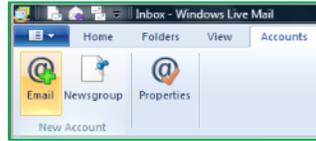


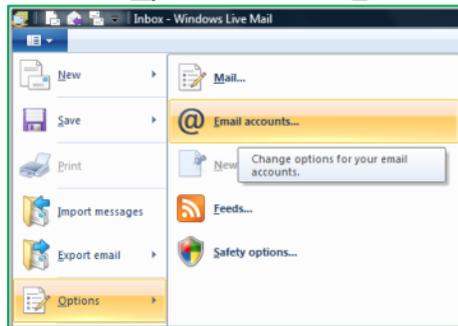
Xplore Email using Windows Live Mail 2011, 2012

Adding a New Email Account

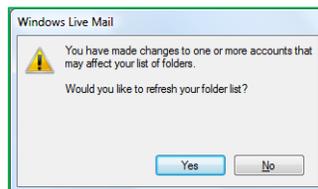
1. Open **Windows Live Mail (WLM)**
2. Click **Accounts**, then click on **@+ Email**



3. Enter your full **E-mail Address**, **Password** and **Display name**
4. Select **“Manually configure server settings”** and click **Next**
 - a. Set the **Server Type** to **IMAP** – POP is an option but is not recommended
 - b. Under **“Incoming server information”**, enter the **Server Address** as **imap.xplore.net**
 - c. Select the box for **“Requires a secure connection (SSL)”**
 - d. Change the **Logon User Name** to your **full email address**, including the portion after the @ symbol
 - e. Under **“Outgoing server information”**, enter the **Server Address** as **smtp.xplore.net**
 - f. Change the **Port** from 25 to **465**
 - g. Select the box for **“Requires a secure connection (SSL)”**
 - h. Check the box for **“Requires authentication”**
5. Click **Next**, then **Finish**
6. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



7. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**
8. Go to the **Servers** tab and click **Settings...** under **“Outgoing Mail Server”**
9. Select **“Use same settings as my incoming mail server”** and click **OK**
10. Go to the **IMAP** tab
 - a. Change the **“Deleted Items path”** from **“Deleted Items”** to **Trash**
 - b. Change the **“Junk path”** from **“Junk E-mail”** to **Spam**
 - c. Click **OK**
11. Click **Close**
12. Click **Yes** to **refresh your folder list**



Your email account is now ready for use in Windows Live Mail.

Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplore](#), you will need to change it in Windows Live Mail (WLM) to match the new password. You might even see a message like “Some errors occurred while processing the requested tasks” or “The server has rejected your login”.

WLM should prompt you for your new password when you receive a new message (note the **Logon Server** starts with **IMAP** – for incoming)

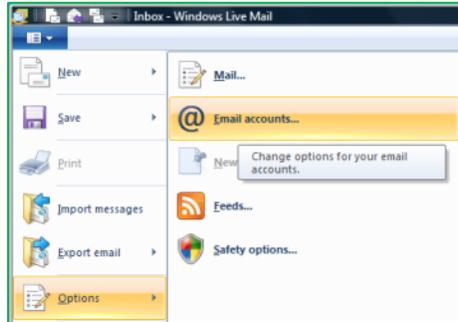
- Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

It might also prompt you when you send a message from WLM (note the **Logon Server** starts with **SMTP** – for outgoing)

- Enter your new **password**, check the box for “**Remember Password**” (unless you wish to enter it every time) and click **OK**.

If Windows Live Mail doesn't prompt you for your new password, follow these steps:

1. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



2. Select your new Account under **Mail**, (your email domain name after the @ sign, followed by your user name before the @ sign in brackets), and click **Properties**
3. Go to the **Servers** tab and enter the new **Password** that you set in webmail or MyXplore
4. Click **OK**, then **Close**

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