Adding a new email account to your iOS 15 device to use with the Mail app:
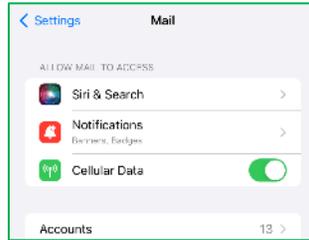
1. From your Home Screen or the appropriate folder, tap the **Settings** icon
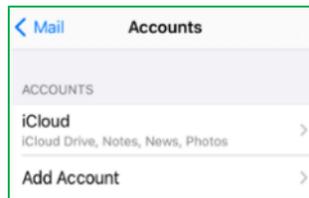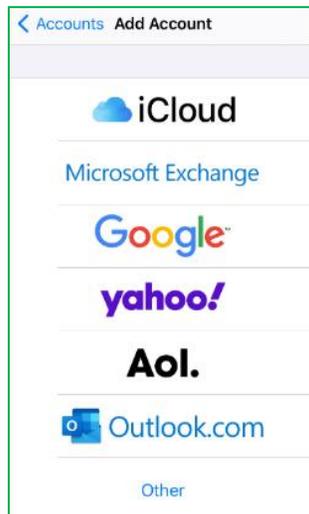
2. Scroll down and tap **Mail**
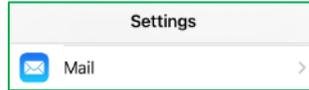
3. Under **Mail**, tap **Accounts**

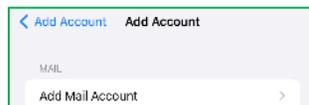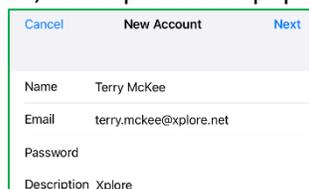4. Under **Accounts**, tap **Add Account**

5. Choose **Other**

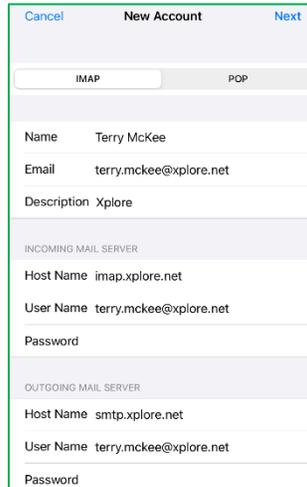6. Under **Add Account**, tap **Add Mail Account**

7. Enter your **Name** as you want it to appear in the "From" section when sending email
8. Enter your full **Email** address, including the portion after the @ symbol
9. Enter your email **Password**
10. Enter whatever you like in the **Description** field, or keep the auto populated value

11. Tap **Next**
12. If you entered your email address and/or password incorrectly, or if it can't determine your settings automatically, it require you to enter the incoming and outgoing mail server settings; otherwise it will continue at step 13:
    a. Leave **IMAP** selected (on the left) – POP is an option but is <u>not</u> recommended
    b. Verify that your full email address is correct in the **Email** field
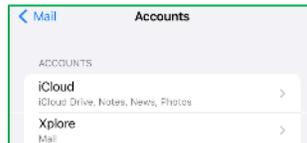
Cancel	New Account	Next
IMAP		POP
Name	Terry McKee	
Email	terry.mckee@xplore.net	
Description	Xplore	
INCOMING MAIL SERVER		
Host Name	imap.xplore.net	
User Name	terry.mckee@xplore.net	
Password		
OUTGOING MAIL SERVER		
Host Name	smtp.xplore.net	
User Name	terry.mckee@xplore.net	
Password		

    c. Enter the **Incoming Mail Server Host Name** as **imap.xplore.net**
    d. Enter your full email address as the **User Name**
    e. Enter your email **Password** (if necessary)
    f. If necessary, scroll down to see the Outgoing Mail Server settings
    g. Enter the **Outgoing Mail Server Host Name** as **smtp.xplore.net**
    h. Enter your full email address as the **User Name**
    i. Enter your email **Password** (if necessary)
    j. Tap **Next** at the top
13. You can choose to sync **Notes** as well or leave it unselected (optional)

Cancel	IMAP	Save
✉ Mail		🟢
🟨 Notes		⚪

14. Tap **Save**
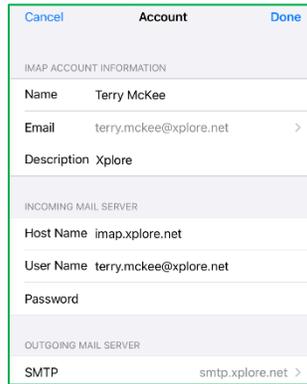15. Under **Accounts**, tap the **Mail** one you just added (either by email address or the description you entered, such as Xplore)

‹ Mail	Accounts	
ACCOUNTS		
iCloud		>
iCloud Drive, Notes, News, Photos		
Xplore		>
Mail		

16. Under **IMAP**, tap the **Account email address**

‹ Accounts	Xplore	
IMAP		
Account	terry.mckee@xplore.net	>
✉ Mail		🟢
🟨 Notes		⚪
	Delete Account	

17. Verify that the **Incoming Mail Server Host Name** is **imap.xplore.net**, and correct it if not

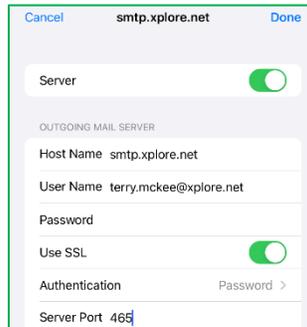| Cancel	Account	Done

IMAP ACCOUNT INFORMATION

Name — Terry McKee

Email — terry.mckee@xplore.net >

Description — Xplore

INCOMING MAIL SERVER

Host Name — imap.xplore.net

User Name — terry.mckee@xplore.net

Password

OUTGOING MAIL SERVER

SMTP — smtp.xplore.net >

18. Scroll down (if necessary) and tap **SMTP**
19. Tap the **Primary Server**

< Account — SMTP

PRIMARY SERVER

smtp.xplore.net — On >

20. Verify that the **Outgoing Mail Server Host Name** is **smtp.xplore.net**, and correct it if not
21. Verify that **Use SSL** is **enabled** (**green**), and enable it if not

Cancel	smtp.xplore.net	Done

Server — (green toggle)

OUTGOING MAIL SERVER

Host Name — smtp.xplore.net

User Name — terry.mckee@xplore.net

Password

Use SSL — (green toggle)

Authentication — Password >

Server Port — 465

22. Change that the **Server Port** to **465** (587 will work, but 465 is **recommended**)
23. Tap **Done**
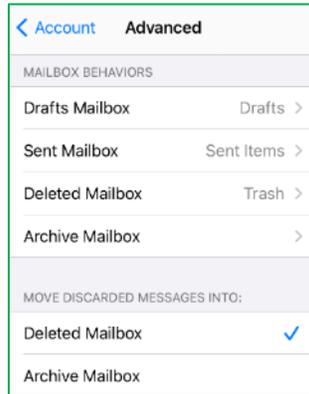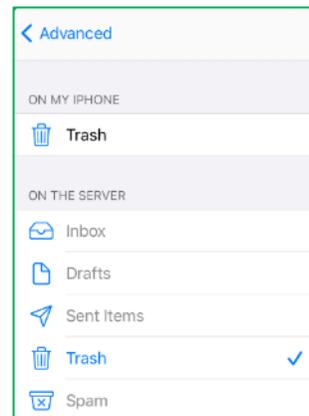24. Tap **< Account** at the top

< Account — SMTP

PRIMARY SERVER

smtp.xplore.net — On >

25. Scroll down to the bottom (if necessary) and tap **Advanced**

Cancel	Account	Done

IMAP ACCOUNT INFORMATION

Name — Terry McKee

Email — terry.mckee@xplore.net >

Description — Xplore

INCOMING MAIL SERVER

Host Name — imap.xplore.net

User Name — terry.mckee@xplore.net

Password

OUTGOING MAIL SERVER

SMTP — smtp.xplore.net >

Advanced >
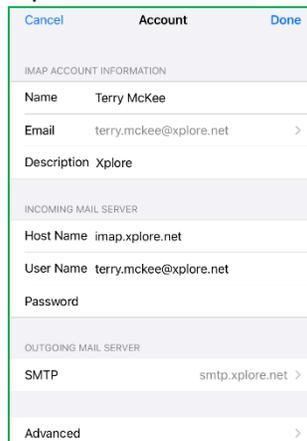
26. Under **Mailbox Behaviors**, tap each of **Drafts Mailbox**, **Sent Mailbox** and **Deleted Mailbox**, and verify that there is a **checkmark** against the appropriate folder under **On The Server** (<u>not</u> On My [iOS device]) and correct if necessary:
    a. Drafts Mailbox: **Drafts**
    b. Sent Mailbox: **Sent Items**
    c. Deleted Mailbox: **Trash**

27. Tap **< Advanced** at the top after each Mailbox Behavior is verified
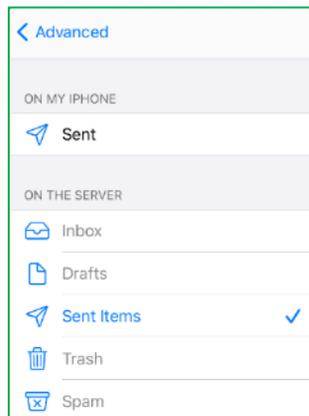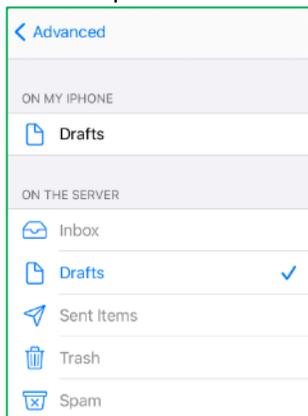
28. Scroll down and verify that **Use SSL** is **enabled** (**green**), and enable it if not
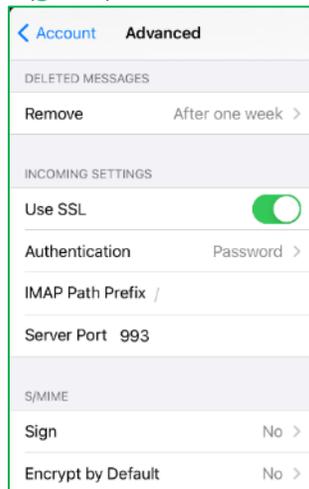
29. Verify that the **Server Port** is **993** and correct if not
30. Tap **< Account** at the top
31. Tap **Done**

Your email account is now ready for use on your iOS device.

To Sync your Webmail Address Book Contacts to your iOS device

1. From your Home Screen or the appropriate folder, tap the **Settings** icon
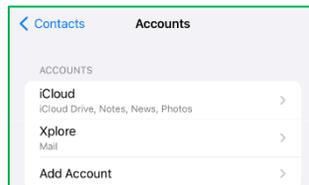
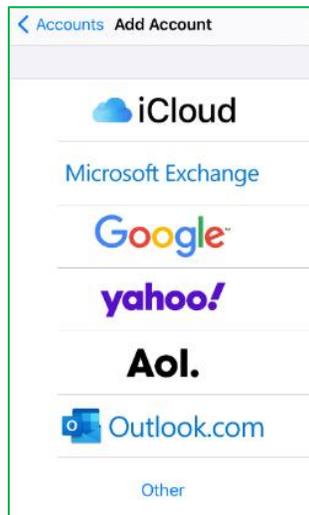2. Scroll down and tap **Contacts**
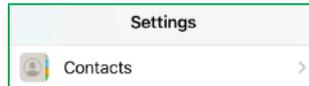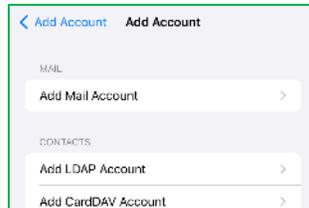
3. Under **Contacts**, tap **Accounts**
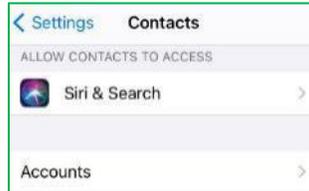
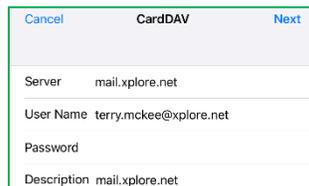4. Under **Accounts**, tap **Add Account**

5. Choose **Other**

6. Under **Contacts**, tap **Add CardDAV Account**

7. For **Server** enter **mail.xplore.net**

8. For **User Name** enter your **full email address**
9. For **Password** enter your **email password**
10. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field
11. Tap **Next**

12. If it asks you "**What would you like to do with existing local contacts**" tap **Keep on My [iOS device]**

Existing Local Contacts
What would you like to do with existing local contacts on your iPhone?
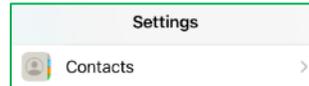
Keep on My iPhone

Delete

Cancel
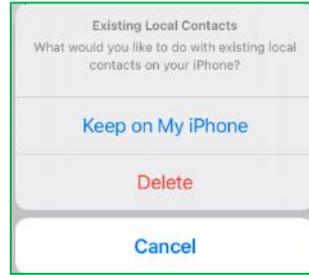
If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Contacts**

Settings

Contacts   >

3. Tap **Default Account**

< Settings   Contacts

ALLOW CONTACTS TO ACCESS

Siri & Search   >

Accounts   2 >

Sort Order   Last, First >

Display Order   First, Last >

Short Name   >

My Info   >

Default Account   On My iPhone >

4. Tap your **Contacts** account (either by the Description you have for it, such as mail.xplore.net, or "My CardDAV Account" if you left the Description blank)
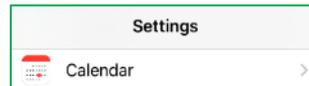
< Contacts   Default Account

mail.xplore.net   ✓

On My iPhone

To Sync your Webmail Calendar to your iOS device
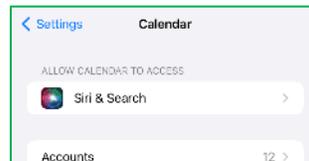
1. From your Home Screen or the appropriate folder, tap the **Settings** icon
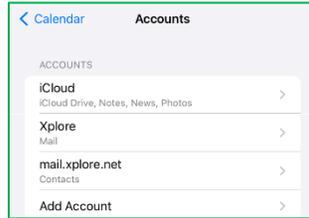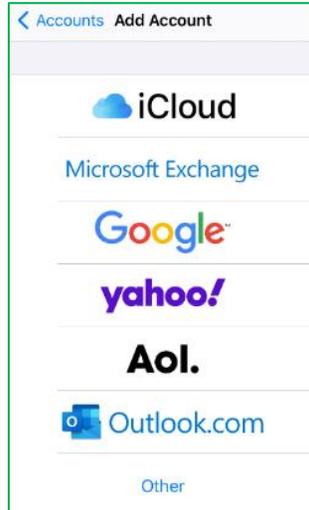
2. Scroll down and tap **Calendar**

Settings

Calendar   >

3. Under **Calendar**, tap **Accounts**

< Settings   Calendar

ALLOW CALENDAR TO ACCESS

Siri & Search   >

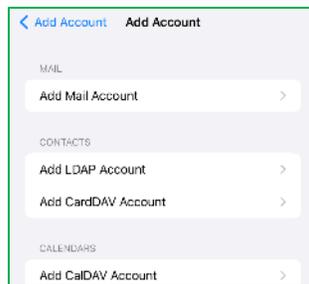Accounts   12 >
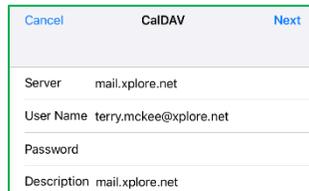
4. Under **Accounts**, tap **Add Account**

5. Choose **Other**

6. Under **Calendars** tap **Add CalDAV Account**
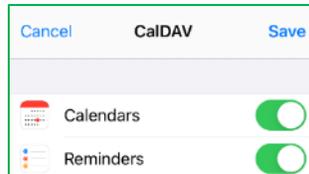
7. For **Server** enter **mail.xplore.net**

8. For **User Name** enter your **full email address**
9. For **Password** enter your **email password**
10. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field
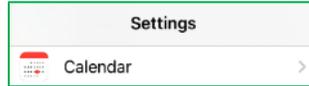11. Tap **Next**

12. Tap **Save**

If you wish to make your webmail Calendar as the **Default Calendar** on your iOS device, such that when you add a new event on your iOS device, it will save it in your webmail Calendar too, do the following:
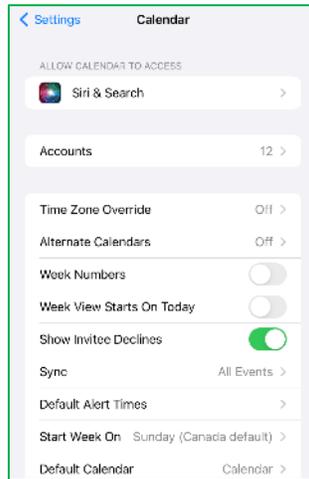
1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap C**alendar**

3. Tap **Default Account**

4. Tap your **Calendar** account (either by the Description you have for it, such as mail.xplore.net, or "My CalDAV Account" if you left the Description blank)
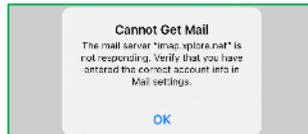

Changing your Email Password

If you **changed your email password** in webmail or in the MyXplore customer portal, you will need to change it in Settings to match the new password.

For your **email account** in the **Mail app**:
You may get error messages like "Cannot Get Mail" or "Cannot Send Mail":
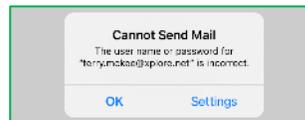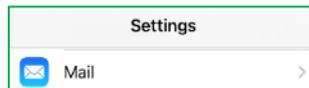

If so, tap **OK**.

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Mail**
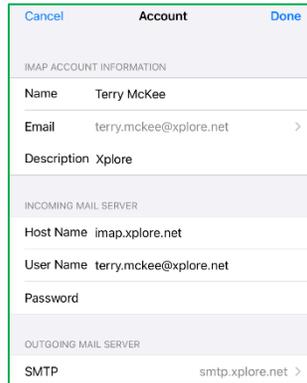
3. Under **Mail**, tap **Accounts**

4. Under **Accounts**, tap your **Mail** account (either by email address or the description you have for it, such as Xplore)

5. Under **IMAP** (or POP, if your account was previously setup that way), tap the **Account email address**

6. Under **Incoming Mail Server**, enter the new **Password** you set in webmail or MyXplore
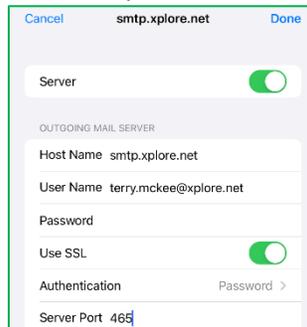
7. Scroll down (if necessary) and tap **SMTP**
8. Tap the **Primary Server**

9. Under **Outgoing Mail Server**, enter the new **Password** you set in webmail or MyXplore

10. Tap **Done**
11. Tap **< Account** at the top

12. Tap **Done**

For your **sync'd Webmail Contacts**:

It should prompt you for your new password with:

> Password Incorrect
>
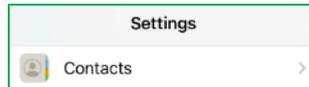> Enter the password for the **CardDAV** account "mail.xplore.net"

Enter your new **Password** and tap **OK**

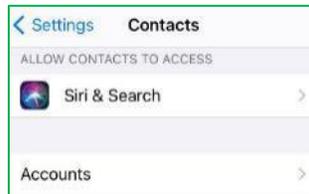If it doesn't prompt you for your new password, follow these steps:

1. From your Home Screen or the appropriate folder, tap the **Settings** icon
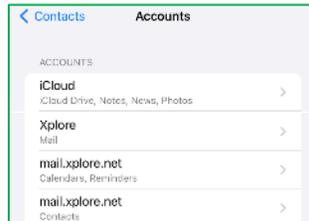

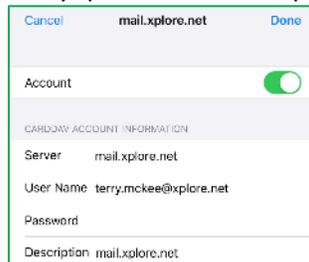2. Scroll down and tap **Contacts**
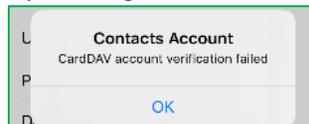

3. Under **Contacts**, tap **Accounts**

4. Under **Accounts**, tap your **Contacts** account (either by the Description you have for it, such as mail.xplore.net, or "My CardDAV Account" if you left the Description blank)

5. Enter the new **Password** you set in webmail or MyXplore and then tap **Done**

   a. If you entered the password incorrectly, it will give error "CardDAV account verification failed":

   b. Tap **OK**, and try entering the correct password again

6. It will return to **Accounts** once changed successfully

For your **sync'd Webmail Calendar**:

It should prompt you for your new password with:

   Password Incorrect

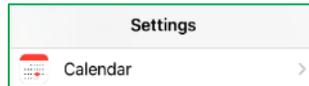   Enter the password for the **CalDAV** account "mail.xplore.net"

Enter your new **Password** and tap **OK**

If it doesn't prompt you for your new password, follow these steps:
1. From your Home Screen or the appropriate folder, tap the **Settings** icon
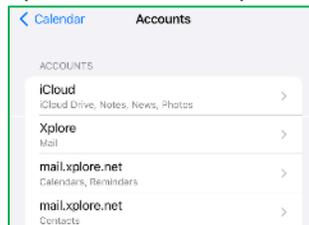

2. Scroll down and tap **Calendar**
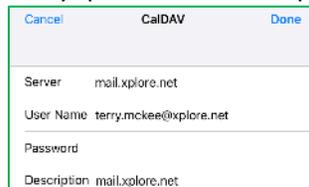

3. Under **Calendar**, tap **Accounts**

4. Under **Accounts**, tap your **Calendar** (or **Calendars, Reminders**) account (either by the Description you have for it, such as mail.xplore.net, or "My CalDAV Account" if you left the Description blank)
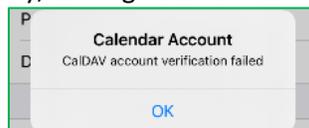

5. Tap your **Account** under **CALDAV**

6. Enter the new **Password** you set in webmail or MyXplore and then Tap **Done**

   a. If you entered the password incorrectly, it will give error "CalDAV account verification failed":

   b. Tap **OK**, and try entering the correct password again
7. It will return to **CALDAV** screen once changed successfully

Your password is now changed to match what you set it to in webmail or MyXplore.