

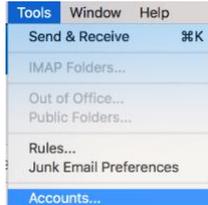
## Microsoft Outlook 365/2016/2019 on a Mac

### Add a new email account

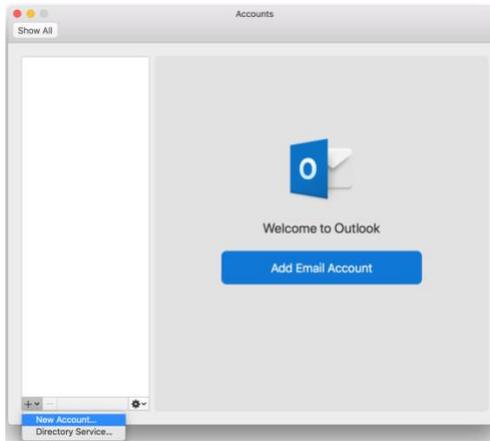
1. Open the Outlook app by clicking the Microsoft **Outlook** icon from the Launchpad.



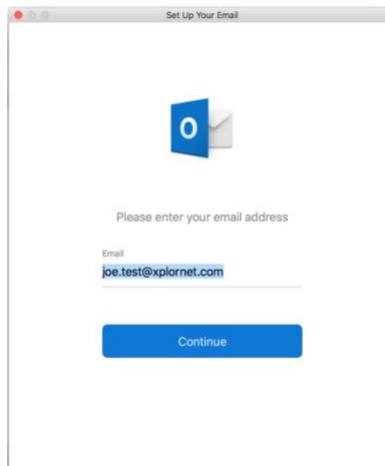
- a. If Outlook doesn't take you to the "Set Up Your Email" screen, click on **Tools**, then **Accounts...**



- b. Click **Add Email Account**, or click the + in the bottom left and select **New Account...**

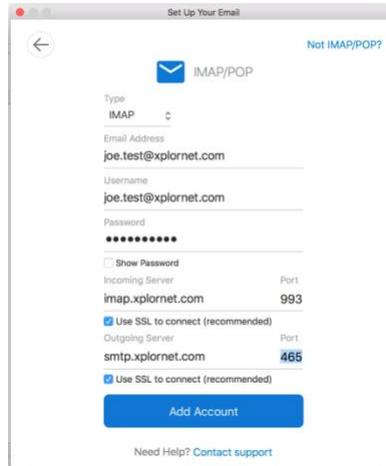


2. Enter your full **email address**

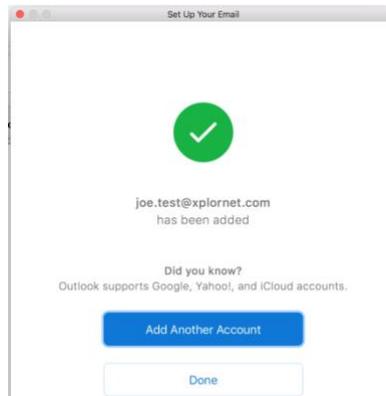


3. Click **Continue**
  - a. Leave the **Type** as **IMAP** (POP is an option but is not recommended)
  - b. Verify that the **Username** is your **full email address**
  - c. Enter your email **Password**
  - d. Verify that the **Incoming Server** is either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
  - e. Verify that the **Incoming Server Port** is **993**
  - f. Verify that the box next to "**Use SSL to connect**" is **checked** for both the **Incoming Server** and the **Outgoing Server**

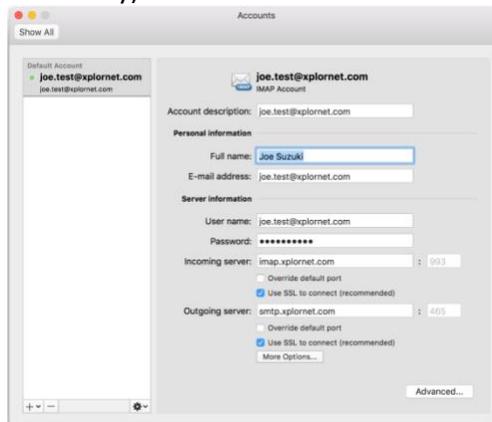
- g. Verify that the **Outgoing Server** is either **smtp.xplornet.com**, or **smtp.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
- h. Change the **Outgoing Server Port** to **465**



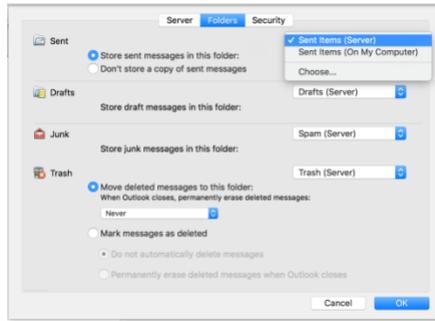
- i.
4. Click **Done**



5. In Accounts, edit your **Full Name** (if necessary) and click **Advanced...**



6. Go to the **Folders** tab and verify the **Sent**, **Drafts**, **Junk** and **Trash** folders selected are as below (**Sent Items**, **Drafts**, **Spam** and **Trash**) and from the **Server** (not "On My Computer")

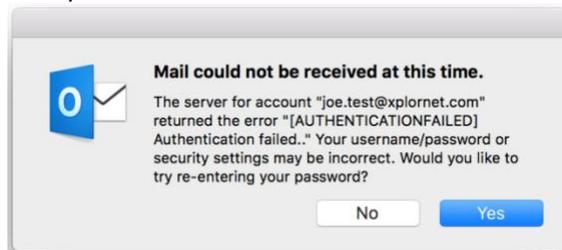


7. Click **OK**, then close **Accounts**

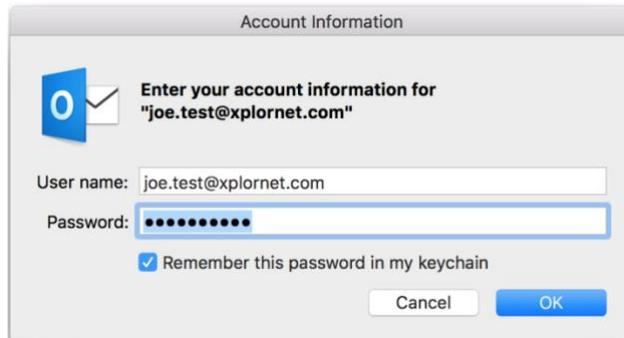
## Changing your Email Password

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:



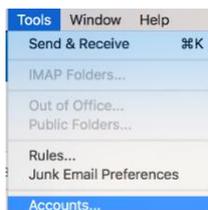
Click **Yes**



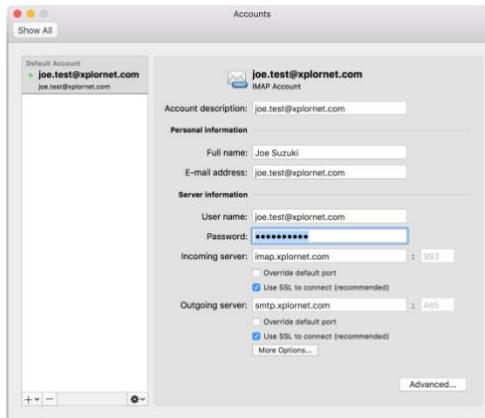
Enter your new **Password**, check the box of **“Remember this password in my keychain”** (unless you wish to enter it every time) and click **OK**

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

1. click on **Tools**, then **Accounts...**



2. Select your **email**



3. Enter your new **Password** and close **Accounts**