

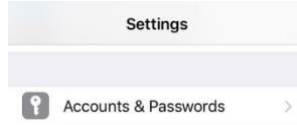
## Xplornet Email on an Apple iOS 11 Device

### Adding a new email account to your iOS 11 device to use with the Mail app:

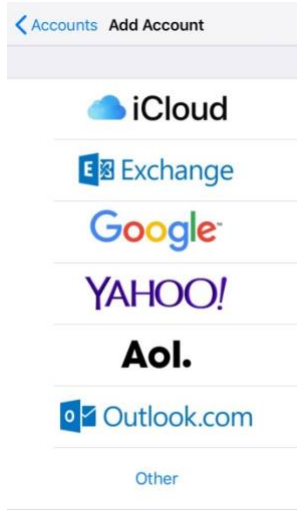
1. From your Home Screen or the appropriate folder, tap the **Settings** icon



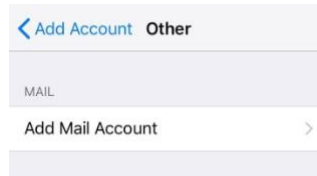
2. Scroll down and choose **Accounts & Passwords**



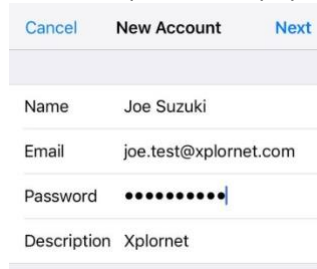
3. Under **Accounts**, choose **Add Account**
4. Choose **Other**



5. Under **Mail**, Choose **Add Mail Account**

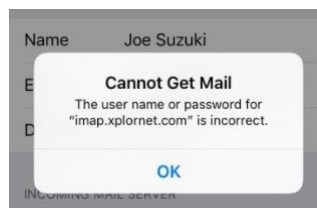


6. Enter your **Name** as you want it to appear in the "From" section when sending email
7. Enter your full **Email** address, including the portion after the @ symbol (e.g., joe.test@xplornet.com)
8. Enter your email **Password**
9. Enter whatever you like in the **Description** field, or keep the auto populated value



10. Select **Next**

11. If you entered your email address and/or password incorrectly, you will be presented with this error; otherwise continue with step 12:



- a. Select **OK**
- b. Leave **IMAP** selected (highlighted in **blue**) – POP is an option but is not recommended
- c. Verify that your email address is correct in the **Email** and **User Name** fields, and correct if necessary. You will need to scroll down to see the Outgoing Mail Server settings



- d. Verify that the **Incoming Mail Server Host Name** is either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
- e. Verify that the **Outgoing Mail Server Host Name** is either **smtp.xplornet.com**, or **smtp.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
- f. If your email address was correct, re-enter your email **Password** in both the **Incoming Mail Server** and **Outgoing Mail Server** sections
- g. Select **Next**

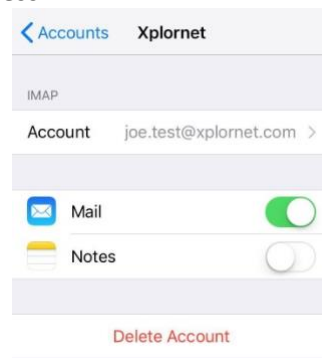
12. You can choose to sync **Notes** as well or leave it unselected (optional)



13. Select **Save**

14. Under **Accounts**, select the one you just added (either by email address or the description you entered)

15. Under **IMAP**, select the **Account email address**



16. Scroll down and select **SMTP**

Cancel Account Done

Description Xplornet

INCOMING MAIL SERVER

Host Name imap.xplornet.com

User Name joe.test@xplornet.com

Password ●●●●●●●●

OUTGOING MAIL SERVER

SMTP smtp.xplornet.com >

Advanced >

17. Select the **Primary Server**

18. Verify that **Use SSL** is **enabled (green)**, and enable it if not

Cancel smtp.xplornet.com Done

Server

OUTGOING MAIL SERVER

Host Name smtp.xplornet.com

User Name joe.test@xplornet.com

Password ●●●●●●●●

Use SSL

Authentication Password >

Server Port 465

Delete Server

19. Change that the **Server Port** to **465** (587 will work, but 465 is recommended)

20. Select **Done**

21. Select < **Account** at the top

22. At the bottom select **Advanced**

Cancel Account Done

Description Xplornet

INCOMING MAIL SERVER

Host Name imap.xplornet.com

User Name joe.test@xplornet.com

Password ●●●●●●●●

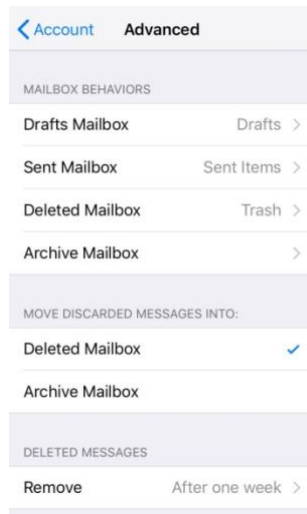
OUTGOING MAIL SERVER

SMTP smtp.xplornet.com >

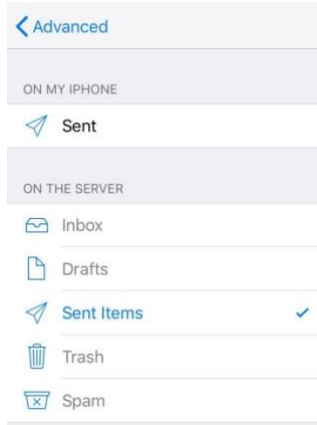
Advanced >

23. Under **Mailbox Behaviors**, select each of **Drafts Mailbox**, **Sent Mailbox** and **Deleted Mailbox**, and verify that there is a **checkmark** against the appropriate folder under **On The Server** (not On My [iOS device]) and correct if necessary:

- a. Drafts Mailbox: **Drafts**
- b. Sent Mailbox: **Sent Items**
- c. Deleted Mailbox: **Trash**



24. Select < **Advanced** at the top after each Mailbox Behavior is verified



25. Scroll down and verify that **Use SSL is enabled (green)**, and enable it if not



26. Verify that the **Server Port** is **993** and correct if not

27. Select < **Account** at the top

28. Select **Done**

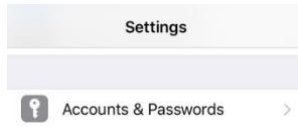
Your email account is now ready for use on your iOS device.

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

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

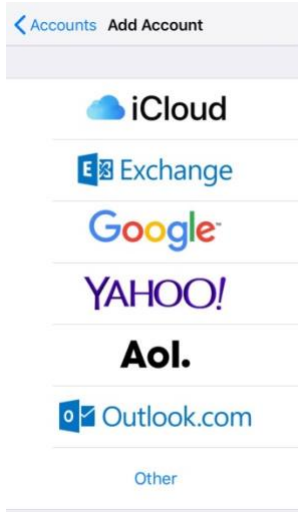


2. Scroll down and choose **Accounts & Passwords**



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

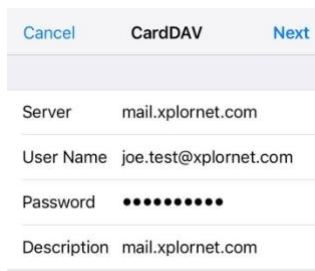
4. Choose **Other**



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, @ciaccess.com, @southkent.net or @talkwireless.ca)



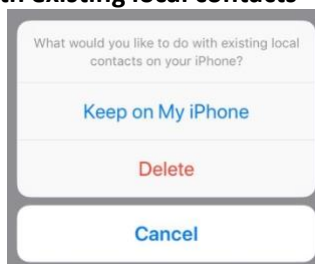
7. For **User Name** enter your **full email address**

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]**

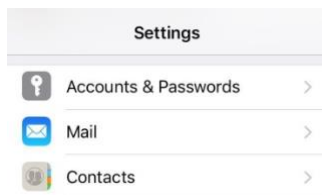


If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

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



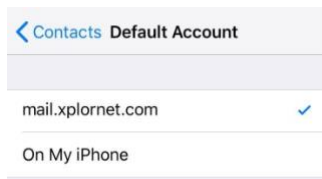
2. Scroll down and choose **Contacts**



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)

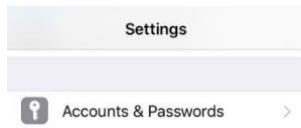


### **To Sync your [Webmail](#) Calendar to your iOS device**

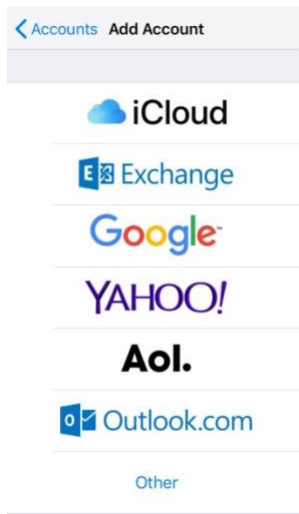
1. From your Home Screen or the appropriate folder, select the **Settings** icon



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, @ciaccess.com, @southkent.net or @talkwireless.ca)



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**



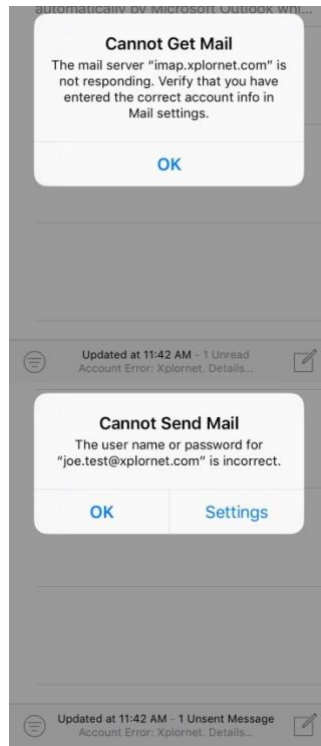
11. Select **Save**

### Changing your Email Password

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

For your email account in the Mail app:

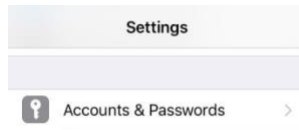
You may get error messages like these:



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



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



4. Under **Accounts**, select your **Mail** account (either by email address or the description you have for it)
5. Under **IMAP** (or POP, if your account was previously setup that way), select the **Account email address**

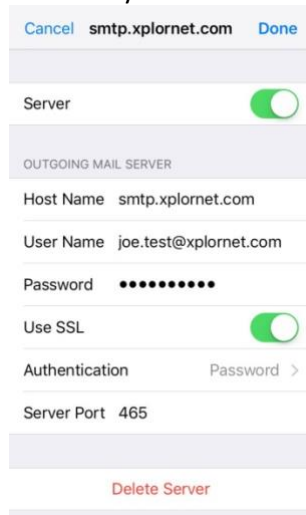


6. Under **Incoming Mail Server**, enter the new **Password** you set in webmail





7. Scroll down and select **SMTP**
8. Select the **Primary Server**
9. Under **Outgoing Mail Server**, enter the new **Password** you set in webmail



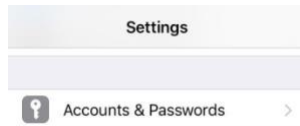
10. Select **Done**
11. Select **< Account** at the top
12. Select **Done**

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)

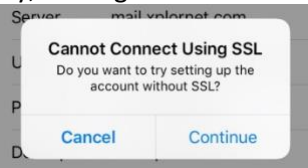




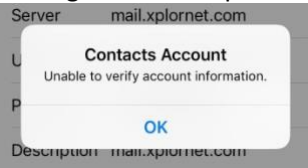
4. Enter the new **Password** you set in webmail and then select **Done**



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



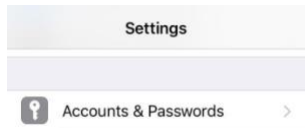
5. It will return to **Accounts & Passwords** once changed successfully

For your **sync'd Webmail Calendar**:

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

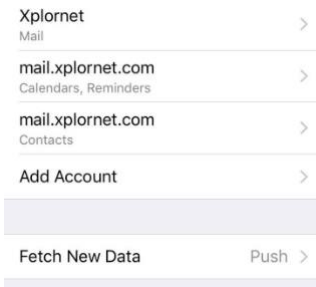


2. Scroll down and choose **Accounts & Passwords**



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)





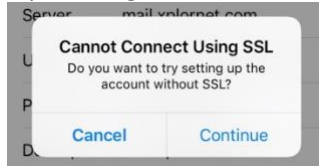
4. Select your **Account** under **CALDAV**



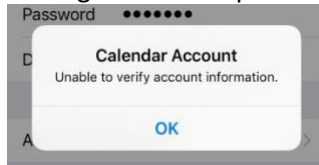
5. Enter the new **Password** you set in webmail and then select **Done**



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.