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 check the box for "Let me set up my account manually"
 - b. Click Connect
- 3. Click on IMAP (POP is an option but is not 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)

General Mail Calendar People Tasks Search
Mail Calendar People Tasks Search
Calendar People Tasks Search
People Tasks Search
Tasks Search
Search
Language
Ease of Access
Advanced

9. Scroll down to Send and receive and click Send/Receive...

Advanced	Send and receive	
Customize Ribbon Quick Access Toolbar	$ \bigcirc \ \ \ \ \ \ \ \ \ \ \ \ $	Sen <u>d</u> /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 full 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"

Internet Email Settings			×			
IMAP Email General	Outgoing Server	Advanced				
My outgoing server (SMTP) requires authentication						
Use same settings as my incoming mail server						
○ <u>L</u> og on using						
User <u>N</u> ame:						
Password:						
	Remember passw	ord				
Reguire Secure Password Authentication (SPA)						
		ОК	Cancel			

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

Internet Email Settings	×				
IMAP Email General Outgoing Server Advanced					
Server Port Numbers					
Incoming server (IMAP): 993 Use Defaults					
Use the following type of encrypted connection:	SSL/TLS 🗸				
Outgoing server (SMTP): 465					
Use the following type of encrypted connection:	SSL/TLS 🗸				
Server <u>T</u> imeouts					
Short - Long 1 minute					
Folders					
Root <u>f</u> older path:					
Sent Items					
Do not save copies of sent items					
Deleted Items					
Mark items for deletion but do not move them aut	tomatically				
Items marked for deletion will be permanently deleted when the items in the mailbox are purped					
Purge items when switching folders while online					
ОК	Cancel				

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...



- 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