

Setup Xplornet Email on an Android 5 Device using the Email App

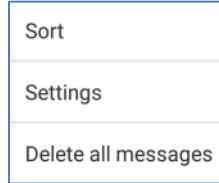
1. Open the **Email** app using the icon



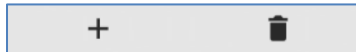
- a. If the app doesn't take you to the "Setup email" screen, tap the **three vertical dots** to the right of Inbox



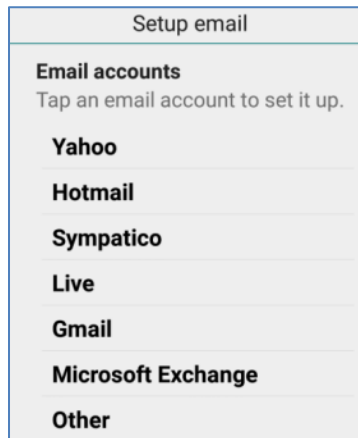
- b. Tap **Settings**



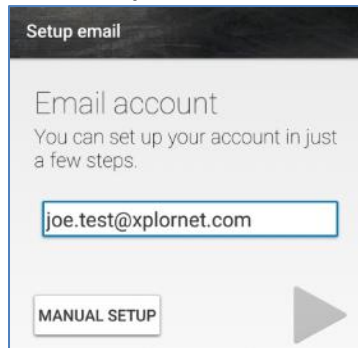
- c. Tap the + sign at the bottom left



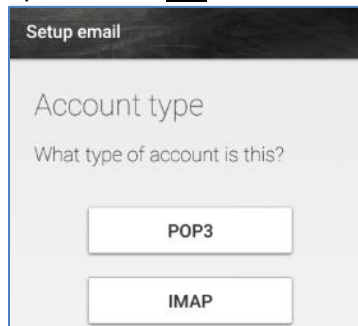
2. Tap **Other**



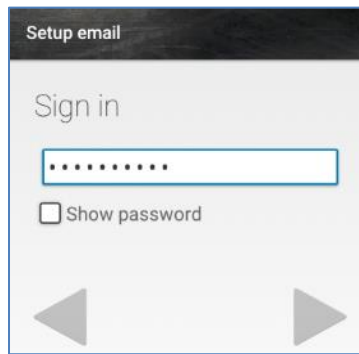
3. Enter your **email address** and then tap "**Manual Setup**"



4. Tap **IMAP** for "**Account type**" – POP3 is an option but is not recommended



5. Enter your email **Password** and then tap the **right arrow >**



6. For the **Incoming server settings**

- a. Change the **Domain/Username** to your **full email address**
- b. Enter the **Server** as either **imap.xplornet.com**, or **imap.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
- c. Verify the **Security Type** is **SSL/TLS**
- d. Verify the **Port** is **993**



- e. Tap the **right arrow >**

7. For the **Outgoing server settings**

- a. Enter the **SMTP Server** as either **smtp.xplornet.com**, or **smtp.xplornet.ca** (if your email address ends in @xplornet.ca, @ciaccess.com, @southkent.net or @talkwireless.ca) – see the [settings page](#)
- b. Verify the **Security Type** is **SSL/TLS**
- c. Verify the **Port** is **465**
- d. Change the **Username** to your **full email address**

Outgoing server settings

SMTP SERVER
smtp.xplornet.com

PORT
465

SECURITY TYPE
SSL/TLS

Require signin

USERNAME
joe.test@xplornet.com

PASSWORD
.....

Show password

e. Tap the **right arrow >**

8. Change any **Account options** to your preferences and tap the **right arrow >**

Account options

Sync frequency:
Every hour

Sync emails from:
Last three days

Notify me when email arrives

Sync emails from this account

Automatically download attachments over Wi-Fi

Only download attachments over Wi-Fi

9. Give this account a **name** (optional) and tap the **right arrow >**

Your account is set up and email is on its way!

Give this account a name (optional)

joe.test@xplornet.com

Your account is now ready for use in the Email app on an Android 5 mobile device.

Changing Your Password

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

1. Open the **Email** app using the icon



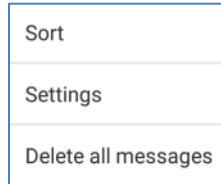
2. You may get error messages like these:



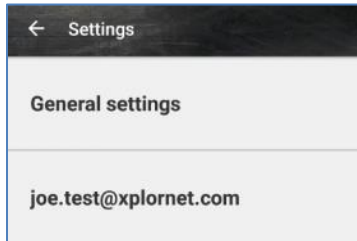
3. Tap the **three vertical dots** to the right of Inbox



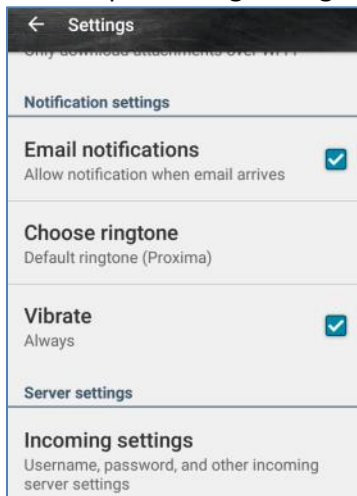
4. Tap **Settings**



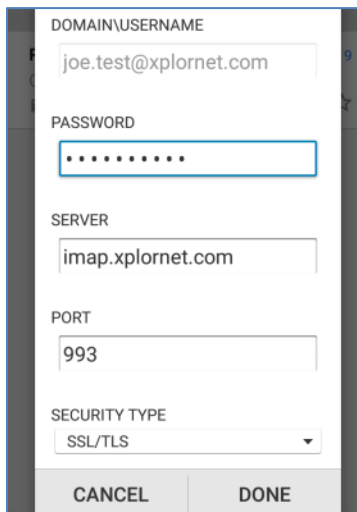
1. Tap your **Account name** (typically your **email address**)



2. Scroll down to **Server settings** at the bottom and tap **Incoming settings**

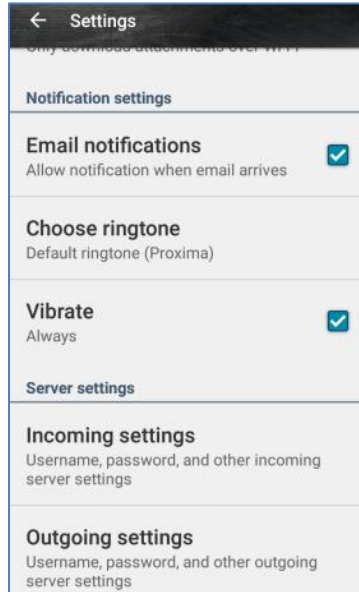


3. Enter the new email **Password** that you set in webmail

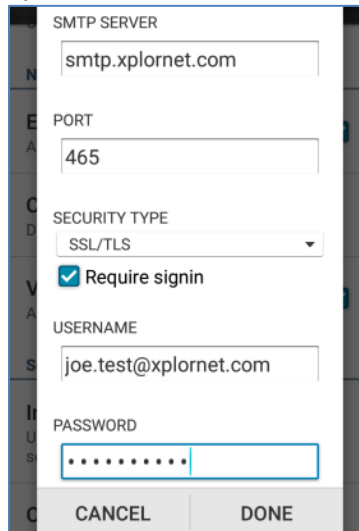


- a. Tap **Done**

5. Scroll down to **Server settings** at the bottom and tap **Outgoing settings**



6. Change the following settings:
- Verify the **Username** is your full email address
 - Enter the new email **Password** that you set in webmail



- c. Tap **Done**
7. Tap the **← arrow** at the top left next to Settings



8. Tap the **← arrow** at the top left next to Settings again

