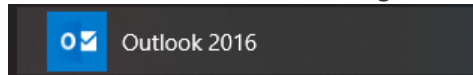


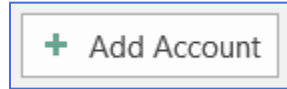
Outlook 2016 on Windows

Add a new email account

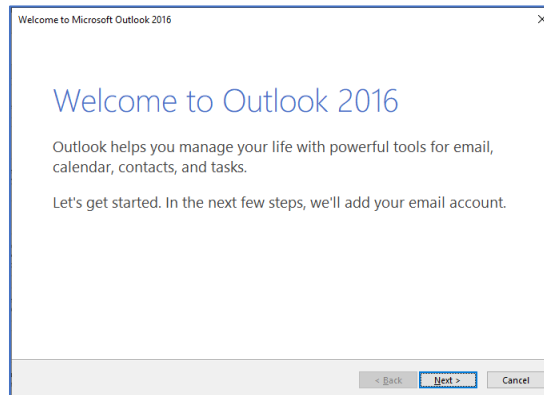
1. Open the Outlook app by clicking the Windows **Start** menu and choosing **Outlook 2016**.



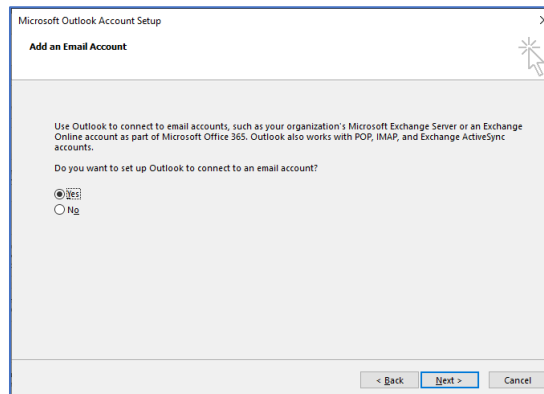
- a. If Outlook doesn't take you to the "Welcome to Outlook 2016" screen, click on **File, + Add Account**, then go to **step 4**



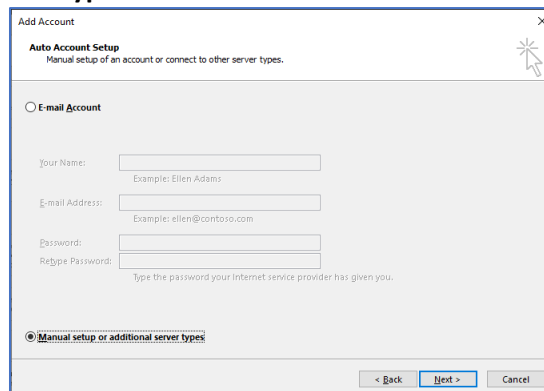
2. Click **Next >**



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' section. 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 right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

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

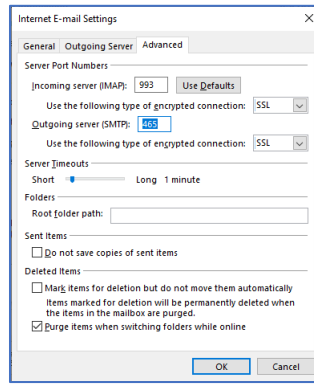
The screenshot shows the 'Add Account' dialog box with the 'POP and IMAP Account Settings' section. It has several input fields: 'Your Name' (Joe Suzuki), 'Email Address' (joe.test@xplornet.com), 'Account Type' (IMAP), 'Incoming mail server' (imap.xplornet.com), 'Outgoing mail server (SMTP)' (smtp.xplornet.com), 'Logon Information' (User Name: joe.test@xplornet.com, Password: [masked]), and a 'Remember password' checkbox (checked). There is also a 'Test Account Settings' section with a 'Test Account Settings...' button and a checkbox 'Automatically test account settings when Next is clicked' (checked). At the bottom right, there is a 'More Settings...' button and three buttons: '< Back', 'Next >', and 'Cancel'.

7. Set the **Account Type** to **IMAP** (POP3 is an option but is not recommended)
8. Enter the **Incoming mail server** as **imap.xplornet.com**
9. Enter the **Outgoing mail server (SMTP)** as **smtp.xplornet.com**
10. Change the **User Name** to your **full email address**, including the portion after the @ symbol (e.g., joe.test@xplornet.com)
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. It has three tabs: 'General', 'Outgoing Server', and 'Advanced'. The 'Outgoing Server' tab has a checkbox 'My outgoing server (SMTP) requires authentication' (checked). Below it, there are two radio button options: 'Use same settings as my incoming mail server' (selected) and 'Log on using' (unselected). The 'Log on using' section has input fields for 'User Name' and 'Password', and a 'Remember password' checkbox (checked). There is also a 'Require Secure Password Authentication (SPA)' checkbox (unchecked). At the bottom right, there are two buttons: 'OK' and 'Cancel'.

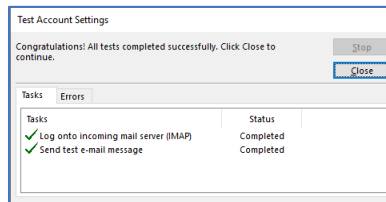
13. Place a check mark in **My outgoing server (SMTP) requires authentication**

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 **465**
- Click **OK**

15. Click on **Next >**



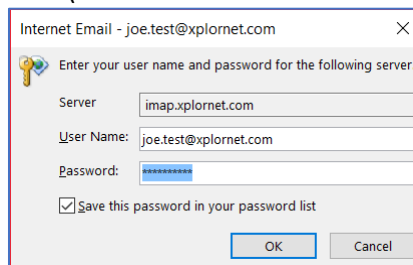
- If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.

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

Changing your Email Password

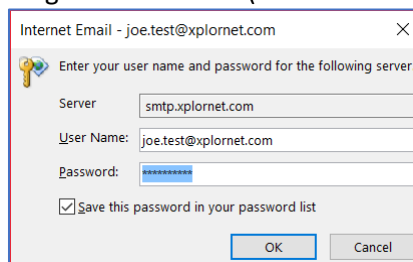
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Outlook to match the new password.

Outlook should prompt you for your new password (note the **server is IMAP** – for incoming):



- 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**

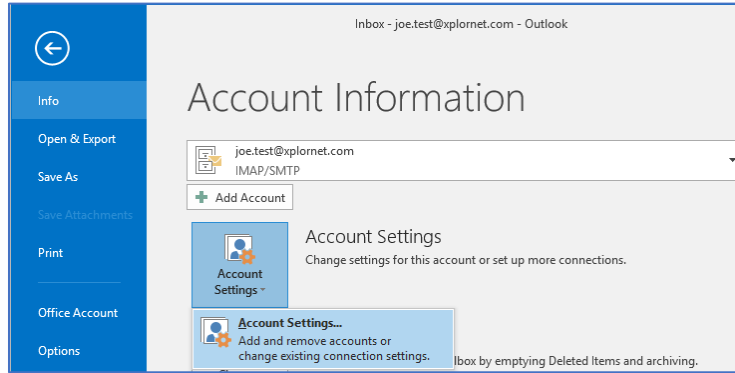
It should also prompt you when you send a message from Outlook (note the **server is SMTP** – for outgoing):



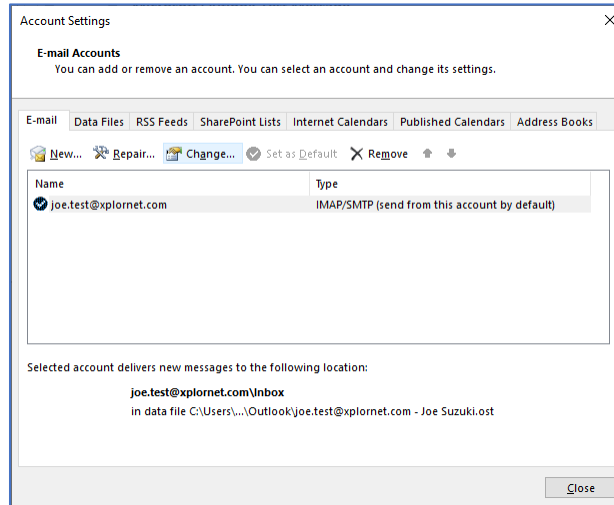
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

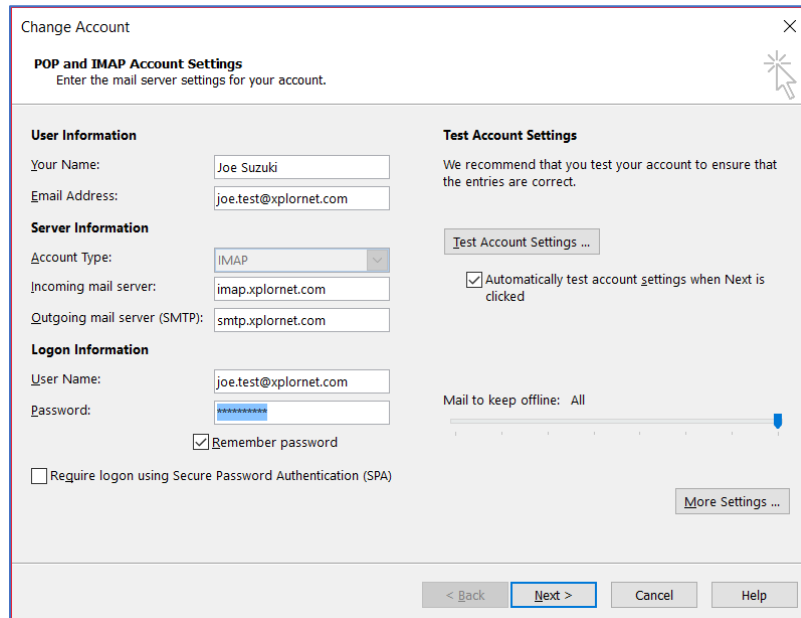
1. Click **File**, then **Account Settings**, then **Account Settings** again



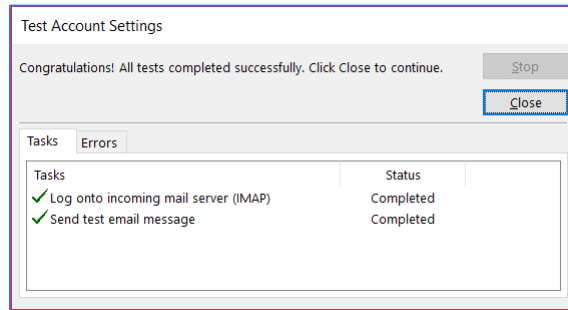
2. Select the **email you just created** and click **Change...**



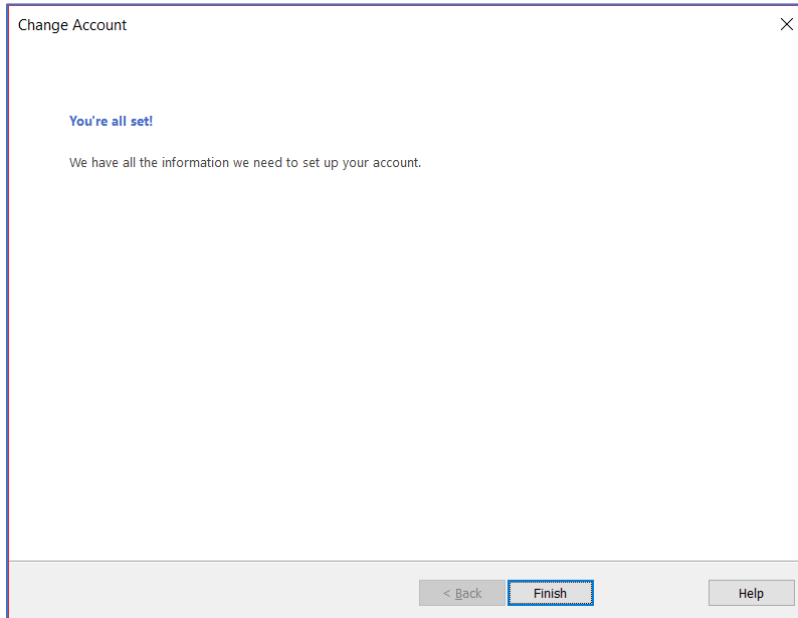
3. Enter your new **Password** and click **Next >**



- 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**