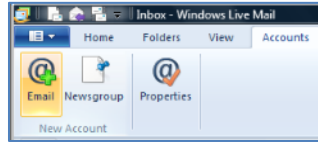


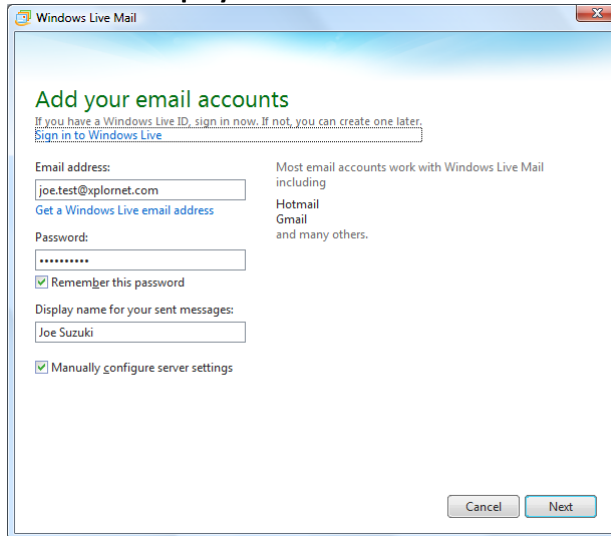
CCI Email using Windows Live Mail 2011, 2012

Adding a New Email Account

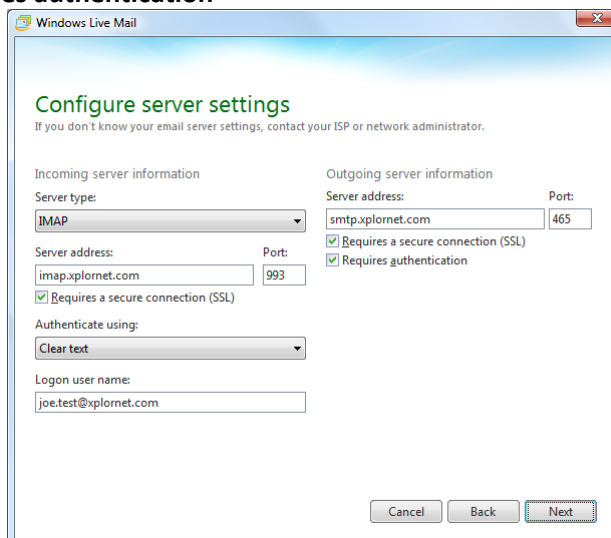
1. Open **Windows Live Mail (WLM)**
2. Click **Accounts**, then click on **@+ Email**



3. Enter your full **E-mail Address**, **Password** and **Display name**

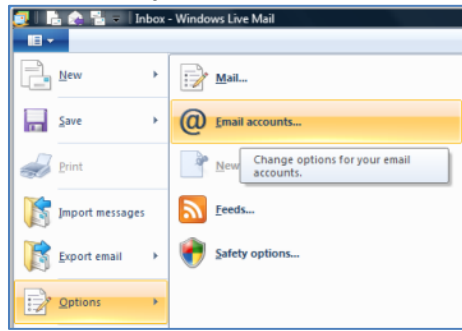
A screenshot of the 'Add your email accounts' dialog box in Windows Live Mail. It contains fields for 'Email address' (joe.test@xplornet.com), 'Password' (masked with dots), and 'Display name for your sent messages' (Joe Suzuki). There are checkboxes for 'Remember this password' and 'Manually configure server settings'. A list on the right shows 'Most email accounts work with Windows Live Mail including Hotmail, Gmail and many others.' 'Cancel' and 'Next' buttons are at the bottom.

4. Select **“Manually configure server settings”** and click **Next**
 - a. Set the **Server Type** to **IMAP** – POP is an option but is not recommended
 - b. Under **“Incoming server information”**, enter the **Server Address** as **mail3.cciwireless.ca**
 - c. Select the box for **“Requires a secure connection (SSL)”**
 - d. Change the **Logon User Name** to your **full email address**, including the portion after the @ symbol (e.g., joe.test@cciwireless.ca)
 - e. Under **“Outgoing server information”**, enter the **Server Address** as **mail3.cciwireless.ca**
 - f. Change the **Port** from 25 to **587**
 - g. Select the box for **“Requires a secure connection (SSL)”**
 - h. Check the box for **“Requires authentication”**

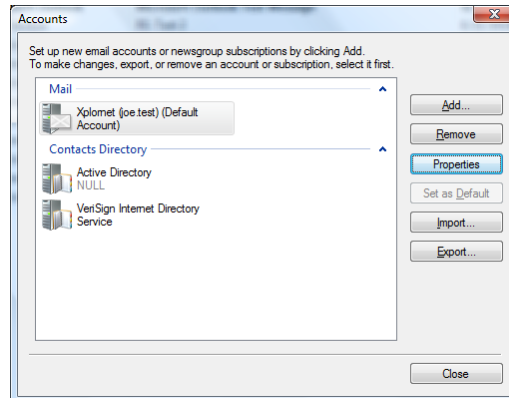
A screenshot of the 'Configure server settings' dialog box in Windows Live Mail. It is divided into 'Incoming server information' and 'Outgoing server information'. The 'Incoming' section has 'Server type' set to 'IMAP', 'Server address' as 'imap.xplornet.com', 'Port' as '993', and 'Requires a secure connection (SSL)' checked. The 'Outgoing' section has 'Server address' as 'smtp.xplornet.com', 'Port' as '465', and both 'Requires a secure connection (SSL)' and 'Requires authentication' checked. There is a 'Logon user name' field with 'joe.test@xplornet.com'. 'Cancel', 'Back', and 'Next' buttons are at the bottom.

5. Click **Next**, then **Finish**

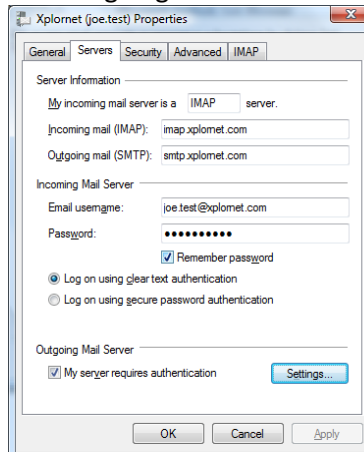
6. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



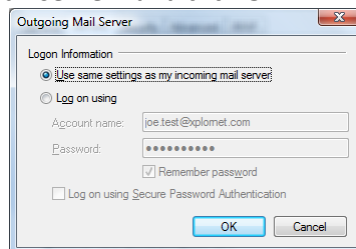
7. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



8. Go to the **Servers** tab and click **Settings...** under "Outgoing Mail Server"

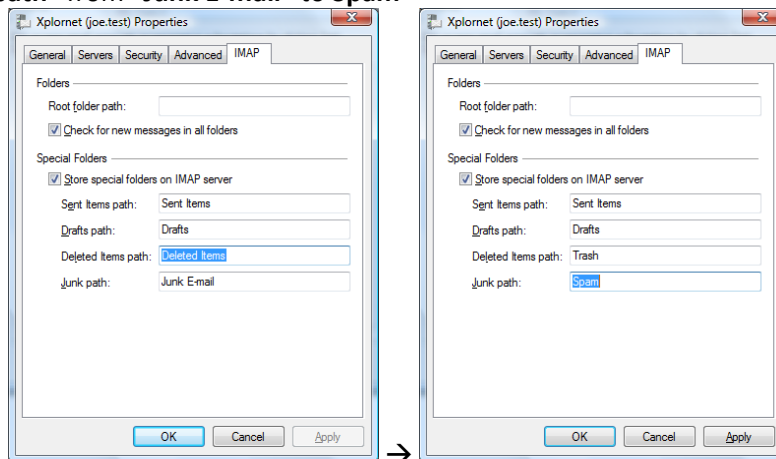


9. Select "Use same settings as my incoming mail server" and click **OK**



10. Go to the **IMAP** tab

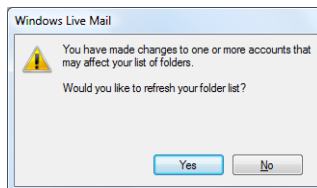
- a. Change the **“Deleted Items path”** from **“Deleted Items”** to **Trash**
- b. Change the **“Junk path”** from **“Junk E-mail”** to **Spam**



c. Click **OK**

11. Click **Close**

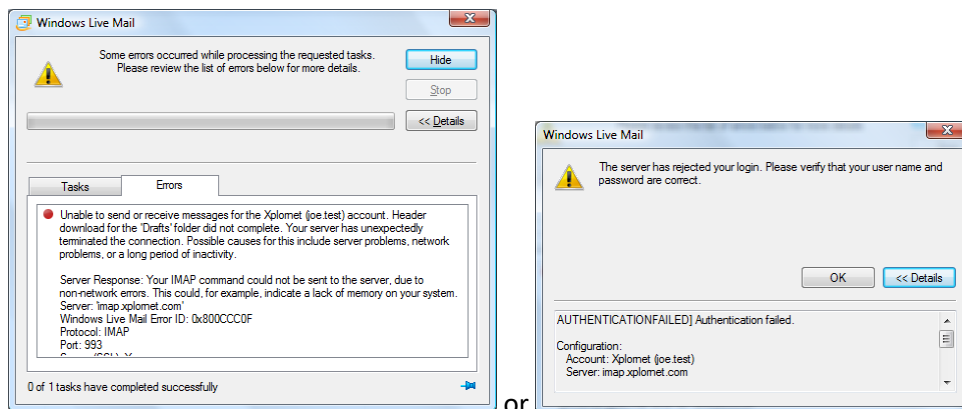
12. Click **Yes** to refresh your folder list



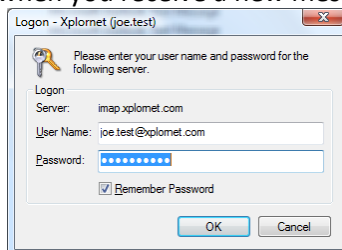
Your email account is now ready for use in Windows Live Mail.

Changing your Email Password

If you **changed your email password** in [webmail](#), you will need to change it in Windows Live Mail (WLM) to match the new password. You might even see a message like “Some errors occurred while processing the requested tasks” or “The server has rejected your login”:

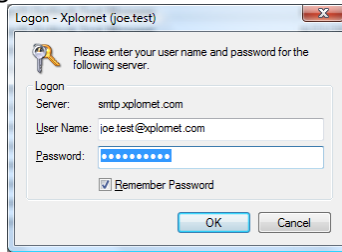


WLM should prompt you for your new password when you receive a new message:



- Enter your new **password**, check the box for **“Remember Password”** (unless you wish to enter it every time) and click **OK**.

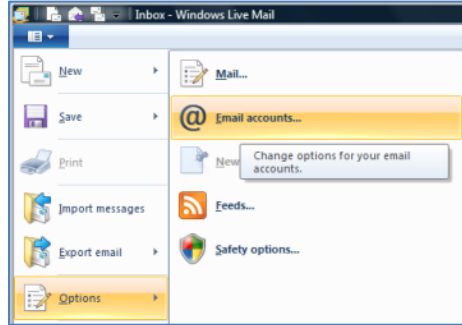
It might also prompt you when you send a message from WLM:



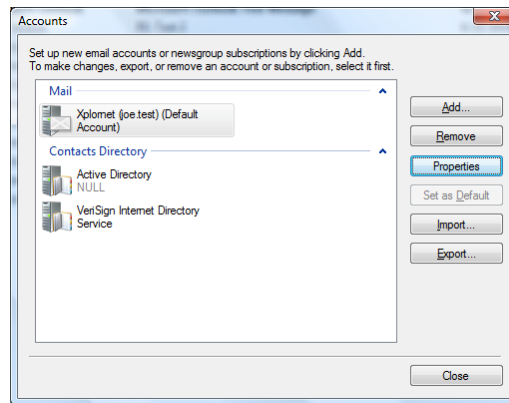
- Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

If Windows Live Mail doesn't prompt you for your new password, follow these steps:

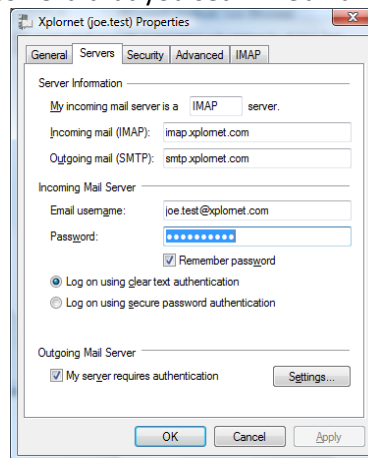
1. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



2. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



3. Go to the **Servers** tab and enter the new **Password** that you set in webmail



4. Click **OK**, then **Close**

Your password is now changed to match what you set it to in webmail.