Xplornet Email on an Apple iOS 15 Device

Adding a new email account to your iOS 15 device to use with the Mail app:

- 1. From your Home Screen or the appropriate folder, tap the Settings icon
- 2. Scroll down and tap Mail Settings Mail Under Mail, tap Accounts 3. Settings Mail ALLOW MAIL TO ACCESS 🛐 🛛 Siri & Search Notifications Cellular Data 13 > Accounts 4. Under Accounts, tap Add Account Mail Accounts ACCOUNTS iCloud iCloud Drive, Notes, News, Photos Add Account 5. Choose Other Accounts Add Account iCloud Microsoft Exchange Google yahoo! Aol. Outlook.com Other 6. Under Add Account, tap Add Mail Account Add Account Add Account MAIL Add Mail Account
- 7. Enter your **Name** as you want it to appear in the "From" section when sending email
- 8. Enter your full Email address, including the portion after the @ symbol (e.g., terry.mckee@xplornet.ca)
- 9. Enter your email Password
- 10. Enter whatever you like in the Description field, or keep the auto populated value

Cancel	New Account	Next
Name	Terry McKee	
Email	terry.mckee@xplornet.ca	
Password		
Description	Xplornet	

11. Tap **Next**

- 12. If you entered your email address and/or password incorrectly, or if it can't determine your settings automatically, it require you to enter the incoming and outgoing mail server settings; otherwise it will continue at step 13:
 - a. Leave **IMAP** selected (on the left) POP is an option but is <u>not</u> recommended
 - b. Verify that your full email address is correct in the Email field

Cancel	New Account	Next
IMAP	PC	OP
Name	Terry McKee	
Email	terry.mckee@xplo	rnet.ca
Description	Xplornet	
INCOMING MA	IL SERVER	
Host Name	imap.xplornet.co	m
User Name	terry.mckee@xplornet.ca	
Password		
OUTGOING M/	AIL SERVER	
Host Name	smtp.xplornet.c	om
User Name	terry.mckee@xplo	ornet.ca
Password		

- c. Enter the Incoming Mail Server Host Name as imap.xplornet.com
- d. Enter your full email address as the User Name
- e. Enter your email Password (if necessary)
- f. If necessary, scroll down to see the Outgoing Mail Server settings
- g. Enter the Outgoing Mail Server Host Name as smtp.xplornet.com
- h. Enter your full email address as the User Name
- i. Enter your email **Password** (if necessary)
- j. Tap **Next** at the top

13. You can choose to sync Notes as well or leave it unselected (optional)

			-
Car	ncel	IMAP	Save
	Mail		
	Notes		O

14. Tap **Save**

- 15. Under Accounts, tap the one you just added (either by email address or the description you entered)
- 16. Under IMAP, tap the Account email address

< Acc	counts Xplornet	
IN AD		
IMAP		
Acco	unt terry.mckee@xplornet.c	a >
	Mail	\bigcirc
	Notes	
	Delete Account	

17. Verify that the Incoming Mail Server Host Name is imap.xplornet.com, and correct it if not

Cancel	Account	Done		
IMAP ACCOUN	T INFORMATION			
Name	Terry McKee			
Email	terry.mckee@	xplorn >		
Description	Xplornet			
INCOMING MAIL SERVER				
Host Name	imap.xplornet	.com		
User Name	terry.mckee@x	plornet.ca		
Password				
OUTGOING MAIL SERVER				
SMTP	smtp.xplo	rnet.com >		

- 18. Scroll down (if necessary) and tap SMTP
- 19. Tap the **Primary Server**

< Account	SMTP		
PRIMARY SERVER			
smtp.xplornet.	.com	On	>

- 20. Verify that the Outgoing Mail Server Host Name is smtp.xplornet.com, and correct it if not
- 21. Verify that Use SSL is enabled (green), and enable it if not



22. Change that the Server Port to 465 (587 will work, but 465 is recommended)

23. Tap Done

24. Tap < Account at the top

Account	SMTP	
PRIMARY SERVE	R	
smtp.xplorne	t.com	On >

25. Scroll down to the bottom and tap Advanced

Cancel	Account	Done
Description	Xplornet	
INCOMING MA	IL SERVER	
Host Name	imap.xplornet.c	com
User Name	terry.mckee@xpl	ornet.ca
Password		
OUTGOING MA	IL SERVER	
SMTP	smtp.xplorr	net.com >
Advanced		>

- 26. Under Mailbox Behaviors, tap each of Drafts Mailbox, Sent Mailbox and Deleted Mailbox, and verify that there is a checkmark against the appropriate folder under On The Server (not On My [iOS device]) and correct if necessary:
 - a. Drafts Mailbox: Drafts
 - b. Sent Mailbox: Sent Items
 - c. Deleted Mailbox: Trash

Account Advance	d
MAILBOX BEHAVIORS	
Drafts Mailbox	Drafts >
Sent Mailbox	Sent Items >
Deleted Mailbox	Trash >
Archive Mailbox	>
MOVE DISCARDED MESSAG	ES INTO:
Deleted Mailbox	~
Archive Mailbox	

27. Tap < Advanced at the top after each Mailbox Behavior is verified

Advanced	Advanced	< Advanced
ON MY IPHONE	ON MY IPHONE	ON MY IPHONE
Drafts	🛷 Sent	前 Trash
ON THE SERVER	ON THE SERVER	ON THE SERVER
🖂 Inbox	🖂 Inbox	🖂 Inbox
🕒 Drafts 🗸	Drafts	Drafts
🚿 Sent Items	🛛 Sent Items 🗸	🚽 Sent Items
🔟 Trash	Trash	🕅 Trash 🗸
🗵 Spam	Spam	👿 Spam

28. Scroll down and verify that Use SSL is enabled (green), and enable it if not

Account Advanced			
DELETED MESSAGES			
Remove	After one week >		
INCOMING SETTINGS			
Use SSL			
Authentication	Password >		
IMAP Path Prefix /			
Server Port 993			
S/MIME			
Sign	No >		
Encrypt by Default	No >		

- 29. Verify that the Server Port is 993 and correct if not
- 30. Tap < Account at the top
- 31. Tap **Done**

Your email account is now ready for use on your iOS device.

To Sync your Webmail Address Book Contacts to your iOS device

- 1. From your Home Screen or the appropriate folder, tap the Settings icon
- 2. Scroll down and tap Contacts
- 3. Under Contacts, tap Accounts

Settings	Contacts	
ALLOW CONTA	CTS TO ACCESS	
Siri & S	Search	>
Accounts		>

Settings

Contacts

4. Under Accounts, tap Add Account

Contacts	Accounts	
ACCOUNTS		
iCloud iCloud Drive, N	otes, News, Photos	>
Xplornet Mail		>
Add Accour	nt	>

5. Choose Other

Accounts Add Account
lCloud
Microsoft Exchange
Google
yahoo!
Aol.
Outlook.com
Other

6. Under Contacts, tap Add CardDAV Account

<	Add Account Add	Account	
	MAIL		
	Add Mail Account	>	
	CONTACTS		
	Add L DAP Account	<u>,</u>	
	Add CordDA)/ Accord		
_	Add Calubay Acco		_

7. For Server enter mail.xplornet.com

Cancel	CardDAV	Next
Server	mail.xplornet.com	
User Name	terry.mckee@xplorne	t.ca
Password		
Description	mail.xplornet.com	

- 8. For User Name enter your full email address
- 9. For Password enter your email password
- 10. Enter whatever you like in the Description field. It will be auto-populated with what was entered in the Server field
- 11. Tap Next
- 12. If it asks you "What would you like to do with existing local contacts" tap Keep on My [iOS device]



If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

1. From your Home Screen or the appropriate folder, tap the Settings icon



2. Scroll down and tap Contacts

3. Tap Default Account

Set	tings	
Contacts		>
Settings Con	tacts	
ALLOW CONTACTS TO	ACCESS	
Siri & Search		>
Accounts	2	>
Sort Order	Last, First	Z
Display Order	First, Last	5
Short Name		2
My Info		>
Default Account	On My iPhone	>

4. Tap your **Contacts** account (either by the Description you have for it, or "My CardDAV Account" if you left the Description blank)

< Back	Default Account	
mail.xplornet.com		
On My iPhone		

To Sync your Webmail Calendar to your iOS device

- 1. From your Home Screen or the appropriate folder, tap the Settings icon
- 2. Scroll down and tap Calendar
- 3. Under Calendar, tap Accounts
- 4. Under Accounts, tap Add Account

Settings	
Calendar	>
Settings Calendar	
ALLOW CALENDAR TO ACCESS	
Siri & Search	\rightarrow

12

Accounts

Calendar	Accounts	
ACCOUNTS		
iCloud iCloud Drive, N	otes, News, Photos	>
Xplornet Mail		>
Add Accoun	t	>

5. Choose Other

Accounts Add Account
iCloud
Microsoft Exchange
Google
yahoo!
Aol.
Outlook.com
Other

6. Under Calendars tap Add CalDAV Account

Add Account Add Account	
U.M.	
MOL	
Add Mail Account	>
CONTACTS	
Add LDAP Account	>
Add CardDAV Account	\rightarrow
CALENDAHS	
Add CalDAV Account	\rightarrow

7. For Server enter mail.xplornet.com

Cancel	CalDAV	Next
Server	mail.xplornet.com	
User Name	terry.mckee@xplorne	et.ca
Password		
Description	mail.xplornet.com	

- 8. For User Name enter your full email address
- 9. For Password enter your email password
- 10. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field 11. Tap **Next**

Cano	cel	CalDAV	Save
	Calen	dars	
	Remir	nders	

12. Tap **Save**

Changing your Email Password

If you **changed your email password** in <u>webmail</u> or <u>MyXplornet</u>, you will need to change it in Settings to match the new password.

For your email account in the Mail app:

You may get error messages like "Cannot Get Mail" or "Cannot Send Mail":

Cannot Get Mail Xplornet is currently unavailable.		
ОК		
	Cannot S The user name "terry.mckee@ inco	Send Mail or password for explornet.ca* is rrect.
Updated Just Now Account Error: Xplornet. Details	ОК	Settings

If so, tap OK.

- 1. From your Home Screen or the appropriate folder, tap the **Settings** icon
- 2. Scroll down and tap Mail

3. Under Mail, tap Accounts

	Settings					
	Mail		>			
< Settin	igs	Mail				
ALL0	W MAIL TO ACCESS	5				
	Siri & Search		>			
8	Notifications Barriers, Badges		>			
640	Cellular Data					
Acco	ounts		13 >			

4. Under Accounts, tap your Mail account (either by email address or the description you have for it)

🕻 Mail	Accounts	
ACCOUNTS		
iCloud iCloud Drive, No	tes, News, Photos	>
Xplornet Mail		>
mail.xplornet Calendars, Remi	inders	>
mail.xplornet	.com	>

5. Under IMAP (or POP, if your account was previously setup that way), tap the Account email address

< Account	ts Xplornet	
IMAP		
Account	terry.mckee@xplornet.ca	

6. Under Incoming Mail Server, enter the new Password you set in webmail or MyXplornet

Cancel	Account	Done
IMAP ACCOUN	T INFORMATION	
Name	Terry McKee	
Email	terry.mckee@xp	lorn >
Description	Xplornet	
INCOMING MA	IL SERVER	
Host Name	imap.xplornet.co	m
User Name	terry.mckee@xplo	rnet.ca
Password		
OUTGOING MA	ALL SERVER	
SMTP	smtp.xplorne	et.com >

- 7. Scroll down (if necessary) and tap SMTP
- 8. Tap the **Primary Server**

Account	SMTP	
PRIMARY SERVE	ER	
smtp.xplorne	et.com	On >

9. Under Outgoing Mail Server, enter the new Password you set in webmail or MyXplornet

,	
Cancel smtp.xplornet.c	com Done
Server	
OUTGOING MAIL SERVER	
Host Name smtp.xplorn	et.com
User Name terry.mckee@	xplornet.ca
Password	
Use SSL	
Authentication	Password >
Server Port 465	

10. Tap Done

11. Tap **< Account** at the top

Account	SMTP	
PRIMARY SERVER		
smtp.xplornet	.com	On >

12. Tap Done

For your sync'd Webmail Contacts:

It should prompt you for your new password with: Password Incorrect

Enter the password for the CardDAV account "mail.xplornet.com"

iC	Password I	ncorrect	2
E M	Enter the password account "mail.x	for the CardDAV plornet.com"	>
M	Password		>
P M	Cancel	ок	2

If it doesn't prompt you for your new password, follow these steps:

1. From your Home Screen or the appropriate folder, tap the Settings icon

2.	Scroll	down	and	tap	Contacts

3. Under Contacts, tap Accounts

Settings	
Contacts	
Settings Contacts	
ALLOW CONTACTS TO ACCES	s
💦 Siri & Search	

<

4. Under **Accounts**, tap your **Contacts** account (either by the Description you have for it or "My CardDAV Account" if you left the Description blank)

Contacts Accounts	
ACCOUNTS	
iCloud iCloud Drive, Notes, News, Photos	>
Xplornet Mail	>
mail.xplornet.com Calendars, Reminders	>
mail.xplornet.com Contacts	>

5. Enter the new Password you set in webmail or MyXplornet and then tap Done



a. If you entered the password incorrectly, it will give error "CardDAV account verification failed":



- b. Tap OK, and try entering the correct password again
- 6. It will return to Accounts once changed successfully

For your sync'd Webmail Calendar:

It should prompt you for your new password with:

Password Incorrect

Enter the password for the CalDAV account "mail.xplornet.com"



If it doesn't prompt you for your new password, follow these steps:

1. From your Home Screen or the appropriate folder, tap the Settings icon

2	Scroll down	and tan	Calondar
۷.		and tap	Calenual

3. Under Calendar, tap Accounts

Settings				
Calendar	>			
Settings Calendar				
ALLOW CALENDAR TO ACCESS				
Siri & Search	>			
Accounts	12 >			

4. Under **Accounts**, tap your **Calendar** (or **Calendars**, **Reminders**) account (either by the Description you have for it or "My CalDAV Account" if you left the Description blank)

Calendar Accounts	
ACCOUNTS	
iCloud iCloud Drive, Notes, News, Photos	>
Xplornet Mail	>
mail.xplornet.com Calendars, Reminders	>
mail.xplornet.com Contacts	>

5. Tap your Account under CALDAV

Accounts	mail.xplornet.com	
CALDAV		
Account	terry.mckee%40xplornet.ca >	

6. Enter the new Password you set in webmail or MyXplornet and then Tap Done

Cancel	CalDAV	Done
Server	mail.xplornet.com	1
User Name	terry.mckee@xplorr	net.ca
Password		
Description	mail.xplornet.com	ı

a. If you entered the password incorrectly, it will give error "CalDAV account verification failed":



- b. Tap **OK**, and try entering the correct password again
- 7. It will return to CALDAV screen once changed successfully

Your password is now changed to match what you set it to in webmail or MyXplornet.