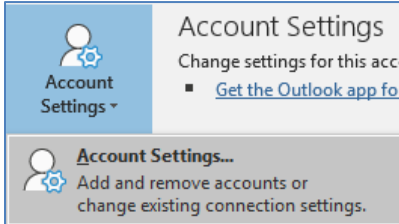


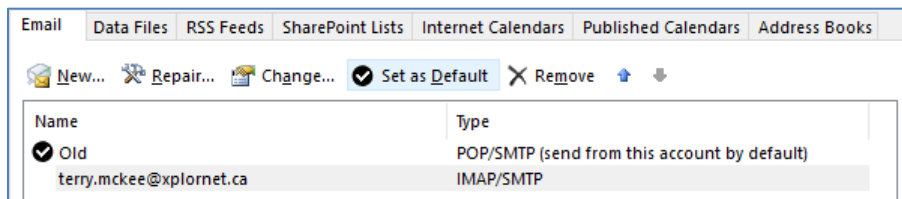
Xplornet Email using Outlook 2010/2013/2016/2019/365 for Windows

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

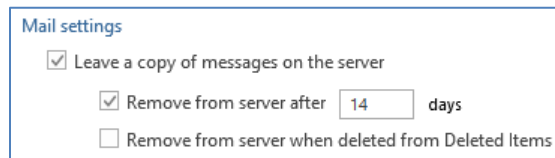


- c. Click **Close**

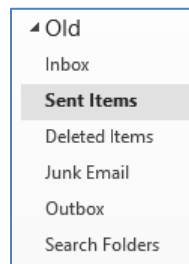
Moving Messages that Didn't Migrate

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 image shows the XPLORNET webmail login interface. At the top, there is a blue header with the XPLORNET logo and name. Below the header, there are two input fields: 'E-mail address / Courriel' containing 'terry.mckee@xplornet.ca' and 'Password / Mot de passe' with a masked password of ten dots. There are two radio button options: 'Shared computer - log me out after 4 hours / Ordinateur partagé - déconnectée après 4 heures' (selected) and 'Keep me logged in until I log out / Restez connecté(e)'. At the bottom, there is a blue button labeled 'Login / Se connecter'.

- 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.