

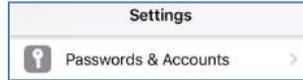
Xplornet Email on an Apple iOS 13 Device

Adding a new email account to your iOS 13 device to use with the Mail app:

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



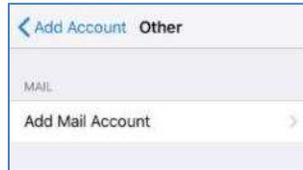
2. Scroll down and tap **Passwords & Accounts**



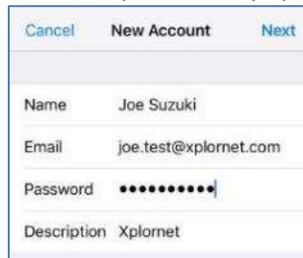
3. Under **Accounts**, tap **Add Account**
4. Choose **Other**



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



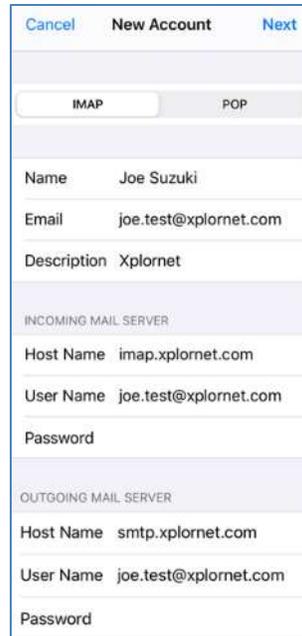
10. Tap **Next**

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:



- a. Tap **OK**

- b. Leave **IMAP** selected (on the left) – POP is an option but is not recommended
- c. 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



- d. Verify that the **Incoming Mail Server Host Name** is **imap.xplornet.com**
- e. Verify that the **Outgoing Mail Server Host Name** is **smtp.xplornet.com**
- f. If your email address was correct, re-enter your email **Password** in both the **Incoming Mail Server** and **Outgoing Mail Server** sections
- g. 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 (if necessary) and tap **SMTP**

A screenshot of the 'Account' settings screen. At the top, there are three buttons: 'Cancel', 'Account', and 'Done'. Below this is a section titled 'IMAP ACCOUNT INFORMATION' with fields for Name (Joe Suzuki), Email (joe.test@xplornet.com), and Description (Xplornet). The next section is 'INCOMING MAIL SERVER' with fields for Host Name (imap.xplornet.com), User Name (joe.test@xplornet.com), and Password (masked with dots). The final section is 'OUTGOING MAIL SERVER' with a field for SMTP (smtp.xplornet.com).

17. Tap the **Primary Server**

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

A screenshot of the 'Primary Server' settings screen. At the top, there are three buttons: 'Cancel', 'smtp.xplornet.com', and 'Done'. Below this is a 'Server' toggle switch which is turned on (green). The next section is 'OUTGOING MAIL SERVER' with fields for Host Name (smtp.xplornet.com), User Name (joe.test@xplornet.com), and Password (masked with dots). Below these is a 'Use SSL' toggle switch which is also turned on (green). There is an 'Authentication' field with a 'Password' link. The 'Server Port' is set to 465. At the bottom, there is a red 'Delete Server' button.

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

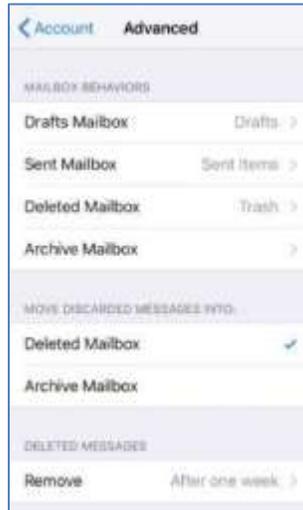
20. Tap **Done**

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

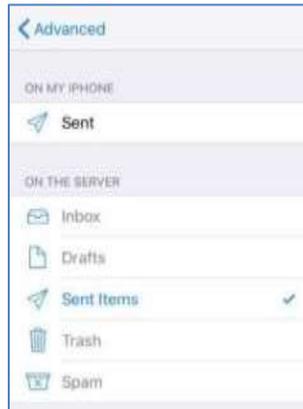
22. Scroll down to the bottom and tap **Advanced**

A screenshot of the 'Account' settings screen, similar to the first one. It shows the 'SMTP' field at the bottom of the 'OUTGOING MAIL SERVER' section. Below this, there is an 'Advanced' option with a right-pointing arrow.

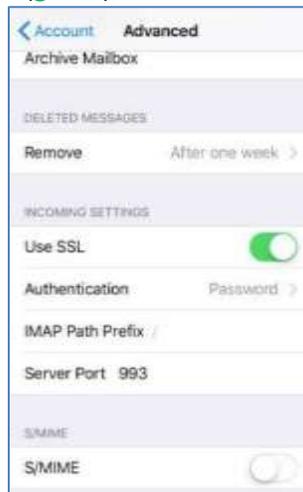
23. Under **Mailbox Behaviors**, tap each of **Drafts Mailbox**, **Sent Mailbox** and **Deleted Mailbox**, and verify that there is a **checkmark** against the appropriate folder under **On The Server** (not On My [iOS device]) and correct if necessary:
- Drafts Mailbox: **Drafts**
 - Sent Mailbox: **Sent 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**

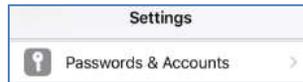
Your email account is now ready for use on your iOS device.

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 **Passwords & Accounts**



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

4. Choose **Other**



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



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



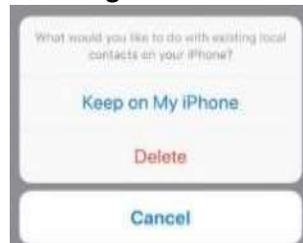
7. For **User Name** enter your **full email address**

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]**

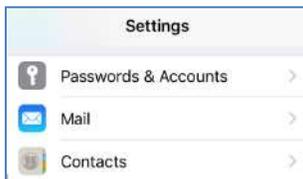


If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

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



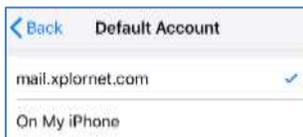
2. Scroll down and tap **Contacts**



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 **Passwords & Accounts**



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

4. Choose **Other**



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



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

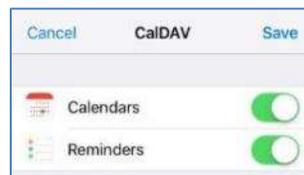


7. For **User Name** enter your **full email address**

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**



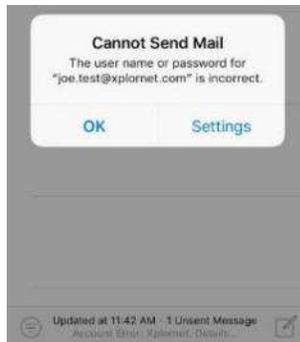
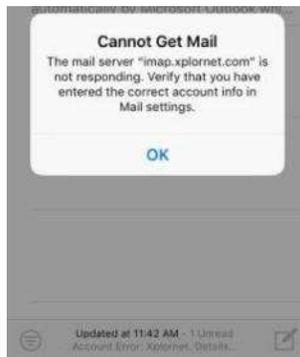
11. Tap **Save**

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”:

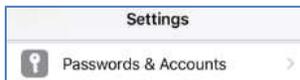


If so, tap **OK**.

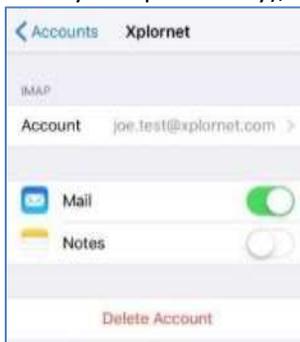
1. From your Home Screen or the appropriate folder, tap the **Settings** icon



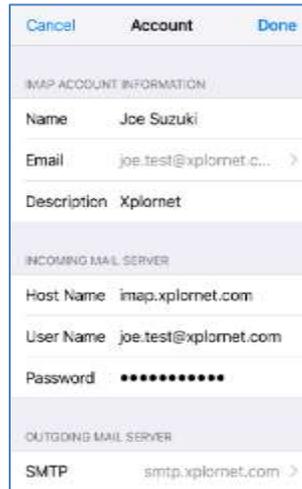
2. Scroll down and tap **Passwords & Accounts**



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**



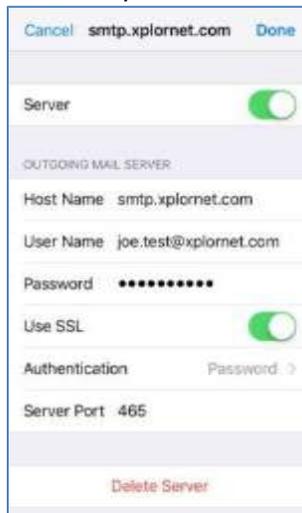
5. Under **Incoming Mail Server**, enter the new **Password** you set in webmail or MyXplornet



6. Scroll down (if necessary) 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

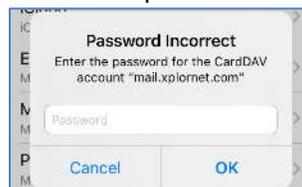
11. Tap **Done**

For your **sync'd Webmail Contacts**:

It should prompt you for your new password with:

Password Incorrect

Enter the password for the **CardDAV** account "mail.xplornet.com"



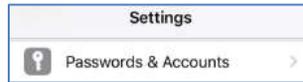
Enter your new **Password** and tap **OK**

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

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



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



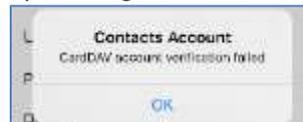
3. Under **Accounts**, tap your **Contacts** account (either by the Description you have for it or "My CardDAV Account" if you left the Description blank)



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



- a. If you entered the password incorrectly, it will give error "CardDAV account verification failed":



- b. Tap **OK**, and try entering the correct password again

5. It will return to **Passwords & Accounts** once changed successfully

For your sync'd Webmail Calendar:

It should prompt you for your new password with:

Password Incorrect

Enter the password for the **CalDAV** account "mail.xplornet.com"



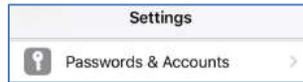
Enter your new **Password** and tap **OK**

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

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



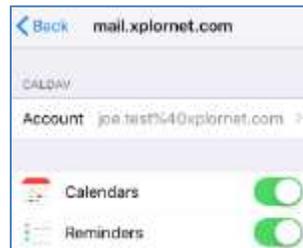
2. Scroll down and tap **Passwords & Accounts**



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)



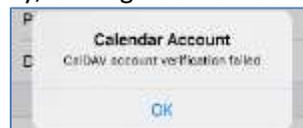
4. Tap your **Account** under **CALDAV**



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 error “CalDAV account verification failed”:



b. Tap **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.