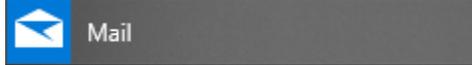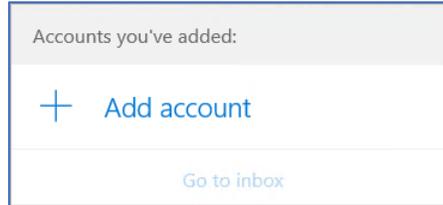## Setup Email in the Windows 10 Mail App
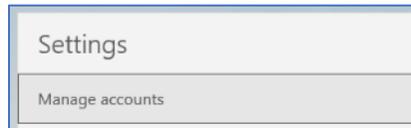
Add a new email account

1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.
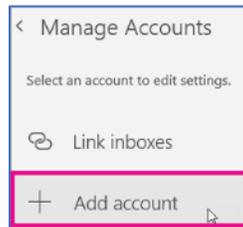

2. If this is the first time you've opened the Mail app, you'll see a Welcome page. Select **+ Add account** to get started.
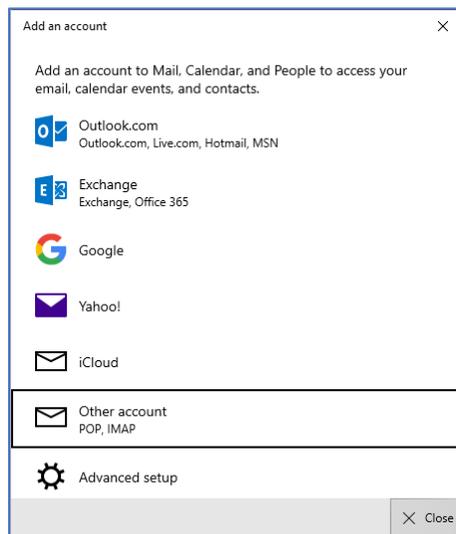

   a. If you've used the Mail app before, at the bottom of the left navigation pane, select **Settings** ⚙ (gear icon), and then choose **Manage Accounts**.
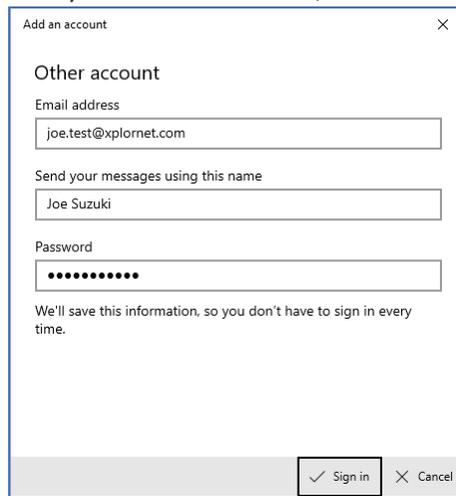

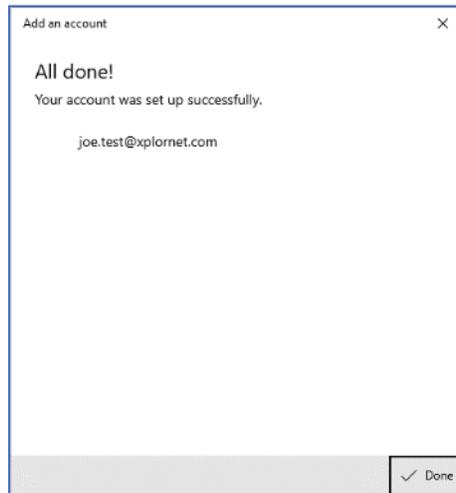   b. Select **+ Add account**.

3. Choose **Other account**

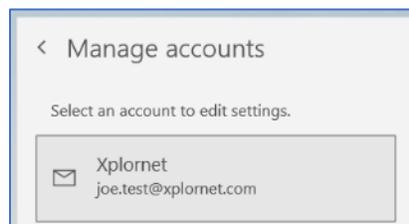4. Enter your full **Email address**, your **name** and your email **Password**, then click **Sign in**

5. Click **Done**

6. Verify Settings by selecting **Settings** ⚙ (gear icon) at the bottom of the left navigation pane, and then choose **Manage Accounts**.

7. Select your email address. Click **Change mailbox sync settings**

8. Select **Advanced mailbox settings**
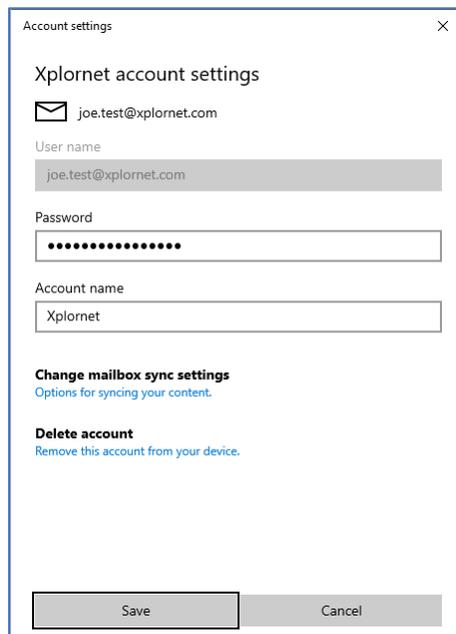
9. Scroll down to the **Sync options** section
   a. Verify that the **Incoming email Server** is **mail3.cciwireless.ca:993:1**
   b. Verify that the **Outgoing (SMTP) email Server** is **mail3.cciwireless.ca:587:1**
   c. Verify that **the following four boxes** are **checked**:
      - **Outgoing server requires authentication**
      - **Use the same user name and password for sending email**
      - **Requires SSL for incoming email**
      - **Requires SSL for outgoing email**


   d. Click **Done** when finished
10. Click **Save**

Changing your Email Password

If you **changed your email password** in webmail, you will need to change it in the Mail app to match the new password.

You might see a **Sync Error** (a triangle with an exclamation mark within a circle of arrows) and a message that says "We couldn't access this account. You might need to update your password…".
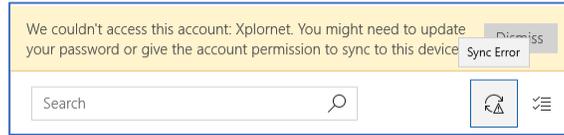
1. Click on the **Sync Error icon** (a triangle with an exclamation mark within a circle of arrows)
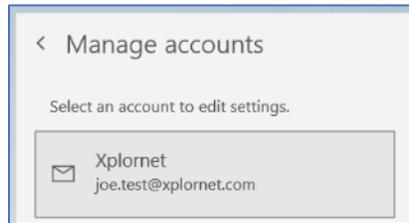2. Enter your new **Password**
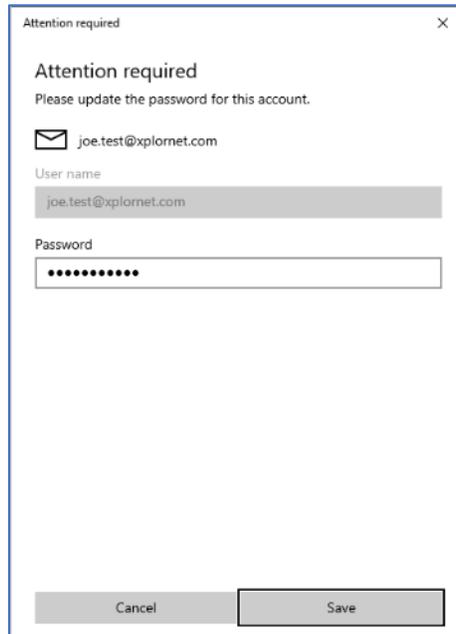
3. Click **Save**

If you don't see the Sync Error, follow these steps instead:
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.

2. At the bottom of the left navigation pane, select **Settings** ⚙ (gear icon), and then choose **Manage Accounts**.

3. Select your email address.

4. Enter your new email **Password** and click **Save**