Xplore Email in the Windows 10 Mail App

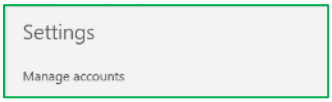
Changing your Email Settings

You might see a **Sync Error** (a triangle with an exclamation mark within a circle of arrows) and a message that says "We couldn't access this account. You might need to update your password…". If so, click **Dismiss**

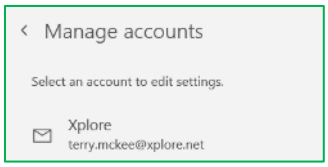
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.

2. At the bottom of the left navigation pane, select **Settings** (gear icon)

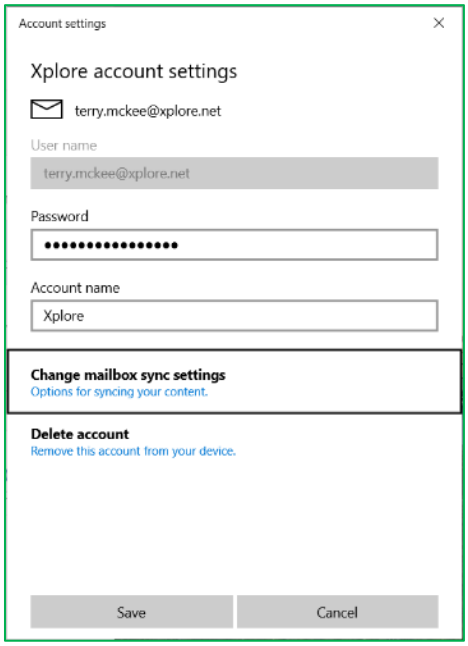
3. Choose **Manage Accounts**



4. Select your **email address**

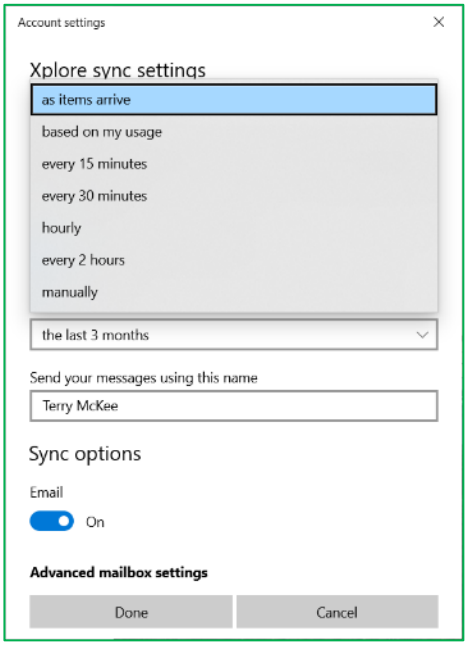


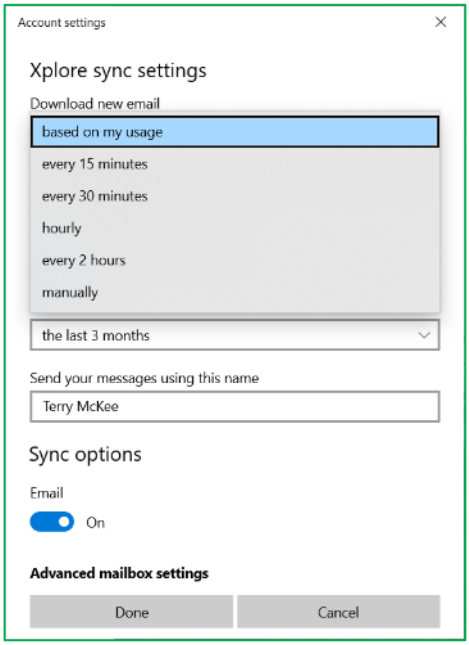
5. Verify that your **User name** is your **full email address**, including the portion after the @ symbol
    a. If not, you will need to remove this account from your computer by clicking "Delete account" and add it again as a new account (see "Add a new email account" on our website)
    b. **Password**: enter your email password



6. Click **Change mailbox sync settings**

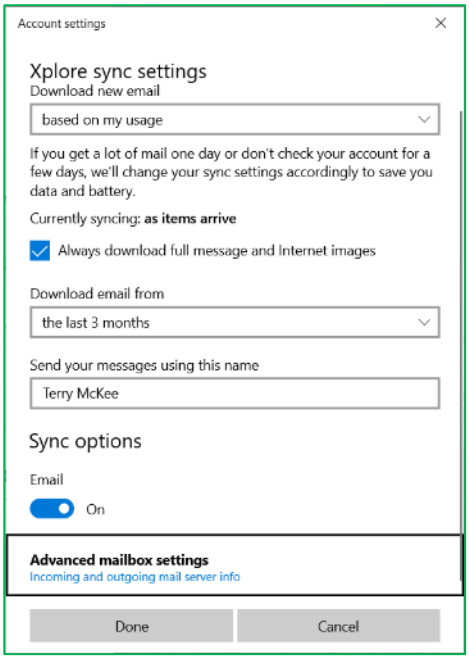
7. Click the dropdown under **Download new email**



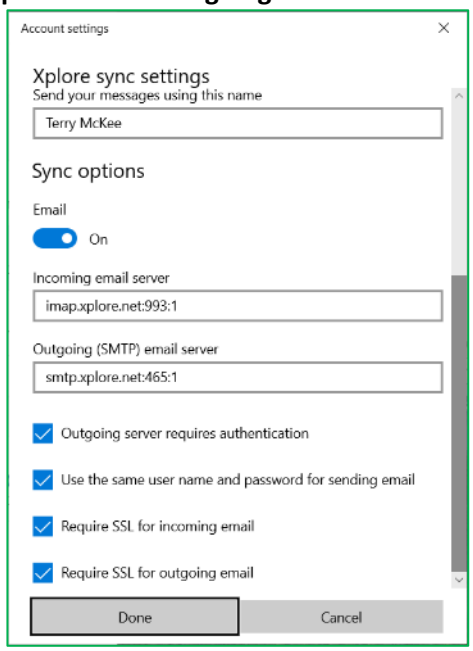


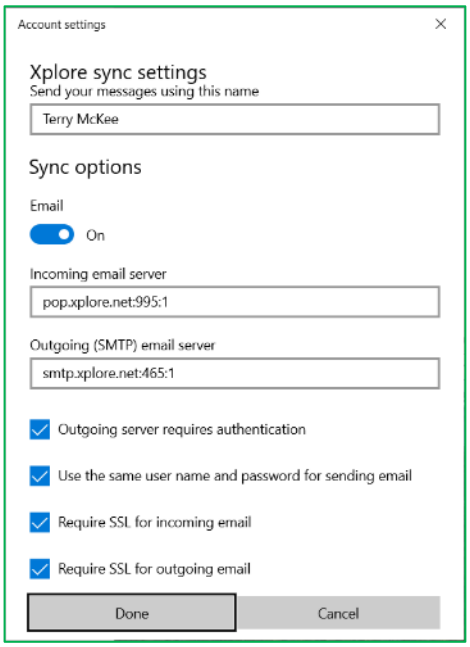
   a. If the top option is **as items arrive**, then it is using **IMAP**
   b. If the top option is **based on my usage**, then it is using **POP**

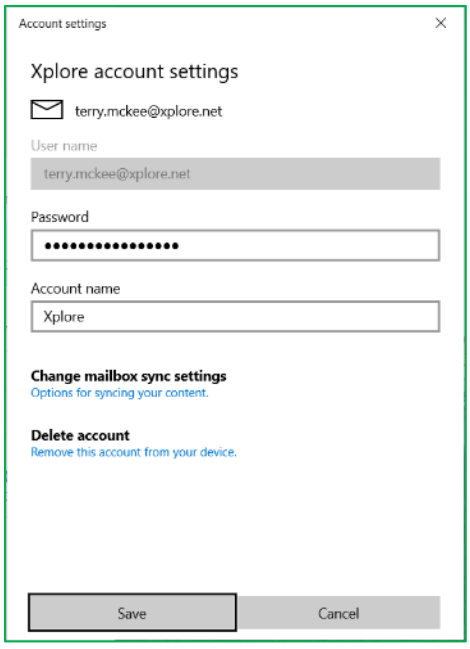
8. Select **Advanced mailbox settings**



9. Scroll down to the **Sync options** section. Verify the following settings, and change them if necessary:
    a. **Incoming email Server**
        i. If it is using **IMAP**: **imap.xplore.net:993:1**
        ii. If is using **POP**: **pop.xplore.net:995:1**
    b. **Outgoing (SMTP) email Server**: **smtp.xplore.net: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

10. Click **Save**