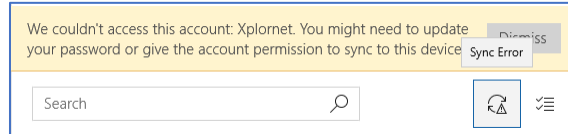


Xplornet Email in the Windows 10 Mail App

Changing your Email Settings

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...”.

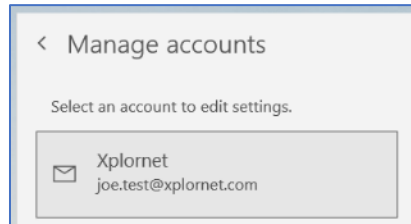


If so, click **Dismiss**

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

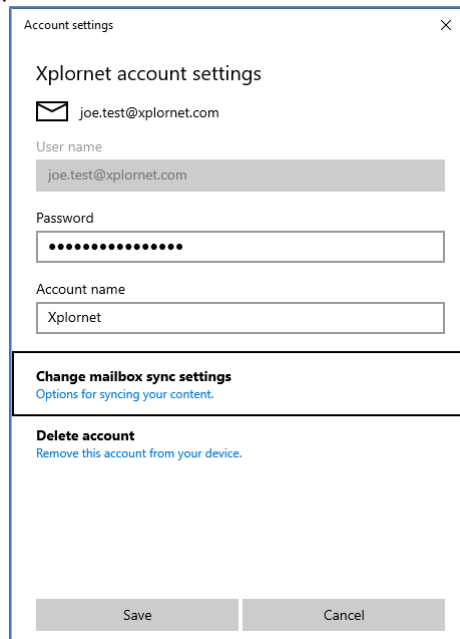


2. At the bottom of the left navigation pane, select **Settings** (gear icon), and then choose **Manage Accounts**.



3. Select your email address.

- a. Verify that your **User name** is your **full email address**, including the portion after the @ symbol
 - i. If not, you will need to remove this account from your computer by clicking “Delete account” and add it again as a new account (see our [Email set-up guides](#))
- b. **Password**: enter your email password



- c. Click **Change mailbox sync settings**

4. Select **Advanced mailbox settings**

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

- 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](#)
- Buttons: Done, Cancel

5. Scroll down to the **Sync options** section. Verify the following settings, and change them if necessary:

- Incoming email Server**
 - If it currently contains 143 or 993 (it is using IMAP): **imap.xplornet.com:993:1**
 - If it currently contains 110 or 995 (it is using POP): **pop.xplornet.com:995:1**
 - If it currently contains different numbers than above or no numbers: **incoming.xplornet.com**
- Outgoing (SMTP) email Server: smtp.xplornet.com:465:1**
- 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:

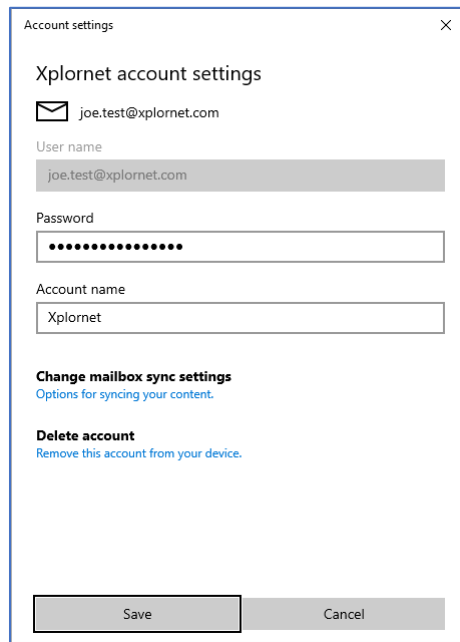
- Xplornet sync settings**
- Send your messages using this name: Joe Suzuki
- Sync options**
- Email: On
- Incoming email server: imap.xplornet.com:993:1
- Outgoing (SMTP) email server: smtp.xplornet.com:465:1
- Outgoing server requires authentication
- Use the same user name and password for sending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

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

- Xplornet sync settings**
- Send your messages using this name: Joe Suzuki
- Sync options**
- Email: On
- Incoming email server: pop.xplornet.com:995:1
- Outgoing (SMTP) email server: smtp.xplornet.com:465:1
- 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

- Click **Done** when finished

6. Click **Save**



The image shows a dialog box titled "Account settings" with a close button (X) in the top right corner. The main heading is "Xplornet account settings". Below this, there is an email icon followed by the text "joe.test@xplornet.com". Underneath is a "User name" label and a text input field containing "joe.test@xplornet.com". This is followed by a "Password" label and a password input field with ten dots. Below that is an "Account name" label and a text input field containing "Xplornet". There are two sections of links: "Change mailbox sync settings" with a sub-link "Options for syncing your content.", and "Delete account" with a sub-link "Remove this account from your device.". At the bottom, there are two buttons: "Save" and "Cancel".

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