

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

Add a new email account

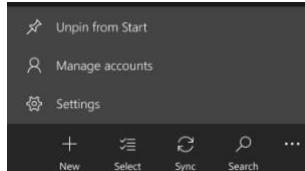
1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



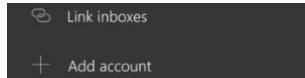
2. If this is the first time you've opened the Outlook Mail app, you'll see a Welcome screen. Select **+ Add account** to get started.



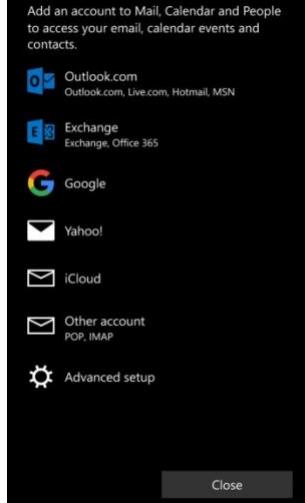
- a. If you've used the Outlook Mail app before, at the bottom right of the screen, touch the ellipsis (...), and then choose **Manage Accounts**.



- b. Select **+ Add account**.



3. Choose **Other account (POP, IMAP)**



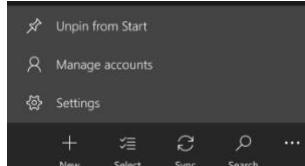
4. Enter your full **Email address**, your **name** and your email **Password**, then touch **Sign in**



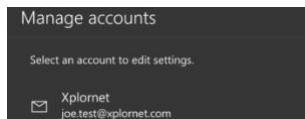
5. Touch **Done**



6. Verify Settings by touching the ellipsis (...) at the bottom right of the screen, and then choose **Manage Accounts**.



7. Select your email address.



8. Touch **Change mailbox sync settings**

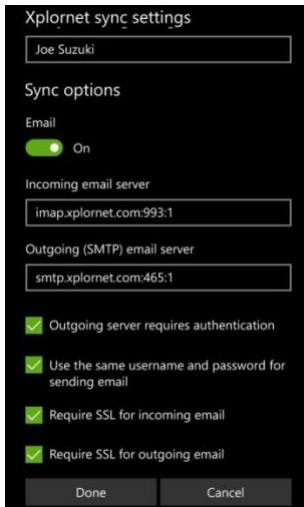


9. Scroll down and select **Advanced mailbox settings**

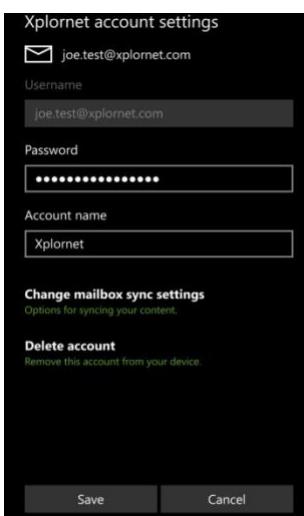


10. Scroll down to the bottom.

- 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, @ciaccess.com, @southkent.net or @talkwireless.ca) – 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, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
- c. Verify that **all four boxes** below that are **checked**



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



Changing your Email Password

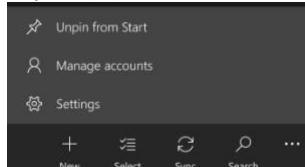
If you **changed your email password** in [webmail](#), you will need to change it in the Outlook Mail app to match the new password. You might even see a message like one of these:



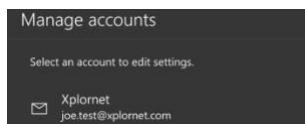
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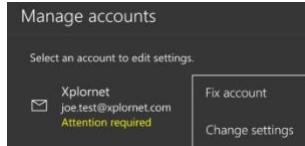
2. At the bottom right of the screen, touch the ellipsis (...), and then choose **Manage Accounts**.



3. Select your email address.



- a. If it shows **Attention required**, then touch **Fix account** after selecting you email address



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

