

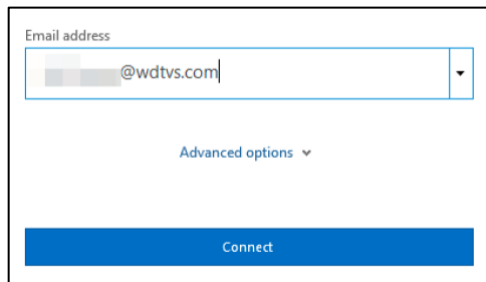
WDTVS and 20tva User Accounts - Outlook Setup for Windows

New Users

These steps only apply for users who **never set up TVbyFox email in Outlook**.

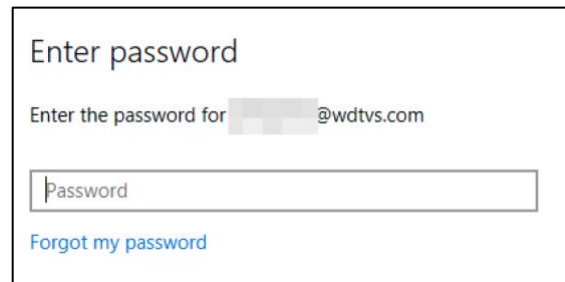
If you previously used TVbyFox with Outlook, please refer to the **Migrated Users** steps on the next page.

STEP 1

A screenshot of the Outlook 'Add account' screen. At the top, it says 'Email address'. Below that is a text input field containing a redacted email address followed by '@wdtvs.com'. To the right of the input field is a small downward arrow icon. Below the input field, there is a link that says 'Advanced options' with a small downward arrow. At the bottom of the screen is a large blue button labeled 'Connect'.

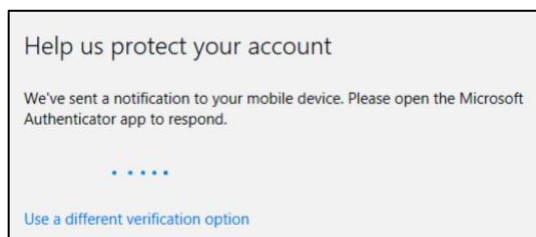
Open Outlook. Enter your new email address and click **Connect**.

STEP 2

A screenshot of the Outlook 'Enter password' screen. At the top, it says 'Enter password'. Below that, it says 'Enter the password for' followed by a redacted email address and '@wdtvs.com'. Below this text is a text input field labeled 'Password'. Below the input field is a link that says 'Forgot my password'.

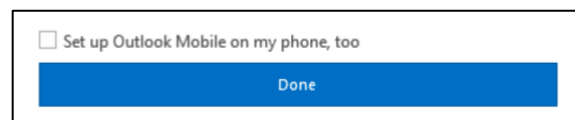
Enter your password and click **Sign In**.

STEP 3

A screenshot of the Outlook 'Help us protect your account' screen. At the top, it says 'Help us protect your account'. Below that, it says 'We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.' Below this text is a row of five dots, with the first one filled in blue. At the bottom of the screen is a link that says 'Use a different verification option'.

Open **Authenticator** and approve the login request.

STEP 4

A screenshot of the Outlook 'Set up Outlook Mobile' screen. At the top, there is a checkbox labeled 'Set up Outlook Mobile on my phone, too'. Below the checkbox is a large blue button labeled 'Done'.

Uncheck **Set up Outlook Mobile** and then click **Done**.

STEP 5

You now have access to email!

Any questions? Contact our team at it.support@tvbyfox.com.

Last updated March 10, 2021

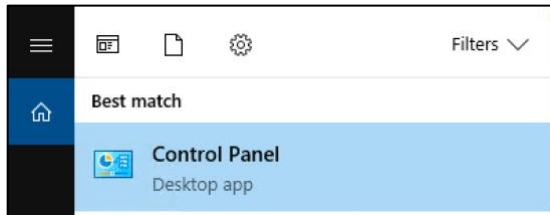
WDTVS and 20tva User Accounts - Outlook Setup for Windows

Migrated Users

These steps only apply for users who migrated from **TVbyFox** to **WDTVS** or **20tva** email and **previously used the Outlook app** for TVbyFox email.

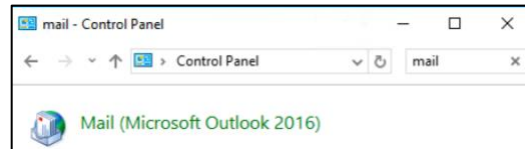
PLEASE NOTE: Make sure to close Outlook before you begin this process!

STEP 1



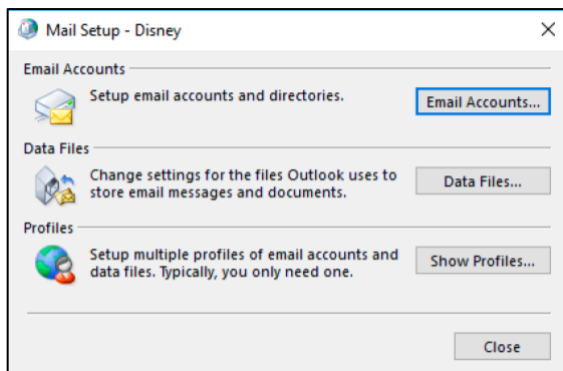
Open the **Windows / Start** menu and search for **Control Panel**. Click to open.

STEP 2



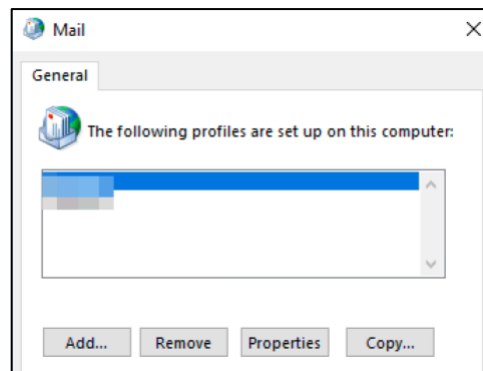
Search for **Mail** in Control Panel and click to open it.

STEP 3



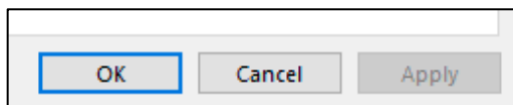
Under **Profiles**, select **Show Profiles**.

STEP 4



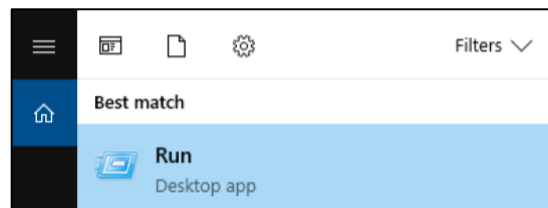
Select your existing profile(s) and click **Remove**.

STEP 5



Click **Apply** and then **OK**.

STEP 6



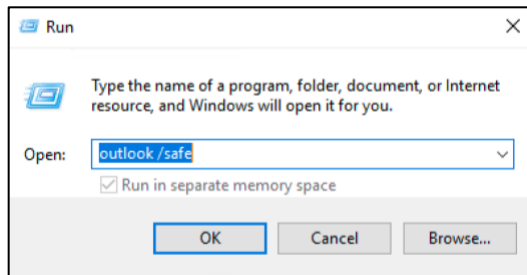
Open the **Windows / Start** menu and search for **Run**, then click to open it.

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WDTV5 and 20tva User Accounts - Outlook Setup for Windows

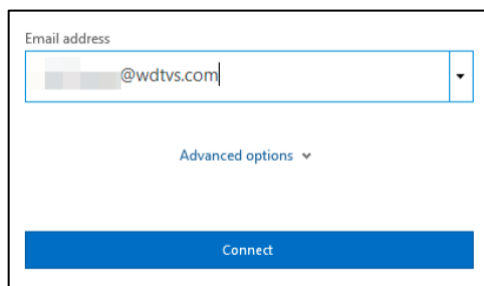
STEP 7



Type the following and then click **OK**:

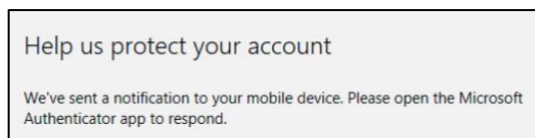
outlook /safe

STEP 9



Enter your new email and **Connect**.

STEP 11

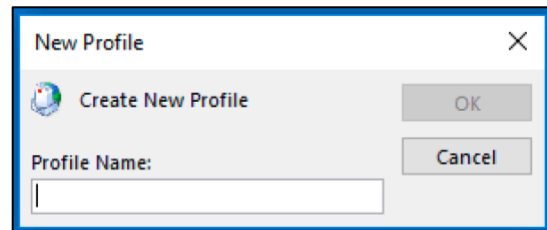


Open **Authenticator** and approve the login request.

STEP 13

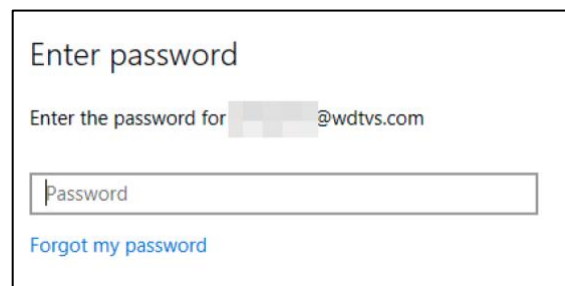
After Outlook loads, **quit the app** and reopen it as you normally would.

STEP 8



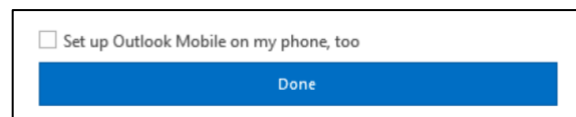
Outlook will open in "Safe Mode" and you will be prompted to create a new profile. Provide a name and click **OK**.

STEP 10



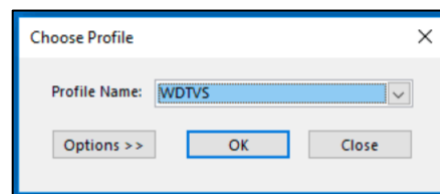
Enter your password and then **Sign In**.

STEP 12



Uncheck **Set up Outlook Mobile** and then click **Done**.

STEP 14



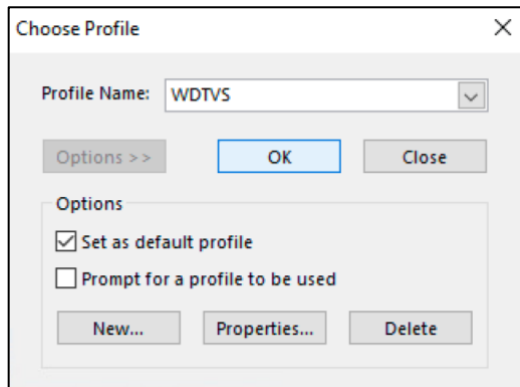
You will be prompted to **Choose Profile**. Click **Options**.

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WDTVS and 20tva User Accounts - Outlook Setup for Windows

STEP 15



Check **Set as default profile** and then **OK**. Outlook will continue loading.

STEP 16

You may be prompted to enter your password again, but after you log in, your account will begin syncing.

You now have access to email!

Any questions? Contact our team at it.support@tvbyfox.com.

Last updated March 10, 2021