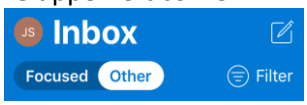
Xplornet Email on an Apple iOS Device using the Outlook App

Adding a new email account to your iOS device to use with the Outlook app:

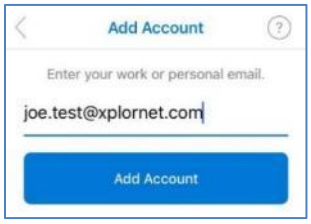
1. From your Home Screen or the appropriate folder, tap the **Outlook** icon

2. First time using Outlook for iOS? Just tap **Get Started**.
   a. If not, tap your **initials** or profile pic in the upper left corner.

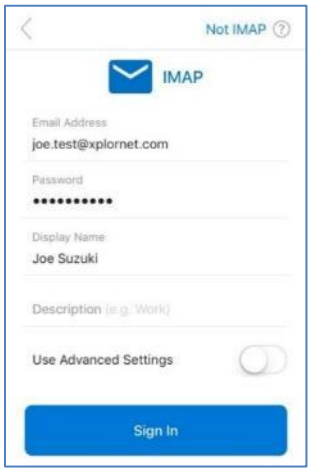


   b. Tap **Settings** at the bottom left (gear icon) > **Add Mail Account**.

3. Type your **full email address**, then tap **Add Account**



4. Do **not** tap "Not IMAP", as **IMAP** is recommended.



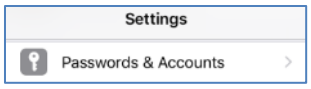
5. Enter your email **Password** and a **Display Name**, then tap **Sign In**

Your email account is now ready for use in Outlook on your iOS device.

To Sync your Webmail Address Book Contacts to your iOS device

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

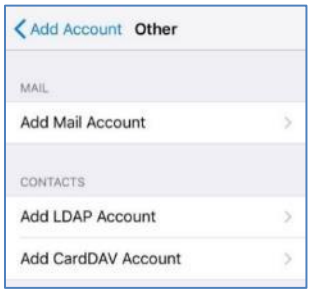
2. Scroll down and tap **Passwords & Accounts**



3. Under **Accounts**, tap **Add Account**

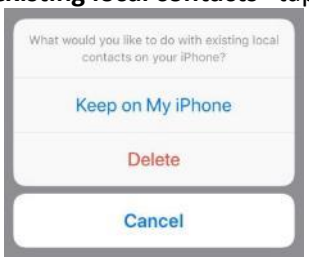
4. Choose **Other**

5. Under **Contacts**, tap **Add CardDAV Account**



6. For **Server** enter **mail.xplornet.com**

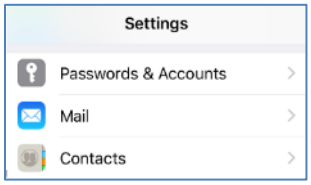
7. For **User Name** enter your **full email address**
8. For **Password** enter your **email password**
9. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field
10. Tap **Next**
11. If it asks you "**What would you like to do with existing local contacts**" tap **Keep on My [iOS device]**



If you wish to make your webmail Contacts as the **<u>Default Contacts</u>** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

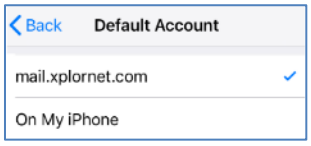
1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Contacts**



3. Tap **Default Account**

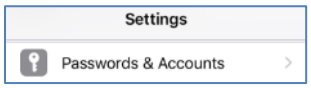
4. Tap your **Contacts** account (either by the Description you have for it, or "My CardDAV Account" if you left the Description blank)



<u>To Sync your Webmail Calendar to your iOS device</u>

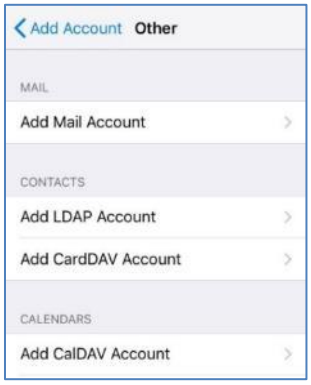
1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Passwords & Accounts**



3. Under **Accounts**, tap **Add Account**
4. Choose **Other**

5. Under **Calendars** tap **Add CalDAV Account**



6. For **Server** enter **mail.xplornet.com**

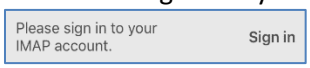
7. For **User Name** enter your **full email address**
8. For **Password** enter your **email password**
9. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field
10. Tap **Next**

11. Tap **Save**

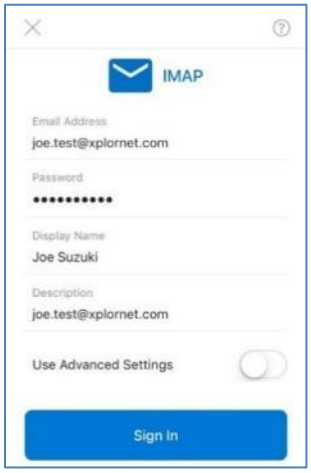
Changing your Email Password

If you **changed your email password** in webmail or MyXplornet, you will need to change it in Outlook and Settings to match the new password.

For your **email account** in the **Outlook app**:
Outlook for iOS may detect a sync error and ask you to "Please sign in to your IMAP account".



1. Tap **Sign in**

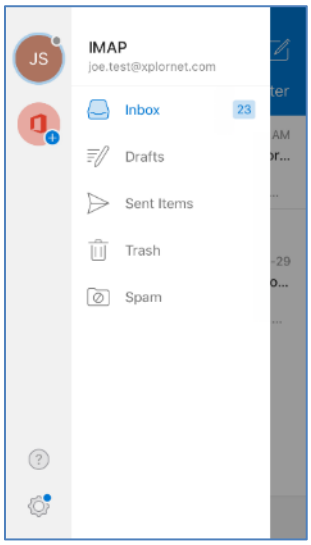


2. Enter the new **Password** you set in webmail or MyXplornet and then tap **Sign In**

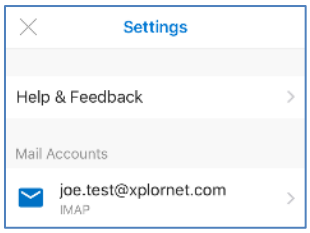
If Outlook doesn't prompt you, follow these steps instead:

1. From your Home Screen or the appropriate folder, tap the **Outlook** icon

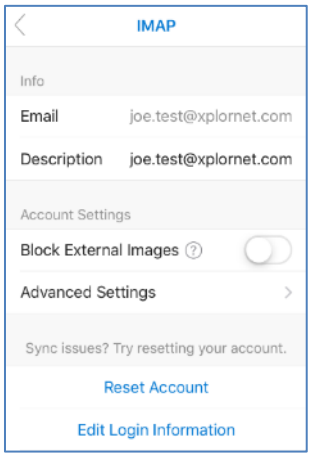
2. Tap your **initials** or profile pic in the upper left corner



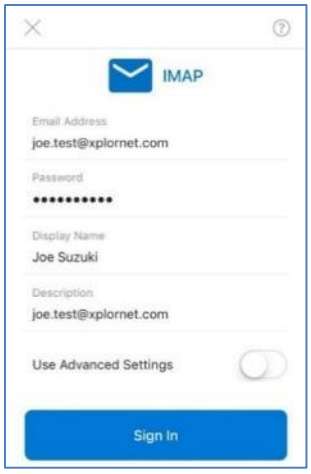
3. Tap **Settings** at the bottom left (gear icon)



4. Tap the **Mail Account**



5. Tap **Edit Login Information**

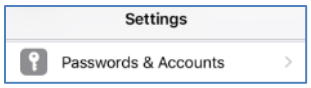


6. Enter the new **Password** you set in webmail or MyXplornet and then tap **Sign In**

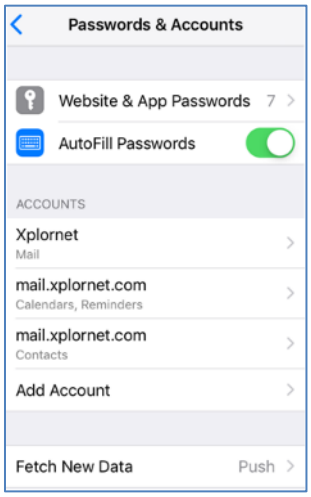
<u>For your **sync'd Webmail Contacts**:</u>

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

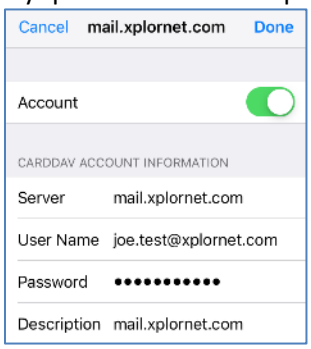
2. Scroll down and tap **Passwords & Accounts**



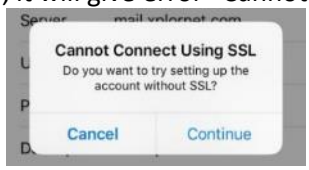
3. Under **Accounts**, tap your **Contacts** account (either by the Description you have for it or "My CardDAV Account" if you left the Description blank)



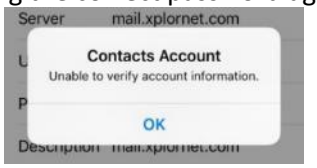
4. Enter the new **Password** you set in webmail or MyXplornet and then tap **Done**



   a. If you entered the password incorrectly, it will give error "Cannot Connect using SSL":



b. Tap **Cancel** and then **OK**, and try entering the correct password again

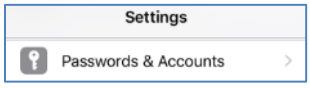


5. It will return to **Passwords & Accounts** once changed successfully

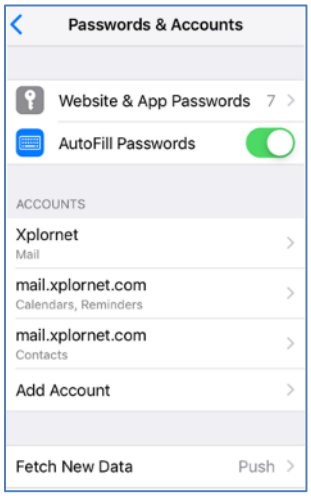
<u>For your **sync'd Webmail Calendar**:</u>

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

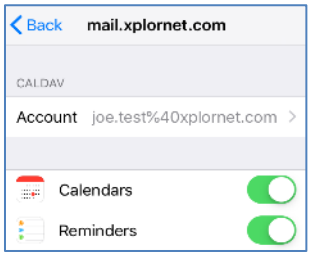
2. Scroll down and tap **Passwords & Accounts**



3. Under **Accounts**, tap your **Calendar** (or **Calendar, Reminders**) account (either by the Description you have for it or "My CalDAV Account" if you left the Description blank)

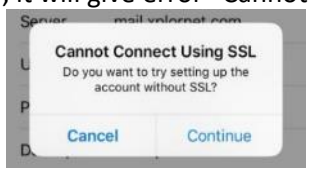


4. Tap your **Account** under **CALDAV**

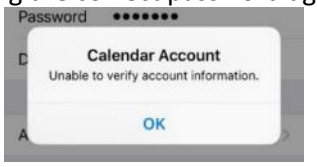


5. Enter the new **Password** you set in webmail or MyXplornet and then tap **Done**

a. If you entered the password incorrectly, it will give error "Cannot Connect using SSL":



b. Tap **Cancel** and then **OK**, and try entering the correct password again



6. It will return to **CALDAV** screen once changed successfully

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