

Xplore Email in the Outlook Mail App on a Windows 10 Mobile Device

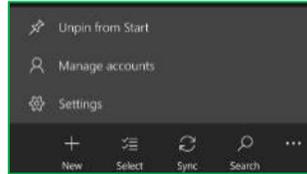
Changing your Settings

You might see a message like “Your account settings are out of date” or “We couldn’t access this account”. If so, tap **Dismiss**

1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



2. At the bottom right of the screen, tap the ellipsis (...), and then tap **Manage Accounts**.



3. Select your email address.
 - a. If it shows **Attention required**, then tap **Change Settings** after selecting you email address
 - b. Verify that your **User name** is your **full email address**, including the portion after the @ symbol
 - i. If not, you will need to remove this account from your device by tapping “Delete account” and add it again as a new account (see “Add a new email account” on our website)
 - c. **Password**: enter your email password
 - d. Click **Change mailbox sync settings**
4. Scroll down (if necessary) and select **Advanced mailbox settings**
5. Scroll down to the **Sync options** section. Verify the following settings, and change them if necessary:
 - a. **Incoming email Server**
 - i. If it currently contains 143 or 993 (it is using IMAP): **imap.xplore.net:993:1**
 - ii. If it currently contains 110 or 995 (it is using POP): **pop.xplore.net:995:1**
 - iii. If it currently contains different numbers than above or no numbers: **incoming.xplore.net**
 - 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
6. Click **Save**