

How to Setup Outlook 2011 on a MAC

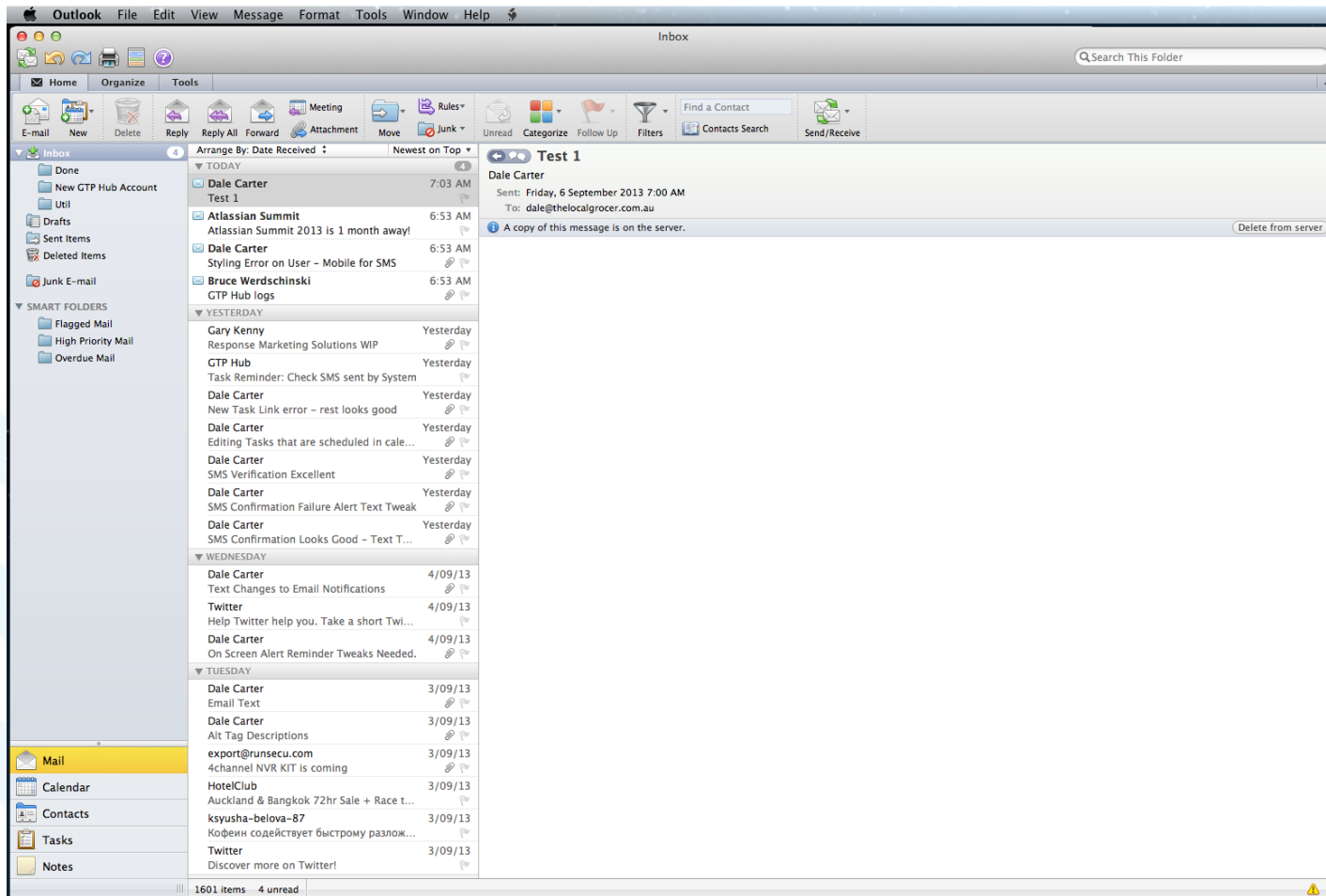
By GTP iCommerce:

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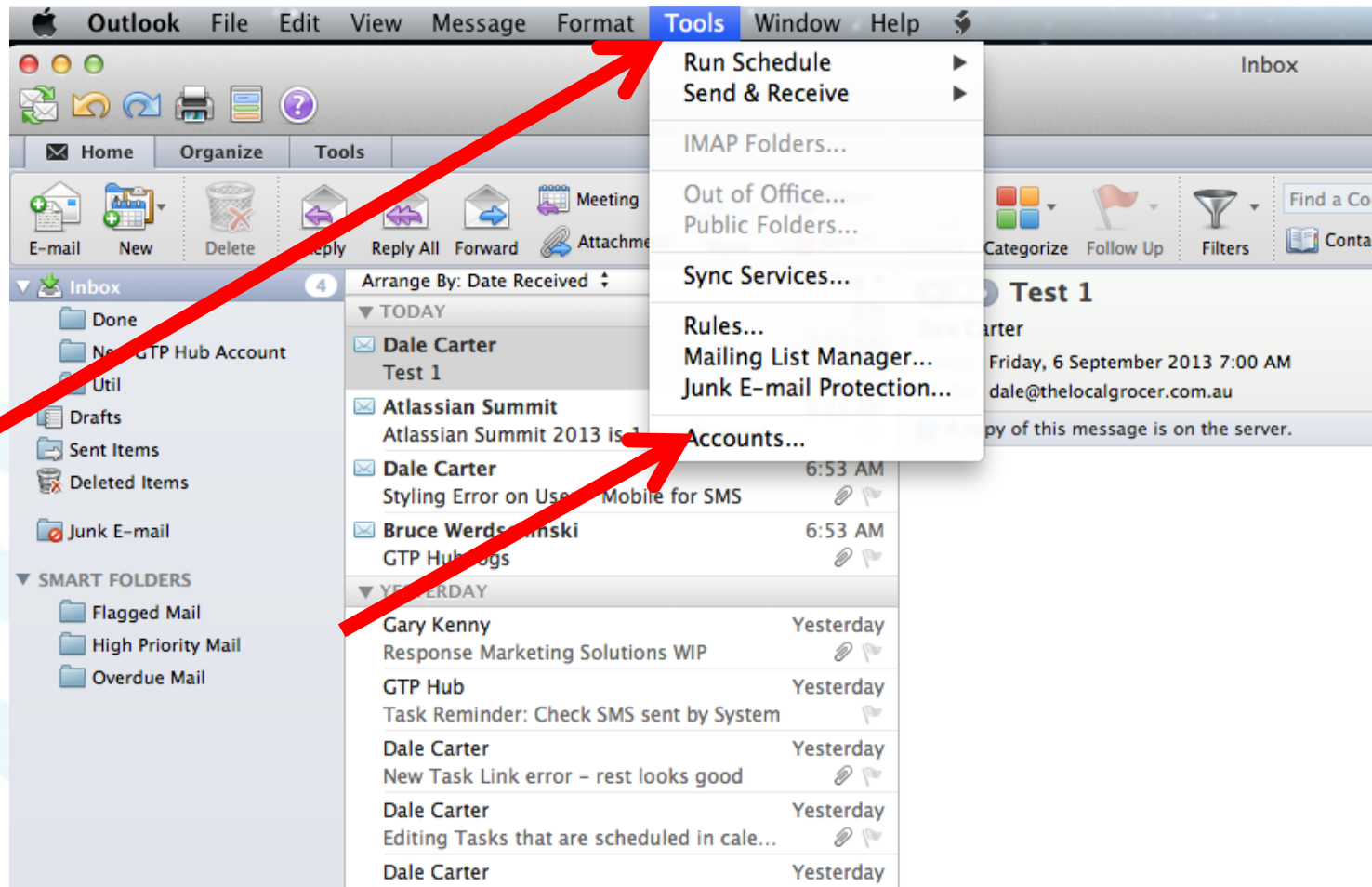
Open Outlook



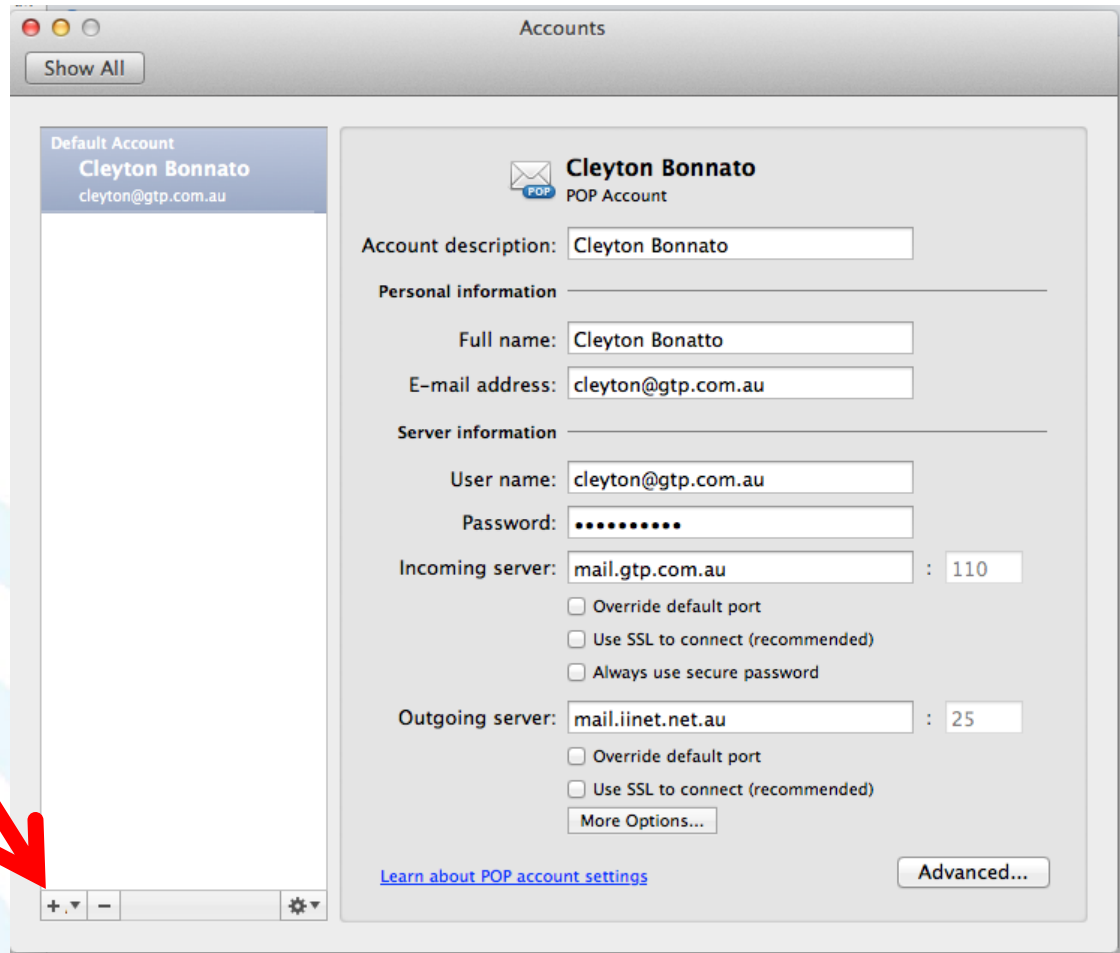
Example Assumptions

- In this example we are setting up a POP email account for domain: www.thelocalgrocer.com.au
- Email Account: dale@thelocalgrocer.com.au
- Incoming mail: mail.thelocalgrocer.com.au
- Outgoing mail: mail.thelocalgrocer.com.au

Click Tools and Accounts




Click the + sign



Accounts

Show All

Default Account
Cleyton Bonatto
cleyton@gtp.com.au

 **Cleyton Bonatto**
POP Account

Account description:

Personal information

Full name:

E-mail address:

Server information

User name:

Password:

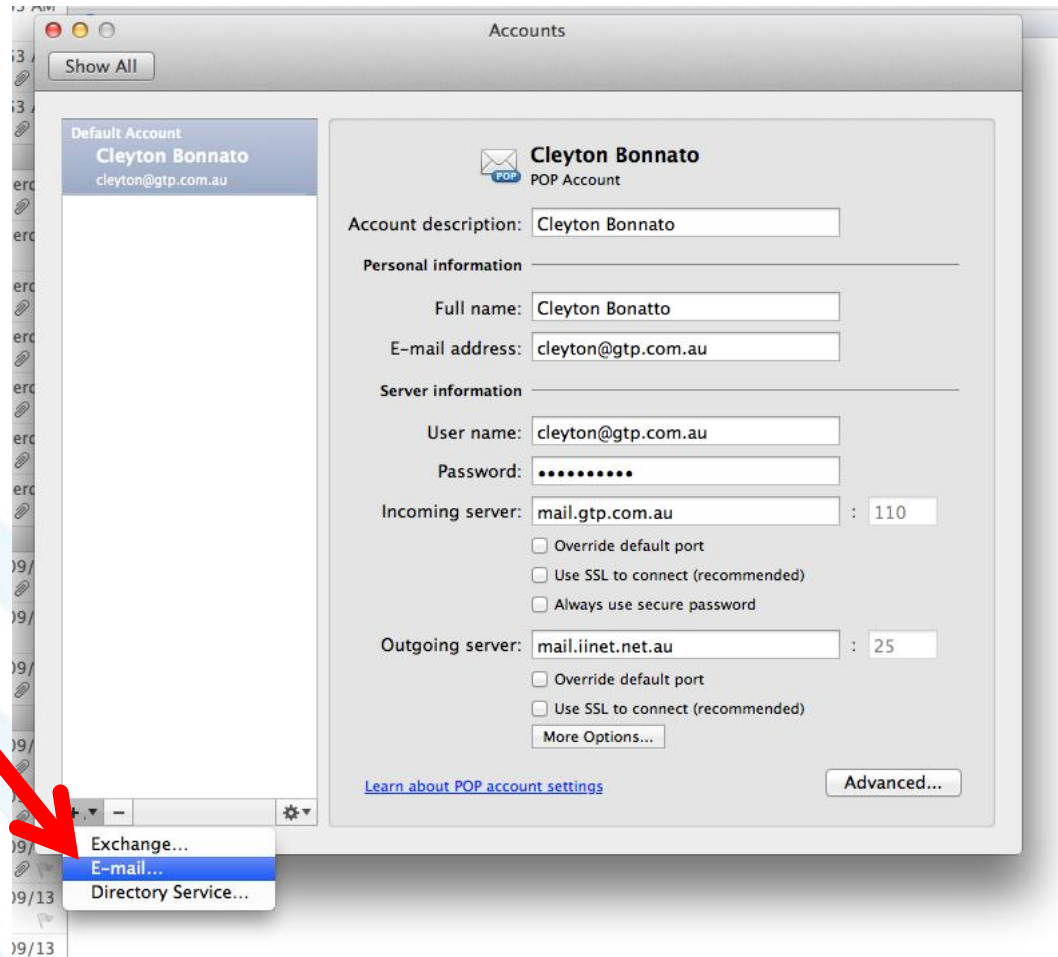
Incoming server: :
 Override default port
 Use SSL to connect (recommended)
 Always use secure password

Outgoing server: :
 Override default port
 Use SSL to connect (recommended)

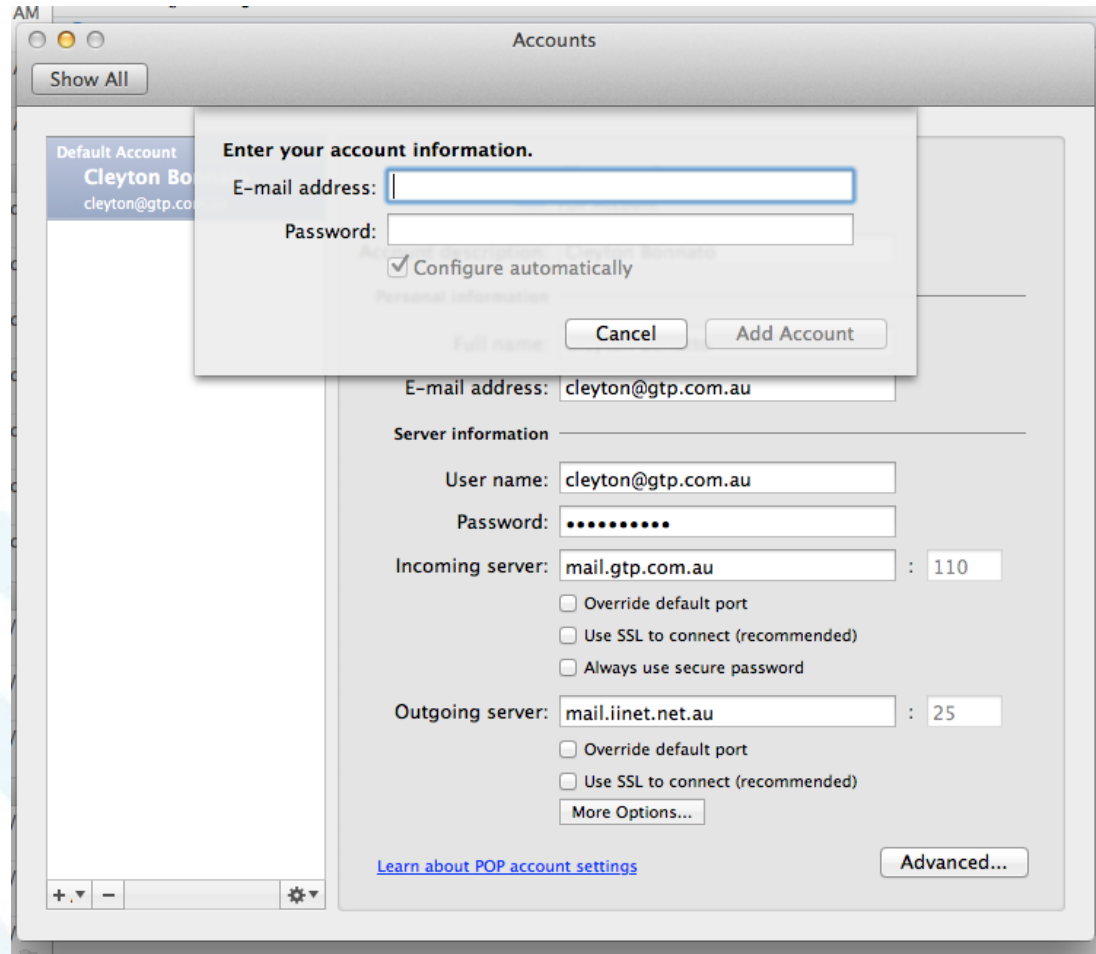
[Learn about POP account settings](#)

+ - ⚙

Select E-mail



Enter Your Email Address and Password



AM

Accounts

Show All

Default Account
Cleyton Bo
cleyton@gtp.co

Enter your account information.

E-mail address:

Password:

Configure automatically

Personal information

Full name:

Cancel Add Account

E-mail address: cleyton@gtp.com.au

Server information

User name: cleyton@gtp.com.au

Password:

Incoming server: mail.gtp.com.au : 110

Override default port

Use SSL to connect (recommended)

Always use secure password

Outgoing server: mail.iinet.net.au : 25

Override default port

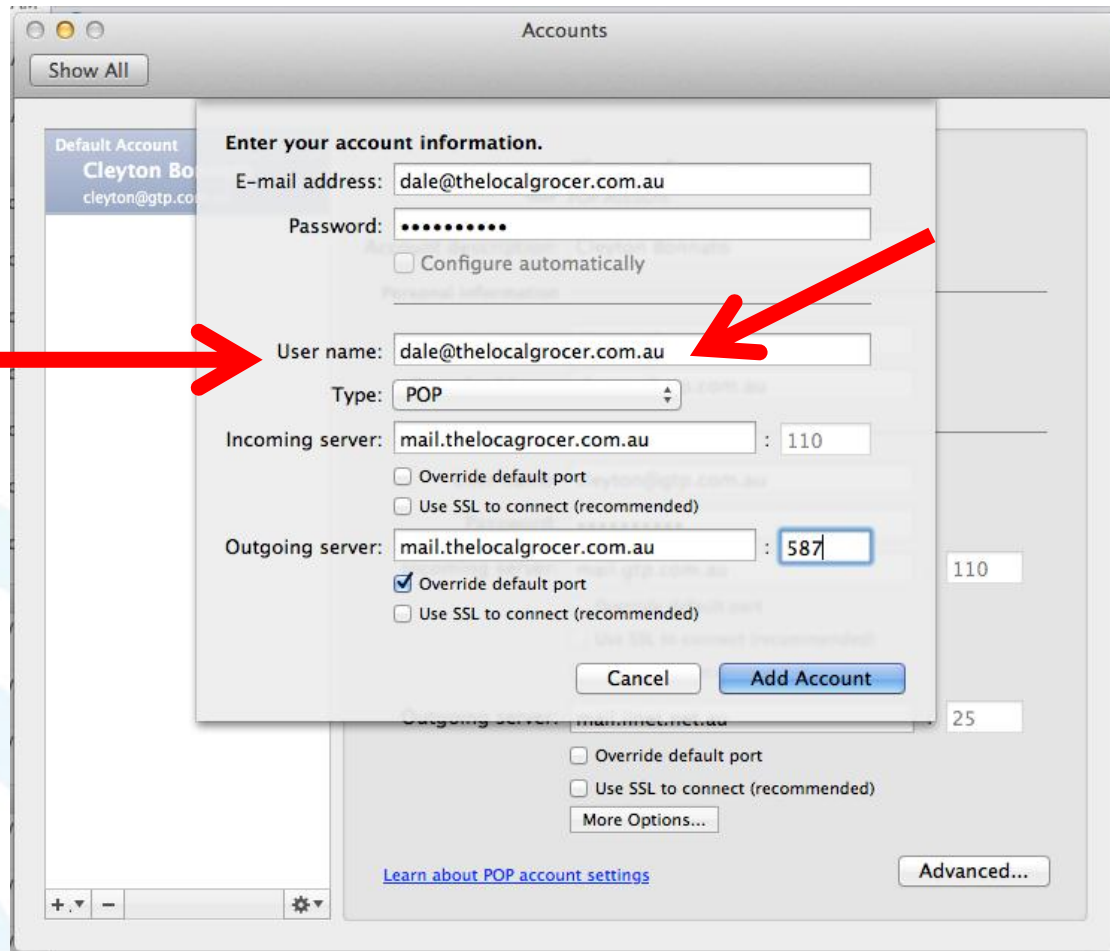
Use SSL to connect (recommended)

More Options...

[Learn about POP account settings](#)

Advanced...

Enter Username as your email address

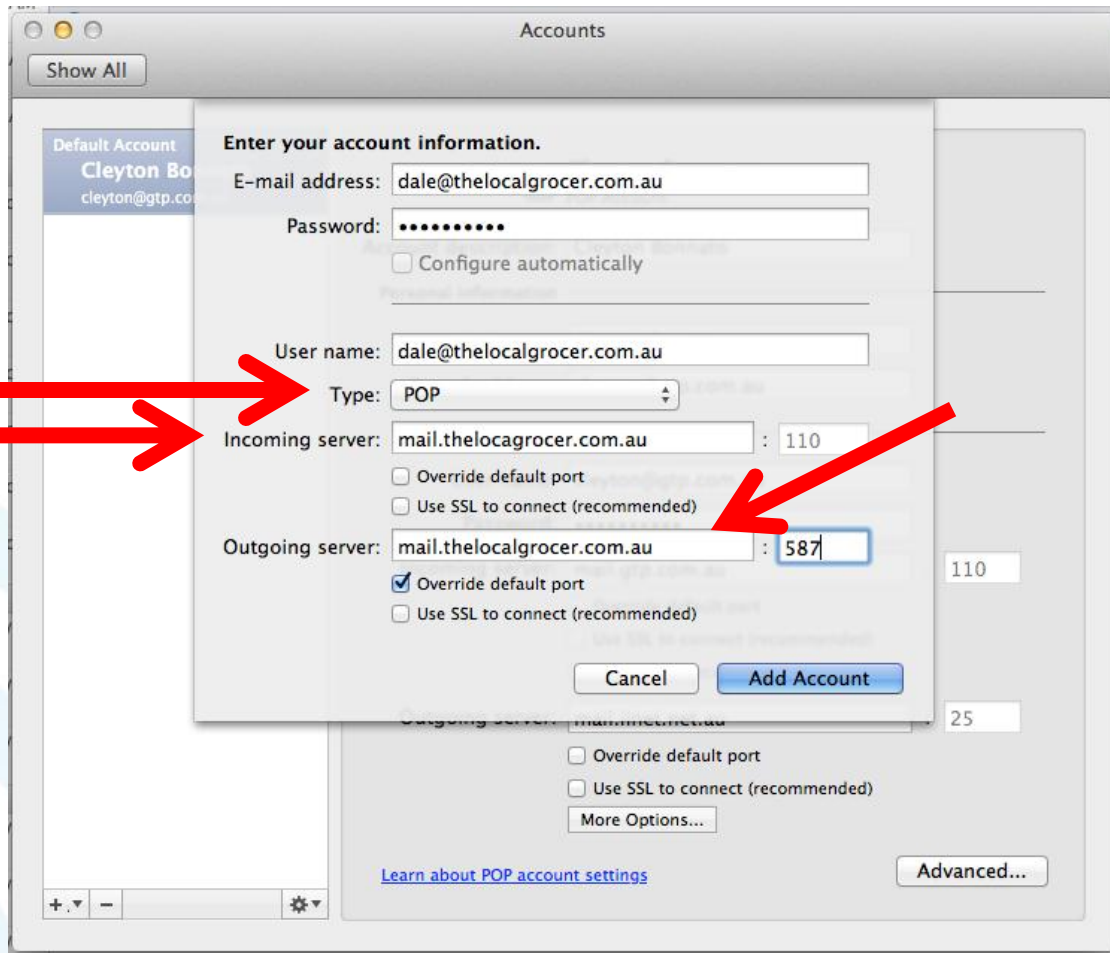


The screenshot shows the 'Accounts' window in macOS. The 'Default Account' is 'Clepton Bo' with email 'clepton@gtp.co'. The 'Enter your account information' section is active, showing the following fields:

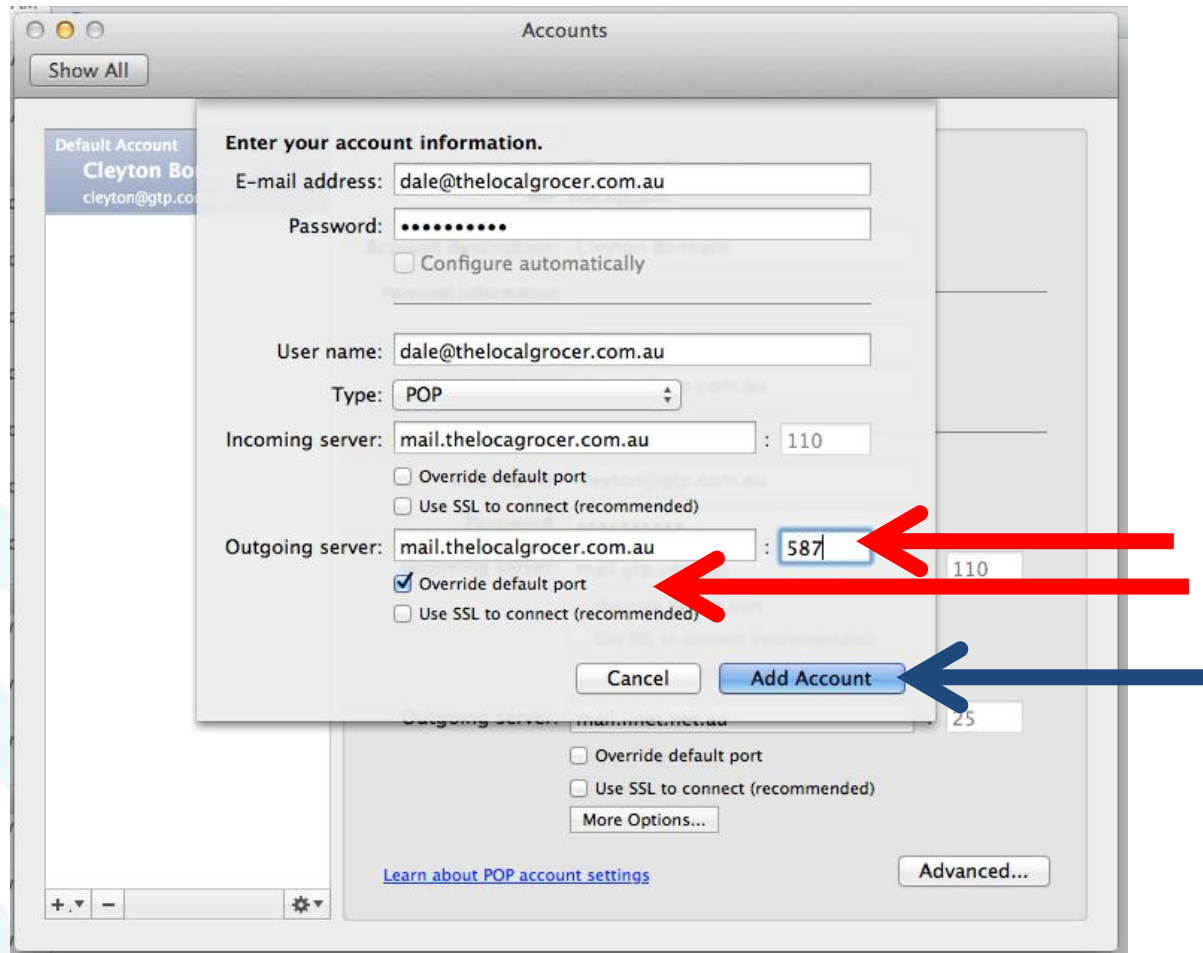
- E-mail address: dale@thelocalgrocer.com.au
- Password: [Redacted]
- Configure automatically
- User name: dale@thelocalgrocer.com.au
- Type: POP
- Incoming server: mail.thelocagrocer.com.au : 110
 - Override default port
 - Use SSL to connect (recommended)
- Outgoing server: mail.thelocalgrocer.com.au : 587
 - Override default port
 - Use SSL to connect (recommended)

Buttons at the bottom include 'Cancel', 'Add Account', and 'Advanced...'. A link for 'Learn about POP account settings' is also present.

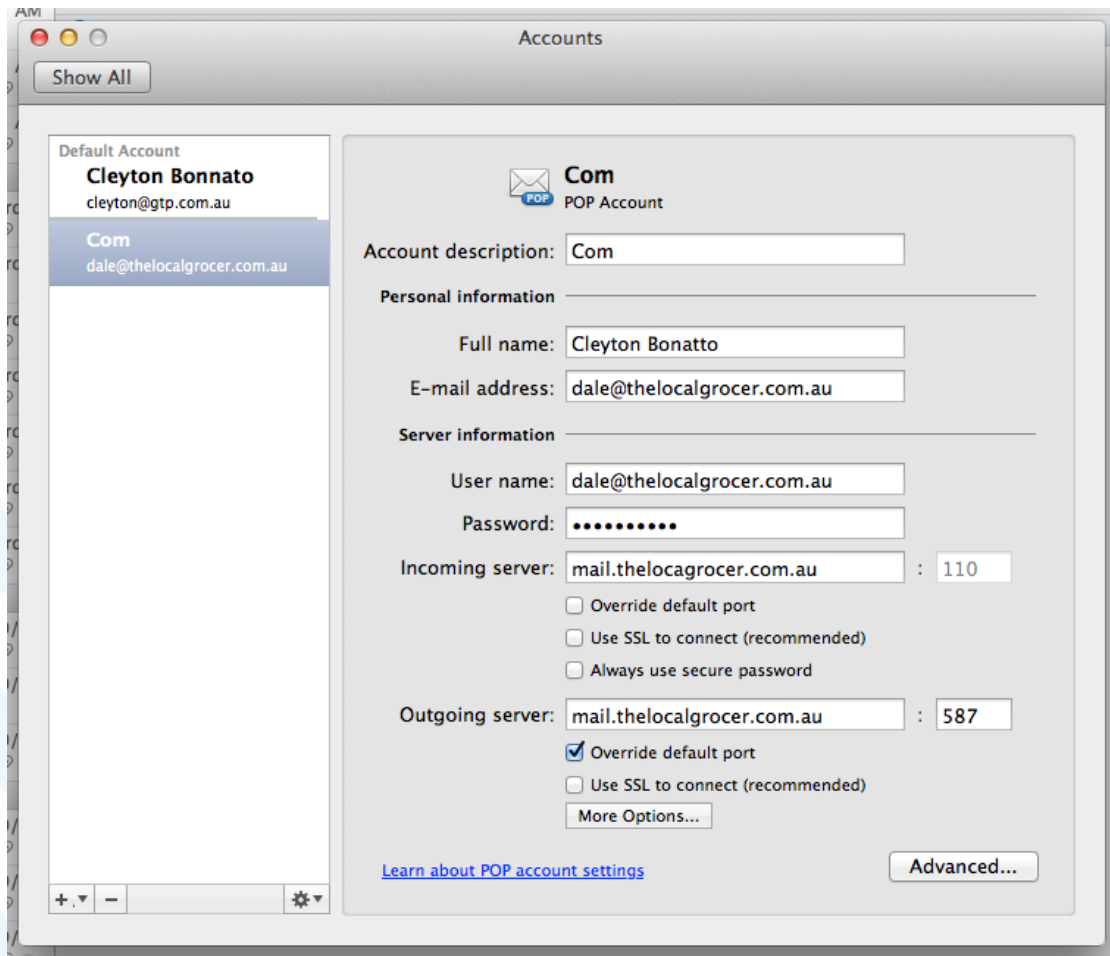
Select Pop & Enter your incoming and outgoing mail server as mail.yourdomain.com.au



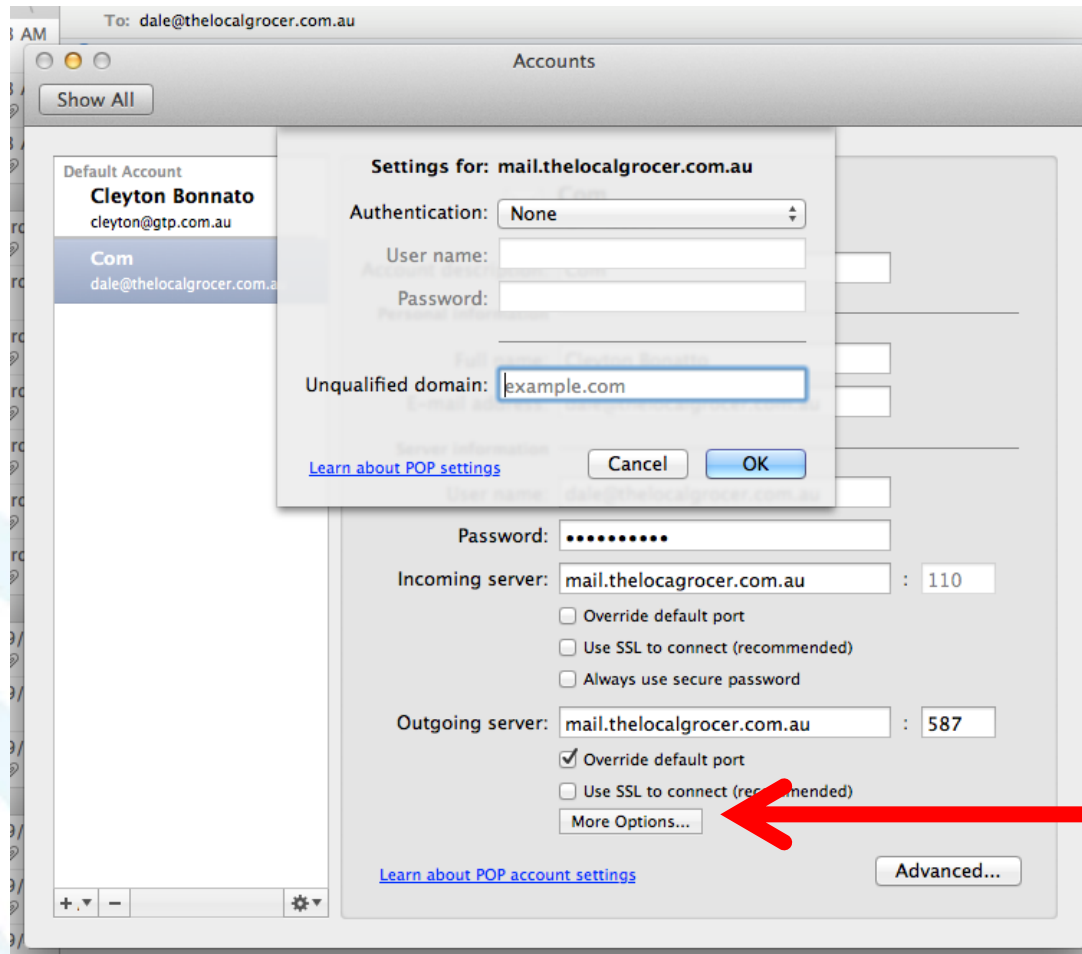
For outgoing mail server tick override default port and put in the number 587 - Click Add Account



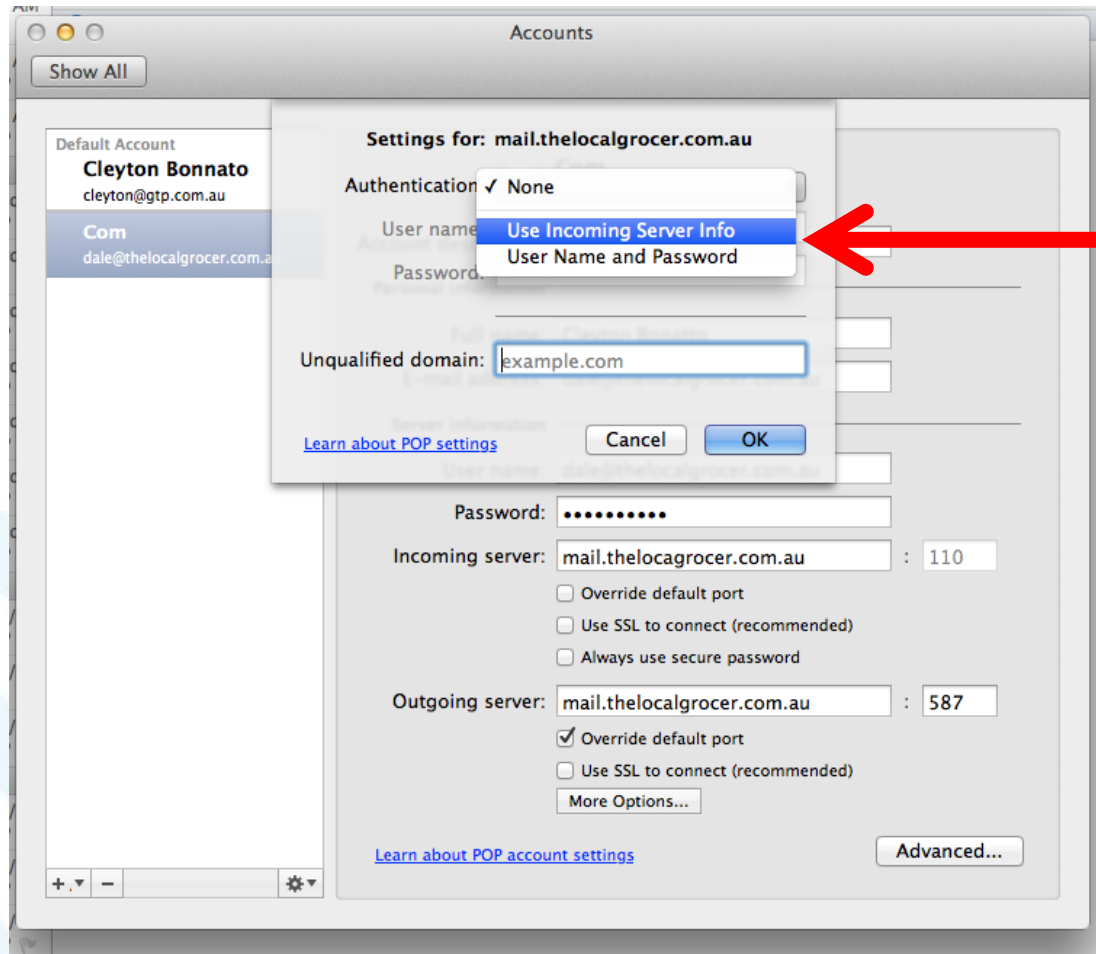
Account Added – Now to Change Some Things



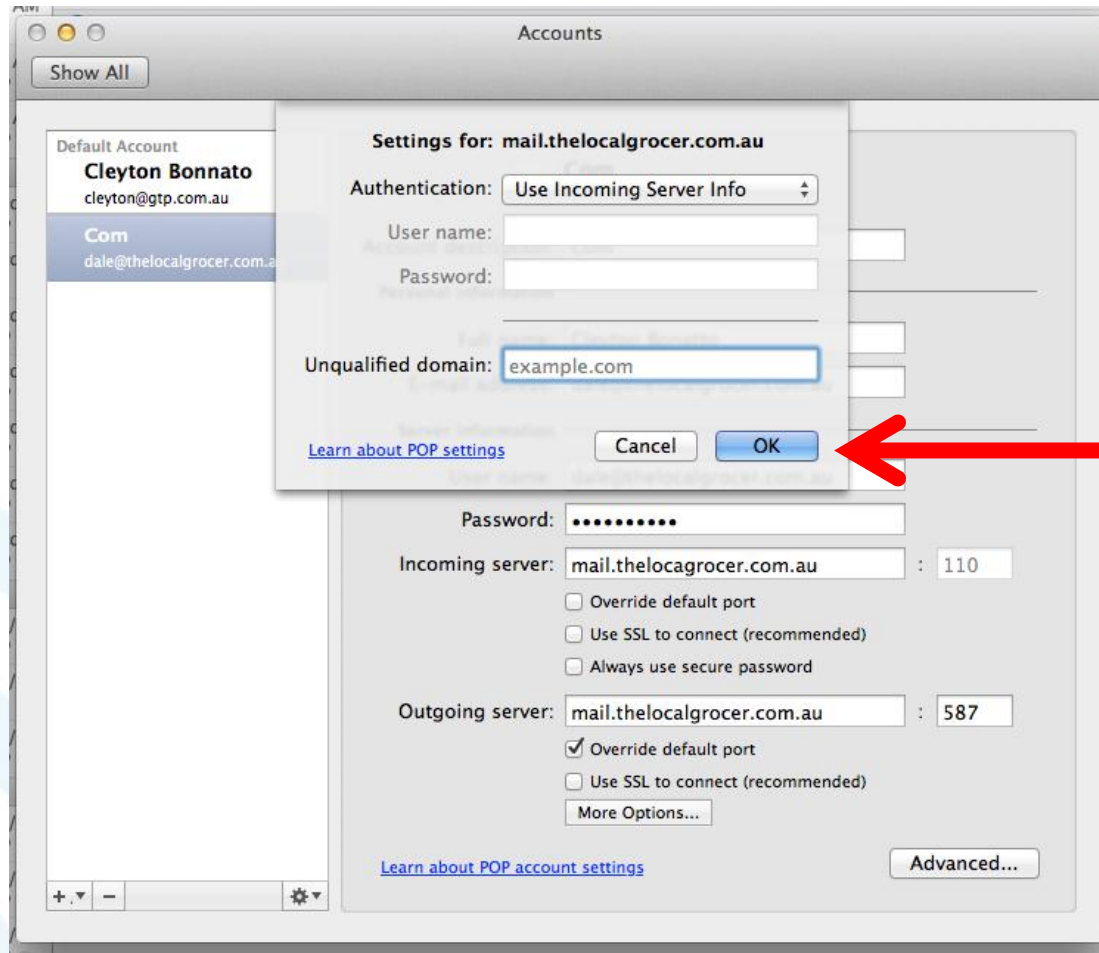
Click More Options as Shown



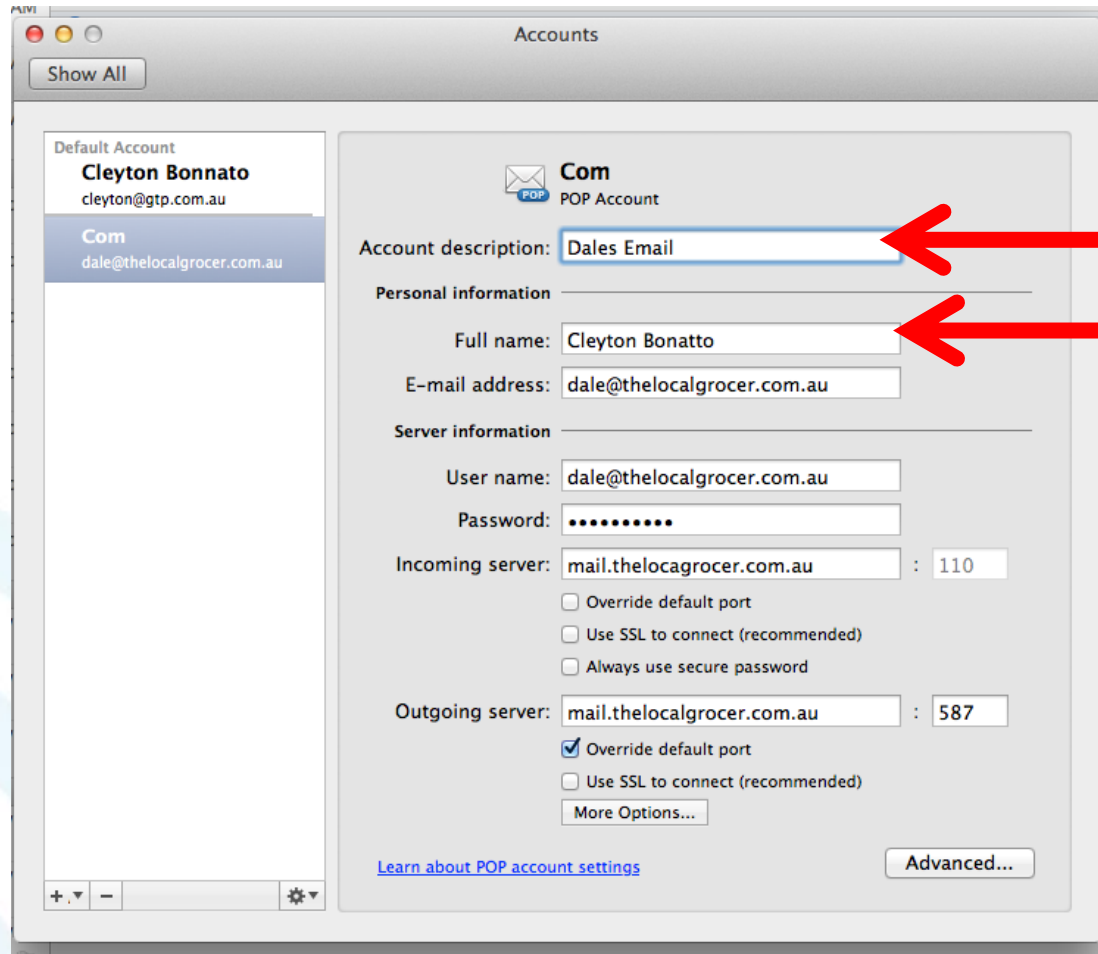
Select: Use Incoming Server Info



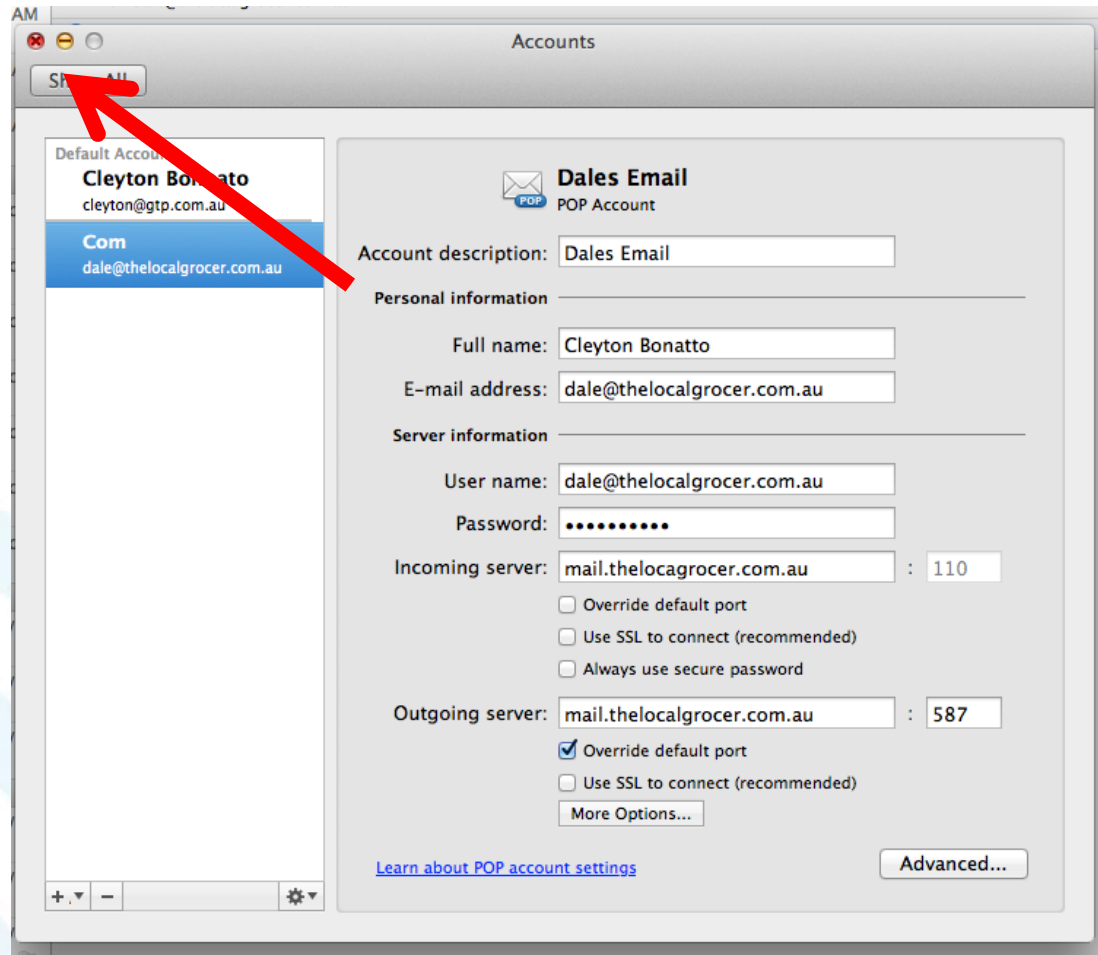
Click OK to Close



Edit the Account Description and Full Name if You Need to.



Close the Accounts Window



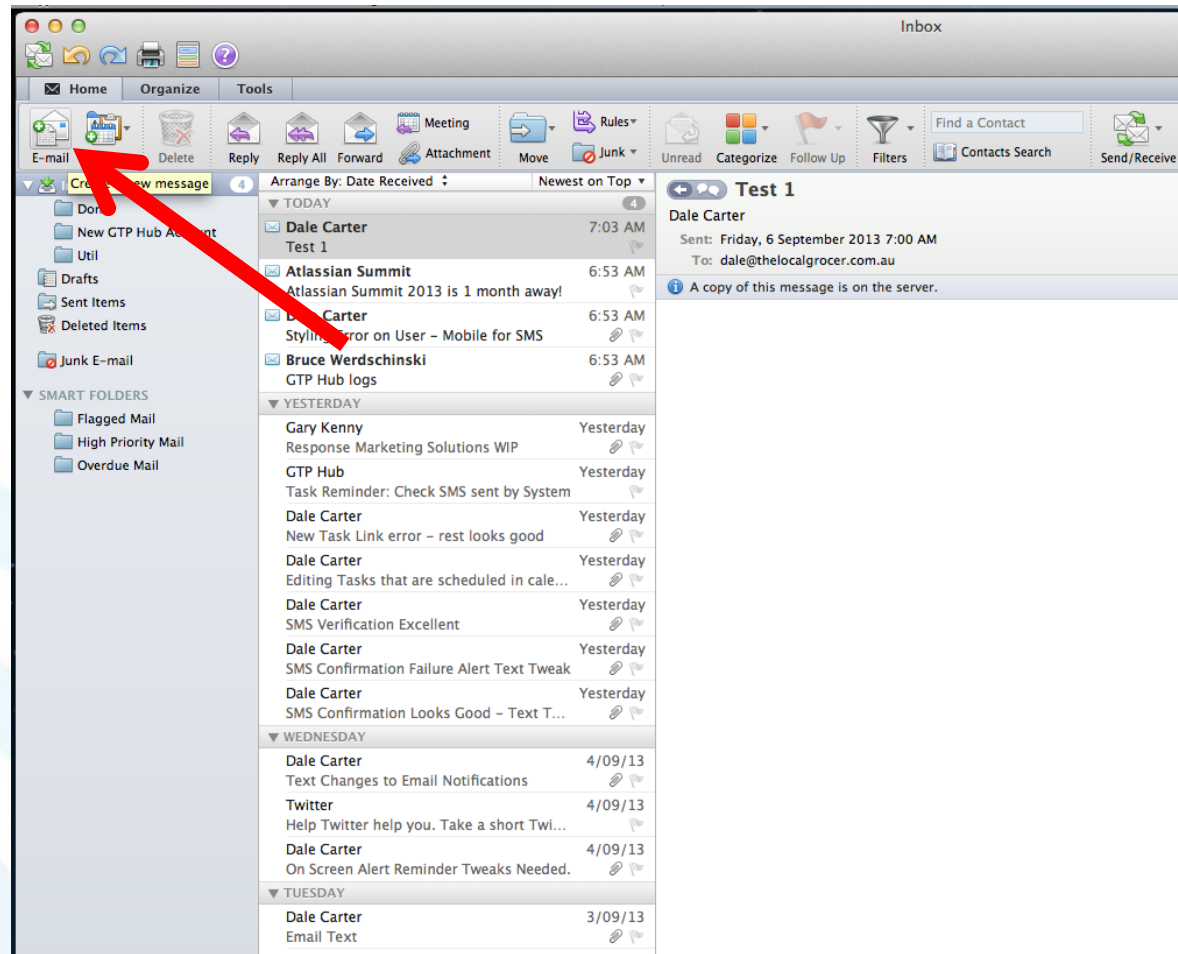
Step 2 – Test Email Settings

By GTP iCommerce:

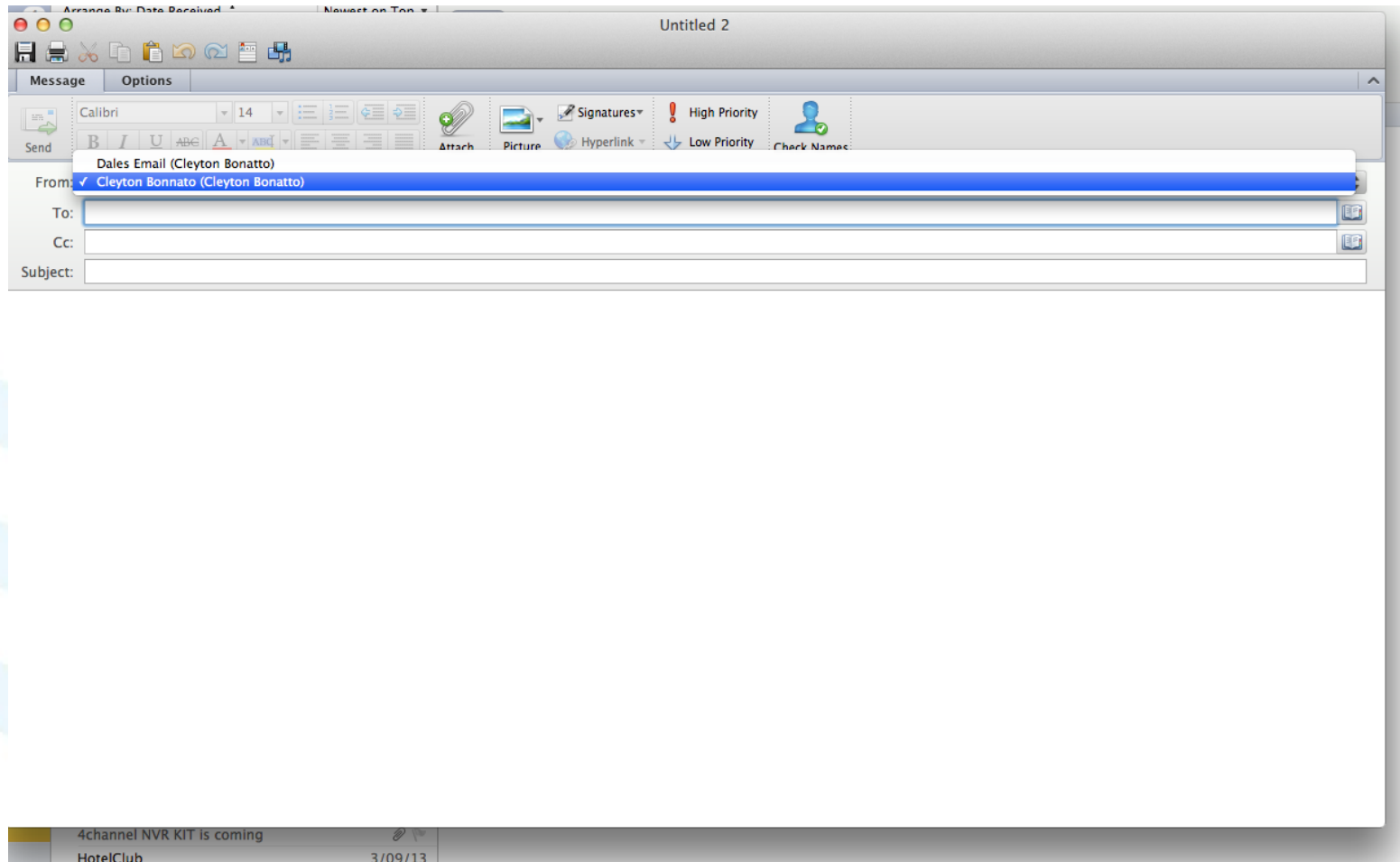
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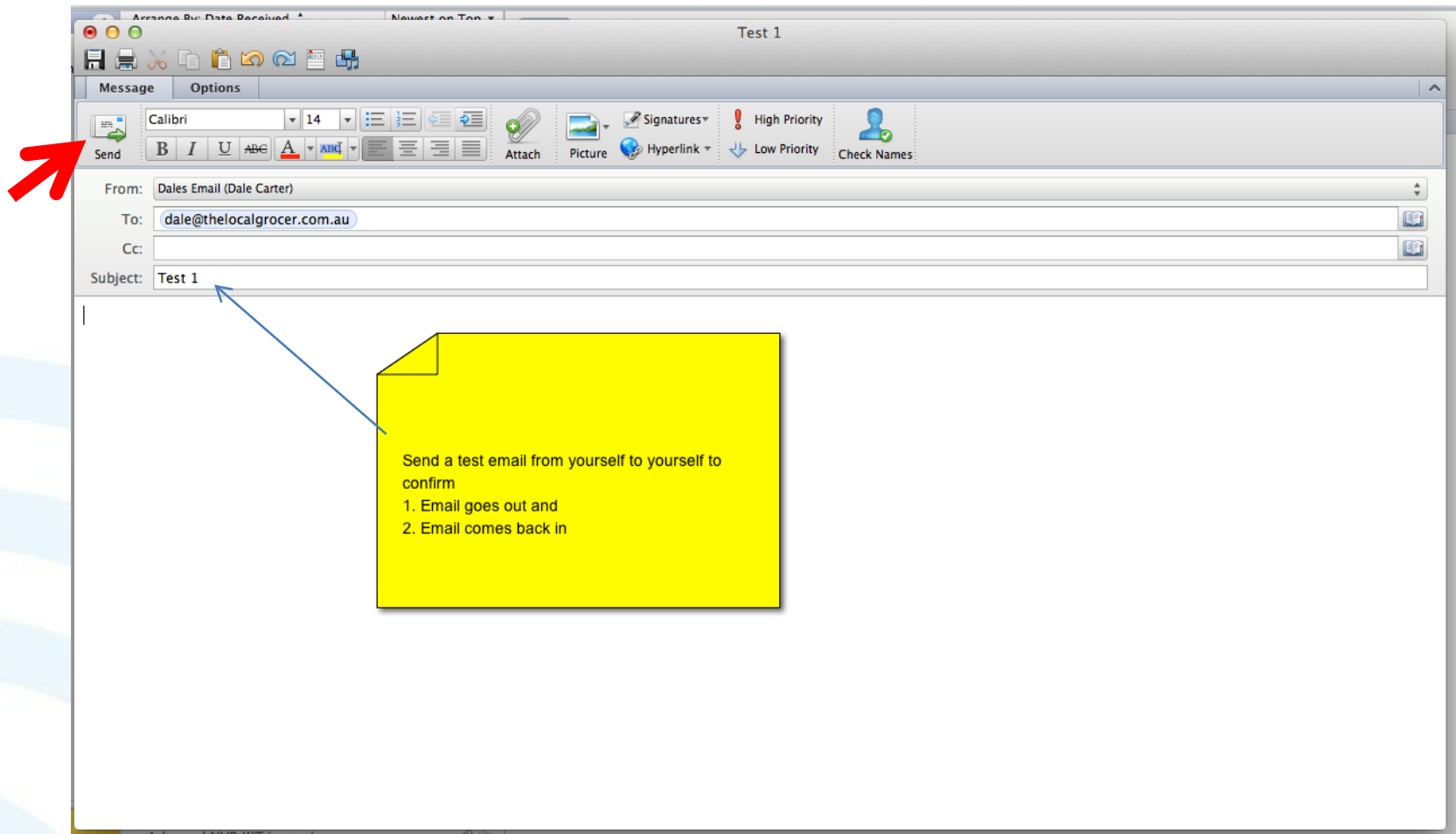
Test that it works: Click on E-Mail



Select From Address as New Account Created



Set "To:" address to your new email as well and put test 1 in subject line and SEND



Check Test Arrives

The screenshot shows an email client interface with the following elements:

- Top Bar:** Home, Organize, Tools
- Toolbar:** E-mail, New, Delete, Reply, Reply All, Forward, Attachment, Move, Junk, Read, Categorize, Follow Up, Filters, Find a Contact, Contacts Search
- Inbox List:**
 - ▼ TODAY
 - 4 Dale Carter Test 1 7:03 AM
 - Atlassian Summit Atlassian Summit 2013 is 1 month away! 6:53 AM
 - Dale Carter Styling Error on User - Mobile for SMS 6:53 AM
 - Bruce Werdchinski GTP Hub logs 6:53 AM
 - ▼ YESTERDAY
 - Gary Kenny Response Marketing Solutions WIP Yesterday
 - GTP Hub Task Reminder: Check SMS sent by System Yesterday
 - Dale Carter New Task Link error - rest looks good Yesterday
 - Dale Carter Editing Tasks that are scheduled in cale... Yesterday
 - Dale Carter SMS Verification Excellent Yesterday
 - Dale Carter SMS Confirmation Failure Alert Text Tweak Yesterday
- Message Preview (Test 1):**
 - Test 1**
 - Dale Carter**
 - Sent: Friday, 6 September 2013 7:00 AM
 - To: dale@thelocalgrocer.com.au
 - A copy of this message is on the server.

A red arrow points from the highlighted email in the inbox list to a yellow callout box containing the text:

SUCCESS

Email test has arrived in my inbox

Troubleshooting

- If you cannot send or receive email to the address then click on Tools – Accounts and check all settings again. Then try again
- Retype in incoming and outgoing mail servers
- Retype in your password
- Check your password is correct by logging in at webmail.yourdomain.com.au
- Close and re-open outlook and test again
- Take screenshot of settings and email to support@gtp.com.au
- Install Team Viewer VERSION 7 so we can provide remote support:

Click Here for Troubleshooting Messages

The screenshot shows an email client interface with a list of messages and a detailed view of an error message. A yellow callout box with a red arrow points to a warning icon in the bottom right corner.

Date	Error
19/08/13 11:22 AM	An operation on the server timed out. The server may be down, overloaded, or there may be too much net traffic.
19/08/13 11:32 AM	An operation on the server timed out. The server may be down, overloaded, or there may be too muc...
19/08/13 11:42 AM	An operation on the server timed out. The server may be down, overloaded, or there may be too muc...
19/08/13 11:52 AM	An operation on the server timed out. The server may be down, overloaded, or there may be too muc...
19/08/13 12:02 PM	An operation on the server timed out. The server may be down, overloaded, or there may be too muc...
2/09/13 12:01 PM	An operation on the server timed out. The server may be down, overloaded, or there may be too much net traffic.
6/09/13 7:01 AM	5.7.1 <203-206-135-250.perm.iinet.net.au[203.206.135.250]>: Client host rejected: Access denied
6/09/13 7:19 AM	Outlook cannot find the server. Verify the server information is entered correctly in the Account Settings, an...
6/09/13 7:20 AM	Outlook cannot find the server. Verify the server information is entered correctly in the Account Settings, an...

Error

Outlook cannot find the server. Verify the server information is entered correctly in the Account Settings, and that your DNS settings in the Network pane of System Preferences are correct.

Details

Could not retrieve mail.

Account name: "Dales Email"

Error code: -3176

6/09/13 7:20 AM

Click Here to View Message Alerts if It is Not Working

Warning icon in the bottom right corner.

Step 3 – Other Settings

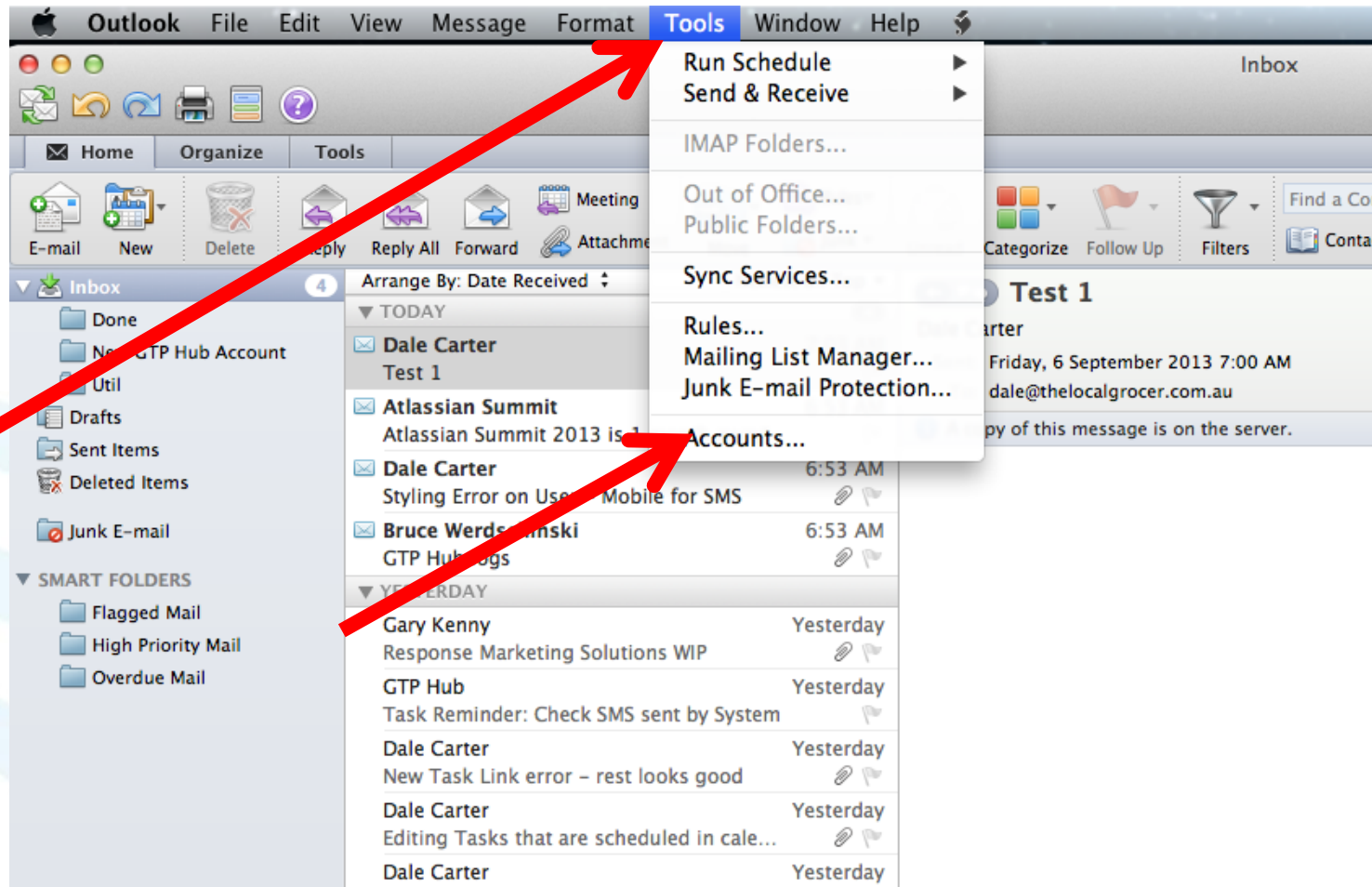
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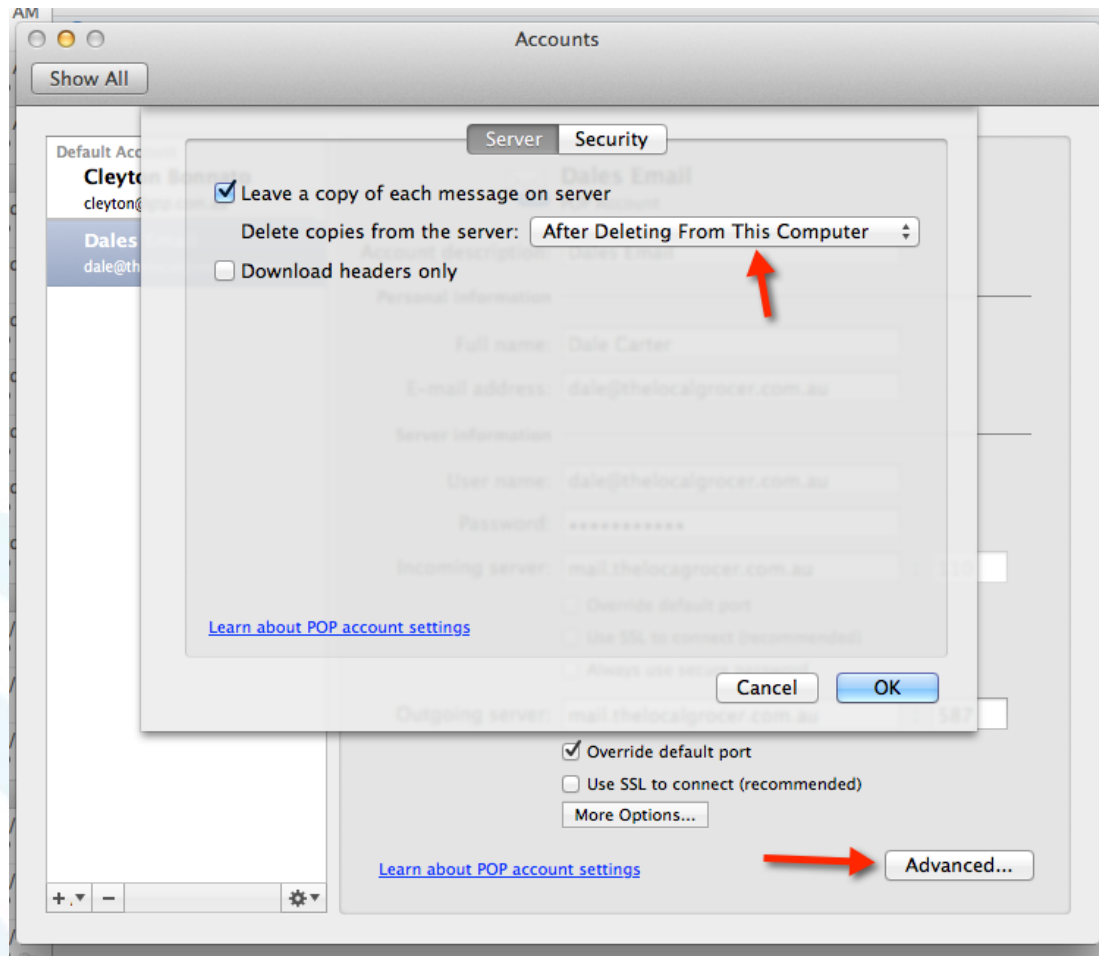
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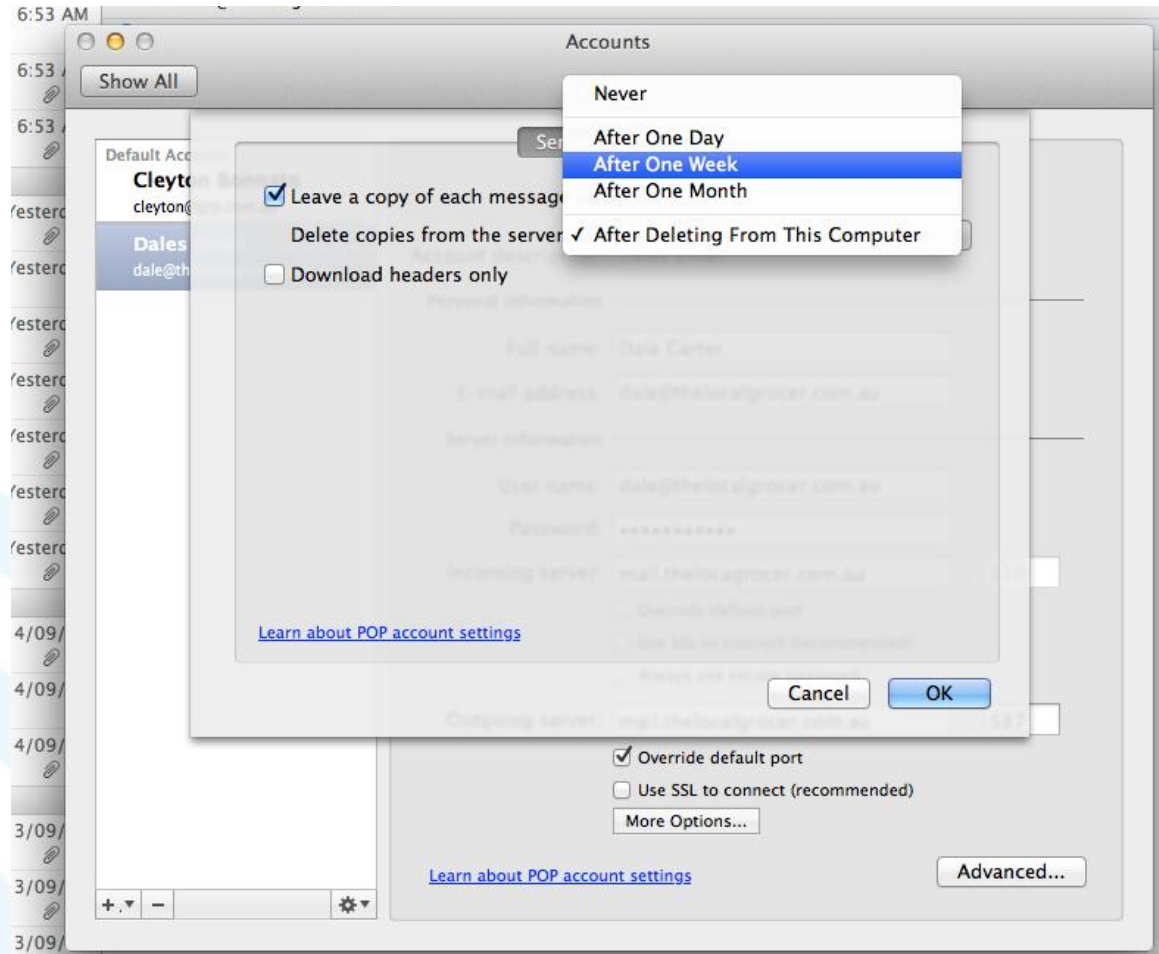
Click Tools and Accounts



Click Advanced to Edit Leave Copy of Email on Server Settings



Set to One Week Generally so Email box doesn't fill up and reach limits



Step 4 – Deleting Old Accounts

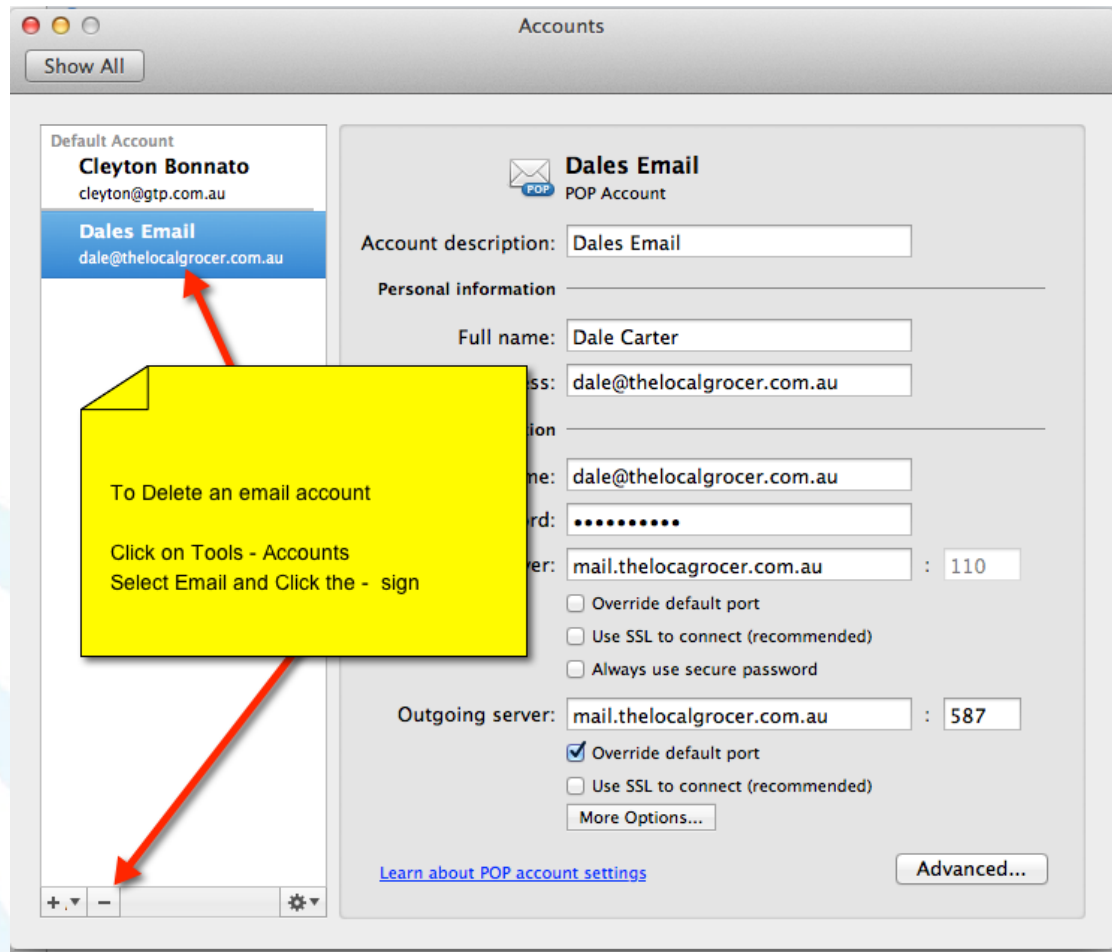
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To Delete an Account



Accounts

Show All

Default Account

Cleyton Bonnato
cleyton@gtp.com.au

Dales Email
dale@thelocalgrocer.com.au

Dales Email
POP Account

Account description: Dales Email

Personal information

Full name: Dale Carter

Email address: dale@thelocalgrocer.com.au

Incoming server: dale@thelocalgrocer.com.au

Port: 110

Override default port

Use SSL to connect (recommended)

Always use secure password

Outgoing server: mail.thelocalgrocer.com.au

Port: 587

Override default port

Use SSL to connect (recommended)

More Options...

[Learn about POP account settings](#)

Advanced...

To Delete an email account

Click on Tools - Accounts

Select Email and Click the - sign

End of Outlook 2011 Setup Instructions

[visit GTP Support Pages](#)

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www.gtphub.com

