

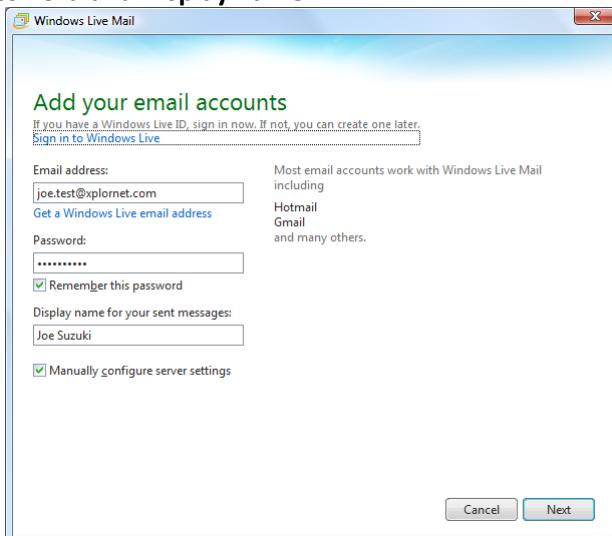
Xplornet Email using Windows Live Mail 2011, 2012

Adding a New Email Account

1. Open **Windows Live Mail (WLM)**
2. Click **Accounts**, then click on **@+ Email**

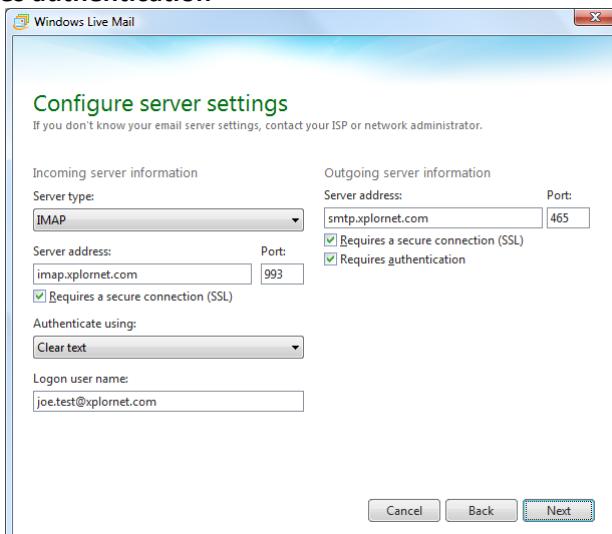


3. Enter your full **E-mail Address, Password and Display name**



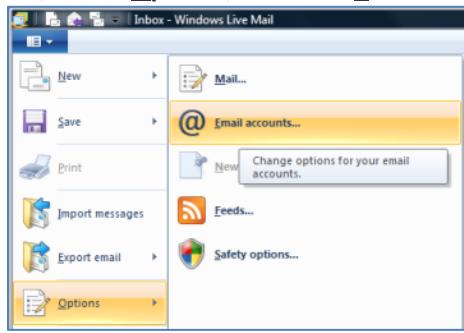
4. Select “**Manually configure server settings**” and click **Next**

- a. Set the **Server Type** to **IMAP** – POP is an option but is not recommended
- b. Under “**Incoming** server information”, enter the **Server Address** as **imap.xplornet.com**
- c. Select the box for “**Requires a secure connection (SSL)**”
- d. Change the **Logon User Name** to your **full email address**, including the portion after the @ symbol (e.g., joe.test@xplornet.com)
- e. Under “**Outgoing** server information”, enter the **Server Address** as **smtp.xplornet.com**
- f. Change the **Port** from 25 to **465**
- g. Select the box for “**Requires a secure connection (SSL)**”
- h. Check the box for “**Requires authentication**”

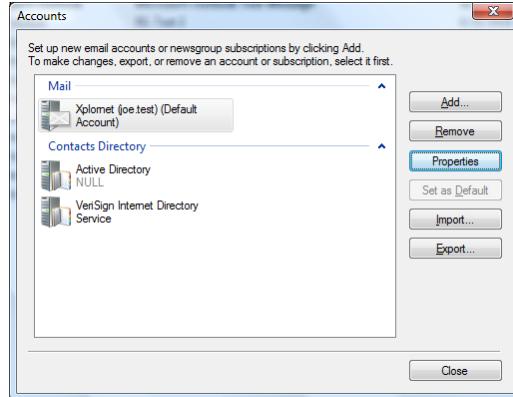


5. Click **Next**, then **Finish**

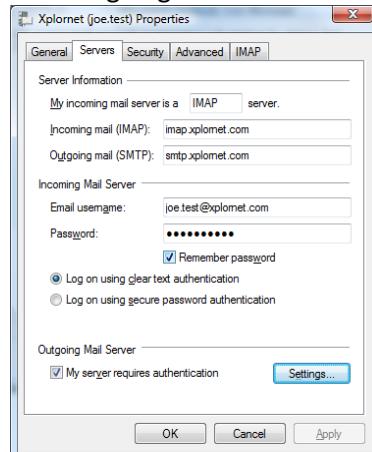
6. Click on the dropdown arrow in the top left, select **Options**, and then **Email accounts...**



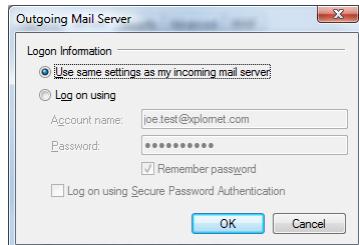
7. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



8. Go to the **Servers** tab and click **Settings...** under "Outgoing Mail Server"

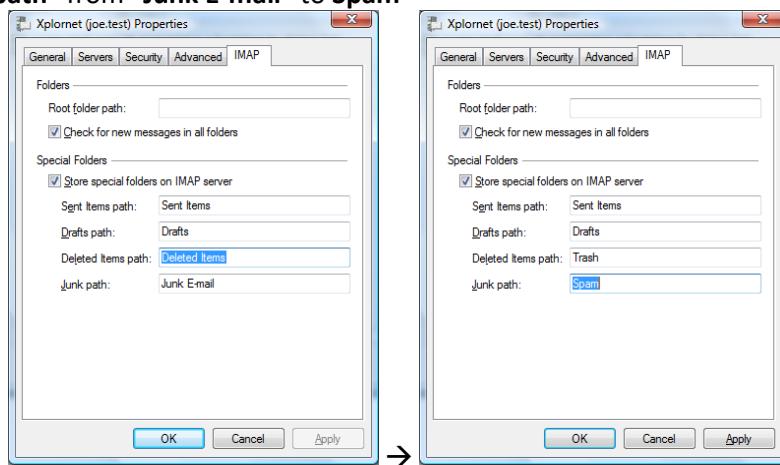


9. Select "Use same settings as my incoming mail server" and click **OK**



10. Go to the **IMAP** tab

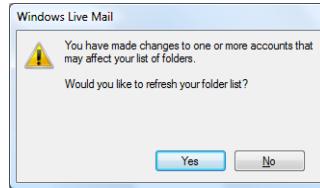
- Change the “Deleted Items path” from “Deleted Items” to **Trash**
- Change the “Junk path” from “Junk E-mail” to **Spam**



- Click **OK**

11. Click **Close**

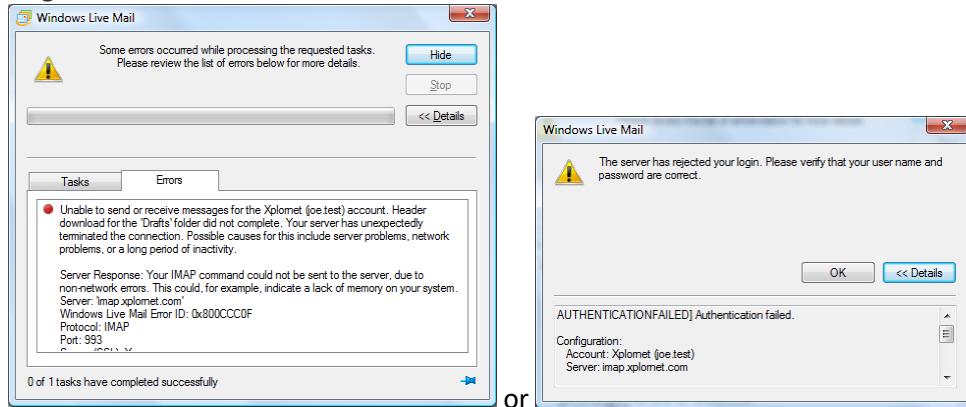
12. Click **Yes** to refresh your folder list



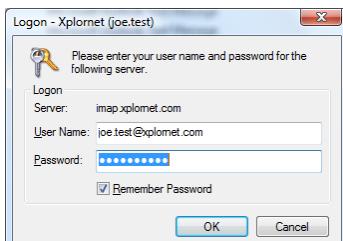
Your email account is now ready for use in Windows Live Mail.

Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Windows Live Mail (WLM) to match the new password. You might even see a message like “Some errors occurred while processing the requested tasks” or “The server has rejected your login”:

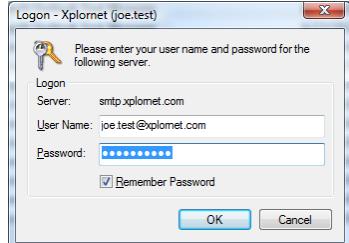


WLM should prompt you for your new password when you receive a new message (note the **Logon Server** starts with **IMAP** – for incoming):



- Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

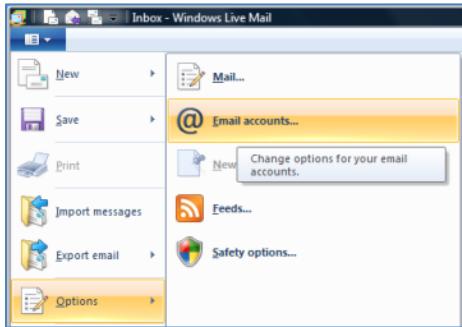
It might also prompt you when you send a message from WLM (note the **Logon Server** starts with **SMTP** – for outgoing):



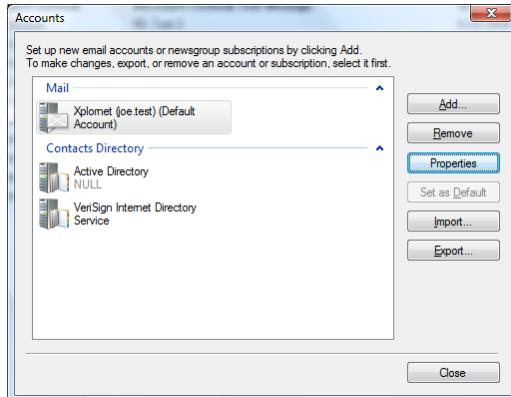
- Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

If Windows Live Mail doesn't prompt you for your new password, follow these steps:

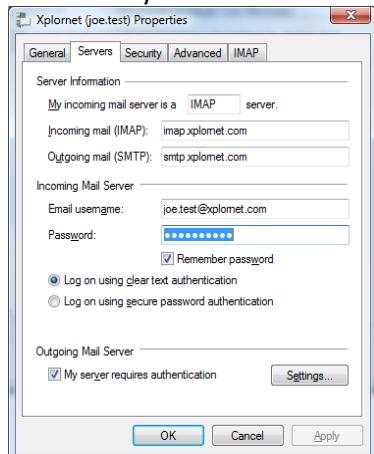
- Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



- Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



- Go to the **Servers** tab and enter the new **Password** that you set in webmail or MyXplornet



- Click **OK**, then **Close**

Your password is now changed to match what you set it to in webmail or MyXplornet.