

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

### Add a new email account

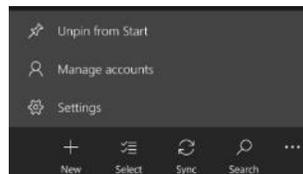
1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



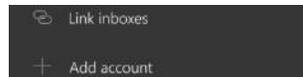
2. If this is the first time you've opened the Outlook Mail app, you'll see a Welcome screen. Tap **+ Add account** to get started.



- 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

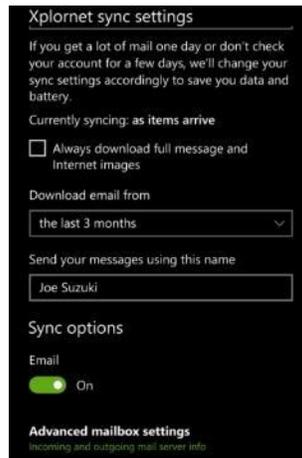
Username  
joe.test@xplornet.com

Password  
••••••••

Account name  
Xplornet

Change mailbox sync settings  
Options for syncing your content

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

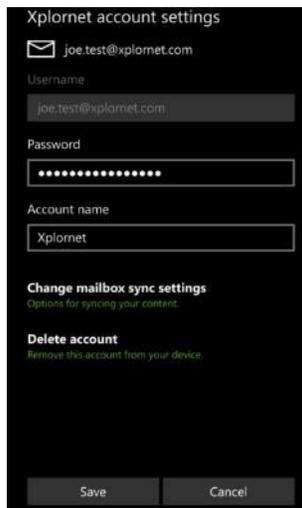


10. Scroll down to the bottom.

- a. Verify that the **Incoming email Server** is **imap.xplornet.com:993:1**
- b. Verify that the **Outgoing (SMTP) email Server** is **smtp.xplornet.com:465:1**
- c. 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**

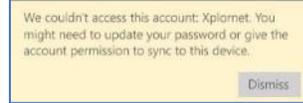


11. Tap **Done** when finished and then **Save**



## Changing your Email Password

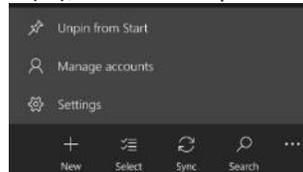
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in the Outlook Mail app to match the new password. You might even see a message like “Your account settings are out of date” or “We couldn’t access this account”:



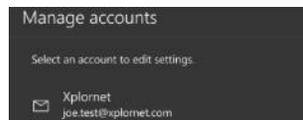
1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



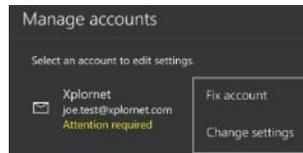
2. At the bottom right of the screen, tap the ellipsis (...), and then tap **Manage Accounts**.



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**

