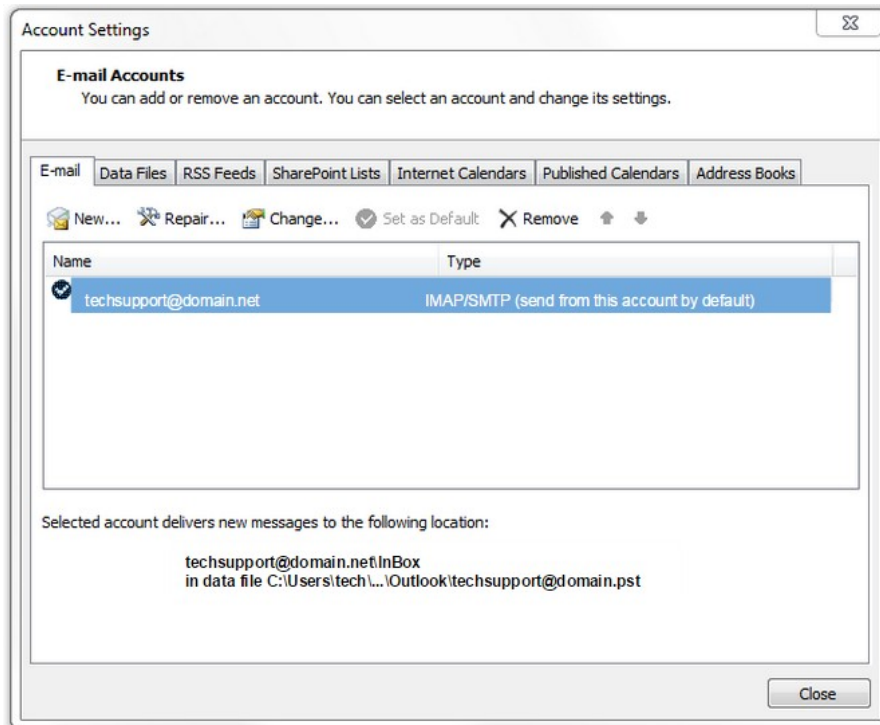


## Changing Email Settings on Microsoft Outlook 2010 / Outlook 2013

1. Open **Microsoft Outlook** (*versions 2010, and 2013 have the same screens*)
2. Click **File** in the top left.
3. Inside the Account Information window, click on the **Account Settings** button. This will bring up a drop-down menu. Click **Account Settings** inside this.



4. From the **Account Settings** wizard, select the profile you want to edit and click the **Change...** option.



## Verify / Update Server Settings:

5. Verify the settings are accurate:
  - Verify the **Name** and **Email Address** field are correct.
  - The **Account Type** should show POP or IMAP. You cannot change this field, but it will tell you what server settings you need to be verifying.
  - Verify the **Incoming Mail Server** setting is **mail.grm.net**.
  - Verify the **Outgoing Mail Server** setting is **mail.grm.net**.
  - Verify the **Username** is the **FULL** email address.
  - If you are viewing this document after changing your password, enter your new password in the **Password** field.
    - If you have not changed your password since migrating to the new email platform, it is highly recommended that you change your password. For instructions on how to change your email password, go to [www.grm.net/email](http://www.grm.net/email) and click on the "How to Change Your Password" link.

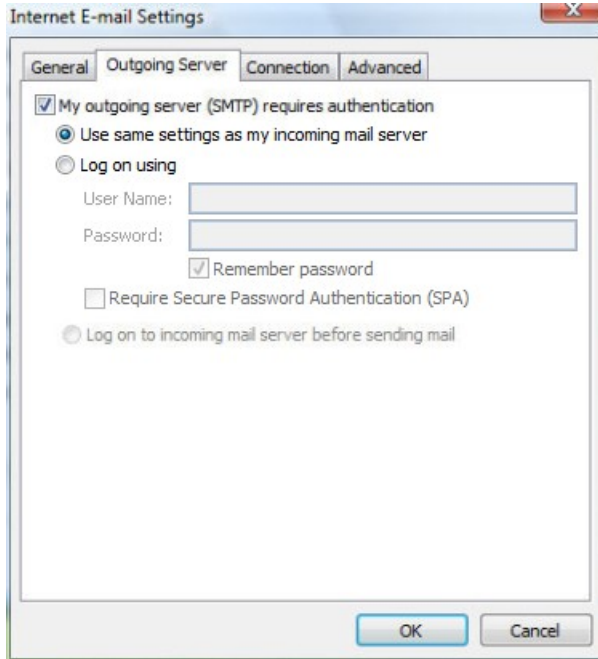
The screenshot shows a 'Change Account' dialog box with the following fields and options:

- User Information:** Your Name (your name), E-mail Address (your email address).
- Server Information:** Account Type (IMAP or POP), Incoming mail server (mail.grm.net), Outgoing mail server (SMTP) (mail.grm.net).
- Logon Information:** User Name (FULL email address), Password (masked with asterisks), Remember password (checked), Require logon using Secure Password Authentication (SPA) (unchecked).
- Test Account Settings:** Test Account Settings... button, Test Account Settings by clicking the Next button (checked).
- More Settings...** button (circled in red).
- Navigation buttons: < Back, Next >, Cancel.

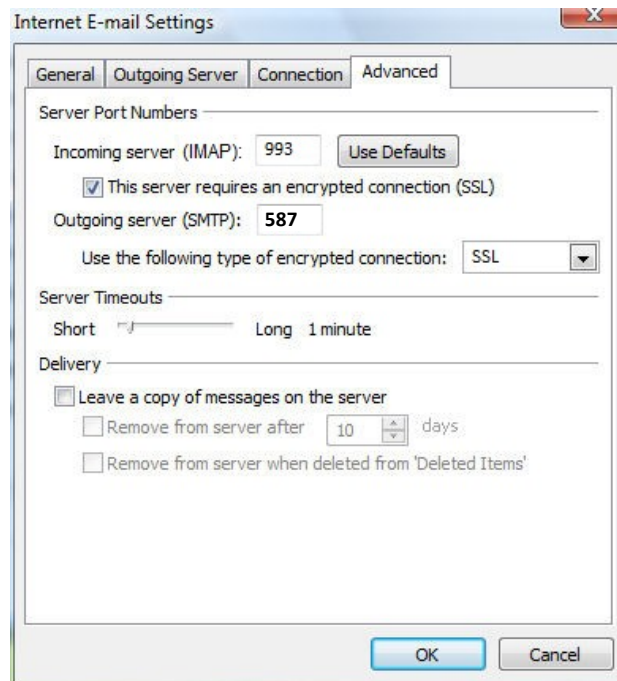
6. Click on **More Settings** to set up outgoing authentication and more advanced settings.

## More Settings:

7. Click on the **Outgoing Server** tab on top.
8. Check the box so that **My Outgoing Server (SMTP) requires authentication** and leave the radio button set to **Use same settings as my incoming server**.



9. Click on the **Advanced Tab** to set up SSL and ports.
  - Set the **Incoming Server** to **993** if you are using IMAP and **995** if using POP3.
  - **Check** the box below it as **This server requires an encrypted connection (SSL)**.
  - Set the **Outgoing server** to **587**.
  - In the drop-down to use an encrypted connection, choose **SSL**.



10. When finished, click **OK**.

11. Click the **Next** button when you have verified / changed all necessary settings.
12. Click **Finish** to go back to the Accounts page.
13. Click **Close** on this window and test your email to verify it is working.
14. If your email is **NOT** functioning properly, call Tech Support at 800-721-2577.

