

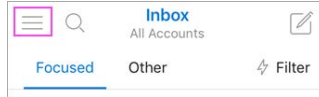
Xplornet Email on an Apple iOS Device using the Outlook App

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

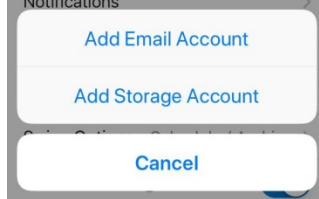
1. From your Home Screen or the appropriate folder, tap the **Outlook** icon



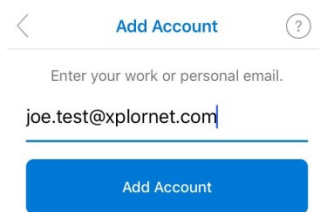
2. First time using Outlook for iOS? Just tap **Get Started**.
 - a. If not, tap the **menu icon** the upper left corner (3 horizontal lines).



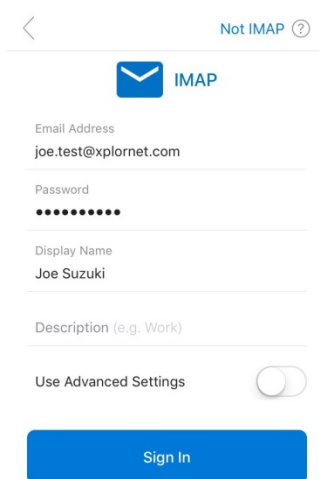
- b. Tap **Settings** at the bottom left (gear icon) > **Add Account** > **Add Email Account**.



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



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

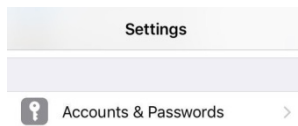


5. Enter your email **Password** and a **Display Name**, then tap **Sign In**

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

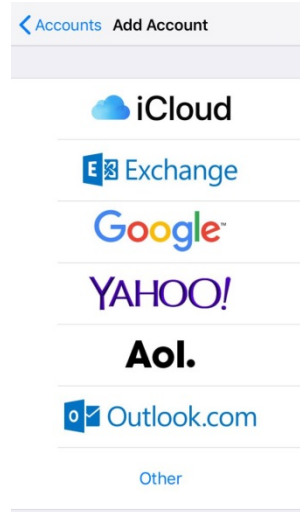
To Sync your [Webmail](#) Address Book Contacts to your iOS device

1. From your Home Screen or the appropriate folder, select the **Settings** icon
2. Scroll down and choose **Accounts & Passwords**

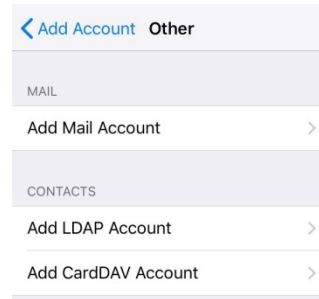


3. Under **Accounts**, choose **Add Account**

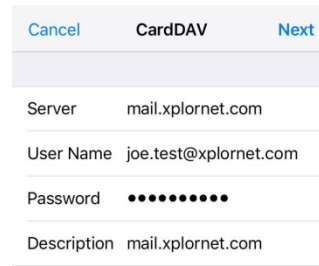
4. Choose **Other**



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



6. For **Server** enter **mail.xplornet.com**, or **mail.xplornet.ca** (if your email address ends in @xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net)



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. Select **Next**

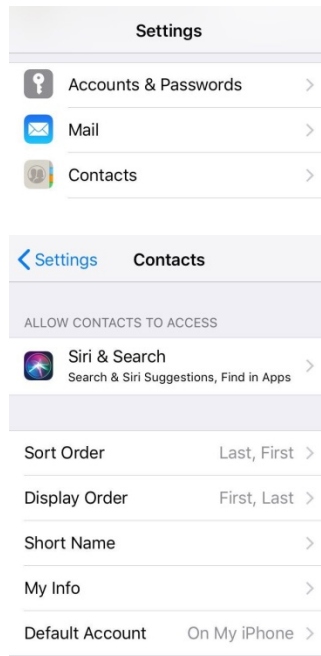
11. If it asks you “**What would you like to do with existing local contacts**” select **Keep on My [iOS device]**



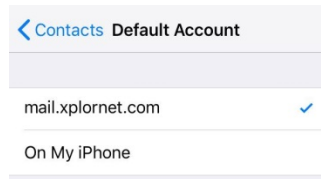
If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

1. From your Home Screen or the appropriate folder, select the **Settings** icon
2. Scroll down and choose **Contacts**

3. Select **Default Account**

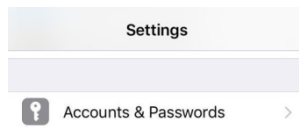


4. Select your **Contacts** account (either by the Description you have for it, or “My CardDAV Account” if you left the Description blank)

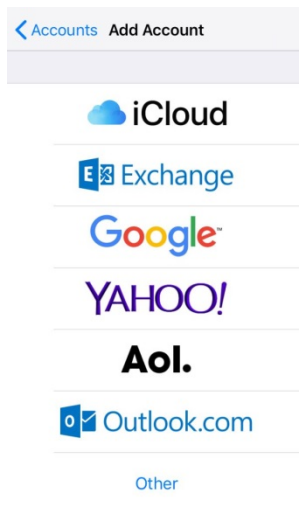


To Sync your [Webmail](#) Calendar to your iOS device

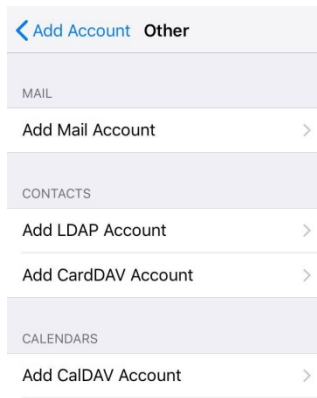
1. From your Home Screen or the appropriate folder, select the **Settings** icon
2. Scroll down and choose **Accounts & Passwords**



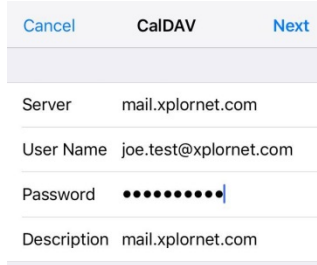
3. Under **Accounts**, choose **Add Account**
4. Choose **Other**



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



6. For **Server** enter **mail.xplornet.com**, or **mail.xplornet.ca** (if your email address ends in @xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net)



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. Select **Next**



11. Select **Save**

Changing your Email Password

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

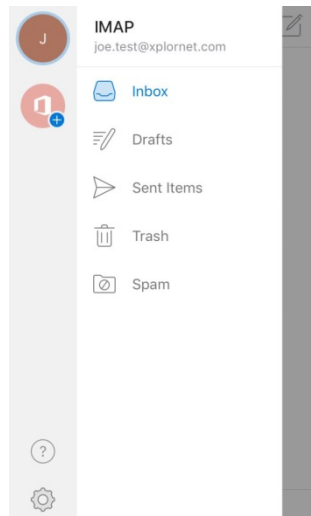
For your email account in the Outlook app:

Outlook for iOS may detect a sync error and ask you to enter your new password. If it doesn't, follow these steps instead:

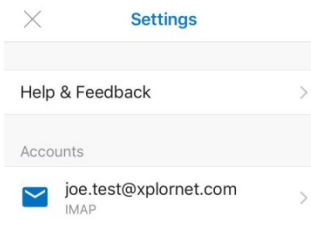
1. From your Home Screen or the appropriate folder, tap the **Outlook** icon



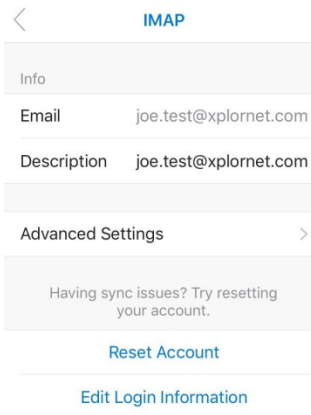
2. Tap the **menu icon** the upper left corner (3 horizontal lines).



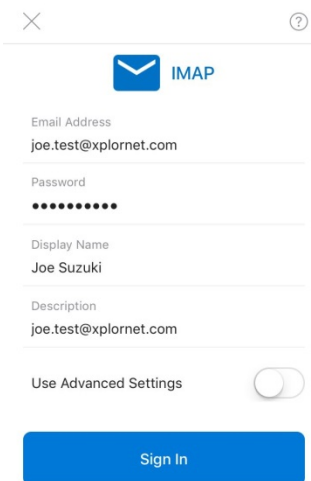
3. Tap **Settings** at the bottom left(gear icon)



4. Tap the **Account**



5. Tap **Edit Login Information**

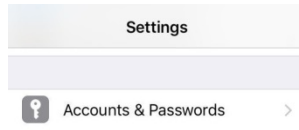


6. Enter the new **Password** you set in webmail and then tap **Sign In**

For your sync'd Webmail Contacts:

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

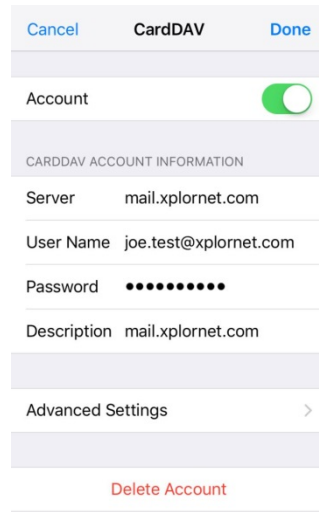
2. Scroll down and choose **Accounts & Passwords**



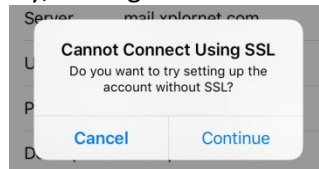
3. Under **Accounts**, select your **Contacts** account (either by the Description you have for it or “My CardDAV Account” if you left the Description blank)



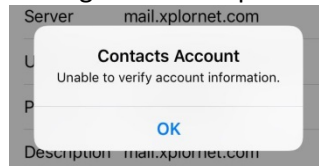
4. Enter the new **Password** you set in webmail and then select **Done**



- a. If you entered the password incorrectly, it will give this error:



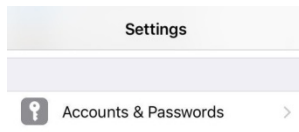
- b. Select **Cancel** and then **OK**, and try entering the correct password again



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

For your sync'd Webmail Calendar:

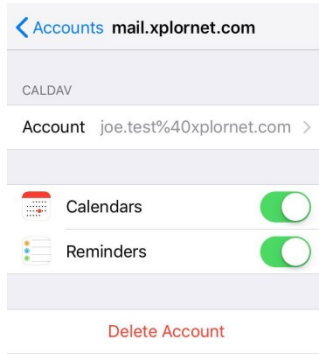
1. From your Home Screen or the appropriate folder, select the **Settings** icon
2. Scroll down and choose **Accounts & Passwords**



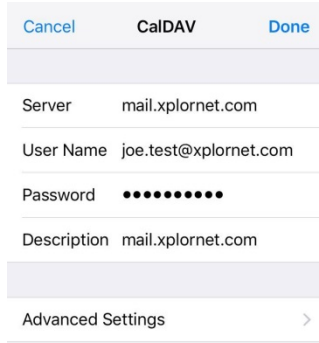
3. Under **Accounts**, select your **Calendar** (or **Calendar, Reminders**) account (either by the Description you have for it or "My CalDAV Account" if you left the Description blank)



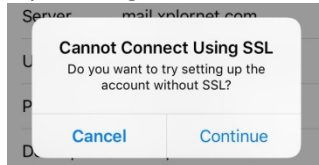
4. Select your **Account** under **CALDAV**



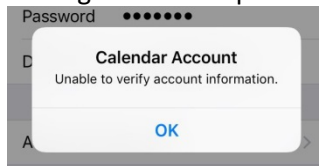
5. Enter the new **Password** you set in webmail and then select **Done**



a. If you entered the password incorrectly, it will give this error:



b. Select **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.