

Xplornet Email using Mac Mail

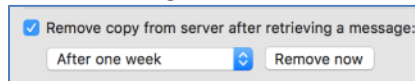
Adding the New Email Account

Connect to your new xplornet.com or xplornet.ca account via **IMAP** using Mac Mail (see <https://www.xplornet.com/support/troubleshooting/email-set-up-guides/>)

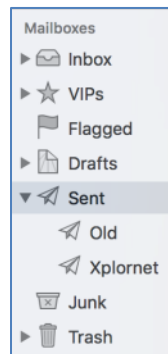
Moving Messages that Didn't Migrate

After the migration is complete, you may have some messages and folders that aren't in your new mailbox (i.e., they don't show up in the new account you just added above).

If you used **POP** to connect to your old mailbox (i.e., not IMAP), and Mail was set to “**Remove copy from server after retrieving a message**”, then any messages that are no longer on the server are only stored in Mail in your old account.



If you used **POP** to connect to your old mailbox (i.e., not IMAP), then all the messages in the **Sent** folder under your old account will not get migrated. You will need to copy or move these messages to the **Sent** folder in your new xplornet.com or xplornet.ca account (if you wish to keep them) after the migration. If you used IMAP, you don't need to copy or move these messages, as they will get migrated.



The best way to check for any messages and/or folders that don't get migrated is to compare what is on the server using **webmail** versus what is only in **Mac Mail**. Any messages that are in your old account in Mail but not in webmail should be copied or moved over to your new xplornet.com or xplornet.ca account in Mail (unless you don't wish to keep them).

- Note the following **folders**:
 - **Sent** in Mail is the same as **Sent Items** in webmail
 - **Junk** in Mail is the same as **Spam** in webmail

After the migration, connect to **webmail** using your new xplornet.com or xplornet.ca email address here: <https://mail.xplornet.com/>

A screenshot of the Xplornet webmail login page. The page has a blue header with the Xplornet logo. Below the header, there are input fields for "E-mail address / Courriel:" (with the example "terry.mckee@xplornet.ca" and "e.g. yourname@xplornet.com") and "Password / Mot de passe:" (with a masked password "*****" and the note "Password is case-sensitive. Le mot de passe tient compte des majuscules."). There are also checkboxes for "Shared computer / Ordinateur partagé:" (with the note "If checked, you will be logged out after 4 hours. Si coché, votre session sera déconnectée après 4 heures") and "Stay signed in / Conserver la session:" (with the note "If checked, this browser will log into webmail automatically until you logout. Si coché, ce navigateur se connectera automatiquement au courriel Web jusqu'à ce que vous vous déconnectez"). At the bottom, there is a "Login / Se connecter" button.

If you have messages or folders in your old account that aren't in webmail for your new xplornet.com or xplornet.ca mailbox, and you would like to keep them in your new mailbox, simply **select them** in Mail **and move them** to your new account **by dragging and dropping** them into the appropriate folder. Depending on the number of messages that you move, it may take several minutes to be uploaded.

- There may be **messages in the folders under your old account**, plus there may be **messages under "On My Mac"**. Check them both and move the messages that you'd like to keep.
- You can select all messages in a folder by **selecting the folder name**, then click **Edit, Select All**, then drag those messages to the desired folder in the new account
- If you have any "On My Mac" folders that you wish to have in your new mailbox, you first need to create a folder (called a mailbox here) in the new account "Location" (**Mailbox, New Mailbox...**), and then move or copy the messages over to the new folder using the steps above. For any additional folders, you can simply drag and drop it under the new account and it will copy the folder and all its messages.

Any messages and/or folders that you have copied or moved to your new xplornet.com or xplornet.ca account using the steps above will also show on the server in webmail.