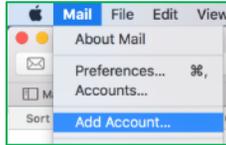


Set up Mail on an Apple computer running macOS

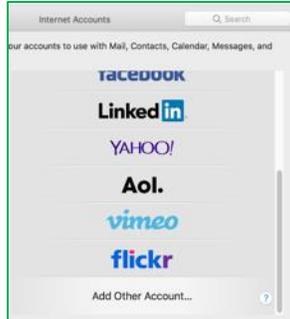
1. If you haven't already set up your email account, you're prompted to set it up when you first open **Mail**.



- a. If Mail doesn't take you to the "Choose a mail account to add..." screen, click **Mail, Add Account...**



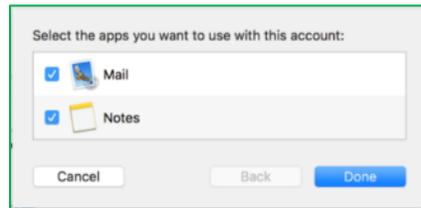
2. Scroll down to the bottom (if necessary) and click **Add Other Account...** from the list



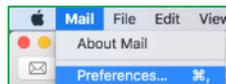
3. Then click **Mail Account**



4. Enter your **Name**, full **Email Address** and email **Password**, then click **Sign In**
5. Click **Done**



6. **Close** the **Internet Accounts** window
7. Click **Mail, Preferences**



8. Select the email account that you just setup
9. Go to the **Mailbox Behaviors** tab and verify the **Drafts**, **Sent**, **Junk** and **Trash** Mailboxes selected are **Drafts**, **Sent Items**, **Spam** and **Trash** respectively, and are from the **Xplore** account you just created (not "On My Mac")
10. Go to the **Server Settings** tab
 - a. Verify that the **Use Name** for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers** is your **full email address**
 - b. Verify that the **Incoming Mail Server (IMAP) Host Name** is **imap.xplore.net**
 - c. Verify that the **Outgoing Mail Server (SMTP) Host Name** is **smtp.xplore.net**
 - d. Uncheck "**Automatically manage connections settings**" for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers**
 - e. Change the **Incoming Mail Server (IMAP) Port** to **993**
 - f. Change the **Outgoing Mail Server (SMTP) Port** to **465**
 - g. Click **Save**
11. **Close** the **Accounts** window

Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplore](#), you will need to change it in Mail to match the new password.

Mail should prompt you for your new password with a “Can’t connect to the account” message

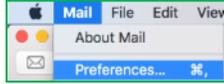
- Enter your new **Password** and click **OK**

It should also prompt you when you send a message from Mail (same “Can’t connect to the account” message, but this is for the outgoing SMTP server)

- Enter your new **Password** and click **OK**

If Mail doesn’t prompt you for your new password, follow these steps:

1. Click **Mail, Preferences**



2. Select your email account
3. Go to the **Server Settings** tab
4. Enter your new **Password** for both the **Incoming (IMAP)** and **Outgoing (SMTP) Mail Servers**
5. Click **Save**
6. **Close** the **Accounts** window