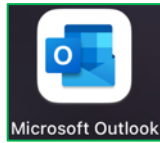


Microsoft Outlook for Mac

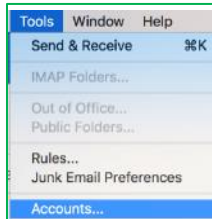
Please note that it is recommended that you **only use the “legacy version” of Outlook**, not the “new” Outlook, as the “new” Outlook will not allow you to sync your “Sent Items” folder with the email server.

Add a new email account

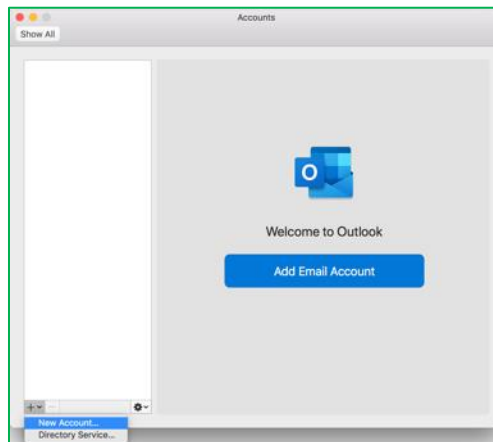
1. Open the Outlook app by clicking the Microsoft **Outlook** icon from the Launchpad.



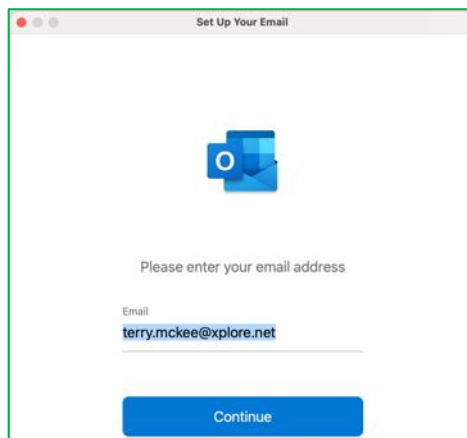
- a. If Outlook doesn't take you to the “Set Up Your Email” screen, click on **Tools**, then **Accounts...**



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

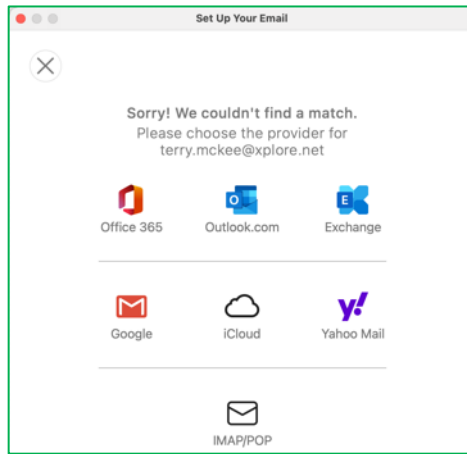


2. Enter your full **email address**

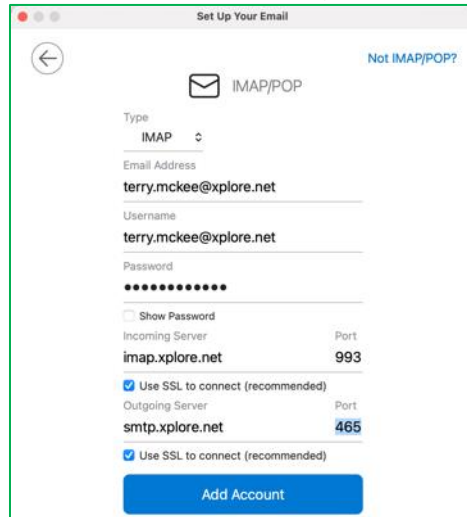


3. Click **Continue**

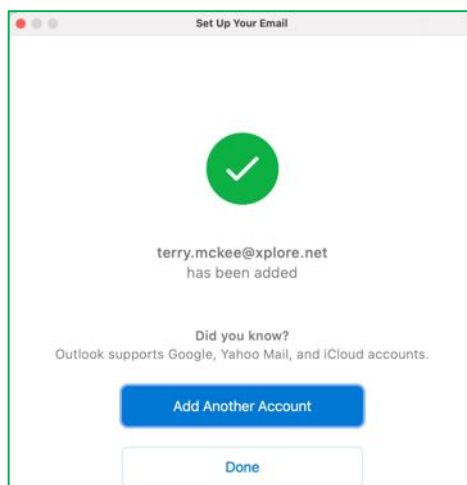
4. If this screen appears, select **IMAP/POP** at the bottom



5. Leave the **Type** as **IMAP** (POP is an option but is not recommended)

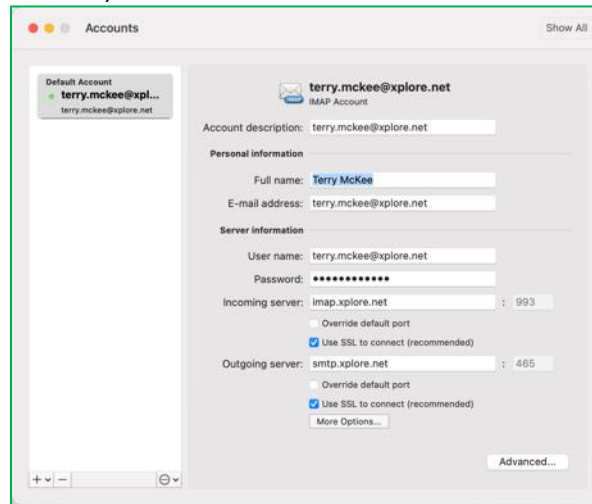


- Verify that the **Username** is your **full email address**
 - Enter your email **Password**
 - Verify that the **Incoming Server** is **imap.xplore.net**
 - Verify that the **Incoming Server Port** is **993**
 - Verify that the box next to **"Use SSL to connect"** is **checked** for both the **Incoming Server** and the **Outgoing Server**
 - Verify that the **Outgoing Server** is **smtp.xplore.net**
 - Verify that the **Outgoing Server Port** to **465**
 - Click **Add Account**
6. Click **Done**

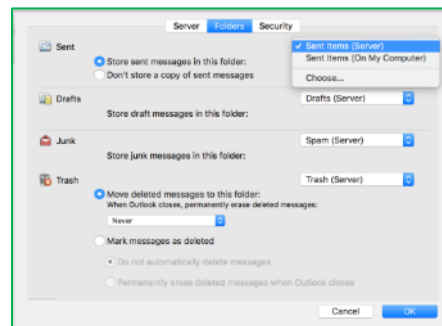


7. If not already in Accounts, click on **Tools**, then **Accounts...**

8. In Accounts, edit your **Full Name** (if desired) and click **Advanced...**



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

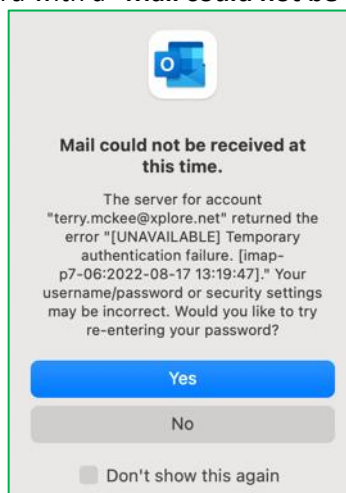


10. Click **OK**, then close **Accounts**

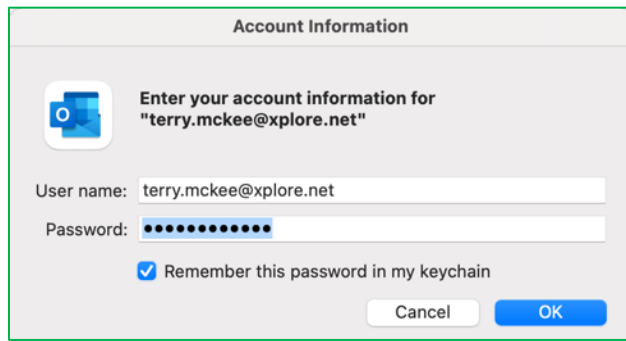
Changing your Email Password

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

Outlook should prompt you for your new password with a "**Mail could not be retrieved at this time**" message:



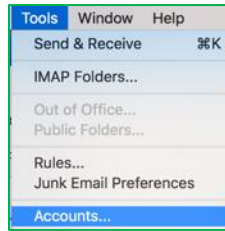
1. Click **Yes**



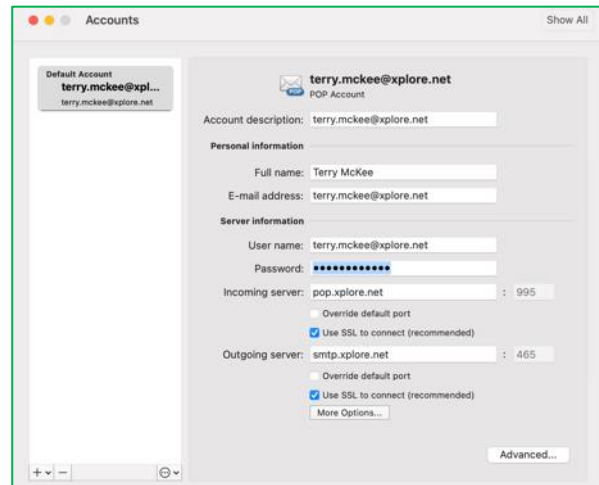
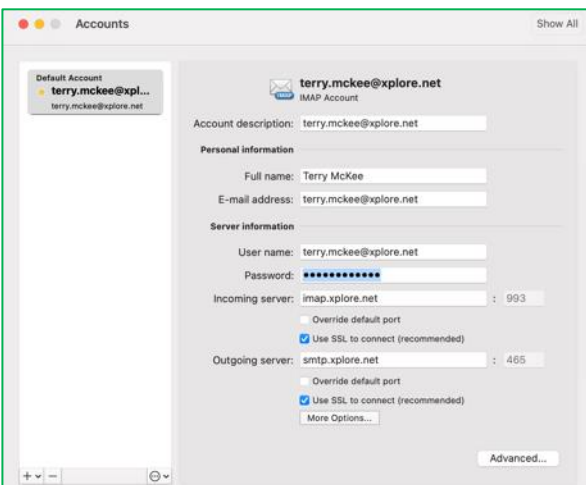
2. Enter your new **Password**, check the box of “**Remember this password in my keychain**” (unless you wish to enter it every time) and click **OK**

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**
4. **Quit Outlook** and re-open it