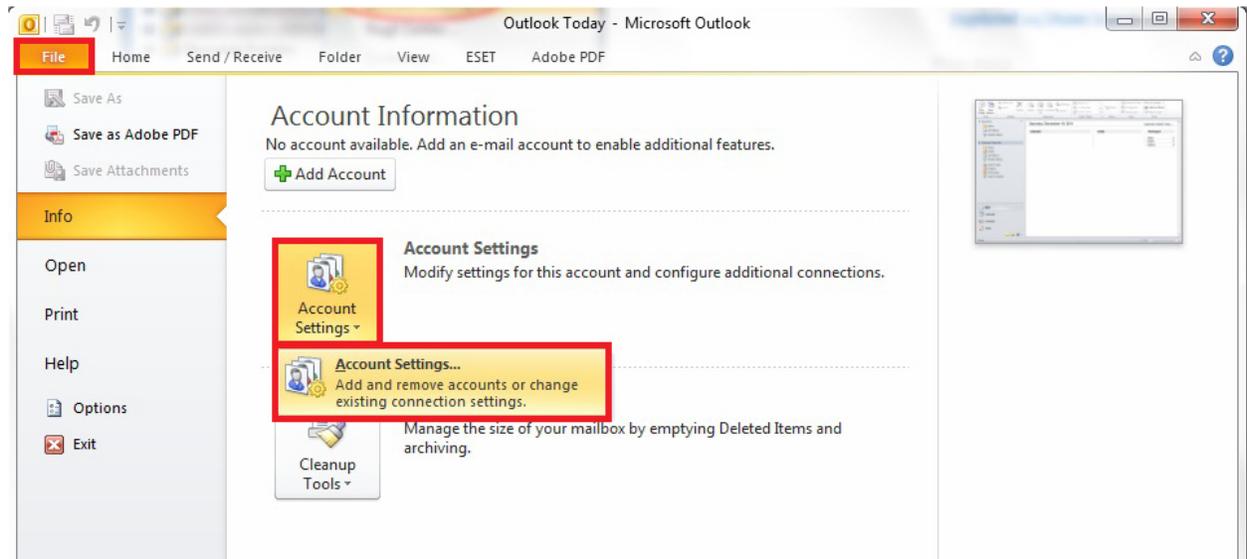
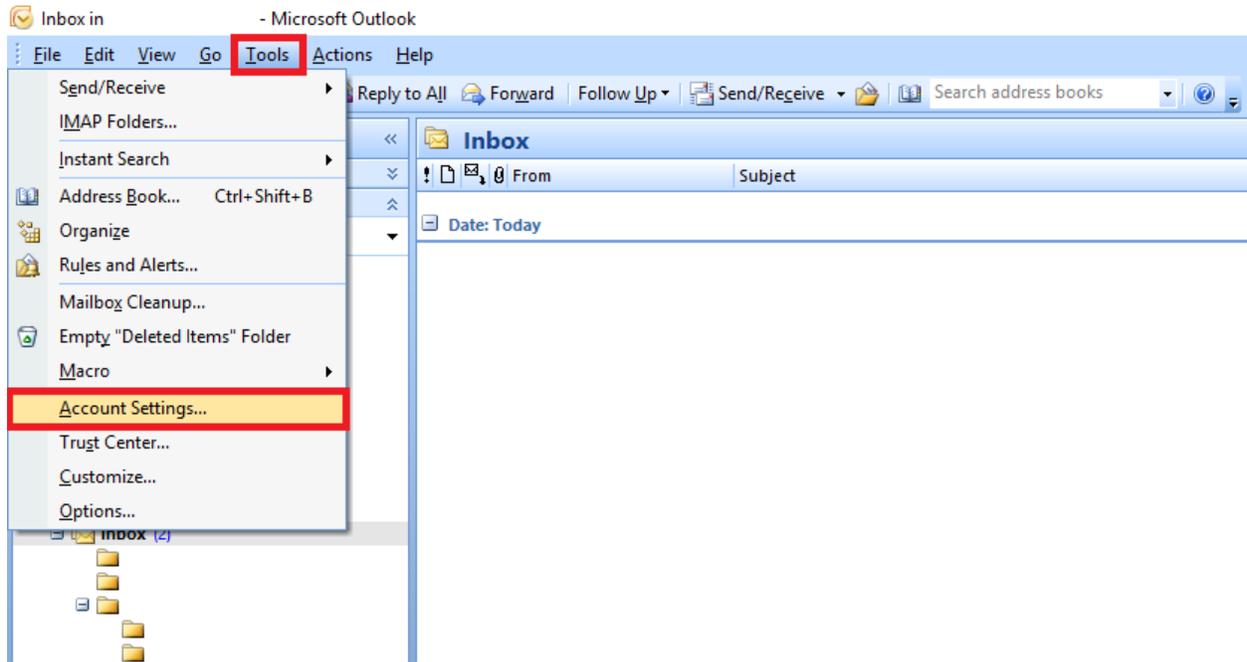


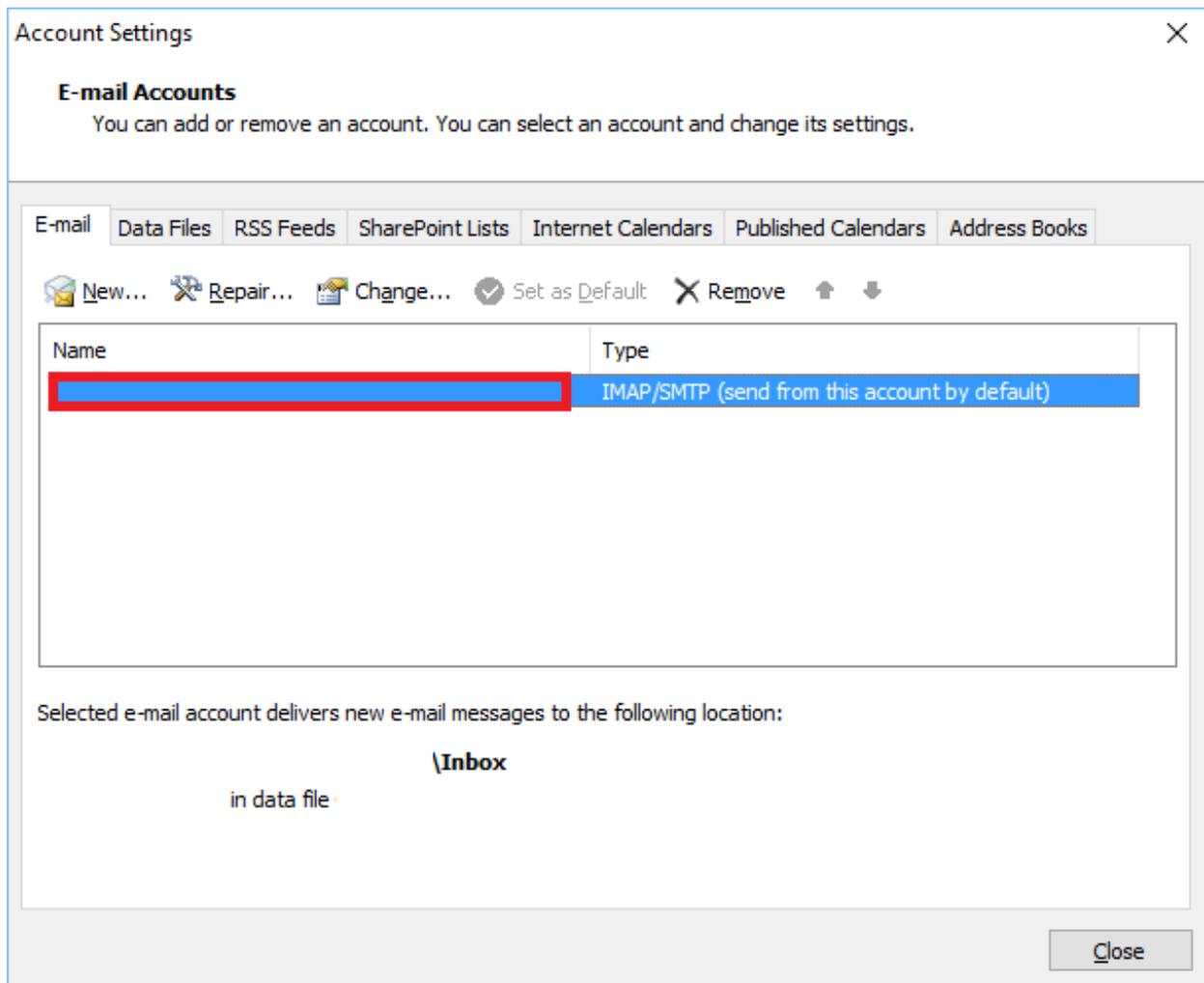
1) On your Outlook, go to:

If using Outlook 2007: Tools > Account Settings

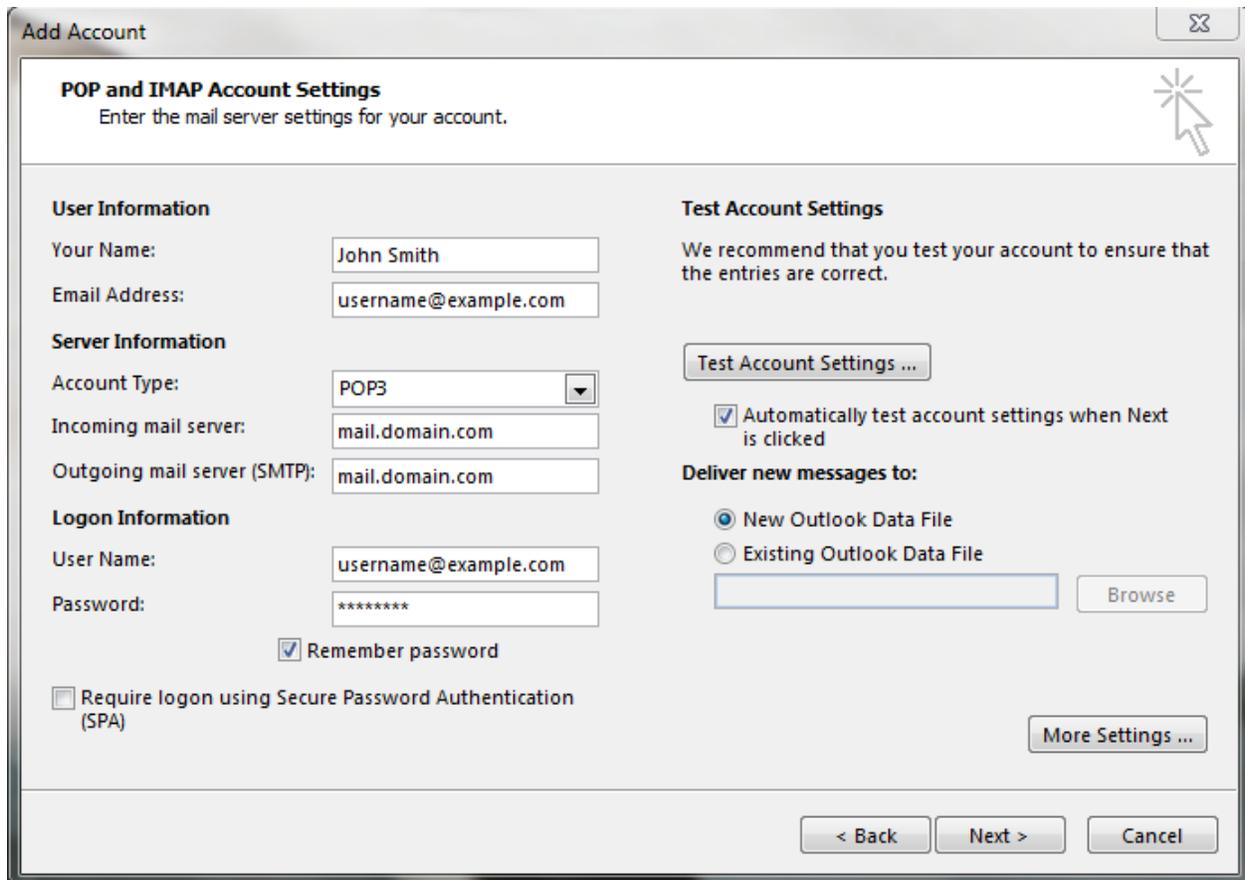
If using Outlook 2010+: File > Account Settings > Account Settings



2) On the pop-up that appears, double click your email account's name



- 3) On the next popup, your account details will be shown. Kindly ensure:
That the incoming and outgoing mail servers are set to mail.[domain URL]
If you edited your password via cPanel, you can change it under Password.
For TLS, click More Settings

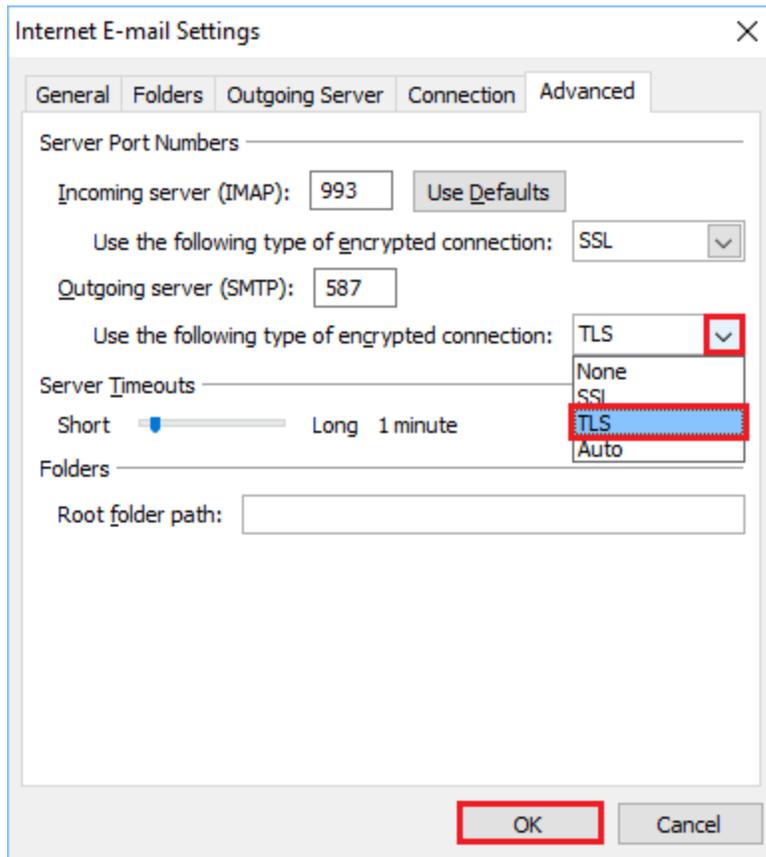


The screenshot shows a dialog box titled "Add Account" with a close button in the top right corner. The main heading is "POP and IMAP Account Settings" with a sub-heading "Enter the mail server settings for your account." and a help icon. The form is divided into several sections:

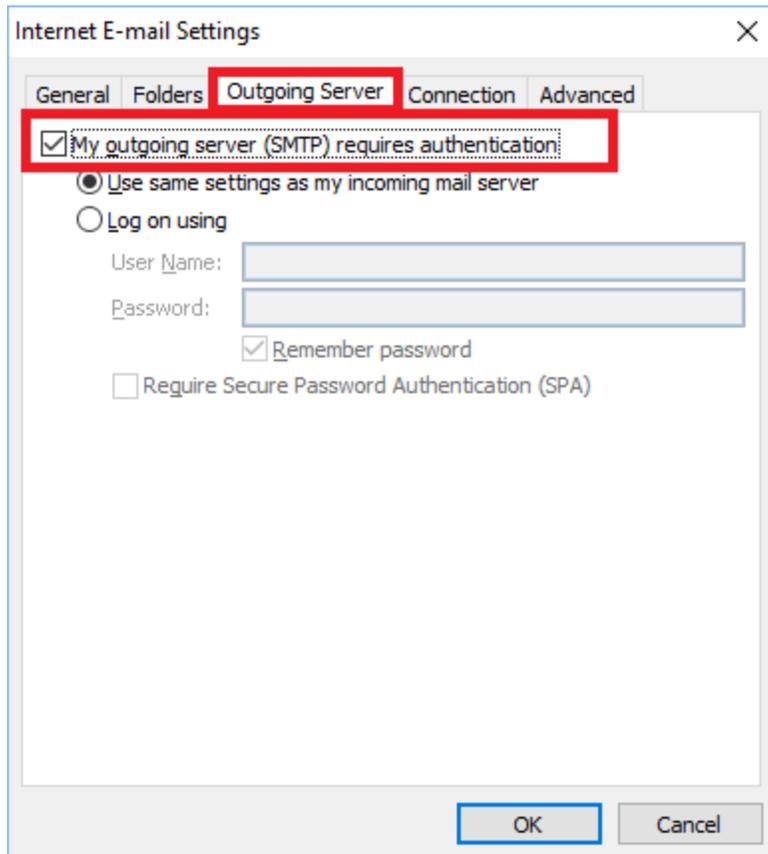
- User Information:** "Your Name:" (John Smith) and "Email Address:" (username@example.com).
- Server Information:** "Account Type:" (POP3), "Incoming mail server:" (mail.domain.com), and "Outgoing mail server (SMTP):" (mail.domain.com).
- Logon Information:** "User Name:" (username@example.com), "Password:" (*****), and a checked "Remember password" checkbox. There is also an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)".
- Test Account Settings:** A message: "We recommend that you test your account to ensure that the entries are correct." followed by a "Test Account Settings ..." button and a checked checkbox: "Automatically test account settings when Next is clicked".
- Deliver new messages to:** Radio buttons for "New Outlook Data File" (selected) and "Existing Outlook Data File". Below "Existing Outlook Data File" is a text input field and a "Browse" button.

At the bottom right, there is a "More Settings ..." button. At the very bottom, there are three buttons: "< Back", "Next >", and "Cancel".

4) Click on Advanced tab. Under Outgoing Server > "Use the following types of encrypted connection" click on the drop down and select TLS



5) Please also ensure under Outgoing Server tab, the checkbox for "My outgoing server (SMTP) requires authentication" is selected.



6) Select OK, then Next, and Outlook will run an email test. If you encounter any errors, kindly let us know so we can further assist.