

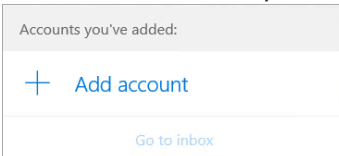
# Set up email for Windows 10


## Add a new email account

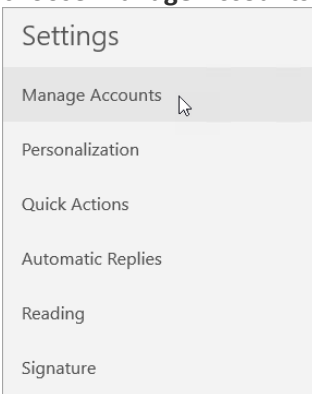
1. Open the Mail app by clicking the Windows Start menu and choosing **Mail**.



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.

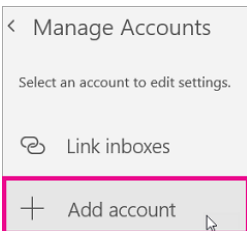


If you've used the Mail app before, at the bottom of the left navigation pane, select **Settings** , and then choose **Manage Accounts**.

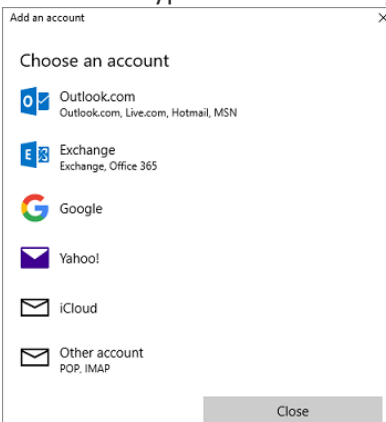


**Note:** On a phone or tablet, tap the three dots at the bottom of the page to access **Settings**.

3. Select **Add account**.



4. Choose the type of the account you want to add. For Mid-Plains, you will want to select '**Other Account**'



### Notes:

1. You may need to scroll down the **Add an account** dialog box to view all options.
2. If you choose another email account, you'll need to follow manually add your Mid-Plains email information.

3. Enter the required information and click **Sign in**. For most accounts, this is your email address, password, and the account name. The account name is what you'll see in both the left pane of Mail for Windows 10 as well as the Manage Accounts pane.

- Your name: (Example: John Smith)
- Enter your email address (Example: JohnS2013@midplains.coop)
- Password: \*\*\*\*\* (Enter your email password)
- Description: (Mid-Plains Email) It might default to Midplains
- Select POP or POP3 as the type of email.

#### Incoming Mail Server

- Host Name: pop3.midplains.coop
- User Name: (Ex: a6684420) Usually "a" plus your 7-digit phone number
- Password: It should be prefilled if not enter your password
- Port Number: If it asks, the Incoming port number is 110

#### Outgoing Mail Server

- Host Name: smtp.midplains.coop
- User Name: (Ex: a6684420) Usually "a" plus your 7-digit phone number. This is not optional.
- Password: It should be prefilled if not enter your password. This is not optional.
- Port Number: If it asks, the Outgoing port number is 25 or 587

**Note:** If you receive the message "We couldn't find info for that account. Make sure that the email address is correct and then try again," you'll need to click **Try again** three times before the button changes to **Advanced**. Click **Advanced** and follow the steps in the [next section](#) to add your account.

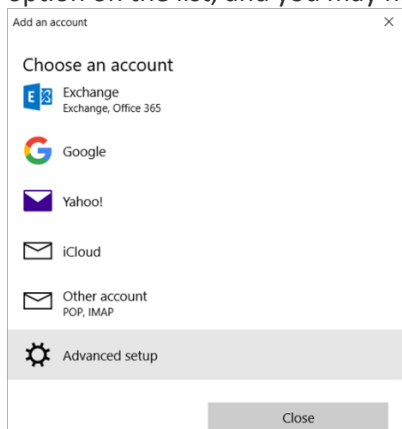
5. Click **Done**. Your data will start syncing as soon as your account is set up.

**Note:** It may take a few minutes for your account to synchronize. During this time, you may see "Not synced yet" in the message pane. If this message persists, see [Resolve sync issues in Mail and Calendar apps in Windows 10](#).

## Add an account using advanced setup

There are two ways you can access the Advanced setup options for your email account.

- Click **Advanced setup** if your automatic email setup fails in Step 3 above.
- Click **Advanced setup** from the **Choose an account** window in Step 2 above. The **Advanced setup** option is the last option on the list, and you may have to scroll to see it.



You can choose an **Exchange ActiveSync** account or an **Internet email** account. Unless your administrator has instructed you to use Exchange ActiveSync, click **Internet email**.

Enter the information in the **Advanced setup** window. (*Same as above*)

- **Email address**
- **User name**
- **Password**

- **Account name** This is the name that you'll see in the left pane of Mail for Windows 10, as well as in the Manage Accounts pane. You can choose any name you want.
  - **Send your messages using this name** Enter the name you want recipients to see when they receive your message.
  - **Incoming email server** *(Same as above)*
  - **Account type** Choose POP3
  - **Outgoing (SMTP) email server** *(Same as above)*
  - By default, all four checkboxes at the bottom of the window will be selected. Most email accounts don't require any changes to these options.
- Your email provider can give you the settings you need to fill in the Advanced setup.
- After you've entered the required information, click **Sign in > Done**.

## **Troubleshooting**

If you're having problems setting up your account, try the following.

- If you upgraded to Windows 10, you will need to re-add your accounts to Mail for Windows 10.
  - Make sure your email address and password are correct. Passwords are case-sensitive.
  - If you see your most recent messages but no older messages, you probably need to [change your email sync duration](#).
  - If you see a message that your account is out-of-date, you probably need to either update your password, your incoming or outgoing servers, or your SSL settings. See [Fixing an out-of-date account](#) for more information.
- If you want to remove an account, see [Delete an email account from Mail and Calendar apps](#).