



This guide will help you fix errors in the setup of an email account in Outlook for Office 365.

Access existing account settings

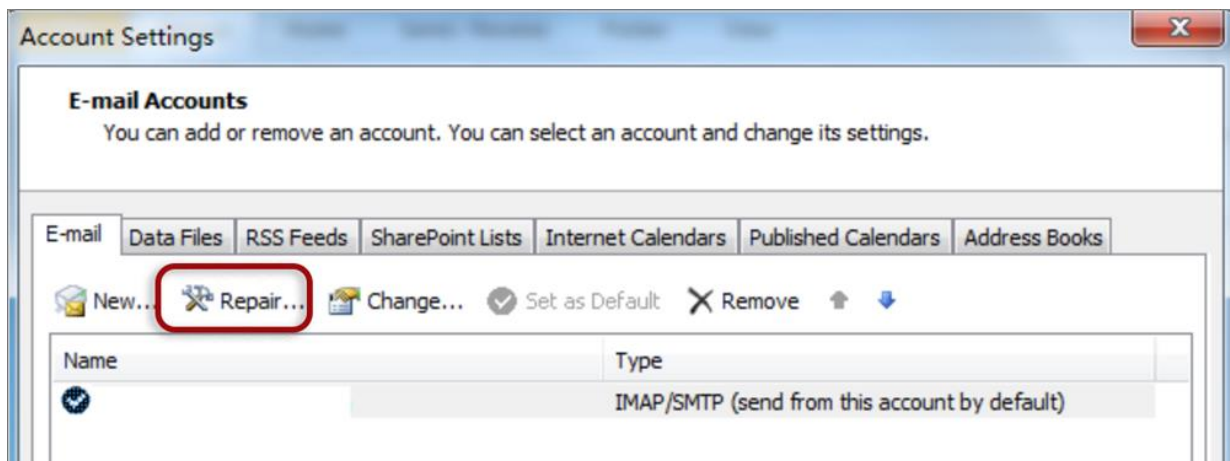
1. Launch **Outlook** and select **File** on the top left menu bar

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

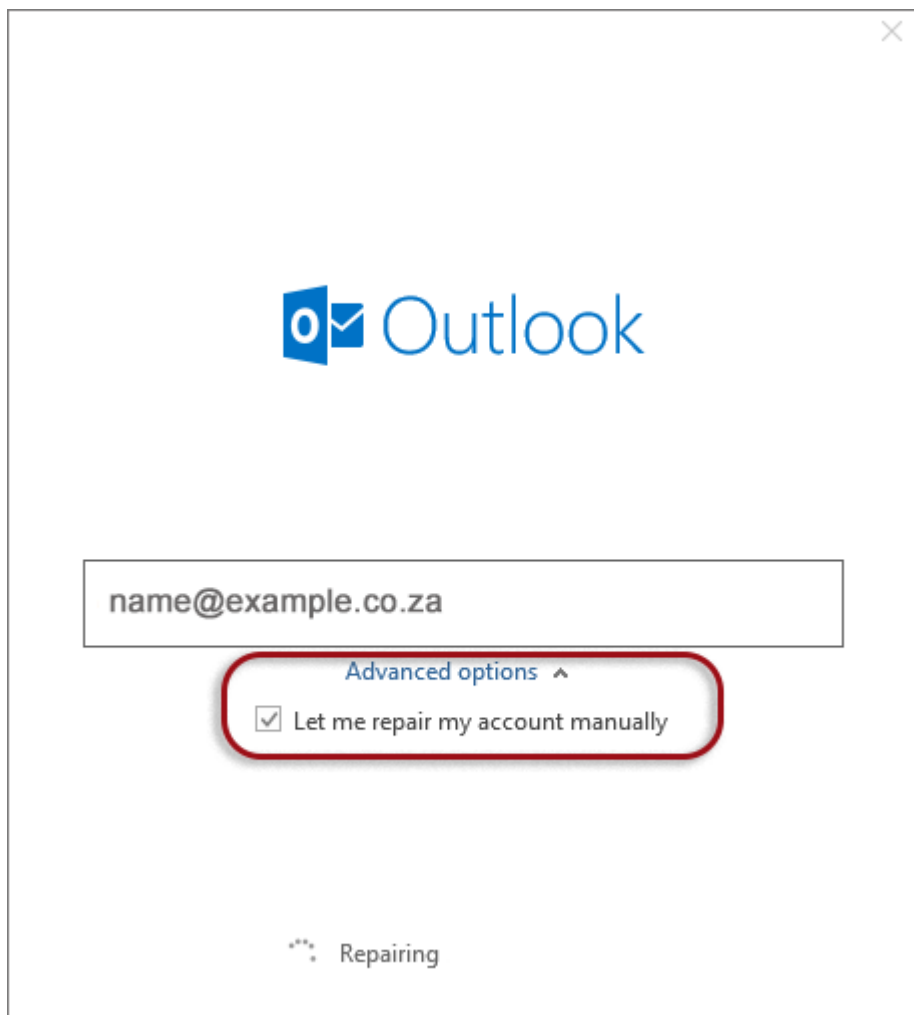
A screenshot of the Outlook 'Account Information' settings page. The left sidebar is blue with a white back arrow at the top. The main area is white. At the top, there's a dropdown menu showing 'IMAP/SMTP'. Below it is a '+ Add Account' button. The 'Account Settings' section is highlighted with a blue background and contains a list of options: 'Account Settings...' (circled in red), 'Change Profile', and 'Manage Profiles'. The 'Account Settings...' option has a description: 'Add and remove accounts or change existing connection settings.' The 'Change Profile' option has a description: 'Restart Microsoft Outlook and choose a different profile.' The 'Manage Profiles' option has a description: 'Add and remove profiles or change existing profile settings.' There is also a '& Alerts' button at the bottom of the list.

Select your email account

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



4. Select **Advanced options** and tick **Let me repair my account manually**. Note that this may take a while.



Check your account settings

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

- **Account Type** can be POP or IMAP
- **User Name** is the full email address
- **Password** is correct
- **Server** starts with **mail.** followed by the domain name
- **Port** is **143** for IMAP or **110** for POP
- **Encryption method** is none
- **Require logon using SPA** is not ticked

IMAP Account Settings
name@example.co.za

Incoming mail ^

User name

Password

Remember password

Server Port

Encryption method

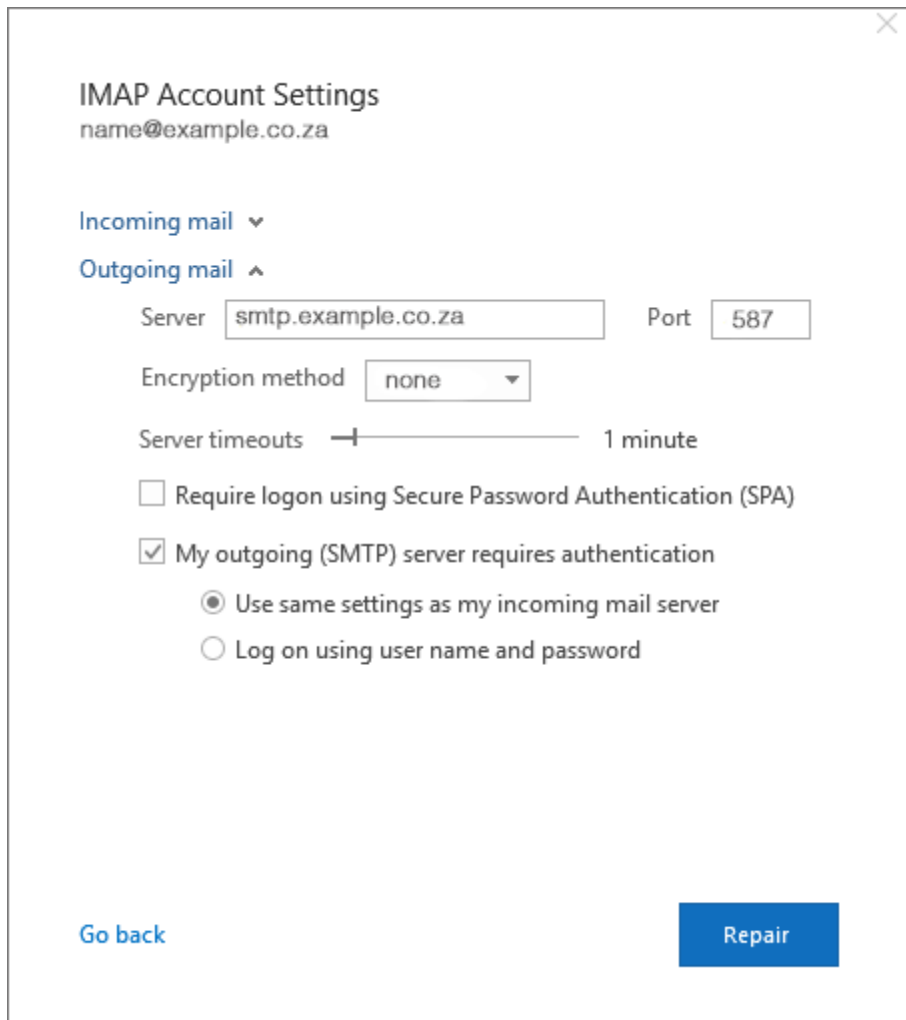
Require logon using Secure Password Authentication (SPA)

Outgoing mail v

[Go back](#)

6. Click **Outgoing mail**

- **Server** starts with **smtp.** followed by the domain name
- **Port** is **587**
- **Encryption method** is *none*
- **Require logon using SPA** is **not** ticked
- **Tick** *My outgoing SMTP server requires authentication*
- **Select** *Use same settings as my incoming mail server*

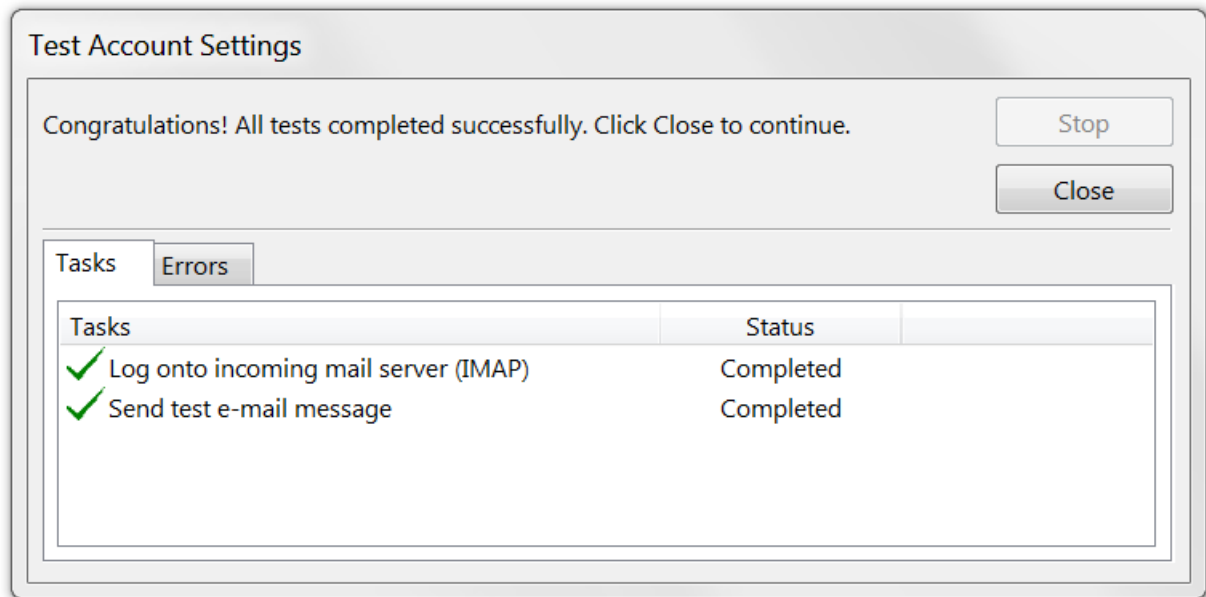


The screenshot shows a dialog box titled "IMAP Account Settings" for the email address "name@example.co.za". It has two sections: "Incoming mail" (collapsed) and "Outgoing mail" (expanded). In the "Outgoing mail" section, the "Server" field contains "smtp.example.co.za" and the "Port" field contains "587". The "Encryption method" dropdown is set to "none". The "Server timeouts" slider is set to "1 minute". There are two checkboxes: "Require logon using Secure Password Authentication (SPA)" which is unchecked, and "My outgoing (SMTP) server requires authentication" which is checked. Under the checked checkbox, there are two radio buttons: "Use same settings as my incoming mail server" (selected) and "Log on using user name and password" (unselected). At the bottom left is a "Go back" link, and at the bottom right is a blue "Repair" button.

Click **Repair**

Test Account Settings

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



Complete Setup

Your account is now set up correctly, click **Finish**.