
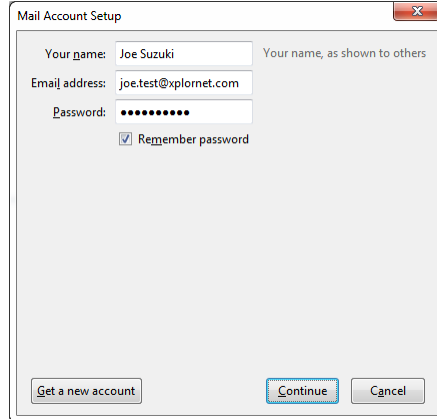


## Xplornet Email on a Windows computer using Mozilla Thunderbird 52

### Adding a new email account

1. Click **File, New, Existing Mail Account...**
  - a. If you don't see the menu bar across the top, click on the **Application menu button**  and select **Options, Menu Bar**
2. Enter **Your name, Email address** and your email **Password**, then click **Continue**



Mail Account Setup

Your name: Joe Suzuki Your name, as shown to others

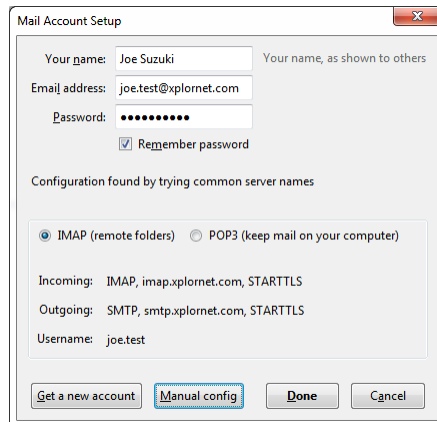
Email address: joe.test@xplornet.com

Password: ●●●●●●

Remember password

Get a new account Continue Cancel

3. Click **Manual config**



Mail Account Setup

Your name: Joe Suzuki Your name, as shown to others

Email address: joe.test@xplornet.com

Password: ●●●●●●

Remember password

Configuration found by trying common server names

IMAP (remote folders)  POP3 (keep mail on your computer)

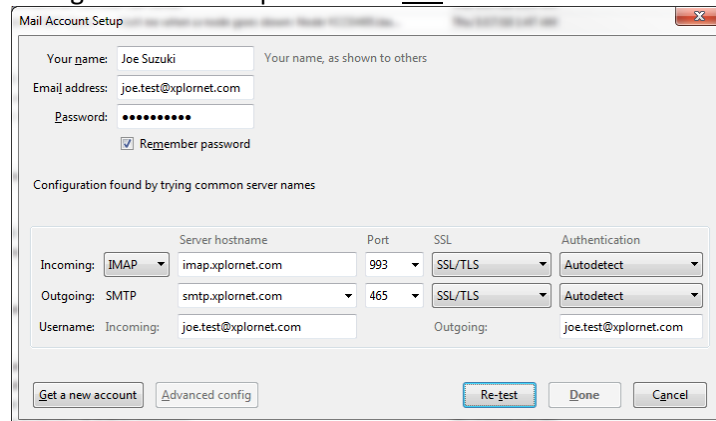
Incoming: IMAP, imap.xplornet.com, STARTTLS

Outgoing: SMTP, smtp.xplornet.com, STARTTLS

Username: joe.test

Get a new account Manual config Done Cancel

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



Mail Account Setup

Your name: Joe Suzuki Your name, as shown to others

Email address: joe.test@xplornet.com

Password: ●●●●●●

Remember password

Configuration found by trying common server names

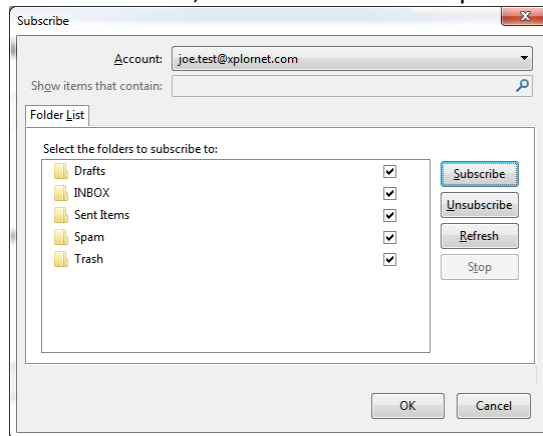
	Server hostname	Port	SSL	Authentication
Incoming: IMAP	imap.xplornet.com	993	SSL/TLS	Autodetect
Outgoing: SMTP	smtp.xplornet.com	465	SSL/TLS	Autodetect

Username: Incoming: joe.test@xplornet.com Outgoing: joe.test@xplornet.com

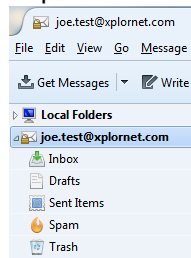
Get a new account Advanced config Re-test Done Cancel

5. Verify that the **Incoming Server Hostname** is either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net) – see the [settings page](#)
6. Verify that the **Outgoing Server Hostname** is either **smtp.xplornet.com**, or **smtp.xplornet.ca** (if your email address ends in xplornet.ca, @talkwireless.ca, @ciaccess.com or @southkent.net) – see the [settings page](#)
7. Under **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 should change the Outgoing one to match)
10. Click **Re-test**

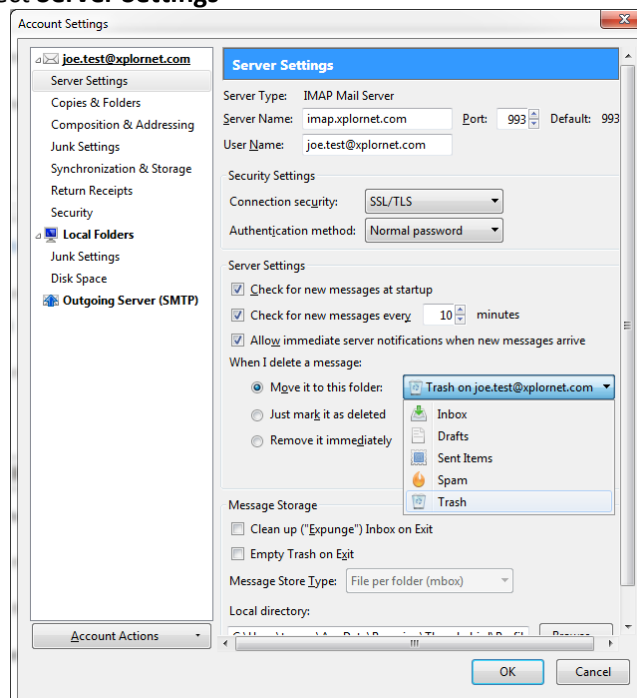
11. Click **D**one
12. Click **F**ile, **S**ubscribe
13. If your email address is not shown next to **A**ccount, select it from the drop down list



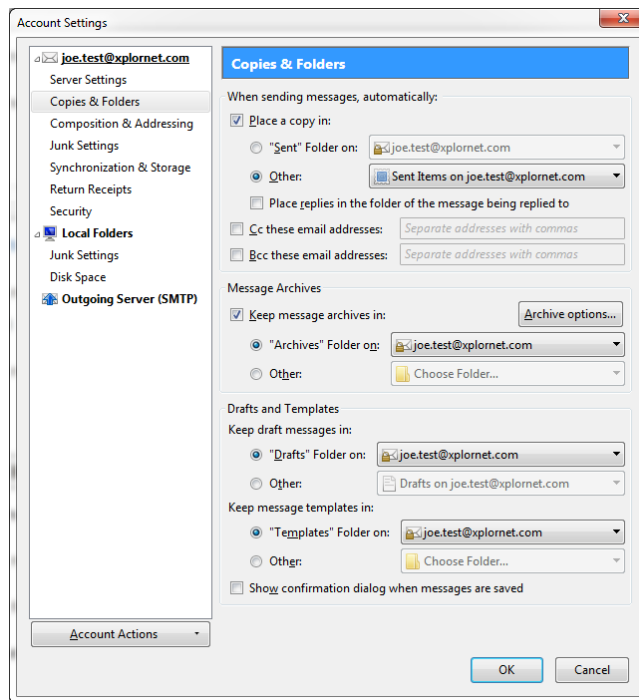
14. Verify all the folders are checked and click **S**ubscribe, then click **O**K
15. Next to your email address, if it's still only showing the Inbox folder, click on the triangle/arrow to the left of it to collapse the list of folders, and then click it again to expand the list. It should display all the folders your subscribed above



16. Click **T**ools, **A**ccount **S**ettings
17. Under your email address, select **S**erver Settings



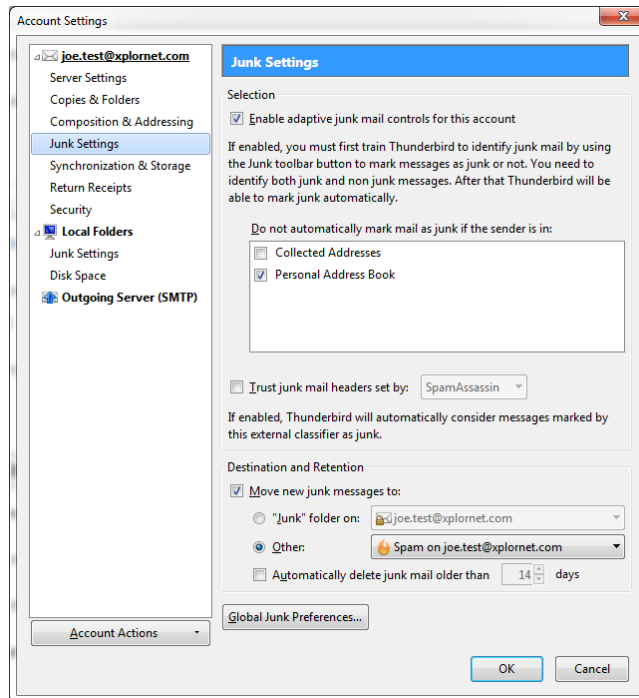
18. For “**When I delete a message**”, ensure it’s set to “**Move it to this folder**”: **Trash on** [your email address]
19. Under your email address, select **C**opies & **F**olders
20. For “**When sending messages, automatically**”, ensure it’s set to “**Place a copy in:**” **Other: Sent Items on** [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. Click **OK**

Your email account is now ready for use in Thunderbird on your Windows computer.

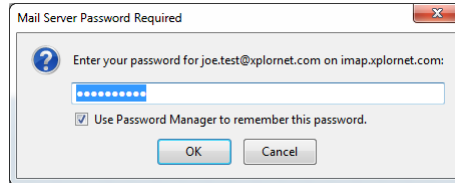
## Changing your Email Password

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

Thunderbird should prompt you for your new password (note the **server is IMAP** – for incoming):

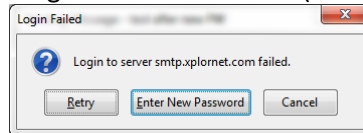


1. Click **Enter New Password**

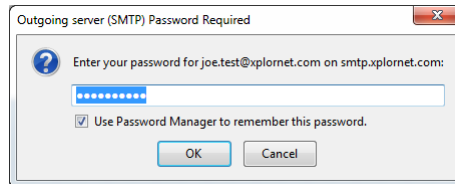


2. Enter your new **password**, check the box for “**Use Password Manager to remember this password**” (unless you wish to enter it every time) and click **OK**

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




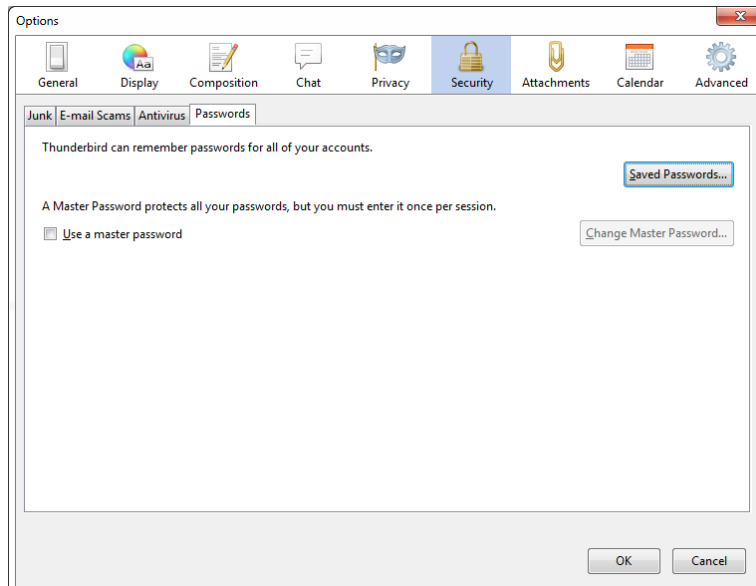
1. Click **Enter New Password**



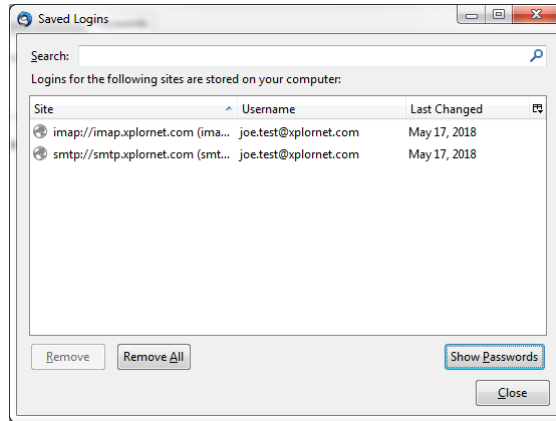
2. Enter your new **password**, check the box for “**Use Password Manager to remember this password**” (unless you wish to enter it every time) and click **OK**

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

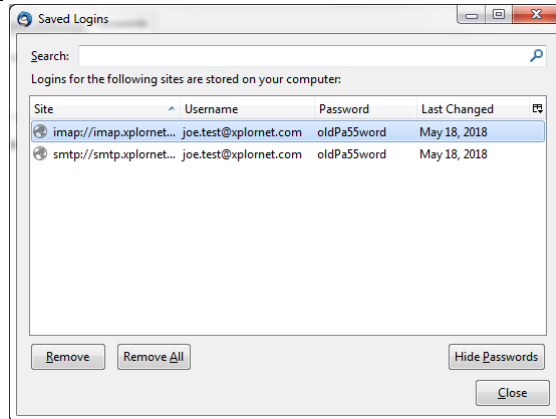
1. Click on **Tools, Options**
  - a. If you don't see the menu bar across the top, click on the **Application menu button**  and select **Options, Menu Bar**
2. Go to **Security**, then the **Passwords** tab



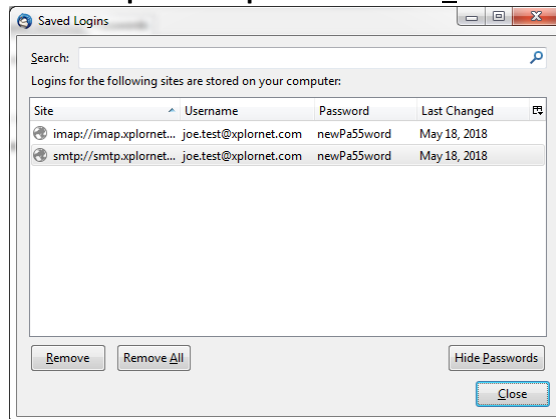
3. Click **S**aved Passwords



4. Click **S**how Passwords, and then **Y**es



5. **R**ight click on each of the entries for the **i**map and **s**mt**p** Sites and click **E**dit Password



6. Enter the new **P**assword you set in webmail for each, then click **C**lose

7. In the **O**ptions window, click **O**K

8. **E**xit (File, E\_xit) or close **T**hunderbird, and open it again

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