

Outlook Express Troubleshooting Guide

These easy to follow guides provide step-by-step instructions on how to setup or troubleshoot your email program, with personalised screenshots providing visual examples to follow.

Your customised mail settings are as follows:

Email Address: you@your-domain.com

Incoming (POP) server: pop.your-domain.com

Outgoing (SMTP) server: smtp.your-domain.com

Account / User Name: you@your-domain.com

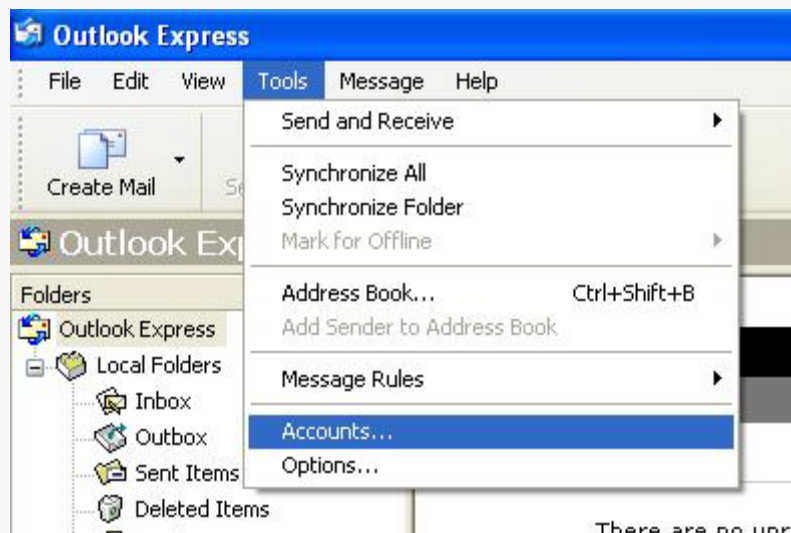
SMTP Authentication: On (same Username as POP)

SMTP Port: 587

Troubleshooting account setup for Outlook Express

§ Check existing account settings

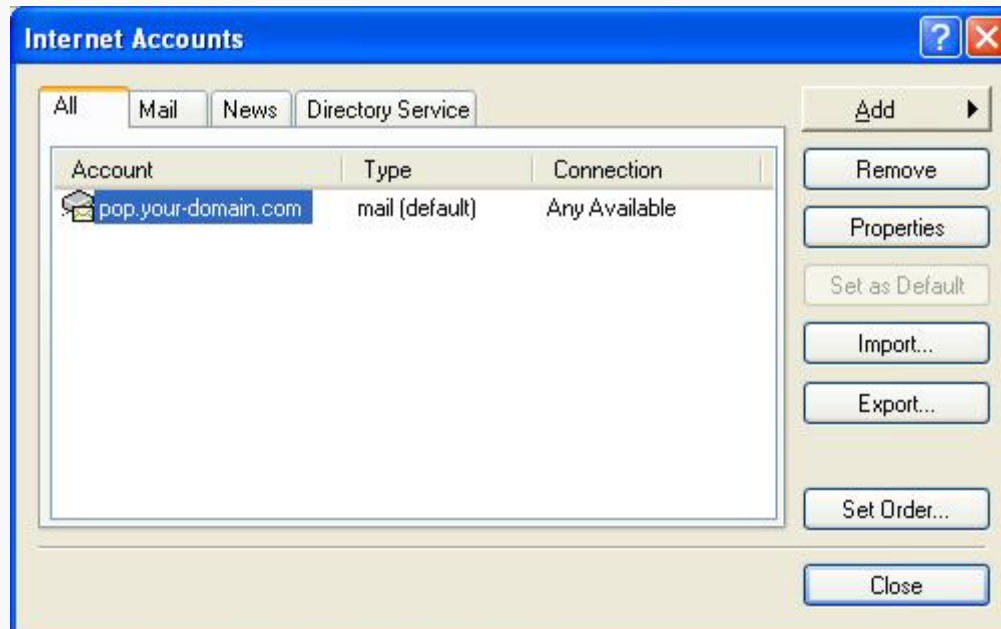
1. Launch Microsoft Outlook Express
2. On the menu bar at the top, select **Tools** and then click **Accounts**



There are no unre

§ Select the relevant account

3. Select the relevant account and click the **Properties** button



§ Mail Account properties

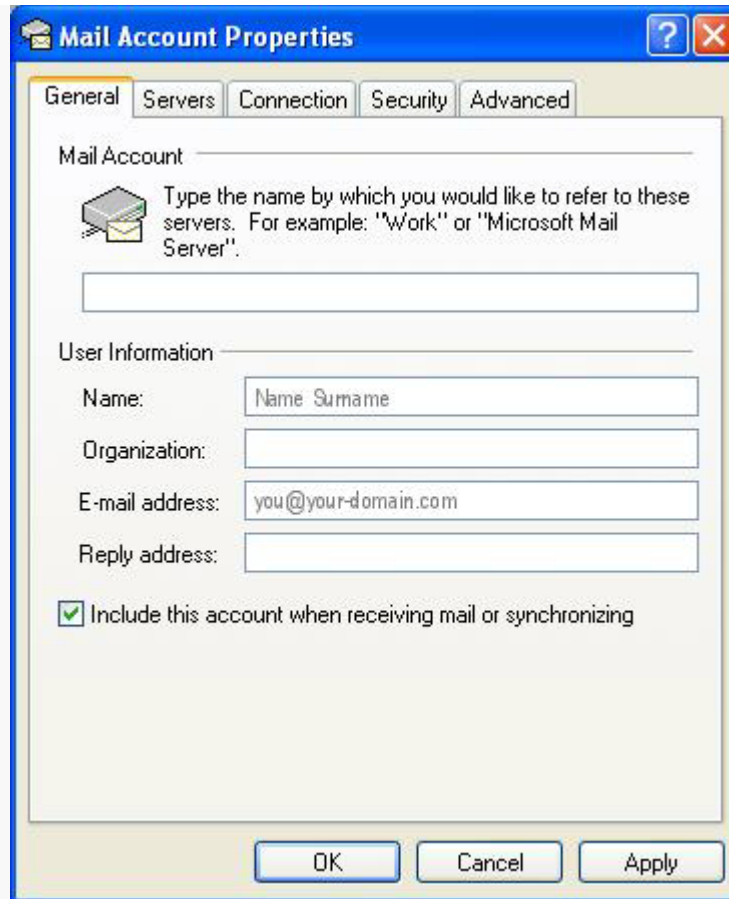
4. Ensure that your settings look like the settings shown in this screenshot. In particular, check that:

* **Your Name** displays your From name (which will appear in the "From" field in all your emails)

* **E-mail Address** displays your email address e.g. you@your-domain.com

Please note: The Reply address is not compulsory. If none is specified the reply will go to the email address listed.

5. Once your settings look like those shown in this screenshot, click on the **Servers** tab.



§ Server settings

6. Ensure that your settings look like the settings shown in this screenshot. In particular, check that:

- * **Incoming mail server** (POP3) displays pop.your-domain.co.za
- * **Outgoing mail server** (SMTP) displays smtp.your-domain.co.za
- * **Account Name** displays your full email address e.g. you@your-domain.com
- * **Password** is the one specified when mailbox was created
- * The **My server requires authentication** checkbox is ticked



§ Outgoing Server settings

7. Click on the **Settings** button

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



§ Advanced settings

9. Click on the **Advanced** tab at the top.

10. Ensure that your settings look like the settings shown in this screenshot. In particular, check that:

* The **Incoming server** (POP) port is set to the default (**110**)

* The **Outgoing server** (SMTP) port is set to **587**

11. Click **OK** and then close the Internet Accounts window. You should now be set up to send and receive email.

