

Change NetSet Email Settings in Outlook 2010, 2013

You were issued a **new random email password** about a week before the migration. If you haven't done so already, you should **change it** first; otherwise proceed to **step 6**.

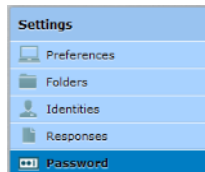
1. Log into Webmail at <https://mail.mynetset.ca/> on a computer (not a mobile device) with your full email address and new random password



2. Click on **Settings**



3. Under Settings, click on **Password**



4. Enter your **Current** random **Password**, and then your **New Password** twice

5. Click **Save**

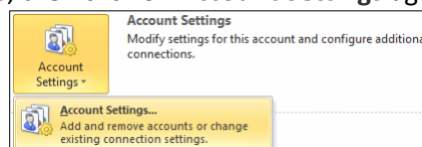
Backup your Email (recommended)

Before you change any settings, it's highly recommended (but not required) that you export (backup) your email first (see <https://support.office.com/en-us/article/export-or-backup-email-contacts-and-calendar-to-an-outlook-pst-file-14252b52-3075-4e9b-be4e-ff9ef1068f91>). Outlook can export email and contacts to a .pst file as a backup.

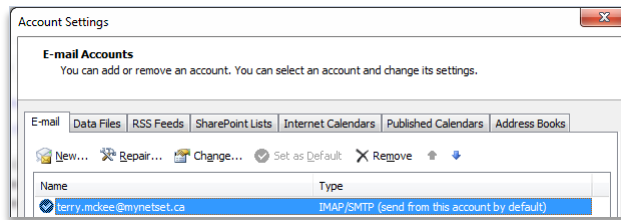
6. Open Outlook
7. Follow the steps under "**Outlook 2010: Export Outlook items to a .pst file**" from the link above

Changing Your Settings

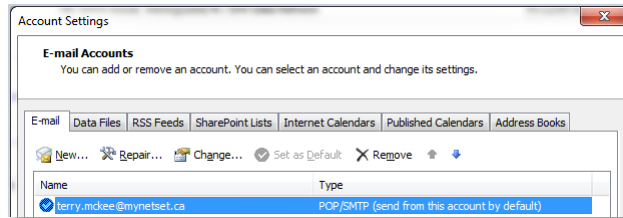
8. Open Outlook
9. Click **File**, then click on **Account Settings**, then click on **Account Settings** again



10. Take note of the **Type** of account that you have (either **IMAP/SMTP** or **POP/SMTP**)



If using IMAP

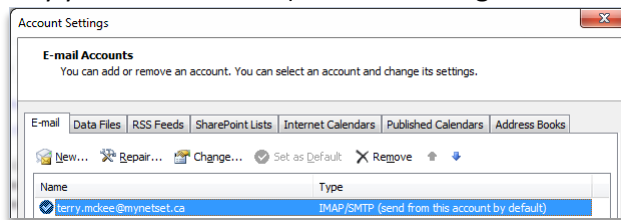


If using POP

11. If using **POP**, go to **step 26**; otherwise continue here for the **IMAP** steps

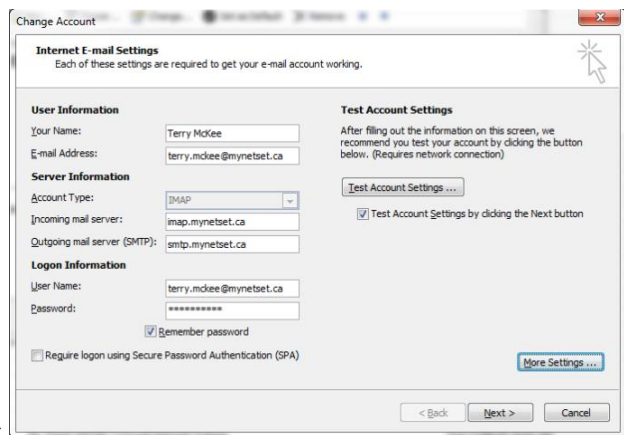
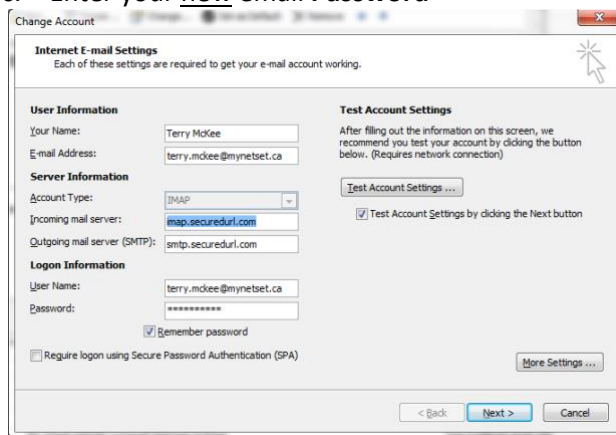
IMAP Account

12. Select your account **Name** (typically your email address) and click **Change...** above it



13. Change these settings:

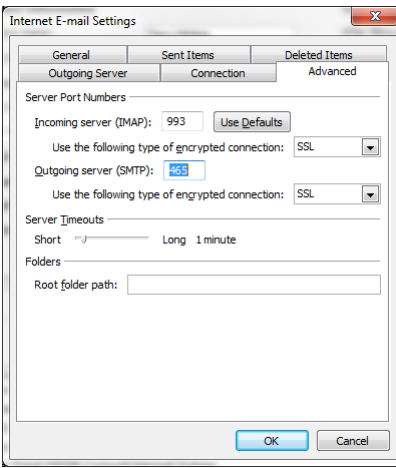
- Change the **Incoming mail server** to **imap.mynetset.ca**
- Change the **Outgoing mail server (SMTP)** to **smtp.mynetset.ca**
- Enter your new email **Password**



14. Click on **More Settings...**

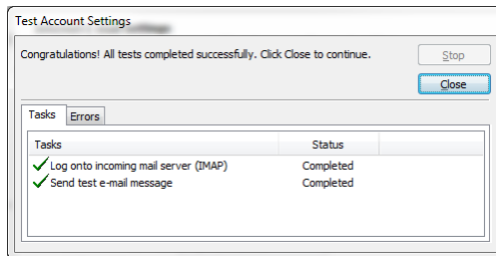
15. Go to the **Advanced** tab

- Verify that **“Use the following type of encrypted connection”** is set to **SSL** for both the **Incoming** and **Outgoing servers**
- Verify that the **Incoming server (IMAP) Port Number** is **993**
- Verify that the **Outgoing server (SMTP) Port Number** is **465**



g. Click **OK**

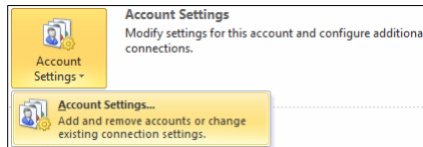
16. Click **Next >**



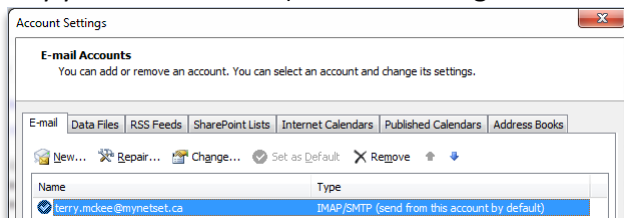
h. If either or both test Tasks fail (red **X**), then one or more of your settings are incorrect. Click **Close**, correct your setting(s) and try again.

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

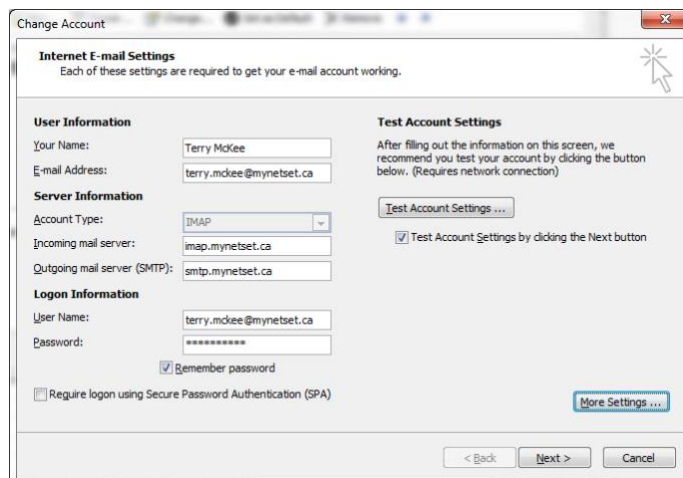
18. Click **File**, then click on **Account Settings**, then click on **Account Settings** again



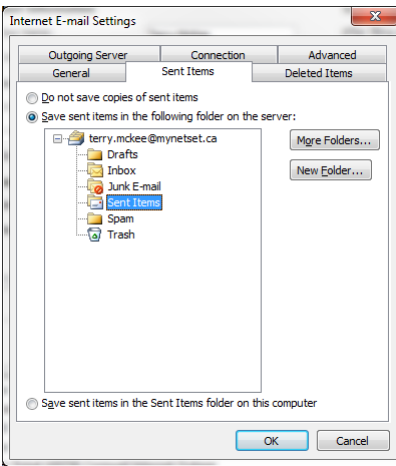
19. Select your account **Name** (typically your email address) and click **Change...** above it



20. Click on **More Settings**

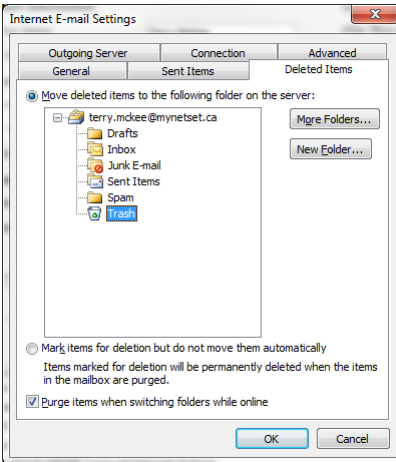


21. Go to the **Sent Items** tab



- i. 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

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



- j. Verify that the **Trash** folder is selected under your email address; otherwise select it

23. Click **OK**

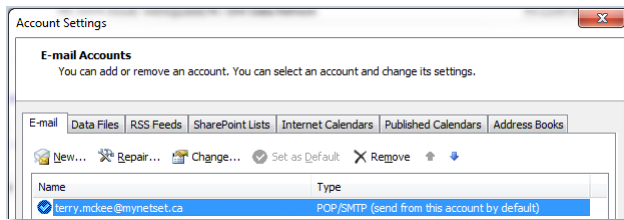
24. Remove the check mark from “**Test Account Settings by clicking the Next button**”

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

Your **IMAP** account is now ready for post-migration use in Outlook for Windows.

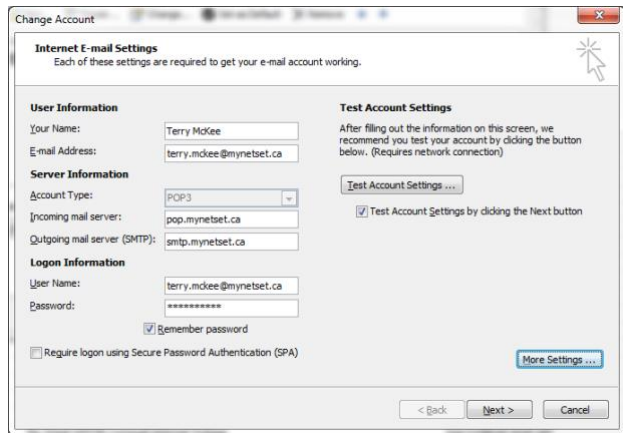
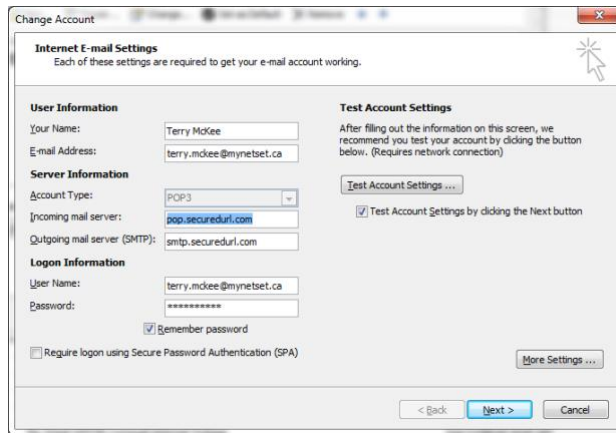
POP Account

26. Select your account **Name** (typically your email address) and click **Change...** above it



27. Change these settings:

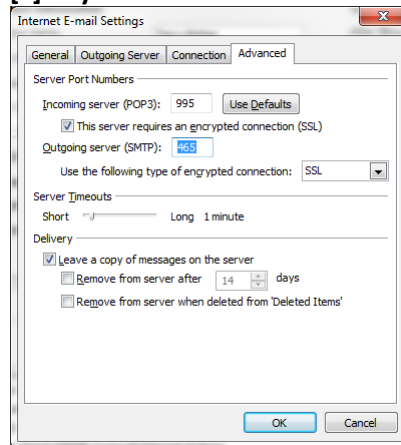
- k. Change the **Incoming mail server** to **pop.mynetset.ca**
- l. Change the **Outgoing mail server (SMTP)** to **smtp.mynetset.ca**
- m. Enter your new email **Password**



28. Click on **More Settings...**

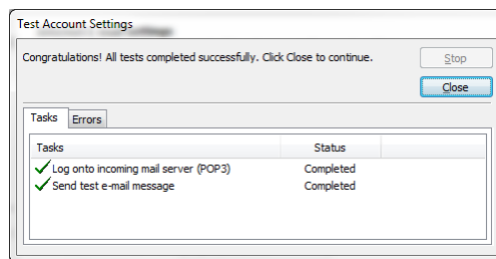
29. Go to the **Advanced** tab

- n. Verify the box for **“This server requires an encrypted connection (SSL) is checked** for the **Incoming server**
- o. Verify that the **Incoming server (POP3) Port Number is 995**
- p. Verify that **“Use the following type of encrypted connection” is set to SSL** for the **Outgoing server**
- q. Verify that the **Outgoing server (SMTP) Port Number is 465**
- r. **Check “Leave a copy of messages on the server”**
- s. **Uncheck “Remove from server after [x] days”**



t. Click **OK**

30. Click **Next >**



u. 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.

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

Your **POP** account is now ready for post-migration use in Outlook for Windows.