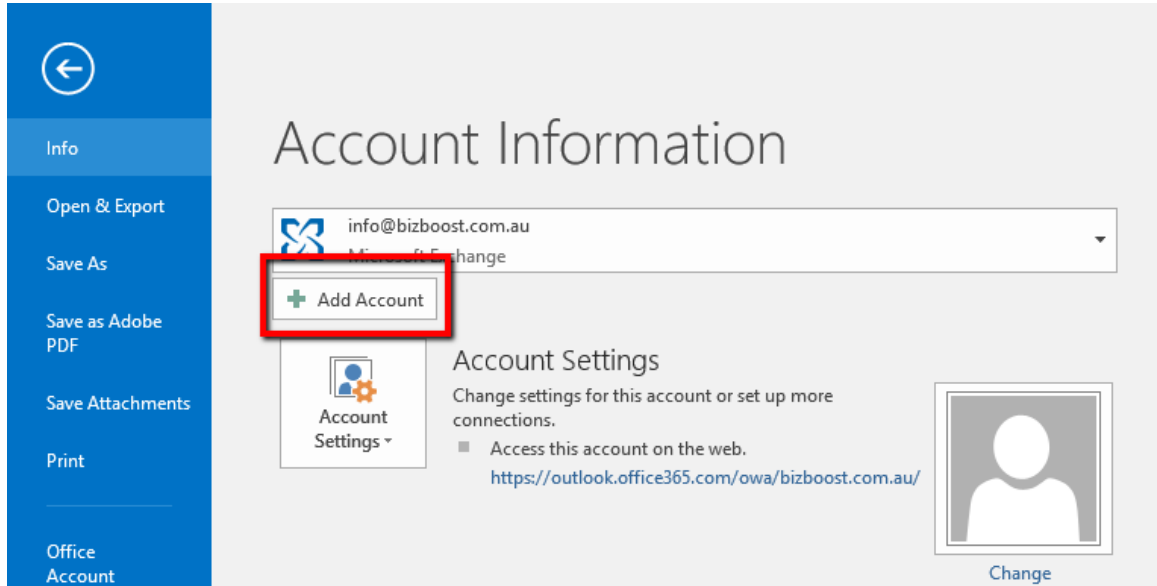


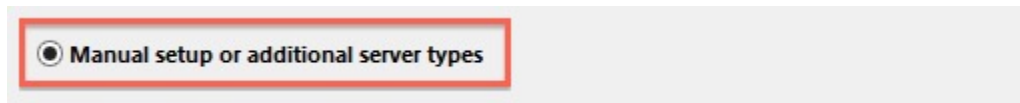
OUTLOOK 2016 EMAIL ACCOUNT SET UP

Adding a new account:

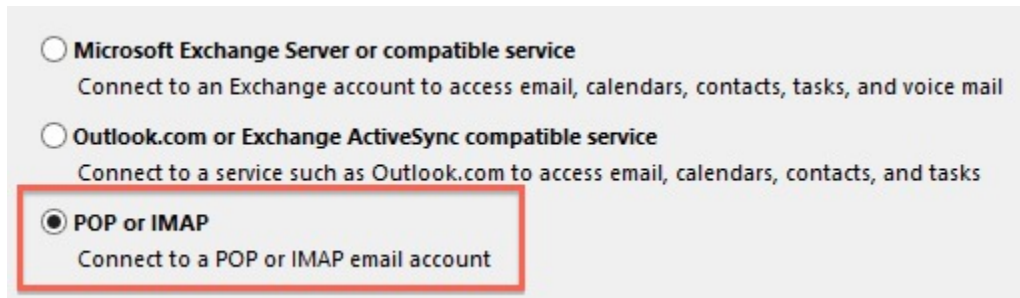
1. Select the **File** menu and choose **Info**



2. Click the **Add Account** button.
3. Choose **Manual setup or additional server types**



4. Click Next.
5. Choose **POP or IMAP**.



6. Click **Next**.

Account Settings:

The screenshot shows a 'User Information' section with fields for 'Your Name' (John Smith) and 'Email Address' (jsmith@example.com). Below this is a 'Server Information' section with a dropdown for 'Account Type' (POP), and text boxes for 'Incoming mail server' and 'Outgoing mail server (SMTP)', both containing mail.example.com. The 'Logon Information' section includes 'User Name' (jsmith@example.com) and 'Password' (masked with asterisks), with a checked 'Remember password' checkbox and an unchecked 'Require logon using Secure Password Authentication (SPA)' checkbox. To the right, there is a 'Mail to keep offline: All' label and a progress bar.

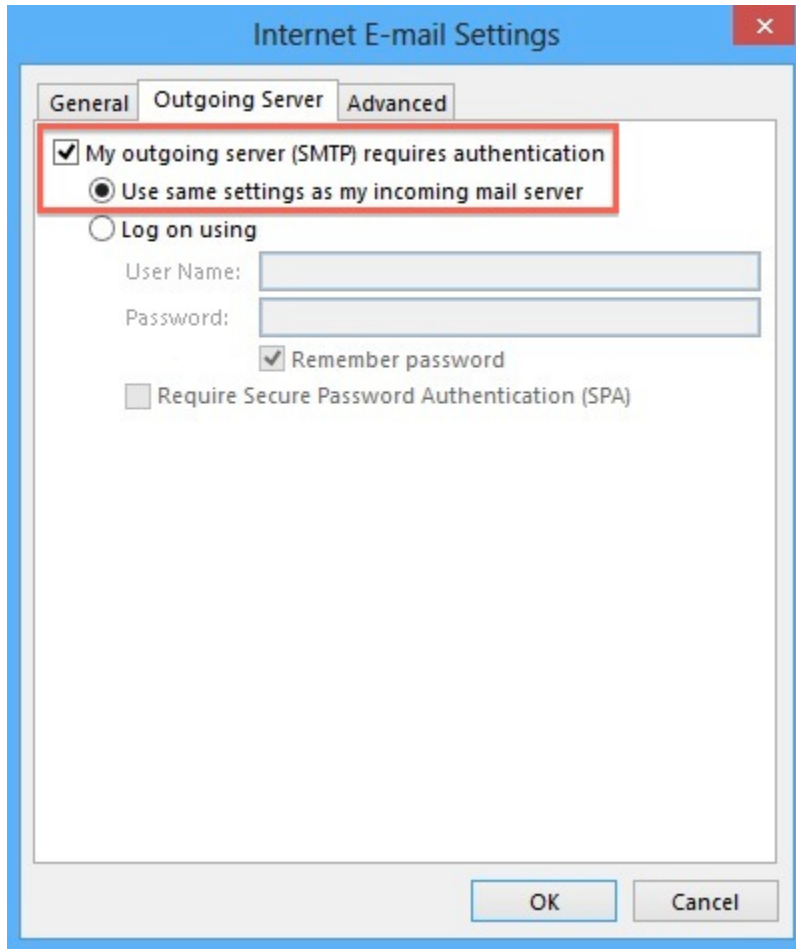
- Enter your **Name** as you want it to appear on your outbound email messages.
- Enter your email address.
- Select POP as your account type.
- Enter your Incoming Mail Server as instructed in the email sent to you by Bizboost *ie. - mail.yourdomain.com.au*
- The **Outgoing Mail Server** is the same as your **Incoming Mail Server**.
- Enter your email address for the User Name.
- Enter your email password.

More Settings

1. Click the More Settings button.

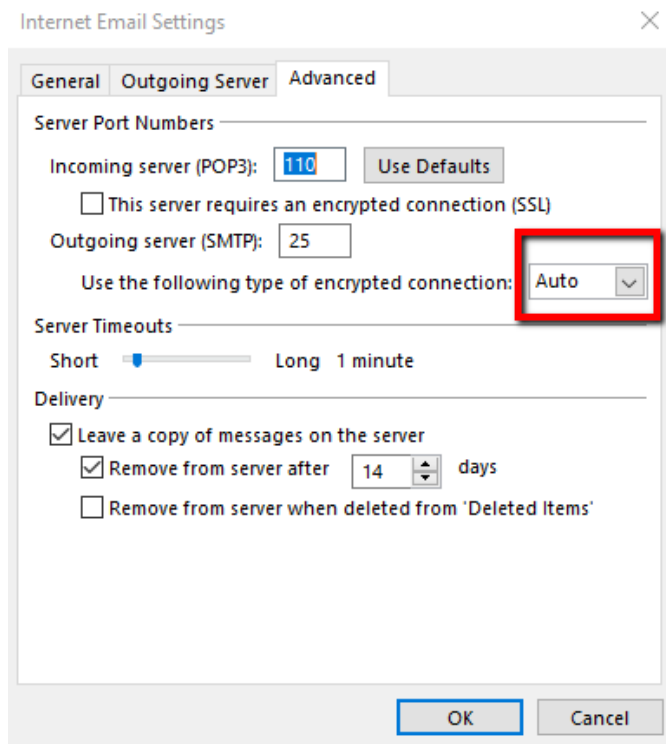
The screenshot shows a 'More Settings' dialog box with a dropdown menu set to 'IMAP'. Below are text boxes for 'Incoming mail server' (mail.example.com) and 'Outgoing mail server (SMTP)' (mail.example.com). The 'Logon Information' section is repeated with 'User Name' (jsmith@example.com) and 'Password' (masked with asterisks), and a checked 'Remember password' checkbox. At the bottom right, a 'More Settings ...' button is highlighted with a red box. At the very bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

2. Click the Outgoing Server tab.



3. Click the "My outgoing server (SMTP) requires authentication" checkbox.
4. Make sure that it is using the same settings as your incoming mail server.
5. Click the 'Advanced' tab.
6. Make sure the Incoming Mail Server is 110.
7. The Outgoing Server should be 25. In some instances **you may need to change this to 587 if 25 doesn't work.**

8. Change 'Use the following type of encrypted connection:' to 'Auto'.



9. Click **OK**

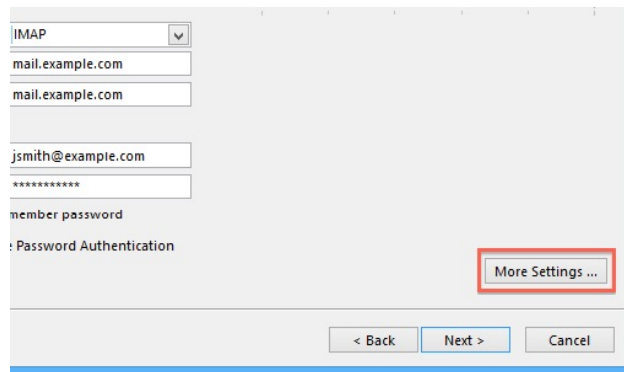
Completing the Setup

1. Click '**Test Account Settings**' and see if it returns 2 green ticks.
2. If yes, Click **Next** on the E-mail Accounts window.
3. Click the **Finish** button.

Outlook 2016 is now correctly configured to send and receive emails.

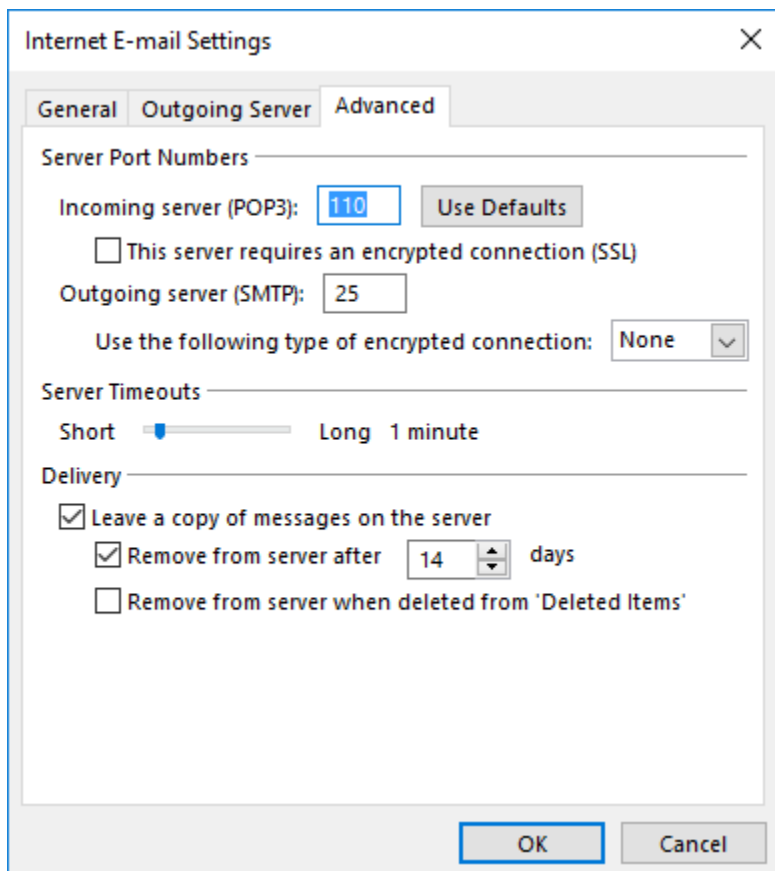
If you experience problems trying to get your emails to work you may need to manually change the port numbers – please follow these instructions:

1. Click the More Settings button.



A screenshot of an email configuration window. The window contains several input fields: a dropdown menu set to 'IMAP', two text boxes containing 'mail.example.com', a text box containing 'jsmith@example.com', a password field with asterisks, and a label 'member password'. Below these fields is a label 'Password Authentication'. A button labeled 'More Settings ...' is highlighted with a red rectangular box. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

4. Click the Advanced tab.



A screenshot of the 'Internet E-mail Settings' dialog box, specifically the 'Advanced' tab. The dialog has three tabs: 'General', 'Outgoing Server', and 'Advanced'. The 'Advanced' tab is selected. Under the heading 'Server Port Numbers', there is a text box for 'Incoming server (POP3):' containing the value '110', and a 'Use Defaults' button. Below this is a checkbox labeled 'This server requires an encrypted connection (SSL)'. Under the heading 'Outgoing server (SMTP):', there is a text box containing the value '25'. Below this is a label 'Use the following type of encrypted connection:' followed by a dropdown menu set to 'None'. Under the heading 'Server Timeouts', there is a slider between 'Short' and 'Long 1 minute'. Under the heading 'Delivery', there is a checked checkbox 'Leave a copy of messages on the server', a checked checkbox 'Remove from server after' followed by a spinner box containing '14' and the word 'days', and an unchecked checkbox 'Remove from server when deleted from 'Deleted Items''. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Possible Combinations to try:

- Incoming Server 110
Outgoing Server 25
- Incoming Server 110
Outgoing Server 587

- Incoming Server 995 & tick the box that says – ‘This server requires an encrypted connection (SSL)
Outgoing Server 465 – ‘Use the following type of encrypted connection’ set to ‘SSL’

If set up as an IMAP account – we do not advise that you do this. If you wish to have an IMAP account we encourage you to seek out a mail exchange service, rather than use domain emails due to the sheer email storage capacity that you will need.

- Incoming Server 143 (IMAP only)
Outgoing Server 25 / 587
- Incoming Server 993 & tick the box that says – ‘This server requires an encrypted connection (SSL)
Outgoing Server 465 - ‘Use the following type of encrypted connection’ set to ‘SSL’

**** After changing the settings to reflect each of the combinations listed above you need to follow through with steps 2-4. If it still doesn't work you need to start from the beginning of this page and try another combination.**

2. Click the **OK** button.
3. Click **Next** on the E-mail Accounts window
4. Click the **Finish** button