

The guide below is for correcting email accounts in Outlook, however the incoming and outgoing mail servers and port settings are correct for all devices.

## **Outlook 2013/2016/2019**

Navigate to **File -> Account Settings -> Account Settings**  
then select your mailbox and click **Change**

Make sure both incoming and outgoing mail servers are set as **mail.eqcreative.com**  
then click on **More Settings** and select the **Advanced** tab.

Make sure your settings are as follows:

If your account is POP3:  
Incoming server port number: **995**

If your account is IMAP:  
Incoming port number: **993**

Use the following type of encrypted connection: **SSL**

Outgoing server (SMTP):  
Port number: **25**

Use the following type of encrypted connection: **Auto**

If the above fails, try the following settings:

**POP3:**  
Incoming port number: **110**  
Use the following type of encrypted connection: **Auto**

**IMAP:**  
Incoming port number: **143**  
Use the following type of encrypted connection: **Auto**

## **Outlook 2010**

Navigate to **Tools -> Accounts**  
Select **Account** -> then follow the same process above.