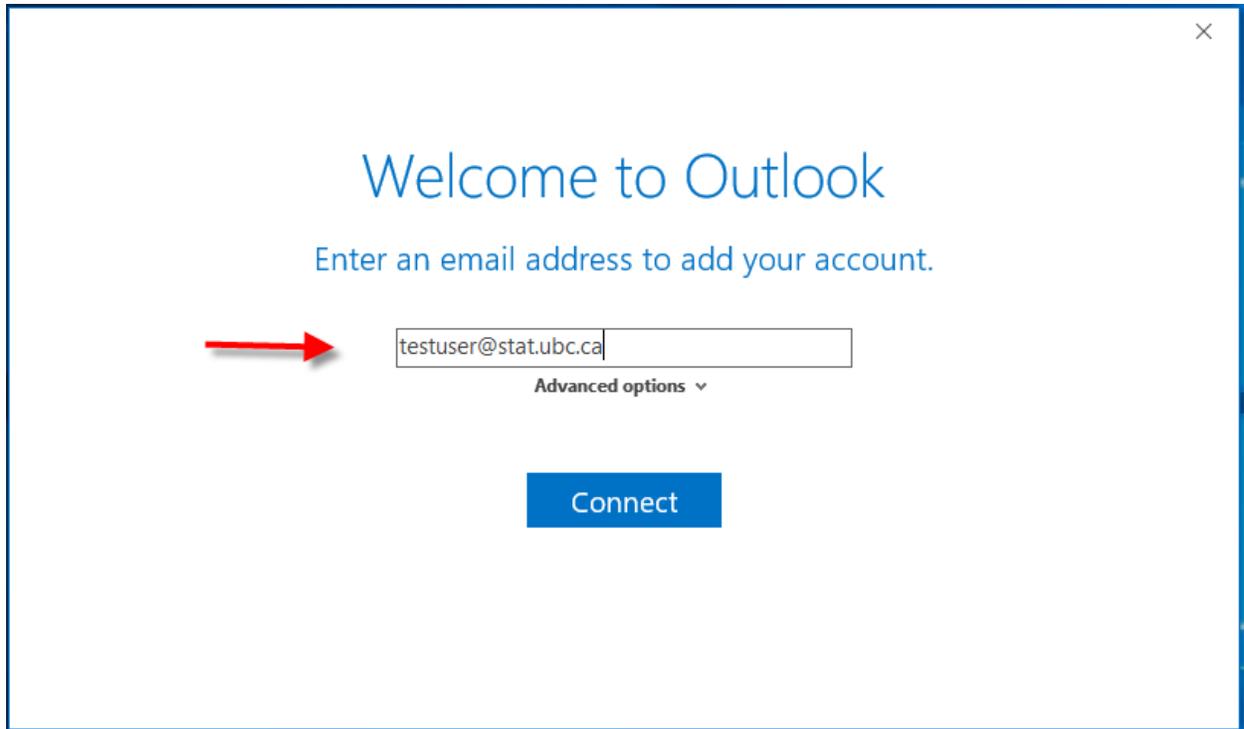


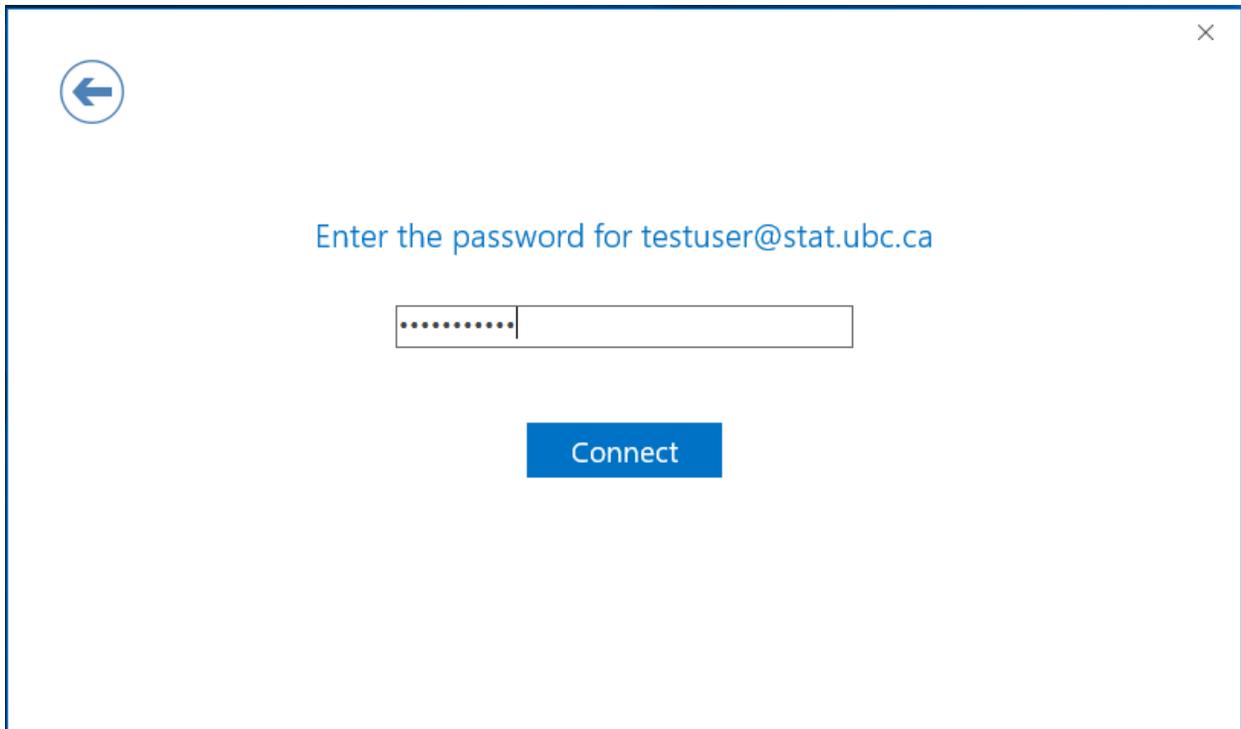
# How to set up your StatNet email for MS Outlook 2019

Using email account testuser@stat.ubc.ca as an example.

Enter full email address, then click button "Connect"

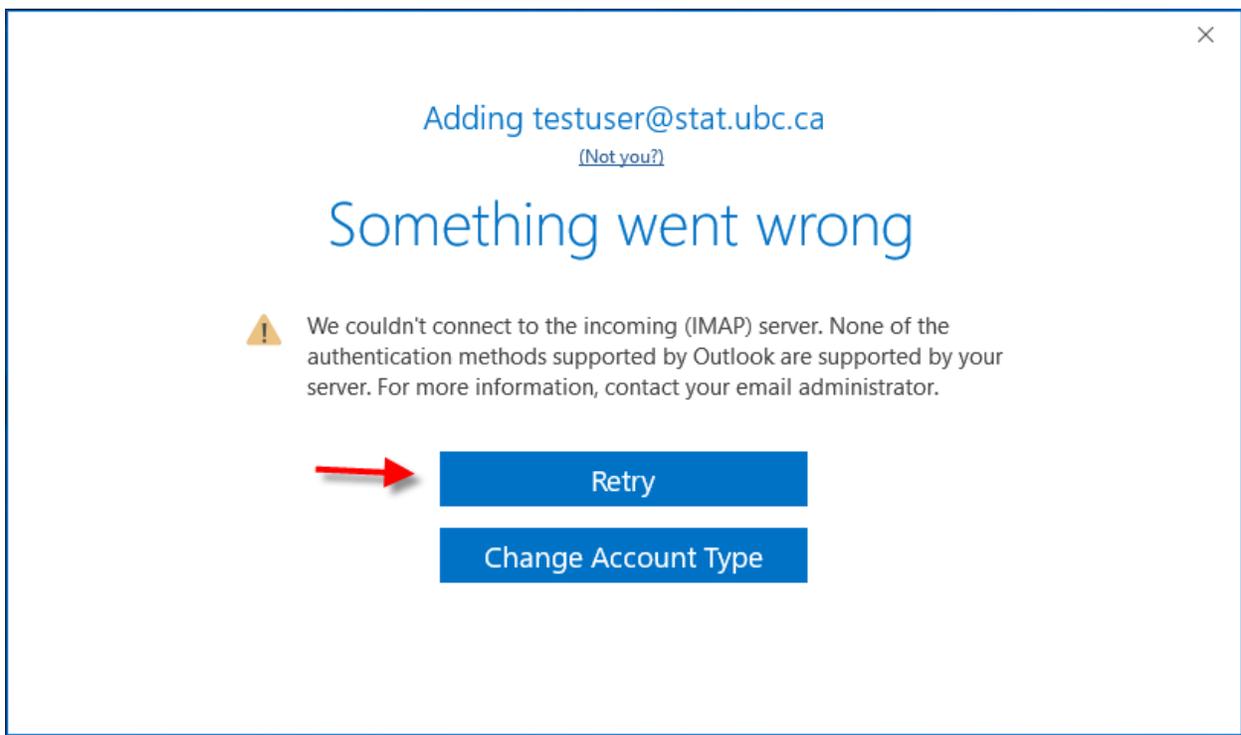


Enter the password, then click button "Connect"



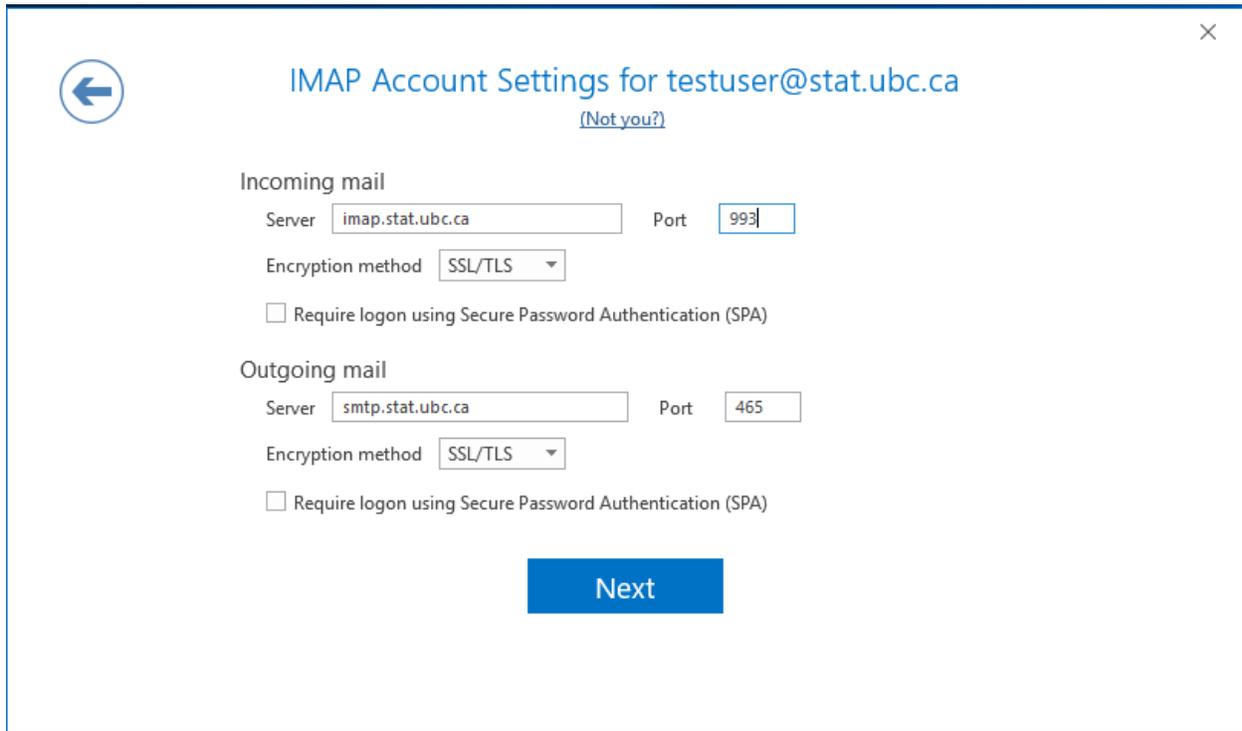
A screenshot of a dialog box with a blue border. In the top-left corner, there is a circular icon containing a left-pointing arrow. In the top-right corner, there is a small 'x' icon. The main text in the center reads "Enter the password for testuser@stat.ubc.ca". Below this text is a password input field with a white background and a thin border; the first few characters are obscured by black dots. Below the input field is a blue rectangular button with the word "Connect" written in white text.

When you see "Something went wrong" click button "Retry"



A screenshot of an error message dialog box with a blue border. In the top-right corner, there is a small 'x' icon. The main text in the center reads "Adding testuser@stat.ubc.ca" followed by "(Not you?)" in a smaller font. Below this is the heading "Something went wrong" in a large, blue font. Underneath the heading is a warning icon (a yellow triangle with an exclamation mark) followed by the text: "We couldn't connect to the incoming (IMAP) server. None of the authentication methods supported by Outlook are supported by your server. For more information, contact your email administrator." At the bottom of the dialog, there are two blue buttons. The top button is labeled "Retry" and has a red arrow pointing to it from the left. The bottom button is labeled "Change Account Type".

Make sure you have the same information as in the below screen. Click "Next"



IMAP Account Settings for testuser@stat.ubc.ca  
[\(Not you?\)](#)

Incoming mail

Server  Port

Encryption method

Require logon using Secure Password Authentication (SPA)

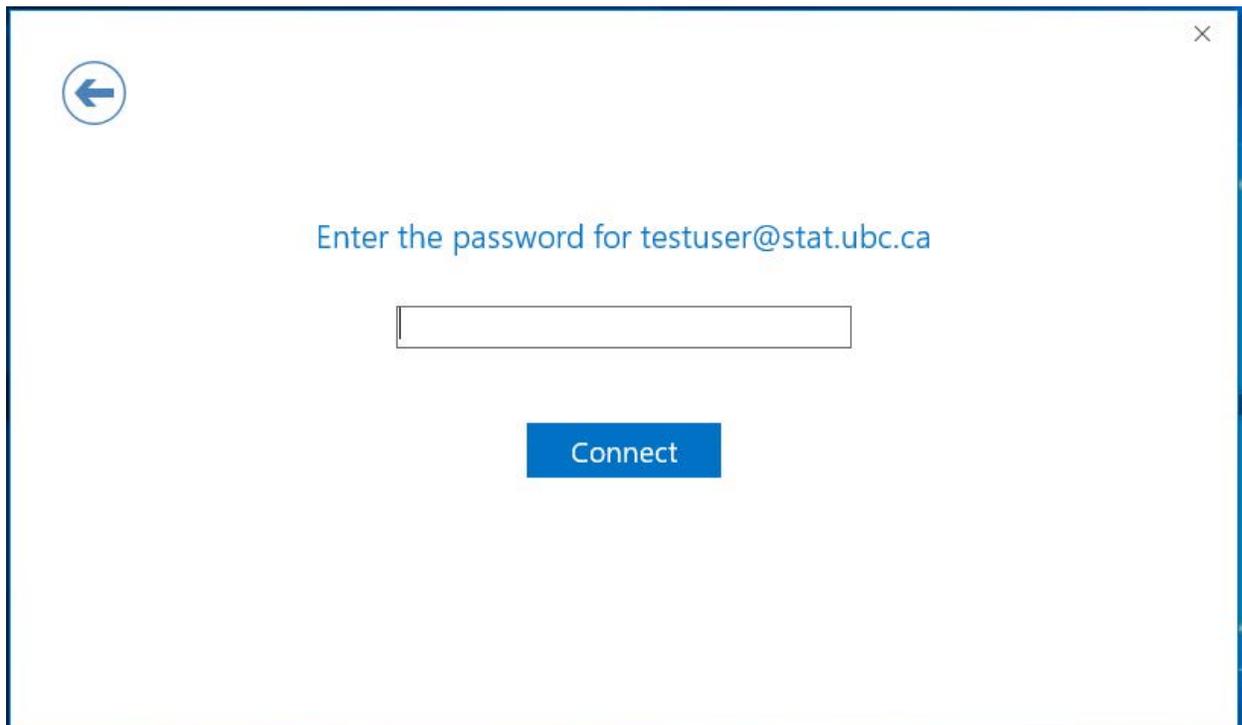
Outgoing mail

Server  Port

Encryption method

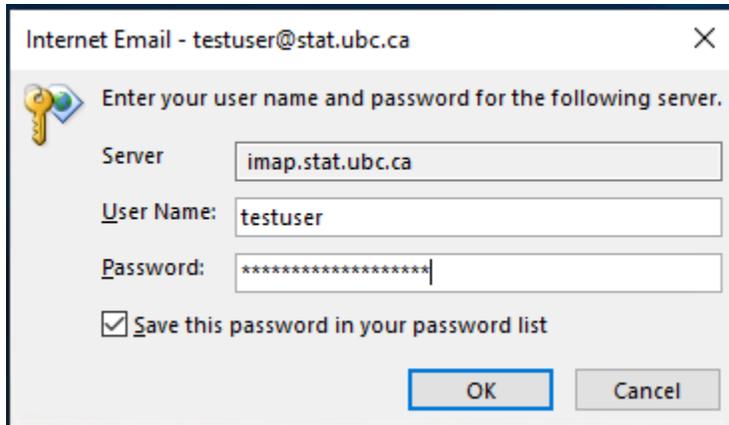
Require logon using Secure Password Authentication (SPA)

On the below screen, leave the password field blank, click "Connect"



Enter the password for testuser@stat.ubc.ca

For the User Name field, do not enter the @stat.ubc.ca part



Internet Email - testuser@stat.ubc.ca

Enter your user name and password for the following server.

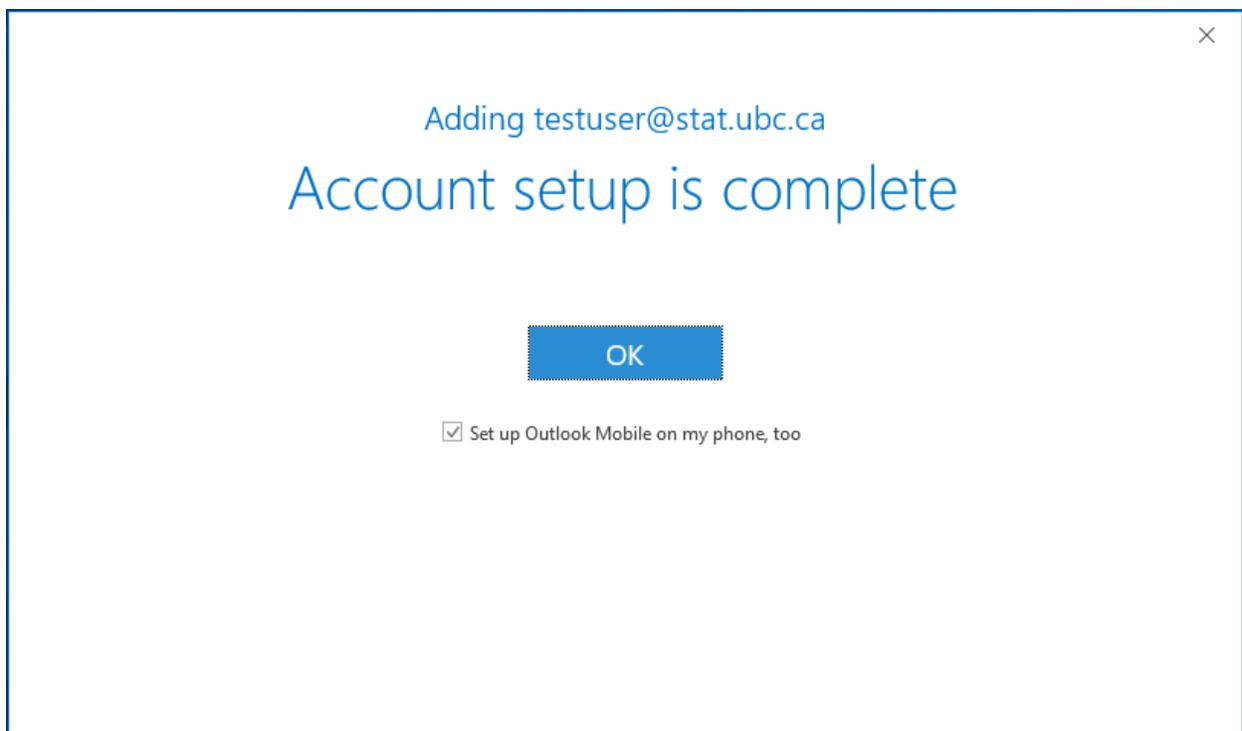
Server: imap.stat.ubc.ca

User Name: testuser

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

Save this password in your password list

OK Cancel



Adding testuser@stat.ubc.ca

# Account setup is complete

OK

Set up Outlook Mobile on my phone, too

Done.