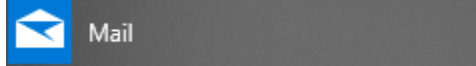


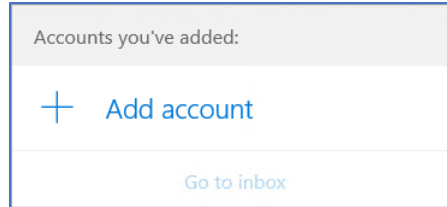
## Setup Email in the Windows 10 Mail App

### Add a new email account

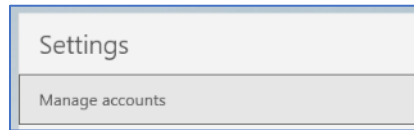
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



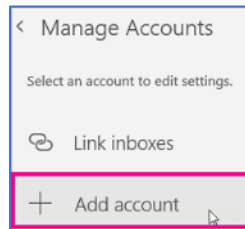
2. If this is the first time you've opened the Mail app, you'll see a Welcome page. Select **+ Add account** to get started.



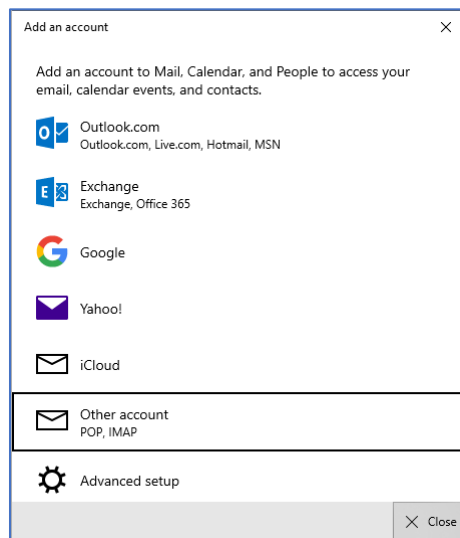
- a. If you've used the Mail app before, at the bottom of the left navigation pane, select **Settings** (gear icon), and then choose **Manage Accounts**.



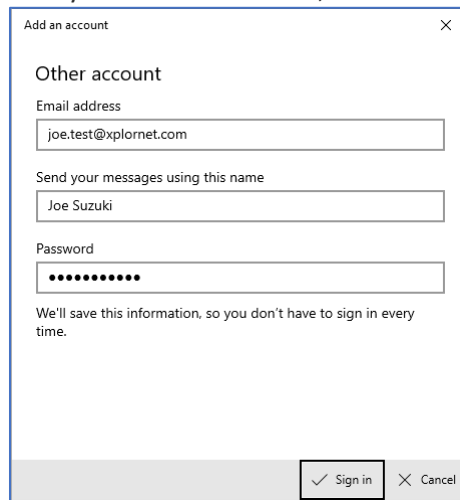
- b. Select **+ Add account**.



3. Choose **Other account**

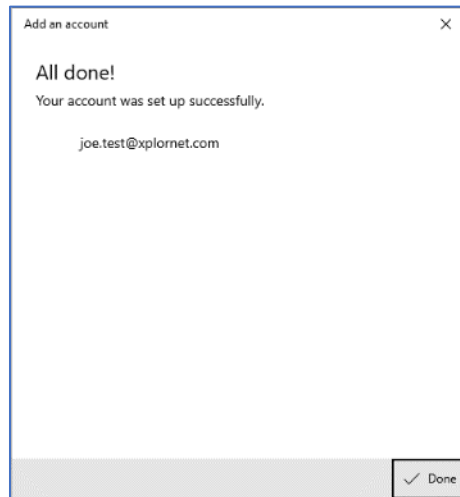


4. Enter your full **Email address**, your **name** and your email **Password**, then click **Sign in**




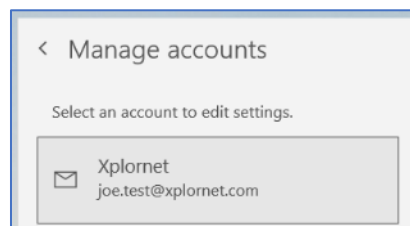
The screenshot shows a dialog box titled "Add an account" with a close button (X) in the top right corner. Below the title is the heading "Other account". There are three input fields: "Email address" containing "joe.test@xplornet.com", "Send your messages using this name" containing "Joe Suzuki", and "Password" with masked characters. Below the fields is a note: "We'll save this information, so you don't have to sign in every time." At the bottom right, there are two buttons: "Sign in" (with a checkmark icon) and "Cancel" (with an X icon).

5. Click **Done**



The screenshot shows the same "Add an account" dialog box, but now it displays a success message: "All done! Your account was set up successfully." followed by the email address "joe.test@xplornet.com". At the bottom right, there is a single button labeled "Done" with a checkmark icon.

6. Verify Settings by selecting **Settings**  (gear icon) at the bottom of the left navigation pane, and then choose **Manage Accounts**.



The screenshot shows a screen titled "Manage accounts" with a back arrow in the top left. Below the title is the instruction "Select an account to edit settings." There is a list item for "Xplornet" with the email address "joe.test@xplornet.com" and an envelope icon to its left.

7. Select your email address. Click **Change mailbox sync settings**

Account settings

Xplornet account settings

✉ joe.test@xplornet.com

User name

joe.test@xplornet.com

Password

••••••••••

Account name

Xplornet

**Change mailbox sync settings**  
[Options for syncing your content.](#)

**Delete account**  
[Remove this account from your device.](#)

Save Cancel

8. Select **Advanced mailbox settings**

Account settings

Xplornet sync settings

Download new email

based on my usage

If you get a lot of mail one day or don't check your account for a few days, we'll change your sync settings accordingly to save you data and battery.

Currently syncing: **as items arrive**

Always download full message and Internet images

Download email from

the last 3 months

Send your messages using this name

Joe Suzuki

Sync options

Email

On

**Advanced mailbox settings**  
[Incoming and outgoing mail server info](#)

Done Cancel

9. Scroll down to the **Sync options** section

- a. Verify that the **Incoming email Server** is **imap.xplornet.com:993:1**
- b. Verify that the **Outgoing (SMTP) email Server** is **smtp.xplornet.com:465:1**
- c. Verify that **the following four boxes** are **checked**:
  - **Outgoing server requires authentication**
  - **Use the same user name and password for sending email**
  - **Requires SSL for incoming email**
  - **Requires SSL for outgoing email**

The screenshot shows the 'Account settings' dialog box with the following content:

- Title: Account settings
- Section: Xplornet sync settings
- Text: Send your messages using this name
- Text field: Joe Suzuki
- Section: Sync options
- Section: Email
- Toggle: On
- Section: Incoming email server
- Text field: imap.xplornet.com:993:1
- Section: Outgoing (SMTP) email server
- Text field: smtp.xplornet.com:465:1
- Checkboxes:
  - Outgoing server requires authentication
  - Use the same user name and password for sending email
  - Require SSL for incoming email
  - Require SSL for outgoing email
- Buttons: Done, Cancel

d. Click **Done** when finished

10. Click **Save**

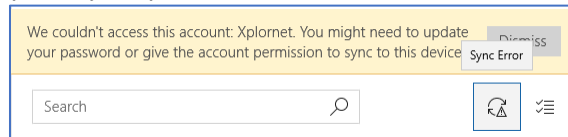
The screenshot shows the 'Account settings' dialog box with the following content:

- Title: Account settings
- Section: Xplornet account settings
- Text: joe.test@xplornet.com
- Section: User name
- Text field: joe.test@xplornet.com
- Section: Password
- Text field: [Redacted]
- Section: Account name
- Text field: Xplornet
- Section: Change mailbox sync settings
- Text: Options for syncing your content.
- Section: Delete account
- Text: Remove this account from your device.
- Buttons: Save, Cancel

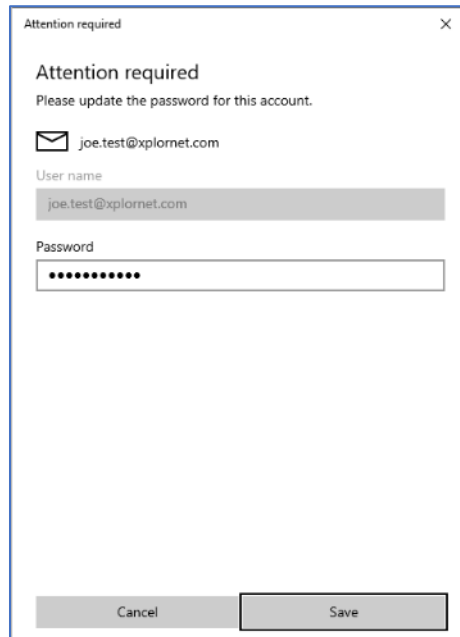
## Changing your Email Password

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

You might see a **Sync Error** (a triangle with an exclamation mark within a circle of arrows) and a message that says “We couldn’t access this account. You might need to update your password...”.



1. Click on the **Sync Error** icon (a triangle with an exclamation mark within a circle of arrows)
2. Enter your new **Password**



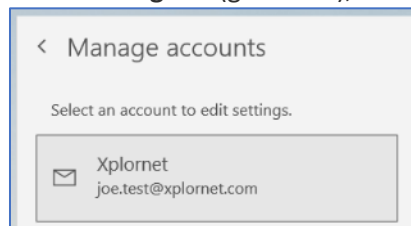
3. Click **Save**

If you don't see the Sync Error, follow these steps instead:

1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



2. At the bottom of the left navigation pane, select **Settings** (gear icon), and then choose **Manage Accounts**.



3. Select your email address.

Account settings ×

### Xplornet account settings

✉ joe.test@xplornet.com

User name

joe.test@xplornet.com

Password

••••••••••

Account name

Xplornet

**Change mailbox sync settings**  
[Options for syncing your content.](#)

**Delete account**  
[Remove this account from your device.](#)

Save Cancel

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