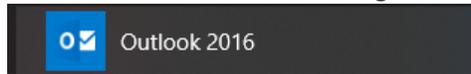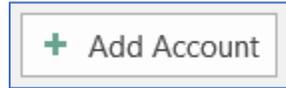# Outlook 2016 on Windows
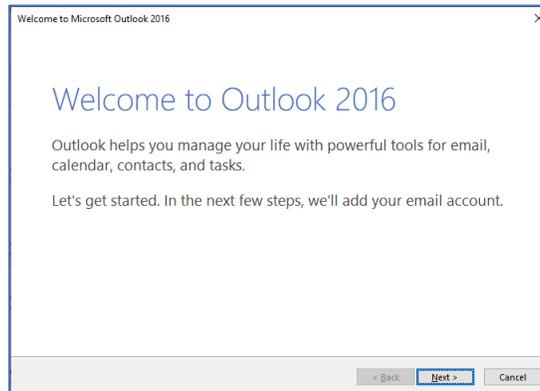
Add a new email account

1. Open the Outlook app by clicking the Windows **Start** menu and choosing **Outlook 2016**.

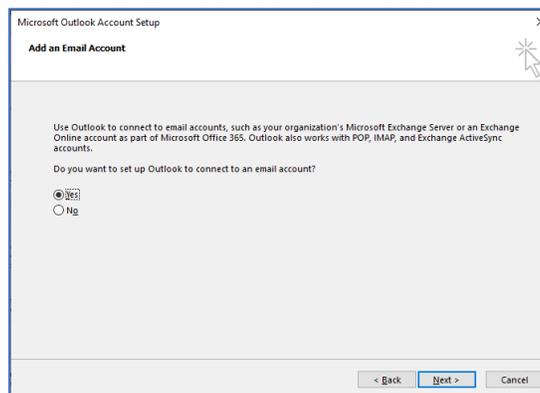

   a. If Outlook doesn't take you to the "Welcome to Outlook 2016" screen, click on **File**, **+ Add Account**, then go to **step 4**
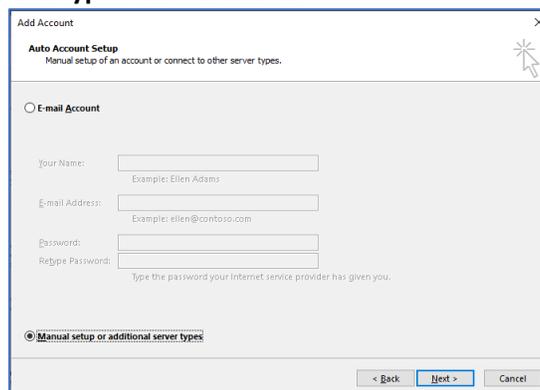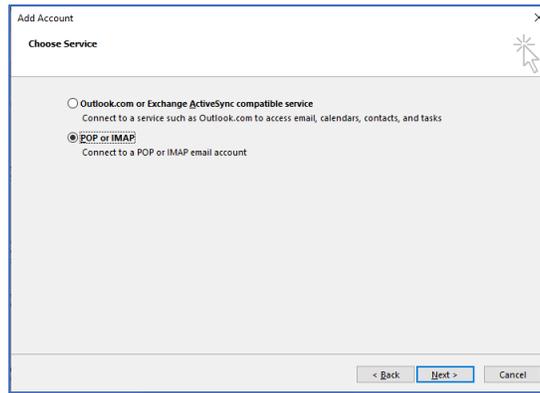

2. Click **Next >**

3. Select **Yes** for "Do you want to setup Outlook to connect to an email account?" and click **Next >**

4. Select **Manual setup or additional server types** and **click Next >**
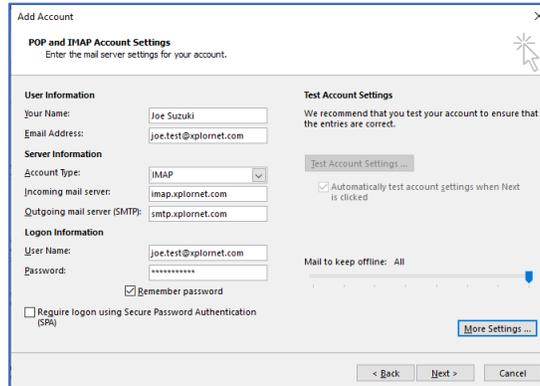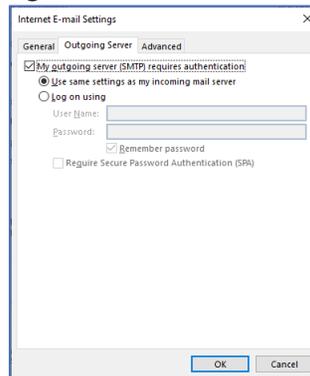

5. Select **POP or IMAP** and click **Next >**

6. Enter **Your Name** and full **E-mail Address**

7. Set the **Account Type** to **IMAP** (POP3 is an option but is <u>not</u> recommended)
8. Enter the **Incoming mail server** as **mail3.cciwireless.ca**
9. Enter the **Outgoing mail server (SMTP)** as **mail3.cciwireless.ca**
10. Change the **User Name** to your **full email address**, including the portion after the @ symbol (e.g., joe.test@cciwireless.ca)
11. Enter your email **Password**
12. Click on **More Settings…**, then go to the **Outgoing Server** tab

13. Place a check mark in **My outgoing server (SMTP) requires authentication**

14. Go to the **Advanced** tab
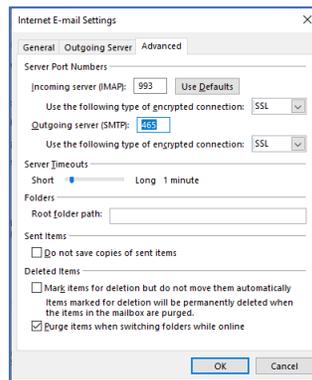
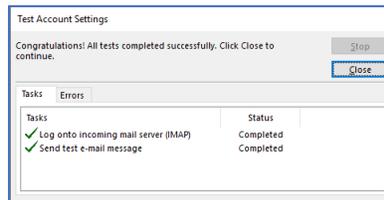   a. For <u>both</u> the **Incoming server (IMAP)** and **Outgoing server (SMTP)**, set "**Use the following type of encryption connection**" to **SSL**

    b. Change the **Outgoing server (SMTP) Port Number** to **587**
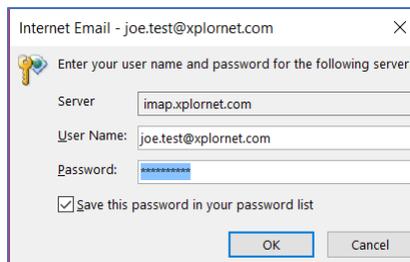
    c. Click **OK**

15. Click on **Next >**

    a. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click Close, correct your setting(s) and try again.

16. Once the test **Tasks complete** successfully (**green** checkmarks), click **Close** and then **Finish**


Changing your Email Password

If you **changed your email password** in <u>webmail</u>, you will need to change it in Outlook to match the new password.

Outlook should prompt you for your new password:

- Enter your new **Password**, check the box of "**Save this password in your password list**" (unless you wish to enter it every time) and click **OK**
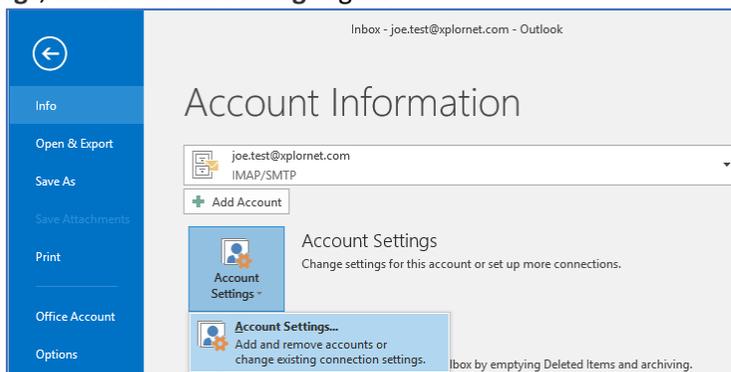
It should also prompt you when you send a message from Outlook:
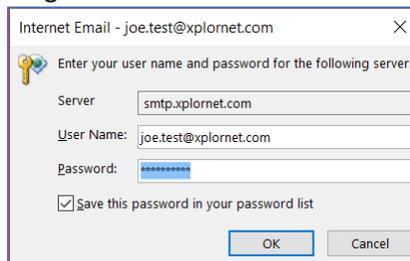
- Enter your new **Password**, check the box of "**Save this password in your password list**" (unless you wish to enter it every time) and click **OK**

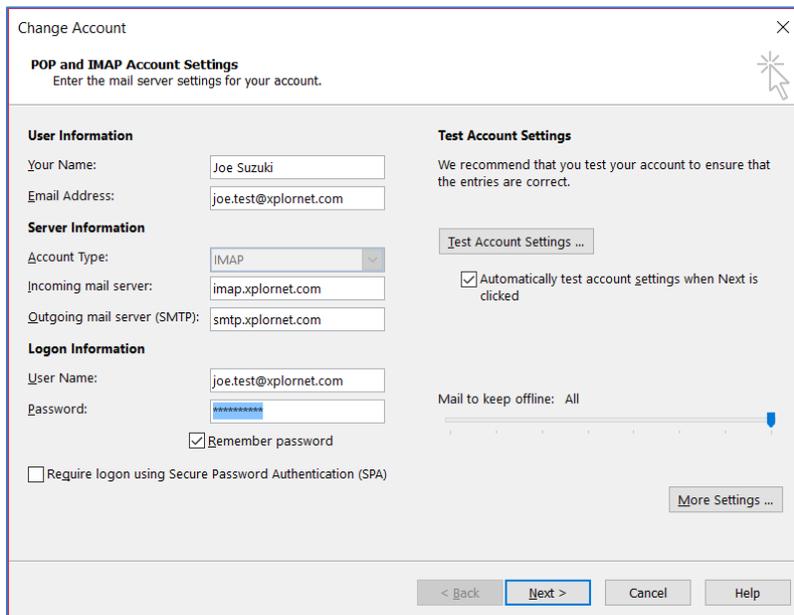If Outlook doesn't prompt you for your new password, follow these steps:

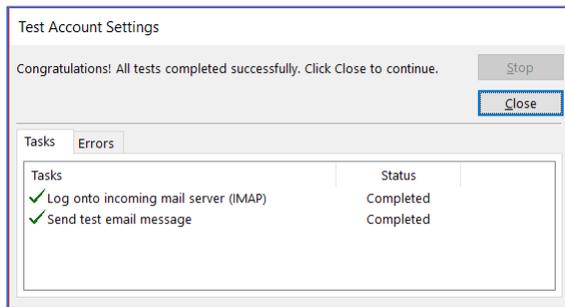1. Click **File**, then **Account Settings**, then **Account Settings** again

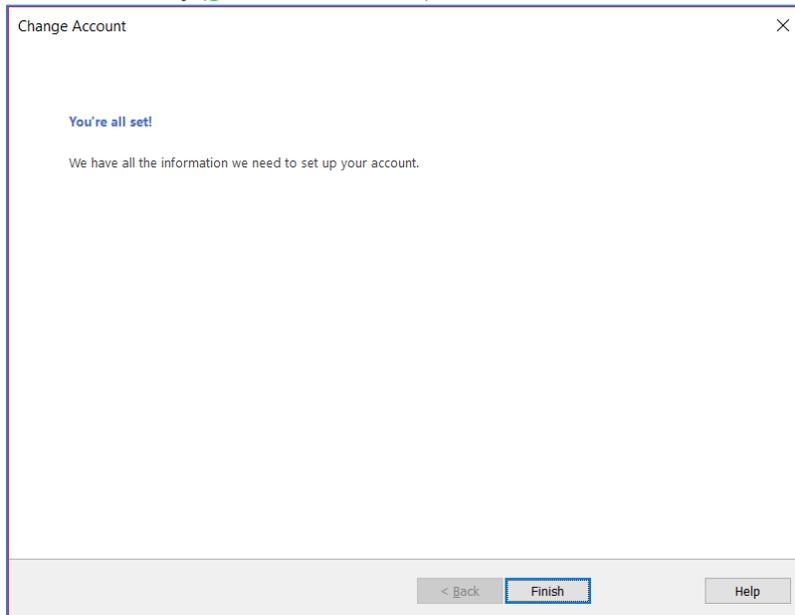2. Select the **email you just created** and click **Change...**
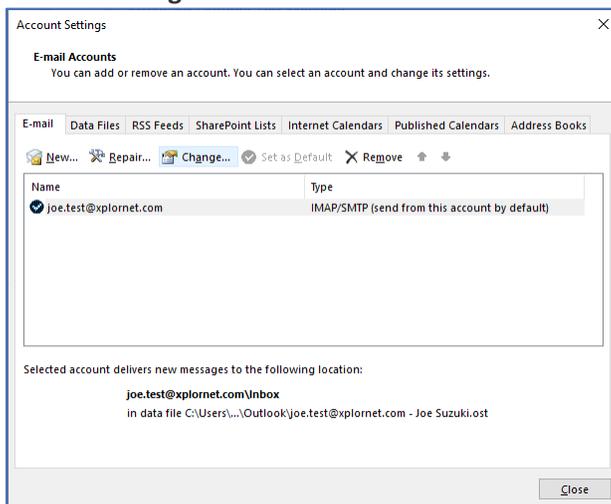
3. Enter your new **Password** and click **Next >**

a. If both test Tasks fail (red **X**), then you entered your new password wrong. Click **Close**, correct your Password and try again.

4. Once the test **Tasks complete successfully** (**green** checkmarks), click **Close** and then **Finish**

5. Click **Close**