

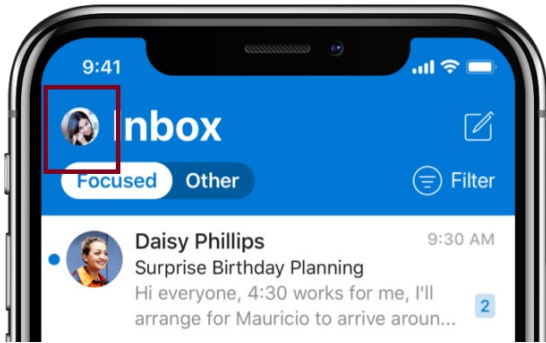
## Instructions for Updating Mail Server Encryption Settings

# Outlook Mobile App

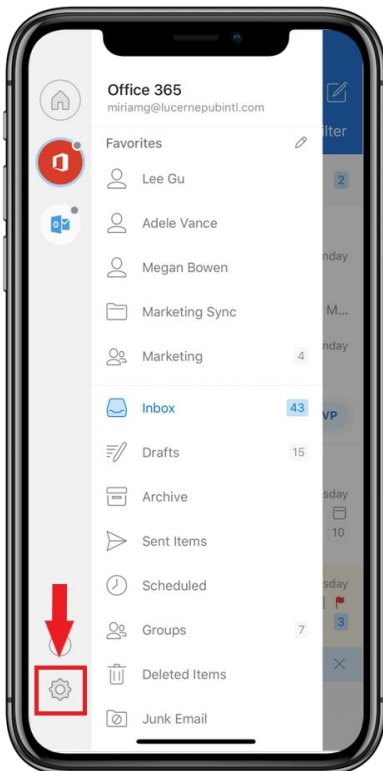
This guide will walk you through deleting and re-adding your email account in the Outlook mobile app. These instructions apply to current versions of the Outlook Mobile application on any mobile device. The appearance of menus will change slightly depending on what kind of mobile device you are using.

The Outlook Mobile application does not give the option to update your encryption settings once your account has been set up. Instead, we will remove the email account from your device, and re-add it with standard settings.

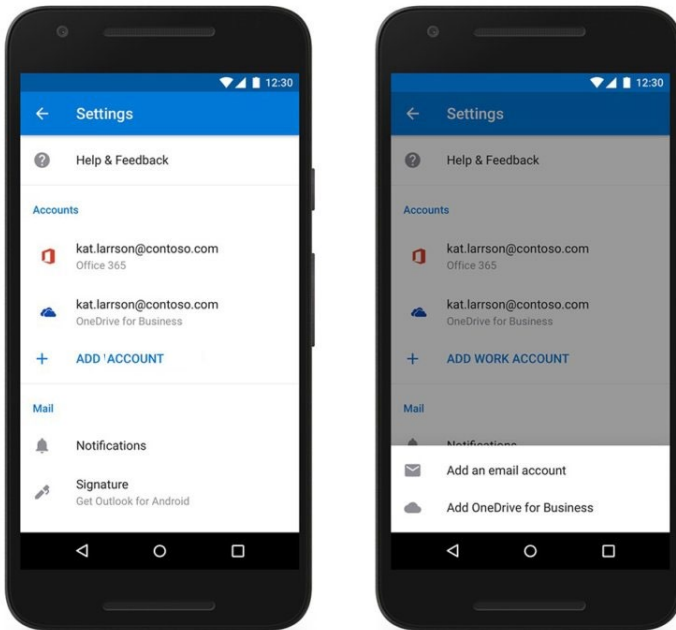
1. Open the Outlook app on your device.
2. From the main inbox screen, tap on the “face” bubble in the top left of the screen to access the menu section, next to the word “Inbox.”



3. In the side menu that opens, tap on the gear icon in the bottom-left of the menu:



4. In Settings, select your CCI Wireless email account.
5. Select "delete account."  
*Don't worry, doing this only removes the account from your device. It does not delete your email address or any email messages.*
6. Once you have removed the account, you'll be taken back to Settings. If you have multiple email accounts setup in Outlook, you'll see your other accounts.
  - a. Tap "+ ADD ACCOUNT".
  - b. Tap "Add an email account."



7. If you did not have any other email addresses in Outlook, you'll be returned to a setup screen. Tap "GET STARTED."



8. Follow the in-app instructions to re-add your account.
  - a. When prompted, enter your full email address, including "@cciwireless.ca"
  - b. When prompted, use the password for your CCI Wireless email account.

You're all set!