

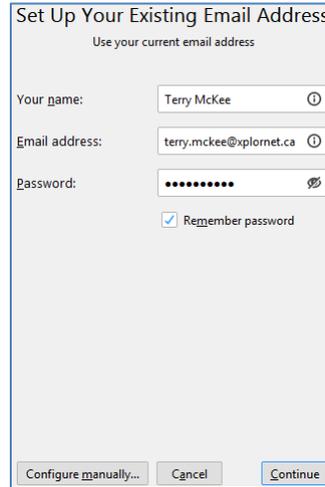
Xplornet Email using Mozilla Thunderbird (version 78 and newer)

Adding a new email account

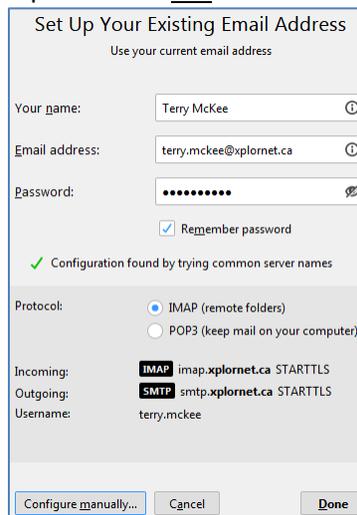
1. Click **File, New, Existing Mail Account...**

a. If you don't see the menu bar across the top in the Windows version, click on the **menu button**  (three horizontal stripes on the top right) and select **Customize, Menu Bar**

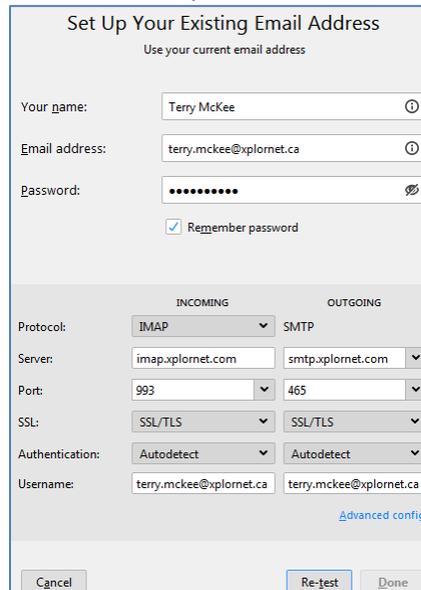
2. Enter **Your name, Email address** and your email **Password**, then click **Continue**



3. Leave **IMAP** selected for Protocol (POP3 is an option but is **not** recommended) and click **Configure manually...**

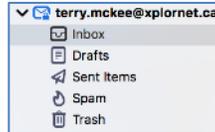


4. Leave **IMAP** selected for Incoming Protocol – POP3 is an option but is **not** recommended

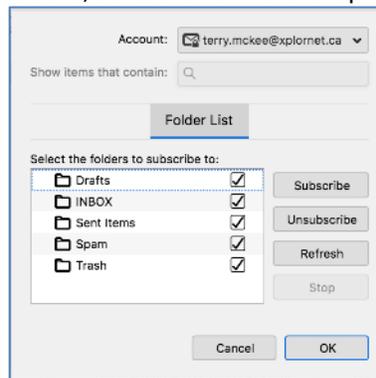


5. Verify that the **Incoming Server Hostname** is **imap.xplornet.com**

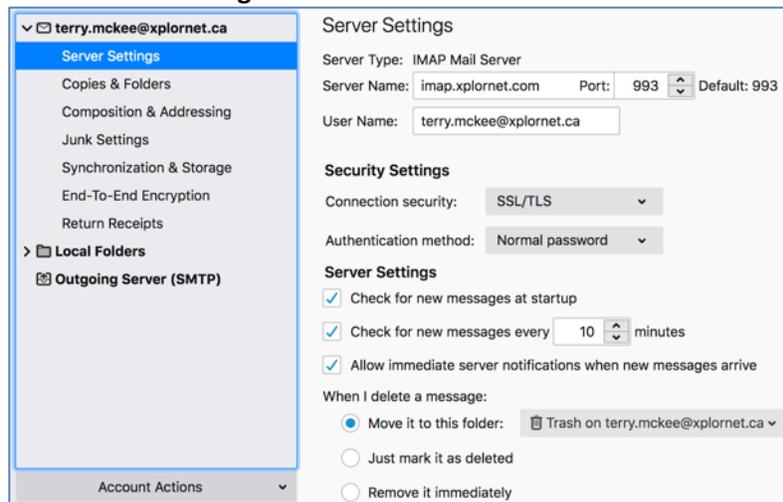
6. Verify that the **Outgoing Server Hostname** is **smtp.xplornet.com**
7. For **SSL** for both **Incoming** and **Outgoing**, change the selections to **SSL/TLS**
8. Verify that the **Ports** are now **993** for **Incoming** and **465** for **Outgoing**.
9. Change the **Username** for both **Incoming** and **Outgoing** to your **full email address** (do the Incoming one first and it may change the Outgoing one to match)
10. Click **Re-test**
11. Click **Done**
12. Click on **Inbox** below your email address. If it's still only showing the Inbox folder and no other folders below it, click on the **arrow** to the left of your email address to collapse the list of folders, and then click it again to expand the list.



13. Click **File, Subscribe**
14. If your email address is not shown next to **Account**, select it from the drop down list

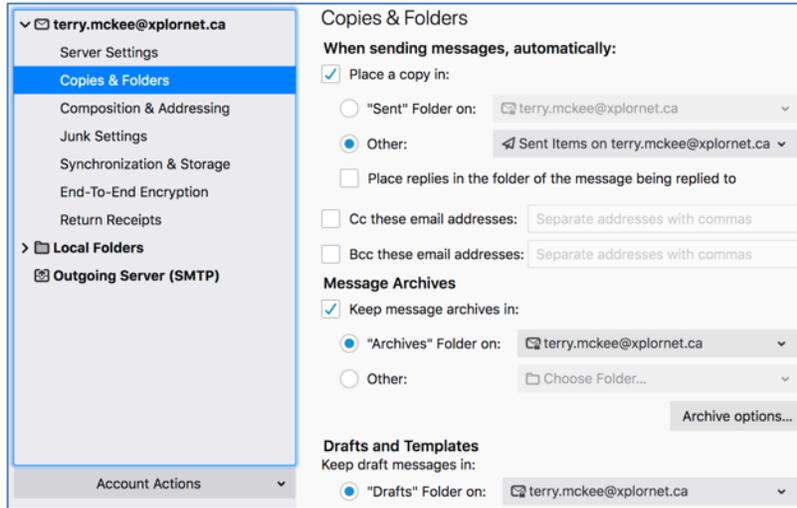


15. Verify all the folders are checked and click **Subscribe**, then click **OK**
16. Click **Tools, Account Settings**
17. Under your email address, select **Server Settings**



18. For **“When I delete a message”**, ensure it's set to **“Move it to this folder”**: **Trash on** [your email address]
19. Under your email address, select **Copies & Folders**

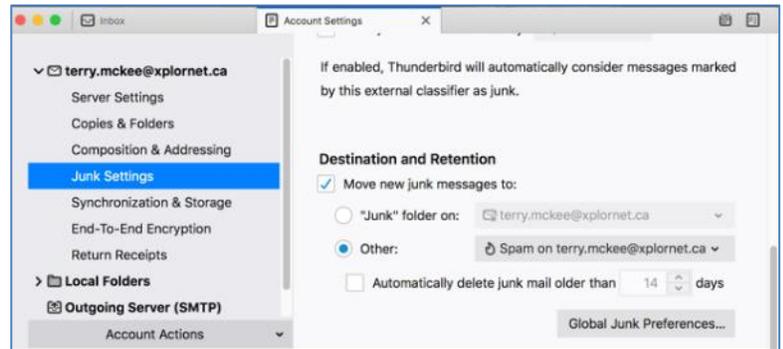
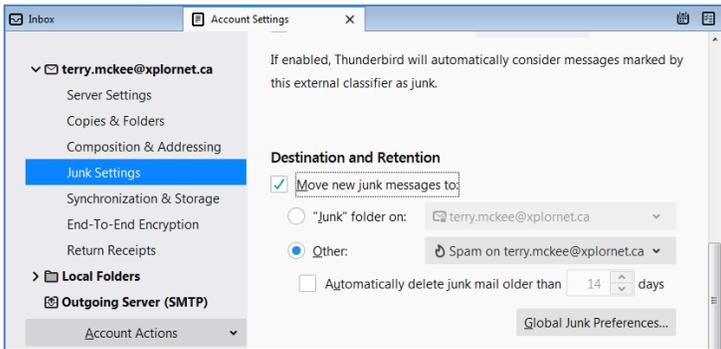
20. For **“When sending messages, automatically”**, ensure it’s set to **“Place a copy in:” Other: Sent Items** on [your email address]



21. For **“Keep draft messages in”**, ensure it’s set to **“Drafts” Folder on:** [your email address]

22. Under your email address, select **Junk Settings**

23. For **Destination and Retention**, check the box to **“Move new junk messages to”** and select **Other: Spam on** [your email address]



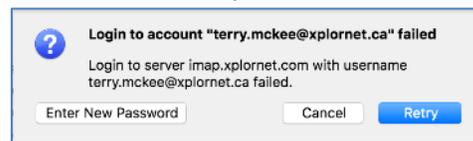
24. Close the Accounts Settings tab

Your email account is now ready for use in Thunderbird.

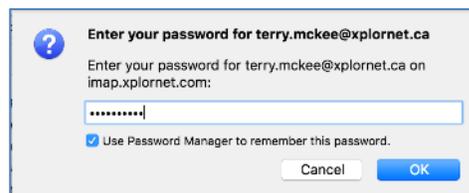
Changing your Email Password

If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Thunderbird to match the new password.

Thunderbird should prompt you for your new password with **“Login to account Failed”** (note the **server is IMAP** – for incoming):

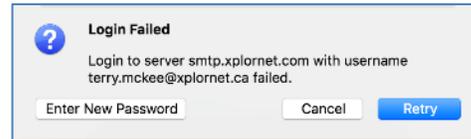


1. Click **Enter New Password**

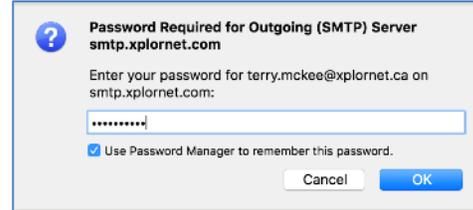
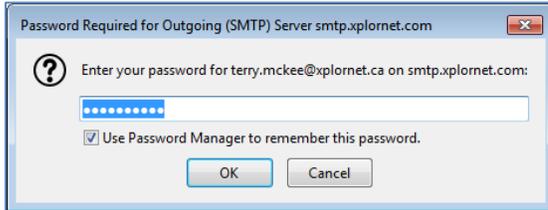


2. Enter your new **password**, check the box for **“Use Password Manager to remember this password”** (unless you wish to enter it every time) and click **OK**

It should also prompt you when you send a message from Thunderbird with “**Login Failed**” (note the **server** is **SMTP** – for outgoing):



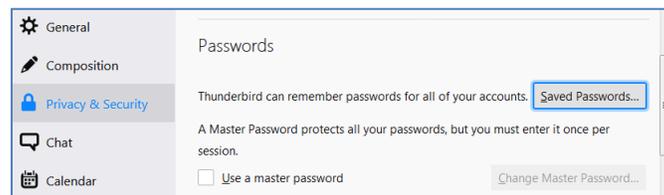
1. Click **Enter New Password**



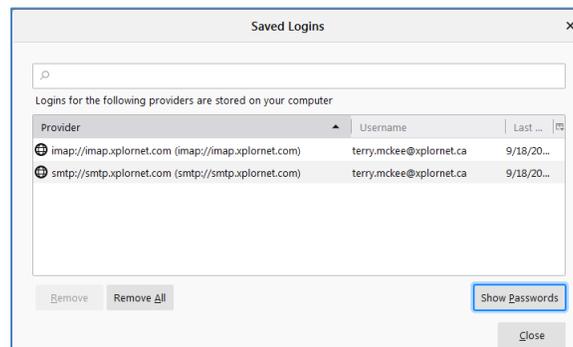
2. Enter your new **password**, check the box for “**Use Password Manager to remember this password**” (unless you wish to enter it every time) and click **OK**

If Thunderbird doesn’t prompt you for your new password, follow these steps:

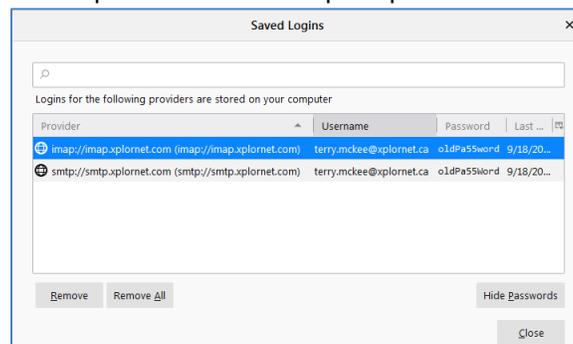
1. Click on **T**ools, **O**ptions (Windows) or **T**hunderbird, **P**references (Mac)
 - a. If you don’t see the menu bar across the top in the Windows version, click on the **menu button**  (three horizontal stripes on the top right) and select **Customize, M**enu Bar
2. Go to **Privacy & Security**



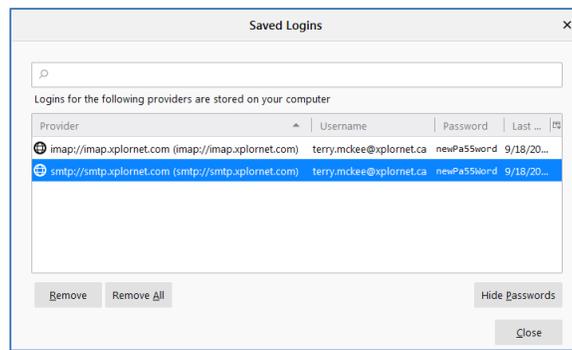
3. Click **S**aved Passwords



4. Click **S**how Passwords, and enter your computer credentials if prompted



5. **R**ight click on each of the entries for the **imap** and **smtp Providers** with your email address as the Username and click **E**dit Password (or just double-click on the Password)



6. Enter the new **Password** you set in webmail or MyXplornet for each, then click **Close**
7. Close the **Options** tab
8. Click **File, Exit** (Windows) or **Thunderbird, Quit Thunderbird** (Mac), to close **Thunderbird**, and open it again

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