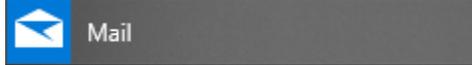


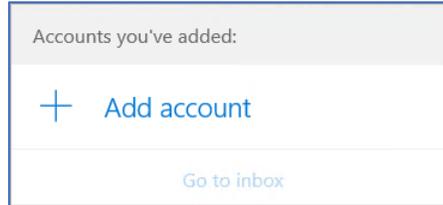
## Setup Email in the Windows 10 Mail App

### Add a new email account

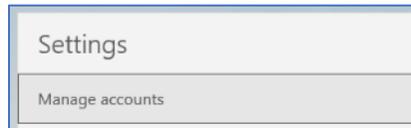
1. Open the Mail app by clicking the Windows **Start** menu and choosing **Mail**.



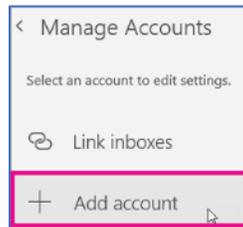
2. If this is the first time you've opened the Mail app, you'll see a Welcome page. Select **+ Add account** to get started.



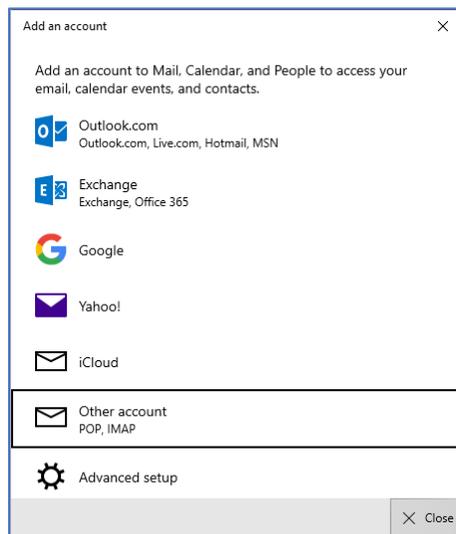
- a. If you've used the Mail app before, at the bottom of the left navigation pane, select **Settings** (gear icon), and then choose **Manage Accounts**.



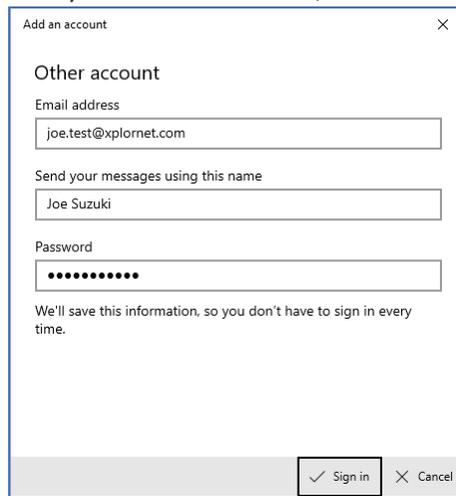
- b. Select **+ Add account**.



3. Choose **Other account**

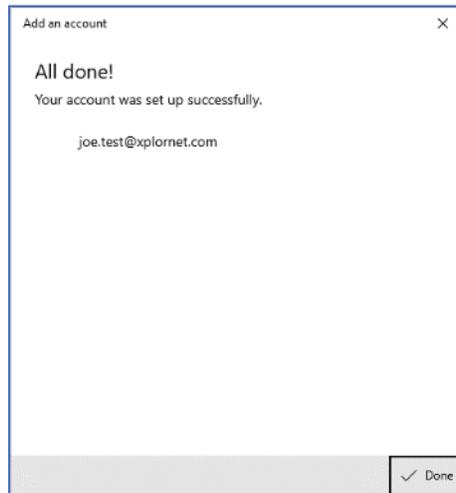


4. Enter your full **Email address**, your **name** and your email **Password**, then click **Sign in**



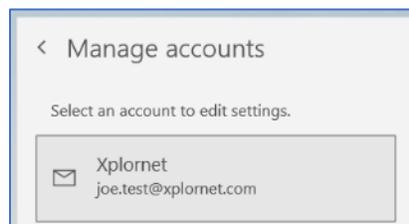
The screenshot shows a dialog box titled "Add an account" with a close button (X) in the top right corner. Below the title is the heading "Other account". There are three input fields: "Email address" containing "joe.test@xplornet.com", "Send your messages using this name" containing "Joe Suzuki", and "Password" with masked characters. Below the fields is a message: "We'll save this information, so you don't have to sign in every time." At the bottom right, there are two buttons: "Sign in" (with a checkmark icon) and "Cancel" (with an X icon).

5. Click **Done**



The screenshot shows the same "Add an account" dialog box, but now it displays "All done!" and "Your account was set up successfully." Below this message, the email address "joe.test@xplornet.com" is shown. At the bottom right, there is a single button labeled "Done" with a checkmark icon.

6. Verify Settings by selecting **Settings**  (gear icon) at the bottom of the left navigation pane, and then choose **Manage Accounts**.



The screenshot shows a screen titled "Manage accounts" with a back arrow in the top left. Below the title is the instruction "Select an account to edit settings." There is a list item for "Xplornet" with the email address "joe.test@xplornet.com" and an envelope icon to the left.

7. Select your email address. Click **Change mailbox sync settings**

Account settings

Xplornet account settings

✉ joe.test@xplornet.com

User name

joe.test@xplornet.com

Password

Account name

Xplornet

**Change mailbox sync settings**  
[Options for syncing your content.](#)

**Delete account**  
[Remove this account from your device.](#)

Save Cancel

8. Select **Advanced mailbox settings**

Account settings

Xplornet sync settings

Download new email

based on my usage

If you get a lot of mail one day or don't check your account for a few days, we'll change your sync settings accordingly to save you data and battery.

Currently syncing: **as items arrive**

Always download full message and Internet images

Download email from

the last 3 months

Send your messages using this name

Joe Suzuki

Sync options

Email

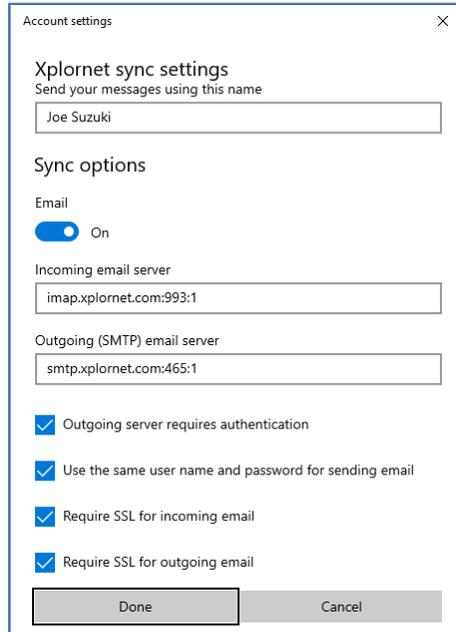
On

**Advanced mailbox settings**  
[Incoming and outgoing mail server info](#)

Done Cancel

9. Scroll down to the **Sync options** section

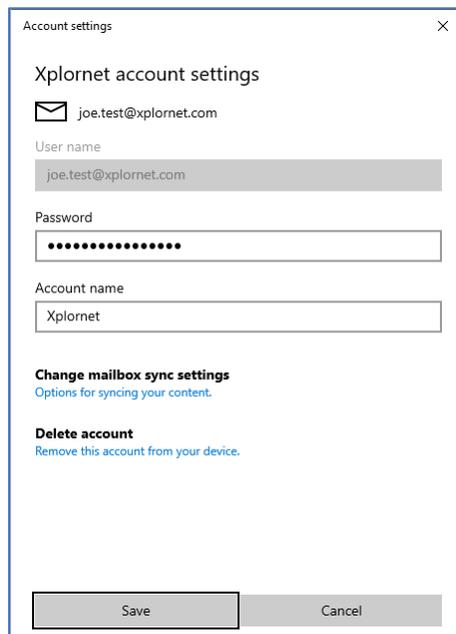
- a. Verify that the **Incoming email Server** is **mail3.cciwireless.ca:993:1**
- b. Verify that the **Outgoing (SMTP) email Server** is **mail3.cciwireless.ca:587:1**
- c. Verify that **the following four boxes** are **checked**:
  - **Outgoing server requires authentication**
  - **Use the same user name and password for sending email**
  - **Requires SSL for incoming email**
  - **Requires SSL for outgoing email**



The screenshot shows the 'Account settings' dialog box for Xplornet sync settings. The title is 'Account settings' with a close button (X) in the top right corner. Below the title is 'Xplornet sync settings' and the instruction 'Send your messages using this name'. A text field contains 'Joe Suzuki'. Under 'Sync options', the 'Email' toggle is turned 'On'. The 'Incoming email server' field contains 'imap.xplornet.com:993:1' and the 'Outgoing (SMTP) email server' field contains 'smtp.xplornet.com:465:1'. Four checkboxes are checked: 'Outgoing server requires authentication', 'Use the same user name and password for sending email', 'Require SSL for incoming email', and 'Require SSL for outgoing email'. At the bottom are 'Done' and 'Cancel' buttons.

d. Click **Done** when finished

10. Click **Save**

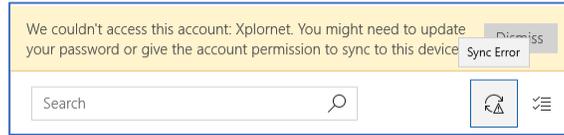


The screenshot shows the 'Account settings' dialog box for Xplornet account settings. The title is 'Account settings' with a close button (X) in the top right corner. Below the title is 'Xplornet account settings'. An email icon is followed by the email address 'joe.test@xplornet.com'. Under 'User name', a text field contains 'joe.test@xplornet.com'. Under 'Password', a text field contains a series of dots. Under 'Account name', a text field contains 'Xplornet'. Below these fields are two links: 'Change mailbox sync settings' with the subtext 'Options for syncing your content.', and 'Delete account' with the subtext 'Remove this account from your device.'. At the bottom are 'Save' and 'Cancel' buttons.

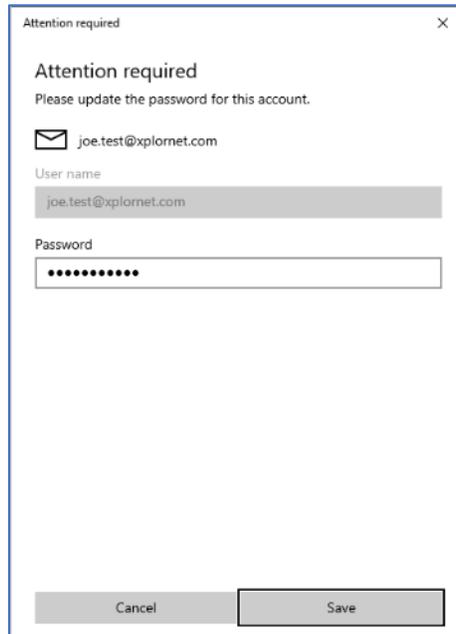
## Changing your Email Password

If you **changed your email password** in [webmail](#), 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**



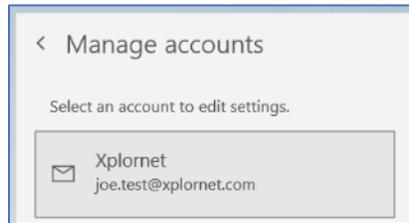
3. Click **Save**

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), and then choose **Manage Accounts**.



3. Select your email address.

Account settings ✕

### Xplornet account settings

✉ joe.test@xplornet.com

User name

joe.test@xplornet.com

Password

••••••••••

Account name

Xplornet

**Change mailbox sync settings**  
[Options for syncing your content.](#)

**Delete account**  
[Remove this account from your device.](#)

Save Cancel

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