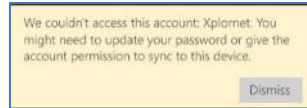


Xplornet Email in the Outlook Mail App on a Windows 10 Mobile Device

Changing your Settings

You might see a message like “Your account settings are out of date” or “We couldn’t access this account”:

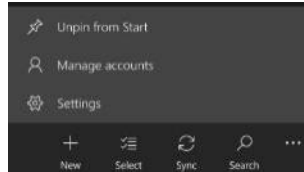


If so, tap **Dismiss**

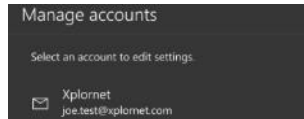
1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



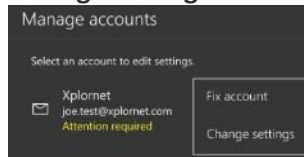
2. At the bottom right of the screen, tap the ellipsis (...), and then tap **Manage Accounts**.



3. Select your email address.



- a. If it shows **Attention required**, then tap **Change Settings** after selecting you email address

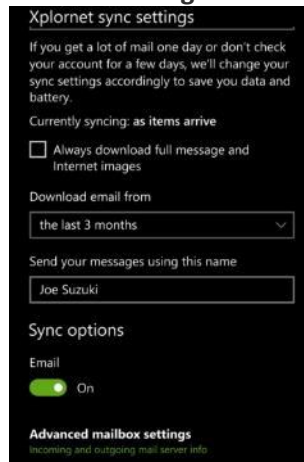


- b. Verify that your **User name** is your **full email address**, including the portion after the @ symbol
 - i. If not, you will need to remove this account from your device by tapping “Delete account” and add it again as a new account (see “[Add a new email account](#)”)
- c. **Password**: enter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



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

4. Scroll down (if necessary) and select **Advanced mailbox settings**



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

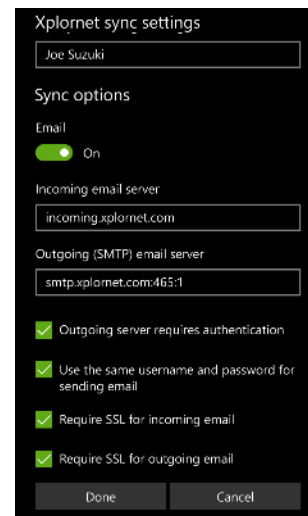
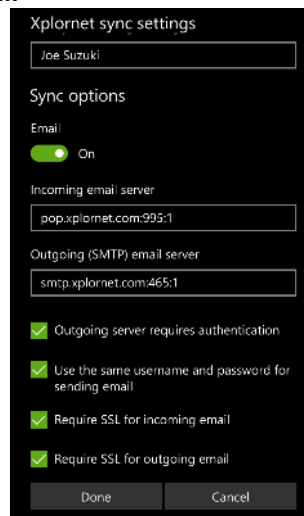
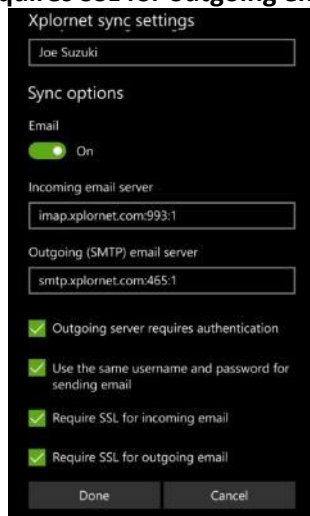
a. **Incoming email Server**

- i. If it currently contains 143 or 993 (it is using IMAP): **imap.xplornet.com:993:1**
- ii. If it currently contains 110 or 995 (it is using POP): **pop.xplornet.com:995:1**
- iii. If it currently contains different numbers than above or no numbers: **incoming.xplornet.com**

b. **Outgoing (SMTP) email Server: smtp.xplornet.com:465:1**

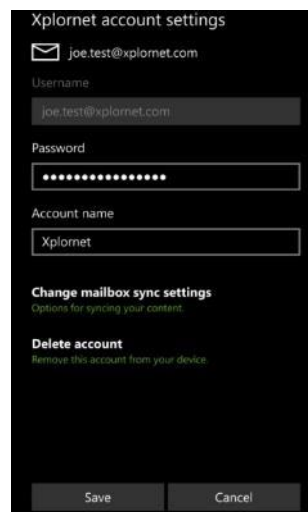
c. Verify that the following four boxes are checked:

- **Outgoing server requires authentication**
- **Use the same user name and password for sending email**
- **Requires SSL for incoming email**
- **Requires SSL for outgoing email**



d. Click **Done** when finished

6. Click **Save**



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