

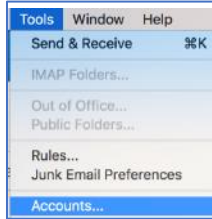
Microsoft Outlook 365 on a Mac

Add a new email account

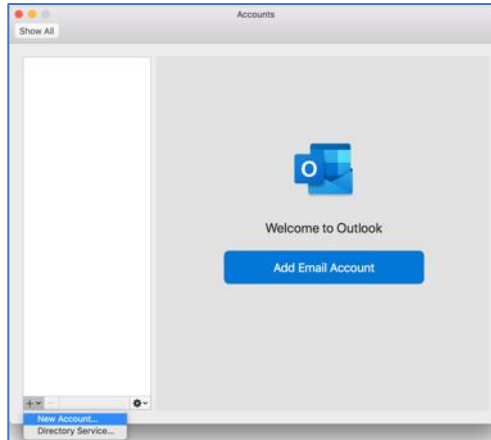
1. Open the Outlook app by clicking the Microsoft **Outlook** icon from the Launchpad.



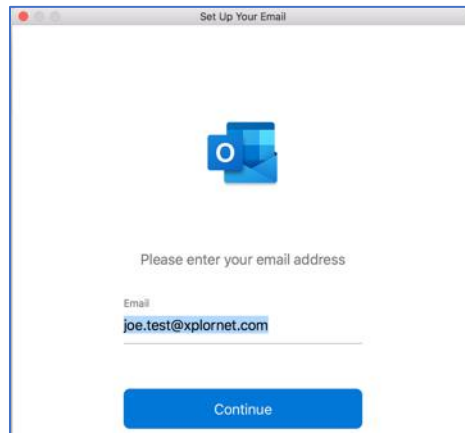
- a. If Outlook doesn't take you to the "Set Up Your Email" screen, click on **Tools**, then **Accounts...**



- b. Click **Add Email Account**, or click the + in the bottom left and select **New Account...**



2. Enter your full **email address**

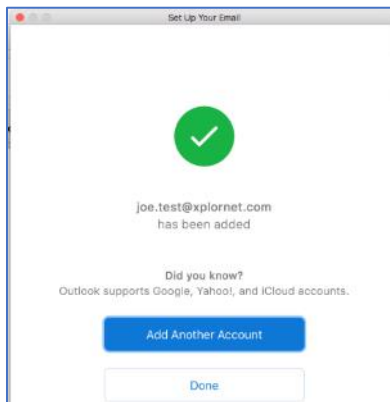


3. Click **Continue**

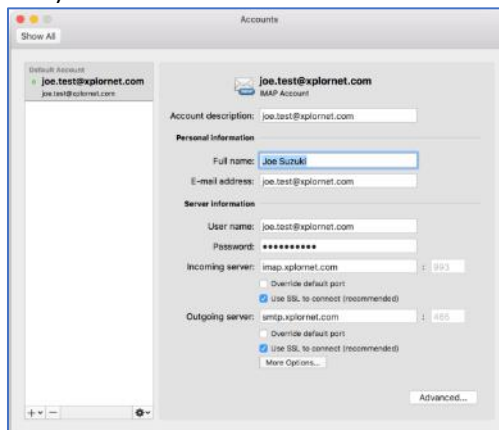
- a. Leave the **Type** as **IMAP** (POP is an option but is **not** recommended)

- b. Verify that the **Username** is your **full email address**
c. Enter your email **Password**
d. Verify that the **Incoming Server** is **mail3.cciwireless.ca**
e. Verify that the **Incoming Server Port** is **993**
f. Verify that the box next to **“Use SSL to connect”** is **checked** for **both** the **Incoming Server** and the **Outgoing Server**
g. Verify that the **Outgoing Server** is **mail3.cciwireless.ca**
h. Verify that the **Outgoing Server Port** to **587**
i. Click **Add Account**

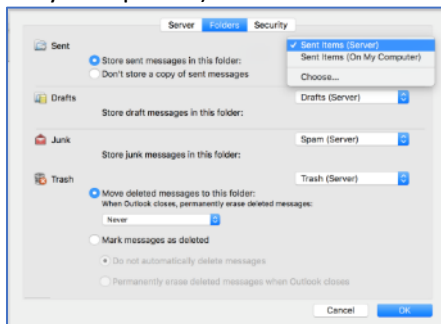
4. Click **Done**



5. If not already in Accounts, click on **Tools**, then **Accounts...**
6. In Accounts, edit your **Full Name** (if desired) and click **Advanced...**



7. Go to the **Folders** tab and verify the **Sent**, **Drafts**, **Junk** and **Trash** folders selected are **Sent Items**, **Drafts**, **Spam** and **Trash** respectively, and from the **Server** (not “On My Computer”)

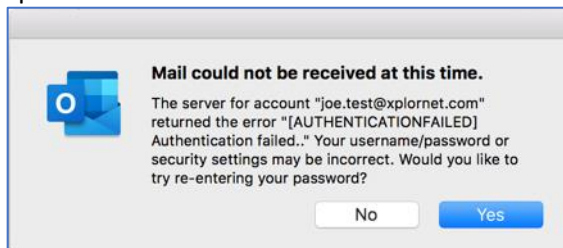


8. Click **OK**, then close **Accounts**

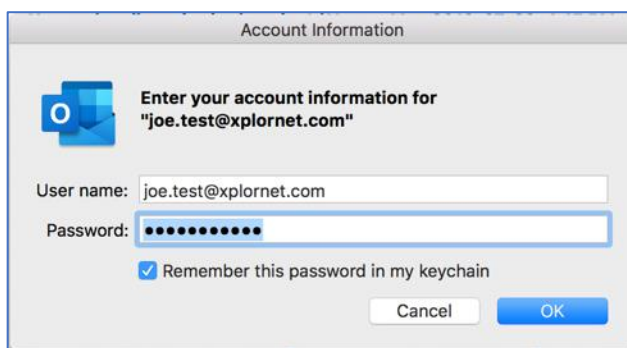
Changing your Email Password

If you **changed your email password** in [webmail](#), you will need to change it in Outlook to match the new password.

Outlook should prompt you for your new password with a “Mail could not be retrieved at this time” message:



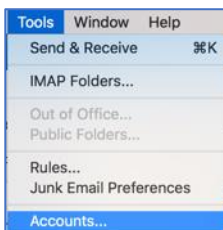
1. Click **Yes**



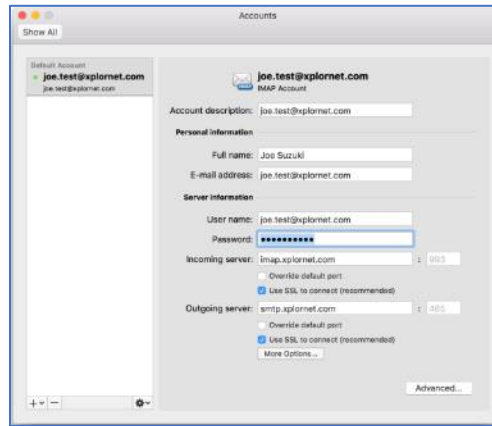
2. Enter your new **Password**, check the box of “**Remember this password in my keychain**” (unless you wish to enter it every time) and click **OK**

If Outlook doesn't prompt you for your new password, follow these steps:

1. click on **Tools**, then **Accounts...**



2. Select your **email**



3. Enter your new **Password** and close **Accounts**