

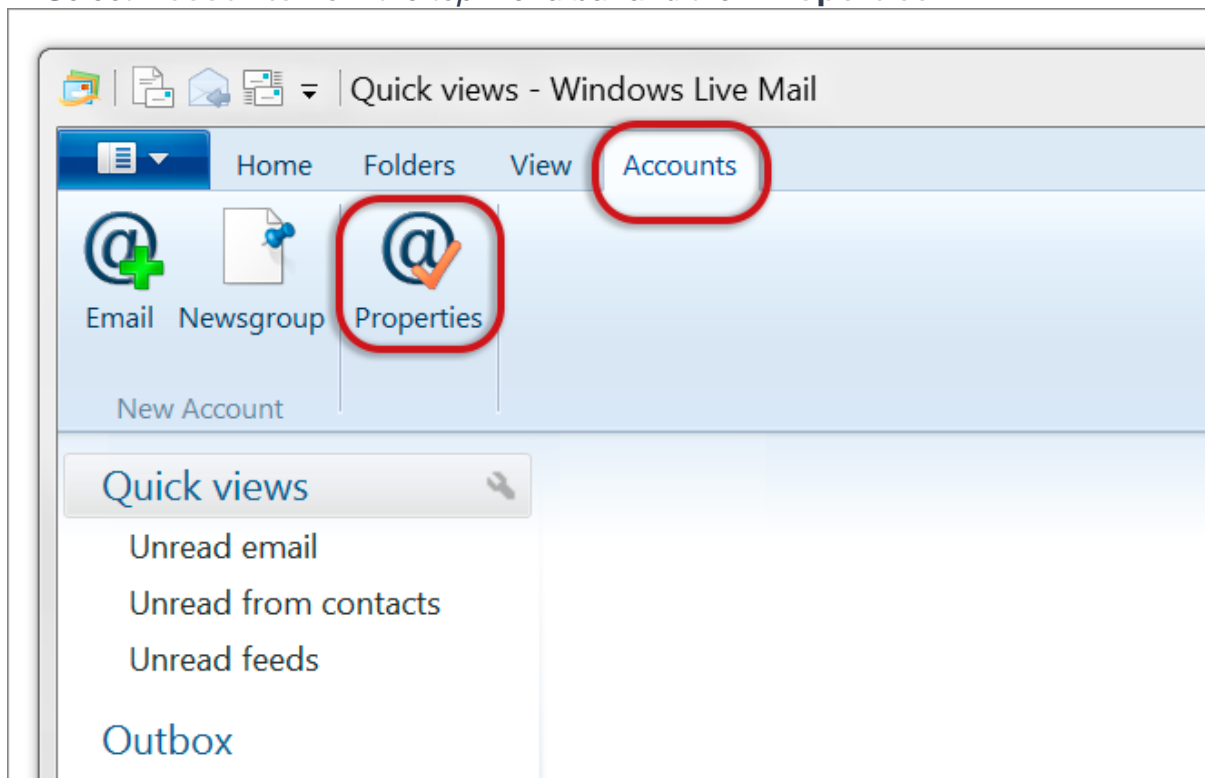


This guide will help you fix errors in the setup of an email account in Windows Live Mail

Check existing account settings

1. **Launch** *Windows Live Mail*

2. Select **Accounts** from the top menu bar and then **Properties**



Check your settings

3. Select the **Servers** tab and check that:

- *Incoming mail server can be POP or IMAP*
- **Incoming mail** starts with **mail.** followed by your domain name

- **Outgoing mail** starts with **smtp.** followed by your domain name
- **Email username** displays your full email address
- **Password** is correct
- **Log on using clear text authentication** is selected
- **My server requires authentication** is ticked

3. Click **Settings**

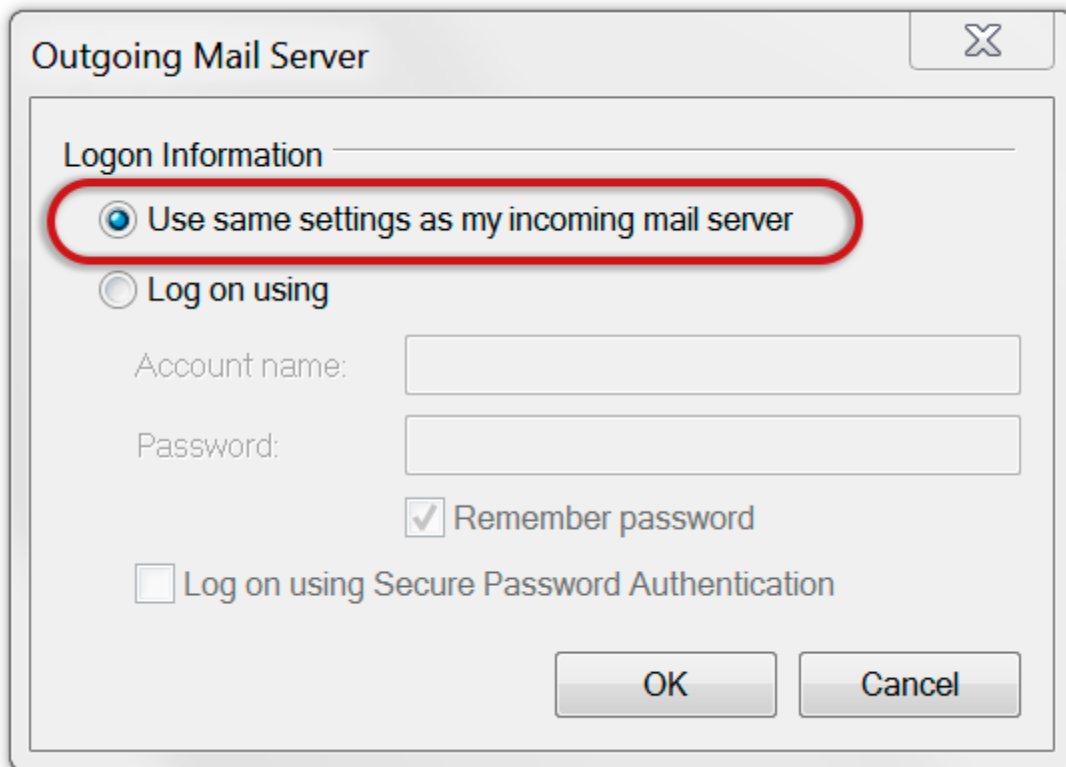
The screenshot shows the 'Example.com Properties' dialog box with the 'Servers' tab selected. The 'Servers' tab is circled in red. The dialog box contains the following settings:

- Server Information**
 - My incoming mail server is a **IMAP** server.
 - Incoming mail (IMAP):
 - Outgoing mail (SMTP):
- Incoming Mail Server**
 - Email username:
 - Password:
 - Remember password
 - Log on using clear text authentication
 - Log on using secure password authentication
- Outgoing Mail Server**
 - My server requires authentication
 -

At the bottom of the dialog box, there are three buttons: **OK**, **Cancel**, and **Apply**.

Outgoing Mail Server settings

4. Ensure that **Use same settings as my incoming mail server** is selected, then click **OK**



Outgoing Mail Server

Logon Information

Use same settings as my incoming mail server

Log on using

Account name:

Password:

Remember password

Log on using Secure Password Authentication

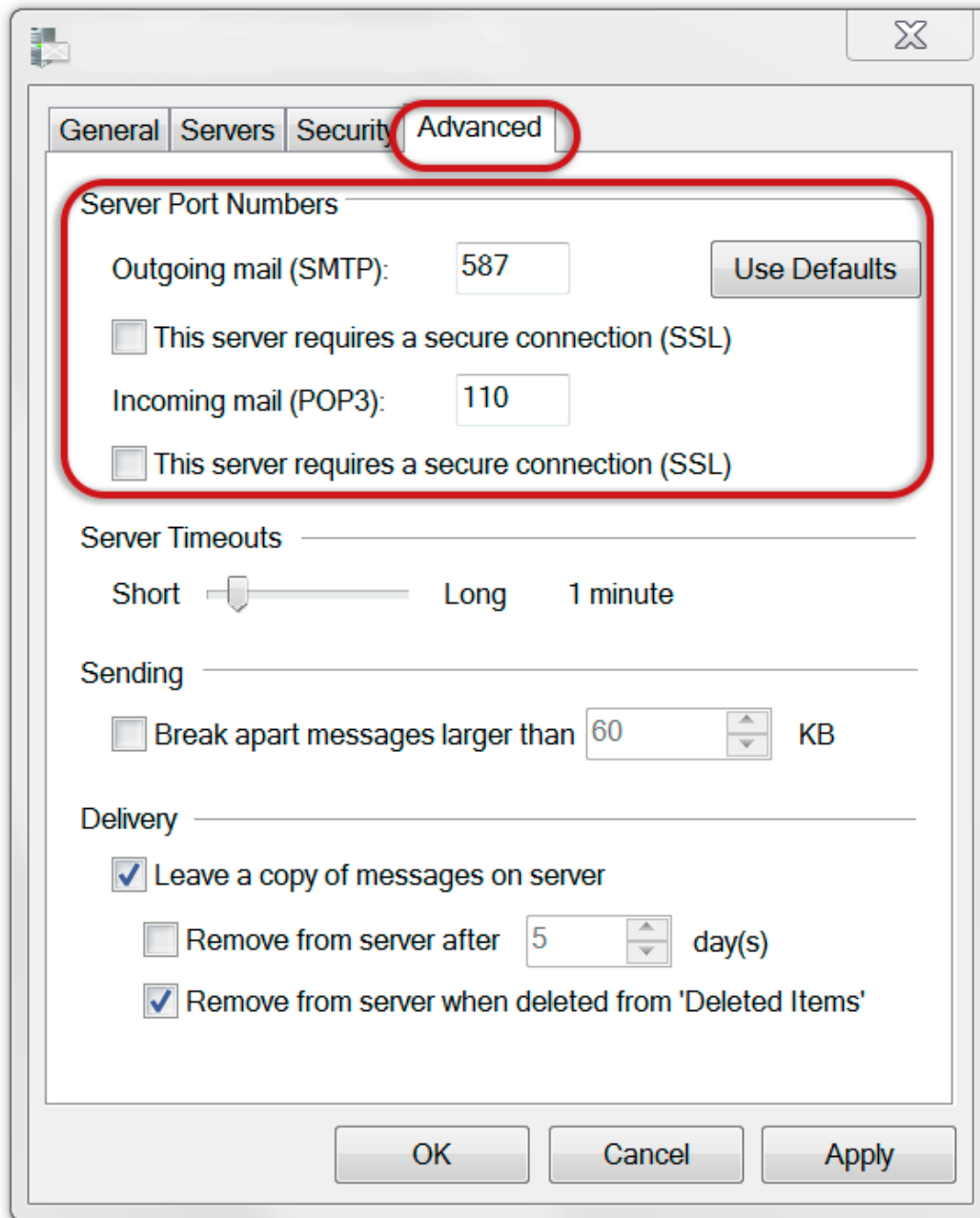
OK Cancel

Advanced Settings

5. Select the **Advanced tab** and check that:

- The Outgoing mail (**SMTP**) port is set to **587**
- The Incoming mail **POP** port is **110** or **IMAP** is **143**
- This server requires a secure connection (SSL) is **not** ticked

7. Click **Apply**, then **OK**



Your email should now be set up correctly.