

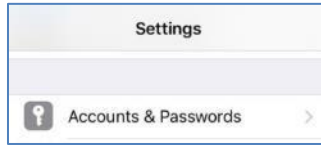
Xplornet Email on an Apple iOS 11 Device

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

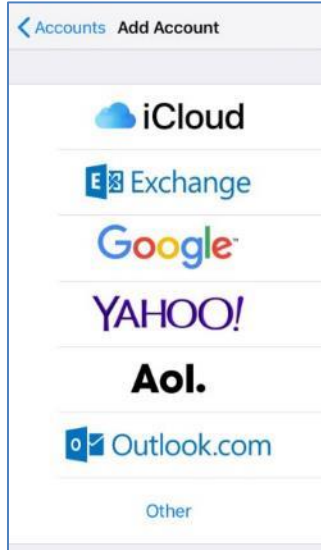
1. From your Home Screen or the appropriate folder, tap the **Settings** icon



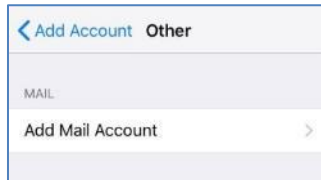
2. Scroll down and tap **Accounts & Passwords**



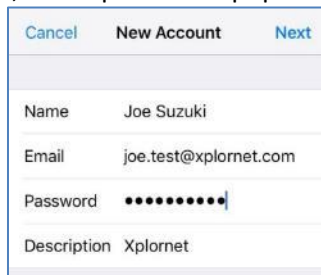
3. Under **Accounts**, tap **Add Account**
4. Choose **Other**



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

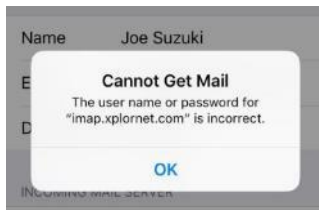


6. Enter your **Name** as you want it to appear in the "From" section when sending email
7. Enter your full **Email** address, including the portion after the @ symbol (e.g., joe.test@xplornet.com)
8. Enter your email **Password**
9. Enter whatever you like in the **Description** field, or keep the auto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

The image shows the 'New Account' form. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below the buttons, there are four rows of text input fields: 'Name' with the value 'Joe Suzuki', 'Email' with the value 'joe.test@xplornet.com', 'Password' with a masked password of ten dots, and 'Description' with the value 'Xplornet'.

10. Tap **Next**

11. If you entered your email address and/or password incorrectly, you will be presented with a “Cannot Get Mail” error; otherwise continue with step 12:



- Tap **OK**
- Leave **IMAP** selected (highlighted in blue) – POP is an option but is not recommended
- 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



- Verify that the **Incoming Mail Server Host Name** is **imap.xplornet.com**
- Verify that the **Outgoing Mail Server Host Name** is **smtp.xplornet.com**
- If your email address was correct, re-enter your email **Password** in both the **Incoming Mail Server** and **Outgoing Mail Server** sections
- Tap **Next**

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



13. Tap **Save**

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

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



16. Scroll down and tap **SMTP**



17. Tap the **Primary Server**

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



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

20. Tap **Done**

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

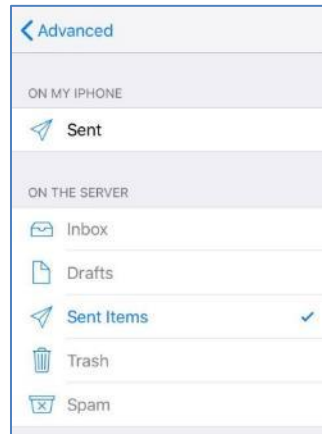
22. At the bottom tap **Advanced**



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:
- Drafts Mailbox: **Drafts**
 - Sent Mailbox: **Sent Items**
 - Deleted Mailbox: **Trash**



24. Tap **< 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. Tap **< Account** at the top
28. Tap **Done**

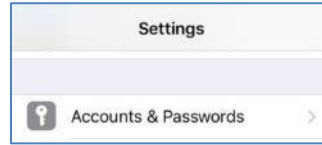
Your email account is now ready for use on your iOS device.

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

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

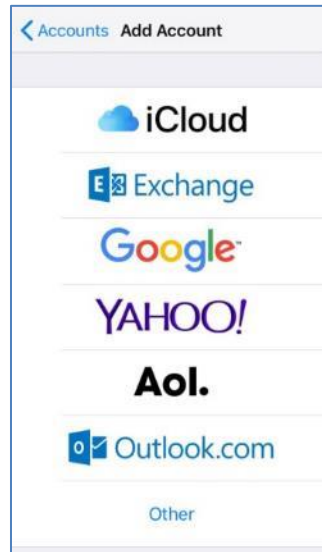


2. Scroll down and tap **Accounts & Passwords**

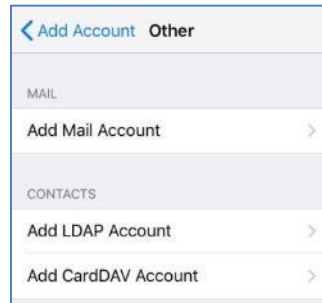


3. Under **Accounts**, tap **Add Account**

4. Choose **Other**



5. Under **Contacts**, tap **Add CardDAV Account**



6. For **Server** enter **mail.xplornet.com**



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. Tap **Next**

11. If it asks you “What would you like to do with existing local contacts” tap **Keep on My [iOS device]**

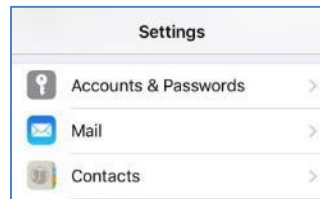


If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

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



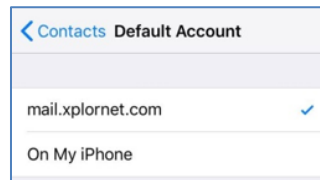
2. Scroll down and tap **Contacts**



3. Tap **Default Account**



4. Tap your **Contacts** account (either by the Description you have for it, or “My CardDAV Account” if you left the Description blank)

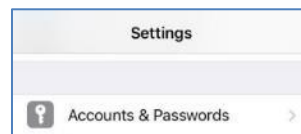


To Sync your [Webmail Calendar](#) to your iOS device

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

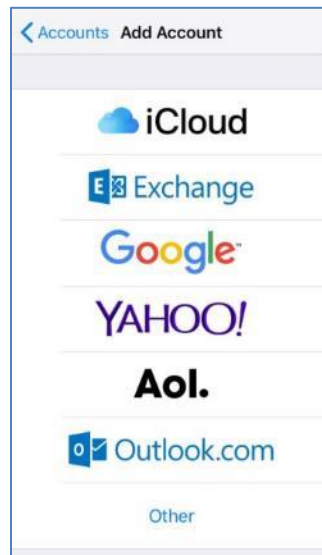


2. Scroll down and tap **Accounts & Passwords**



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

4. Choose **Other**



5. Under **Calendars** tap **Add CalDAV Account**



6. For **Server** enter **mail.xplornet.com**



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. Tap **Next**



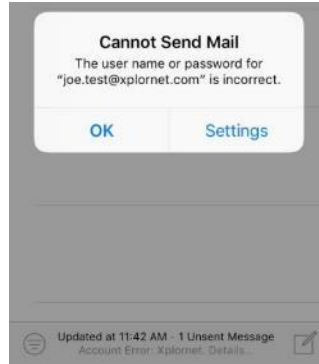
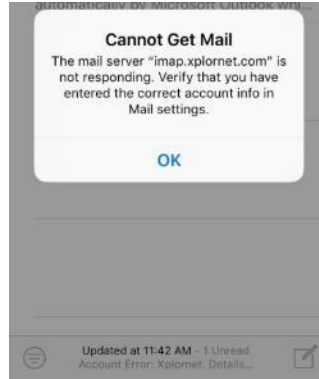
11. Tap **Save**

Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplornet](#), 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 “Cannot Get Mail” or “Cannot Send Mail”:

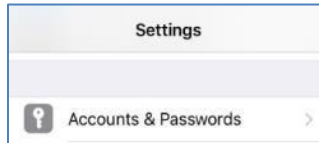


If so, tap **OK**.

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



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



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



5. Under **Incoming Mail Server**, enter the new **Password** you set in webmail or MyXplornet



6. Scroll down and tap **SMTP**
7. Tap the **Primary Server**
8. Under **Outgoing Mail Server**, enter the new **Password** you set in webmail or MyXplornet



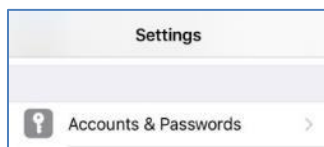
9. Tap **Done**
10. Tap < **Account** at the top
11. Tap **Done**

For your sync'd Webmail Contacts:

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



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



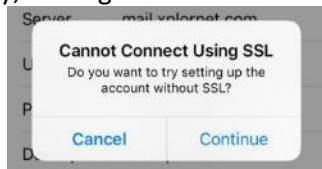
- Under **Accounts**, tap your **Contacts** account (either by the Description you have for it or “My CardDAV Account” if you left the Description blank)



- Enter the new **Password** you set in webmail or MyXplornet and then tap **Done**



- If you entered the password incorrectly, it will give a “Cannot Connect Using SSL” error:



- Tap **Cancel** and then **OK**, and try entering the correct password again



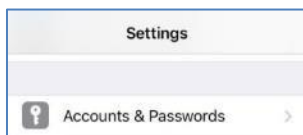
- It will return to **Accounts & Passwords** once changed successfully

For your sync'd Webmail Calendar:

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



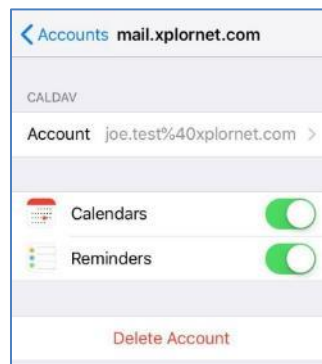
- Scroll down and tap **Accounts & Passwords**



3. Under **Accounts**, tap 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. Tap your **Account** under **CALDAV**



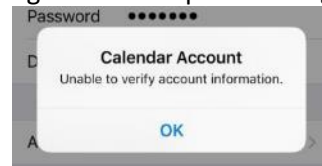
5. Enter the new **Password** you set in webmail or MyXplornet and then tap **Done**



- a. If you entered the password incorrectly, it will give a “Cannot Connect Using SSL” error:



- b. Tap **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 or MyXplornet.