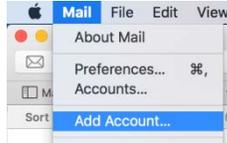


Set up Mail on a Mac running OS X

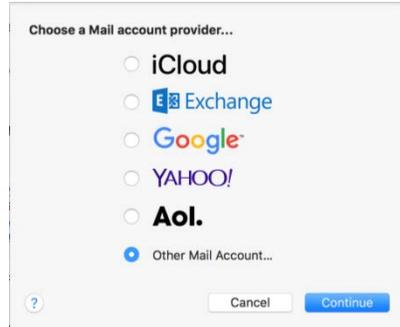
1. If you haven't already set up your email account, you're prompted to set it up when you first open **Mail**.



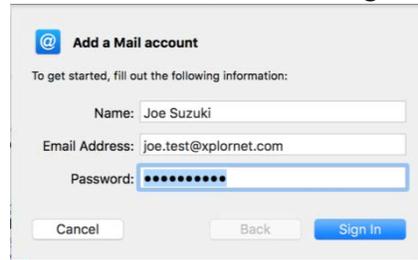
- a. If Mail doesn't take you to the "Choose a mail account to add..." screen, click **Mail, Add Account...**



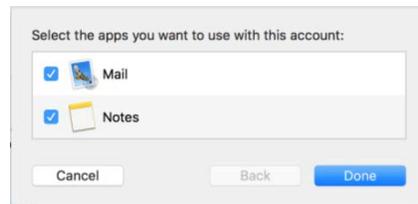
2. Choose **Other Mail Account...** from the list, then click **Continue**



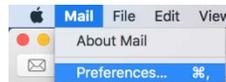
3. Enter your **Name**, full **Email Address** and email **Password**, then click **Sign In**



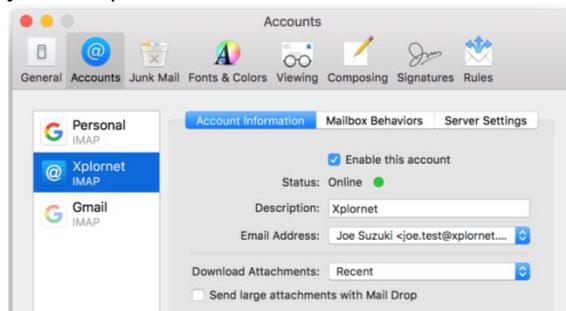
4. Click **Done**



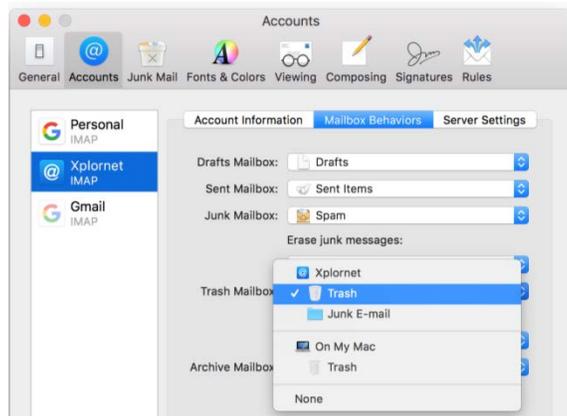
5. Click **Mail, Preferences**



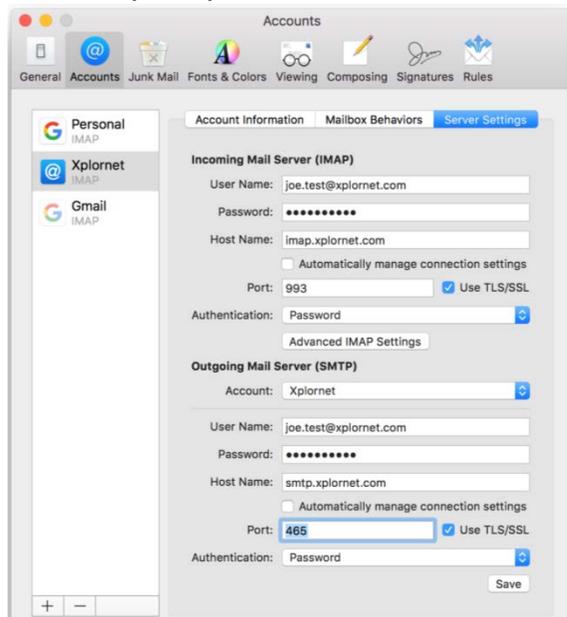
6. Select the email account that you just setup



7. Go to the **Mailbox Behaviors** tab and verify the **Drafts, Sent, Junk** and **Trash** Mailboxes selected are as below (**Drafts, Sent Items, Spam** and **Trash**) and from the **Xplornet** account you just created (not "On My Mac")



8. Go to the **Server Settings** tab
 - a. Verify that the **Use Name** for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers** is your **full email address** (e.g., joe.test@xplornet.com)
 - b. Verify that the **Incoming Mail Server (IMAP) Host Name** is either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net) – see the [settings page](#)
 - c. Verify that the **Outgoing Mail Server (SMTP) Host Name** is either **smtp.xplornet.com**, or **smtp.xplornet.ca** (if your email address ends in @xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net) – see the [settings page](#)
 - d. **Uncheck** “Automatically manage connections settings” for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers**
 - e. Change the **Incoming Mail Server (IMAP) Port** to **993**
 - f. Change the **Outgoing Mail Server (SMTP) Port** to **465**

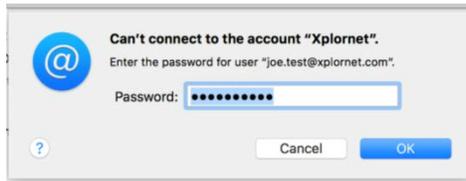


- g. Click **Save**
9. **Close** the **Accounts** window

Changing your Email Password

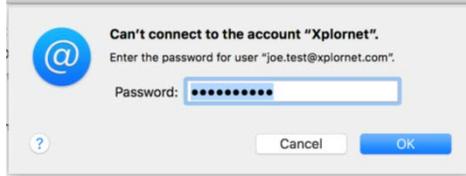
If you **changed your email password** in [webmail](#), you will need to change it in Mail to match the new password.

Mail should prompt you for your new password:



Enter your new **Password** and click **OK**

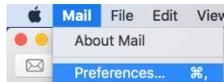
It should also prompt you when you send a message from Mail (same prompt, but this is for the outgoing SMTP server):



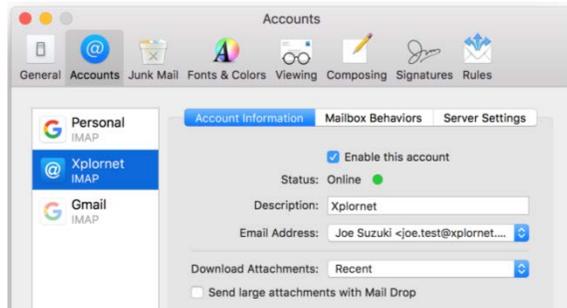
Enter your new **Password** and click **OK**

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

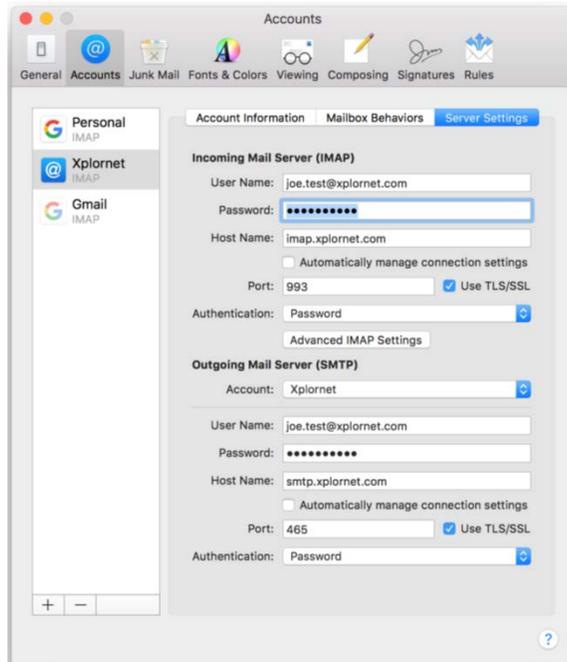
1. Click **Mail, Preferences**



2. Select your email account



3. Go to the **Server Settings** tab



4. Enter your new **Password** for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers**

5. Click **Save**

6. **Close** the **Accounts** window