

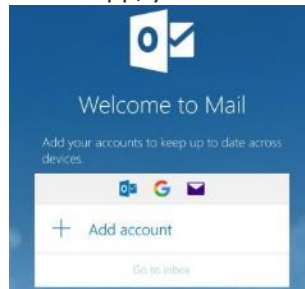
## Setup Email in the Outlook Mail App on a Windows 10 Phone

### Add a new email account

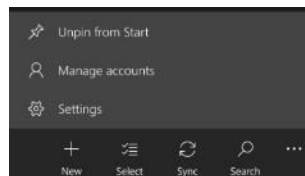
1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



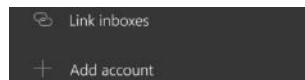
2. If this is the first time you've opened the Outlook Mail app, you'll see a Welcome screen. Tap **+ Add account** to get started.



- a. If you've used the Outlook Mail app before, at the bottom right of the screen, tap the ellipsis (...), and then choose **Manage Accounts**.



- b. Tap **+ Add account**.



3. Tap **Other account (POP, IMAP)**



4. Enter your full **Email address**, your **name** and your email **Password**, then tap **Sign in**

Other account

Email address

joe.test@xplornet.com

Send your messages using this name

Joe Suzuki

Password

••••••••

We'll save this information so you don't have to sign in every time.

Cancel Sign in

5. Tap **Done**

All finished!

Your account has been set up successfully.

✉ joe.test@xplornet.com

Done

6. Verify Settings by tapping the ellipsis (...) at the bottom right of the screen, and then tap **Manage Accounts** (if not already there).

✳ Unpin from Start

👤 Manage accounts

⚙ Settings

+ New ⌵ Select ↺ Sync 🔍 Search ⋮

7. Select your email address.

Manage accounts

Select an account to edit settings.

✉ Xplornet  
joe.test@xplornet.com

8. Tap **Change mailbox sync settings**

Xplornet account settings

✉ joe.test@xplornet.com

Username

joe.test@xplornet.com

Password

••••••••

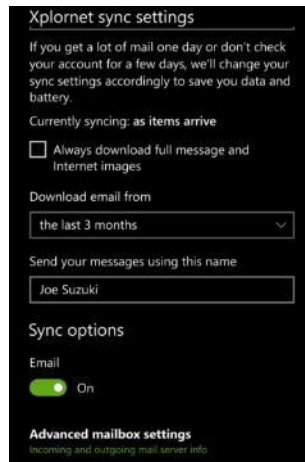
Account name

Xplornet

Change mailbox sync settings

Options for syncing your content

9. Scroll down and tap **Advanced mailbox settings**



Xplornet sync settings

If you get a lot of mail one day or don't check your account for a few days, we'll change your sync settings accordingly to save you data and battery.

Currently syncing: as items arrive

☐ Always download full message and Internet images

Download email from

the last 3 months

Send your messages using this name

Joe Suzuki

Sync options

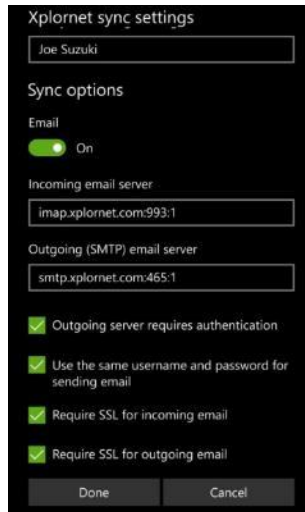
Email

☒ On

**Advanced mailbox settings**  
Incoming and outgoing mail server info

10. Scroll down to the bottom.

- Verify that the **Incoming email Server** is **imap.xplornet.com:993:1**
- Verify that the **Outgoing (SMTP) email Server** is **smtp.xplornet.com:465:1**
- Verify that **the following four boxes are checked**:
  - **Outgoing server requires authentication**
  - **Use the same user name and password for sending email**
  - **Requires SSL for incoming email**
  - **Requires SSL for outgoing email**



Xplornet sync settings

Joe Suzuki

Sync options

Email

☒ On

Incoming email server

imap.xplornet.com:993:1

Outgoing (SMTP) email server

smtp.xplornet.com:465:1

☒ Outgoing server requires authentication

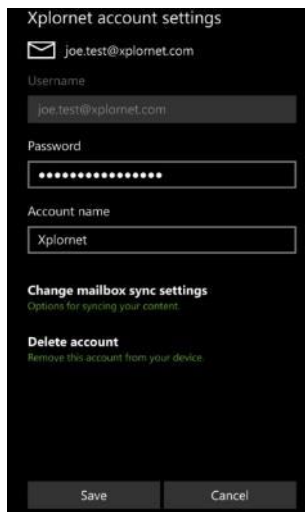
☒ Use the same username and password for sending email

☒ Require SSL for incoming email

☒ Require SSL for outgoing email

Done Cancel

11. Tap **Done** when finished and then **Save**



Xplornet account settings

✉ joe.test@xplornet.com

Username

joe.test@xplornet.com

Password

••••••••••

Account name

Xplornet

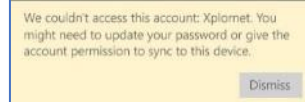
**Change mailbox sync settings**  
Options for syncing your content.

**Delete account**  
Remove this account from your device.

Save Cancel

## Changing your Email Password

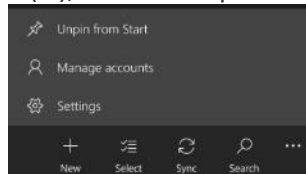
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in the Outlook Mail app to match the new password. You might even see a message like “Your account settings are out of date” or “We couldn’t access this account”:



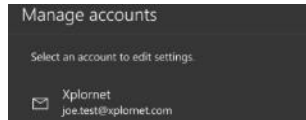
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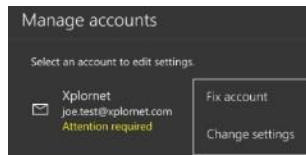
2. At the bottom right of the screen, tap the ellipsis (...), and then tap **Manage Accounts**.



3. Select your email address.



- a. If it shows **Attention required**, then tap **Fix account** after selecting you email address



4. Enter your new email **Password** and tap **Save**

