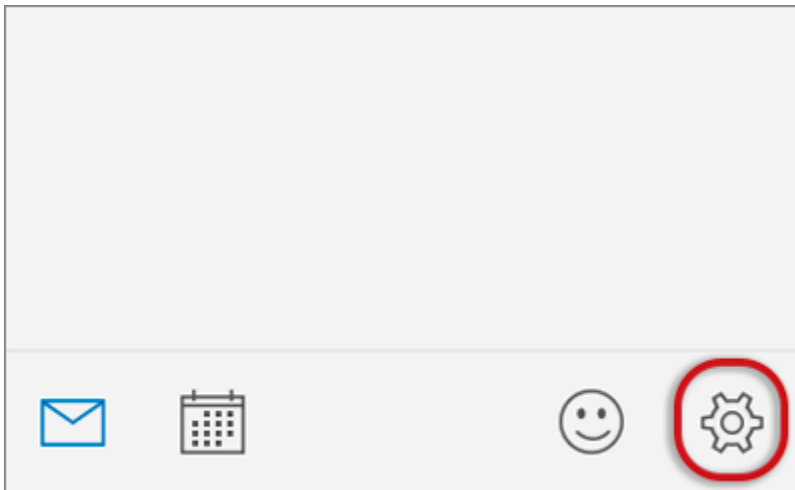




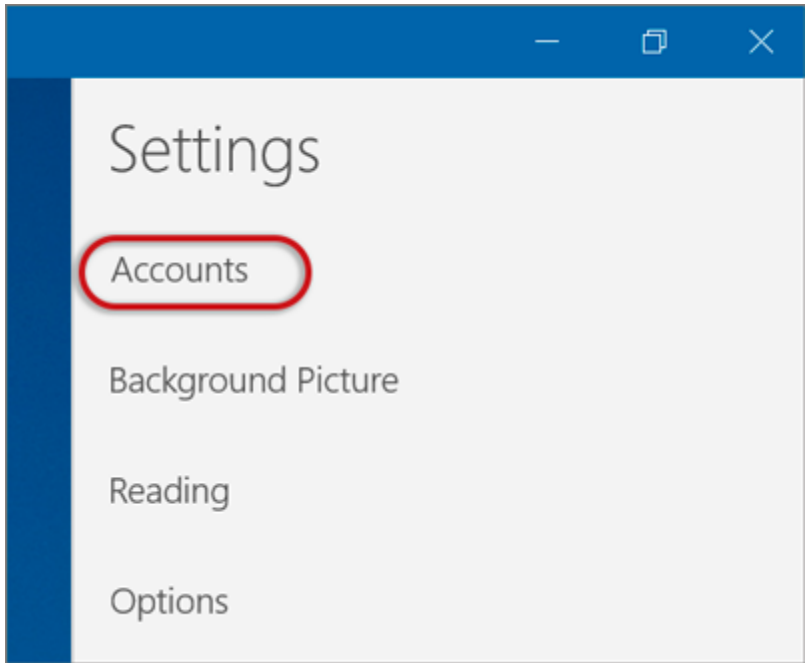
This guide will help you fix errors in the setup of an email account in Windows 10 Mail

1. **Launch** Windows 10 Mail

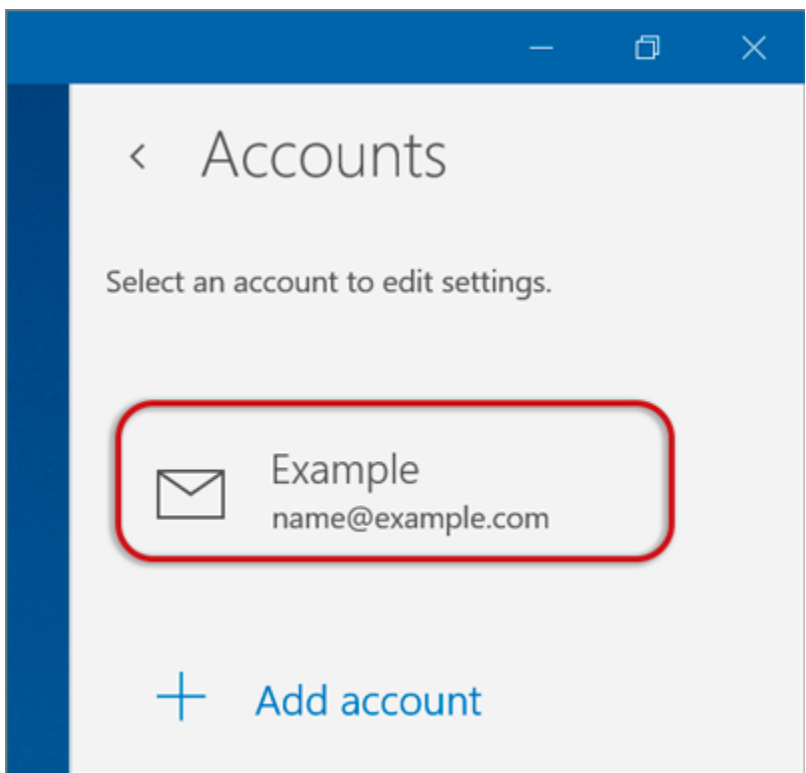
2. Choose the **Settings** icon at the bottom of the screen



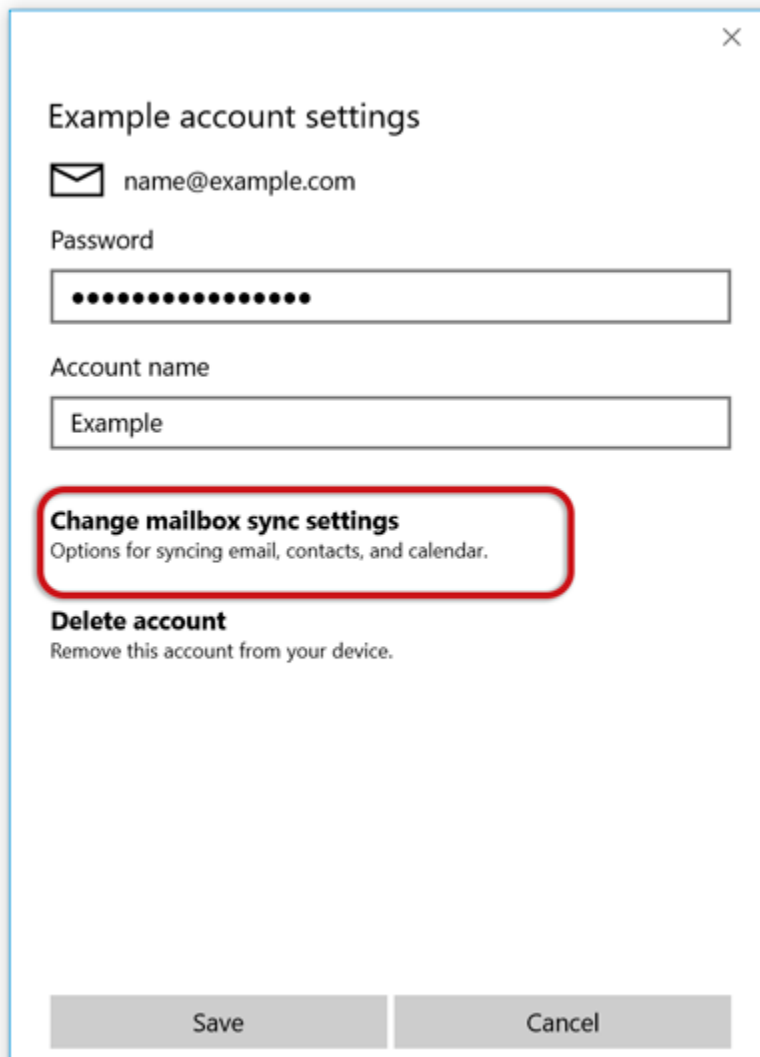
3. Choose **Accounts**



4. Choose the relevant account



5. Choose **Change mailbox sync settings**



The image shows a dialog box titled "Example account settings" with a close button (X) in the top right corner. The dialog contains the following elements:

- An email icon followed by the text "name@example.com".
- The label "Password" above a text input field containing 12 black dots.
- The label "Account name" above a text input field containing the word "Example".
- A red rounded rectangular highlight around the following text:
 - Change mailbox sync settings**
 - Options for syncing email, contacts, and calendar.
- The label **Delete account** followed by the text "Remove this account from your device."
- At the bottom, two buttons: "Save" and "Cancel".

6. Scroll down and choose **Advanced mailbox settings**

×

Example sync settings

Download new email

based on my usage

If you get a lot of mail one day or don't check your account for a few days, we'll change your sync settings accordingly to save you data and battery.

Currently syncing: **every 2 hours**

Always download full message and Internet images

Download email from

the last 3 months

Your name

Name Surname

We'll send your messages using this name.

Sync options

Email

On

Advanced mailbox settings
Incoming and outgoing mail server info

Done Cancel

7. Scroll down to **Sync options** and check that:

- **Incoming email server** starts with **mail.** and your domain name
- **Outgoing (SMTP) mail server** starts with **smtp.** and your domain name
- **Tick the first 2 blocks only**
- **> Done**

×

Example sync settings

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the last 3 months ▼

Your name

Name Surname

We'll send your messages using this name.

Sync options

Email

On

Incoming email server

mail.example.com

Outgoing (SMTP) email server

smtp.example.com

Outgoing server requires authentication

Use the same user name and password for sending email

Require SSL for incoming email

Require SSL for outgoing email

Done Cancel

Your mail should now be setup correctly.