

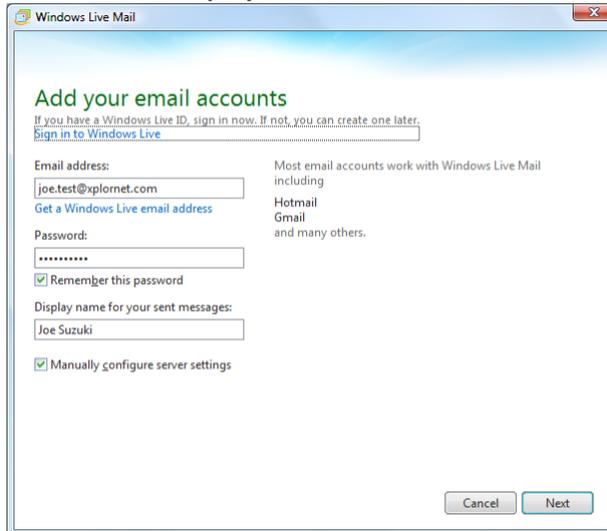
Xplornet Email using Windows Live Mail 2011, 2012

Adding a New Email Account

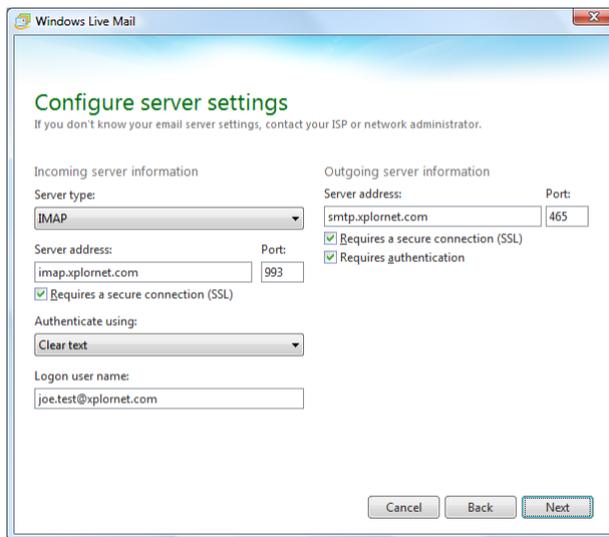
1. Open **Windows Live Mail** (WLM)
2. Click **Accounts**, then click on **@+ Email**



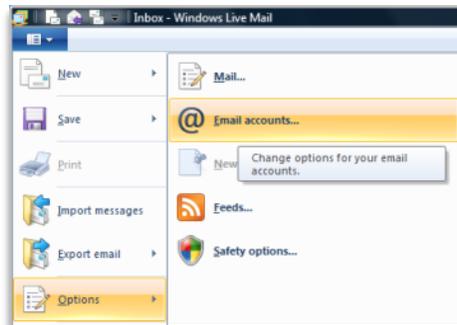
3. Enter your full **E-mail Address**, **Password** and **Display name**

A screenshot of the 'Add your email accounts' dialog box in Windows Live Mail. The dialog has a title bar that says 'Windows Live Mail'. The main heading is 'Add your email accounts'. Below the heading, there is a link: 'If you have a Windows Live ID, sign in now. If not, you can create one later. Sign in to Windows Live'. The form contains several fields and checkboxes: 'Email address' with the text 'joe.test@xplornet.com' and a link 'Get a Windows Live email address'; 'Password' with a masked field '*****' and a checked checkbox 'Remember this password'; 'Display name for your sent messages' with the text 'Joe Suzuki'; and a checked checkbox 'Manually configure server settings'. To the right of the form, there is text: 'Most email accounts work with Windows Live Mail including Hotmail Gmail and many others.' At the bottom right, there are 'Cancel' and 'Next' buttons.

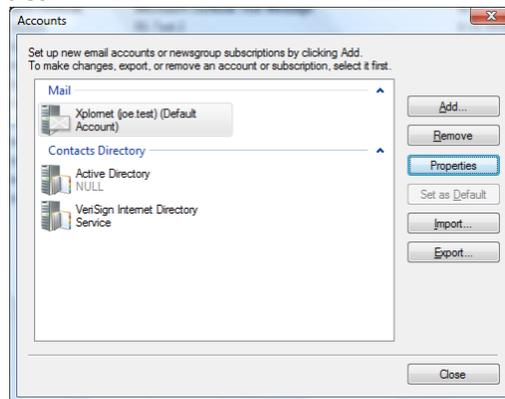
4. Select "**Manually configure server settings**" and click **Next**
 - a. Set the **Server Type** to **IMAP** – POP is an option but is not recommended
 - b. Under "**Incoming** server information", enter the **Server Address** as either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
 - c. Select the box for "**Requires a secure connection (SSL)**"
 - d. Change the **Logon User Name** to your **full email address**, including the portion after the @ symbol (e.g., joe.test@xplornet.com)
 - e. Under "**Outgoing** server information", enter the **Server Address** as 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. Change the **Port** from 25 to **465**
 - g. Select the box for "**Requires a secure connection (SSL)**"
 - h. Check the box for "**Requires authentication**"



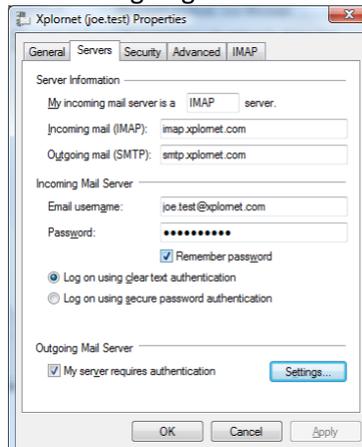
5. Click **Next**, then **Finish**
6. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



7. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



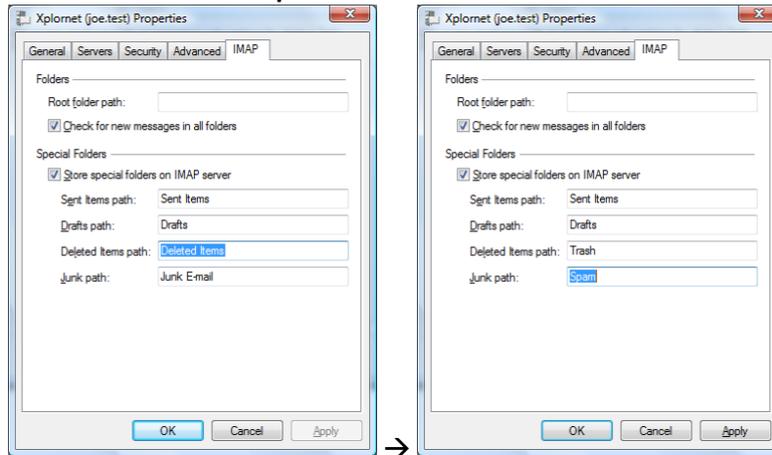
8. Go to the **Servers** tab and click **Settings...** under "Outgoing Mail Server"



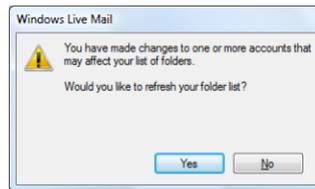
9. Select "Use same settings as my incoming mail server" and click **OK**



10. Go to the **IMAP** tab
11. Change the “Deleted Items path” from “Deleted Items” to **Trash**
12. Change the “Junk path” from “Junk E-mail” to **Spam**



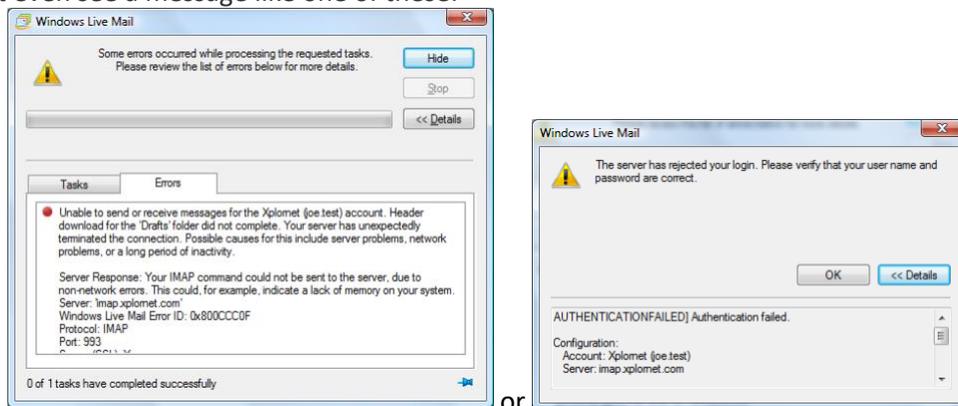
13. Click **OK**, then **Close**
14. Click **Yes** to refresh your folder list



Your email account is now ready for use in Windows Live Mail.

Changing your Email Password

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



WLM should prompt you for your new password when you receive a new message (note the **Logon Server** starts with **IMAP** – for incoming):



Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

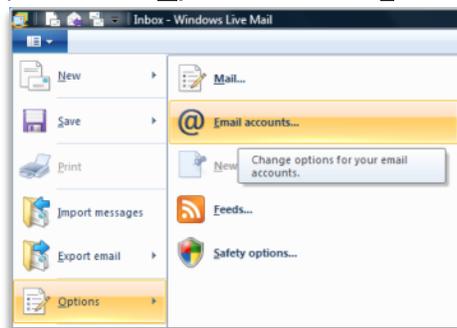
It might also prompt you when you send a message from WLM (note the **Logon Server** starts with **SMTP** – for outgoing):



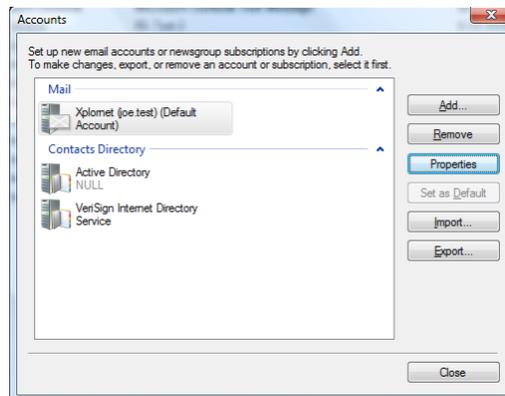
Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

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

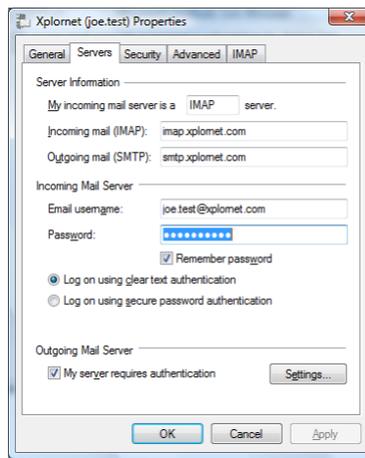
1. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



2. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



3. Go to the **Servers** tab and enter the new **Password** that you set in webmail



4. Click **OK**, then **Close**

Your password is now changed to match what you set it to in webmail.