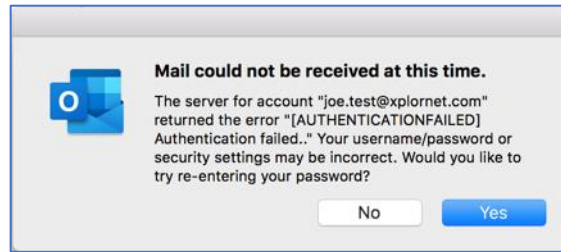


## Xplornet Email using Microsoft Outlook 365 on a Mac

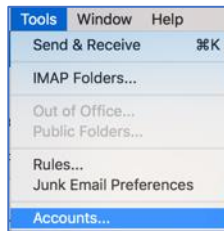
### Changing your Settings

Outlook may prompt you for your password with a “Mail could not be retrieved at this time” message:

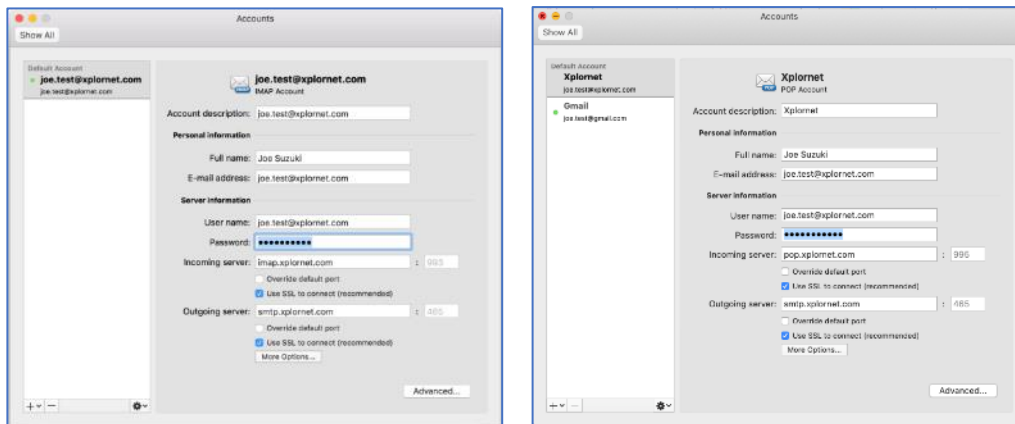


Click **No**

1. Click on **Tools**, then **Accounts...**



2. Select your **email**



3. Verify the following settings, and change them if necessary:
  - a. **User Name:** your **full email address**, including the portion after the @ symbol
  - b. **Password:** your email password
  - c. **Incoming server:**
    - i. If it says “**IMAP Account**” near the top
      1. **imap.xplornet.com : 993**
        - a. If necessary, click **Override default port** to change the port number to **993**
      2. **User SSL to connect (recommend): checked**
    - ii. If it says “**POP Account**” near the top
      1. **pop.xplornet.com : 995**
        - a. If necessary, click **Override default port** to change the port number to **995**
      2. **User SSL to connect (recommend): checked**
  - d. **Outgoing server: smtp.xplornet.com : 465**
    - i. If necessary, click **Override default port** to change the port number to **465**
    - ii. **User SSL to connect (recommend): checked**

4. Close **Accounts**

The settings are also found [here](#).