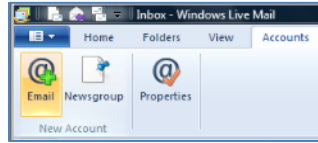


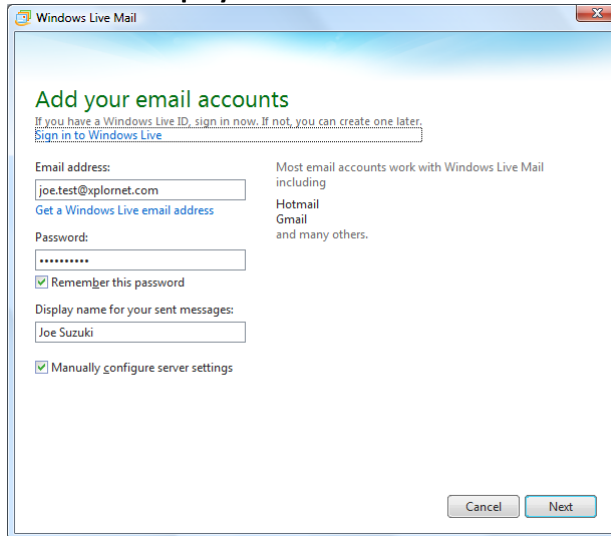
Xplornet Email using Windows Live Mail 2011, 2012

Adding a New Email Account

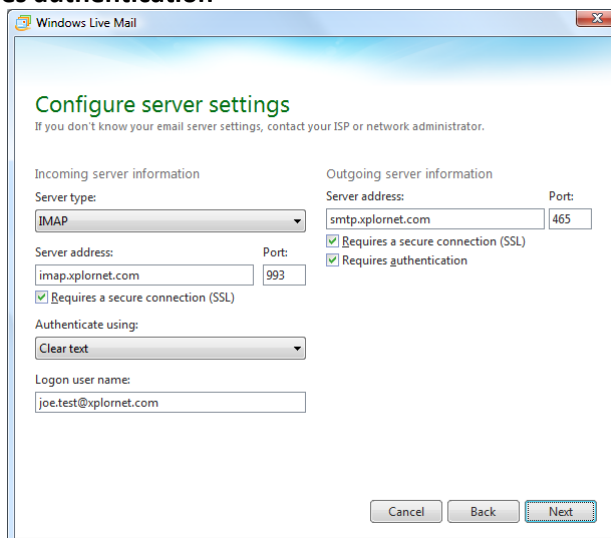
1. Open **Windows Live Mail (WLM)**
2. Click **Accounts**, then click on **@+ Email**



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

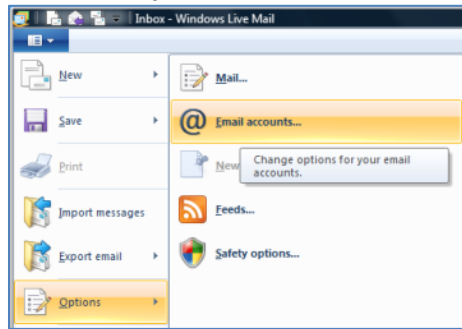
A screenshot of the 'Add your email accounts' dialog box in Windows Live Mail. The dialog has a title bar with 'Windows Live Mail' and a close button. The main heading is 'Add your email accounts' in green. Below it, there is a link: 'If you have a Windows Live ID, sign in now. If not, you can create one later. Sign in to Windows Live'. The form contains several fields: 'Email address' with 'joe.test@xplornet.com', 'Password' with a masked field, 'Remember this password' checked, 'Display name for your sent messages:' with 'Joe Suzuki', and 'Manually configure server settings' checked. On the right side, 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 **imap.xplornet.com**
 - 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 **smtp.xplornet.com**
 - 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”**

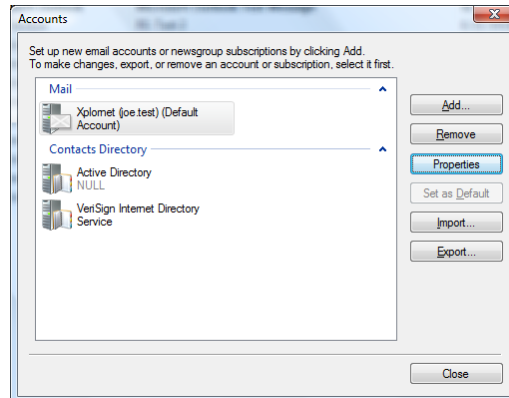
A screenshot of the 'Configure server settings' dialog box in Windows Live Mail. The dialog has a title bar with 'Windows Live Mail' and a close button. The main heading is 'Configure server settings' in green. Below it, there is a link: 'If you don't know your email server settings, contact your ISP or network administrator.' The form is divided into two sections: 'Incoming server information' and 'Outgoing server information'. In the 'Incoming' section, 'Server type' is set to 'IMAP', 'Server address' is 'imap.xplornet.com', 'Port' is '993', and 'Requires a secure connection (SSL)' is checked. In the 'Outgoing' section, 'Server address' is 'smtp.xplornet.com', 'Port' is '465', and both 'Requires a secure connection (SSL)' and 'Requires authentication' are checked. There is also an 'Authenticate using:' dropdown set to 'Clear text' and a 'Logon user name:' field with 'joe.test@xplornet.com'. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons.

5. Click **Next**, then **Finish**

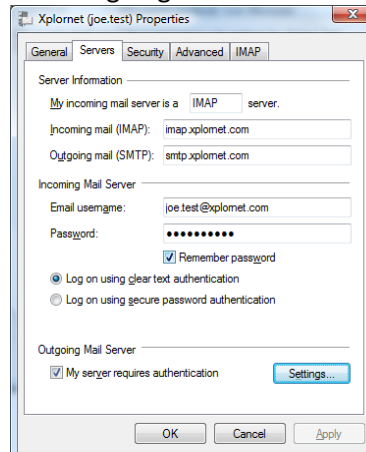
6. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



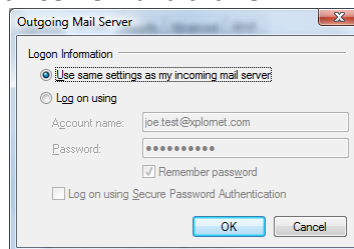
7. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**



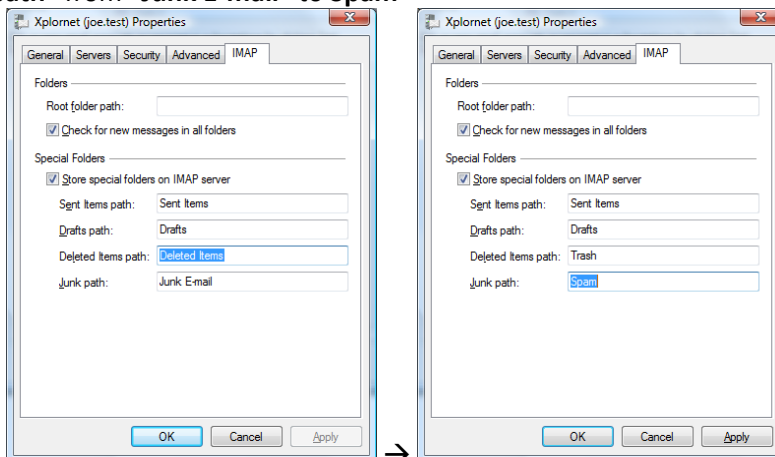
8. Go to the **Servers** tab and click **Settings...** under "Outgoing Mail Server"



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



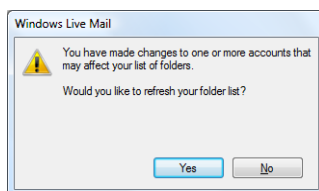
10. Go to the **IMAP** tab
 - a. Change the **“Deleted Items path”** from **“Deleted Items”** to **Trash**
 - b. Change the **“Junk path”** from **“Junk E-mail”** to **Spam**



c. Click **OK**

11. Click **Close**

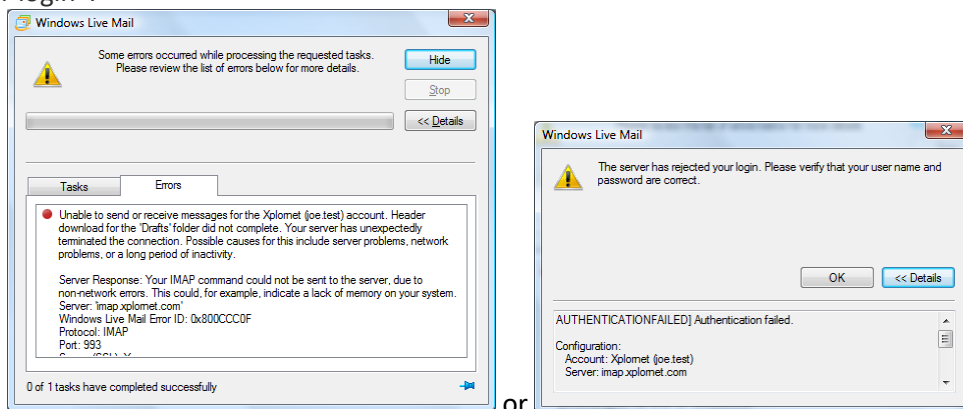
12. Click **Yes** to refresh your folder list



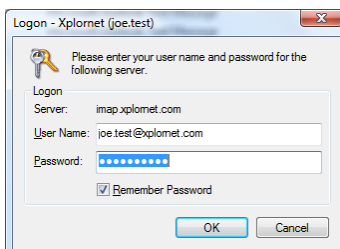
Your email account is now ready for use in Windows Live Mail.

Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Windows Live Mail (WLM) to match the new password. You might even see a message like **“Some errors occurred while processing the requested tasks”** or **“The server has rejected your login”**:

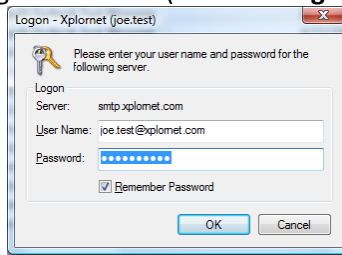


WLM should prompt you for your new password when you receive a new message (note the **Logon Server** starts with **IMAP** – for incoming):



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

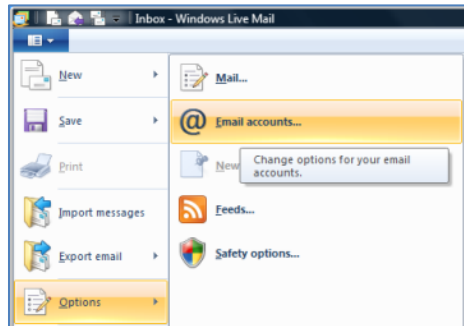
It might also prompt you when you send a message from WLM (note the **Logon Server** starts with **SMTP** – for outgoing):



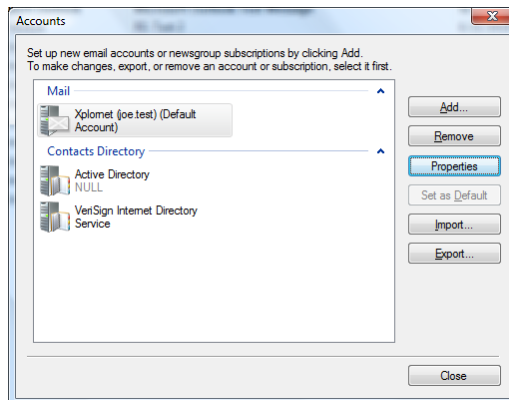
- Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

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

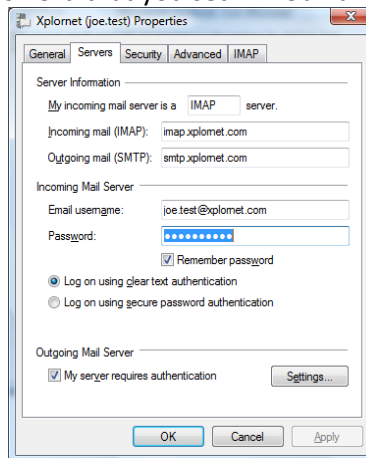
1. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



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 or MyXplornet



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

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