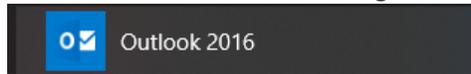


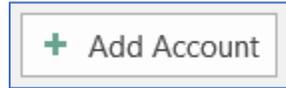
## Outlook 2016 on Windows

### Add a new email account

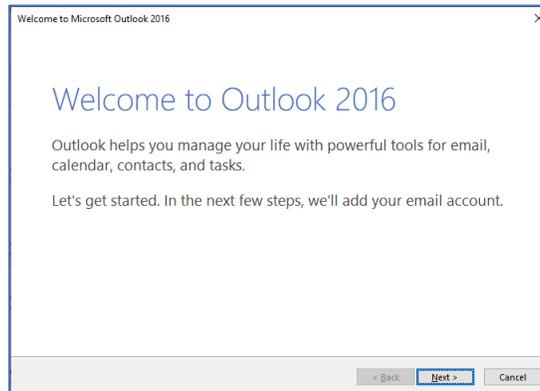
1. Open the Outlook app by clicking the Windows **Start** menu and choosing **Outlook 2016**.



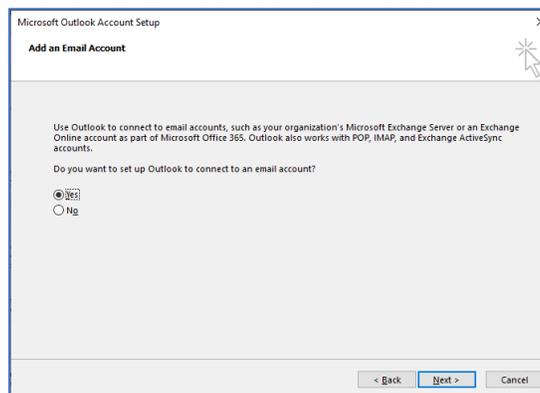
- a. If Outlook doesn't take you to the "Welcome to Outlook 2016" screen, click on **File, + Add Account**, then go to **step 4**



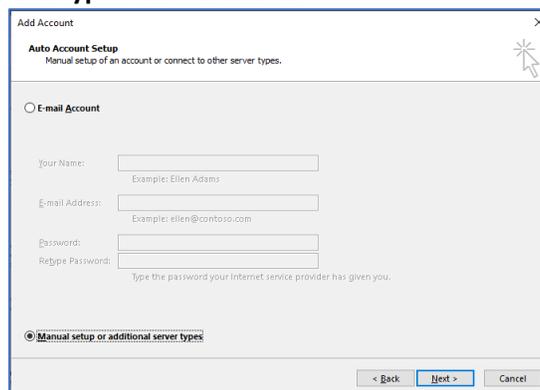
2. Click **Next >**



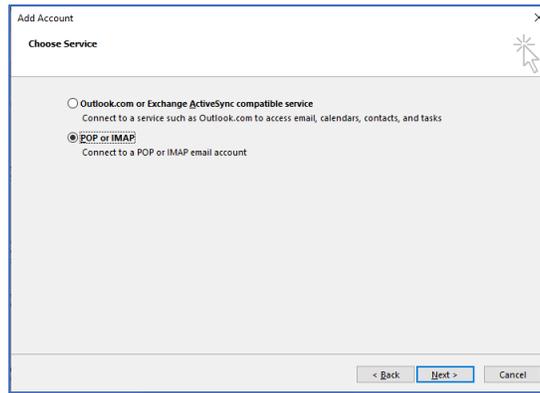
3. Select **Yes** for "Do you want to setup Outlook to connect to an email account?" and click **Next >**



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

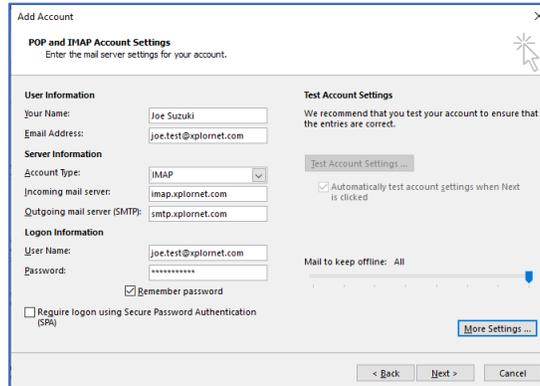


5. Select **POP or IMAP** and click **Next >**



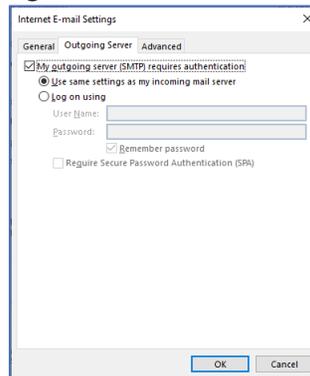
The screenshot shows the 'Add Account' dialog box with the 'Choose Service' tab selected. There are two radio button options: 'Outlook.com or Exchange ActiveSync compatible service' (unselected) and 'POP or IMAP' (selected). Below the 'POP or IMAP' option, it says 'Connect to a POP or IMAP email account'. At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'.

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



The screenshot shows the 'Add Account' dialog box with the 'POP and IMAP Account Settings' tab selected. The 'User Information' section has 'Your Name' (Joe Suzuki) and 'Email Address' (joe.test@xplornet.com). The 'Server Information' section has 'Account Type' (IMAP), 'Incoming mail server' (imap.xplornet.com), and 'Outgoing mail server (SMTP)' (smtp.xplornet.com). The 'Logon Information' section has 'User Name' (joe.test@xplornet.com) and 'Password' (masked). There are checkboxes for 'Remember password' (checked) and 'Require logon using Secure Password Authentication (SPA)' (unchecked). The 'Test Account Settings' section has a 'Test Account Settings...' button and a checkbox for 'Automatically test account settings when Next is clicked' (checked). At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel', along with a 'More Settings...' button.

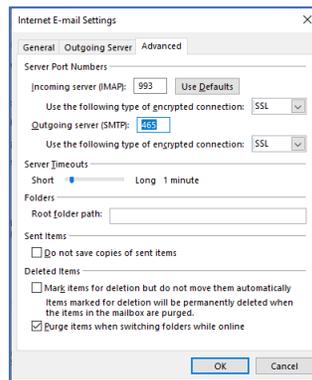
7. Set the **Account Type** to **IMAP** (POP3 is an option but is not recommended)  
8. Enter the **Incoming mail server** as **mail3.cciwireless.ca**  
9. Enter the **Outgoing mail server (SMTP)** as **mail3.cciwireless.ca**  
10. Change the **User Name** to your **full email address**, including the 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



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The 'General' tab is also visible. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. Below it, there are radio button options: 'Use same settings as my incoming mail server' (selected) and 'Log on using' (unselected). Under 'Log on using', there are fields for 'User Name' and 'Password', and a checked 'Remember password' checkbox. There is also an unchecked 'Require Secure Password Authentication (SPA)' checkbox. At the bottom, there are 'OK' and 'Cancel' buttons.

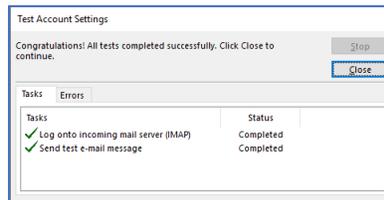
13. Place a check mark in **My outgoing server (SMTP) requires authentication**

14. Go to the **Advanced** tab



- For both the **Incoming server (IMAP)** and **Outgoing server (SMTP)**, set “Use the following type of encryption connection” to **SSL**
- Change the **Outgoing server (SMTP) Port Number** to **587**
- Click **OK**

15. Click on **Next >**



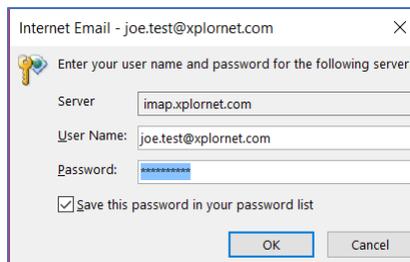
- If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.

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

## Changing your Email Password

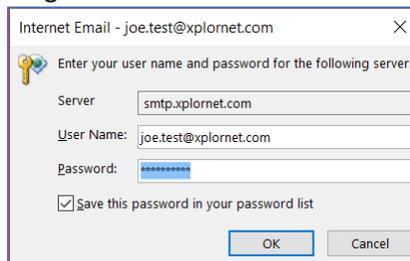
If you **changed your email password** in [webmail](#), you will need to change it in Outlook to match the new password.

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**

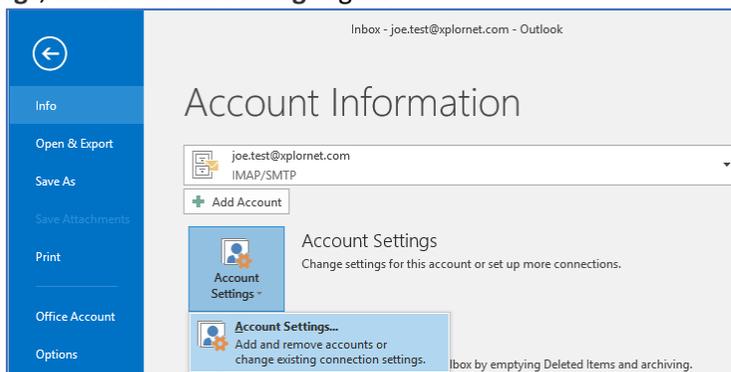
It should also prompt you when you send a message from Outlook:



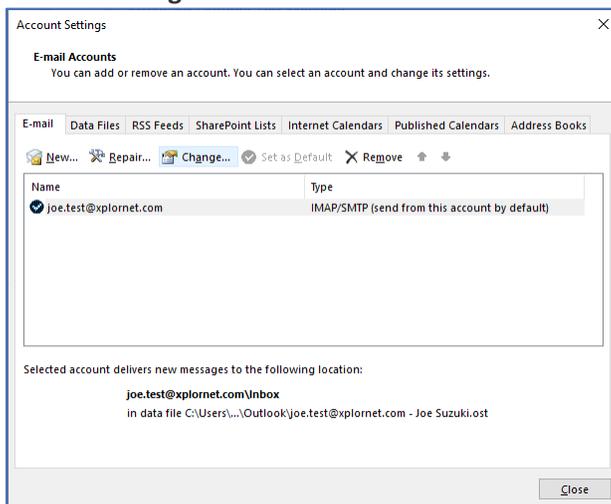
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

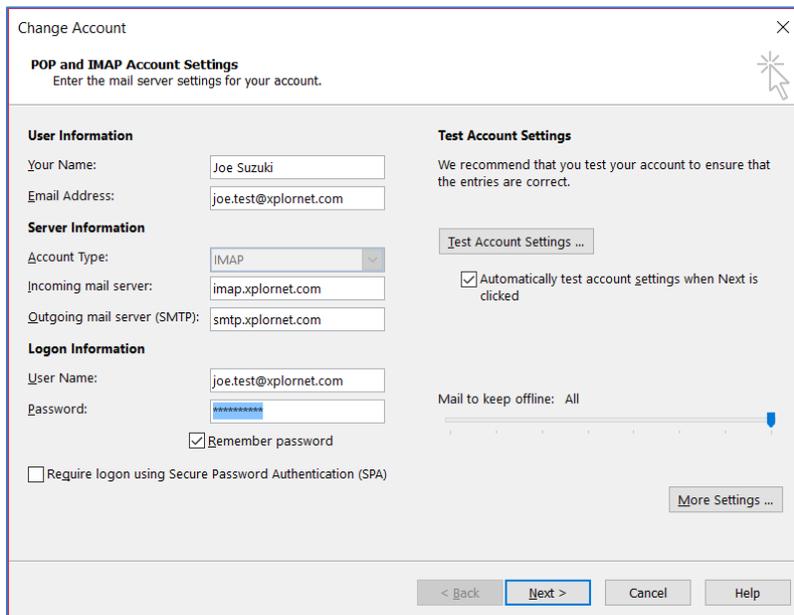
1. Click **File**, then **Account Settings**, then **Account Settings** again



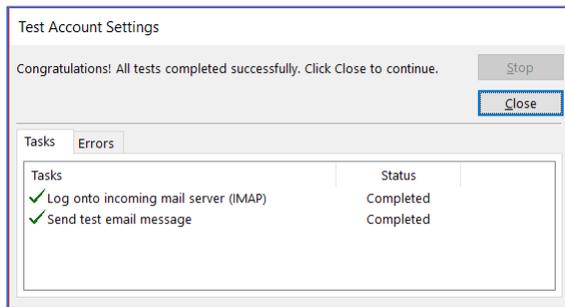
2. Select the **email you just created** and click **Change...**



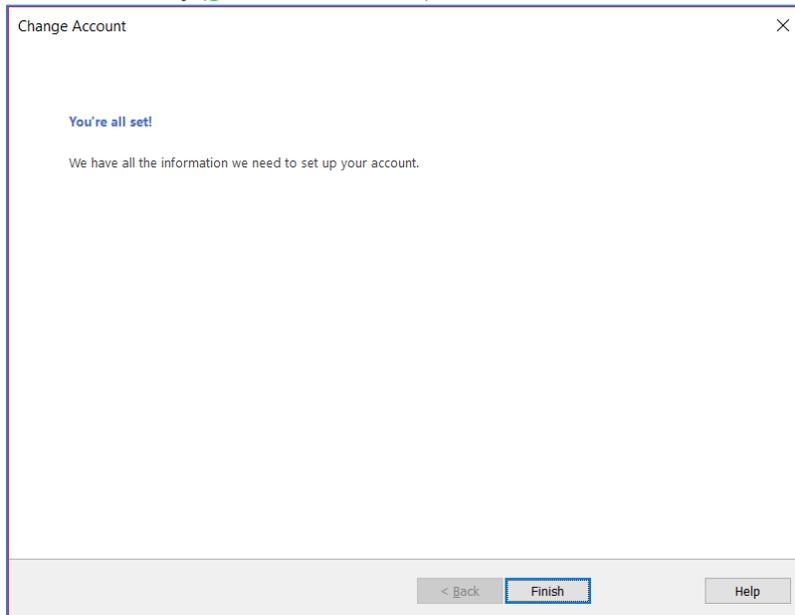
3. Enter your new **Password** and click **Next >**



- 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**