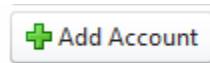


Outlook 2010, 2013

Adding a new email account to Outlook 2010 or 2013 in Windows

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



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

The "Add New Account" dialog box, titled "Auto Account Setup". It contains three radio button options: "E-mail Account", "Text Messaging (SMS)", and "Manually configure server settings or additional server types". The "Manually configure server settings or additional server types" option is selected. Below the options are input fields for "Your Name", "E-mail Address", "Password", and "Retype Password". At the bottom are buttons for "< Back", "Next >", and "Cancel".

4. Choose **Internet E-mail**, then click on **Next >**

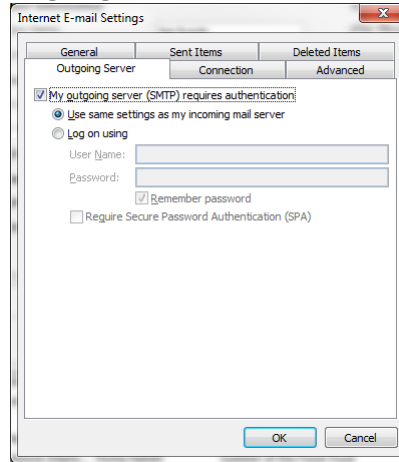
The "Add New Account" dialog box, titled "Choose Service". It contains three radio button options: "Internet E-mail", "Microsoft Exchange or compatible service", and "Text Messaging (SMS)". The "Internet E-mail" option is selected. Below the options are buttons for "< Back", "Next >", and "Cancel".

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

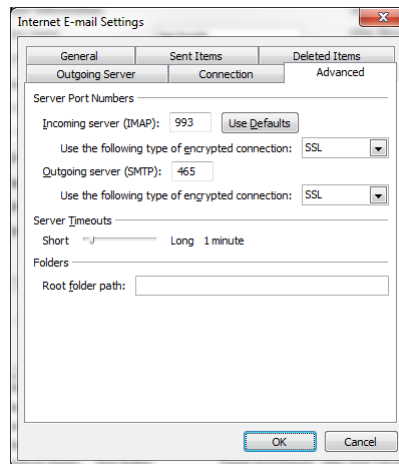
The "Add New Account" dialog box, titled "Internet E-mail Settings". It contains several sections: "User Information" with fields for "Your Name" (Joe Suzuki) and "E-mail Address" (joe.test@xplornet.com); "Server Information" with a dropdown for "Account Type" (IMAP), and fields for "Incoming mail server" (imap.xplornet.com) and "Outgoing mail server (SMTP)" (smtp.xplornet.com); "Logon Information" with fields for "User Name" (joe.test@xplornet.com) and "Password" (masked with asterisks), and a checked "Remember password" checkbox; and "Test Account Settings" with a "Test Account Settings ..." button and a checked "Test Account Settings by clicking the Next button" checkbox. At the bottom are buttons for "< Back", "Next >", "Cancel", and "More Settings ...".

6. Set the **Account Type** to **IMAP** (POP3 is an option but is not recommended)

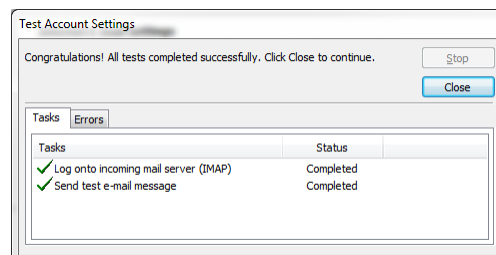
7. Enter the **Incoming mail server** as either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
8. Enter the **Outgoing mail server (SMTP)** as either **smtp.xplornet.com**, or **smtp.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
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**



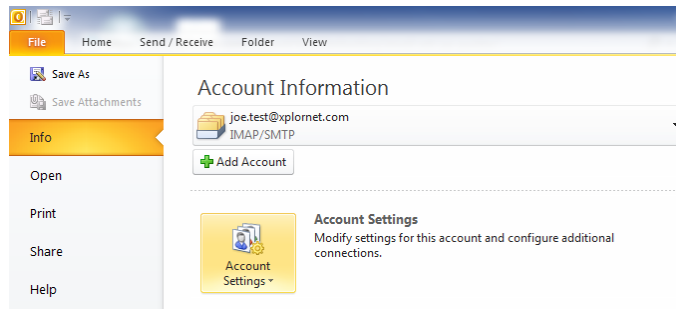
12. Place a check mark in **My outgoing server (SMTP) requires authentication**
13. Go to the **Advanced** tab
14. For **both** the **Incoming server (IMAP)** and **Outgoing server (SMTP)**, set “Use the following type of encryption connection” to **SSL**
15. Change the **Outgoing server (SMTP) Port Number** to **465**



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

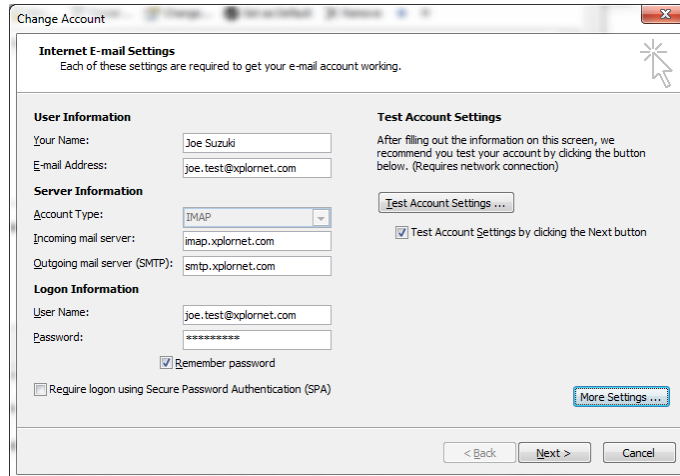


- a. If either or both test Tasks fail (red X), then one or more of your settings are incorrect. Click Close, correct your setting(s) and try again.
18. Once the test **Tasks complete** successfully (green checkmarks), click **Close** and then **Finish**
19. Click **File**, then click on **Account Settings**,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

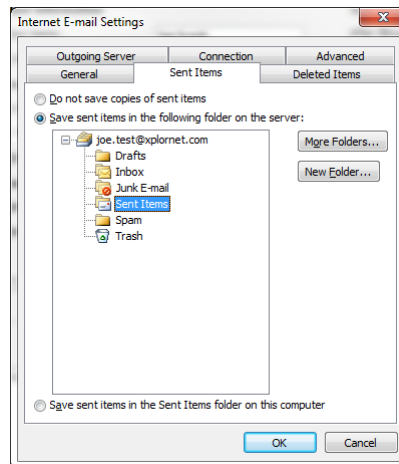


20. Select the **email you just created** and click **Change...**

21. Click on **More Settings**

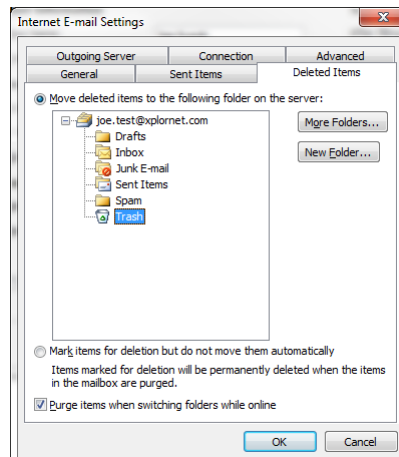


22. Go to the **Sent Items** tab



23. Verify that **“Save sent items in the following folder on the server”** is selected and that the **Sent Items** folder is selected under your email address; otherwise select it

24. Go to the **Deleted Items** tab



25. Verify that the **Trash** folder is selected under your email address; otherwise select it

26. Click **OK**
27. **Remove** the check mark from **Test Account Settings** by clicking the **Next** button
28. Click on **Next >**, then **Finish**, and then **Close**

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 (note the **server is IMAP** – for incoming):

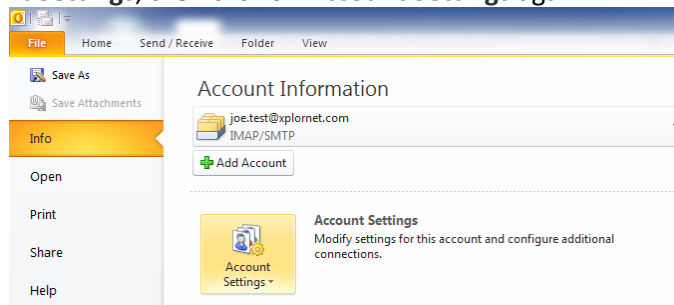
Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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**

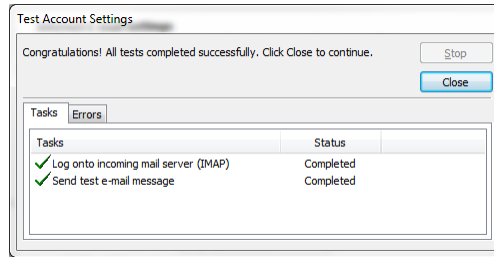
If Outlook doesn't prompt you for your new password, follow these steps:

1. Click **File**, then 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** 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**