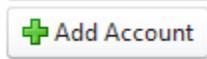


# Microsoft Outlook 2013 on Windows

## 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 >**

A screenshot of the "Add Account" dialog box in Outlook 2013. The title bar says "Add Account". Below the title bar, it says "Auto Account Setup" and "Manual setup of an account or connect to other server types." There are two radio buttons: "E-mail Account" (unselected) and "Manual setup or additional server types" (selected). Under "E-mail Account", there are four text input fields: "Your Name:" (with example "Ellen Adams"), "E-mail Address:" (with example "ellen@contoso.com"), "Password:", and "Retype Password:" (with a note "Type the password your Internet service provider has given you."). At the bottom, there are three buttons: "< Back", "Next >" (highlighted), and "Cancel".

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

A screenshot of the "Add Account" dialog box in Outlook 2013, showing the "Choose Service" step. The title bar says "Add Account". Below the title bar, it says "Choose Service". There are three radio buttons: "Microsoft Exchange Server or compatible service" (unselected), "Outlook.com or Exchange ActiveSync compatible service" (unselected), and "POP or IMAP" (selected). Below "POP or IMAP", it says "Connect to a POP or IMAP email account". At the bottom, there are three buttons: "< Back", "Next >" (highlighted), and "Cancel".

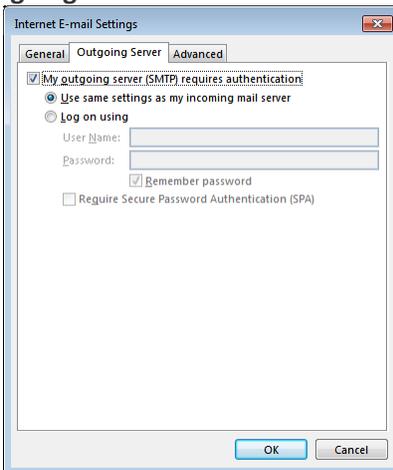
5. Enter **Your Name** and full **E-mail Address**

A screenshot of the "Add Account" dialog box in Outlook 2013, showing the "POP and IMAP Account Settings" step. The title bar says "Add Account". Below the title bar, it says "POP and IMAP Account Settings" and "Enter the mail server settings for your account." There are two columns of settings. The left column is "User Information" with fields for "Your Name:" (filled with "Joe Suzuki") and "Email Address:" (filled with "joe.test@xplornet.com"). Below that is "Server Information" with a dropdown for "Account Type:" (set to "IMAP"), and fields for "Incoming mail server:" (filled with "imap.xplornet.com") and "Outgoing mail server (SMTP):" (filled with "smtp.xplornet.com"). Below that is "Logon Information" with fields for "User Name:" (filled with "joe.test@xplornet.com") and "Password:" (filled with "\*\*\*\*\*"), and a checked checkbox for "Remember password". At the bottom left, there is an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)". The right column is "Test Account Settings" with a note "We recommend that you test your account to ensure that the entries are correct." and a "Test Account Settings ..." button. Below that is a checked checkbox for "Automatically test account settings when Next is clicked". At the bottom right, there is a "Mail to keep offline: All" slider and a "More Settings ..." button. At the bottom, there are three buttons: "< Back", "Next >" (highlighted), and "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

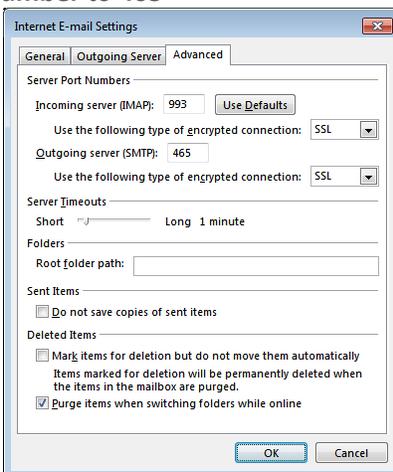


12. Place a check mark in **My outgoing server (SMTP) requires authentication**

13. Go to the **Advanced** tab

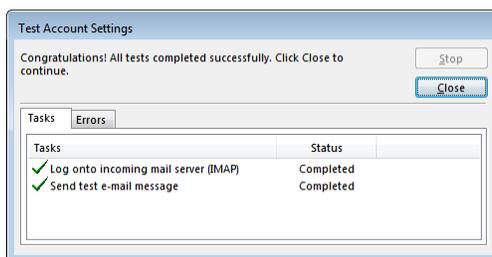
14. For **both** the **Incoming server (IMAP)** and **Outgoing server (SMTP)**, set “**Use the following type of encryption connection**” to **SSL**

15. Change the **Outgoing server (SMTP) Port Number** to **465**



16. Click **OK**

17. Click on **Next >**



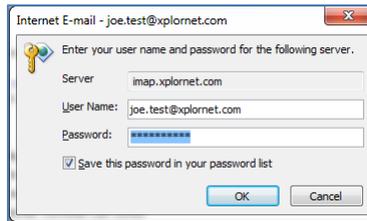
a. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.

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):



- 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**

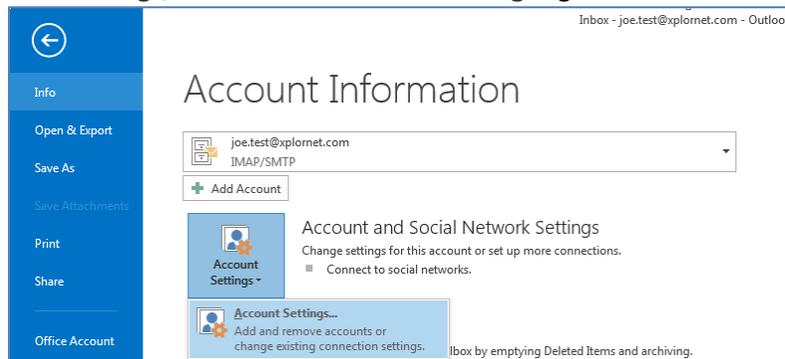
It should also prompt you when you send a message from Outlook (note the **server is SMTP** – for outgoing):



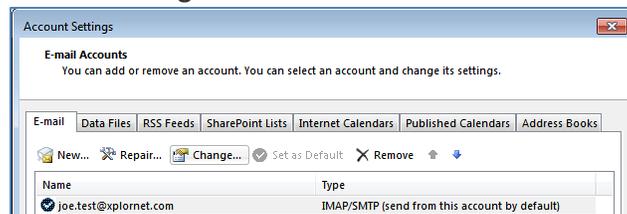
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

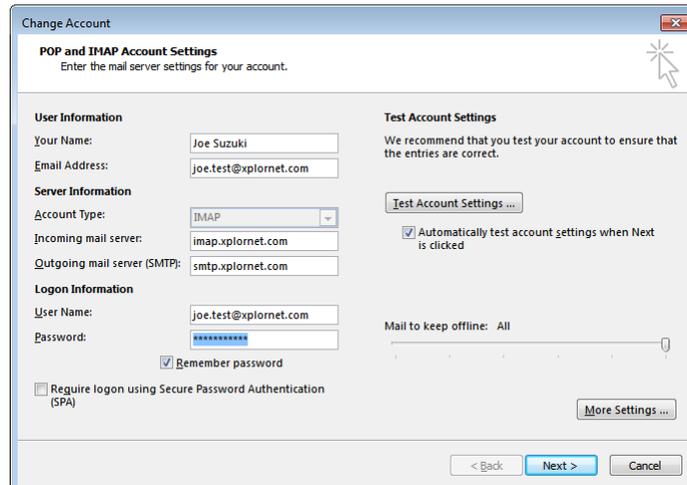
1. Click **File**, then click on **Account Settings**, then click on **Account Settings** again



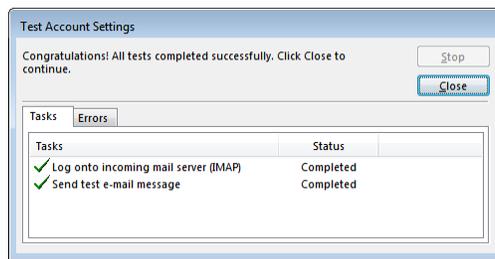
2. Select the **email you just created** and click **Change...**



3. Enter your new **Password**



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**