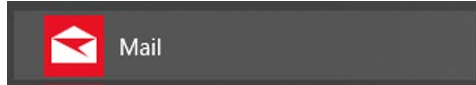


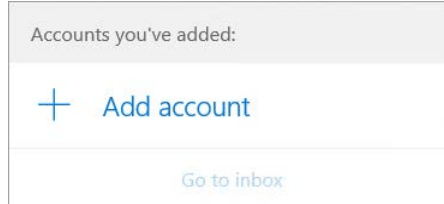
Setup Email in the Windows 10 Mail App


Add a new email account

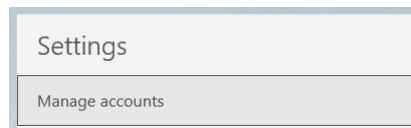
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



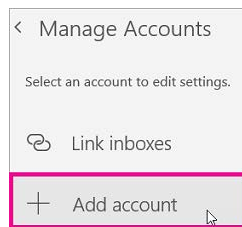
2. If this is the first time you've opened the Mail app, you'll see a Welcome page. Select **Add account** to get started.



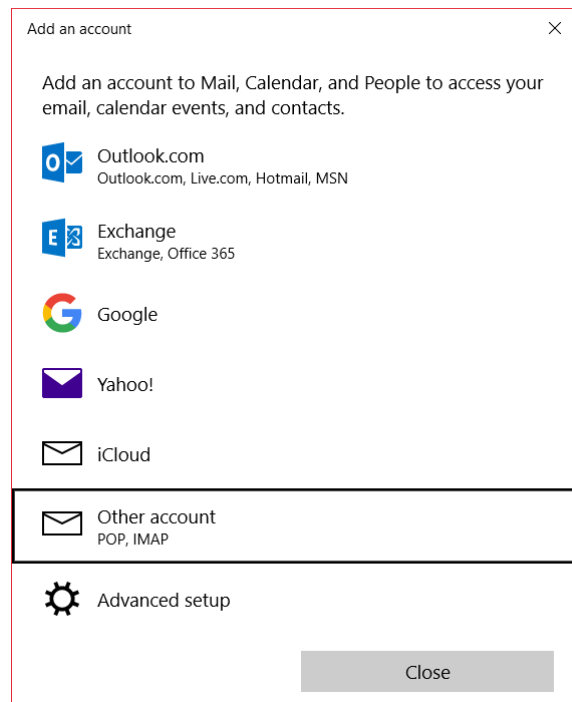
- a. If you've used the Mail app before, at the bottom of the left navigation pane, select **Settings** , and then choose **Manage Accounts**.



- b. Select **Add account**.



3. Choose **Other account**



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

Add an account ×

Other account

Email address

Send your messages using this name

Password

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


Cancel Sign in

5. Click **Done**


Add an account ×

All done!

Your account was set up successfully.


 joe.test@xplornet.com

Done

6. Verify Settings by selecting **Settings**  at the bottom of the left navigation pane, and then choose **Manage Accounts**.

< Manage accounts

Select an account to edit settings.

 Xplornet
joe.test@xplornet.com

7. Select your email address. Click **Change mailbox sync settings**

Account settings

Xplornet account settings

✉ joe.test@xplornet.com

User name
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

8. Select **Advanced mailbox settings**

Account settings

Xplornet sync settings

Download new email
based on my usage

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

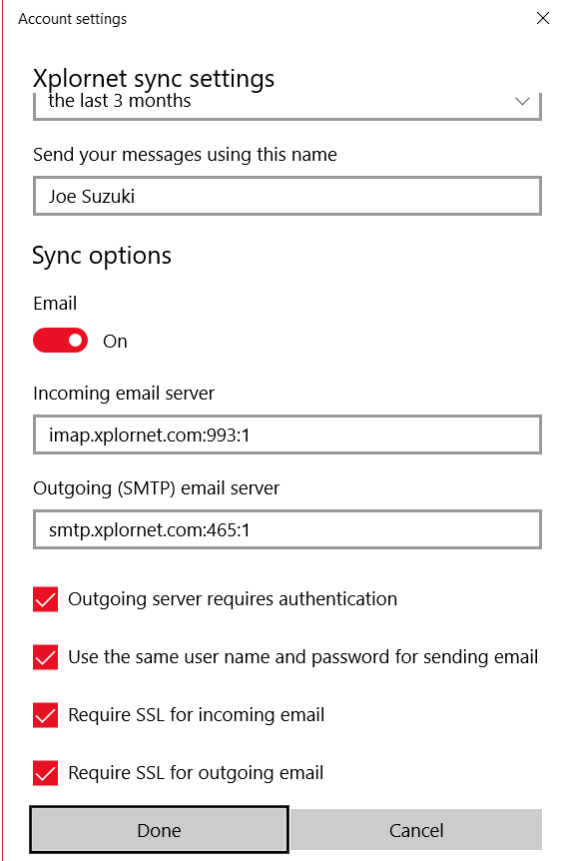
Advanced mailbox settings
Incoming and outgoing mail server info

Done Cancel

9. Scroll down to the bottom.

- a. Verify that the **Incoming email Server** is either **imap.xplornet.com:993:1**, or **imap.xplornet.ca:993:1** (if your email address ends in @xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net) – see the [settings page](#)
- b. Verify that the **Outgoing (SMTP) email Server** is either **smtp.xplornet.com:465:1**, or **smtp.xplornet.ca:465:1** (if your email address ends in xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net) – see the [settings page](#)

c. Verify that **all four boxes** below that are **checked**



Account settings

Xplornet sync settings
the last 3 months

Send your messages using this name
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

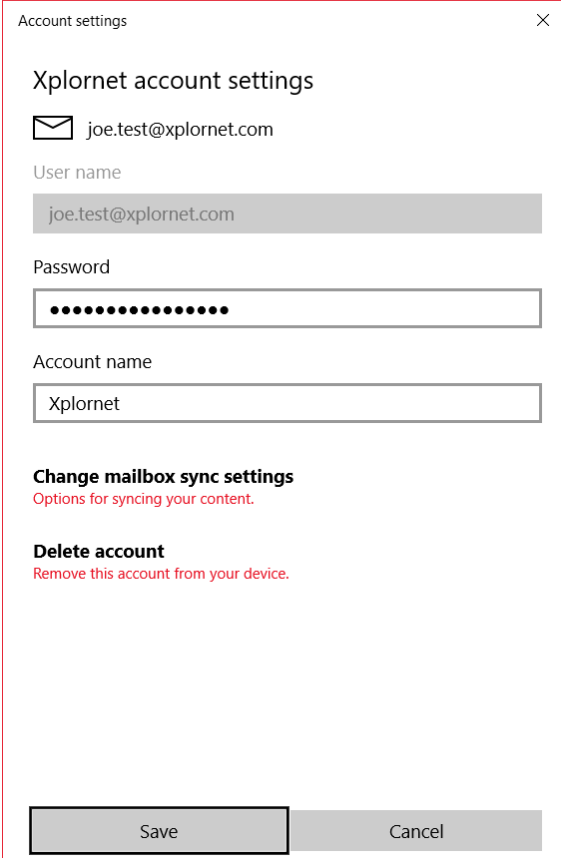
Use the same user name and password for sending email

Require SSL for incoming email

Require SSL for outgoing email

Done Cancel

10. Click **Done** when finished and then **Save**



Account settings

Xplornet account settings

✉ joe.test@xplornet.com

User name
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

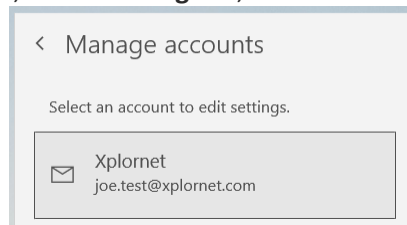
Changing your Email Password

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

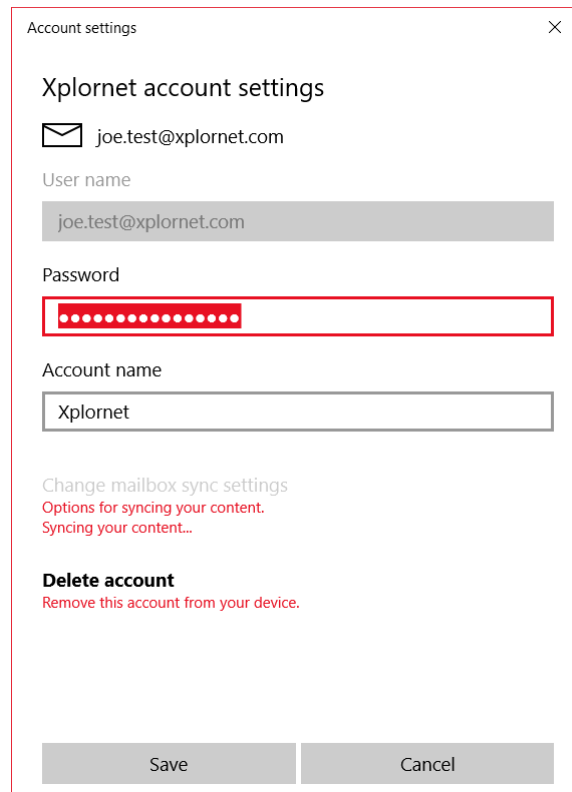
1. Open the Mail app by clicking the Windows Start menu and choosing Mail.



2. At the bottom of the left navigation pane, select **Settings** , and then choose **Manage Accounts**.



3. Select your email address.



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