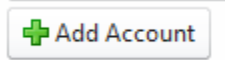


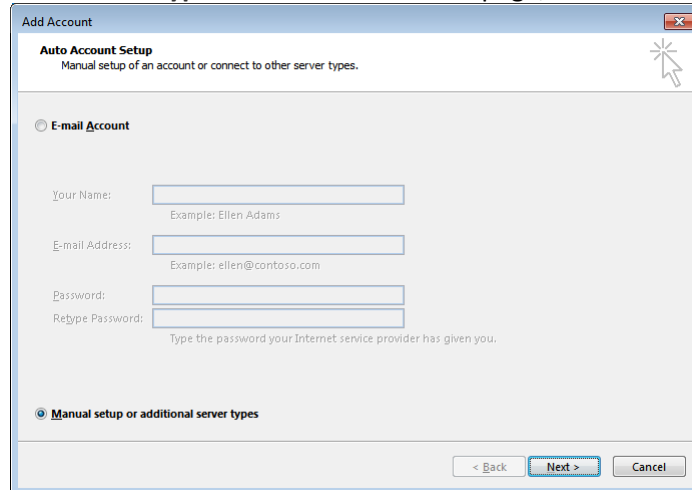
## Microsoft Outlook 2013 on Windows

### 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" window, "Auto Account Setup" tab. It shows options for "E-mail Account" and "Manual setup or additional server types". The "Manual setup or additional server types" option is selected. There are input fields for "Your Name", "E-mail Address", "Password", and "Retype Password". A "Next >" button is highlighted.

**Add Account**

**Auto Account Setup**  
Manual setup of an account or connect to other server types.

☐ E-mail Account

Your Name:   
Example: Ellen Adams

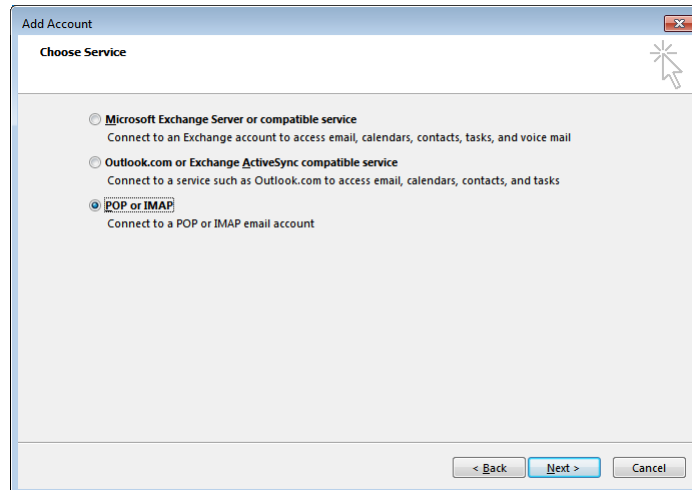
E-mail Address:   
Example: ellen@contoso.com

Password:   
Retype Password:   
Type the password your Internet service provider has given you.

☒ **Manual setup or additional server types**

< Back Next > Cancel

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

The "Add Account" window, "Choose Service" tab. It shows three options: "Microsoft Exchange Server or compatible service", "Outlook.com or Exchange ActiveSync compatible service", and "POP or IMAP". The "POP or IMAP" option is selected. A "Next >" button is highlighted.

**Add Account**

**Choose Service**

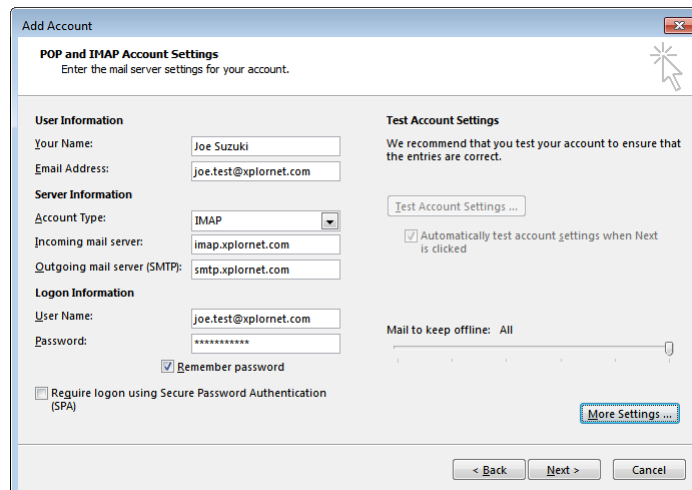
☐ Microsoft Exchange Server or compatible service  
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail

☐ Outlook.com or Exchange ActiveSync compatible service  
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

☒ **POP or IMAP**  
Connect to a POP or IMAP email account

< Back Next > Cancel

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

The "Add Account" window, "POP and IMAP Account Settings" tab. It shows fields for "User Information" (Name, Email Address), "Server Information" (Account Type, Incoming mail server, Outgoing mail server (SMTP)), "Logon Information" (User Name, Password, Remember password), and "Test Account Settings". The "Account Type" is set to "IMAP". The "Incoming mail server" is "imap.xplornet.com" and the "Outgoing mail server (SMTP)" is "smtp.xplornet.com". The "User Name" is "joe.test@xplornet.com". The "Remember password" checkbox is checked. A "More Settings ..." button is at the bottom right. A "Next >" button is highlighted.

**Add Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**

Your Name:   
Email Address:

**Server Information**

Account Type:   
Incoming mail server:   
Outgoing mail server (SMTP):

**Logon Information**

User Name:   
Password:   
☒ Remember password  
☐ Require logon using Secure Password Authentication (SPA)

**Test Account Settings**

We recommend that you test your account to ensure that the entries are correct.

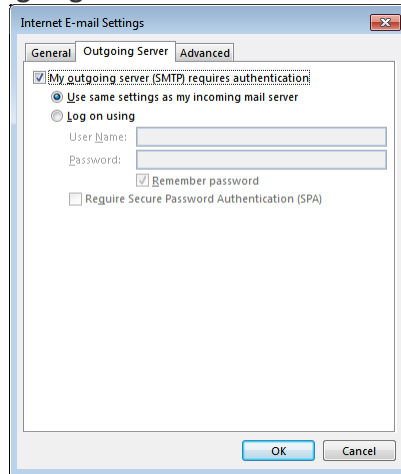
☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

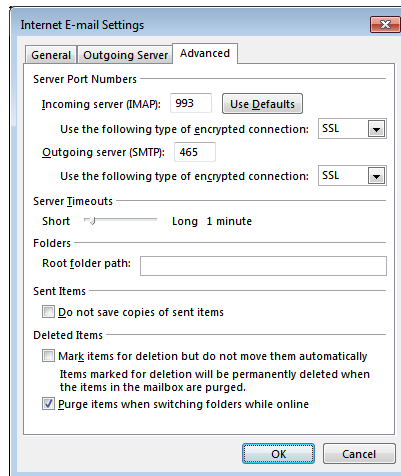
< Back Next > Cancel

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

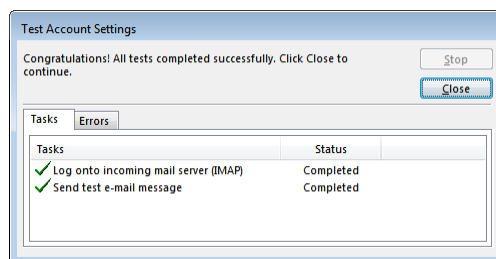
10. Enter your email **Password**
11. Click on **More Settings...**, then go to the **Outgoing Server** tab



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 **465**



16. Click **OK**
17. Click on **Next >**

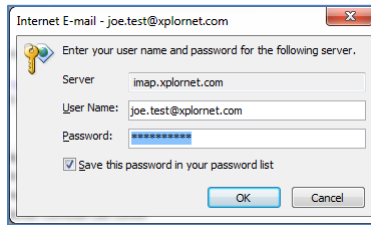


- a. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.
18. Once the test **Tasks complete** successfully (**green** checkmarks), click **Close** and then **Finish**

## Changing your Email Password

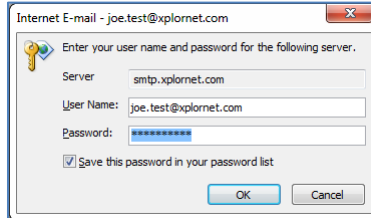
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Outlook to match the new password.

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

A dialog box titled "Internet E-mail - joe.test@xplornet.com" with a close button (X). It contains a key icon and the text "Enter your user name and password for the following server." Below this are three input fields: "Server" with "imap.xplornet.com", "User Name:" with "joe.test@xplornet.com", and "Password:" with a masked password "\*\*\*\*\*". There is a checkbox labeled "Save this password in your password list" which is checked. At the bottom are "OK" and "Cancel" buttons.

- 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**

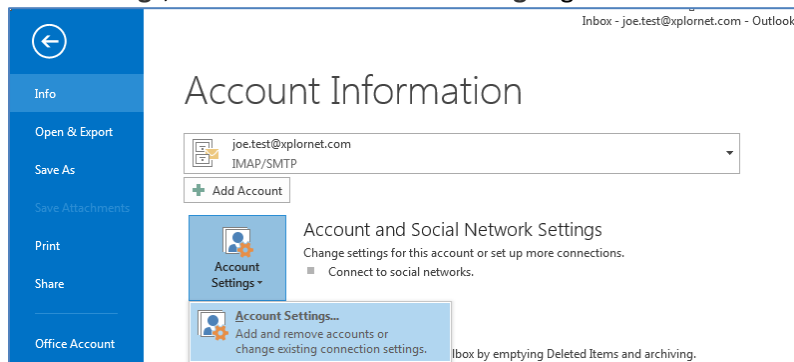
It should also prompt you when you send a message from Outlook (note the **server** is **SMTP** – for outgoing):

A dialog box titled "Internet E-mail - joe.test@xplornet.com" with a close button (X). It contains a key icon and the text "Enter your user name and password for the following server." Below this are three input fields: "Server" with "smtp.xplornet.com", "User Name:" with "joe.test@xplornet.com", and "Password:" with a masked password "\*\*\*\*\*". There is a checkbox labeled "Save this password in your password list" which is checked. At the bottom are "OK" and "Cancel" buttons.

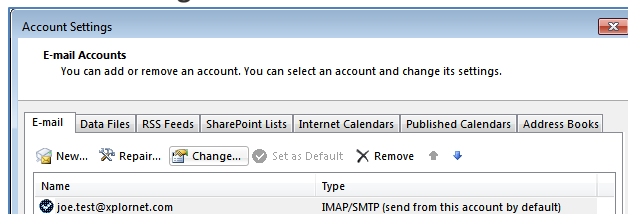
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

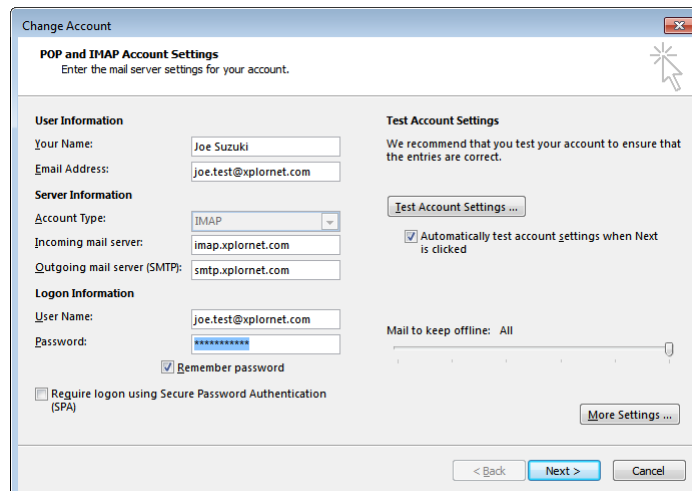
1. Click **File**, then click on **Account Settings**, then click on **Account Settings** again

A screenshot of the "Account Information" window in Outlook. The left sidebar has a blue header with a back arrow and a list of options: "Info", "Open & Export", "Save As", "Save Attachments", "Print", "Share", and "Office Account". The main area shows "joe.test@xplornet.com" with "IMAP/SMTP" below it. There is an "Add Account" button. Below that is a section titled "Account and Social Network Settings" with a sub-header "Change settings for this account or set up more connections." and a link "Connect to social networks." At the bottom, there is a link "Account Settings..." with a sub-header "Add and remove accounts or change existing connection settings." and a note "Inbox by emptying Deleted Items and archiving."

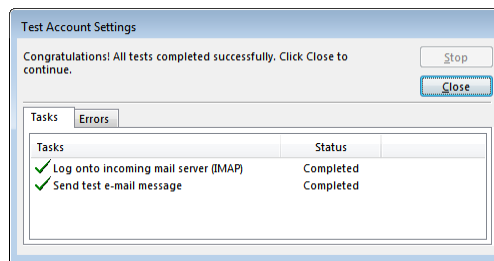
2. Select the **email you just created** and click **Change...**

A screenshot of the "Account Settings" window. It has a title bar "Account Settings" and a close button (X). Below the title bar is a section "E-mail Accounts" with the text "You can add or remove an account. You can select an account and change its settings." There are tabs for "E-mail", "Data Files", "RSS Feeds", "SharePoint Lists", "Internet Calendars", "Published Calendars", and "Address Books". Below the tabs are icons for "New...", "Repair...", "Change...", "Set as Default", and "Remove". At the bottom is a table with two columns: "Name" and "Type". The table has one row: "joe.test@xplornet.com" and "IMAP/SMTP (send from this account by default)".

3. Enter your new **Password**

A screenshot of the "Change Account" window. It has a title bar "Change Account" and a close button (X). Below the title bar is a section "POP and IMAP Account Settings" with the text "Enter the mail server settings for your account." There are two main sections: "User Information" and "Test Account Settings". The "User Information" section has fields for "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), "User Name:" (joe.test@xplornet.com), and "Password:" (masked). There is a checkbox "Remember password" which is checked. The "Test Account Settings" section has a "Test Account Settings ..." button and a checkbox "Automatically test account settings when Next is clicked" which is checked. At the bottom are buttons "< Back", "Next >", and "Cancel".

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**