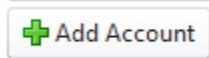


Microsoft Outlook 2010 on Windows

Adding a new email account to Outlook 2010 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 >**

A screenshot of the "Add New Account" dialog box in Outlook 2010. The title bar says "Add New Account". The main heading is "Auto Account Setup" with the subtext "Connect to other server types." There are 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 "E-mail Account" option, 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 right, there are three buttons: "< Back", "Next >", and "Cancel".

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

A screenshot of the "Add New Account" dialog box in Outlook 2010, showing the "Choose Service" step. The title bar says "Add New Account". The main heading is "Choose Service". There are three radio button options: "Internet E-mail", "Microsoft Exchange or compatible service", and "Text Messaging (SMS)". The "Internet E-mail" option is selected. Below each option is a brief description: "Internet E-mail" (Connect to POP or IMAP server to send and receive e-mail messages.), "Microsoft Exchange or compatible service" (Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.), and "Text Messaging (SMS)" (Connect to a mobile messaging service.). At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

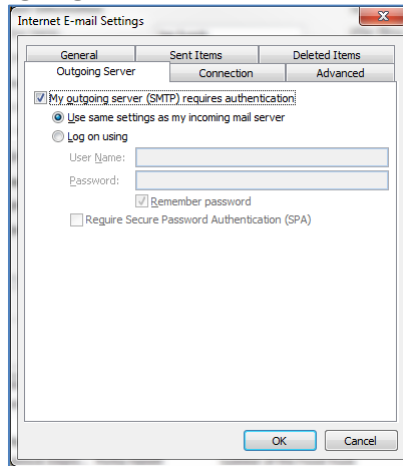
5. Enter **Your Name** and full **E-mail Address**

A screenshot of the "Add New Account" dialog box in Outlook 2010, showing the "Internet E-mail Settings" step. The title bar says "Add New Account". The main heading is "Internet E-mail Settings" with the subtext "Each of these settings are required to get your e-mail account working." The dialog is divided into several sections: "User Information" (Your Name: "Joe Suzuki", E-mail Address: "joe.test@xplornet.com"), "Server Information" (Account Type: "IMAP", Incoming mail server: "imap.xplornet.com", Outgoing mail server (SMTP): "smtp.xplornet.com"), "Logon Information" (User Name: "joe.test@xplornet.com", Password: "*****", Remember password checked), and "Test Account Settings" (Test Account Settings button, Test Account Settings by clicking the Next button checked). There is also a "More Settings ..." button at the bottom right. At the bottom of the dialog, 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

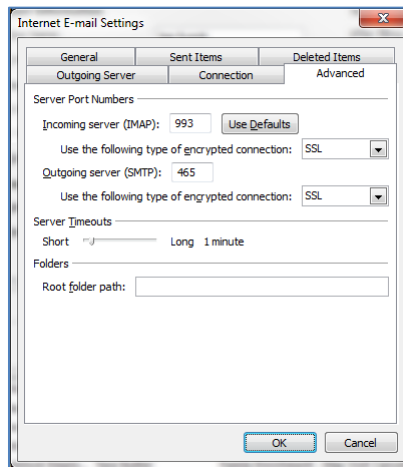


12. Place a check mark in **My outgoing server (SMTP) requires authentication**

13. Go to the **Advanced** tab

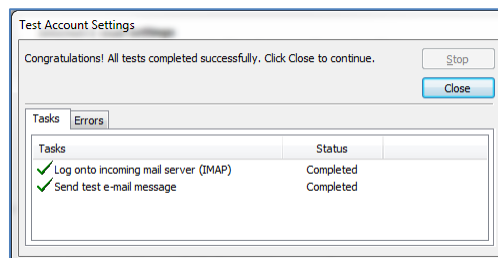
14. For **both** the **Incoming server (IMAP)** and **Outgoing server (SMTP)**, set “Use the following type of encryption connection” to **SSL**

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



16. Click **OK**

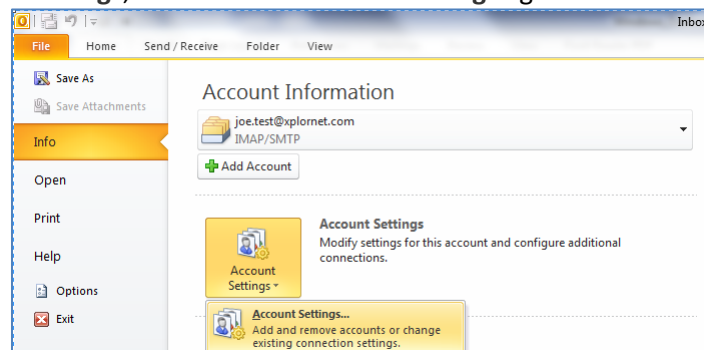
17. Click on **Next >**



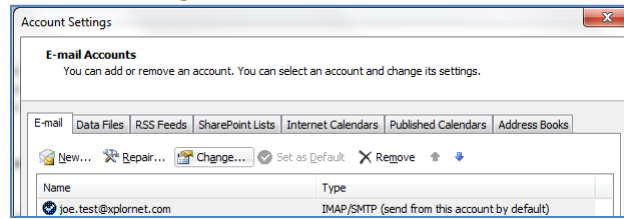
a. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.

18. Once the test **Tasks complete** successfully (**green** checkmarks), click **Close** and then **Finish**

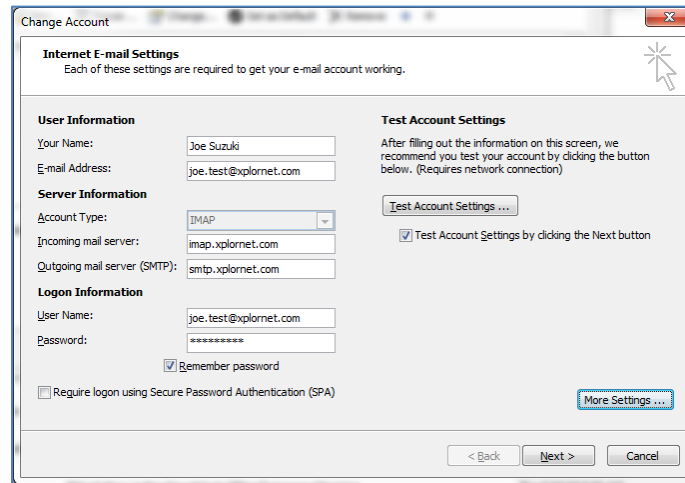
19. Click **File**, then click on **Account Settings**, then click on **Account Settings** again



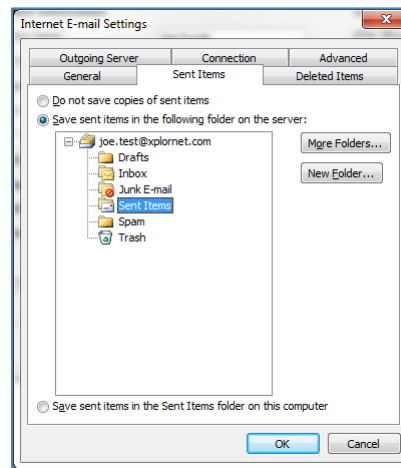
20. Select the **email you just created** and click **Change...**



21. Click on **More Settings**

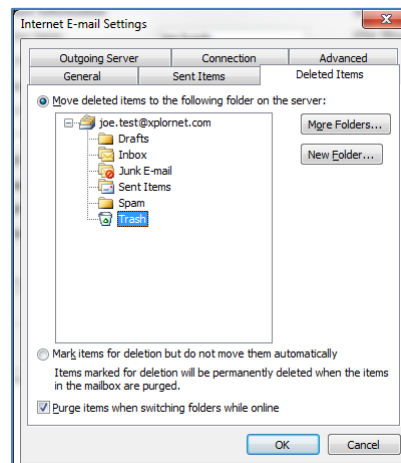


22. Go to the **Sent Items** tab



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**

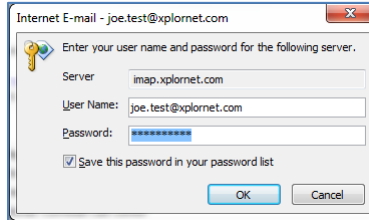
27. Remove the check mark from **Test Account Settings** by clicking the **Next** button

28. Click on **Next >**, then **Finish**, and then **Close**

Changing your Email Password

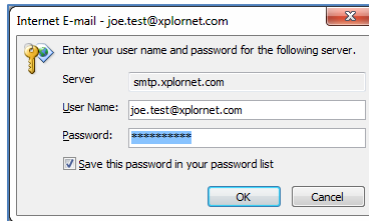
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Outlook to match the new password.

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**

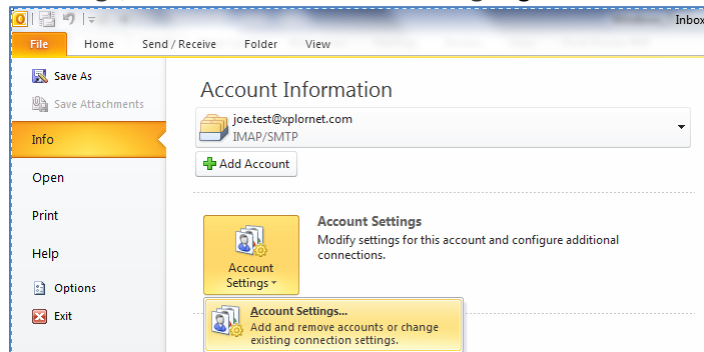
It should also prompt you when you send a message from Outlook (note the **server** is **SMTP** – for outgoing):



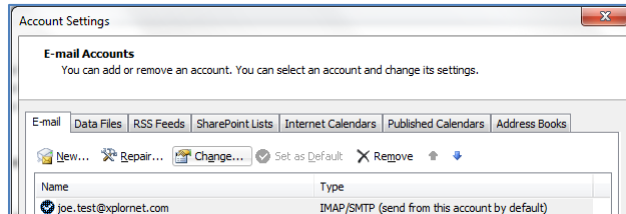
Enter your new **Password**, check the box of "**Save this password in your password list**" (unless you wish to enter it every time) and click **OK**

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**

Change Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Joe Suzuki
E-mail Address: joe.test@xplornet.com

Server Information
Account Type: IMAP
Incoming mail server: imap.xplornet.com
Outgoing mail server (SMTP): smtp.xplornet.com

Logon Information
User Name: joe.test@xplornet.com
Password: *****
 Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

< Back Next > Cancel

4. Click **Next >**

Test Account Settings

Congratulations! All tests completed successfully. Click Close to continue.

Stop
Close

Tasks Errors

Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

- 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** and then **Finish**