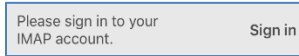


Xplornet Email on an Apple iOS Device using the Outlook App

Changing your Settings

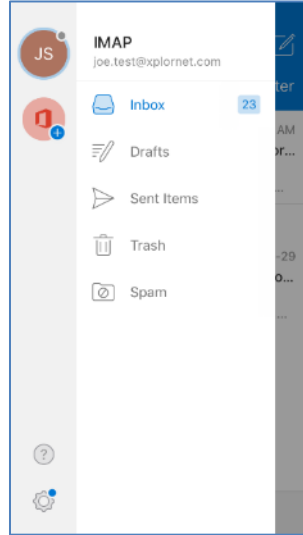
1. If Outlook detects a sync error and ask you to “Please sign in to your IMAP account”, tap **Sign in** and continue to **step 7**; otherwise continue with the next step



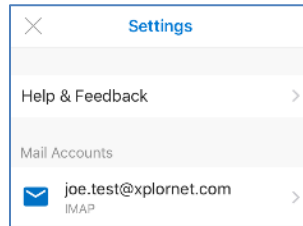
2. From your Home Screen or the appropriate folder, tap the **Outlook** icon



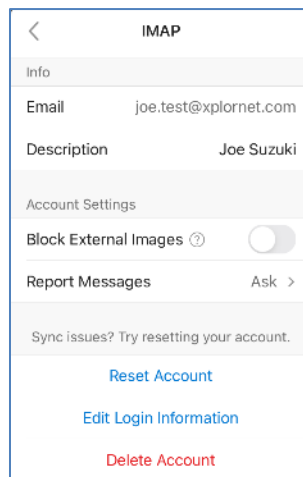
3. Tap your **initials** or profile pic in the upper left corner



4. Tap **Settings** (gear icon) at the bottom left



5. Tap your Xplornet **Mail Account**



6. Tap **Edit Login Information**

7. Tap **Use Advanced Settings**
8. Scroll down (if necessary) to **Incoming Mail Server**
 - a. If it's **IMAP**
 - i. **Hostname: imap.xplornet.com**
 - ii. **Port: 993**
 - iii. **Username: your full email address**, including the portion after the @ symbol
 - iv. **Password: your email password**
 - b. If it's **POP**
 - i. **Hostname: pop.xplornet.com**
 - ii. **Port: 995**
 - iii. **Username: your full email address**, including the portion after the @ symbol
 - iv. **Password: your email password**

9. Scroll down (if necessary) to **SMTP Outgoing Mail Server**
 - a. **SMTP Hostname: smtp.xplornet.com**
 - b. **SMTP Port: 465**
 - c. **SMTP Username: your full email address**, including the portion after the @ symbol
 - d. **SMTP Password: your email password**

10. Tap **Sign In**
11. Tap the < arrow in the top left corner

12. Close Settings by tapping the **X** in the top left corner

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