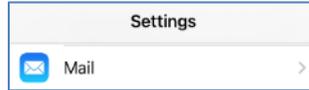<u>**Xplornet Email on an Apple iOS 15 Device**</u>

<u>**Adding a new email account to your iOS 15 device to use with the Mail app:**</u>

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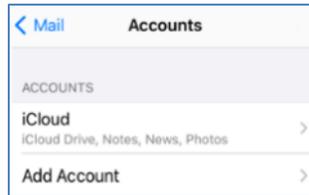
2. Scroll down and tap **Mail**
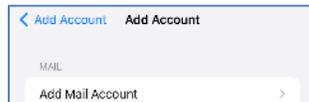
3. Under **Mail**, tap **Accounts**

4. Under **Accounts**, tap **Add Account**

5. Choose **Other**

6. Under **Add Account**, tap **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

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

    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)
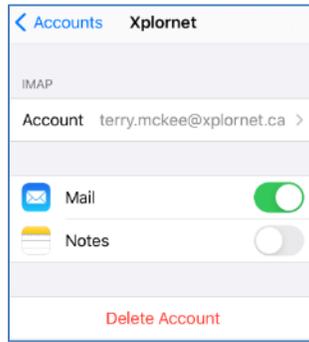   j. Tap **Next** at the top
13. You can choose to sync **Notes** as well or leave it unselected (optional)
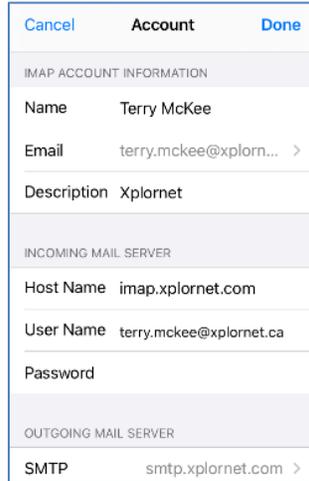

14. Tap **Save**
15. Under **Accounts**, tap the one you just added (either by email address or the description you entered)
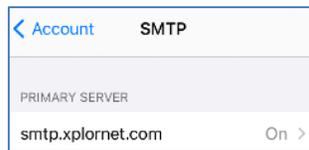16. Under **IMAP**, tap the **Account email address**

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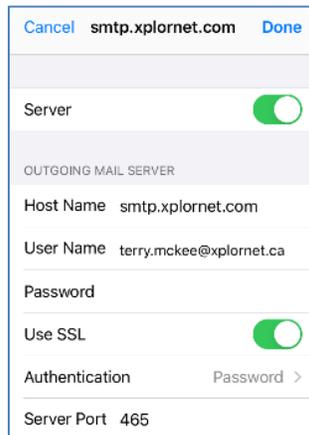

18. Scroll down (if necessary) and tap **SMTP**
19. Tap the **Primary Server**

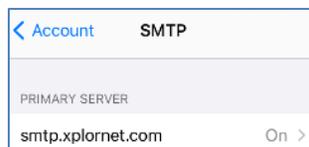20. Verify that the **Outgoing Mail Server Host Name** is **smtp.xplornet.com**, and correct it if not
21. Verify that **Use SSL** is **enabled** (**green**), and enable it if not

22. Change that the **Server Port** to **465** (587 will work, but 465 is **recommended**)
23. Tap **Done**
24. Tap **< Account** at the top

25. Scroll down to the bottom and tap **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** (<u>not</u> On My [iOS device]) and correct if necessary:
    a. Drafts Mailbox: **Drafts**
    b. Sent Mailbox: **Sent Items**
    c. Deleted Mailbox: **Trash**

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

28. Scroll down and verify that **Use SSL** is **enabled** (**green**), and enable it if not
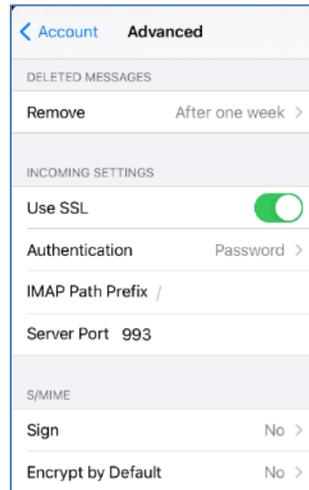
29. Verify that the **Server Port** is **993** and correct if not
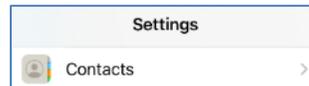30. Tap **< Account** at the top
31. Tap **Done**

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

To Sync your Webmail Address Book Contacts to your iOS device

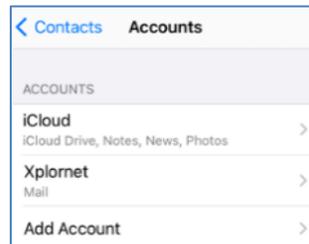1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Contacts**

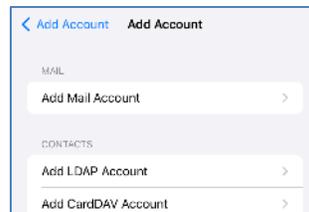3. Under **Contacts**, tap **Accounts**
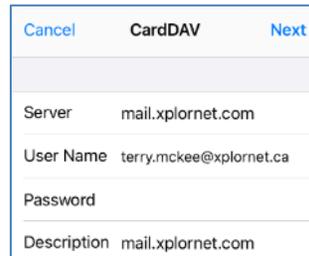

4. Under **Accounts**, tap **Add Account**

5. Choose **Other**

6. Under **Contacts**, tap **Add CardDAV Account**

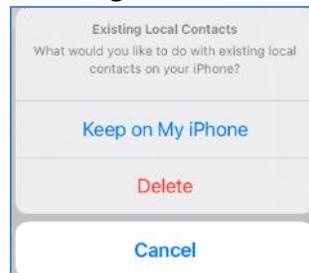7. For **Server** enter **mail.xplornet.com**

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]**
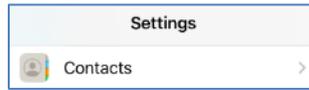

If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

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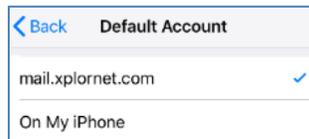
2. Scroll down and tap **Contacts**

3. Tap **Default Account**

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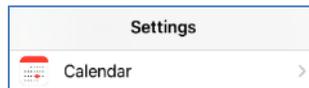

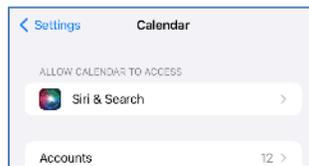**To Sync your <u>Webmail</u> Calendar to your iOS device**

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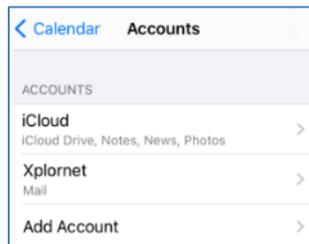

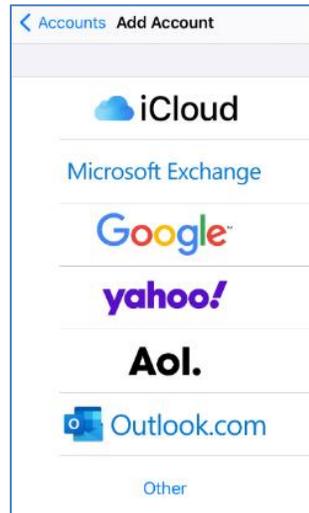2. Scroll down and tap **Calendar**
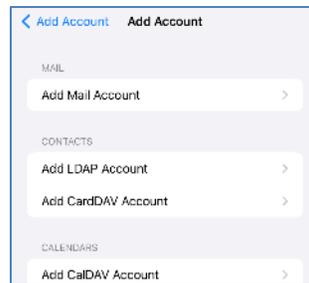

3. Under **Calendar**, tap **Accounts**

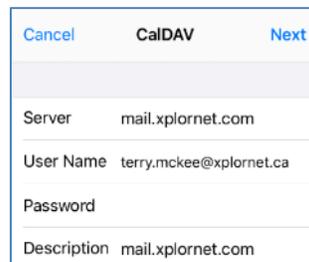4. Under **Accounts**, tap **Add Account**

5. Choose **Other**

6. Under **Calendars** tap **Add CalDAV Account**

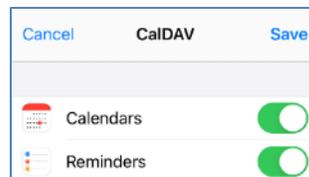7. For **Server** enter **mail.xplornet.com**

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
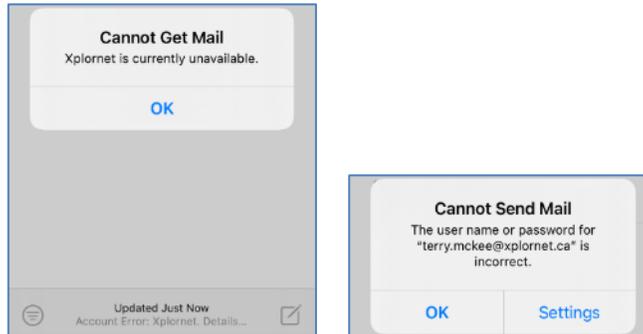11. Tap **Next**

12. Tap **Save**

Changing your Email Password

If you **changed your email password** in webmail or MyXplornet, 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":
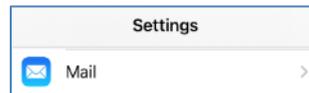

If so, tap **OK**.

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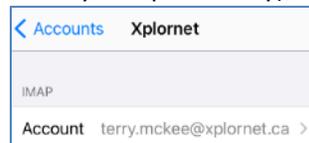

2. Scroll down and tap **Mail**
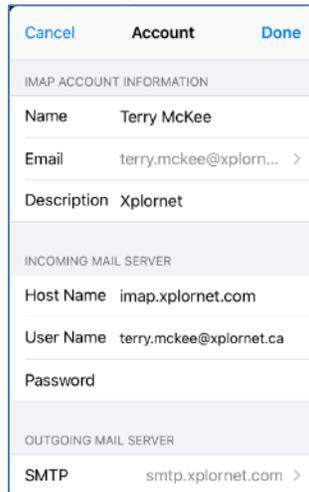

3. Under **Mail**, tap **Accounts**

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

5. Under **IMAP** (or POP, if your account was previously setup that way), tap the **Account email address**
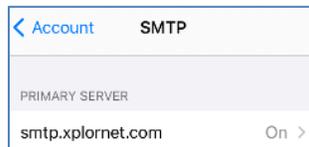
6. Under **Incoming Mail Server**, enter the new **Password** you set in webmail or MyXplornet
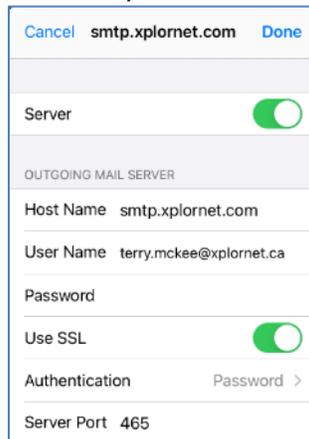

7. Scroll down (if necessary) and tap **SMTP**
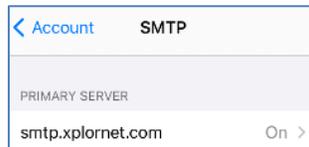8. Tap the **Primary Server**

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

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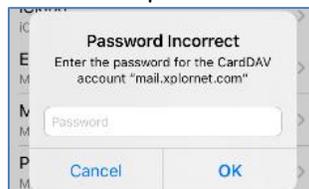11. Tap **< Account** at the top

12. Tap **Done**

For your **sync'd Webmail Contacts**:
It should prompt you for your new password with:
      Password Incorrect
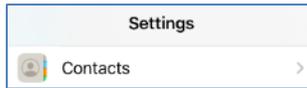   Enter the password for the **CardDAV** account "mail.xplornet.com"

Enter your new **Password** and tap **OK**

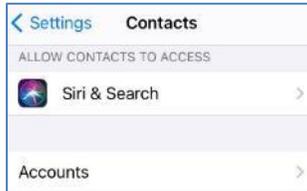If it doesn't prompt you for your new password, follow these steps:
1. From your Home Screen or the appropriate folder, tap the **Settings** icon
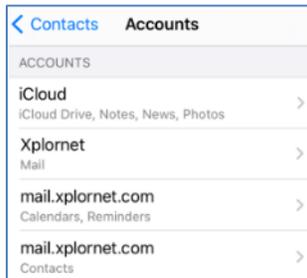
2. Scroll down and tap **Contacts**
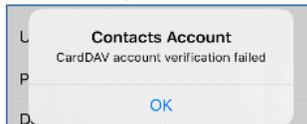
3. Under **Contacts**, tap **Accounts**

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)

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":

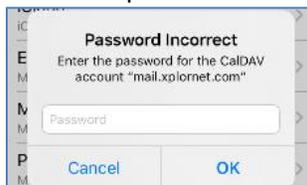   b. Tap **OK**, and try entering the correct password again
6. It will return to **Accounts** once changed successfully

For your **sync'd Webmail Calendar**:
It should prompt you for your new password with:
   Password Incorrect
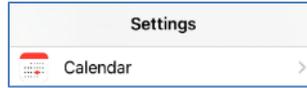   Enter the password for the **CalDAV** account "mail.xplornet.com"

Enter your new **Password** and tap **OK**

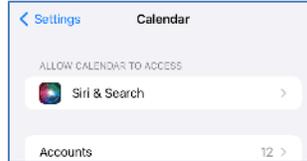If it doesn't prompt you for your new password, follow these steps:
1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Calendar**
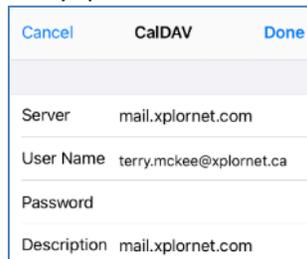
3. Under **Calendar**, tap **Accounts**

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)

5. Tap your **Account** under **CALDAV**

6. 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 "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.