

Instructions for Updating Mail Server Encryption Settings

Outlook 365

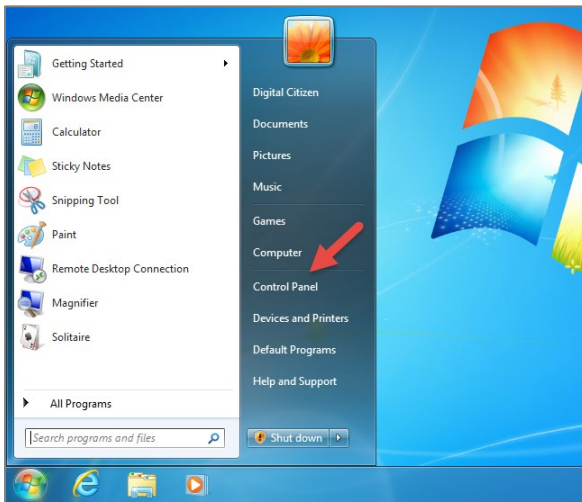
This guide will walk you through updating your TSL encryption settings in the Outlook 365 email client. These instructions apply to Windows 7, Windows 8, and Windows 10. The appearance of menus will change slightly depending on which version of Windows you are using.

You will make this change in your PC's Control Panel, not in the Outlook application. It is recommended to close the Outlook application before making changes.

1. Open the **Control Panel**.

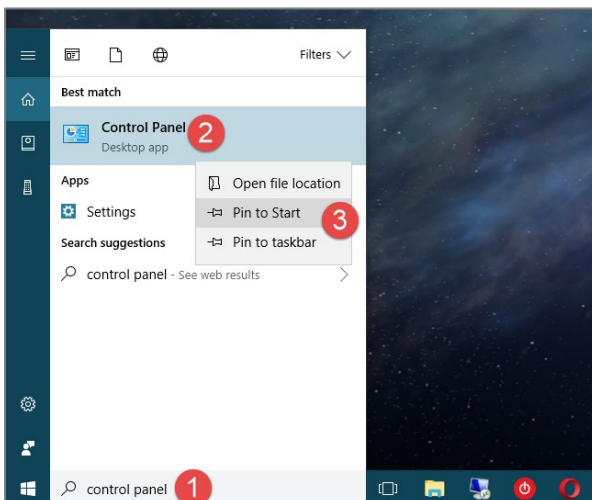
a. To open the Control Panel in **Windows 7**:

Click the Start menu, then select "Control Panel." A new window will open.

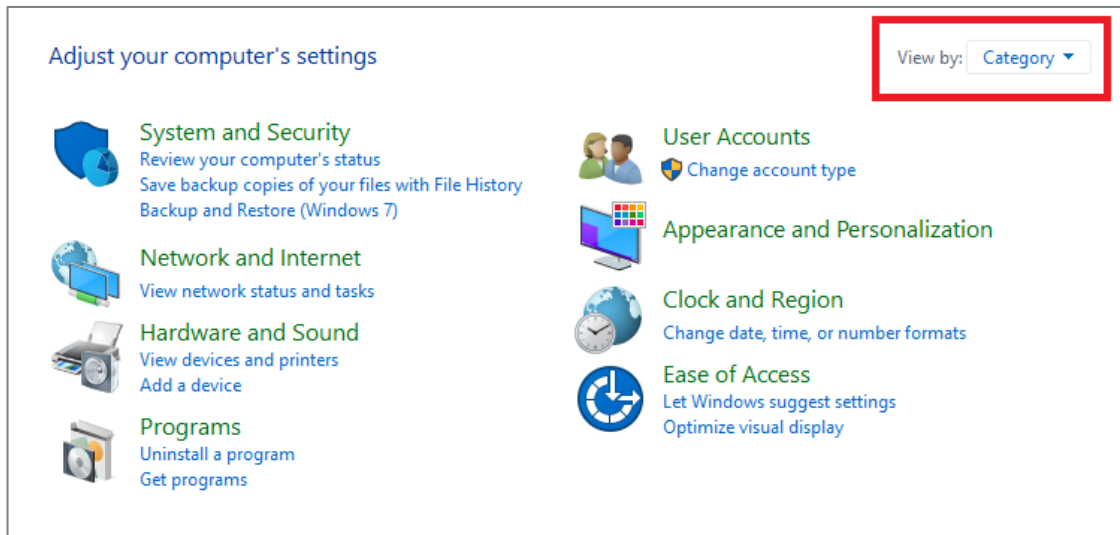


b. To open the Control Panel in **Windows 8 and/or Windows 10**:

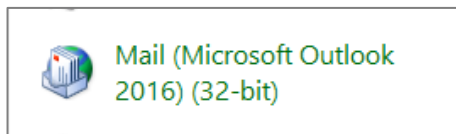
Open the Start menu, then start typing "Control Panel." Click on the result to open a new window.



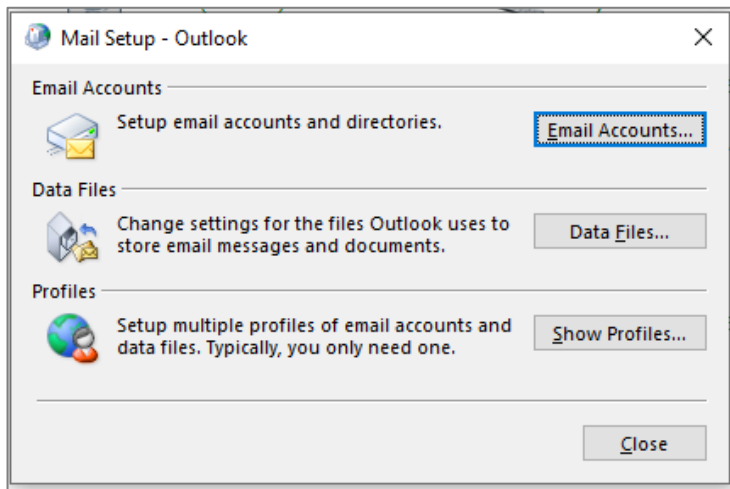
2. In the Control Panel window, you will either see a large list of icons or a short list of categories.
 - a. Switch to List View: If you see categories, click on the drop down for "View By" and choose List:



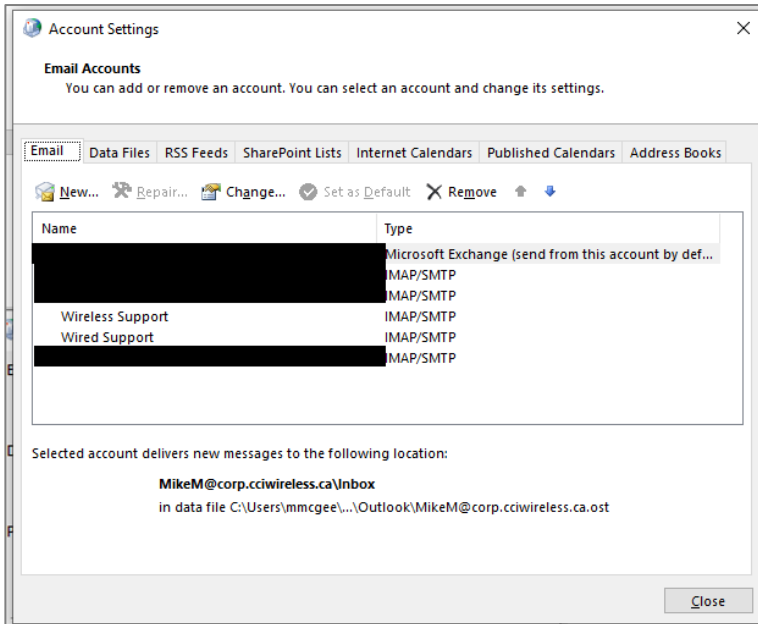
3. In the list view, find and click the "Mail" item:



4. In the new window that opens, click on "Email Accounts...":

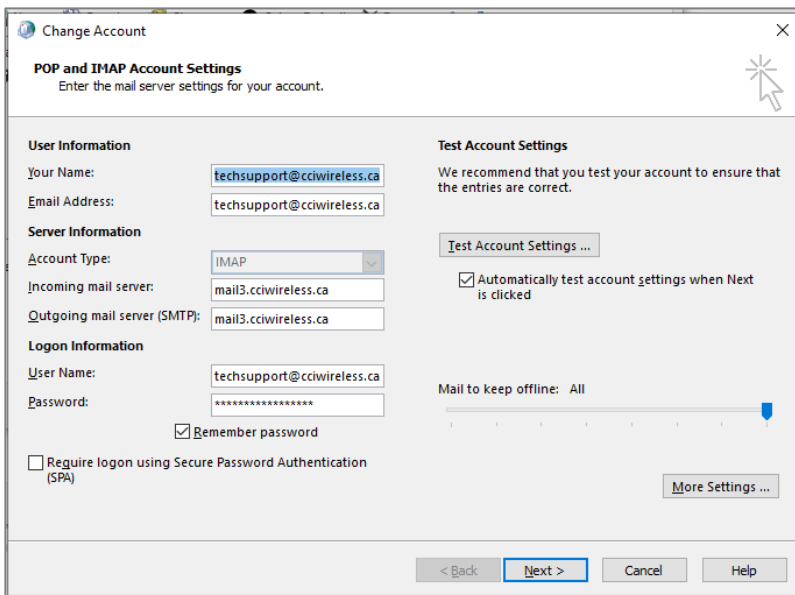


5. The next window that opens is **“Account Settings.”** You will see a list of all your email accounts within Outlook.
 - a. Select the first email address/account and click **“Change”** to open an editing screen.

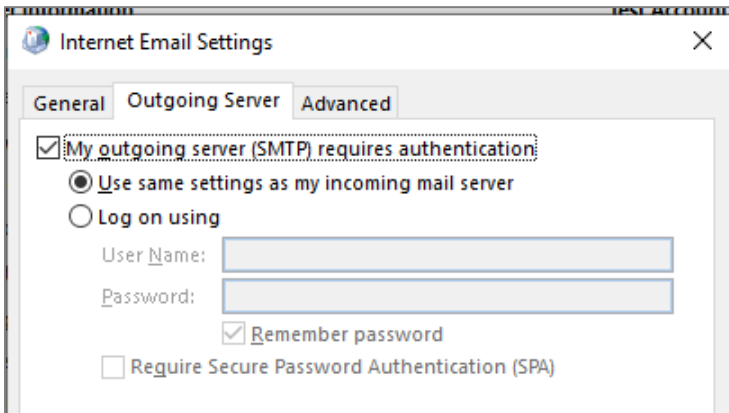


6. In the **“Change Account”** screen, the following fields must be filled out (where applicable, use your personal information, not the example below):
 - **Your Name**
 - **Email address:** Your full email address, including **“@cciwireless.ca”**
 - **Incoming/Outgoing Mail server:** Enter *mail3.cciwireless.ca*
 - **Username:** Your full email address, including **“@cciwireless.ca”**
 - **Password:** Password you use to access your CCI email

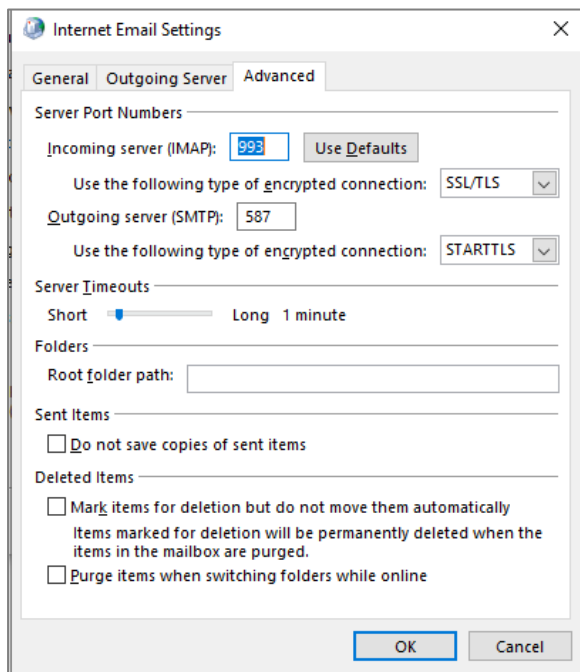
Do not click **“Next”** quite yet.



7. Once you have confirmed the info in the step above, click on **“More Settings...”**
 - a. The new window will open with the “General” tab selected. **Switch to “Outgoing Server” tab.**
 - i. Check the box for “My outgoing server requires authentication”
 - ii. Select the bubble next to “Use same settings as my incoming mail server.”



- b. Switch to **“Advanced” tab.**
 Make the settings match the below.
 - Enter Incoming Server: 993
 - Select encryption type: *SSL/TLS*
 - Enter Outgoing Server: 587
 - Select encryption type: *STARTTLS*



8. When completed, click **OK**, then Click **Next** to test the settings.
 - a. If you receive any errors after entering all the correct information, reach out to Tech Support for assistance. You may want to take note of the specific error message.
9. Click **“Finish.”**

You're all set!