## 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.

|    | <b></b>   | ſail                                |
|----|---|-------------------------------------|
| 2. | At the bottom of the left navigation pane, select | ct <b>Settings 🍄</b> (gear icon)    |
|    |   |                                     |
| 3. | Choose Manage Accounts                            |                                     |
|    |   | Settings                            |
|    |   | Manage accounts                     |
| 4. | Select your <b>email address</b>                  |                                     |
|    |   | < Manage accounts                   |
|    |   | Select an account to edit settings. |
|    |   | Xplore<br>terry.mckee@xplore.net    |

- 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

| Account settings  | ×      |  |  |  |  |
|---|--------|--|--|--|--|
| Xplore account settings   |        |  |  |  |  |
| terry.mckee@xplore.net  |        |  |  |  |  |
| User name   |        |  |  |  |  |
| terry.mckee@xplore.net  |        |  |  |  |  |
| Password  |        |  |  |  |  |
| •••••   |        |  |  |  |  |
| Account name  |        |  |  |  |  |
| Xplore  |        |  |  |  |  |
| Change mailbox sync settings<br>Options for syncing your content. |        |  |  |  |  |
| Delete account<br>Remove this account from your device.           |        |  |  |  |  |
|   |        |  |  |  |  |
|   |        |  |  |  |  |
|   |        |  |  |  |  |
|   |        |  |  |  |  |
| Save  | Cancel |  |  |  |  |

6. Click Change mailbox sync settings

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

| count settings ×                   | Account settings ×                 |
|------------------------------------|------------------------------------|
| Xplore sync settings               | Xplore sync settings               |
| as items arrive                    | Download new email                 |
| based on my usage                  | based on my usage                  |
| every 15 minutes                   | every 15 minutes                   |
| every 30 minutes                   | every 30 minutes                   |
| hourly                             | hourly                             |
| every 2 hours                      | every 2 hours                      |
| manually                           | manually                           |
| the last 3 months V                | the last 3 months V                |
| iend your messages using this name | Send your messages using this name |
| Terry McKee                        | Тегту МсКее                        |
| ync options                        | Sync options                       |
| mail                               | Email                              |
| On On                              | On                                 |
| Advanced mailbox settings          | Advanced mailbox settings          |
|                                    |                                    |

- 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

| Account settings ×   |  |  |  |  |
|--|--|--|--|--|
| Xplore sync settings<br>Download new email   |  |  |  |  |
| based on my usage $\sim$   |  |  |  |  |
| If you get a lot of mail one day or don't check your account for a<br>few days, we'll change your sync settings accordingly to save you<br>data and battery. |  |  |  |  |
| Currently syncing: as items arrive   |  |  |  |  |
| Always download full message and Internet images   |  |  |  |  |
| Download email from  |  |  |  |  |
| the last 3 months $\sim$   |  |  |  |  |
| Send your messages using this name   |  |  |  |  |
| Теггу МсКее  |  |  |  |  |
| Sync options   |  |  |  |  |
| Email  |  |  |  |  |
| On   |  |  |  |  |
| Advanced mailbox settings<br>Incoming and outgoing mail server info  |  |  |  |  |
| Done Cancel  |  |  |  |  |

- 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

| Account settings   | ×   | Account settings   |
|--|-----|--|
| Xplore sync settings<br>Send your messages using this name | ^   | Xplore sync settings<br>Send your messages using this name |
| Terry McKee  |     | Terry McKee  |
| Sync options   |     | Sync options   |
| Email  |     | Email  |
| On On  |     | On On  |
| Incoming email server                                      | - 6 | Incoming email server                                      |
| imap.xplore.net:993:1                                      |     | pop.xplore.net:995:1                                       |
| Outgoing (SMTP) email server                               |     | Outgoing (SMTP) email server                               |
| smtp.xplore.net:465:1                                      |     | smtp.xplore.net:465:1                                      |
| ✓ Outgoing server requires authentication                  |     | ✓ Outgoing server requires authentication                  |
| ✓ Use the same user name and password for sending email    |     | Use the same user name and password for sending email      |
| ✓ Require SSL for incoming email                           |     | Require SSL for incoming email                             |
| ✓ Require SSL for outgoing email                           | ~   | Require SSL for outgoing email                             |
| Done Cancel  |     | Done Cancel  |

d. Click Done when finished

## 10. Click Save

| Account settings ×   |              |  |  |  |  |  |
|--|--------------|--|--|--|--|--|
| Xplore account settings  |              |  |  |  |  |  |
| terry.mckee@xplore.net   |              |  |  |  |  |  |
| User name  |              |  |  |  |  |  |
| terry.mckee@xplore.net   |              |  |  |  |  |  |
| Password   |              |  |  |  |  |  |
| •••••  |              |  |  |  |  |  |
| Account name   | Account name |  |  |  |  |  |
| Xplore   |              |  |  |  |  |  |
| Change mailbox sync settings<br>Options for syncing your content.<br>Delete account<br>Remove this account from your device. |              |  |  |  |  |  |
|  |              |  |  |  |  |  |
|  |              |  |  |  |  |  |
|  |              |  |  |  |  |  |
| Save   | Cancel       |  |  |  |  |  |
|  |              |  |  |  |  |  |