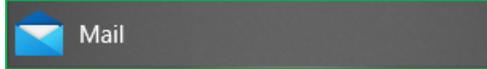


Setup Email in the Windows 10 Mail App

Add a new email account

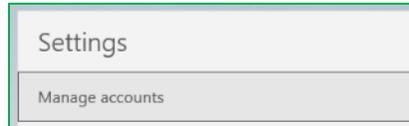
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



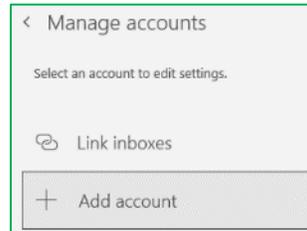
- a. If you've used the Mail app before, at the bottom of the left navigation pane, select **Settings**  (gear icon)



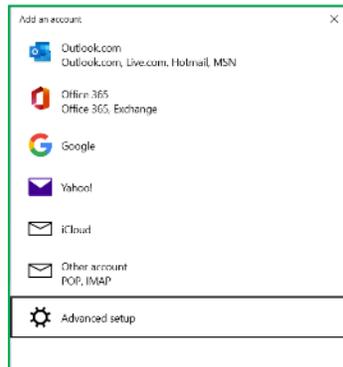
- b. Choose **Manage Accounts**.



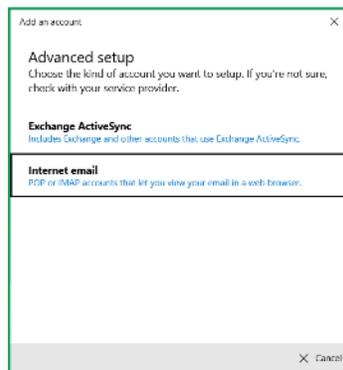
- c. Select **+ Add account**.



2. Choose **Advanced setup**



3. Select **Internet email**



4. Enter the following:

- a. Email address: your full **Email address**
- b. User name: your full **Email address**
- c. Password: your email **Password**
- d. Account name: give it a name
- e. Send your messages using this name: your **name**
- f. Incoming email server: **imap.xplore.net**
- g. Account type: **IMAP4**
- h. Outgoing (SMTP) email server: **smtp.xplore.net**
- i. Leave the four boxes **checked**

Add an account

Internet email account

Email address
terry.mckee@xplore.net

User name
terry.mckee@xplore.net
Examples: kevinc, kevinc@contoso.com, domain\kevinc

Password
••••••••

Account name
Xplore

Send your messages using this name
Terry McKee

Incoming email server
imap.xplore.net

Account type
IMAP4

Outgoing (SMTP) email server
smtp.xplore.net

Outgoing server requires authentication

Use the same user name and password for sending email

Require SSL for incoming email

Require SSL for outgoing email

✓ Sign in × Cancel

j. Click **Sign in**

5. Click **Done**

Add an account

All done!
Your account was set up successfully.

✉ terry.mckee@xplore.net

Mail gets even better with Outlook on the phone

Connect to any email account and access work and personal calendars on the go. It's free!

Get the app

✓ Done

Changing your Email Password

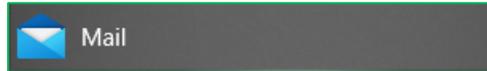
If you **changed your email password** in [webmail](#) or [MyXplore](#), you will need to change it in the Mail app to match the new password.

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...”.

1. Click on the **Sync Error icon** (a triangle with an exclamation mark within a circle of arrows)
2. Enter your new **Password**
3. Click **Save**

If you don’t see the Sync Error, follow these steps instead:

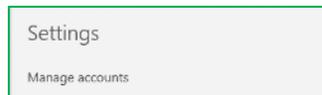
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



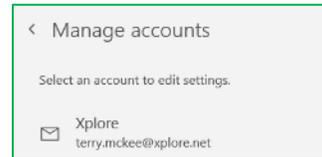
2. At the bottom of the left navigation pane, select **Settings** (gear icon)



3. Choose **Manage Accounts**



4. Select your **email address**



5. Enter your new email **Password** and click **Save**

