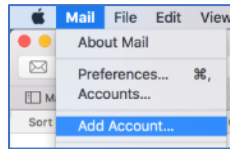


Set up Mail on an Apple computer running macOS

1. If you haven't already set up your email account, you're prompted to set it up when you first open **Mail**.



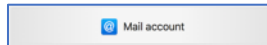
- a. If Mail doesn't take you to the "Choose a mail account to add..." screen, click **Mail, Add Account...**



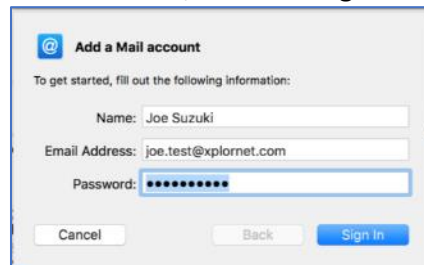
2. Scroll down to the bottom (if necessary) and click **Add Other Account...** from the list



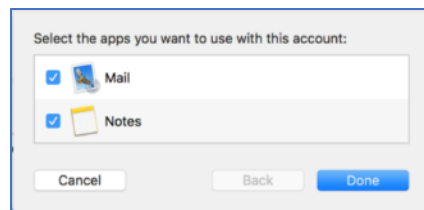
3. Then click **Mail Account**



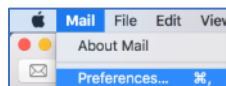
4. Enter your **Name**, full **Email Address** and email **Password**, then click **Sign In**



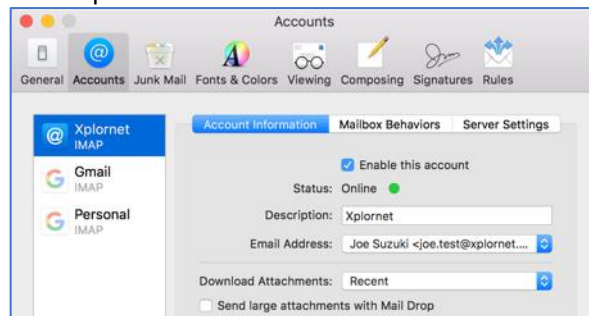
5. Click **Done**



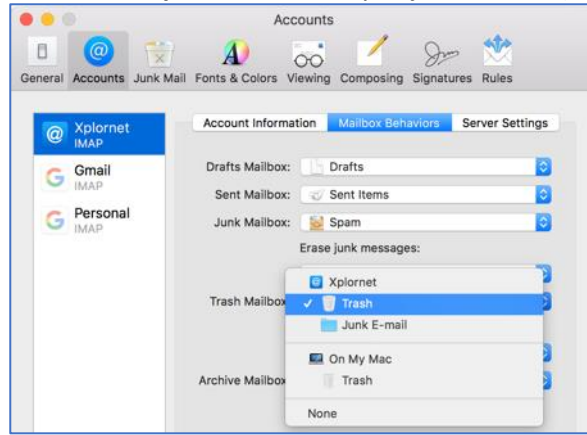
6. **Close the Internet Accounts window**
7. Click **Mail, Preferences**



8. Select the email account that you just setup

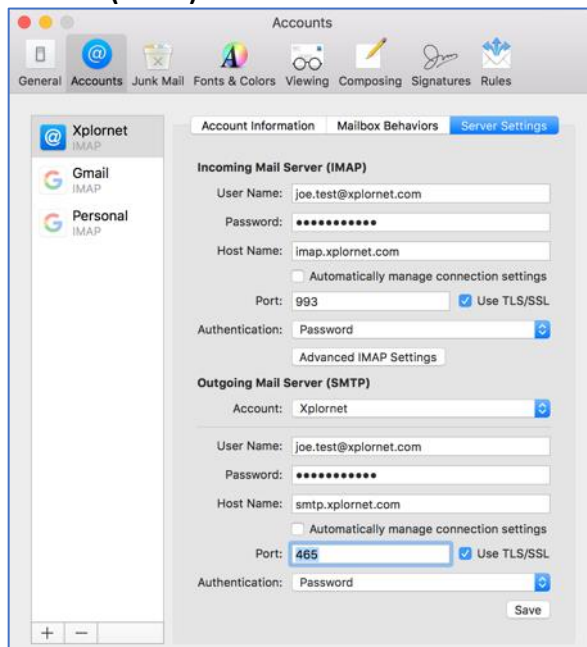


9. Go to the **Mailbox Behaviors** tab and verify the **Drafts, Sent, Junk and Trash** Mailboxes selected are **Drafts, Sent Items, Spam and Trash** respectively, and are from the **Xplornet** account you just created (not "On My Mac")



10. Go to the **Server Settings** tab

- Verify that the **Use Name** for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers** is your **full email address** (e.g., joe.test@xplornet.com)
- Verify that the **Incoming Mail Server (IMAP) Host Name** is **imap.xplornet.com**
- Verify that the **Outgoing Mail Server (SMTP) Host Name** is **smtp.xplornet.com**
- Uncheck "**Automatically manage connections settings**" for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers**
- Change the **Incoming Mail Server (IMAP) Port** to **993**
- Change the **Outgoing Mail Server (SMTP) Port** to **465**



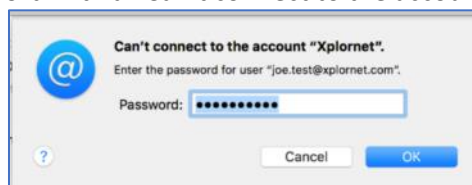
- g. Click **Save**

11. **Close** the **Accounts** window

Changing your Email Password

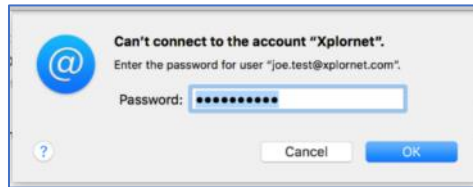
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Mail to match the new password.

Mail should prompt you for your new password with a "Can't connect to the account" message:



- Enter your new **Password** and click **OK**

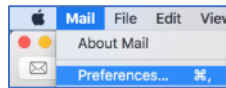
It should also prompt you when you send a message from Mail (same “Can’t connect to the account” message, but this is for the outgoing SMTP server):



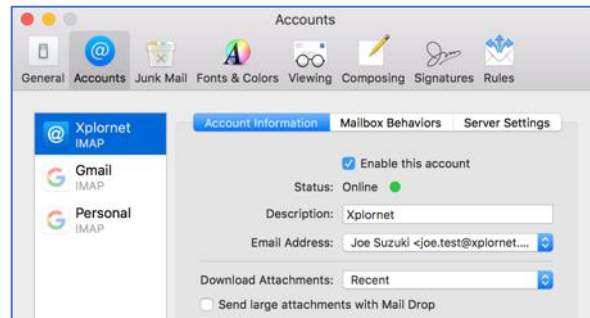
- Enter your new **Password** and click **OK**

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

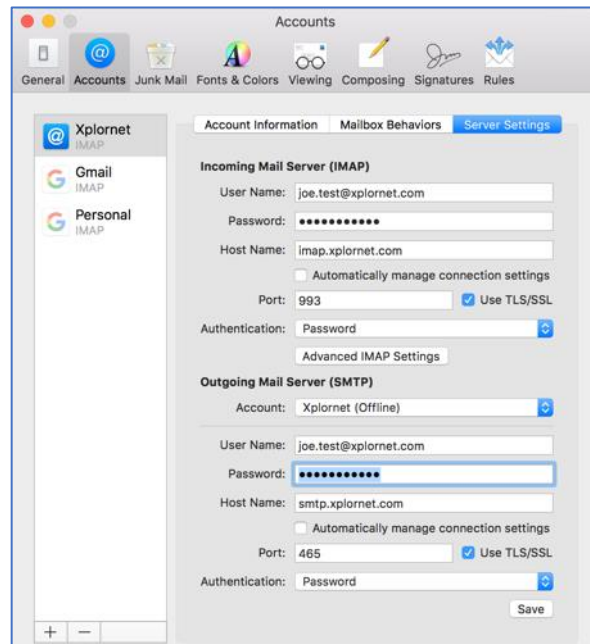
1. Click **Mail, Preferences**



2. Select your email account



3. Go to the **Server Settings** tab



4. Enter your new **Password** for both the **Incoming (IMAP)** and **Outgoing (SMTP)** Mail Servers
5. Click **Save**
6. **Close** the **Accounts** window