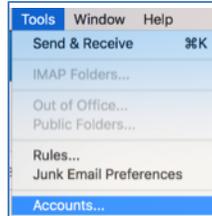


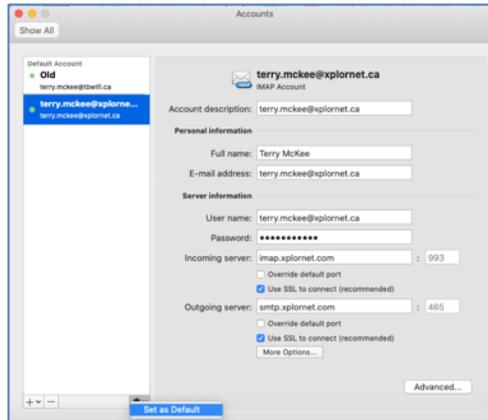
Xplornet Email using Outlook 365/2016/2019 for Mac

Adding the New Email Account

1. Connect to your new xplornet.com or xplornet.ca account via **IMAP** using Outlook (see <https://www.xplornet.com/support/troubleshooting/email-set-up-guides/>)
2. If you didn't set the new account as the **Default** account when you were adding it:
 - a. Click **Tools**, then **Accounts...**



- b. Select your new xplornet.com or xplornet.ca Account (typically your email address)
- c. Click the gear icon at the bottom and click **“Set as Default”**

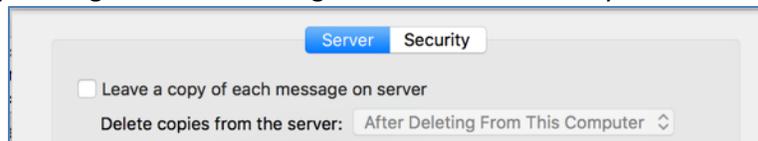


- d. **Close** the accounts window

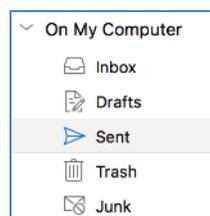
Moving Messages that Didn't Migrate

After the migration is complete, you may have some messages and folders that aren't in your new mailbox (i.e., they don't show up in the new account you just added above).

If you used **POP** to connect to your old mailbox (i.e., not IMAP), and if Outlook was not set to **“Leave a copy of each message on server”**, then any messages that are no longer on the server are only stored in Outlook in your old account.

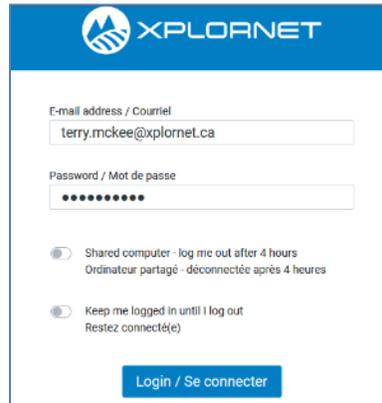


If you used **POP** to connect to your old mailbox (i.e., not IMAP), then all the messages in the **Sent** folder under your old account will not get migrated. You will need to copy or move these messages to the **Sent** folder in your new xplornet.com or xplornet.ca account (if you wish to keep them) after the migration. If you used IMAP, you don't need to copy or move these messages, as they will get migrated.



The best way to check for any messages and/or folders that don't get migrated is to **compare what is on the server using webmail versus what is only in Outlook**. Any messages that are in your old account in Outlook but not in webmail should be copied or moved over to your new xplornet.com or xplornet.ca account in Outlook (unless you don't wish to keep them).

After the migration, connect to **webmail** using your new xplornet.com or xplornet.ca email address here:
<https://mail.xplornet.com/>



If you have messages or folders under “**On My Computer**” that aren't in webmail, and you would like to keep them in your new mailbox, simply **select them** in Outlook **and copy them** to your new account **by dragging and dropping** them into the appropriate folder. Depending on the number of messages that you move, it may take several minutes to be uploaded.

- Note: some **folders** in Outlook may be named differently in webmail, such as:
 - **Sent** in Outlook is the same as “**Sent Items**” in webmail
 - **Junk** in Outlook is the same as **Spam** in webmail
- You can select all messages in a folder by **selecting the folder name**, then click **Edit, Select, All**, then drag those messages to the desired folder in the new account
- You can even **drag a folder** from the old account and drop it in the new account, and it will copy that folder over to the new account, along with all of the messages in that folder

Any messages and/or folders that you have copied or moved to your new xplornet.com or xplornet.ca account using the steps above will also show on the server in webmail.