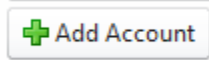


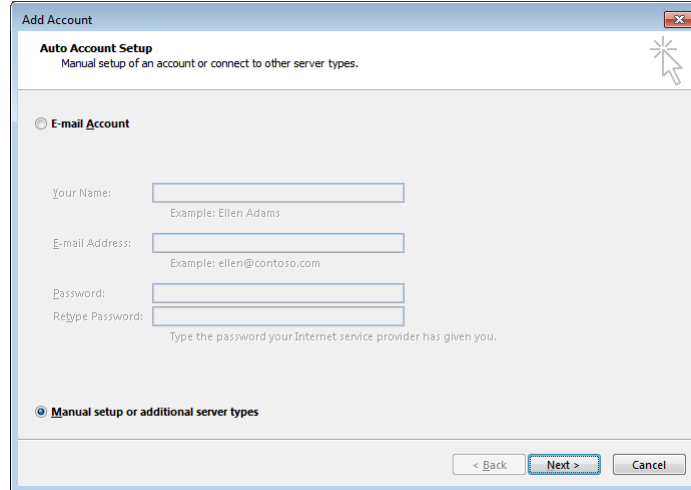
Microsoft Outlook 2013 on Windows

Adding a new email account to Outlook 2013 in Windows

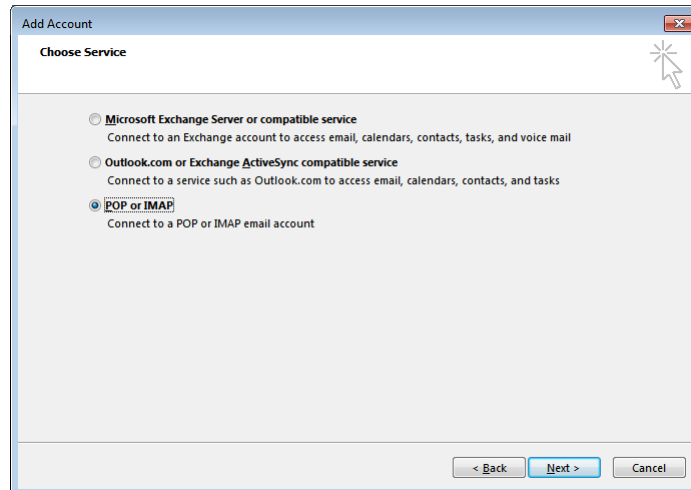
1. Open Outlook
2. Click **File**, then click on **+ Add Account**



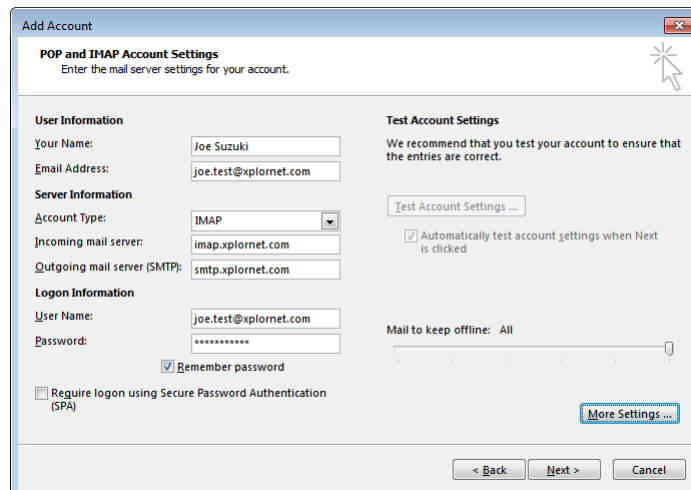
3. Select **Manually setup or additional server types** at the bottom of the page, then click **Next >**

The 'Add Account' dialog box is shown with the 'Auto Account Setup' tab selected. The title bar reads '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 button options: '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 >', and 'Cancel'.

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

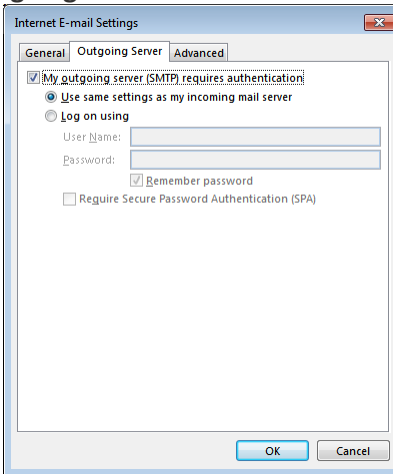
The 'Add Account' dialog box is shown with the 'Choose Service' tab selected. The title bar reads 'Add Account'. Below the title bar, it says 'Choose Service'. There are three radio button options: 'Microsoft Exchange Server or compatible service' (unselected), 'Outlook.com or Exchange ActiveSync compatible 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 >', and 'Cancel'.

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

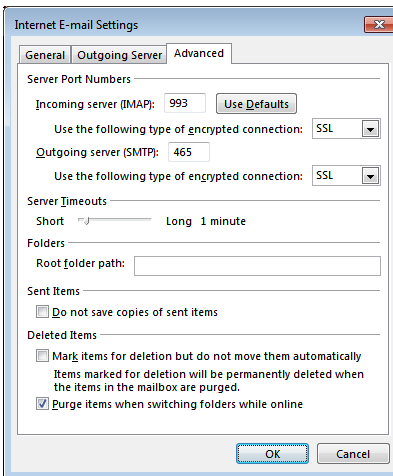
The 'Add Account' dialog box is shown with the 'POP and IMAP Account Settings' tab selected. The title bar reads 'Add Account'. Below the title bar, it says 'POP and IMAP Account Settings' and 'Enter the mail server settings for your account.' The screen is divided into two columns. The left column has sections: 'User Information' (with fields for 'Your Name:' and 'Email Address:'), 'Server Information' (with a dropdown for 'Account Type:' set to 'IMAP', and fields for 'Incoming mail server:' and 'Outgoing mail server (SMTP):'), and 'Logon Information' (with fields for 'User Name:' and 'Password:', a 'Remember password' checkbox, and a 'Require logon using Secure Password Authentication (SPA)' checkbox). The right column has a 'Test Account Settings' section with a 'Test Account Settings ...' button and a checked 'Automatically test account settings when Next is clicked' checkbox. At the bottom right, there is a 'More Settings ...' button. At the bottom, there are three buttons: '< Back', 'Next >', 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)

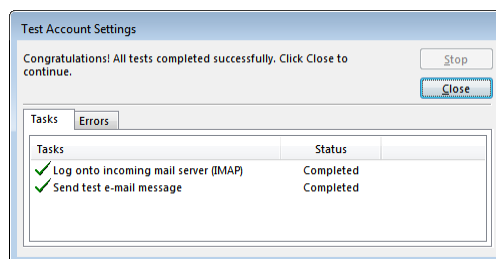
10. Enter your email **Password**
11. Click on **More Settings...**, then go to the **Outgoing Server** tab



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 >**

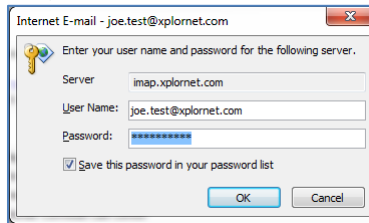


- a. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.
18. Once the test **Tasks complete** successfully (**green** checkmarks), click **Close** and then **Finish**

Changing your Email Password

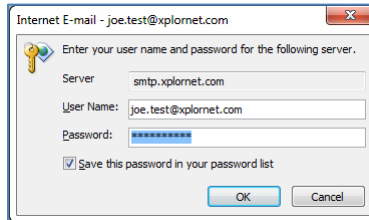
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Outlook to match the new password.

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**

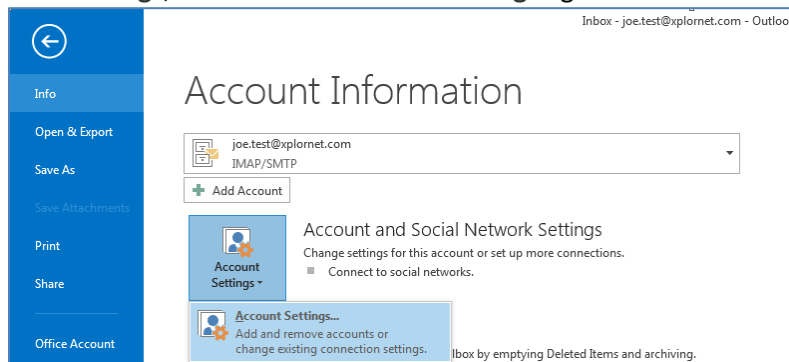
It should also prompt you when you send a message from Outlook (note the **server is SMTP** – for outgoing):



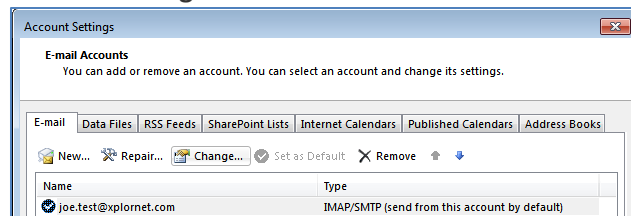
- Enter your new **Password**, check the box of “**Save this password in your password list**” (unless you wish to enter it every time) and click **OK**

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

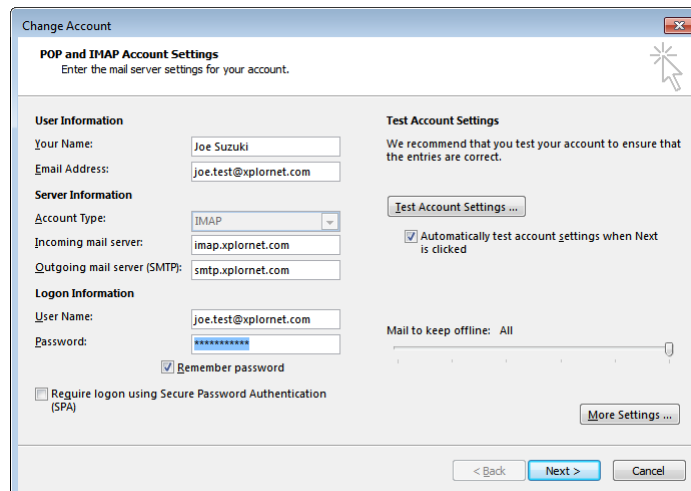
1. Click **File**, then click on **Account Settings**, then click on **Account Settings** again



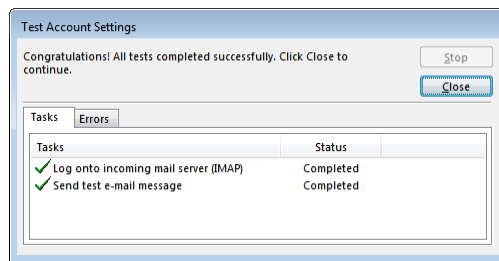
2. Select the **email you just created** and click **Change...**



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**