

Setup Email in the Outlook Mail App on a Windows 10 Phone

Add a new email account

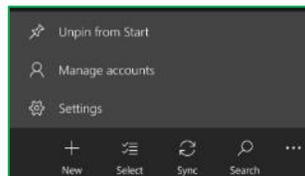
1. Open the **Outlook Mail** app on the Start screen, or from the All apps list.



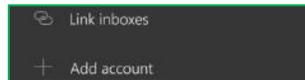
2. If this is the first time you've opened the Outlook Mail app, you'll see a Welcome screen. Tap **+ Add account** to get started.



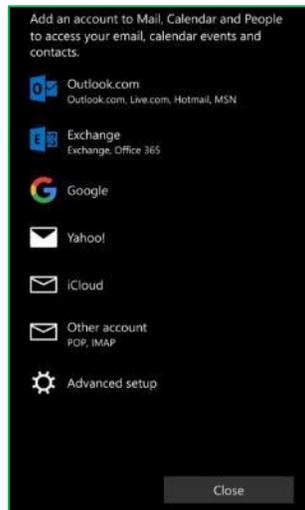
- a. If you've used the Outlook Mail app before, at the bottom right of the screen, tap the ellipsis (...), and then choose **Manage Accounts**.



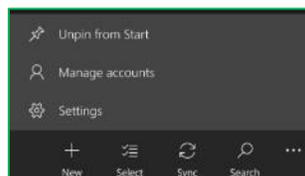
- b. Tap **+ Add account**.



3. Tap **Other account (POP, IMAP)**



4. Enter your full **Email address**, your **name** and your email **Password**, then tap **Sign in**
5. Tap **Done**
6. Verify Settings by tapping the ellipsis (...) at the bottom right of the screen, and then tap **Manage Accounts** (if not already there).



7. Select your email address.
8. Tap **Change mailbox sync settings**
9. Scroll down and tap **Advanced mailbox settings**

10. Scroll down to the bottom.
 - a. Verify that the **Incoming email Server** is **imap.xplore.net:993:1**
 - b. Verify that the **Outgoing (SMTP) email Server** is **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**
11. Tap **Done** when finished and then **Save**

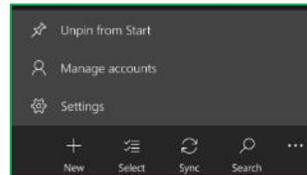
Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplore](#), you will need to change it in the Outlook Mail app to match the new password. You might even see a message like “Your account settings are out of date” or “We couldn’t access this account”.

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 **Fix account** after selecting you email address
4. Enter your new email **Password** and tap **Save**