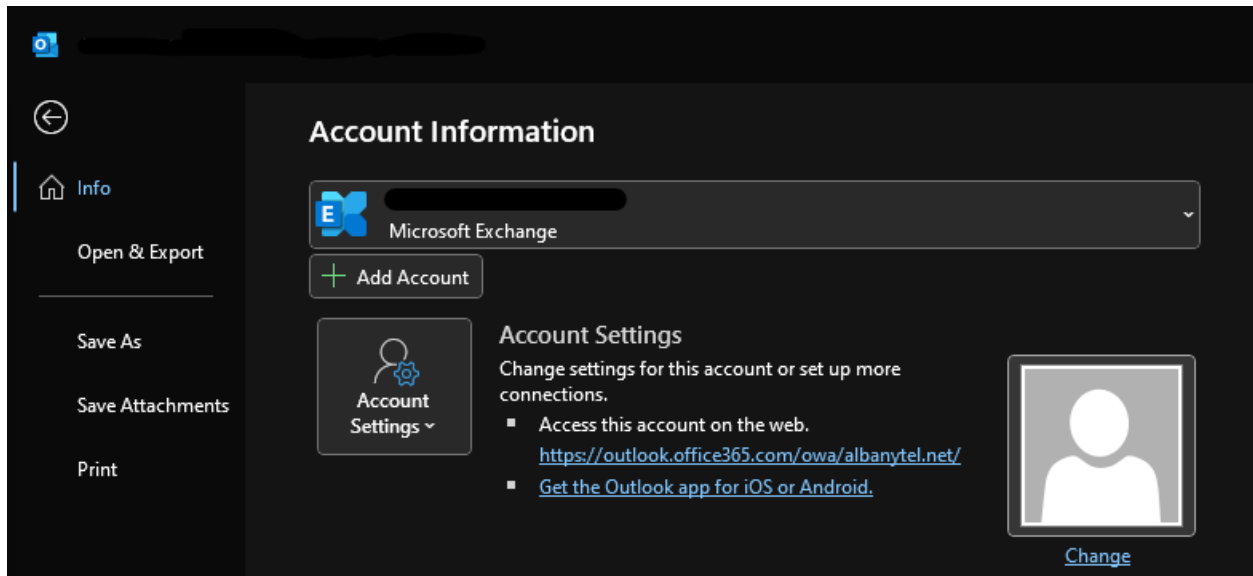


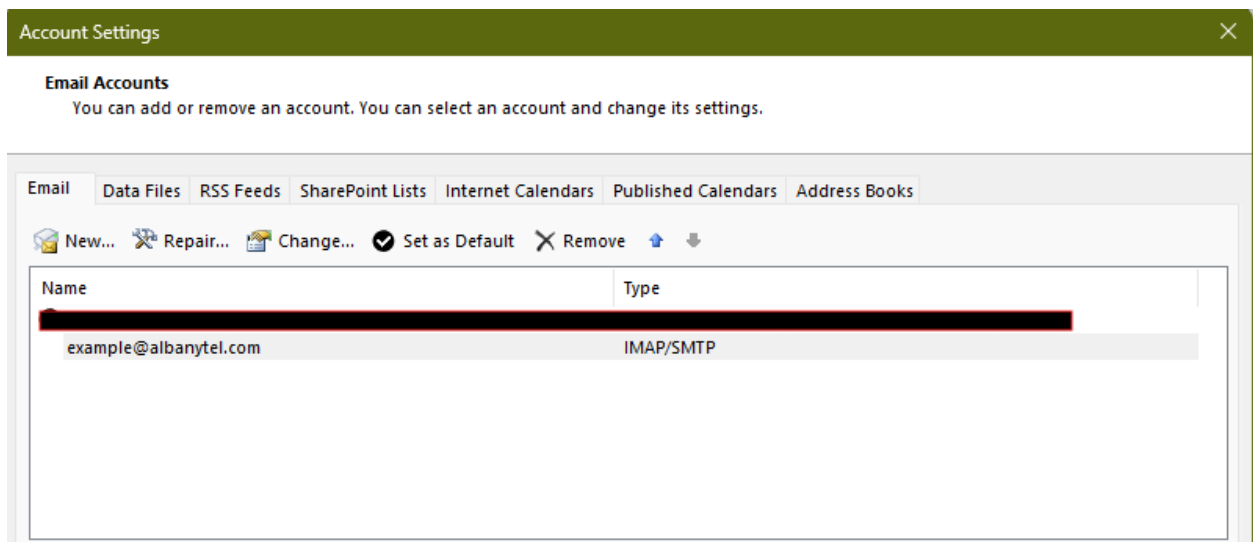


Outlook App

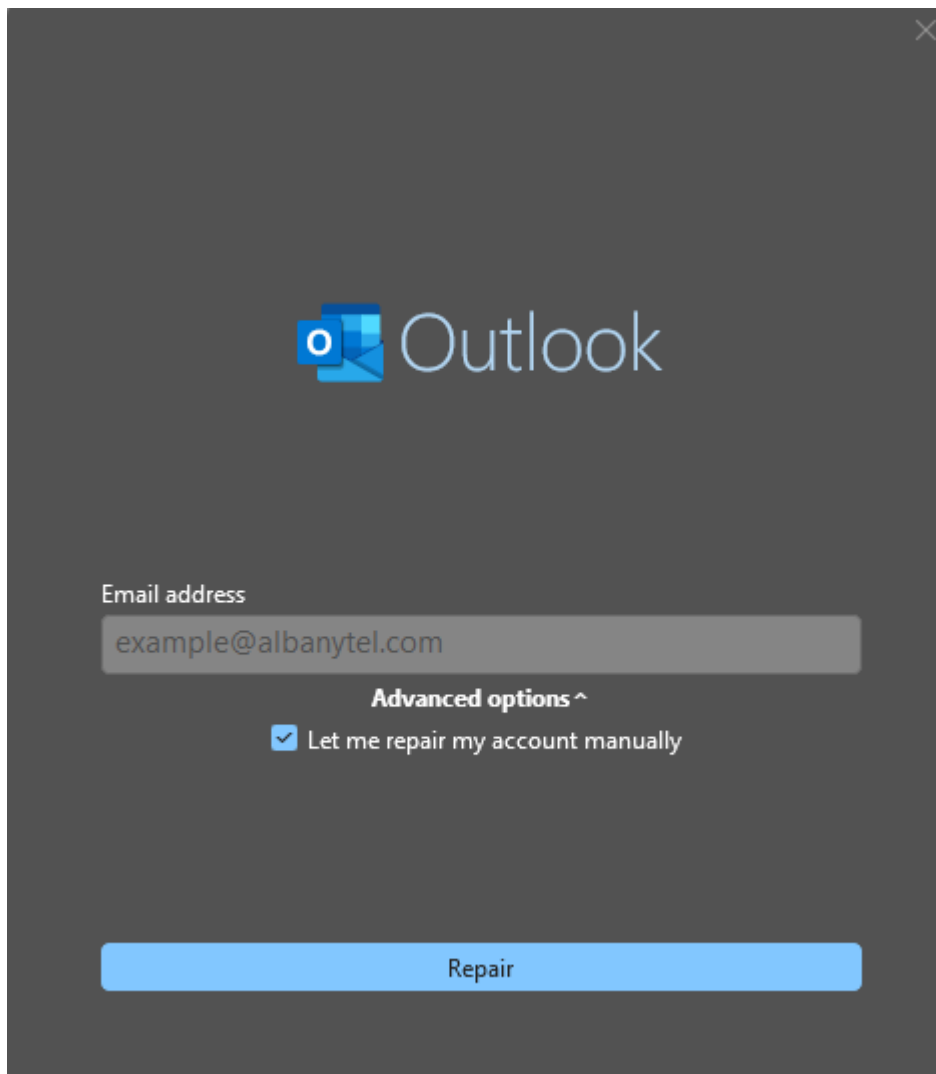
1. Go into your “Outlook” app.
2. Click “File” on the top left.
3. Click “Account Settings”. And “Account Settings” again in the drop-down menu that appears.



4. Select the email account you want to change the settings on. Then click “Repair”.

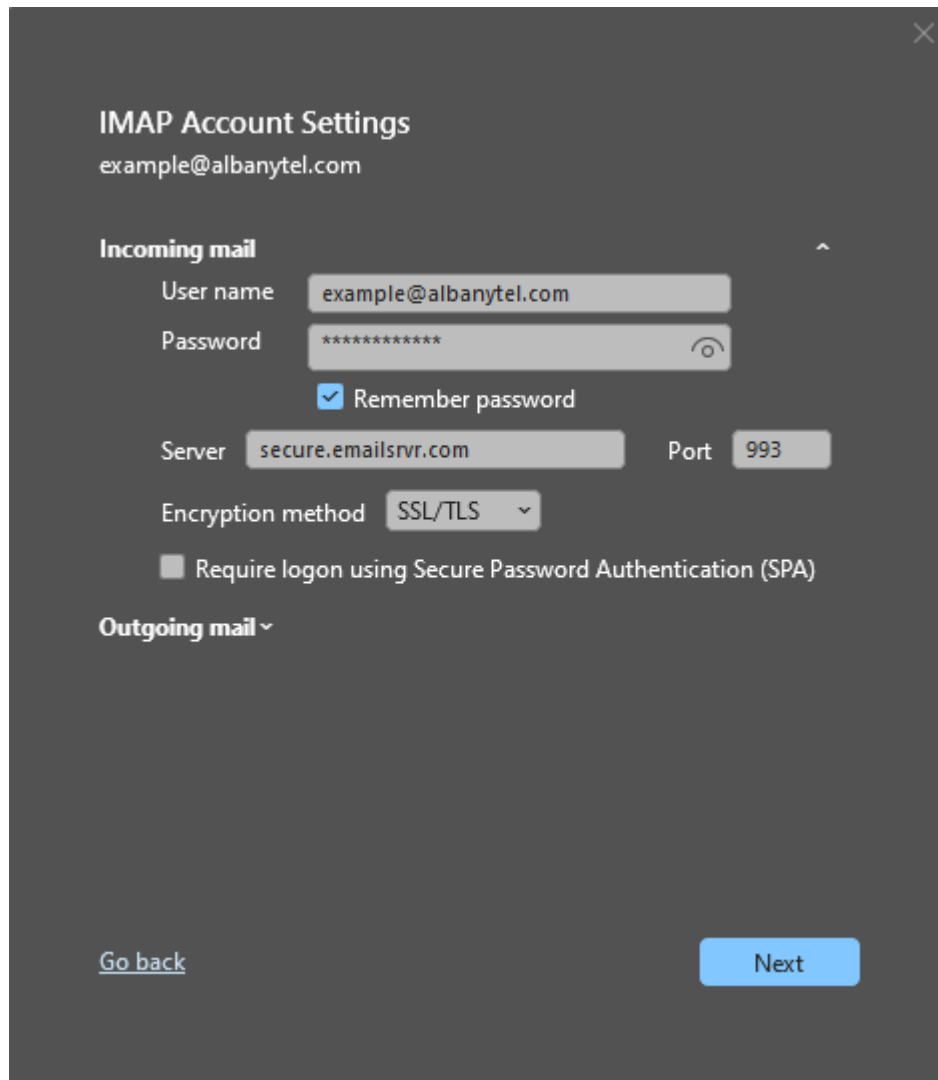


5. Click "Advanced options" and check the box "Let me repair my account manually." Then click "Repair".



The image shows a dark gray dialog box with a close button (X) in the top right corner. At the top center is the Outlook logo, which consists of a blue square with a white 'O' and the word "Outlook" in white. Below the logo is a text input field labeled "Email address" containing the text "example@albanytel.com". Underneath the input field is the text "Advanced options ^" in white. Below that is a checked checkbox followed by the text "Let me repair my account manually". At the bottom of the dialog box is a large, light blue button with the word "Repair" in white text.

6. This brings up a page with your existing settings. In the next two steps you will need to change the Incoming mail and Outgoing mail settings.



The image shows a dark-themed dialog box titled "IMAP Account Settings" for the email address "example@albanytel.com". It contains fields for "Incoming mail" and "Outgoing mail" settings. The "Incoming mail" section includes fields for "User name" (example@albanytel.com), "Password" (masked with asterisks), a checked "Remember password" checkbox, "Server" (secure.emailsrvr.com), "Port" (993), "Encryption method" (SSL/TLS), and an unchecked "Require logon using Secure Password Authentication (SPA)" checkbox. The "Outgoing mail" section is partially visible. At the bottom, there are "Go back" and "Next" buttons.

IMAP Account Settings
example@albanytel.com

Incoming mail

User name: example@albanytel.com

Password: *****

Remember password

Server: secure.emailsrvr.com Port: 993

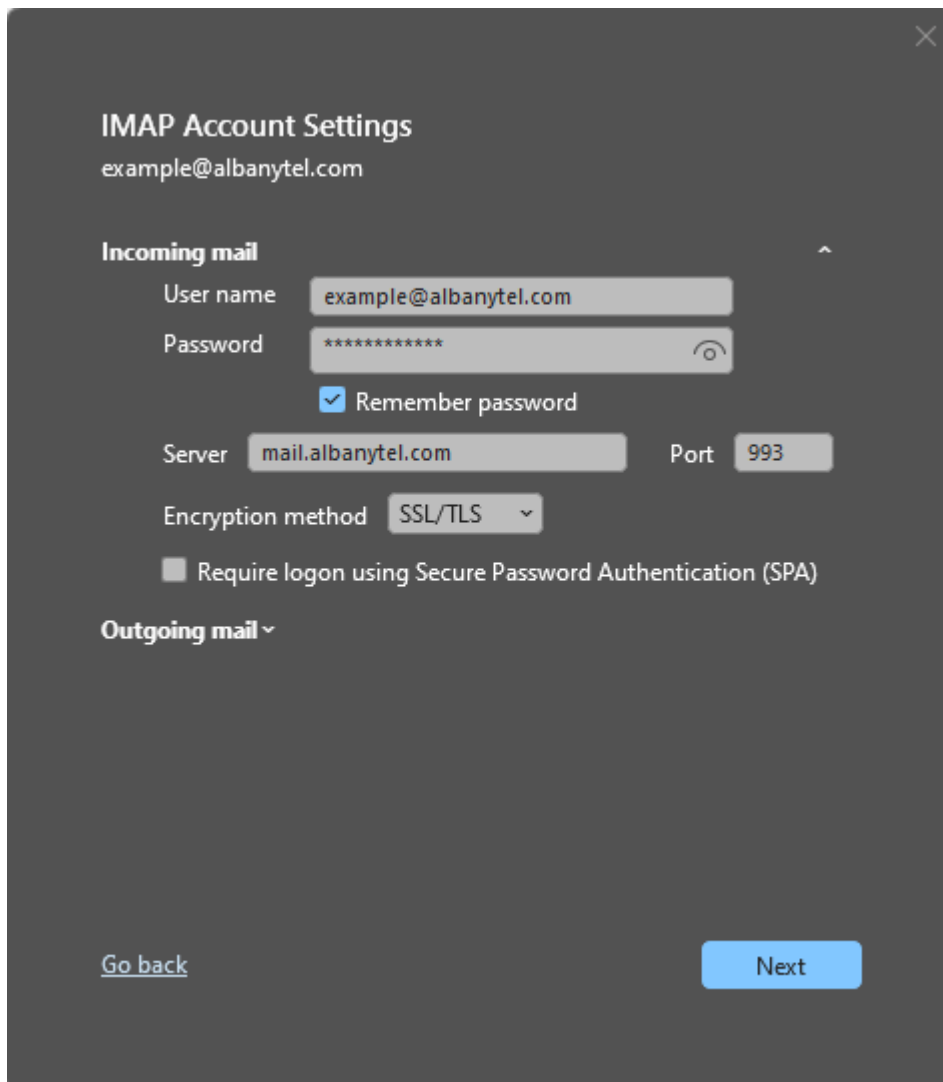
Encryption method: SSL/TLS

Require logon using Secure Password Authentication (SPA)

Outgoing mail

[Go back](#) [Next](#)

7. For Incoming mail: The Server will now be mail.albanytel.com




The image shows a dark-themed dialog box titled "IMAP Account Settings" with a close button in the top right corner. Below the title is the email address "example@albanytel.com". The "Incoming mail" section is expanded, showing fields for "User name" (example@albanytel.com), "Password" (masked with asterisks and a toggle icon), a checked "Remember password" checkbox, "Server" (mail.albanytel.com), "Port" (993), and "Encryption method" (SSL/TLS). There is also an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)". The "Outgoing mail" section is collapsed. At the bottom, there is a "Go back" link and a blue "Next" button.

IMAP Account Settings
example@albanytel.com

Incoming mail ^

User name

Password 

Remember password

Server Port

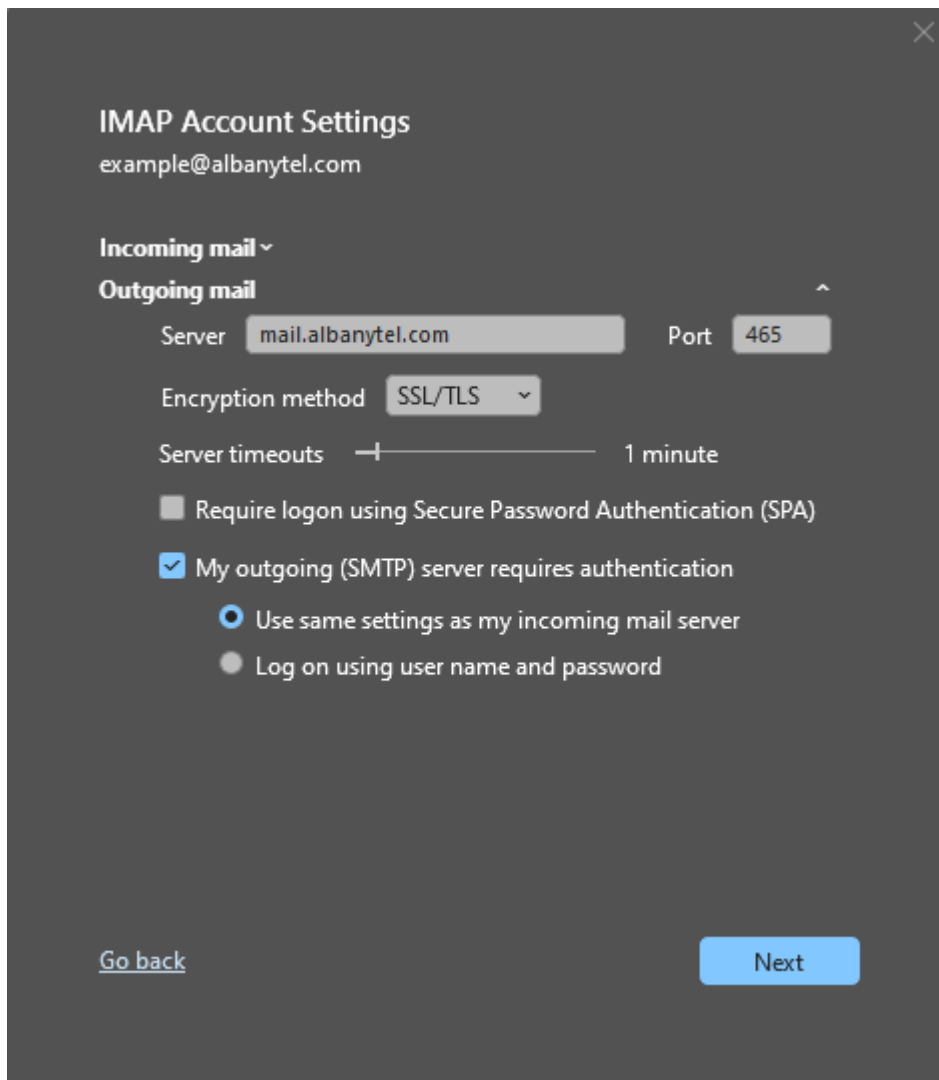
Encryption method ▾

Require logon using Secure Password Authentication (SPA)

Outgoing mail ▾

[Go back](#) Next

8. For Outgoing mail: The Server will now be mail.albanytel.com



The screenshot shows a dark-themed dialog box titled "IMAP Account Settings" for the email address "example@albanytel.com". It features a "Close" button (X) in the top right corner. The "Incoming mail" section is collapsed. The "Outgoing mail" section is expanded and contains the following settings: "Server" is set to "mail.albanytel.com", "Port" is set to "465", "Encryption method" is set to "SSL/TLS", and "Server timeouts" is set to "1 minute". There are two checkboxes: "Require logon using Secure Password Authentication (SPA)" is unchecked, and "My outgoing (SMTP) server requires authentication" is checked. Under the checked checkbox, there are two radio buttons: "Use same settings as my incoming mail server" is selected, and "Log on using user name and password" is unselected. At the bottom left is a "Go back" link, and at the bottom right is a blue "Next" button.

IMAP Account Settings
example@albanytel.com

Incoming mail ▾
Outgoing mail ▲

Server mail.albanytel.com Port 465

Encryption method SSL/TLS ▾

Server timeouts —+————— 1 minute

Require logon using Secure Password Authentication (SPA)

My outgoing (SMTP) server requires authentication

Use same settings as my incoming mail server

Log on using user name and password

[Go back](#) Next

9. Click "Next". If you get the message "Account successfully repaired" your settings have been changed.



 Outlook

Account successfully repaired

Done