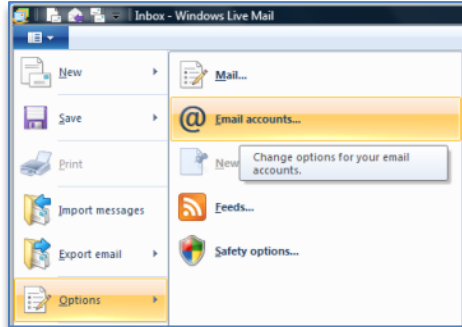


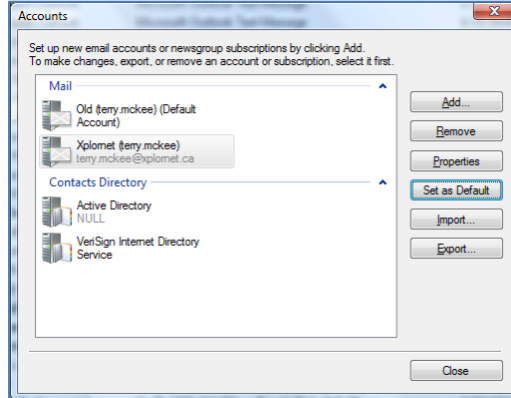
## Xplornet Email using Windows Live Mail 2011, 2012

### Adding the New Email Account

1. Connect to your new xplornet.com or xplornet.ca account via **IMAP** using Windows Live Mail (see <https://www.xplornet.com/support/troubleshooting/email-set-up-guides/>)
2. If you didn't set the new account as the **Default** email account when you were adding it:
  - a. Click on the **dropdown arrow** in the top left, select **Options**, and then **Email accounts...**



- b. Select your new xplornet.com or xplornet.ca Account under **Mail**, (Xplornet followed by your user name before the @ sign in brackets), and click **"Set as Default"**

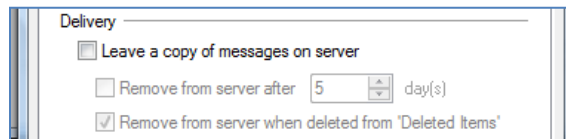


- c. Click **Close**

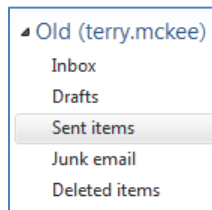
### Moving Messages that Didn't Migrate

After the migration is complete, you may have some messages and folders that aren't in your new mailbox (i.e., they don't show up in the new account you just added above).

If you used **POP** to connect to your old mailbox (i.e., not IMAP), and if Windows Live Mail (WLM) was not set to **"Leave a copy of messages on server"**, either at all or only for 5 days, then any messages that are no longer on the server are only stored in WLM in your old account.



If you used **POP** to connect to your old mailbox (i.e., not IMAP), then all the messages in the **Sent Items** folder under your old account will not get migrated. You will need to copy or move these messages to the **Sent Items** folder in your new xplornet.com or xplornet.ca account (if you wish to keep them) after the migration. If you used IMAP, you don't need to copy or move these messages, as they will get migrated.



The best way to check for any messages and/or folders that don't get migrated is to **compare** what is on the server using **webmail** versus what is only in **WLM**. Any messages that are in your old account in WLM but not in webmail should be copied or moved over to your new xplornet.com or xplornet.ca account in WLM (unless you don't wish to keep them).

After the migration, connect to **webmail** using your new xplornet.com or xplornet.ca email address here:  
<https://mail.xplornet.com/>

A screenshot of the XPLORNET webmail login page. The page has a blue header with the XPLORNET logo. Below the header, there are input fields for 'E-mail address / Courriel:' (containing 'terry.mckee@xplornet.ca') and 'Password / Mot de passe:' (containing a masked password). There are also checkboxes for 'Shared computer / Ordinateur partagé:' and 'Stay signed in / Conserver la session:'. A 'Login / Se connecter' button is at the bottom.

- If you have messages or folders in your old account that you would like to keep in your new xplornet.com or xplornet.ca account, simply **select them and move them** to your new account **by dragging and dropping** them into the appropriate folder. If you don't wish to move them, but only **copy** them, hold down the **Ctrl** key while you drag and drop the messages. You can also select the message(s) and use the **“Copy to”** or **“Move to”** buttons in the ribbon at the top. Depending on the number of messages that you move or copy, it may take several minutes to be uploaded.
  - Note: some POP **folders** in the old account may be named differently in the new account, such as:
    - **Junk email** in WLM is the same as **Spam** in the new account, plus in webmail
    - **Deleted items** in WLM is the same as **Trash** in the new account, plus in webmail
- There may be **messages in the folders under your old account**, plus there may be **messages under “Storage folders”**. Check them both and copy/move the messages that you'd like to keep.

Any messages and/or folders that you have copied or moved to your new xplornet.com or xplornet.ca account using the steps above will also show on the server in webmail.