Xplore Email on an Apple iOS Device using the Outlook App

Changing your Settings

1. If Outlook detects a sync error and ask you to "Please sign in to your IMAP account", tap **Sign in** and continue to **step 7**; otherwise continue with the next step

2. From your Home Screen or the appropriate folder, tap the **Outlook** icon

3. Tap your **initials** or profile pic in the upper left corner
4. Tap **Settings** (gear icon) at the bottom left
5. Tap your Xplore **Mail Account**
6. Tap **Edit Login Information**
7. Tap **Use Advanced Settings**
8. Scroll down (if necessary) to **Incoming Mail Server**
   a. If it's **IMAP**
      i. **Hostname**: **imap.xplore.net**
      ii. **Port**: **993**
      iii. **Username**: your **full email address**, including the portion after the @ symbol
      iv. **Password**: your email password
   b. If it's **POP**
      i. **Hostname**: **pop.xplore.net**
      ii. **Port**: **995**
      iii. **Username**: your **full email address**, including the portion after the @ symbol
      iv. **Password**: your email password
9. Scroll down (if necessary) to **SMTP Outgoing Mail Server**
   a. **SMTP Hostname**: **smtp.xplore.net**
   b. **SMTP Port**: **465**
   c. **SMTP Username**: your **full email address**, including the portion after the @ symbol
   d. **SMTP Password**: your email password
10. Tap **Sign In**
11. Tap the **<** arrow in the top left corner
12. Close Settings by tapping the **X** in the top left corner