

## Updating your email account in Outlook

It is important that the steps outlined herein are followed in the order listed, otherwise certain fields will reset themselves incorrectly.

Throughout these instructions, we will be using example.com for reference purposes only. You should replace example.com with your domain name.

In Outlook, go to the Tools menu and select the Account Settings... option.

On the Email tab, select the email account you need to change, and either double-click on it, or click the Change... button.

Update both **Incoming mail server & Outgoing mail server (SMTP)** to mail.example.com (*again, replacing example.com with your domain name*).

Click on the **More Settings...** button.

**Add New E-mail Account**

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

**User Information**  
Your Name: Jane Smith  
E-mail Address: jane@example.com

**Server Information**  
Account Type: POP3  
Incoming mail server: mail.example.com  
Outgoing mail server (SMTP): mail.example.com

**Logon Information**  
User Name: jane@example.com  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)  
Test Account Settings ...

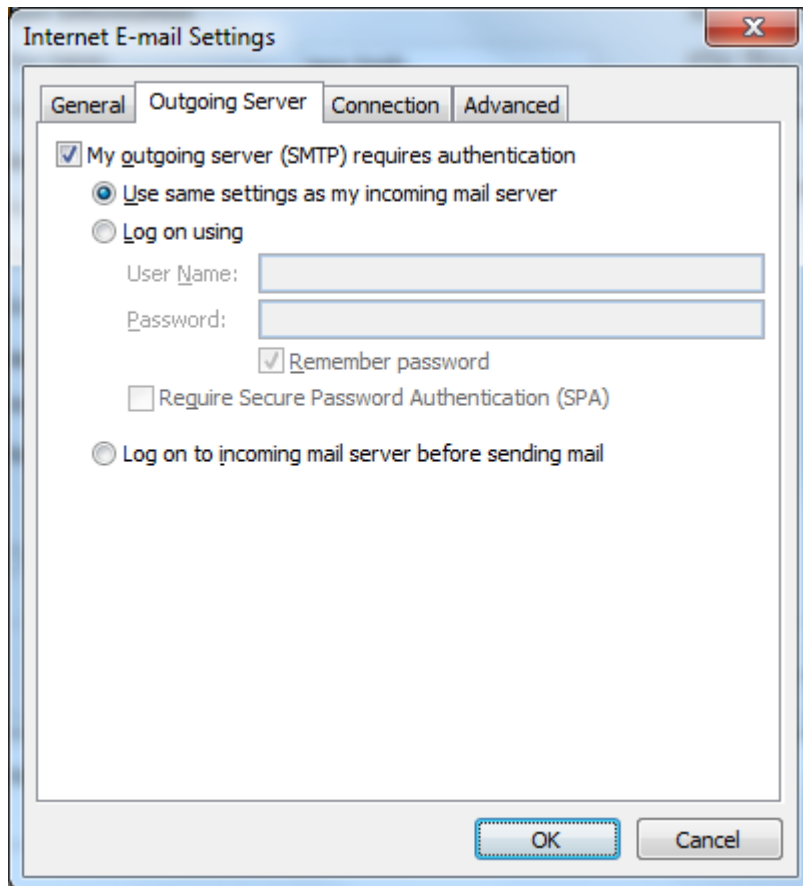
More Settings ...

< Back    Next >    Cancel

Select the **Outgoing Server** tab and make the following changes:

Check the field labeled **“My outgoing server (SMTP) requires authentication”**.

Choose the **“Use same settings as my incoming mail server”** radio button.



Select the **Advanced** tab and make the following changes:

Uncheck the box labeled “**This server requires an encrypted connection (SSL)**”

Set the **Incoming server (POP3)** to **110**

Set the **Use the following type of encrypted connection** to **None**

Set the **Outgoing server (SMTP)** to **587**

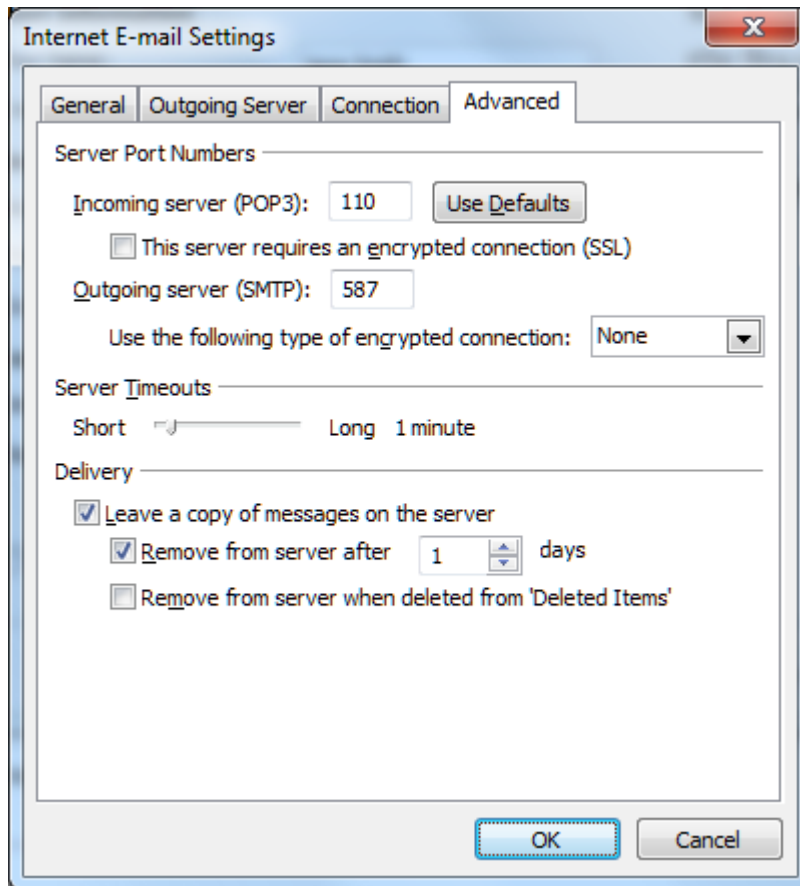
**Optionally:**

If you wish to check messages from multiple devices, you may also check the **Leave a copy of messages on the server**.

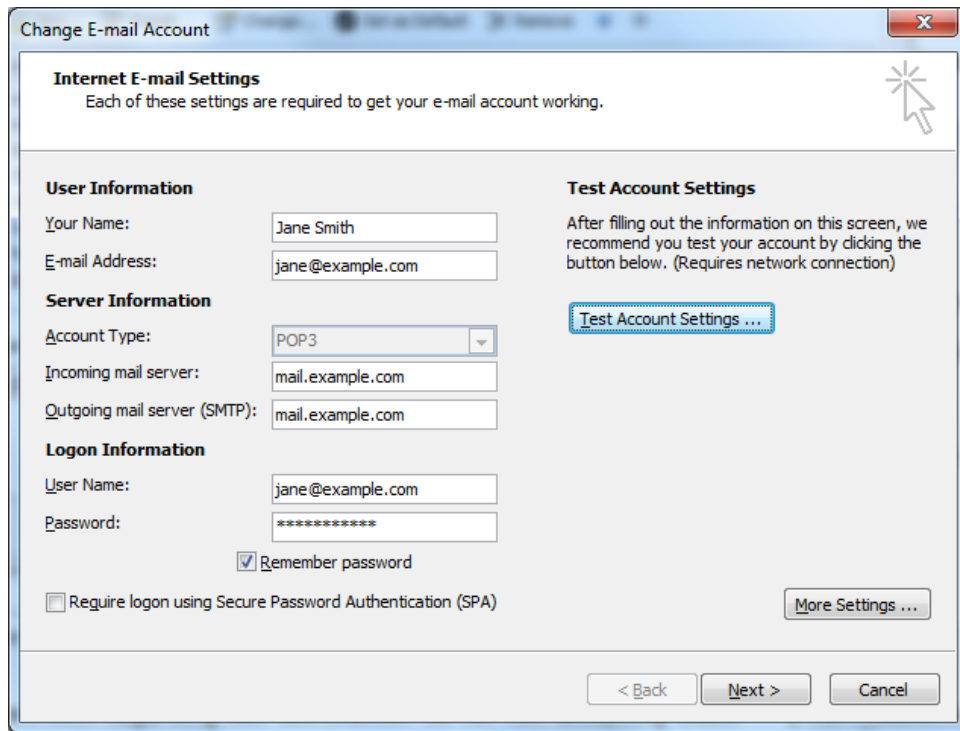
**\*\*IMPORTANT\*\***

If you DO leave a copy on the server, you **MUST also** check **Remove from server after** and set the ‘**days**’ field to no more than 3 days. If you fail to do this, email will build up on the server and messages will start bouncing back to their senders.

Click the **OK** button to save and close this window.



Click the **Test Account Settings...** button.



**Change E-mail Account**

**Internet E-mail Settings**  
Each of these settings are required to get your e-mail account working.

**User Information**  
Your Name: Jane Smith  
E-mail Address: jane@example.com

**Server Information**  
Account Type: POP3  
Incoming mail server: mail.example.com  
Outgoing mail server (SMTP): mail.example.com

**Logon Information**  
User Name: jane@example.com  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

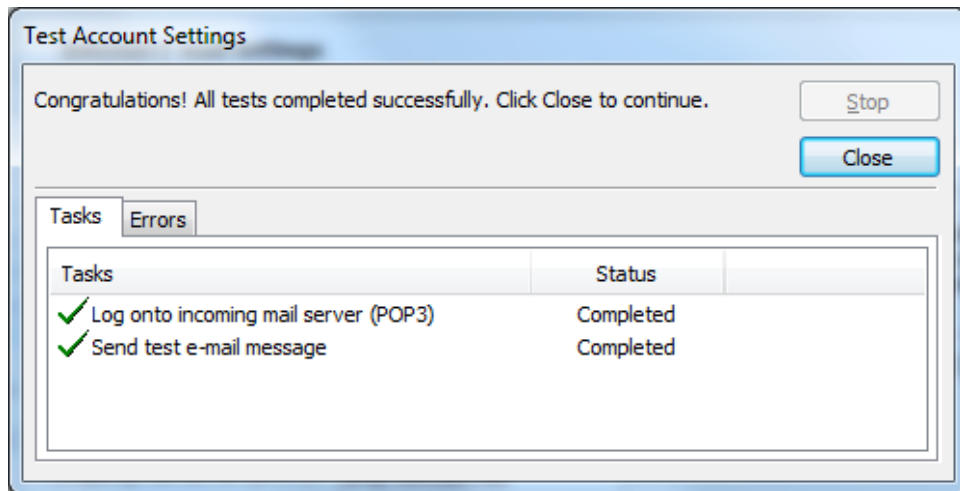
**Test Account Settings ...**

More Settings ...

< Back   Next >   Cancel

The testing screen will appear and perform a quick send/receive of an automatically generated message. If all settings are correct, you will get **2 green checks**.

*Different versions of Outlook may do additional tests at this point. Regardless of the number of tests performed, all should result in **green checks**.*



**Test Account Settings**

Congratulations! All tests completed successfully. Click Close to continue.

Stop

Close

Tasks   Errors

Tasks	Status
✓ Log onto incoming mail server (POP3)	Completed
✓ Send test e-mail message	Completed

Click the **Close** button.  
Click the **Next** button.  
Click the **Finish** button.