

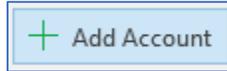
Microsoft Outlook 365 on Windows

Add a new email account

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

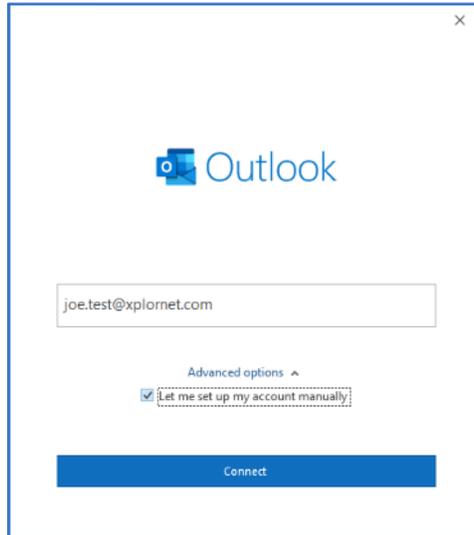


- a. If Outlook doesn't take you to the "Welcome to Outlook" screen, click on **File**, then **+ Add Account**



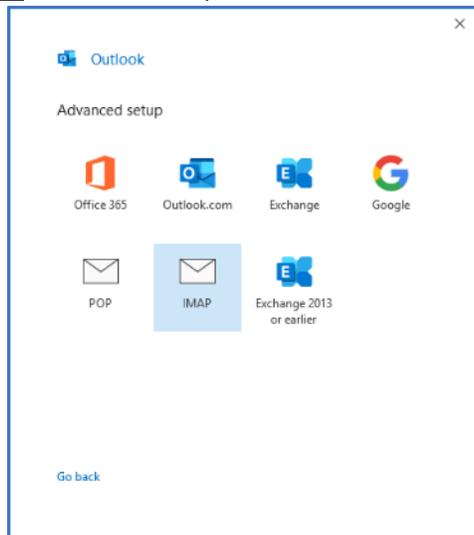
2. Enter your full **email address**

- a. Click on "**Advanced options**" and **check** the **box** for "**Let me set up my account manually**"

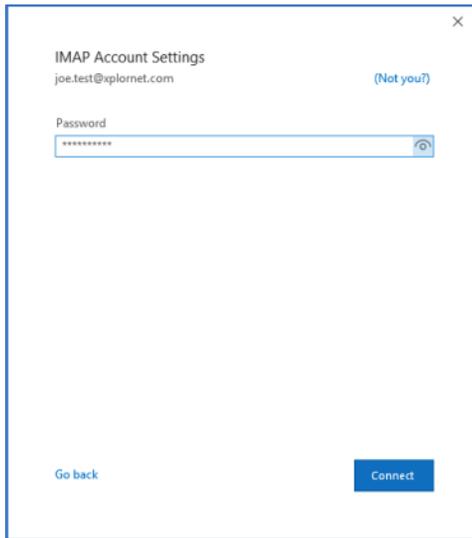


- b. Click **Connect**

3. Click on **IMAP** (POP is an option but is not recommended)



4. Enter your email **Password** and click **Connect**

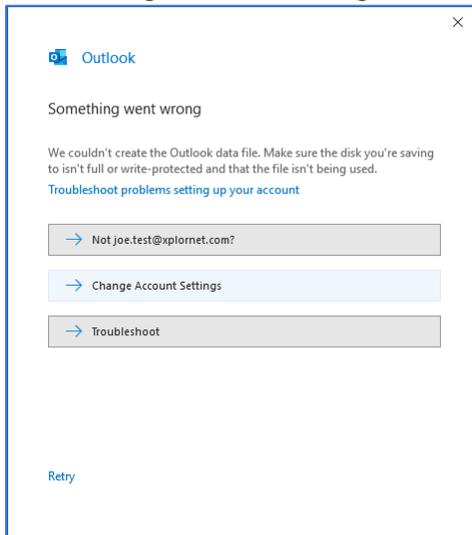


IMAP Account Settings
joe.test@xplornet.com (Not you?)

Password

Go back Connect

5. If it gives you “Something went wrong”, click “Change Account Settings”



Outlook

Something went wrong

We couldn't create the Outlook data file. Make sure the disk you're saving to isn't full or write-protected and that the file isn't being used.
[Troubleshoot problems setting up your account](#)

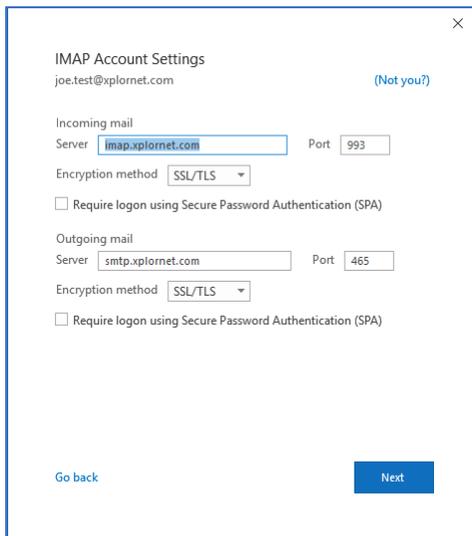
→ Not joe.test@xplornet.com?

→ Change Account Settings

→ Troubleshoot

Retry

- a. Verify that the **Incoming mail Server** is **mail3.cciwireless.ca**, the **Port** is set to **993**, and the **Encryption method** is **SSL/TLS**
- b. Verify that the **Outgoing mail Server** is **mail3.cciwireless.ca**, the **Port** is set to **587**, and the **Encryption method** is **SSL/TLS**



IMAP Account Settings
joe.test@xplornet.com (Not you?)

Incoming mail
Server Port
Encryption method

Require logon using Secure Password Authentication (SPA)

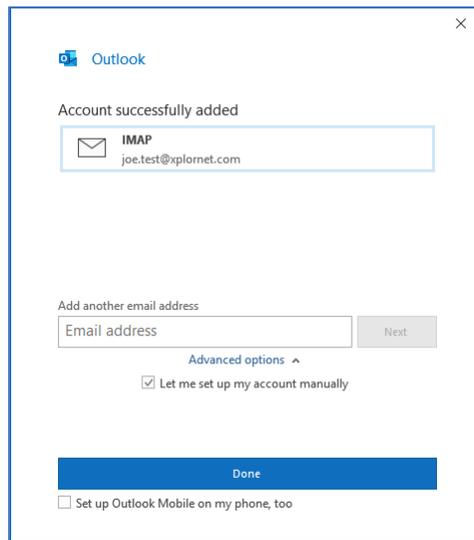
Outgoing mail
Server Port
Encryption method

Require logon using Secure Password Authentication (SPA)

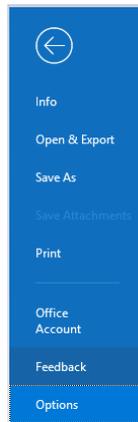
Go back Next

- c. Click **Next**
- d. Verify your **Password**, then click **Connect**
- e. You might have to try “Change Account Settings” a couple times before it’s successful

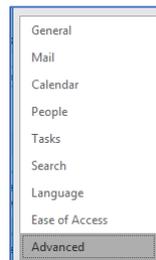
6. Click **Done**



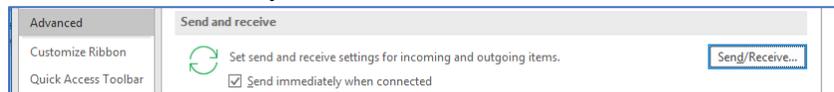
7. Click **File, Options** (on the left)



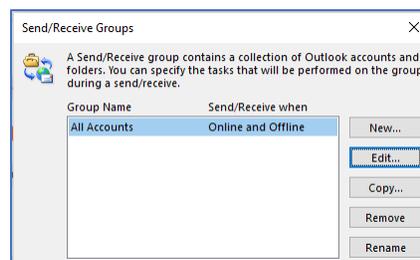
8. Select **Advanced** (on the left)



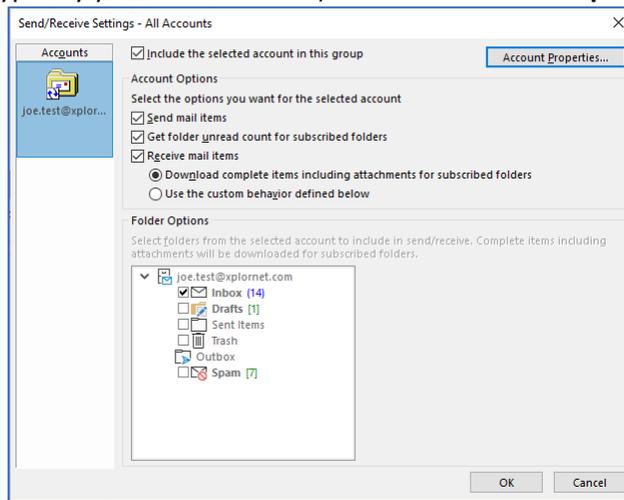
9. Scroll down to **Send and receive** and click **Send/Receive...**



10. Click **Edit...**

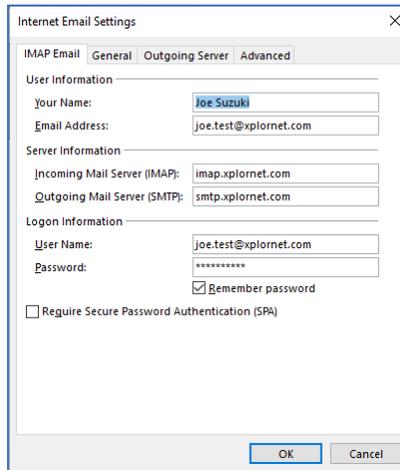


11. Select your **Account** on the left (typically your email address) and click **Account Properties...**



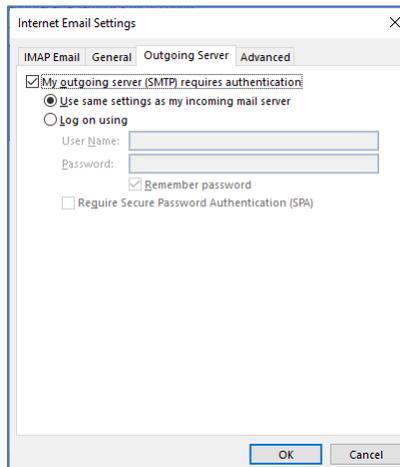
12. Go to the **IMAP Email** tab

- a. Enter **Your Name**
- b. Verify that the **Incoming Mail Server (IMAP)** is **mail3.cciwireless.ca**
- c. Verify that the **Outgoing Mail Server (SMTP)** is **mail3.cciwireless.ca**
- d. Verify the **User Name** is your full email address



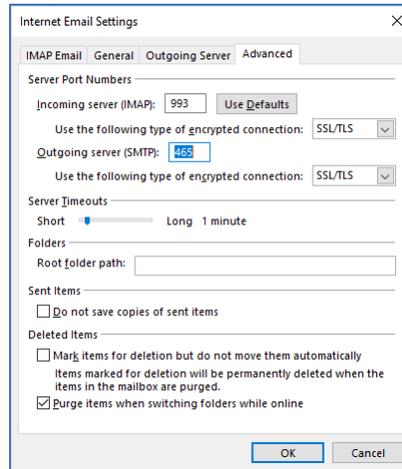
13. Go to the **Outgoing Server** tab

- a. Verify **“My outgoing server (SMTP) requires authentication”** is checked, and it’s set to **“Use same settings as my incoming mail server”**



14. Go to the **Advanced** tab

- e. Verify that “**Use the following type of encrypted connection**” is set to **SSL/TLS** for both the Incoming and Outgoing servers
- f. Verify that the **Incoming server (IMAP) Port Number** is **993**
- g. Verify that the **Outgoing server (SMTP) Port Number** is **587**

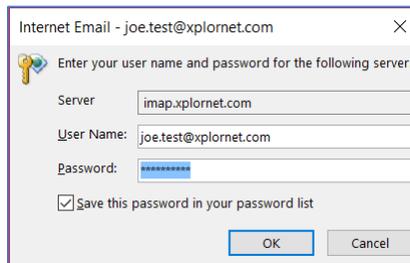


15. Click **OK**, **OK**, **Close**, and then **OK**

Changing your Email Password

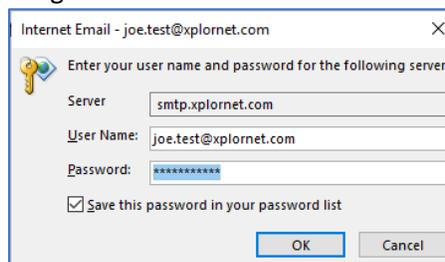
If you **changed your email password** in [webmail](#), you will need to change it in Outlook to match the new password.

Outlook may 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 might also prompt you when you send a message from Outlook:



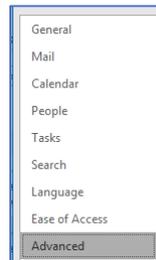
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

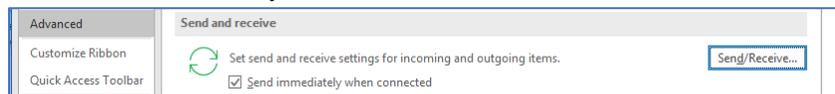
1. Click **File, Options** (on the left)



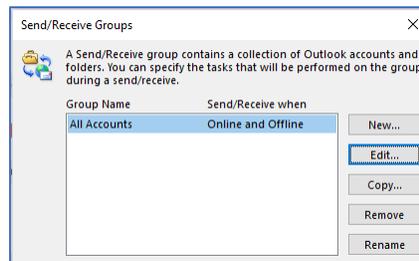
2. Select **Advanced** (on the left)



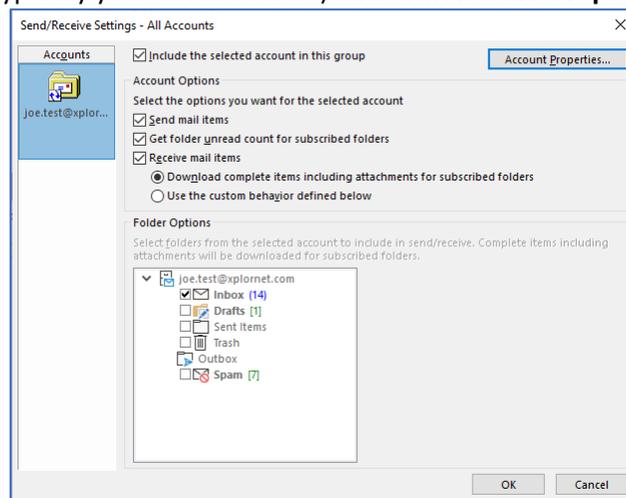
3. Scroll down to **Send and receive** and click **Send/Receive...**



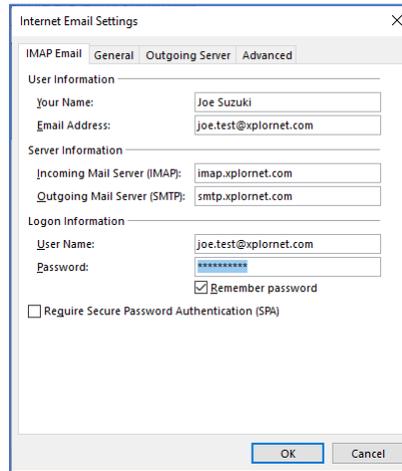
4. Click **Edit...**



5. Select your **Account** on the left (typically your email address) and click **Account Properties...**



6. Go to the **IMAP Email** tab
 - h. Enter your new **Password**



The screenshot shows the 'Internet Email Settings' dialog box with the 'IMAP Email' tab selected. The 'General' sub-tab is active. The 'User Information' section contains 'Your Name' (Joe Suzuki) and 'Email Address' (joe.test@xplornet.com). The 'Server Information' section contains 'Incoming Mail Server (IMAP)' (imap.xplornet.com) and 'Outgoing Mail Server (SMTP)' (smtp.xplornet.com). The 'Logon Information' section contains 'User Name' (joe.test@xplornet.com) and 'Password' (masked with asterisks). There is a checked checkbox for 'Remember password' and an unchecked checkbox for 'Require Secure Password Authentication (SPA)'. 'OK' and 'Cancel' buttons are at the bottom.

Section	Field	Value
User Information	Your Name	Joe Suzuki
	Email Address	joe.test@xplornet.com
Server Information	Incoming Mail Server (IMAP)	imap.xplornet.com
	Outgoing Mail Server (SMTP)	smtp.xplornet.com
Logon Information	User Name	joe.test@xplornet.com
	Password	*****
Authentication	Remember password	<input checked="" type="checkbox"/>
	Require Secure Password Authentication (SPA)	<input type="checkbox"/>

7. Click **OK**, **OK**, **Close**, and then **OK**