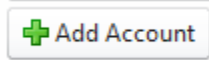


Microsoft Outlook 2013 on Windows

Adding a new email account to Outlook 2013 in Windows

1. Open Outlook
2. Click **File**, then click on **+ Add Account**



3. Select **Manually setup or additional server types** at the bottom of the page, then click **Next >**

The "Add Account" dialog box, titled "Auto Account Setup". It contains the text "Manual setup of an account or connect to other server types." There are two radio buttons: "E-mail Account" (unselected) and "Manual setup or additional server types" (selected). Under "E-mail Account", there are four text input fields: "Your Name:" (with example "Ellen Adams"), "E-mail Address:" (with example "ellen@contoso.com"), "Password:", and "Retype Password:" (with a note "Type the password your Internet service provider has given you."). At the bottom, there are three buttons: "< Back", "Next >" (highlighted), and "Cancel".

4. Choose **POP or IMAP**, then click on **Next >**

The "Add Account" dialog box, titled "Choose Service". It contains three radio buttons: "Microsoft Exchange Server or compatible service" (unselected), "Outlook.com or Exchange ActiveSync compatible service" (unselected), and "POP or IMAP" (selected). Below each radio button is a short description of the service type. At the bottom, there are three buttons: "< Back", "Next >" (highlighted), and "Cancel".

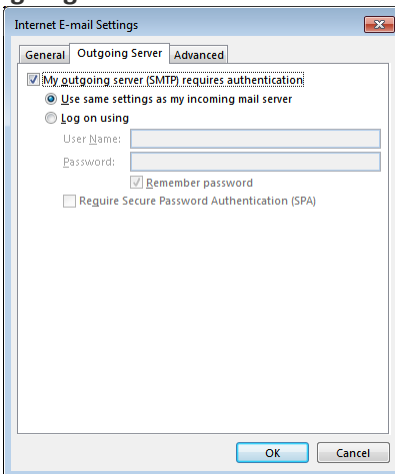
5. Enter **Your Name** and full **E-mail Address**

The "Add Account" dialog box, titled "POP and IMAP Account Settings". It contains the text "Enter the mail server settings for your account." There are two main sections: "User Information" and "Server Information". "User Information" includes fields for "Your Name:" (filled with "Joe Suzuki"), "Email Address:" (filled with "joe.test@xplornet.com"), "User Name:" (filled with "joe.test@xplornet.com"), and "Password:" (masked with asterisks). There is a "Remember password" checkbox (checked) and a "Require logon using Secure Password Authentication (SPA)" checkbox (unchecked). "Server Information" includes a dropdown for "Account Type:" (set to "IMAP"), and text boxes for "Incoming mail server:" (filled with "imap.xplornet.com") and "Outgoing mail server (SMTP):" (filled with "smtp.xplornet.com"). There is a "Test Account Settings ..." button and a checked checkbox for "Automatically test account settings when Next is clicked". At the bottom right, there is a "More Settings ..." button. At the bottom, there are three buttons: "< Back", "Next >" (highlighted), and "Cancel".

6. Set the **Account Type** to **IMAP** (POP3 is an option but is not recommended)
7. Enter the **Incoming mail server** as **mail3.cciwireless.ca**
8. Enter the **Outgoing mail server (SMTP)** as **mail3.cciwireless.ca**
9. Change the **User Name** to your **full email address**, including the portion after the @ symbol (e.g., joe.test@cciwireless.ca)

10. Enter your email **Password**

11. Click on **More Settings...**, then go to the **Outgoing Server** tab

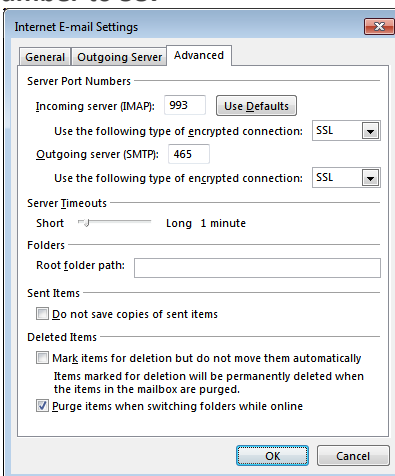


12. Place a check mark in **My outgoing server (SMTP) requires authentication**

13. Go to the **Advanced** tab

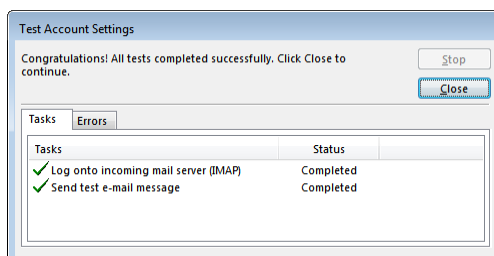
14. For **both** the **Incoming server (IMAP)** and **Outgoing server (SMTP)**, set “**Use the following type of encryption connection**” to **SSL**

15. Change the **Outgoing server (SMTP) Port Number** to **587**



16. Click **OK**

17. Click on **Next >**



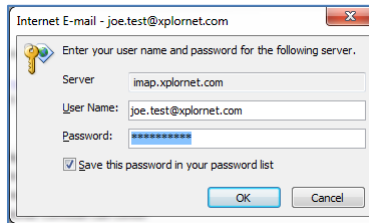
a. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.

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

Changing your Email Password

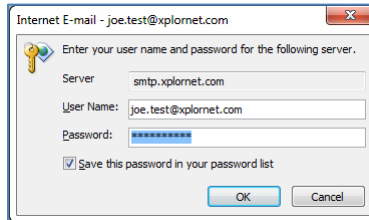
If you **changed your email password** in [webmail](#), you will need to change it in Outlook to match the new password.

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**

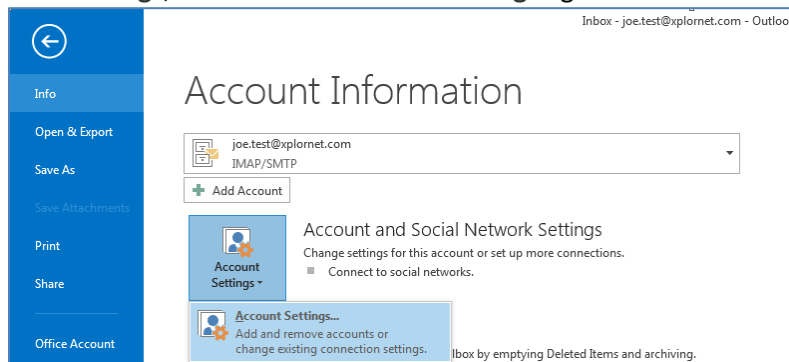
It should also prompt you when you send a message from Outlook:



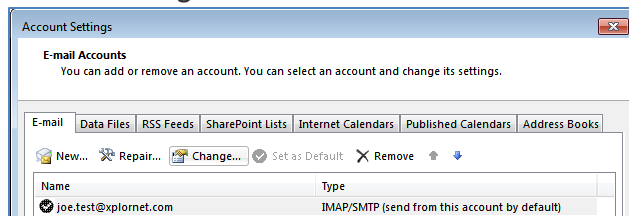
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

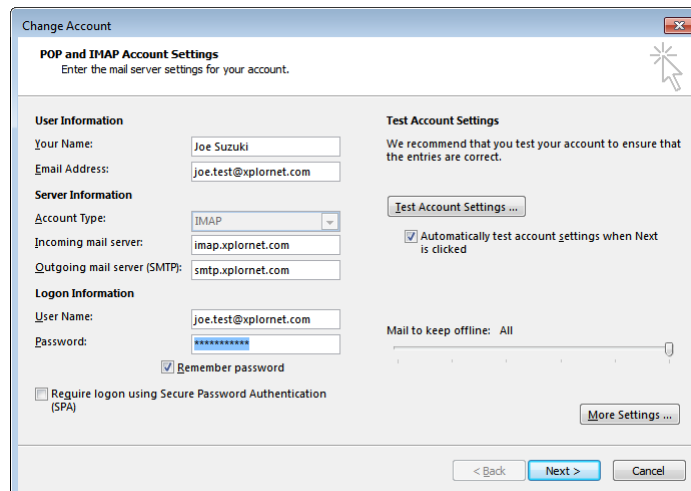
1. Click **File**, then click on **Account Settings**, then click on **Account Settings** again



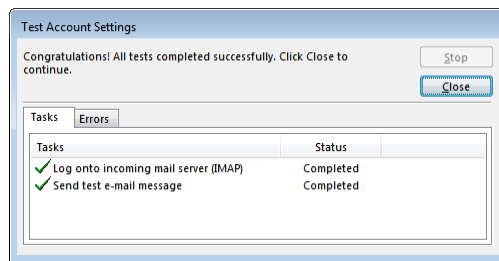
2. Select the **email you just created** and click **Change...**



3. Enter your new **Password**



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