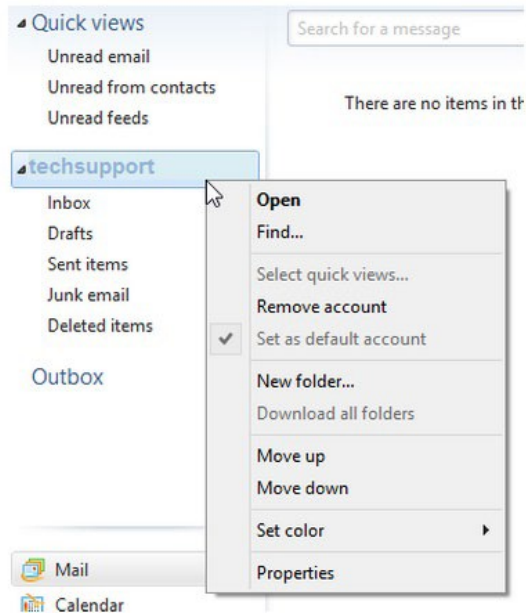


Changing Email Settings in Microsoft Windows Live Mail

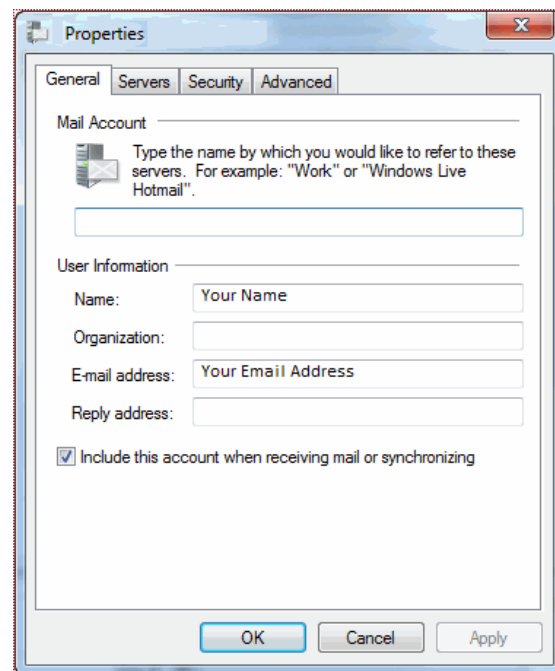
1. Open **Windows Live Mail** (this is for versions 2008 and later).
2. Right-click on the account profile on the left column and click **Properties**.



Verify Settings:

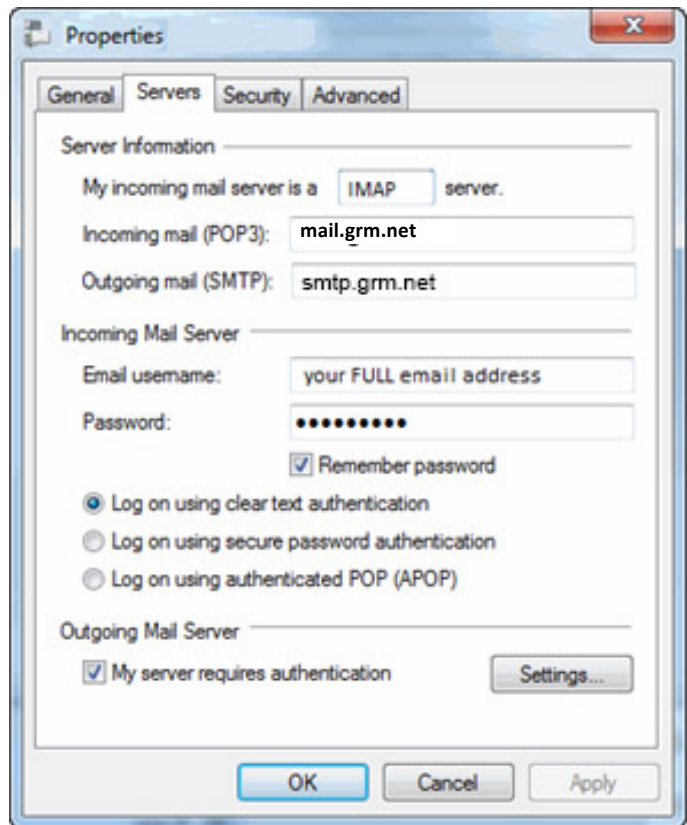
3. The initial **Properties** window will give you multiple tabs.
4. Under the **General** tab, verify that the name and email address are correct.

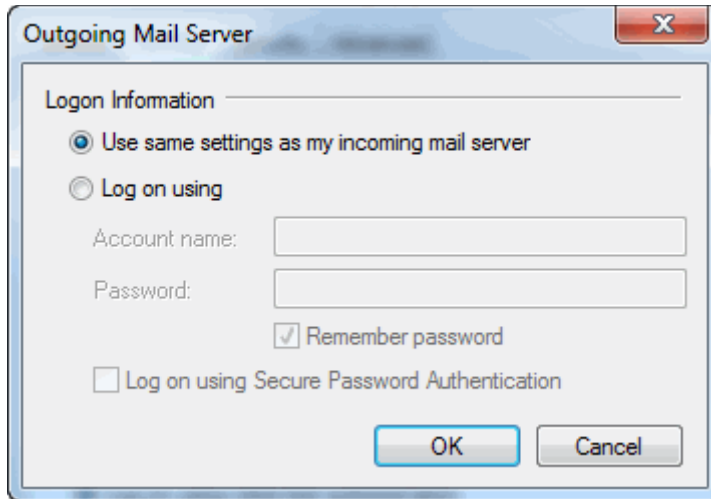
Verify the check box is selected to include the account when they click **Send / Receive**.



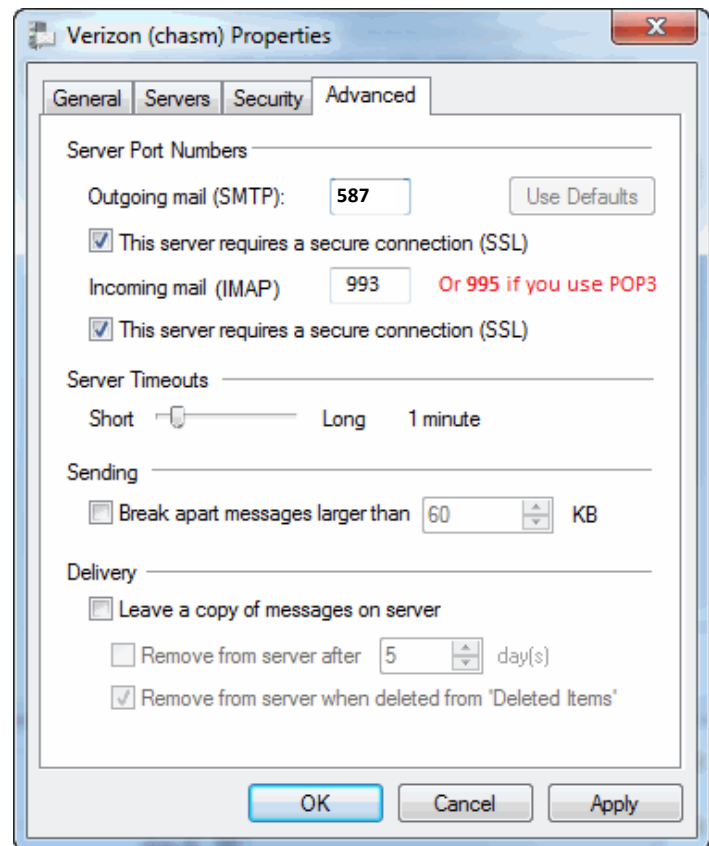
Verify Server Settings:

5. Click on the **Server Settings** tab
 - Determine which server settings you need. "My incoming mail server is a..." should either read POP or IMAP. You cannot change this field.
 - Verify the **Incoming Mail** server setting shows **mail.grm.net**.
 - Verify the **Outgoing Mail** server setting shows **mail.grm.net**.
 - Verify the **Email Username** shows the **FULL** email address
 - Set the radio button on **Log on using secure password authentication**.
 - 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 and click on the "How to Change Your Password" link.
 - Check the box for **My server requires authentication**.
 - Click **Settings**.
6. Click OK.
7. Set the radio button on Use Same Settings as my Incoming Mail Server.





8. Click the **Advanced** tab to access **Port** and **SSL** settings.
 - o Check each box that states: **The server requires a secure connection (SSL)**.
 - o In the **Outgoing mail** box, enter the Port number **587**.
 - o In the **Incoming mail box**, enter **993** if using IMAP or **995** if using POP



9. Click **OK** once finished.
10. **Test** the email program to see if you can Send / Receive without error.
11. If your email is NOT functioning properly, call Tech Support at 800-721-2577.