Set up email in Outlook 2010 or Outlook 2013

You can set up Microsoft Outlook 2010 or Outlook 2013 to access your account by typing your email address and password. Outlook uses a process called Autodiscover to automatically find your settings and set up an Exchange connection to your account.

If you're an Office 365 user, you need to set up your desktop before you can set up Outlook to access your account. For more information, see Set up your desktop for Office 365.

NOTE   You may be able to set up Outlook 2010 or Outlook 2013 manually to access your email account by using POP or IMAP. However, we recommend using the automatic Autodiscover process to set up an Exchange connection to your account. If you use POP or IMAP, you can't use many of the calendaring and other collaboration features that are available when you connect to your account using Exchange. For more information, see What else do I need to know? later in this article.

In this article

Set up an Exchange connection to your email in Outlook 2010 or Outlook 2013

1. Open Outlook 2010 or Outlook 2013. If the Microsoft Outlook Startup wizard appears, on the first page of the wizard, click **Next**. Then, on the **E-mail Accounts** page, click **Next** to set up an email account.

    If the Microsoft Outlook Startup wizard doesn't appear, on the Outlook toolbar, click the **File** tab. Then, just above the **Account Settings** button, click **Add Account**.

2. On the **Auto Account Setup** page, Outlook may automatically fill in the **Your Name** and **E-mail Address** settings based on how you're logged on to your computer. If the settings are filled in and they're correct, click **Next** to have Outlook finish setting up your account. If the settings on the **Auto Account Setup** page aren't filled in or aren't correct, do the following:

    *   If the settings on the **Auto Account Setup** page aren't filled in, type the correct settings based on the information that was provided to you by the person who manages your email account.
    *   If the name in the **Your Name** box isn't correct, you may need to reset the options on the **Auto Account Setup** page before you can edit your name. To reset the options, click the option button next to **Manually configure server settings or additional server types**, and then click the option button next to **E-Mail Account**.

3. After you click **Next** on the **Auto Account Setup** page, Outlook will search online to find your email server settings. You'll be prompted to enter your user name and password during this search. Make sure that you enter your full email address (for example, tony@contoso.com) as your user name.

    If Outlook is able to set up your account, you'll see the following text: "Congratulations! Your email account is successfully configured and ready to use." Click **Finish**.

    If Outlook isn't able to set up your account, see What else do I need to know? later this article.

Set up a POP3 or IMAP4 connection to your email in Outlook 2010 or Outlook 2013

If you're using Outlook 2010 or Outlook 2013, you may be able to connect using Exchange instead of through POP3 or IMAP4. Connecting using Exchange gives you calendaring and collaboration features that you can't get if you connect using POP or IMAP. For more information, see What else do I need to know? later in this article.

1. Open Outlook. If the Microsoft Outlook Startup wizard appears, on the first page of the wizard, click **Next**. Then, on the **E-mail Accounts** page, click **Next** to set up an email account.

   If the Microsoft Outlook Startup wizard doesn't appear, on the Outlook toolbar, click the **File** tab. Then, just above the **Account Settings** button, click **Add Account**.

2. Click **Manually configure server settings or additional server types**, and then click **Next**.
3. On the **Choose Service** page, select **Internet E-mail**, and then click **Next.**
4. Provide the following information on the **Internet E-mail Settings** page.

   Under **User Information**:

   1. In the **Your Name** box, enter the name you want users to see when you send email from this account.
   2. In the **E-mail Address** box, enter your email address.

   Under **Server Information**:

   1. Under **Account Type**, select **IMAP** or **POP3**. We recommend using IMAP because it supports more features.
   2. In the **Incoming mail server** box, enter the IMAP or POP server name. For information about how to find your incoming POP3 or IMAP4 server name, see Find your POP or IMAP server settings later in this article.
   3. In the **Outgoing mail server (SMTP)** box, enter the SMTP server name. For information about how to find your outgoing SMTP server name, see Find your POP or IMAP server settings later in this article.

   Under **Logon Information**:

   1. In the **User Name** box, enter your email address.
   2. In the **Password** box, enter your password. If you want Outlook to remember your password, make sure the check box next to **Remember password** is selected.

5. At the bottom of the page, click **More Settings**, and then fill in the **Internet E-Mail Settings** dialog box as follows:

   On the **Outgoing Server** tab, select **My outgoing server (SMTP) requires authentication**.

   On the **Advanced** tab:

   1. Under **Incoming server (IMAP)**, or **Incoming server (POP3)**, next to **Use the following type of encrypted connection**, select **SSL** in the drop-down list.
   2. Under **Outgoing server (SMTP)**, next to **Use the following type of encrypted connection**, select **TLS**, and then click **OK**.
   3. If you're using POP3 and you want to keep a copy of your messages on the server, under **Delivery**, click **Leave a copy of messages on the server**. If you don't select this option, all messages will be removed from the server and stored locally on your computer.

6. On the **Add New Account** page, click **Next**. After Outlook tests your account, click **Close** to close the **Test Account Settings** dialog box.
7. On the **Congratulations** page, click **Finish**.
8. On the **Account Settings** page, click **Close**.
9. If you're using IMAP4, a message may appear asking you if you want to download folders for the mail server that you added. Click **Yes**. Use the Outlook user interface to select which folders to synchronize between the server and your local computer, and then click **OK**.

Find your POP or IMAP server settings

1. Sign in to your account using Outlook Web App. For help signing in, see Sign in to Outlook Web App.
2. In Outlook Web App, on the toolbar, click **Settings** ⚙ > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP access** page under **POP setting** or **IMAP setting**, and **SMTP setting**.

> TIP If you don't want to write the settings down, keep the **Settings for POP and IMAP access** page open on your computer while you set up your email program.

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What else do I need to know?

- If your email account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your email account through Outlook will fail if you haven't registered your account through Outlook Web App. After you sign in to your account, sign out. Then try to connect using Outlook. For more information about how to sign in to your account using Outlook Web App, see Sign in to Outlook Web App.
- If you can't successfully connect to your account using Outlook, do one or more of the following:
  Wait a few minutes and try again.
  If you need to connect to your email account immediately, use a Web browser or an email program that supports POP or IMAP to connect to your account using Outlook Web App.
  For information about how to connect using a Web browser, see Sign in to Outlook Web App. For information about how to connect using a POP or IMAP email program, see Use IMAP or POP email programs.
  If you don't know whether to use POP3 or IMAP4, consider using IMAP4 because it supports more features.
  If you know the name of the person who manages your mailbox (sometimes called an email administrator), contact them and report the error you're getting when you try to connect with Outlook.
- For more information about how to use Outlook, see the Help documentation provided with Outlook.