Microsoft Outlook 365 on Windows

Add a new email account

1. Open the Outlook app by clicking the Windows **Start** menu and choosing **Outlook**.
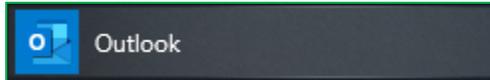
    a. If Outlook doesn't take you to the "Welcome to Outlook" screen, click on **File**, then **+ Add Account**
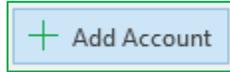
2. Enter your full **email address**
    a. Click on "**Advanced options**" and <u>check</u> the **box** for "**Let me set up my account manually**"
    b. Click **Connect**
3. Click on **IMAP** (POP is an option but is <u>not</u> recommended)
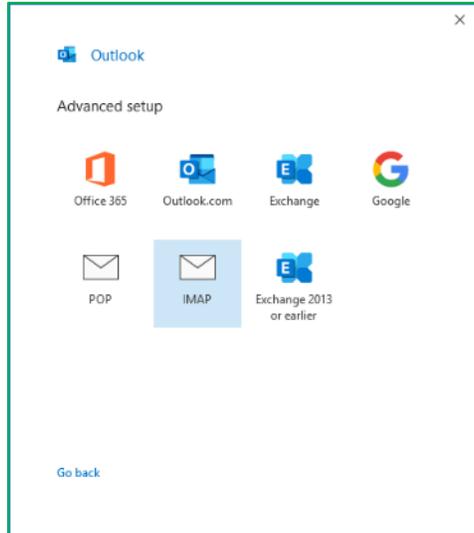
4. Enter your email **Password** and click **Connect**
5. If it gives you "**Something went wrong**", click "**Change Account Settings**"
    a. Verify that the **Incoming mail Server** is **imap.xplore.net**, the **Port** is set to **993**, and the **Encryption method** is **SSL/TLS**
    b. Verify that the **Outgoing mail Server** is **smtp.xplore.net**, the **Port** is set to **465**, and the **Encryption method** is **SSL/TLS**
    c. Click **Next**
    d. Verify your **Password**, then click **Connect**
    e. You might have to try "**Change Account Settings**" a couple times before it's successful
6. Click **Done**
7. Click **File**, **Options** (on the left)
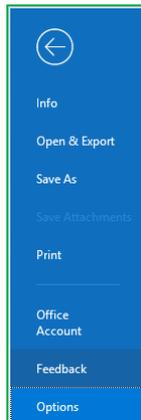
8. Select **Advanced** (on the left)
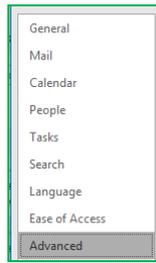
9. Scroll down to **Send and receive** and click **Send/Receive…**

10. Click **Edit…**
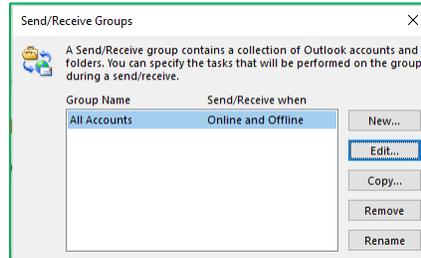
11. Select your **Account** on the left (typically your email address) and click **Account Properties…**
12. Go to the **IMAP Email** tab
    a. Enter **Your Name**
    b. Verify that the **Incoming Mail Server (IMAP)** is **imap.xplore.net**
    c. Verify that the **Outgoing Mail Server (SMTP)** is **smtp.xplore.net**
    d. Verify the **User Name** is your <u>full</u> email address
13. Go to the **Outgoing Server** tab
    a. Verify "**My outgoing server (SMTP) requires authentication**" is <u>checked</u>, and it's set to "**Use same settings as my incoming mail server**"
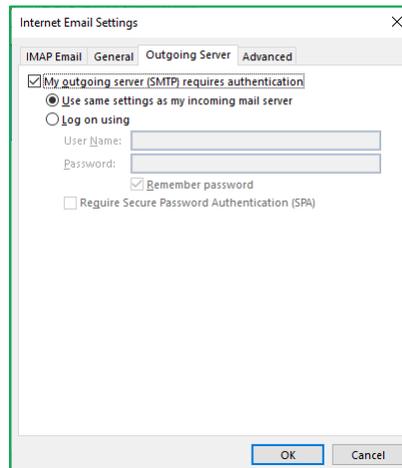
14. Go to the **Advanced** tab
    e. Verify that "**Use the following type of encrypted connection**" is set to **SSL/TLS** for <u>both</u> the Incoming and Outgoing servers
    f. Verify that the **Incoming server (IMAP) Port Number** is **993**
    g. Verify that the **Outgoing server (SMTP) Port Number** is **465**
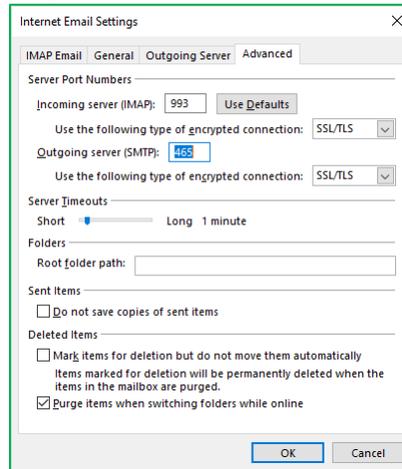
15. Click **OK**, **OK**, **Close**, and then **OK**

Changing your Email Password

If you **changed your email password** in <u>webmail</u> or <u>MyXplore</u>, you will need to change it in Outlook to match the new password.

Outlook may 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 might 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**, **Options** (on the left)
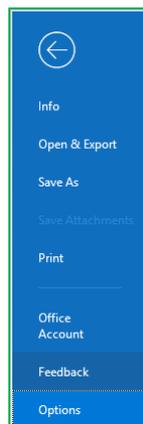
2. Select **Advanced** (on the left)
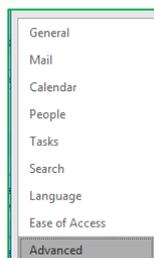
3. Scroll down to **Send and receive** and click **Send/Receive…**
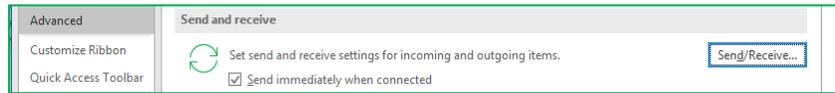
4. Click **Edit…**
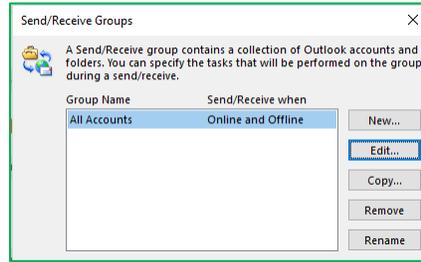
5. Select your **Account** on the left (typically your email address) and click **Account Properties…**
6. Go to the **IMAP Email** tab
    h.   Enter your new **Password**
7. Click **OK**, **OK**, **Close**, and then **OK**