

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**

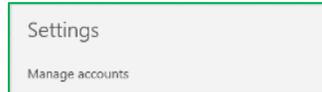
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



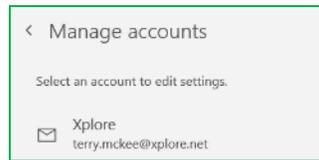
2. At the bottom of the left navigation pane, select **Settings** (gear icon)



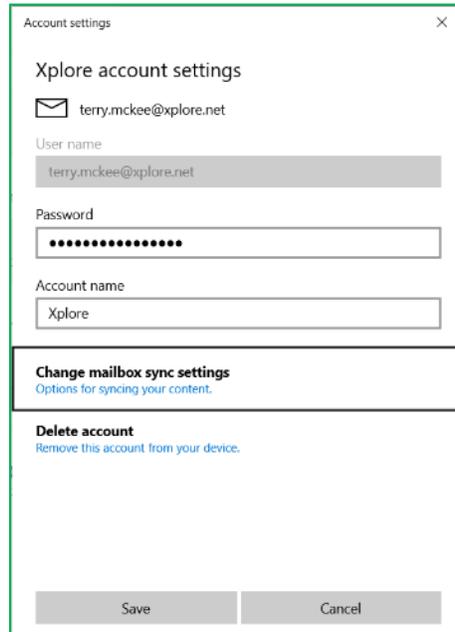
3. Choose **Manage Accounts**



4. Select your **email address**

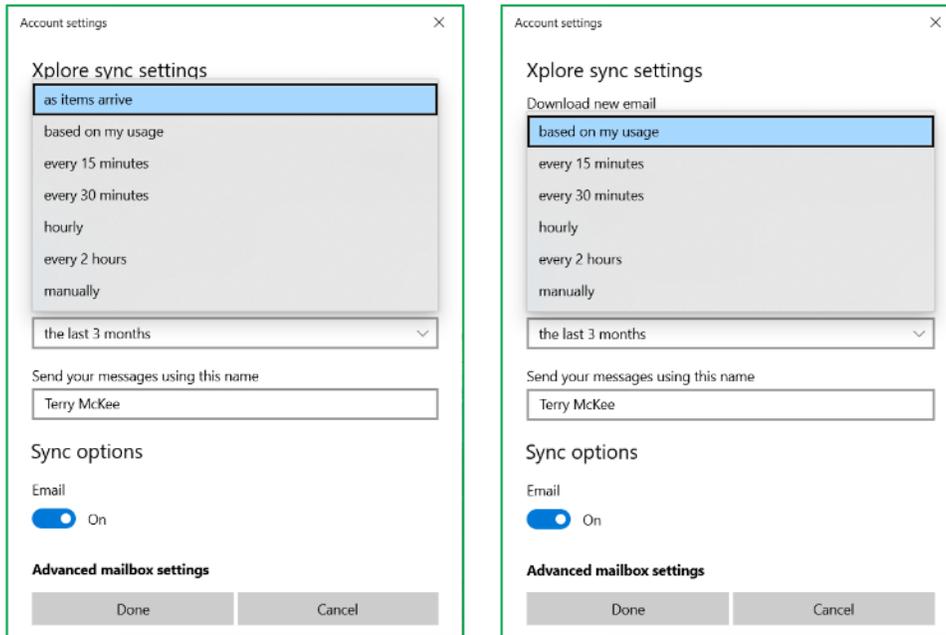


5. Verify that your **User name** is your **full email address**, including the portion after the @ symbol
 - a. If not, you will need to remove this account from your computer by clicking “Delete account” and add it again as a new account (see “Add a new email account” on our website)
 - b. **Password**: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



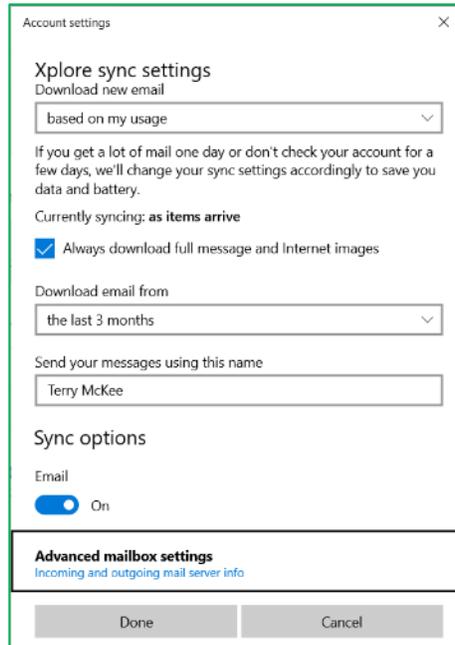
6. Click **Change mailbox sync settings**

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



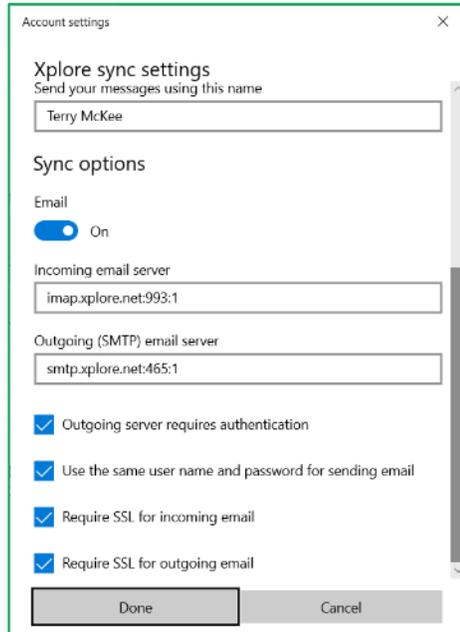
- a. If the top option is **as items arrive**, then it is using **IMAP**
- b. If the top option is **based on my usage**, then it is using **POP**

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**



Account settings

Xplore sync settings
Send your messages using this name
Terry McKee

Sync options

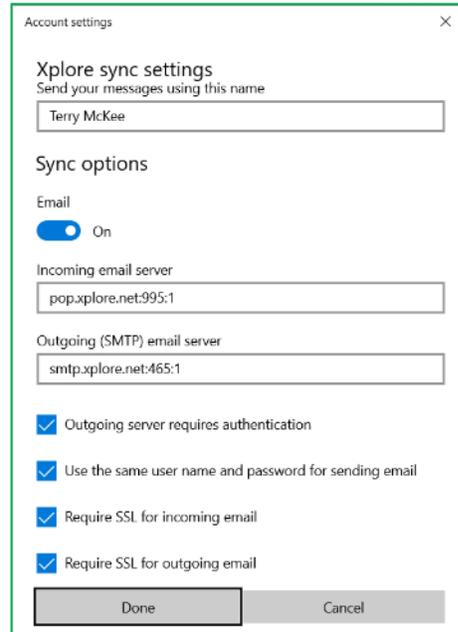
Email
 On

Incoming email server
imap.xplore.net:993:1

Outgoing (SMTP) email server
smtp.xplore.net:465:1

Outgoing server requires authentication
 Use the same user name and password for sending email
 Require SSL for incoming email
 Require SSL for outgoing email

Done Cancel



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Sync options

Email
 On

Incoming email server
pop.xplore.net:995:1

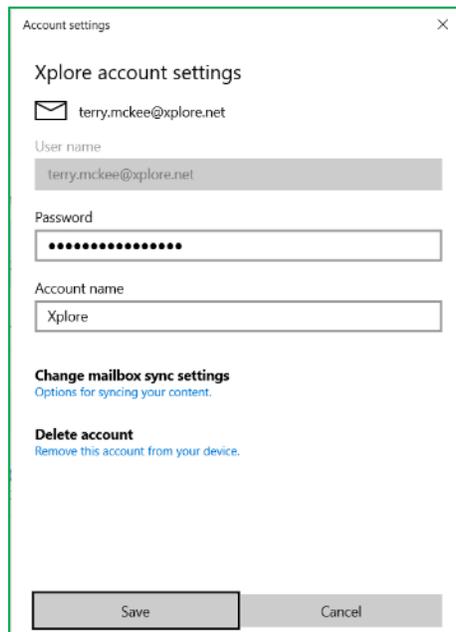
Outgoing (SMTP) email server
smtp.xplore.net:465:1

Outgoing server requires authentication
 Use the same user name and password for sending email
 Require SSL for incoming email
 Require SSL for outgoing email

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
Xplore

Change mailbox sync settings
[Options for syncing your content.](#)

Delete account
[Remove this account from your device.](#)

Save Cancel