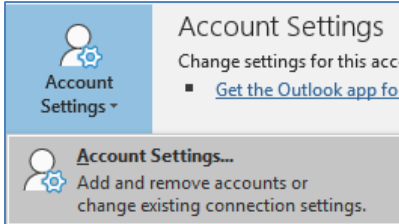


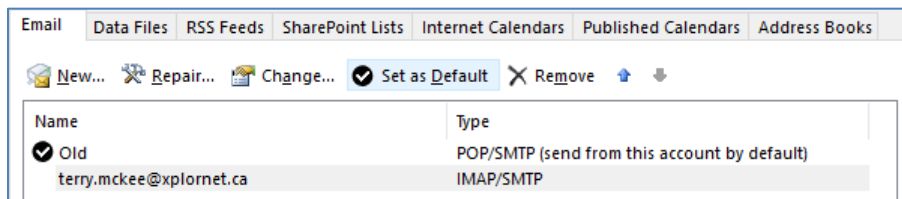
Xplornet Email using Outlook 2010/2013/2016/2019/365 for Windows

Adding the New Email Account

1. Connect to your new xplornet.com or xplornet.ca account via **IMAP** using Outlook (see <https://www.xplornet.com/support/troubleshooting/email-set-up-guides/>)
2. If you didn't set the new account as the **Default** email account when you were adding it:
 - a. Go to **File > Account Settings > Account Settings**



- b. Select your new xplornet.com or xplornet.ca Account under **Name**, (typically your email address), and click “**Set as Default**” above

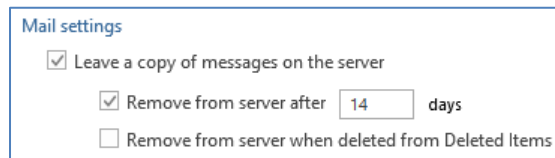


- c. Click **Close**

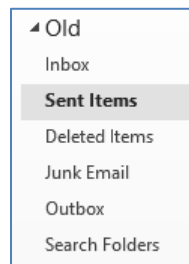
Moving Messages that Didn't Migrate

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 if Outlook was not set to “**Leave a copy of messages on the server**”, either at all or only for 14 days, then any messages that are no longer on the server are only stored in Outlook 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 Items** folder under your old account will not get migrated. You will need to copy or move these messages to the **Sent Items** 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 **Outlook**. Any messages that are in your old account in Outlook but not in webmail should be copied or moved over to your new xplornet.com or xplornet.ca account in Outlook (unless you don't wish to keep them).

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



The screenshot shows the XPLORNET webmail login interface. At the top is the XPLORNET logo. Below it, there are three main sections: 1. Email address: 'E-mail address / Courriel' with a text box containing 'terry.mckee@xplornet.ca' and a placeholder 'e.g. yourname@xplornet.com'. 2. Password: 'Password / Mot de passe' with a masked password field and a note: 'Password is case-sensitive / Le mot de passe tient compte des majuscules.' 3. Session options: Two checkboxes. The first is 'Shared computer / Ordinateur partagé' with a note: 'If checked, you will be logged out after 4 hours / Si coché, votre session sera déconnectée après 4 heures'. The second is 'Stay signed in / Conserver la session' with a 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 center is a 'Login / Se connecter' button.

- If you have messages or folders in your old account that you would like to keep in your new xplornet.com or xplornet.ca account, simply **select them and move them** to your new account **by dragging and dropping** them into the appropriate folder. If you don't wish to move them, but only **copy** them, hold down the **Ctrl** key while you drag and drop the messages. You can also select the message(s) and use the **Move** button in the ribbon at the top. Depending on the number of messages that you move or copy, it may take several minutes to be uploaded.
 - Note: some POP **folders** in the old account may be named differently in the new account, such as:
 - **Deleted Items** in POP is the same as **Trash** in the new account, plus in webmail
 - **Junk Email** in POP is the same as **Spam** in the new account, plus in webmail
- You can even **drag a folder** from the old account or an Outlook Data File and drop it in the new account, and it will move that folder over to the new account, along with all of the messages in that folder

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.