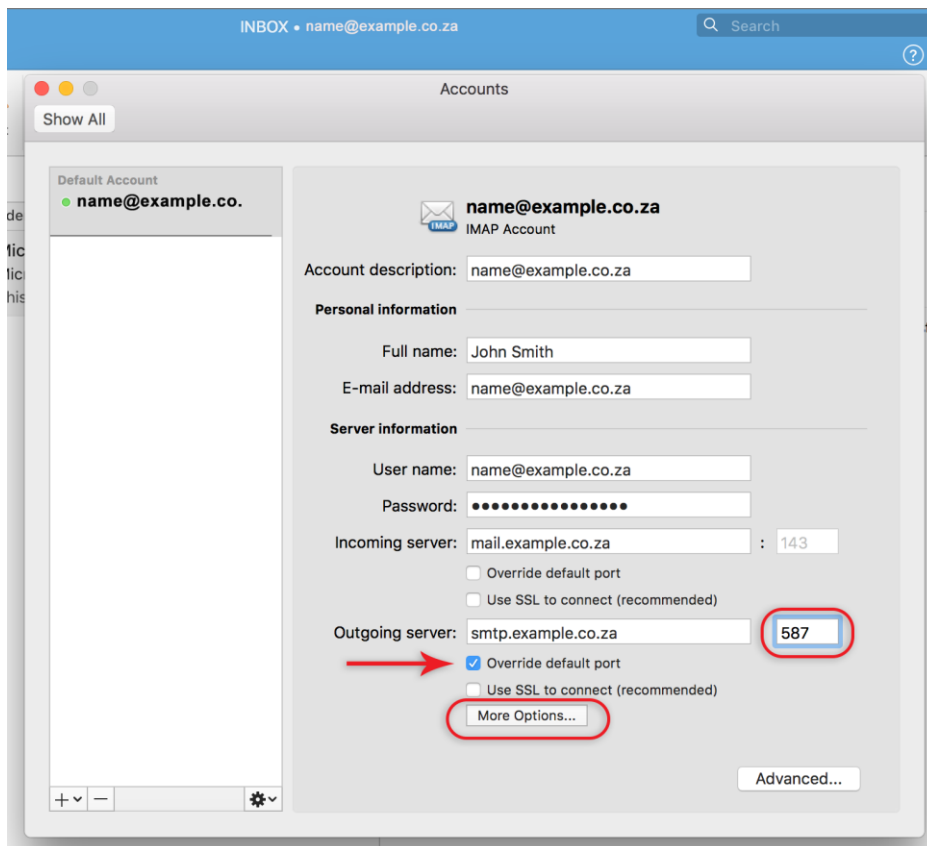
- Add **smtp.** before your domain name e.g. *smtp.example.co.za*
- Select **Override default port.**

IMAP port settings

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

POP port settings

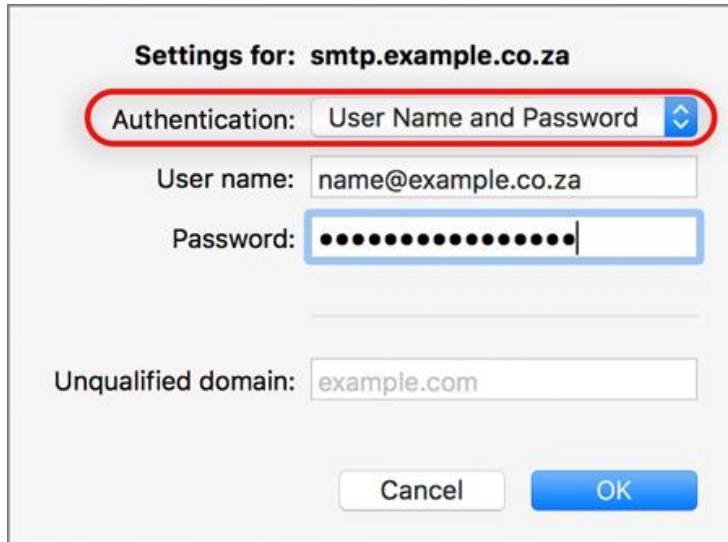
- Default setup: incoming **110**, outgoing **587**
- If SSL is required: incoming 995, Outgoing 465



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



Settings for: smtp.example.co.za

Authentication: User Name and Password

User name: name@example.co.za

Password: ●●●●●●●●●●

Unqualified domain: example.com

Cancel OK

- Click **OK**

Your account is now set up correctly.