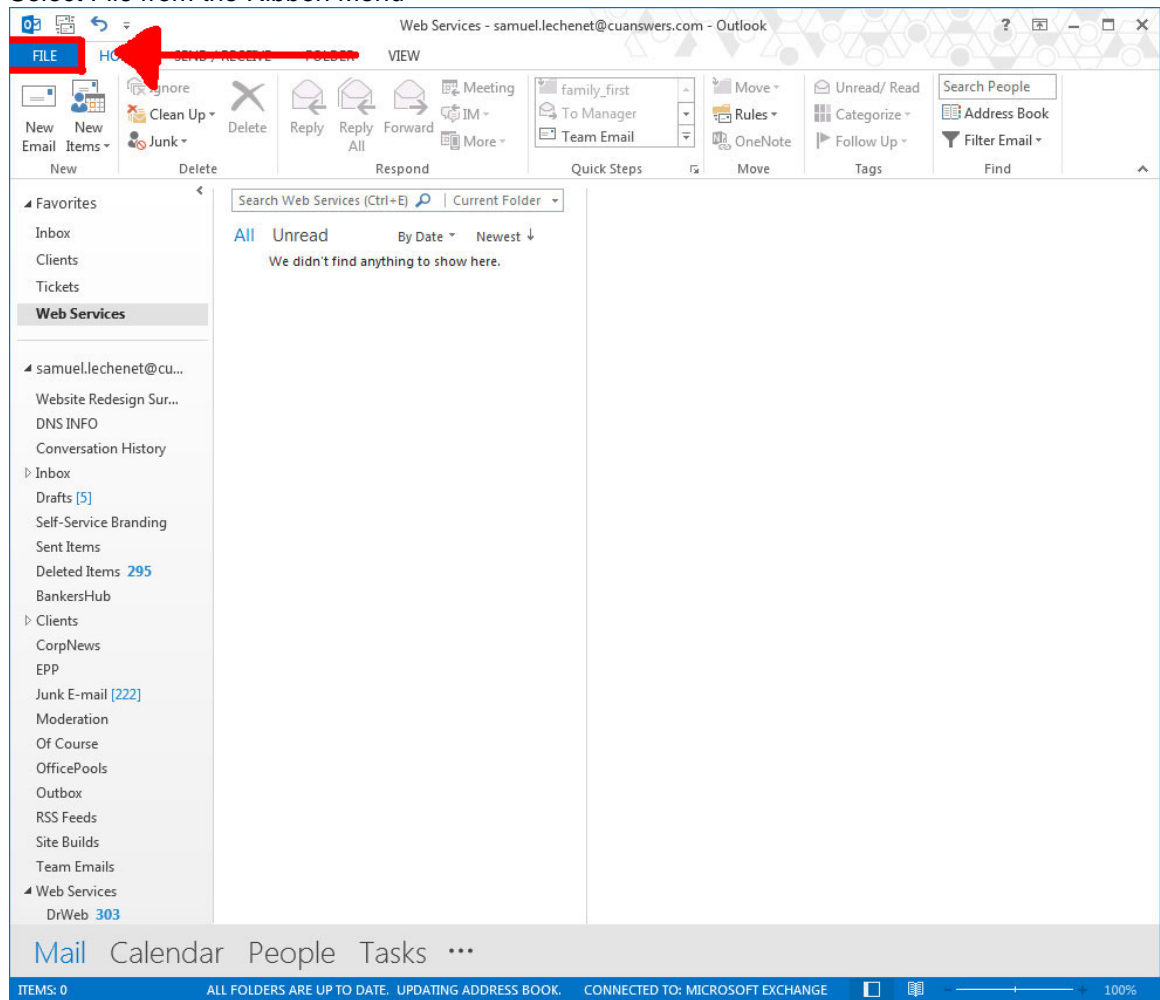


## How to Set Up Email for Outlook 2013

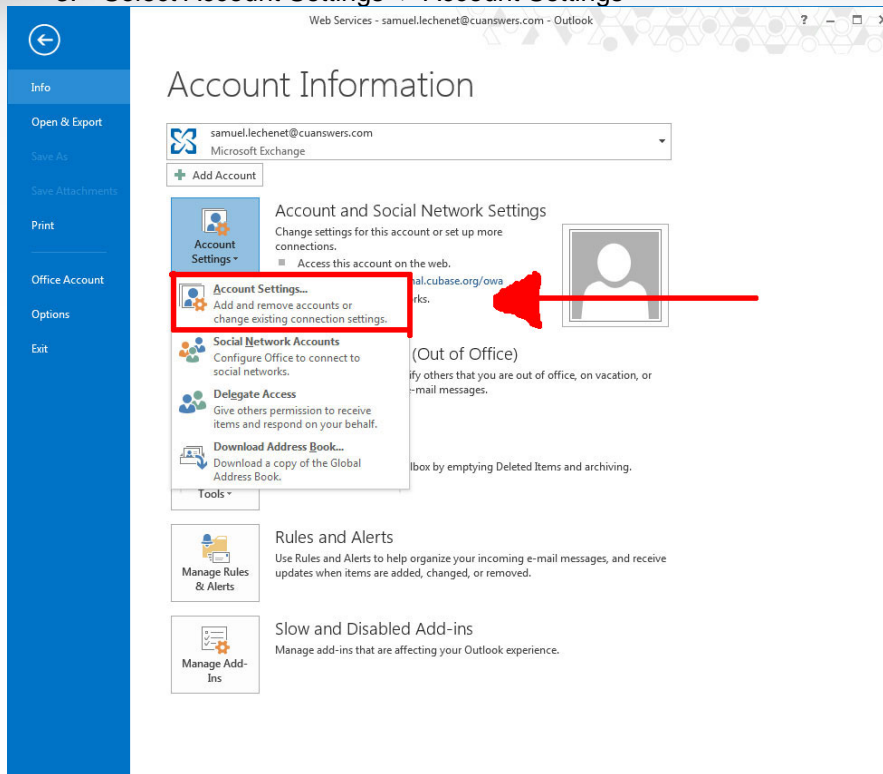
Here are some basic instructions on how to set up your email address for CU\*Answers Web Services Email.

Please contact your System/Network Administrator to verify these settings.

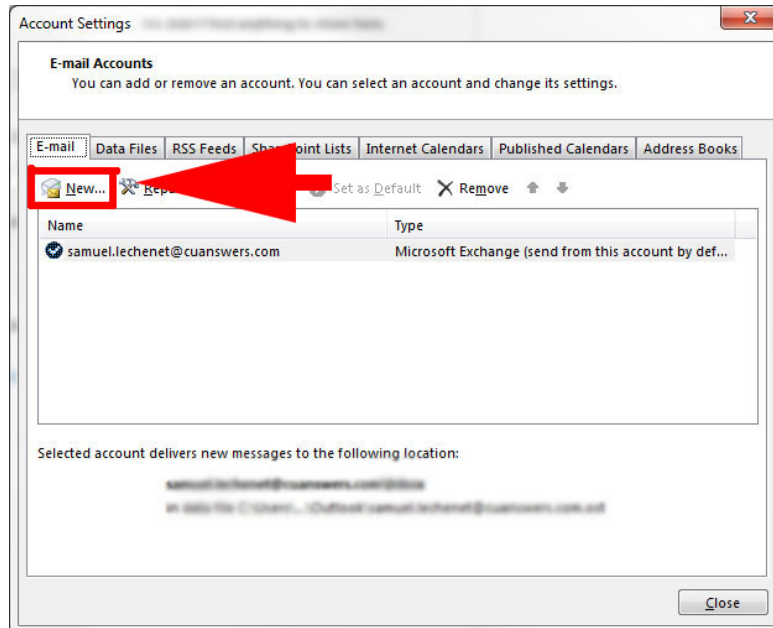
1. Open Outlook 2013.
2. Select File from the Ribbon Menu



## 3. Select Account Settings -> Account Settings



## 4. Click the New button under the email tab



5. Select Email Account and click Next

The screenshot shows the 'Add Account' window with the 'Choose Service' tab selected. The 'E-mail Account' option is selected and highlighted with a red rectangle. Below it, the text reads: 'Connect to an e-mail account provided by your Internet service provider (ISP) or your organization.' The 'Other' option is also visible, with the text 'Connect to a server type shown below.' and a list box containing 'Fax Mail Transport'. At the bottom, there are 'Back', 'Next >', and 'Cancel' buttons. A red arrow points to the 'Next >' button.

6. Select Manual setup or additional server types and click Next

The screenshot shows the 'Add Account' window with the 'Auto Account Setup' tab selected. The 'E-mail Account' option is selected. Below it, there are input fields for 'Your Name:', 'E-mail Address:', 'Password:', and 'Retype Password:'. The 'Manual setup or additional server types' option is selected and highlighted with a red rectangle. At the bottom, there are '< Back', 'Next >', and 'Cancel' buttons. A red arrow points to the 'Next >' button.

7. Select POP or IMAP and click Next

The screenshot shows the 'Add Account' dialog box with the 'Choose Service' tab selected. There are four radio button options: 'Microsoft Exchange Server or compatible service', 'Outlook.com or Exchange ActiveSync compatible service', 'POP or IMAP' (which is selected and highlighted with a red box), and 'Other'. Below the 'POP or IMAP' option, it says 'Connect to a POP or IMAP email account'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'. A large red arrow points to the 'Next >' button.

8. Enter your account information as detailed below

The screenshot shows the 'Add Account' dialog box with the 'POP and IMAP Account Settings' tab selected. The dialog is titled 'POP and IMAP Account Settings' and has a subtitle 'Enter the mail server settings for your account.' It is divided into several sections: 'User Information' with fields for 'Your Name' (YOUR FULL NAME) and 'Email Address' (YOUR@EMAIL.COM); 'Server Information' with fields for 'Account Type' (POP3), 'Incoming mail server' (mail.yourdomain.com), and 'Outgoing mail server (SMTP)' (mail.yourdomain.com); 'Logon Information' with fields for 'User Name' (YOUR@EMAIL.COM) and 'Password' (masked with asterisks), and a checkbox for 'Remember password'; and 'Test Account Settings' with a 'Test Account Settings ...' button and a checkbox for 'Automatically test account settings when Next is clicked'. There is also a section for 'Deliver new messages to:' with radio buttons for 'New Outlook Data File' (selected) and 'Existing Outlook Data File', and a 'Browse' button. At the bottom right, there is a 'More Settings ...' button. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

**Your Name:** Your full name goes here

**Email Address:** Your full email address goes here

**Account Type:** Leave at POP3

**Incoming Mail Server:** mail.yourdomain.com (replace yourdomain.com with your actual website domain)

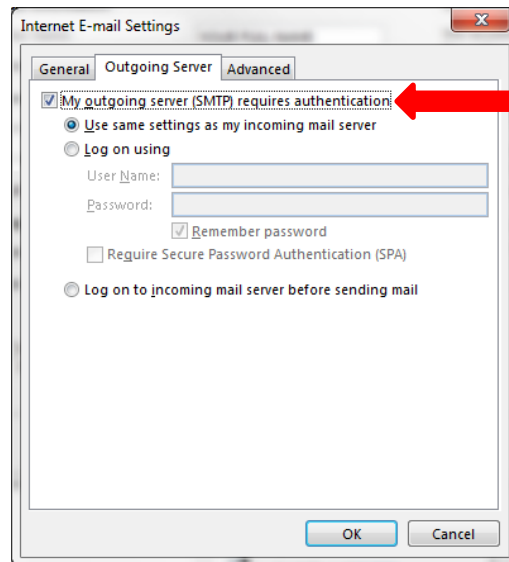
**Outgoing Mail Server:** mail.yourdomain.com (replace yourdomain.com with your actual website domain)

**Username:** Your full email address goes here

**Password:** Your password goes here

Make sure to check the box labelled "Remember Password"

9. Click "More Settings..."
10. Select the Outgoing Server tab and check "My outgoing server (SMTP) requires authentication".



11. Click OK

12. Verify you have the correct settings and do a test by pressing “Test Account Settings”

**Add Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**

Your Name: YOUR FULL NAME

Email Address: YOUR@EMAIL.COM

**Server Information**

Account Type: POP3

Incoming mail server: mail.yourdomain.com

Outgoing mail server (SMTP): mail.yourdomain.com

**Logon Information**

User Name: YOUR@EMAIL.COM

Password: \*\*\*\*\*

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

**Test Account Settings**

We recommend that you test your account to ensure that the entries are correct.

Test Account Settings ...

☒ Automatically test account settings when Next is clicked

**Deliver new messages to:**

☒ New Outlook Data File

☐ Existing Outlook Data File

Browse

More Settings ...

< Back Next > Cancel

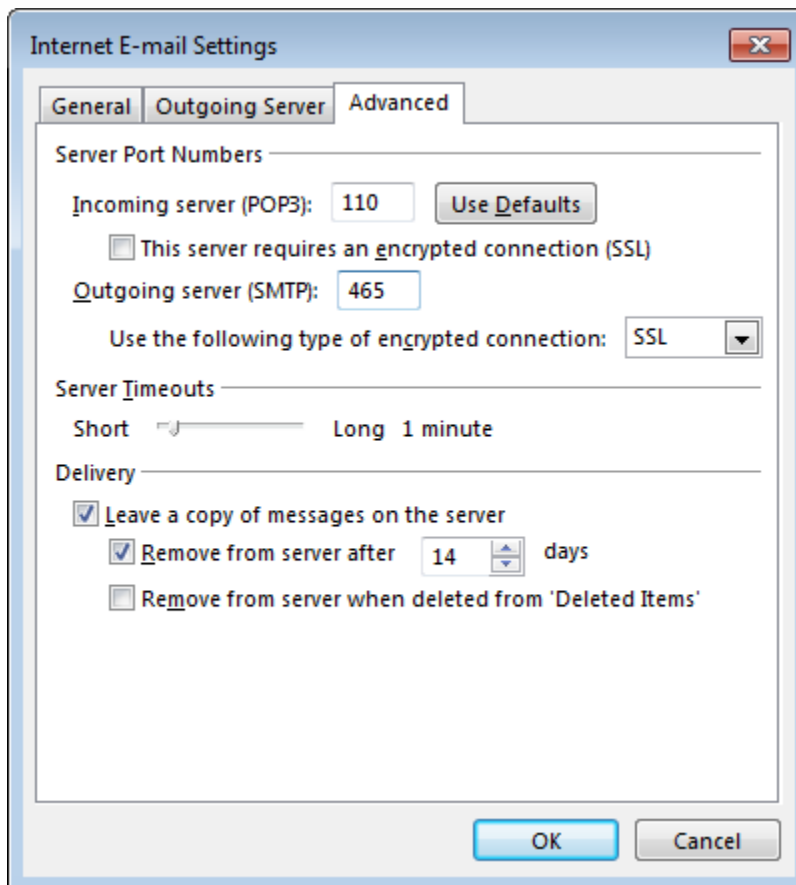
13. Your account should pass the test settings if you entered the information correctly.
14. Click “Next” and Setup is complete



**Note:** If you configure your computer and can receive email but can't send email, you may need to set additional advanced settings. This may happen if you're using a laptop outside of your office. Some Internet Service Providers (ISP) block the default port for sending email.

If you can receive but not send, try the following:

In the advanced tab, set the Outgoing server (SMTP) to 465 and select SSL for the type of encrypted connection. Like this:



When finished, click on OK to save the settings. Then follow the normal procedure to complete a change to your email settings.